

Office of the Chief Public Relations Officer
Jamia Millia Islamia

Press Release

JMI Faculty Member Secures ICSSR Major Research Project on Digital Grievance Redress and Nyaya Theory

New Delhi, April 20, 2026

The Indian Council of Social Science Research (ICSSR), Ministry of Education, Government of India, has awarded a Major Research Project to Dr. Pooja Paswan, Associate Professor, Department of Political Science, Faculty of Social Sciences, Jamia Millia Islamia (JMI) for her project titled *“Evaluating and Improving India’s Digital Grievance Redress Architecture: A Nyaya-Theory-Driven Mixed-Methods Policy Experimentation Study.”*

The project seeks to critically examine India’s evolving digital grievance redress systems and assess their effectiveness in ensuring accountability, transparency, and citizen-centric governance. With the increasing reliance on digital platforms such as CPGRAMS, grievance redress mechanisms have become central to administrative responsiveness. However, challenges persist in terms of inclusivity, efficiency, and outcome-oriented resolution, particularly for marginalized and vulnerable populations.

The research project is significant in the contemporary governance landscape as it integrates classical Indian philosophical thought—specifically Nyaya theory—with modern policy design and evaluation frameworks. By combining normative insights with empirical analysis, the study aims to develop a contextually grounded and theoretically informed model for improving grievance redress mechanisms in India.

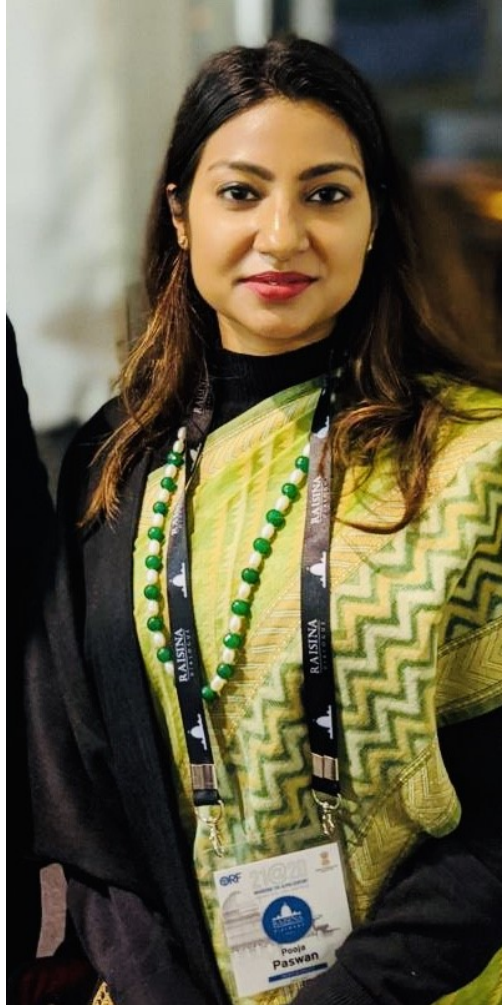
The primary objective of the project is to evaluate existing systems using a mixed-methods approach, including quantitative data analysis and field-based qualitative research, while also undertaking policy experimentation to identify scalable and evidence-based reforms. The study aims to contribute to strengthening democratic accountability and enhancing public trust in governance institutions.

Further, the project aligns with national priorities of good governance, digital transformation, and inclusive public service delivery, contributing to broader policy goals of administrative reform and citizen empowerment.

Dr. Pooja Paswan is an Associate Professor in the Department of Political Science at Jamia Millia Islamia and serves as Assistant Dean, Students' Welfare, and is part of the team of the Dean, Students' Welfare, in addition to being the Chair of the Public Administration Theory Network (PATNET). Her research focuses on public administration theory, public policy, and governance, with a particular emphasis on integrating Indian Knowledge Systems into contemporary administrative frameworks. She has over a decade of teaching and research experience and has actively contributed to advancing critical and plural perspectives in public administration.

The award of this Major Research Project reflects Jamia Millia Islamia's continued commitment to promoting impactful research that contributes to policy innovation and strengthens democratic governance.

Prof. Saima Saeed
Chief Public Relations Officer



Dr. Pooja Paswan