

GOVERNMENT & CITIZEN OPERATIONS

GovCitizenHub

One place for agencies to publish public services, and for citizens to apply, pay, track and resolve every request.

SERVICE CATALOGUE

CASEWORK

VERIFIABLE PERMITS

PAYMENTS

GRIEVANCES

ONE JOURNEY, ONE RECORD

- Publish a service
- Apply and pay
- Review and decide
- Issue and verify
- Resolve and account for it

01 The short version

GovCitizenHub is a government and citizen operations platform: one place for an agency to publish a public service, and one place for a citizen to find it, apply, pay, track it and get an answer.

THE PROMISE

One service, published once. One request, entered once. One decision, recorded once, with reasons, and with an audit trail that was never a separate project.

Where it sits

Public services today are spread across counters, paper forms and disconnected portals. Someone who needs to renew a trade licence, pay a property-tax instalment or report a blocked drain first has to work out which department owns the task, then re-enter details they have already given, then wait with no way of knowing what is happening. On the other side of the counter, officers run those same services on spreadsheets, email and legacy systems that never quite line up.

GovCitizenHub sits in the middle of that. An agency publishes a service, with its eligibility, required documents, fee and expected turnaround, into a single searchable catalogue, without writing code. A citizen finds it by searching rather than by knowing which office to ask, fills in a guided form, uploads what is needed, pays the fee inside the same request and follows a plain status timeline. An officer opens that same request as a case, checks each document, asks for anything missing, and records an approval or a refusal with reasons.

01 The loop closes

Because all of that is one record rather than five systems, the loop actually closes. An approved application becomes an issued permit or certificate carrying a verification code any third party can check. A payment becomes an itemised receipt the citizen keeps. And every step is attributed and timestamped, so the timeline a citizen reads and the record an auditor queries are the same underlying truth rather than two versions of it.

1

One data model

Catalogue, application, payment, casework, document, permit and grievance are related records on a single model, not modules joined by a nightly sync.

9

Service categories

Licences and permits, certificates, taxes and payments, social welfare, health, education, utilities and grievances, so a growing catalogue stays navigable.

6

Interface languages

English, Hindi, Tamil, Spanish, Chinese and Arabic ship in the console today, including the wording of the assistant itself.

Free

Entry plan

A forever-free tier carrying the full feature surface at activation-sized quotas, so an agency can prove the platform before procuring it.

Who it is for

Citizens and residents

Anyone who needs a licence, a certificate, a benefit, a payment or a fix for a civic problem, and would rather do it from a phone than lose half a day to a counter queue and a paper form.

Case officers and reviewers

The people who verify documents, chase missing information and decide applications. They want the form, the attachments, the history and the checklist on one screen, and a defensible record of why they decided what they decided.

Businesses and their agents

Applying for and renewing trade licences, permits and clearances, paying fees and fines, and keeping every receipt and issued document in one retrievable place instead of a drawer.

Department service owners

The staff who own a service and want to launch or amend it this month rather than next quarter, without a developer ticket, a release cycle or a change request to a vendor.

Who it is for, continued

Operations and programme leads

Responsible for queues, turnaround, staffing and service levels across desks and regions, and currently working from spreadsheets that are already out of date by the time they are compiled.

Compliance, audit and oversight teams

They have to answer who decided this, when, and on what basis, sometimes about a decision made eight months ago, and would like that to be a lookup rather than a fortnight of reconstruction.

Digital-government and platform teams

Standing up department after department on shared identity, payments and standards, and unwilling to fund a fresh integration, audit and access-control project every single time.

What breaks today

None of this happens because people do not care. It happens because a single public-service journey has been cut into pieces and given to systems that were never designed to be one thing, so the seams show up as queues, silence, failed first attempts and audit findings.

What breaks today

Nobody can tell which department owns the task

The citizen guesses, asks around, or gives up. Departments field calls that belong somewhere else, and the people least able to navigate the system are the ones most often turned away.

- Every published service lands in one searchable catalogue, filterable by category, with its owning agency, eligibility, required documents, fee and expected turnaround stated before anyone commits any time.

The same details, entered again and again

A trade licence and a building permit ask for the same identity, address and tax details on two different systems, and neither knows the other exists. Re-keying is where errors and delays come from.

- One data model behind the whole journey and a citizen document wallet, so previously uploaded proofs can be attached to a new application rather than rescanned for every service.

First attempts fail on a missing document

The requirement was never stated plainly up front, so the application is rejected or stalls, and the round trip costs the citizen another visit and the agency another case to touch twice.

- Required documents and eligibility are part of the service definition, shown before the form starts. Forms validate as they go, and an information request is raised inside the case rather than in an email thread.

What breaks today

After submission, silence

The citizen has no idea whether the request was received, is under review, or is stuck waiting on them. Follow-up calls and office visits are the only recourse, and they consume staff time that should be spent deciding cases.

- Every request carries a transparent status timeline, received, under review, information requested, decided, plus milestone notifications, so an action-needed step is never missed and nothing goes quiet.

The officer's case is spread across four places

The form is in a legacy web tool, the attachments are on a shared drive, the correspondence is in email and the decision goes into a separate database. Nobody sees the whole case, and reconstructing it later is guesswork.

- One workspace per case brings the submitted form, the attachments, the applicant history and the review checklist together, with each verification, request and decision captured as an attributed transition.

Money moves in a separate world from the request

Fees are paid at a counter or through a detached portal, receipts are paper and get lost, and reconciliation becomes a monthly manual exercise nobody enjoys or fully trusts.

- Fees, taxes, renewals and fines are calculated from the service configuration and settled inside the same request, producing an itemised digital receipt stored against the citizen's account, with refunds recorded against the original payment.

What breaks today

Grievances disappear into a black hole

A broken street light or a blocked drain is reported to whoever answers the phone, no reference is issued, duplicates pile up as noise, and the reporter never learns whether anything happened.

- Grievances are a first-class workflow on the same model as casework: location and photo evidence, automatic routing by category and location, a tracking reference, and status transitions through to a recorded resolution.

Audits turn into archaeology

Answering one question about one decision means pulling files from several systems, interviewing officers about what they remember, and discovering that decisions were recorded without reasons or actions without timestamps.

- Submissions, assignments, information requests, decisions, payments, issuance and configuration changes are all recorded as attributed, timestamped events, and the citizen-facing timeline is the same record, not a second copy of it.

What you get

The product is deliberately one journey rather than a suite. These are the parts of it, in the order a service actually moves through them, from an agency deciding to publish something to a programme lead reading how it went.

CATALOGUE

A unified public service catalogue

One searchable, filterable list of every service an agency publishes, across nine categories, each stating eligibility, required documents, fee and expected turnaround. It is always current because it is generated from what agencies actually publish rather than maintained by hand.

PUBLISHING

A no-code service builder

A service owner describes the service, assembles the form fields and validation, sets the fee schedule and eligibility, and lays out the review steps, then publishes to the catalogue through a governed lifecycle transition. Richer live preview and advanced eligibility rules are the next increment.

APPLICATIONS

Guided applications with save and resume

Multi-step, self-validating forms configured per service, with secure document upload and progress saved so an interrupted application resumes on any device. Submission issues a reference number instantly and routes the request into the owning agency's queue.

What you get

ROUTING

Rule-based assignment to the right desk

Active rules run in the order you set, each condition on service, category or priority has to match, and a condition left unset means any. The first rule that matches in full takes the case, so you can always explain why a case landed where it did.

CASEWORK

One workspace per case

The form, attachments, applicant history and review checklist together. Officers record a verification outcome per document, raise information requests the applicant answers in the same thread, and record approvals or refusals with structured reasons through an explicit lifecycle.

ISSUANCE

Permits and certificates anyone can verify

Approval mints a permit, licence or certificate carrying a unique, server-generated verification code that the requester can never choose. A public page resolves that code to valid, expired or revoked, exposing no personal data, and issuance can be revoked with a reason.

What you get

PAYMENTS

Fees, receipts and refunds inside the request

The amount is calculated from the service configuration, the payment carries a status through its lifecycle, and an itemised digital receipt is stored against the citizen's account. Today a payment is settled against an external provider reference; direct gateway capture is on the roadmap.

GRIEVANCES

Civic issues tracked to a recorded resolution

Reports carry location and photo evidence, route automatically to the responsible team, and move through triage to a confirmed resolution with a tracking reference the citizen can follow. Duplicate reports about the same issue can be linked so agencies see the real picture.

OVERSIGHT

Analytics, audit and community intelligence

Volume, turnaround, backlog and service-level breakdowns computed live from the real casework rows, an attributed event log behind them, and a separate community intelligence layer covering region profiles, budgets, projects, open data, consultations and corrections.

Put to work

These are written as scenarios rather than case studies, because GovCitizenHub has not launched and there are no real agencies, officers or citizen records to describe. Each one is the platform being used the way it was designed to be used, by the person it was designed for.

RESIDENT

**Renew a licence from a phone
instead of losing a morning**

SERVICE OWNER

**Launch a new service next
week, not next quarter**

PROGRAMME MANAGER

**See the backlog building
while it is still preventable**

EMPLOYER OR VERIFIER

**Confirm a licence is genuine
in seconds, with no account**

CASE OFFICER

**Decide a case from one screen
and leave a defensible record**

COMPLIANCE OFFICER

**Answer an audit query with a
lookup rather than a search party**

RESIDENT

Renew a licence from a phone instead of losing a morning

The bind. Annual renewal means a half-day closed shop, a bus to the municipal office, a paper form asking for details that have not changed since last year, and a fortnight of not knowing.

They search the catalogue in their own language, open the exact service and read its eligibility, documents, fee and turnaround before starting. A guided form validates as it goes, documents already in their wallet are attached rather than rescanned, and progress saves if they are interrupted. Submission issues a reference number and drops the request straight into the owning agency's queue, with a status timeline they can watch and milestone notifications when something needs them.

- A renewal completed from a phone in minutes, with a visible timeline replacing the fortnight of silence.

EMPLOYER OR VERIFIER

Confirm a licence is genuine in seconds, with no account

The bind. An employer, a bank or an inspector holding a certificate has one question, is this real and still valid, and the only options are a phone call, an email to an office, or trusting the paper.

Every issued permit and certificate carries a unique verification code minted by the platform, which the requester can never set. Anyone can enter that code on a public page and see whether the document is authentic and current, with no login and no relationship with the agency. A revoked permit reads as revoked and an expired one as expired, so a technically real but no longer valid document cannot mislead. An unknown code simply returns no match.

- Forgery stops being a risk, and the holder proves a document without handing over their private paperwork.

SERVICE OWNER

Launch a new service next week, not next quarter

The bind. A new subsidy programme needs an online application. That means a vendor engagement, a procurement cycle and a release, and the programme is announced before any of it can be delivered.

The service owner opens the builder, describes the service, assembles the form fields with validation, sets the fee schedule and eligibility, and lays out the review steps. A preview shows what citizens will see. Publishing is a governed lifecycle transition rather than a deployment, so the service appears in the catalogue and starts accepting applications immediately, and amending it later works the same way.

- Publishing becomes configuration a department owns, not a change request it queues, and every change is recorded.

CASE OFFICER

Decide a case from one screen and leave a defensible record

The bind. Three browser tabs, two email threads and a spreadsheet per case, and when a decision is challenged eight months later there is no structured record of the reasoning behind it.

The officer opens the application and sees the submitted form, the attachments, the applicant history and the review checklist for that service together. They record a verification outcome against each document, raise an information request that the applicant answers in the same thread, and record an approval or refusal with structured reasons. Every step is a transition captured in the case history, timestamped and attributed.

- Faster decisions and explainable outcomes, with the reasoning captured at the moment it was formed rather than reconstructed later.

PROGRAMME MANAGER

See the backlog building while it is still preventable

The bind. The question is which services are slipping their turnaround targets, and answering it means an afternoon of assembling numbers from several systems that are stale by the time the meeting starts.

Service delivery is rolled up live from the real casework rows rather than copied into a reporting store: application volume, approvals, refusals, pending counts, average processing time, breached service-level counts and compliance percentages, broken out per service and per desk. Trends make seasonal surges visible before they bite, so staffing and routing rules can be rebalanced with evidence attached.

- A picture that is current because it is computed on read, and decisions about staffing that can be justified with figures.

COMPLIANCE OFFICER

Answer an audit query with a lookup rather than a search party

The bind. An auditor asks about one decision made eight months ago, who reviewed it, what was on file and why it was approved, and the answer lives across paper, email and two databases.

Submissions, assignments, information requests, decisions, payments, issuance and configuration changes are recorded as attributed, timestamped events, and the record is queryable by actor, action and date. Because the citizen-facing timeline and the compliance record are the same underlying data, there is nothing to reconcile between what the citizen was shown and what the auditor is given.

- Audit preparation measured in hours, and findings that are defensible because the evidence was never assembled after the fact.

Built AI-native

Every figure it publishes can be traced. The AI explains a number; it never decides a case.

GovCitizenHub inverts the usual order of work. On a public record, a figure about a district's schools, its budget execution or its case backlog has to survive an audit, an information request and a citizen who disagrees with it. So the deterministic, evidence-carrying layer was built first: composite scores, peer rankings, anomalies and warnings are computed by published rules that print the exact figures they were derived from, and the same inputs always produce the same output. No model writes them, and on a transparency product that is not a limitation but the only kind of derived claim a public record is allowed to make.

Built AI-native

The language layer sits on top of that rather than underneath it. A screen-aware assistant is present on every screen of the console, from the service catalogue and the application queue to the payments ledger, the permit register, the grievance desk and all thirteen tabs of a region profile. It is handed a deliberately narrow context: the shape of the route, the kind of collection on screen, the record already visible in the address bar and the coarse tab you are on. Nothing a citizen typed, uploaded, or is identified by enters that payload, and that is a rule written into the context-gathering code rather than only into a policy document.

The boundary that matters most is stated as a boundary, not as caution about model quality. A citizen affected by a decision is owed a named human who made it and a reason that human can defend, so AI output is designed to arrive as a proposal an officer accepts, edits or rejects, and never as a state change. That review layer, and the casework triage that would feed it, are committed roadmap and are not built today. What is live is the assistant and its data boundary, the rule-based derivation layer, and deterministic first-match routing that involves no model at all.

Four pillars

Evidence before inference

Every score, ranking and warning prints the figures behind it directly underneath the claim. Findings are typed as strength, weakness, emerging issue, anomaly, improvement, risk or coverage gap, carry a severity, and are reproducible from the same inputs.

Citizen data never reaches the AI

The assistant is told the kind of page you are on and the record you already opened. Form answers, uploaded documents and their filenames, grievance text and citizen identity are never sent, and a blank application form or the public verification page can never be reported as somebody's case.

Assist, never decide

A proposal can never itself change case state. The same transition guard that stops an officer making an invalid status change applies identically to an accepted proposal, and the human who accepts it owns the outcome.

Refusing to answer is a feature

A composite score is withheld when too few indicators were measured, and the real coverage is stated instead. A rank is withheld when the peer group is too small. A stated gap beats a confident wrong number on a public record.

What the AI can actually do

Assistant on every screen

A launcher sits in the corner of every console screen and opens in place, over the work already open, clear of the mobile tab bar.

Live today. You ask where you are working instead of re-describing the screen in a separate chat tool.

Route-aware page context

The assistant is given the route shape, the entity type of the collection on screen, the record id already in the address bar, and the coarse tab.

Live today. A detail route is only recognised when the trailing segment is a genuine record id, and a test fails the build if the route table drifts from the real routes.

Citizen data excluded by construction

Nothing derived from application form data, document contents or filenames, grievance descriptions or citizen identity enters the assistant payload.

Live today, and enforced in the code that gathers context rather than by a reviewer remembering the rule.

What the AI can actually do

Assistant in six languages

The wording of the assistant is translated alongside the rest of the product and follows the language already chosen.

Live today. English, Hindi, Tamil, Spanish, Chinese and Arabic, so it is not an English-only add-on for users who do not work in English.

Weighted region scorecards

Core indicators are scaled zero to a hundred in whichever direction counts as better for each, weighted, and rolled up across fifteen domains into a composite with a per-domain breakdown.

Live today, and withheld entirely below the coverage threshold with the real coverage reported instead.

Findings that carry evidence

Seven kinds of finding, each with a severity and an evidence array rendered on the page beneath it.

Live today. Worked out by rule from your own records, so nothing is a black box and no model writes the narrative.

On the roadmap, not built

Casework triage and drafting

Proposed category and priority for a new application or grievance, a gap check against the service's own required-document list, a suggested desk, and a drafted acknowledgement.

Roadmap, not built. Each will arrive as a proposal an officer accepts, edits or rejects, and a low-confidence result will be labelled rather than pushed forward.

Scheduled backlog and breach watch

A cadence rather than a dashboard: cases ageing past their expected step, desks whose queue is outrunning throughput, and services trending towards a breach.

Roadmap, not built. It would raise proposals with the exact case list attached, stay silent when the data is too thin, and never change a case.

Semantic service discovery

A citizen describes what actually went wrong in their own words and gets ranked candidate services, each with a plain-language reason for the match.

Roadmap, not built. Search today is category, status, agency and keyword only, and a match would always remain a suggestion rather than a submission.

AI usage, quota and cost per agency

Consumption attributable to each agency, capped by a quota, and visible to administrators before scheduled AI work is switched on.

Roadmap, not built. Today the only meter in the path is the shared platform credit check.

And what keeps it in bounds

The context boundary is the privacy boundary

The assistant receives the kind of page and the record already open, and nothing else. Reserved paths such as a blank application form or the public verification page can never be reported as somebody's case, because a record is only recognised when the address bar genuinely holds one.

Permissions are checked by the platform, not by the AI

The assistant, a connected agent and an officer pressing a button all pass the same access check on the same field. An AI surface can never reach data the signed-in person could not reach themselves.

Agency isolation cannot be asked for

Workspace comes from the request context and no tool input accepts a workspace identifier, so an agent cannot address another agency's data even by asking for it.

And what keeps it in bounds

A proposal cannot change state

Accepting a proposal is subject to the same transition guard as a manual change, and rejecting one leaves the case exactly as it was. Editing a draft is the normal path rather than the exception.

Destructive actions confirm before they run

Revoking a permit, retiring an agency or refunding a payment asks for explicit confirmation in the console. The same gate is not yet on the three matching agent tools, which is why that surface is operator-supervised and unpublished.

Withholding beats guessing

Composite scores, peer ranks, grievance hotspots and consultation results are all suppressed below published thresholds, with the real coverage reported in place of a confident number computed from a third of the evidence.

Reachable from, and in numbers

REACHABLE FROM

- The in-app assistant, on every screen of the console, opening in place over the work you already have open
- The service catalogue, the application queue and the individual case view
- The payments ledger, the permit register and the grievance desk
- All thirteen tabs of a region profile, including governance, budgets, projects and open data
- Your own AI agent over the Model Context Protocol, using thirty-four typed tools and bundled operator playbooks
- The public verification page, which the agent tools reach through the same path a third party would
- The officer proposal review queue and its activity feed, planned
- Scheduled watch loops over live service-delivery figures, planned

IN NUMBERS

- Composite scores roll up across fifteen domains, from demographics, economy, education and health to governance, digital and finance.
- Peer benchmarking supports five comparison groups: siblings, children, the parent average, the national tier and a custom peer set.
- Seven kinds of finding are produced, each with a severity and the evidence lines it was derived from printed underneath it.
- Thirty-four typed tools cover agencies, services, applications, documents, case notes, permits, payments, grievances and a public health probe.
- The assistant ships in six interface languages today.
- Routing rules evaluate in ascending order and the first full match assigns the case.
- A composite score is withheld entirely when too few core indicators were measured for the period, and the real coverage is reported instead.
- Service-delivery and grievance rollups are computed from the operational rows on read rather than copied into a second store.

STATED PLAINLY

Stated plainly: casework triage is not built. Classification, missing-document checks, desk suggestions and drafted responses are roadmap, and so are the officer review queue those proposals would land in, its activity feed with progress, cancel and undo, the scheduled watch loop over backlog and breach risk, and semantic service discovery for citizens. There is no product-specific model wiring to claim either, because the assistant runs on the shared platform runtime and choosing a provider or bringing your own key is not built. Three destructive agent tools do not yet ask for confirmation the way the console does, and the agent tool surface is not published for general installation, so it should be treated as operator-supervised. There is no per-agency AI meter or cost view, and no fixed evaluation set that assistant changes are re-tested against. Everything else described in this section is behaviour that exists in the product today.

Who does what

Six roles are seeded automatically into every workspace, so nobody hand-builds an access model on day one. Each grants a level per resource type, and denying a resource is done by omitting it, which is the access control rather than an oversight.

Programme administrator

Wants the whole programme to work, and to be able to answer for all of it.

Held by the digital-government team that stands a programme up agency by agency and stays accountable for every part of it. It is the only role that can create or retire an agency, and the only one holding full authority over citizen case, document, note, permit, payment and grievance records.

- Create and retire agencies
- Own routing configuration
- Decide, refund and resolve
- Publish and amend any service
- Reach every case record
- Assign the other five roles

Operations lead

Turnaround, queue depth, staffing and the service level a citizen was promised.

Runs delivery across desks: owns routing rules and queues, watches service levels and backlog, and oversees casework, issuance, fees and grievance resolution. It stops short of creating agencies and of full authority over citizen records, both of which stay with the programme administrator.

- Write and reorder routing rules
- Track backlog and breaches
- Record refunds
- Rebalance desks and reassign work
- Withdraw, decide or close a case
- Oversee grievance resolution

Who does what

Service owner

Getting a service live and correct, without waiting on anyone else.

Publishes and maintains public services in the catalogue, its forms, eligibility, fees and turnaround, and sets how its submissions are routed. The role is deliberately catalogue-only, so a service can be drafted, published, suspended or retired without sight of any citizen's submission.

- Build a service form
- Preview the citizen view
- Shape routing for its submissions
- Set fees and eligibility
- Publish and amend
- See no citizen case data at all

Case officer

Deciding fairly and quickly, with everything needed on one screen.

Reviews applications end to end: verifies supporting documents, raises information requests, records decisions with reasons, and issues the resulting permit or certificate. It is the lowest-privileged role that reaches citizen case records and carries no authority over the catalogue or fees.

- Open a case in one workspace
- Raise information requests
- Issue and revoke permits
- Record a verification per document
- Approve or refuse with reasons
- Touch no payments or grievances

Citizen services desk

Money in, civic issues out, and a citizen who gets an answer.

The front-desk and field-services team. It collects fees, issues receipts and refunds, and triages reported civic grievances through to a confirmed resolution, without sight of submitted forms, supporting documents, officer deliberations or issued permits.

- Raise and settle a fee
- Record a refund
- Reprioritise and resolve
- Issue receipts
- Route a grievance
- See no case files or permits

Who does what

Catalogue viewer

Knowing what is offered and how it flows, with no access it does not need.

Policy, communications and partner-department staff who need to see what government publishes and how work is routed, without ever touching a citizen record. This is the only role in the product guaranteed to expose no personal data at all.

- Browse the agency directory
- Inspect routing configuration
- Change nothing
- Read the published catalogue
- Support policy and comms work
- Reach no citizen record

Citizen or business

Their own requests, their own money, their own documents.

Needs no workspace role at all. The entire self-service surface, their own applications, payments, permits and grievances, is filtered to the calling person, and checking a permit's authenticity by its printed code is public and exposes no private details.

- Search the catalogue
- Track a status timeline
- Hold issued documents
- Apply, pay and upload
- Answer an information request
- Report and follow a grievance

Under the hood

GovCitizenHub is API-first. Product state is served over a federated GraphQL API, and every client, whether the web console, a connected AI agent or an integration you write, goes through the same API gateway. Every query and mutation carries a machine-readable access rule which the gateway enforces from the composed schema before the request reaches the product, so authorisation is never re-implemented downstream and there is no path that skips it.

The domain is one connected relational model rather than a set of modules joined by a sync job. A service, its applications, their documents, case notes, payments, issued permits and related grievances are reachable from one record. Tenant isolation is enforced twice over, in the application layer and again as row-level security in the database, and the most sensitive citizen fields, submitted form answers and payment line items, are encrypted at the field level at rest.

Everything that is not the public-service domain is inherited rather than rebuilt: identity and single sign-on, role-based access control, file storage, comment threads, tagging, notifications, billing and quotas, translation, accessibility, scheduling, workflow orchestration, search and audit. That is why a small product surface ships governed, and why adding a capability does not mean adding a second identity system to secure.

Capability by area

One connected data model

Agencies, services, applications, documents, case notes, permits, payments and grievances are related records. An approved application becomes an issued document on the same record, with no re-keying and no reconciliation step between systems.

Tenant and agency isolation

Isolation is enforced in the application layer and again by row-level security on workspace-scoped tables, so a defect in one layer does not become a cross-agency data exposure on its own.

Access control at the edge

Every query and mutation field carries an access directive enforced by the gateway from the composed schema. Six roles are seeded into every workspace and reconciled on each release, so an access model exists correctly before anyone configures one.

Encryption of sensitive fields

Submitted application form data and payment line items are encrypted at rest at the field level, on top of full-disk encryption, because those two carry the highest-sensitivity citizen data in the product.

Capability by area

Explicit lifecycles

Applications move through draft, submitted, in review, information requested and approved or rejected, with withdrawn as a clean exit. Permits move through issued, active, expired or revoked. Because the lifecycle is explicit, the citizen timeline and the audit record are the same source of truth.

Quotas enforced at the action

Plan quotas are checked at the point of action rather than reconciled afterwards, with a warning at eighty per cent and a block at a hundred, so there is no silent overage bill at the end of a month.

Derived rather than stored figures

Days late, budget variance, execution rate, per-capita spend, composite scores and service-delivery rollups are computed at read time from the underlying rows, so a figure cannot go stale or be quietly edited away.

Accessibility and language as foundations

Six interface languages with right-to-left layout, locale-aware dates, numbers and currency, keyboard shortcuts, a command palette, screen-reader semantics, focus management and a high-contrast theme, built into the design system rather than retrofitted.

Standards and integrations

OPEN STANDARDS IT SPEAKS

- OpenID Connect for single sign-on, with enforced production SSO on Enterprise
- OAuth 2.0, including device-code flow for terminal clients and client credentials for integrations
- SAML 2.0 and SCIM 2.0 provisioning on Enterprise
- GraphQL over HTTP as the single product API for every client
- Model Context Protocol for AI agent tools, resources and prompts
- WCAG 2.1 AA as the accessibility target, with high-contrast theming
- BCP 47 language tags with right-to-left layout support
- ISO 4217 currency codes, so every budget and fee is denominated in its own currency
- Open data licences: CC0, CC BY, CC BY-SA, ODbL, OGL and public domain
- TLS 1.2 or later in transit, AES-256 at rest, with per-environment key management

PLUGS INTO

- Identity providers over OpenID Connect or SAML, with directory sync on Enterprise
- Payment providers: a payment is settled against an external provider reference today, and direct gateway capture is on the roadmap
- Email and SMS notification channels, with per-person delivery preferences
- Outbound webhooks for milestone and lifecycle events
- Shared document storage with signed-URL access for uploads and issued documents
- Bulk export to CSV and JSON through the shared export service
- Audit event streaming to a security information and event management system, on Enterprise and on the roadmap
- Open data publication, gated on either an attached file or a publisher-hosted URL so the catalogue never advertises an unreachable dataset
- MCP-compatible AI agents, signing in as the operator and inheriting exactly their permissions
- Add-ons and extensions through the in-product marketplace

How it deploys

Multi-tenant service

The default. Logical isolation by organisation and workspace, with row-level security in the database and quotas applied per account.

Dedicated tenancy

Available on Enterprise for programmes whose procurement or policy requires their own isolated deployment rather than a shared one.

Self-hosted and air-gapped

Available on Enterprise, including private networking and customer-selected regions, for agencies that cannot place citizen data in a shared environment.

Data residency and customer keys

Customer-selected region and customer-managed encryption keys are Enterprise capabilities, set on the order form rather than assumed by default.

Agency by agency

A programme can stand up one agency, prove it, and add the next on the same shared identity, payments and standards, with each agency owning its own services, desks and data.

THE SPLIT THAT MATTERS

Permissions are enforced at the API edge, not inside the product. The console, the assistant and a connected AI agent all pass through exactly the same check on exactly the same field, so an AI surface can never reach data the signed-in person could not reach themselves, and there is no second access-control implementation waiting to drift from the first.

09 Security and trust

This is a platform that processes citizen identity, financial and evidentiary data by definition, so the controls below are the ones that matter, and the gaps are listed immediately after them rather than left for a security questionnaire to discover.

Authorisation enforced at the API edge

Every query and mutation field carries an access directive that the gateway enforces from the composed schema before the request reaches the product. The product trusts signed identity headers and never re-implements authentication, so there is only one place to get it right.

Sensitive resources held above viewer level

Applications, documents, case notes, permits, payments and grievances all put read and list above viewer, so a viewer-level grant on any of them confers nothing. No role in the product grants viewer on those six.

Seeded, deliberate role separation

Six roles are seeded into every workspace and reconciled on each release. A service owner sees no citizen submissions, a case officer touches no money, a front desk sees no case files, and a catalogue viewer reaches no personal data at all.

Field-level encryption of the highest-sensitivity data

Submitted application form data and payment line items are encrypted at rest at the field level, above and beyond disk encryption, because those fields may carry government identifiers, health or financial detail.

Security and trust

Isolation enforced twice

Tenant and agency isolation is applied in the application layer and again as row-level security on workspace-scoped tables, including routing configuration, so neither layer is the only thing standing between two agencies.

Self-scoped citizen access

A citizen's own applications, payments, permits and grievances are served by queries that filter to the calling person in the resolver, not merely by an authentication gate, so no citizen can read another citizen's record.

Encryption in transit and at rest

TLS 1.2 or later on all public endpoints with HSTS, AES-256 at rest for the primary database, cache and object storage, and application-layer signing keys and tenant secrets encrypted separately.

Attributed, timestamped case record

Filed, submitted and decided times, decisions with their reasons, the reason a document was rejected and the reason a permit was withdrawn, all recorded as attributed events. The citizen timeline and the compliance record are the same data.

Security and trust

Verifiable issuance without disclosure

A permit's verification code is generated by the platform and can never be set by the requester. Public verification confirms validity only, is scoped to the issuing workspace, and returns no match for an unknown code rather than anything that could read as valid.

Secure development lifecycle

Pull-request review, static analysis, dependency and secret scanning, build-time container scanning for vulnerabilities and misconfiguration with a software bill of materials, registry image scanning, and a quality gate that must pass before an image is built.

Privacy thresholds on published aggregates

Grievance hotspots below a minimum report count are dropped and consultation results are withheld below a response threshold, because at street level a handful of reports identifies the people who filed them. Free text is counted, never republished.

Incident response and disclosure

Documented playbooks with severity classification, an on-call rotation, notification within seventy-two hours of a confirmed personal data breach, post-incident review shared under NDA, and a coordinated vulnerability disclosure route.

Secrets held per environment

Secrets live in a per-environment managed vault scoped by role, never in source, and environment configuration is generated from that vault rather than maintained by hand.

Backup and recovery

Automated encrypted database backups on a rolling hot tier with a longer cold tier, business continuity and recovery tested at least annually, default recovery objectives published, and tighter commitments available on Enterprise.

GovCitizenHub holds no formal security certification today, and says so rather than implying otherwise. ISO 27001 and SOC 2 Type II are on a stated roadmap in that order, SOC 2 Type II first because it is the attestation procurement most often asks for and because a stable production history has to exist before an auditor can observe one, with FedRAMP or StateRAMP evaluated only once United States public-sector demand is confirmed rather than pre-committed speculatively. Card data is out of scope because payment processing is delegated to a compliant provider, and a data processing addendum is available. Three further gaps belong in the open:

verified civic identity integration, the kind a licensing, welfare or tax service will require in some jurisdictions, is not built and depends on external vendor onboarding; compliance evidence exports and audit streaming to a security information and event management system are roadmap rather than shipped; and the three destructive AI agent tools do not yet carry the confirmation step the console applies, so that surface is operator-supervised and unpublished. Nothing in this document describes a live agency, officer, citizen record or transaction, because the product has not launched.

One product, many front doors

The console is the complete product today. The rest of the ecosystem has repositories scaffolded and is sequenced on the roadmap, and is marked as such here rather than listed as though it were installable.

Citizen and officer web console

The full product: the catalogue, guided applications, payments, grievances, the casework workspace, issuance, routing and analytics, responsive and accessible on any device. Available today.

Public verification page

A code lookup any third party can use with no account, returning valid, expired, revoked or no match, and exposing nothing about the holder. Available today.

Community intelligence

Region profiles, governance and commitments, budgets, development projects, indicators, benchmarking, open data, consultations and corrections, across thirteen tabs. Available today.

Marketing and waitlist site

Product information, use-case walkthroughs, comparisons and waitlist sign-up ahead of the 2026 launch. Available today.

Documentation

Product guides, API reference and integration tutorials. In progress.

AI agent tools

A Model Context Protocol server exposing thirty-four typed tools plus operator playbooks over the whole domain. Built against the live API, not yet published for general installation, and three destructive tools still need a confirmation gate.

Sequenced on the roadmap

Mobile apps

Native iOS and Android for applying, paying, tracking and reporting grievances on the go, plus a tailored officer casework view with offline drafts. Planned.

Officer desktop build

The casework workspace as a native desktop application for officers who live in it all day. Planned.

Agency admin application

A native admin surface for agency IT and service owners: publish services, configure forms and fees, manage users and roles, monitor turnaround. Planned.

Command-line client

Terminal-native automation and bulk operations for IT administrators, useful for onboarding a programme or migrating a catalogue. Planned.

Node and Python SDKs

Typed programmatic access for partner integrations, data pipelines and audit automation, in both a typed JavaScript flavour and an async Python one. Planned.

Editor and browser extensions

In-editor access for teams integrating with the platform, and a browser side panel for quick case lookup without leaving the tab. Planned.

Plans

Five tiers, published openly rather than quoted, so an agency can see what it will pay before contacting anyone. Prices below are the headline band; four regional bands exist so the platform is reachable for small and emerging-market agencies as well as large programmes.

FREE

\$0 forever

A pilot, a single department or an evaluation that needs to prove the platform on real work before anyone raises a purchase order.

- The full feature surface, not a crippled subset
- 1 live published service, 50 applications a month
- 2 officer seats and 1 workspace
- 1 GB shared storage and 500 API requests a day
- Community support and one ticket a month
- No card required, and no expiry

STARTER

\$99/mo, or \$79/mo billed annually

A small municipality, a rural government or a single agency running its first real services online.

- 3 live published services, 500 applications a month
- 5 officer seats
- 25 GB shared storage, 10,000 API requests a day
- 30-day audit retention, 90-day analytics retention
- 10 connected integrations
- Email support with a 48-hour target response

GROWTH

\$399/mo, or \$319/mo billed annually

A growing programme or a mid-sized city running several departments on the platform at once.

- 15 live published services, 5,000 applications a month
- 15 officer seats across 3 workspaces
- 100 GB shared storage, 100,000 API requests a day
- 180-day audit retention, 365-day analytics retention
- Custom dashboards, scheduled reports and 25 custom roles
- Priority support with a 24-hour target and a 99.5% service level

Plans

BUSINESS

\$999/mo, or \$799/mo billed annually

An established multi-department programme that wants one predictable monthly price and operational guarantees.

- Unlimited live published services under fair use
- 50,000 applications a month, 50 officer seats, 10 workspaces
- 1 TB pooled storage, 1,000,000 API requests a day
- 365-day audit retention, 730-day analytics retention
- 100 custom roles, approval workflows and advanced exports
- Priority support with an 8-hour target and a 99.9% service level

ENTERPRISE

From \$12/service/mo list, \$9/service/mo annually at 250+

Large governments and multi-agency programmes with procurement, governance and deployment requirements attached.

- Enforced single sign-on, directory provisioning and session policies
- Audit streaming, custom retention, legal hold and access review
- Data residency, customer-managed keys and private networking
- Dedicated tenancy, self-hosting or air-gapped deployment
- Multi-entity structures with consolidated billing
- Dedicated success management and a 99.95% or better service level

How the pricing works

Four regional bands

The prices above are the highest band, covering markets such as the United States, the European Union, the United Kingdom, Japan, Australia and Singapore. Three further bands step down for the Gulf and Eastern Europe, for Latin America, South East Asia and South Africa, and for India, Bangladesh, Pakistan, Nigeria, Kenya and Egypt, where Starter lands nearer \$35 a month or its local equivalent. Emerging-market pricing is a design decision, not a discount to be negotiated for.

Add-ons and services

Capacity add-ons cover storage, application volume and seats. Professional services cover implementation, migration, integration, managed operations and training, priced per engagement. AI quota means orchestration only; provider inference is brought with your own key rather than resold in the plan price.

No silent overage

Quotas are enforced at the point of action rather than reconciled at the end of a month. You are warned at eighty per cent, blocked at a hundred, and offered an upgrade or an add-on. Data above quota after a downgrade becomes read-only rather than deleted, and statutory case records follow retention law rather than a billing rule.

Billing shape

Free needs no card. Starter, Growth and Business are a flat fee per organisation, monthly or annual, with immediate prorated upgrades, downgrades at period end and a 30-day money-back window on a first purchase. Enterprise is an annual invoiced contract, net-30 by default, with multi-year and volume terms through the deal desk.

Why teams choose it

One data model, not a suite of acquired modules

Catalogue, application, payment, casework, document, issuance and grievance are related records on a single model. There is no sync job between them, no reconciliation exercise, and no possibility of the citizen view, the officer view and the audit view disagreeing about what happened.

Verifiable issuance with a public authenticity check

Issuing a permit mints a unique code on the server that the requester can never choose, and a public page resolves it to valid, expired or revoked without exposing the holder's data. Most alternatives leave authenticity to a stamp, a watermark or a phone call.

Grievance handling as a first-class workflow

Reporting, routing and validated resolution transitions share the same model as casework and issuance, rather than sitting in a peripheral module or a separate ticketing system reached through an integration.

Why teams choose it

The officer is a first-class user

Assignment, case notes, priorities, per-document verification outcomes and validated lifecycle transitions serve the person who has to decide the case, not only the person who submitted it. Citizen-facing polish is common; back-office depth is where most programmes actually fail.

Publishing without an implementer

Agency staff compose a service and publish it through a lifecycle transition themselves. The initial builder ships today; richer live preview and advanced eligibility rules are still in progress, and are described that way rather than demonstrated as finished.

Governance inherited, not funded separately

Access control, tenancy, audit, files, notifications, billing, translation and accessibility come from shared platform services, so every release ships governed. A comparable stack typically has to build or acquire each of those and then keep them aligned.

Why teams choose it

Derived figures that print their evidence

Scores, ranks, variances and delay counts are computed by published rules from your own rows and rendered with the evidence beneath them, and withheld when the evidence is too thin. On a public record, a number nobody can trace is a liability rather than an insight.

Published pricing, including for markets others skip

Five tiers from zero, four regional bands, and a free tier carrying the full surface. Quote-based licensing prices small municipalities and emerging-market agencies out of the category entirely; publishing the number is how that changes.

Country-agnostic by construction

Administrative hierarchy is configuration seeded per country in that country's own vocabulary, fiscal-year labels are free-form, and every budget carries its own currency. A platform that greets an Indian officer with a County field has already lost the room.

Honest answers to hard questions

You are pre-launch. Why would we take the risk?

Because we are saying so on the first page rather than after the pilot. There are no live agencies, no transaction volumes and no reference sites, and any vendor claiming otherwise about a 2026 launch is misleading you. What exists is a working product with the catalogue, casework, issuance, payments, grievances and community intelligence built, an honest per-capability status on the public site, and a waitlist rather than a signature. Early programmes get influence over the roadmap and pricing that later ones will not.

Your competitors have FedRAMP and SOC 2. You have neither.

Correct, and that is a genuine advantage for them in United States federal and state procurement. We hold no formal certification today and will not imply one. SOC 2 Type II is the first target after general availability because it needs a production history to observe, ISO 27001 follows so the evidence can be reused, and FedRAMP or StateRAMP is scoped only if confirmed demand justifies a 12-to-18-month programme. If a certification is a hard procurement gate for you today, we are not yet the right answer.

We already run a platform for IT and operations. Why add another?

If your existing platform already delivers citizen journeys well, extending it is often the cheaper answer, and we will say so. The case for a purpose-built product is where the journey has to be built rather than configured, where there is no native payment rail for fees, taxes and fines, and where issuance and public authenticity checking do not exist. Those are the three places general-purpose platforms usually need the most work.

Honest answers to hard questions

Does the AI decide anything about a citizen's case?

No, and that is a design boundary rather than a caution about model quality. A citizen affected by a decision is owed a named human who made it and a reason that human can defend. AI output is designed to arrive as a proposal an officer accepts, edits or rejects, and it can never change case state on its own. Today's automation is your own deterministic routing rules; the triage and review layer is roadmap and labelled as such everywhere it appears.

What exactly does the AI see about our citizens?

The shape of the page you are on, the record already visible in your address bar and the tab. Nothing from submitted form answers, uploaded document contents or filenames, grievance descriptions, or citizen identity. That exclusion is written into the code that gathers context, a record is only recognised when the address bar genuinely holds one, and a test fails the build if the route table drifts from the real routes.

Can our staff really publish services without developers?

Partly, today. Staff compose form fields, fees, required documents and review steps in an in-app builder and publish by moving the service to its published state, with no implementer. A richer live preview and advanced eligibility rules are still in progress. If your services depend on complex conditional eligibility, expect to work with us on that increment rather than to find it finished.

Honest answers to hard questions

Can we take card payments through the platform today?

Not directly yet. Fees, itemised receipts and refunds are tracked on the request itself, and a payment can be recorded as settled against an external provider reference, so the money trail stays with the case. Direct capture through a payment gateway is on the roadmap. If day-one card capture inside the product is essential, that is a genuine gap to plan around.

Our services need verified government identity. Is that supported?

Not yet. Integration with national identity verification is unbuilt and depends on external vendor onboarding and regulatory approval, which is why we call it a launch blocker for service categories that legally require verified civic identity. Services that do not require it can be onboarded now; services that do should be sequenced behind that integration.

How do we scope a single officer to one agency's cases?

You cannot express that as a role today. Every resource is enforced at workspace scope with no agency dimension, so a multi-agency programme that needs hard per-agency officer separation gives each agency its own workspace. We would rather tell you that in evaluation than have you discover it in the second department.

What happens to our data if we leave?

It is exportable. Bulk export to CSV and JSON runs through the shared export service, quota-bound by plan, and audit and analytics data carry per-plan retention with custom retention on Enterprise. Data above quota after a downgrade becomes read-only rather than deleted, and statutory public records follow retention law rather than a billing rule.

Where it sits against the alternatives

VS INCUMBENT PUBLIC-SECTOR SOFTWARE SUITES

They have decades of permitting, licensing and inspection depth, large installed bases, module-level certifications and procurement familiarity, and on raw casework depth in a single vertical they are ahead of us today. What they generally do not have is one cross-service data model: their capabilities arrive as separate products that have to be integrated and reconciled, native grievance handling tends to stop at code enforcement, and public authenticity checking of issued documents is not a feature. Time to value and total cost are where the difference shows.

VS LOW-CODE AND WORKFLOW PLATFORMS CONFIGURED FOR GOVERNMENT

If your team wants to build bespoke case-management workflows quickly, these are genuinely excellent at that, and their process modelling, automation and document processing are more mature than anything we would claim. The trade is that every citizen-facing experience has to be built, there is no native payment rail for fees, taxes and fines, and the skills to maintain it are platform-specific. We ship the journey rather than the toolkit, which is worse if your process is unusual and better if it is not.

VS ENTERPRISE CRM ADAPTED FOR CONSTITUENT SERVICE

Brand safety in procurement, an enormous partner ecosystem, mature production AI and top-tier government cloud certifications are all real and all things we cannot match today. The honest counterweight is that citizen-first behaviour has to be configured rather than found, payment rails come through integrations, and constituent programmes routinely take twelve to twenty-four months with partners. If you need a configurable platform rather than a public-service product, they are the safer buy.

Where it sits against the alternatives

VS CITIZEN ENGAGEMENT AND COMMUNICATIONS SUITES

Their reach into digital forms, notifications, surveys and 311 intake is deeper than ours, and production AI trained on government content is already shipping there. Our position is the other end of the journey: what happens after intake, in casework, decision, issuance and audit. If your problem is reaching citizens, start there. If your problem is what happens to the request once it arrives, that is the part we own.

VS A BESPOKE BUILD BY A SYSTEMS INTEGRATOR

A bespoke build fits your process exactly and nobody can take it away from you, which for genuinely unusual statutory workflows is sometimes the right call. The costs are the ones every digital-government team already knows: a long delivery, a permanent dependency for every change, an identity, audit and access-control programme funded from scratch, and a maintenance bill that arrives forever. We would rather compete on the second and third department than the first.

START TODAY

See whether it fits before anyone signs anything

GovCitizenHub launches in 2026 and is in waitlist mode today. The most useful next step is a conversation about which of your services could go live first, and which should wait behind the identity-verification work.

- Join the waitlist to be in the first onboarding group and to shape the roadmap while it is still open.
- Read the use-case walkthroughs for the roles you actually employ, and the honest per-capability status on the AI page.
- Bring us two or three real services and we will tell you plainly which are ready today and which are not.
- Ask for the security and certification roadmap before procurement, not after it.

JOIN THE WAITLIST

govcitizenhub.com/waitlist

EXPLORE THE PLATFORM

govcitizenhub.com/features

READ THE USE CASES

govcitizenhub.com/use-cases

SECURITY AND CERTIFICATION ROADMAP

govcitizenhub.com/security

TALK TO THE TEAM

contact@govcitizenhub.com