Online Behavior of State Actors in Kashmir Conflict

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INTRODUCTION

The internet, smart phones, Information and Communication Technologies (ICT) tools and other services are increasingly being used in the political processes, to empower citizens, to promote human rights, to promote accountability and transparency in governance (Sida, 2009). The ICTs are facilitating people to engage in advocacy, discussion, debates, freedom to express, mobilization, service delivery, monitor government initiatives beside others. The spread of mobile phones, crowd sourcing technologies and social networks have particularly enabled messages to be amplified with new spaces opened for public engagement (Coyle and Meier, 2009). Apart from the usage of new media technologies in peaceful situations these technologies also plays a significant role in deciding the course of conflicts. The usage of information technology is well documented and usage of radio in the Rwandan genocide and its systematic use in former Yugoslavia to flame hatred and violence are some infamous cases. Research has established the potential of communication usage for increasing violence and conflict. Different from radio and television, the internet technology has, to some extent, led to the democratization of information, enabling the individuals to access information of their choice, allowing them to share user generated content to a wider audience through online platforms.

The internet technology holds great potential of interconnecting the global population and generates enthusiasm of a utopian social order free from control, domination while democratic and self emancipatory for individuals. These technologies can also be helpful to plan, organize and coordinate direct political actions by protesters, political opponents, common masses, during insurrections etc (Katz, 2008). The penetration of Information and Communication technologies and new media tools in any type of political setups such as autocratic, democratic, communist brought some changes in the administrative behaviour and performance of the state forces, opposition groups, non-state actors etc. Quite different from the behaviour of the authoritarian regimes, which are least bothered about democratic rights of its citizens the democratic nations have to respect the international obligations of a democratic society as well as to ensure the democratic rights to its public. The situation becomes more serious for a democratic country, when the new technological advancements are introduced in the conflict ridden areas such as Kashmir, which has been grappling with conflict for the last many decades and a wider public is challenging the notions of democratic rule. The conflict in Kashmir valley has completed over seven decades and in the last two decades the government had to introduce new communication technologies there. During the introduction of any new technology in Kashmir valley, the government remained very cautious about the apprehensions of technologies' misuse by the non-state actors and the elements inimical to the peace in the region. Such cautious decision making approach before the introduction of any new technology in conflict ridden Kashmir has been witnessed in the last two decades. For example the mobile phone services were launched across India in the year 1995 but in Jammu and Kashmir it was launched in the year 2003, after eight years of delay. The advancement in internet technology morphed in the smart phones gave a new advantage to militants, which gave rise to a new phase of militancy in Kashmir valley. This new phase of militants started using social media tools for the propagation of their ideology among Kashmiri youth with an aim to support their cause as well as help them on various fronts. The appearance of images and videos of a local militant commander, Burhan Wani in army fatigues holding an AK-47 automatic rifle started circulating in social media in 2013 even though he had joined the militant ranks in 2010 (Shah, 2020). Social networking sites become a tool of mobilizing support for militants as well as to spread their message. It helps to save them whenever they are trapped in a security cordon. Indeed the internet played an important role in the new phase of militancy, glorifying violence, popularizing militants and their ideologies. The social media is not just a tool of communication but a weapon of war as it helps the handlers of militants groups in Pakistan to conduct recruitment drives in and outside Kashmir, organize trainings to use social media on social media platforms, to make public the routine activities of militants, garner moral as well as physical public support for their cause,

appeal the public to disrupt security cordons during encounters, glamorise militancy, expose some weaknesses of the state. Instead of countering its adversaries at the virtual war front, the security establishment celebrates their success by offering the number of militants killed in one year but a new phase of jihad has outperformed the security establishment in virtual space (Shah, 2020). The wider mobilization of youth in conflict related activities was due to increasing alienation among them. This alienation of youth was pushing them away from mainstream and closer towards militancy. The youth of the valley are overwhelmed by a sense of alienation (Wani. 2018). Late Finance Minister Arun Jaitely held responsible the policies of Congress for alienation. The assembly elections in 1957, 1962, 1967 were not fair, which had sown the seeds of alienation in Kashmir along with a series of mistakes to stay in power by Congress (IANS. 2019). According to Internet Shutdown tracker, a total of 381 internet shutdowns were recorded between January 2012 to January 4th 2020. Of the all shutdowns in eight years, 236 were preventive in nature, imposed in anticipation of law and order situation while 146 were imposed in order to contain on-going law and order breakdowns. Out of these shutdowns, Kashmir accounted for nearly half of the shutdowns that is, 180 shutdowns (Naseem, 2016). Leading the world in internet shutdowns, India recorded 134 such incidents in the year 2018 (Schultz and Yasir 2020). In the year 2019, Indian government blocked internet services for 106 times out of which 55 times in Jammu and Kashmir (Perrigo 2020). Government claims that the internet has been misused by the terrorists (Masih, Irfan and Slater 2019). However apart from the popular belief among the security establishment that internet shutdowns pacify violence, a public safety response to agitations or preventive measure to restrain disinformation on social media, research has proved otherwise. Along with causing unprecedented economic damage, the internet shutdowns in India have only fuelled the fires of violence (Rydzak and Lakshane, 2019). The repeated shutdowns have also been affecting the digital initiatives of the Indian government in Kashmir. Moreover the shutdowns are also inconsistent with international obligations of a democratic country like India. Apart from being enablers of fundamental rights, freedom of speech and expression, the internet facilities are vital for e-commerce, e-governance, and facilitation of emergency services, flagship programmes of state as well as central government including "Digital India" campaign in Kashmir (Sharma, 2019). If the communication channels could be used to fan violence, its potential could also be used positively for building peace by dousing the flames of hatred among warring factions by building communication bridges (Hoffmann, 2013). Moreover, in the year 2003, the World Summit on Information Society (WSIS) issued the Geneva Declaration, emphasizing for utilizing the potential of ICT to achieve Millennium Development Goals (MGD). During the second phase of WSIS an exclusive peace project ICT for Peace (ICT4Peace) project was launched, which stressed for utilizing the potential of ICT for peace efforts (Stauffacher, Drake et al, 2005). Given the penetration of ICT in Kashmir valley the need is to investigate how the government can strike a balance between fulfilling its national as well as international obligations by ensuring access to internet services, which is also required to smoothly execute the e-governance related initiatives. The present study is to find out how the potential of internet technology and the social networking sites has been harnessed by the government in a conflict zone.

RESEARCH OBJECTIVES
To find out online activities by the state actors on social media platforms in context of Kashmir conflict

To analyse the content uploaded on social media platforms by various state actors operating in Kashmir

METHODOLOGY
To analyse the online behaviour of the State actors in Kashmir valley, the online content updated by the State actors on interactive media platforms Twitter and Facebook has been taken into account for one year from 2019 to 2020. The prominent State actors dealing with conflict include Jammu and Kashmir Government, Indian Army, Central Reserve Police Force, Cyber Cell of Jammu and Kashmir, Jammu and Kashmir Police, the district officials of Police as well as civil administration. The content updated by these state actors on the two online platforms have been analysed on the basis of five parameters. These parameters are Frequency of updates, Conflict Related Interaction, Governance related Interaction, Public Grievance related interaction, Publicity, Awareness and Any other. During collection of data from the online platforms run by these State actors it is found that online updates for only few months were unavailable. Moreover on several platforms the content is not updated regularly. So an attempt was made to analyse the content for six months in mid of 2019. The state government, Army, CRPF, Jammu and Kashmir Police as well as district wise findings of the social media behaviours of state actors are explained below

1. J&K Grievance Cell
The J&K Grievance Cell, earlier known as the Jammu and Kashmir Online Grievance Redressal Portal also known as, "Awaz A Awam" allows the citizens to lodge their grievances and track them through mobile phones or computers. During governor rule from 20th June 2018 to 02 August 2019, the Grievance Cell (including Governor's secretariat) had received 82211 grievances out of which 81885 have been dealt/ forward to the concerned quarters for redressal while 326 were under process (GK News Network, 2019 August 2). The Grievance Cell has also its presence on Facebook and Twitter platforms.

JK Grievance Cell had joined the Twitter platform @JK grievance, in July 2017 and till March 4, 2020 it had only 27.1 K followers. As per content analysis on the basis of six identified parameters, the distribution of data for six months March 2019 to August 2019 is shown in Table 1.1.

Distribution of content from Twitter Handle of the JK Grievance Cell on the basis of six parameters

Total updates on Twitter	Conflict related interaction	Governance related interaction	Public grievance related interaction	Publicity	Awareness	Any other
109	0	1	2 (1.83%)	72 (66%)	34 (31 %)	0

The frequency of the updates on the Twitter handle remained very slow with an average below 20 tweets a month. Moreover out of the tweets updated on the handle, majority of the tweets are found to be related to the Publicity of the government giving information about the routine activities of the officials. However 31 percent of the updates are found to be related to creating awareness among the public. The Public Grievance related interaction found to be very scarce while conflict related interaction is totally missing on the platform. As the internet services were snapped in the month of August 2019 to March 2020, and during this time the Cell almost remained inactive.

Moreover, between August 2019 to March 4, 2020 it had only tweeted thrice one retweet is on August 3, 2019. It is an advertisement for the "Post Matric Scholarship" given by the Social Welfare Department. Second tweet was on October 16, 2019, replied to another user. On August 1, August 2, the activity of Grievance Cell on twitter was comparatively better in comparison to the Facebook page. The Twitter handle of Grievance Cell was found replying to the users, explaining about the status of their grievances, asking for details and instructing them to register their grievances at JK Grievance portal. On August 2 alone, Grievance Cell Twitter handle had replied to 12 users about their grievances, similar was the activity of twitter handle in the days of July 2019.

2. On Facebook

On Facebook, it is available as a page with the same name JK Government Grievance Cell with only 20,605 people following it and only 20, 280 people had liked it till March 5, 2020. The frequency of updates on the Facebook page was found very slow. During the time between August 5, 2019 to March 2020 when the internet services were snapped in Jammu and Kashmiri it had uploaded information very few times. Based on the identified parameters the Facebook page had updated information only 15 times between March 2019 to July 2019. On the basis of the identified parameters, maximum of the updates that is 12 out of 15 fall under publicity parameter, which accounts for over 80 percent of updates. Five percent of the updates fall under awareness parameter, which accounts for 3 updates.

There was no update on Conflict related interaction, Governance related interaction or Public Grievance related interaction. The last link shared on the page was on 11th of July 2019 by the admin. It was a news item carried by a news portal, Kashmirlife.Net, which reads, "Redressal of Grievances is the core objective of Governor Grievance Cell: Advisor Ganai". A total of 25 people had commented on the news and apart from one respondent Dar Fer Dos commented, "My many grievances got redressed by this cell. Thanks LG. Governor sir", while the rest of 24 respondents had found to be expressing dissatisfaction about the functioning. One respondent Rajiv Dahiya, who had lodged his complaint commented, "it is all fake, you can submit and forget about it. the state of affairs is so bad that officials don't even meet or respond to people who need urgent help. bureaucrats feel it is below their dignity to meet people , i thought these people are here to serve the public", while sharing a screenshot of the grievance tracking, Manzoor Ahmad Bhat commented, "See yourself Grievance pending from 11.11.2018 pathetic...", while Parshotam Kumar commented, "Grievance cell disposed my grievance after 4 months without any conclusion". Similar were the comments of other respondents, who commented that their grievances were either pending or disposed off without any satisfactory reply.

The internet remained snapped across Jammu and Kashmir and Social networking sites from August 5, 2019 to March 5, 2020, the Governor Grievance cell also remained inactive for this time period. The other links shared by Grievance cell were of newspaper clippings of "Back to Village Campaigns", advertisement published in newspapers of "Back to Village Campaign", links of news about functioning of Grievance cell and government such as June, 7, 2019, a news was updated about the functioning of Grievance Cell, which reads, "Disposal of Grievance during Governor rule" along with a "Health Advisory". On June 4, 2019, it updated "Eid Mubarak " to all, on 30th May, 2019, updated about establishment of grievance redressal by Pulwama administration in view of festivities, on 16th May 2019, a news about review by advisors of roads including Mugal road. In the comments section, people were found raising their grievances continuously and expressed displeasure for either delay in redressal of complaints or unsatisfactory response.

3. Indian Army

Indian Army is a major stakeholder in Jammu and Kashmir and has an infantry field formation known as XV corps or 15 Corps, presently located in Srinagar. The 15 Corps is responsible for counter insurgency operations in Kashmir valley. It consists of 19th Infantry division headquartered at Baramulla, 28th infantry division headquartered at Gurez and Artillery Brigade. The 15 Corps has its presence on online social media platforms, joined Twitter in April 2017, with an account on the name "Chinar Corps" @ChinarcorpsIA. It is the official account of Indian Army with 99.6 K followers on March 5, 2020. The handle is a source of official information, felicitates easier communication of information to the public, focuses on the respective area of operation and helps the Indian army to dispel rumours and counter propaganda (Philip, 2019). The data on its twitter handle post August 2019 was not accessible either due to some technical fault or probably the same is hidden or deleted. Based on the six identified parameters, the data updated by Army on its Twitter handle for the month of August, September and October 2019 is shown in Table 1.2.

Table 1.2: Distribution of content from Twitter-Handle of the Chinar Corps on the basis of six parameters:

Total updates on Twitter	Conflict related interaction	Governance related interaction	Public grievance related interaction	Publicity	Awareness	Any other
179	0	0	0	176 (98%)	2 (1%)	1

The frequency of the updates on the Twitter handle of Indian Army remained very high with an average 60 tweets a month, making it a very vibrant platform. But the majority of the tweets as 98 percent are related to the publicity of Indian Army operations and works. Moreover, on the parameter of awareness only 1 percent of the information is found. The Twitter handle of the Army is also found not involved in Conflict related interaction, governance related interaction or public grievance related interaction. Though the governance related matters are being dealt with State or UT administration but the Army is dealing with conflict and it is found not using the platform for any type of conflict related interaction.

However it is also found that when the internet services were snapped in Jammu and Kashmir post August 5, 2019, the Chinar Corps' Twitter handle remained active and continued to update activities frequently but there found no initiative for conflict related interaction by the Army. Similarly Indian Army Chinar Corps has a page on Facebook with the name Chinar Corps-Indian Army. The page was liked by 19643 people while 19750 people followed it till March 5, 2020. Both the social media accounts of the Army have been vibrant, updating the activities such as observance of martyr days, paying tributes to fallen soldiers, announcing the neutralization of militants, activities of soldiers during line of duty, propagating the welfare initiatives of Indian Army such as training to youth, organizing of educational trips, help provided by Army to needy people of Kashmir valley beside others. The content on both the platforms is the same.

4. Central Reserve Police Force

Central Reserve Police Force (CRPF) has a Kashmir Operations Sector, which is entrusted with the responsibility to maintain internal security and assist state administration to maintain law and order in South Kashmir Operation Range Awantipora, Operation Range Anantnag and North Kashmir Operations Range Baramullah. A total of 26 Battalions of CRPF deployed in seven revenue districts and three police districts of Kashmir division (Central Reserve Police Force official website). On Twitter, the CRPF has an official account named Srinagar Sector CRPF @crpf_srinagar since May 2017. It had 32.2K followers till March 5, 2020. Moreover, with an aim to help the Kashmiri citizens, the CRPF had launched a 24X7 helpline-Madadgaar, on 17th of June 2017. The helpline was aimed to provide assistance to the public in case of threat, natural calamities, disruption of civil amenities, aid in career counselling to youth interested to join paramilitary forces (Wani, 2017). Based on six identified parameters the data updated by the CRPF Madadgaar for one year from March 2019 to March 2020 is shown in Table 1.3.

Table 1.3: Distribution of content from Twitter handle of CRPF Madadgar on the basis of six parameters

Total updates on Twitter	Conflict related interaction	Governance related interaction	Public grievance related interaction	Publicity	Awareness	Any other
176	0	0	0	166 (94%)	9 (5%)	1

The frequency of the updates on the Twitter handle of CRPF Madadgar is moderate with an average of 15 updates in a month. However the handle updates information frequently but when the internet services remained snapped in Jammu and Kashmir the information sharing on the handle also declined. The handle of CRPF is also vibrant but less vibrant in comparison to the Twitter handle of the Army. Maximum of the updates that are over 94 percent of the total, fall in the category of publicity parameter while 5 percent of the updates are about awareness. Once again the CRPF is not utilizing the services for conflict related interaction as not even a single

update is found.

The information related to publicity includes the information about public welfare initiatives taken by the CRPF, help provided to the people, youth, students, Bharat Darshan tours of Kashmir students, observance of soldiers' martyrdom, propagating the other initiatives. As per analysis of the online platform on the above mentioned parameters, the CRPF Madadgar as well as CRPF Srinagar Sector found to be communicating with the public but conflict related cases were not taken up on these online platforms. The Kashmir Operations Sector has presence over online social media platforms, such as on Facebook, it has its page CRPF Srinagar Sector, but the frequency of updates remained slow.

5. Jammu and Kashmir Police

Established in 1873, Jammu and Kashmir Police (JKP) is a law enforcement agency, holding primary responsibilities of maintaining law and enforcement and investigation within Jammu and Kashmir. It works with Indian Army, Central Reserve Police Force (CRPF) and other Indian paramilitary forces to keep Jammu and Kashmir secure from incursions from Pakistan as well as participating in the counter insurgency operations across Kashmir valley. Jammu and Kashmir Police has its presence over social media platforms. Moreover on social networking platform Twitter, the police have its official accounts. J&K Police @JmuKmrPolice is the official twitter account and has been active since January 2016. The twitter account @JmuKmrPolice had 117.1K followers till March 6, 2020. On the home page of Twitter, it is written that it is the official twitter account of Jammu and Kashmir Police. Account not monitored 24X7, with a written decree, "Please do not report crime here. In emergencies dial 100". The accounts were found to be regularly updated for the month of only March 2020. The data for beginning months of 2020 or the last months of 2019, was not accessible on the Twitter handle either due to some technical problem or the data was hidden or deleted. However based on the identified parameters the content updated on the Twitter handle for a single month of March 2020 is given in Table 1.4.

Table 1.4: Distribution of content from Twitter handle of Jammu and Kashmir Police on the basis of six parameters

Total updates on Twitter	Conflict related interaction	Governance related interaction	Public grievance related interaction	Publicity	Awareness	Any other
264	0	0	0	146 (55%)	115 (43.5 %)	3 (1%)

The frequency of updates on the Twitter handle of Jammu and Kashmir police is found to be very high as for a single month over 250 updates were found in a single month of March 2020, which accounts for more than 8 updates a day. Out of the total updates, maximum of the updates fall under publicity parameter that is over 55 percent. Jammu and Kashmir Police is found to be involved in creating wider awareness among the masses as over 43.5 % of the updates fall under awareness parameter. However there is not a single update about conflict related interaction or governance related interaction or public grievance related interaction. It is found that the Police, which is responsible for maintaining law and order in Jammu and Kashmir as well as involved in counter insurgency operations is not using the services of ICT for conflict related interaction. One Facebook page of JKP is named, "Media Centre, PHQ, J&K Police", with 34,380 people following the page while 33,501 had liked the page till March 6, 2020. Another Facebook of Kashmir zone police is named, "Kashmir Zone Police Media", which is liked by 30,300 people and 30,825 people liked the page till March 6, 2020. The account was found to be regularly updated but content analysis of these accounts on the above mentioned parameters revealed that the frequency of updates is quite high. Maximum of the updates fall under publicity parameter or the second dominant parameter was awareness. The updated news about various events, functions or activities organized by police force or the activities of senior police officials or crime related incidents. Plantation drives organized, bovine smuggling bids foiled, chain snatchers nabbed, illicit liquor destroyed, advisories issued by police or celebration of festivals, news of police-public meetings were usually found to be updated on these social media platforms. The communication on these platforms was also found one sided and these tools were not found to be entertaining any types of complaints or grievances or updating information regarding conflict related interaction or governance related interaction or public grievance related interaction.

6. Cyber Police Station Kashmir Zone, Srinagar

The Jammu and Kashmir police have a separate wing of police to deal with Cyber activities in Jammu and Kashmir. Headed by an Superintendent of Police level officer and on 11th of March, 2020 it was being headed by SP Tahir Ashraf @Tahir_A, who on his twitter handle has mentioned about his tweets, which reads, "Twts are personal not of J&K police RTs". The Cyber police station Kashmir zone had no official account on twitter handle, but it has shared an email:cyberpskmr@jkpolice.gov.in for submission of cyber related grievances of the

public, which was also tweeted via official twitter handle of the SP, Tahir Ashraf. Based on the identified parameters the content updated on the Twitter handle of SP Tahir Ashraf from March 2019 to June 2019 is given in Table 1.5.

Table 1.5: Distribution of content from Twitter handle of SP Tahir Ashraf on the basis of six parameters

Total updates on Twitter	Conflict related interaction	Governance related interaction	Public grievance related interaction	Publicity	Awareness	Any other
143	0	0	0	113 (79%)	6 (4%)	24 (16 %)

The frequency of the updates on the twitter handle is found modest with over 35 updates a month. Maximum of updates fall under publicity parameters which account for over 79 percent of the total updates. Moreover only 4 % of the updates fall under the awareness parameter, while 16 percent fall under "any-other" parameter. Not even a single update falls under the conflict related interaction, governance related interaction or public grievance related interaction. On Facebook, the Cyber Police Station Kashmir Zone, Srinagar had a page with the same name and had 2124 followers and 2095 people had liked the page till March 11, 2020. The page was found updating information occasionally and the last update was of March 9, 2020, which was an advisory to the public titled, "Sharing inflammatory terror or violence loaded messages on Social Media Networking can land anyone in jail".

A photograph was shared by Cyber police Station Srinagar on 9th of March, and was followed by an update of 6th March, 2020 which was another advisory to the public for not sharing OTP, Password to anyone on phone. Similar types of updates were shared on the platform but between 26th of July 2019, to 29th of January 2020, the Facebook page was not updated at all as the internet was shut down in Kashmir valley. The Facebook page was not updated on a daily basis but occasionally and sometimes one update a day and silent for a few days as after 14th February 2020 updated about "Beware of credit/debit card frauds", the next update was on 28th of February 2020 regarding "Cyber Crime Awareness regarding phishing activities. The Facebook page of Cyber cell was confined to informing the public about the activities of the cyber police cell Srinagar and was not a platform to address conflict related grievances of the public.

Similarly the head of civil as well as police administration of sample districts of South Kashmir as well as Central Kashmir found to be updating the information on their twitter handles but maximum of the information fell under either Publicity or awareness parameter. Though some of the Deputy Commissioners are found to be active on their social media platforms but their activities are individual centric rather than an institution centric exercise. Moreover on the basis of the above mentioned parameters, the content analysis found that maximum of the content fall under publicity or awareness parameter but on conflict related interaction there is no initiative either institutional or individual centric.

CONCLUSION
The analysis of the above mentioned tables shed light on the role, if any, ICT can play in conflict resolution. It is evident from the online behaviour of the government functionaries on the basis of six parameters especially dealing with law and order situation viz-a-viz Army, Police, District administration, Governor Grievance Cell etc. It has been found that security forces as well as state government functionaries have been organizing programmes such as under operation Sadbhavna, educational trips for students, meetings between public and security forces which are aimed at conflict resolution. Public has been getting the information about these programmes through social networking sites as the security forces have also been found updating the information on their online platforms and it falls under publicity or awareness parameters. But these initiatives have been under implementation since the time, when internet technology and social networking sites were unavailable in the Kashmir valley. However there is no new online initiative or scheme initiated by the government, which is being circulated on online platforms, benefits of which, people can avail. The government representatives including the security forces have not been trying to contact the public through the social networking platforms or engaging them in discussion about their schemes meant for conflict resolution. The government institutions have been continuing with their old practices of contacting the religious, social heads of the area but never try to contact the general public. They have not been utilizing the potential of new media technology, social networking sites to establish their contact and make relationships with the common masses, according to the public. Based on the six parameters of the online behaviour of the state administration, law enforcement agencies including Army, Central Reserve Police Force, Jammu and Kashmir Police, District Administrations of Anantnag, Pulwama, Shopian, Kulgam and Srinagar shed more light on the efforts of the government for conflict resolution.

Only the JK Grievance Cell is the dedicated online platform for registering grievances of the public that too

deals with governance related interactions or public grievance related interactions and not the conflict related interactions. Even on this platform, government response was not welcoming as the official page on Facebook has not been found regularly updated. Moreover, maximum of the respondents had shown their dissatisfaction with the replies from the government. However the Twitter handle has been found more vibrant with replying to the complaints on regular intervals but the content of the complaints appeared to be governance related matters and not pertained to the conflict related interactions. Maximum of the other online platforms of the Army, CRPF, Jammu and Kashmir police and district administration have been found to be merely publicity platforms of these institutions or officials, updating their routine activities. The district administration's online behaviour is found to be individual centric rather than an institutional practice, which needs to be. Apart from Governor Grievance Cell's online activity on Twitter handle, there found no institutional mechanism adopted by the government quarters to address the public grievances. However in respect of conflict related matters there is no interaction between public and the government agencies, which is evident from the content analysis. There found to be no scheme initiated by the government institutions for conflict resolution, while some others have been under implementation since long. Moreover there is no online platform of state government institutions or security forces, dedicated for the online registration of complaints related to conflict resolution and there is no redressal mechanism. The government institutions have not been using the ICT services for conflict related matters as not even a single platform was found to be involved in conflict related interactions.

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