



SWAGAT Online: Gujarat's Governance Model

Assam Chief Minister **Himanta Biswa Sarma** visited Gujarat's **SWAGAT Online** system, launched in **2003** during Narendra Modi's tenure as Gujarat Chief Minister. It is a technology-driven **public grievance redressal mechanism** designed to directly address citizens' complaints and improve administrative accountability.

The **three-tier mechanism** operates at the **village, taluka and district levels**, with officials reviewing grievances and tracking their resolution. The system reportedly achieves a **grievance-resolution rate of over 90%**, making it a notable model of technology-enabled good governance that Assam is exploring.

APSC Relevance: Good Governance; E-Governance.