

ENHANCING JUSTICE DELIVERY THROUGH ICT: A COMPARATIVE STUDY OF LEGAL APPLICATIONS IN INDIA WITH A FOCUS ON UTTAR PRADESH

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ABSTRACT

This study focuses into the way Information and Communication Technology (ICT) has revolutionized the way justice is delivered, mostly in Uttar Pradesh, India. It also focuses on legal applications in India. It examines the ways that ICT tools—such as online legal resources, computerized case management systems, and e-courts—help the judiciary become more efficient, transparent, and capable. Examining the practical application of ICT in legal systems was the goal of this investigation. The investigation evaluated the practical application of ICT in judicial contexts using a triangulation research approach that combined a subjective approach with a piecewise quantitative technique. 200 judges, including 15 judges who work in information technology, were given surveys to complete, and some of them were in-person consulted. The results of this study demonstrate that accessibility to justice, high-quality justice, clarity, reasonable cost, and the ability to communicate legal analysis are the main advantages of integrating ICT into judicial systems. It is thus assumed that all court proceedings, from the point of filing until the redemption of the option, will be documented, and details regarding costs and postponements will be available. Undoubtedly, making this data more easily accessible will increase the accountability of the legal systems and, in turn, increase their efficiency.

Keywords: *Information and Communication Technology (ICT), Justice Delivery, ICT, Legal Applications, India, Focus, Uttar Pradesh*

1. INTRODUCTION

The modern advanced age has seen a transformation of traditional work practices due to the incorporation of Information and Communication Technology (ICT) into various sectors, which promotes availability, simplicity, and proficiency. The legal industry stands to gain significantly from ICT advancements because it is inherently reliant on precise documentation, optimal communication, and methodical cycles. This research delves into the revolutionary impact of ICT on the administration of justice in India, focusing

specifically on the state of Uttar Pradesh. It compares its findings to broader public trends to provide a thorough analysis.

The incorporation of ICT into India's legal system is a significant step towards democratizing access to justice, rather than just a technical update. An important step in reducing the postponements and overabundances that have historically plagued the Indian judiciary is the implementation of e-courts, electronic recording systems, and online legal data sets. Through enabling computerized case management and ongoing adherence to legal protocols, information and communication technology (ICT) technologies have improved court task efficacy and facilitated quicker justice resolution. This paper examines these developments and highlights the role they play in resolving conflicts between the public and the judiciary, particularly in a populous and diverse country like India.

India's most populous state, Uttar Pradesh, offers a unique microcosm for examining how ICT affects the administration of justice. The enormous population of the state and the corresponding number of court cases present a great deal of strain for the judiciary. By concentrating on Uttar Pradesh, this study hopes to provide tidbits of information on the unique challenges and successes faced in the region. The use of ICT in Uttar Pradesh's legal system serves as a crucial contextual analysis to comprehend the adaptability and flexibility of digital arrangements in a setting where asset obligations are complex and multifaceted. The feasibility of the state's initiatives, such as the digitalization of court records and the holding of virtual trials, is assessed in order to improve the availability and efficacy of the legal system.

This paper draws comparisons between the experiences of many states and Uttar Pradesh to examine the wider implications of ICT integration in the Indian judiciary. It looks at how regional variations in the legal system, legal education, and authoritative assistance affect the outcomes of ICT campaigns. The review seeks to identify best practices and anticipated pitfalls by highlighting similarities and variations, providing a detailed picture of the multifaceted impact of ICT on the administration of justice across multiple countries.

ICT integration in India's judicial system has tremendous potential to advance the delivery of justice; in this particular case, Uttar Pradesh serves as a fundamental contextual study. This research aims to contribute to the ongoing discussion regarding judicial reforms by providing a detailed analysis of ICT applications in the legal field, highlighting the need for an equitable approach that considers regional challenges and important opportunities. The investigation emphasizes the value of using technology to create a more open, effective, and transparent legal system in India through this close focus point.

2. LITERATURE REVIEW

Bhatnagar's (2015) Research examines the remarkable potential of Information and Communication Technology (ICT) to enhance management and the delivery of management, particularly to underserved networks in agricultural countries such as India. The author emphasizes how information and communication technology (ICT) advances transparency, competence, and resident commitment to administrative procedures. Important topics include the adoption of e-administration platforms to bridge the advanced divide and involve disadvantaged populations by providing them with better access to governmental services.

Dwivedi's (2017) This study examines how e-administration initiatives affect rural India, highlighting important initiatives and their outcomes. The review demonstrates how e-administration has improved productivity and accountability in the provision of aid by enhancing the notable accessibility of taxpayer-supported organizations to remote populations. The author considers execution issues and contextual considerations, emphasizing the need for specially designed arrangements that suit the socioeconomic dynamics unique to rural areas.

Ghosh (2018) examines the relationship that exists between accountability, democracy, and India's Right to Information (RTI) Act. The assessment evaluates how RTI impacts the promotion of accountability and transparency within administrative structures. Ghosh deconstructs institutional and legal reforms to show how the RTI Act has empowered citizens to request information, hence strengthening the administration of majority rule and furthering anti-defilement efforts. The focus also discusses other issues, such as the need for robust execution mechanisms and regulatory barriers.

Huchhanavar's (2023) A recent study examines the regulatory frameworks in India and the Assembled Realm that oversee judicial authority. The exposition looks into the mechanisms put in place in the two jurisdictions to ensure judicial accountability, reliability, and autonomy. Through an analysis of public opinion, moral principles, and disciplinary procedures, the assessment sheds light on the merits and demerits of legal guidelines. It emphasizes how important strict regulatory frameworks are to preserving the reputation of judges and the public's faith in them.

Krishnan et al.'s (2014) The paper centers on challenges related to justice admission at the local level in India. The authors analyze the challenges faced by undervalued networks in gaining access to justice systems and legal remedies in lower-level administrative divisions. Boundaries such as legal awareness, procedural complexities, and socioeconomic disparities that prevent effective entry into the legal system are highlighted in the review. In order to improve disadvantaged populations' access to justice, it supports limiting building campaigns, bolstering local communities, and modifying the law.

Mallick's (2016) An analogous evaluation examines the implementation and impact of the Right to Information (RTI) Act in the neighboring states of Rajasthan and Bihar, India. The analysis evaluates the

effectiveness of RTI arrangements in terms of people's participation in local government procedures, transparency in leadership, and accountability of local experts. Through the comparison of contextual analyses from two states and evolving socio-political environments, Mallick highlights the role that information availability plays in promoting grassroots resident commitment and vote-based administration.

3. RESEARCH METHODOLOGY

This study's research approach, which included triangulation in particular, appears to be a combination of quantitative and subjective methods. In research, triangulation refers to the use of many approaches or data sources to validate findings and increase the credibility of the study's conclusions.

3.1. Qualitative Methodology

15 ICT judiciary employees were interviewed in order to apply qualitative approaches. These gatherings were designed to amass a comprehensive understanding of the awareness and perspective of ICT technologies relevant to legal systems. Qualitative data from these discussions would typically provide context and a nuanced understanding of the quantitative findings, as well as perspectives on the legitimate challenges and benefits that the staff members directly involved in ICT deployment would bring out.

3.2. Quantitative Methodology

In order to get a quantitative perspective, surveys were distributed to 200 judicial staff members, including the 15 ICT staff members that were contacted. This method was designed to assess responses and gauge degree of organization with respect to various aspects of ICT integration in legal systems. Given what is evident from Tables 1, 2, 3, and 4, it is likely that the surveys included structured questions with predetermined response options. Likert scales were used in these tables (Concur, Vague, Deviate, etc.) to systematically collect and break down staff assessments of basic technologies, perceived advantages, challenges, and current uses of ICT.

3.3. Data Analysis

Compiling and interpreting the quantitative responses from the surveys was part of the information research process. Tables, such as those provided (Tables 1, 2, 3, and 4) were used to clearly introduce the findings by displaying the rates and degrees of comprehension or disagreement among the respondents. Researchers and readers can better grasp the appropriation of feelings and judgments regarding ICT in the work environment among the judicial staff thanks to this well-organized display.

4. FINDINGS

In order to look into the study's main goal, which was to find out how ICT could be used to improve the way judicial systems were presented, the researcher spoke with fifteen ICT staff members who were knowledgeable about the key technologies that should be used when implementing ICT in judicial systems. Three ICT staff members were ignorant about the core technologies for implementation, compared to 80% (12 ICT staff members) who were.

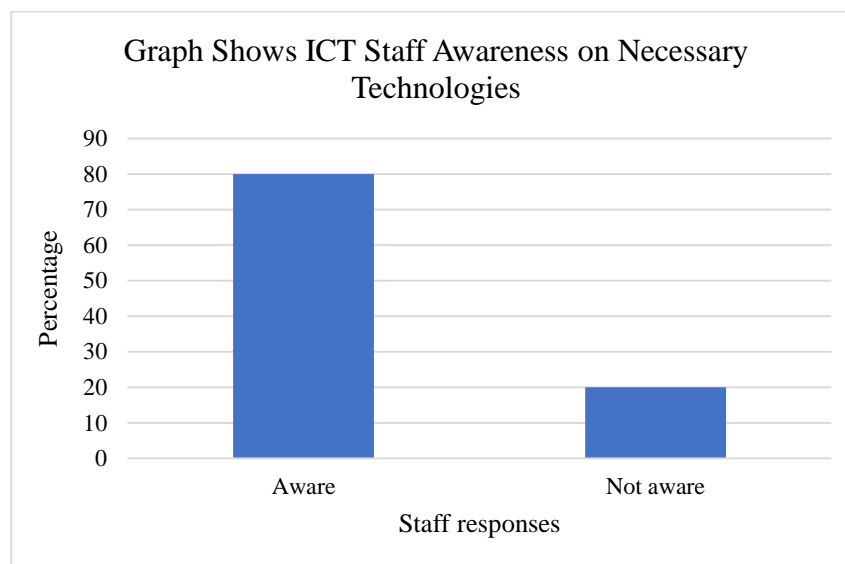


Figure 1: shows that ICT staff are aware of the necessary technologies

The findings presented in Figure 1 above indicate that a greater proportion of respondents (80%) from the ICT division are aware of the technologies required to integrate ICT in judicial processes.

The following technologies are considered necessary for implementing ICT in judicial systems:

- Basic technologies, such as desktop PCs, word processing programs, bookkeeping sheets, and internal and external email for managerial and decision-making faculties.
- Applications that use CMS and automated libraries to support the regulatory workforce
- Technology such as electronic libraries, networks that censure emotionally supportive content, and case and regulatory regulation to aid adjudicators in their duties.

Table 1: Staff reaction to technologies necessary for ICT implementation

Necessary Technologies	Response	Level of Agreement		
		Agree	Undefined	Disagree
Basic technologies	N	150	21	29
	%	(75)	(10.5)	(14.5)
	N	178	2	20

Applications to support the administrative personnel	%	(89)	(1)	(10)
Technologies to support the activities of the judges	N	135	32	33
	%	(67.5)	(16)	(16.5)

Staff responses regarding the technology required to perform ICT across different classes are shown in Table 1. 75% of respondents agreed that critical technologies are important, 10.5% thought otherwise, and 14.5% disagreed. Regarding programs that assist managers, a crucial 89% agreed, 1% disagreed, and 10% disagreed. Technologies that assisted adjudicators in their exercises showed 16.5% disagreement, 16% vulnerability, and 67.5% arrangement. In general, the data suggests strong support for foundational and administrative technology, with somewhat more mixed responses about technologies that facilitate judicial exercises, indicating varying levels of perceived availability and need among employees.

Table 2: Views regarding the benefits of integrating ICT inside the judiciary

Advantages of ICT in Judicial Systems	Response	Level of Agreement		
		Agree	Undefined	Disagree
Accessibility to justice	N	100	60	40
	%	(50)	(30)	(20)
Transparency	N	120	30	50
	%	(60)	(15)	(25)
Cost effectiveness	N	110	35	55
	%	(55)	(17.5)	(27.5)
Efficiency	N	120	45	45
	%	(60)	(22.5)	(22.5)
Research tools	N	100	45	55
	%	(50)	(22.5)	(27.5)

Reactions to the apparent advantages of implementing ICT in judicial systems are seen in Table 2. Respondents' altered responses to openness to justice included half understanding, 30% vulnerability, and 20% conflict, indicating a mixed level of insight. 60% of respondents agreed that something was straightforward, 15% disagreed, and 25% disagreed. Cost viability revealed a mistrust of financial benefits with 55% arrangement, 17.5% vulnerability, and 27.5% conflict. 60% of productivity was arranged, with 22.5 percent doubtful and 22.5 percent in disagreement. Research instruments also demonstrated a

respectable response, with half comprehension, 22.5 percent susceptibility, and 27.5 percent conflict. While ICT in judicial systems generally helps with transparency and productivity gains, opinions vary widely about other benefits like cost effectiveness and accessibility to justice, which reflects differing viewpoints among respondents regarding the impact and feasibility of ICT implementation in this particular scenario.

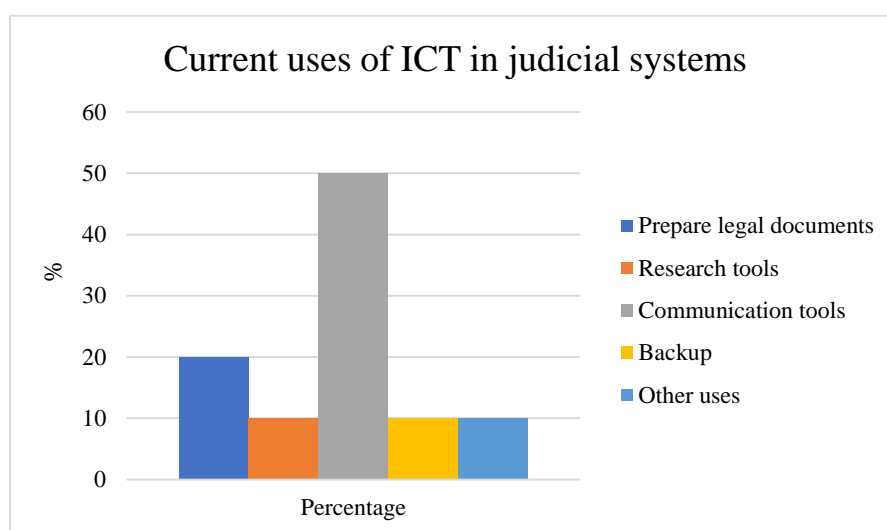
Table 3: ICT implementation challenges in judicial systems

Challenges	Response	Level of Agreement		
		Agree	Undefined	Disagree
Lack of awareness of the technology	N	120	35	45
	%	(60)	(17.5)	(22.5)
Technical difficulties	N	130	30	40
	%	(65)	(15)	(20)
Computer illiteracy	N	120	35	45
	%	(60)	(17.5)	(22.5)
Unreliable internet connectivity	N	110	35	55
	%	(55)	(17.5)	(27.5)
Lack of electricity	N	150	30	20
	%	(75)	(15)	(10)

Table 3 illustrates the respondents' stated perceived challenges in implementing ICT in legal institutions. The most obvious concerns are a lack of knowledge about technology, with 60% understanding, 17.5% vulnerability, and 22.5% conflict, indicating a critical need for education and preparation. With 65% comprehension, 15% vulnerability, and 20% conflict, specialized problems are also a serious problem since they highlight the complexity and expected boundaries of delivering ICT solutions. Lack of PC education is another important test, as seen by responses that highlight the need for limit functioning among judicial staff, with 60% understanding, 17.5% vulnerability, and 22.5% conflict. An important barrier that could prevent the consistent operation of ICT systems is an inconsistent online network, which has a 55% comprehension rate, a 17.5% vulnerability rate, and a 27.5% conflict rate. Finally, the lack of power is referred to as a test, despite the fact that knowledge collection is higher (75%), vulnerability is 15%, and conflict is barely 10%. These findings reveal framework deficiencies that could undermine efforts to use ICT in judicial contexts. All of these findings point to intricate barriers that must be removed in order to successfully integrate ICT into legal systems. These barriers range from specific problems to gaps in the foundation and education.

Table 4: ICT is currently being used in judicial systems.

S/N	Uses of ICT	No. of Staff	Percentage
1	Prepare legal documents	40	20%
2	Research tools	20	10%
3	Communication tools	100	50%
4	Backup	20	10%
5	Other uses	20	10%

**Figure 2:** ICT is currently being used in judicial systems.

A description of the continuing goals of ICT inside judicial systems is provided by Table 4 and Figure 2, which compare rates linked with various exercises and personnel numbers. Communication tools are the most widely used, with half of the total—100 staff members—using them. This highlights the role that ICT plays in facilitating both internal and external communication among judicial academics. The next group, Get Ready Legal Archives, has 40 employees (20%), demonstrating the use of ICT to enhance report planning skills. Twenty employees (10%) use research tools, indicating a moderate but significant reliance on ICT for legal research. Twenty employees (10% of each) are assigned to reinforcement administrations for various purposes; these employees demonstrate useful roles such as information security and sporadic ICT applications inside judicial responsibilities. The table primarily illustrates the diverse roles that ICT plays in enhancing effectiveness and functional competency across several domains within judicial systems, with a focus on its fundamental function of modernizing legal activities and administrative cycles.

5. DISCUSSIONS

The work of judges is not what it once was. Really, not very long ago, decisions about mass suit cases were made with the mindset that they were extraordinary regardless of the circumstances. Whether or whether one could anticipate its contents, one would have to physically appear in court in order to obtain them. It is anticipated that daily case monitoring will prevent surprises such as missing deadlines. For a brief while, then, the routine judicial labor becomes an incredibly tiresome task. However, one should recognize that the compelling goals of ICT in the courts will completely transform the nature of judicial work.

There is virtually little true-to-form use of ICT in court systems, as evidenced by discoveries (figure 2). Even though there is very little use of ICT, many members of the court staff do make use of it. This is particularly true given that the majority of workers lack formal computer education. This fact remains consistent with the findings presented in Table 3 from 60% of the respondents. Lack of PC education is unquestionably one of the challenges in implementing ICT in judicial processes. Despite the challenges outlined in Table 3 regarding the integration of ICT in judicial systems, several staff members in Table 2 have identified numerous advantages of ICT use in the judiciary. Therefore, in order to benefit from technology, the legal systems need to figure out how to use it most effectively.

Effective use of technology improves workflow and provides more efficient court administration. At this point, the majority of actors' combined efforts can be seen as the cause of justice. Some of these actors—judges and administrative staff, for example—work for the court association, while others—legal counsel, disputants, and witnesses—as well as the community and public institutions—make up the environment in which the court typically operates. The results from Table 1 are divided into three categories and show the technologies that can be used inside the court to implement ICT in judicial systems. For the two designated authorities and managerial personnel, the primary class covers basic technologies such as desktop PCs, word processing, computation sheets, and both internal and external email. The next class consists digital programs, such as automated registers and case executive systems, that support the court's managerial staff. Lastly, the third type includes technology that support the actions of the designated authorities, such as networks that denigrate emotionally supportive content and electronic libraries for regulation and case law.

Unfortunately, the dispersion of these technologies alone—without other actions like planning and reorganizing workflows—will often result in a very limited impact on output. People who work in the legal system can learn what information and communication technology (ICT) is and start looking into possible applications for it by using basic technologies. This is particularly important because courts have often been characterized as having very little creative ability. The fact that a few courts are starting to use PCs for basic report writing and printing, email for informal communication, and web browsing helps to facilitate the sharing of basic PC data that is essential for the acceptance of additional technologies. This is supported by

Table 4's findings, which outline the continuing goals of ICT in legal systems. Because it is crucial for the application of other technologies, this fundamental technology is thus necessary. For example, an adjudicator cannot access online legal information services or use them as a research tool if they do not have a PC and a web connection.

The regulatory division of the court is responsible for carrying out a number of tasks, ranging from maintaining official records of all court proceedings and case updates to sending out actual court notifications. Additionally, court employees play a vital role in serving as a liaison and support system for the various parties involved in the legal system as well as the designated authority. Legal experts are aware that the court process starts long before a matter is brought before them. The competent court employees adhere to rules, regulations, and guidelines when recording and maintaining registers and archives. where using ICT, the equivalent may be avoided where the court deems it appropriate. For instance, the case may be resolved later, causing a delay, if a party is unable to appear in person before the court while it is being watched closely. Under these current circumstances, the party may record significant online archives. Pleadings and other records may be available online.

Because there are so many activities, resources and investment are needed. ICT can have a big role in preserving really needed resources at the beginning of the preliminary by aiding the helpers in their exercises. It guarantees that the appropriate approach has been taken into consideration, for example, while calculating any timescale that guidelines propose or allow.

Additionally, it enables a quick assessment of a case's circumstances without requiring a thorough access to and reading of the case document. Thus, the automated registry is possibly the first application that ought to be made before the courts. When all is all said and done, as evidenced by findings consistent with Table 2, it will increase transparency, fairness, efficiency, and affordability. ICT helps to improve the accessibility of the court system for prosecutors, clients, and the general public by providing online access to decisions, hearing schedules, court strategy, and case information. Lungten supports the findings that ICT enables the judiciary to carry out court functions far more quickly and effectively. For example, with further enhanced productivity and viability, the recording and sectioning of case information by the seat assistants and the writing of court orders and decisions turn out to be much speedier.

With just a few touches on the console, the representative can now provide information in the unlikely event that automated registers are preserved. It is not necessary for the concerned party to leaf through the court agenda books. Justice is made possible by the executives' compelling case stream, which applies to both preliminary and redrafting proceedings as well as individual cases and judicial systems and courts. It ensures that all defendants receive equal protection under the law and fair procedures. Case executives are responsible

for keeping an eye on and managing cases on the court schedule from the moment they are first recorded until they are finally dismissed by preliminary, settlement, etc. It ensures that every case moves forward promptly right away. When implemented properly, ICT can help the judicial systems develop a superior CMS that used to carry out a variety of court functions.

Some of the functions carried out by the CMS are directly related to managing the individual case. These include the support and automation of the administrative center, the authoritative work of the court employees, case management, case organization, executive record keeping, hearing scheduling, and support for judicial exercises. Following the reception of an argument, for example, the occasion should be called, the case should be assigned to an authorized authority, notifications should be issued, a conference has to be scheduled, and time should be allotted for the adjudicator to review the argument prior to the meeting.

The representative may send an update if they don't hear back from the party imposing the restrictions. In the paper-based system, court employees carry the case's progress around in their thoughts or are infused with tactics and tangible artifacts, including schedules. Not only are there CMS-related problems, but ICT is also used to plan apps that assist and automate the tasks of judges. In some areas, information and communications technology (ICT) supports the functioning of the designated authorities in areas such as movement association, information board and retrieval, record generation, and navigation. Legal research is one of the areas of the adjudicator's work that has perhaps been most impacted by the use of ICT. Based on the findings in Tables 3 and 4, ICT can be used in conjunction with legal research, which is something judges ought to undertake.

A variety of cutting-edge resources, including as CDs, local intranets, the internet, and rules, provide access to religious texts, laws, rulings, resolutions, local legislation, and much more. Overseeing legal research online and navigating the growing number of sites has become an increasingly important part of an adjudicator's daily tasks. The quality and efficacy of legal research have been greatly enhanced by the use of text mining techniques and web search tools. Judges being able to 'basically' meet and discuss cases, regulations, and procedures has been a major development in recent years. In light of the declining opportunities for judges to serve on boards, online forums and chat groups are sometimes seen as a useful tool for judges seeking support and exchanging information.

Condemning assistance and automated judging systems have advanced as a result of ICT speculations. These mechanisms should encourage appointed authorities to impose penalties that become more predictable over time and aid in improving the caliber and ideality of choices. "The Condemning Information System for the High Court of Judiciary of Scotland is one of the greatest models. Without appropriately restricting the use

of judicial watchfulness, the system "utilizes PC technology to permit sentence fast, simple admittance to important information about previous condemning of the court in 'comparative' cases." However, generally speaking, it seems that challenging problems are involved in the development of such systems. This is probably related to the complexity and nature of the projects in comparison to the state of technology today.

6. CONCLUSION

A comparable examination of legal applications in India, concentrating on Uttar Pradesh, demonstrates both the major benefits and challenges associated with integrating ICT into the justice delivery system. A more potent and unbiased legal system appears to be on the horizon thanks to the adoption of ICT, which has significantly improved judicial competence, transparency, and access to relevant resources. While serving as a model for other governments, Uttar Pradesh's progress—aided by initiatives like the e-Courts Mission Mode Task—also highlights the need for continued attention in computerized structure, planning, and strategic support. Judges will be able to assume a significantly more significant role in monitoring and supervising cases if they are fully supported in implementing ICT systems, all the way from the Court of Appeal to the lower courts. Thus, the planning of judges' workloads, the posting of cases across boundaries, and the tracking of case advancement can all be facilitated by a public level monitoring tool. Records of the progress of a case can be made, including information on costs and delays, all the way from the first example phase to the final conclusion. This information's accessibility undoubtedly increases the legal systems' accountability and, as a result, increases their competence.

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