



Enhancing Citizen Services for Viksit Bharat 2047: A Study of Pune Municipal Corporation's Grievance Redressal System

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DOI: <https://doi.org/10.5281/zenodo.19142738>

Abstract

The vision of Viksit Bharat 2047 aims to transform India into a developed nation by its 100th year of independence. Good governance, digital transformation, and citizen participation are central pillars of this vision. This research paper examines the role of the Pune Municipal Corporation (PMC) grievance redressal system, including its mobile application and online portal, in supporting the goals of Viksit Bharat 2047.

The study highlights how digital complaint registration, real-time tracking, transparency, and citizen feedback mechanisms contribute to efficient urban governance. The paper also explores the role of social media in increasing awareness, strengthening accountability, and promoting civic engagement. It concludes that digital grievance systems at the municipal level play a crucial role in building responsive governance and achieving the objectives of a developed India.

Key Words

Digital Governance, Grievance Redressal System, Citizen Participation, Urban Governance, Municipal Administration, Smart Cities, Public Service Delivery, Transparency, Accountability.

1. Introduction

India's development vision under Viksit Bharat 2047 focuses on economic growth, improved infrastructure, technological advancement, and inclusive governance. As India moves toward becoming a developed nation, urban local bodies play a vital role in ensuring efficient delivery of civic services.

The Pune Municipal Corporation (PMC), responsible for governing Pune city, has adopted digital governance tools to enhance transparency and accountability. One such initiative is its Grievance Redressal System, available through a mobile application and web portal. This system allows citizens to register complaints related to water supply, roads, sanitation, street lighting, and other civic services. It provides tracking features, status updates, and feedback options, making the process more transparent and efficient.

Digital grievance platforms directly contribute to the goals of Viksit Bharat 2047 by:

Promoting good governance

Encouraging citizen participation

Improving service delivery efficiency

Enhancing transparency and accountability

Supporting Digital India initiatives

Additionally, social media platforms help amplify awareness about the grievance system. Citizens use platforms such as Facebook, Instagram, and Twitter to report issues and share feedback, creating public accountability and faster response mechanisms.

Thus, PMC's digital grievance redressal system represents a practical model of how local governance reforms can contribute to national development goals.

3. Objectives of the Study

The main objectives of the study are:

- 1) To examine the grievance redressal mechanism of the Pune Municipal Corporation.
- 2) To analyze the effectiveness of digital complaint systems in resolving civic issues.
- 3) To study the role of social media in spreading awareness about the grievance redressal system.
- 4) To assess the contribution of municipal grievance systems in achieving the vision of Viksit Bharat 2047.

4. Scope of the Study

The scope of this research is focused on the **grievance redressal system of the Pune Municipal Corporation (PMC)** and its role in enhancing urban governance. The study primarily examines complaints related to municipal services, including:

- **Sanitation and waste management** – garbage collection, disposal, and street cleanliness.
- **Roads and transportation infrastructure** – potholes, damaged streets, traffic management, and signage.
- **Water supply and drainage** – water pipeline issues, supply disruptions, and drainage blockages.
- **Street lighting and public safety** – non-functional streetlights, lighting in public areas, and safety concerns.

The study also analyzes the impact of **digital platforms**, such as the PMC mobile application, online portals, and social media, in **facilitating grievance reporting, real-time tracking, and feedback collection**. It investigates how these platforms contribute to transparency, accountability, and **citizen participation in municipal governance**.

Geographically, the study is **limited to Pune city** and does not cover other municipal corporations in Maharashtra or India. However, the findings may provide insights into **digital governance practices**

applicable to other urban local bodies, contributing to broader policy implications for **achieving the goals of Viksit Bharat 2047**.

5. Research Methodology

This research adopts a **descriptive and analytical research design** to evaluate the effectiveness of the grievance redressal system implemented by the Pune Municipal Corporation.

The study uses both **primary and secondary data sources** to understand the functioning, effectiveness, and impact of the grievance redressal mechanism.

1. Primary Data Collection

a) Survey of Citizens

A structured questionnaire was used to collect data from citizens residing in different areas of Pune city. The survey aimed to understand:

- Awareness about the grievance redressal system
- Ease of using the mobile application and web portal
- Satisfaction with complaint resolution
- Perceived transparency in the complaint handling process

b) Interviews with PMC Officials

Semi-structured interviews were conducted with selected officials from the municipal administration to understand:

- Operational structure of the grievance redressal system
- Challenges faced in handling complaints
- Role of technology in improving service delivery
- Measures taken to ensure accountability and transparency

These interviews helped provide insights into the **administrative perspective** of grievance management.

2. Secondary Data Collection

Secondary data was collected from the following sources:

- Official reports and documents published by the Pune Municipal Corporation
- Government policy documents related to Viksit Bharat 2047
- Articles and research papers on digital governance and urban administration

- Online journals related to municipal service delivery
- Data available on PMC’s grievance portal and mobile application

3. Case Study Method

Selected cases of successfully resolved complaints were analyzed to understand:

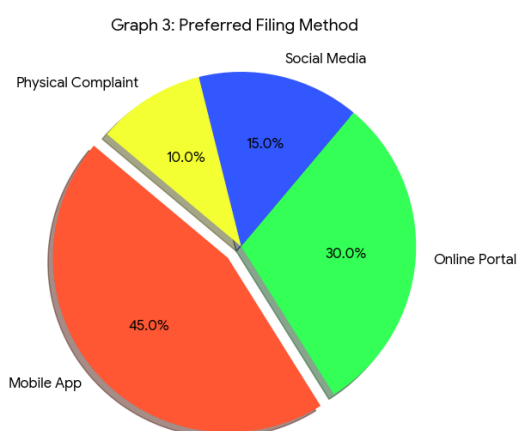
- The complaint registration process
- Time taken for resolution
- Citizen feedback after resolution

These case studies helped evaluate the **practical effectiveness** of the digital grievance system.

6. Data Analysis and Interpretation

The analysis of survey responses reveals several key findings.

- 1) A majority of respondents reported that the PMC grievance portal is easy to use.
- 2) Many citizens prefer digital complaint systems because they provide faster responses compared to traditional methods.
- 3) Social media platforms help raise awareness about civic issues and encourage citizens to report complaints.
- 4) Some respondents indicated delays in resolving complex complaints, especially related to infrastructure repairs.
- 5) Overall, the data indicates that the digital grievance system improves communication between citizens and municipal authorities.
- 6) Preferred Method for Filing Complaints



Method	Percentage
Mobile App	45%
Online Portal	30%
Social media	15%
Physical Complaint	10%

Interpretation:

The pie chart indicates a strong shift toward digital governance, with **90% of citizens** preferring electronic methods like mobile apps and online portals over traditional ones. The **Mobile App** emerges as the most popular choice at **45%**, showcasing the success of accessible, on-the-go reporting tools. Conversely, the minimal **10% reliance on physical complaints** highlights a significant reduction in the need for in-person municipal visits.

7) Key Features of the PMC Grievance System and Why They Were Implemented

Feature	Description
Mobile App + Web Portal	Citizens can register complaints anytime using the mobile application or website.
Real-time Tracking	Users can monitor the status and progress of their complaints.
Categorization	Complaints are classified into different issue types such as water supply, street lights, roads, sanitation, etc.
Photo Upload	Citizens can attach photos as evidence with geotagging for accurate location identification.
Alerts / Notifications	Push notifications and alerts keep users informed about complaint updates and resolution status.
Feedback System	Citizens can rate the quality of issue resolution and provide feedback on services.

- Traditional complaint systems were slow and lacked transparency.
- Need for **quick resolution, tracking, accountability, and citizen empowerment.**

7. Findings of the Study

- 1) The grievance redressal system of the Pune Municipal Corporation enhances transparency in municipal administration.
- 2) Digital platforms enable citizens to register complaints easily.
- 3) Social media increases public awareness about civic issues.
- 4) The system improves accountability of municipal officials.
- 5) Efficient grievance handling contributes to better urban governance, supporting the goals of Viksit Bharat 2047.

8. Conclusion



The grievance redressal system implemented by the Pune Municipal Corporation plays a significant role in improving municipal service delivery and strengthening citizen participation. Digital complaint platforms allow citizens to interact directly with government authorities, increasing transparency and accountability.

The study concludes that effective grievance management at the municipal level is essential for achieving the national development vision of Viksit Bharat 2047. Strengthening digital governance systems and promoting citizen awareness will further enhance the effectiveness of municipal administration.

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