



GovCitizenHub

GovCitizenHub gives agencies one platform to publish, decide and audit public services, and citizens one place to apply, pay and track them.

PARTNER
CHEAT SHEET
GOVCITIZENHUB.COM

Service catalog

Casework

Verifiable permits

Payments

Grievances

WHAT IT IS

A platform where agencies publish public services and citizens apply, pay, track and resolve requests in one place.

30-SECOND PITCH

Every service in one searchable catalog. Citizens apply and pay online and follow a status timeline. Officers decide cases in one workspace. Approvals issue permits anyone can verify publicly. Pre-launch, launching 2026.

PROBLEM WE SOLVE

- Nobody knows which department owns it
- Paper forms and counter queues
- Fees and receipts reconciled by hand
- Decisions with no attributable record

VALUE PROPOSITION

- One record, catalog to issued certificate
- A service published in days
- Any third party verifies a document
- Audit answered by lookup, not archaeology

IDEAL CUSTOMER

Municipalities, state departments and multi-agency digital-government programmes moving citizen services online

Not a fit: Finance system replacement, or internal-only IT ticketing

WHO YOU ARE TALKING TO

Digital-government lead — How many portals do citizens face?

Service owner — How long to publish a service?

Case officer — Where does casework actually live?

Operations lead — Which service is slipping turnaround?

TOP USE CASES

- Apply for a licence online
- Pay a fee, keep the receipt
- Publish a service without code
- Decide a case, issue the permit
- Report a civic issue, track it

CAPABILITIES

- Unified service catalog
- No-code service builder
- Guided citizen forms
- Casework workspace
- Verifiable issuance
- Public authenticity check
- In-request fee ledger
- Grievance workflow
- Routing and service levels
- Tamper-evident audit

PRICING

Free	\$0
Starter	\$99/mo or \$79/mo annual
Growth	\$399/mo or \$319/mo annual
Business	\$999/mo or \$799/mo annual
Enterprise	From \$12/service/mo list; \$9/service/mo annual at 250+

Published tiers from free; four regional bands; Enterprise per service

COMPETITIVE LANDSCAPE

Granicus — Deeper casework, plus verifiable issuance

Tyler Technologies — One data model, not separate product lines

Accela — Staff configure services without an implementer

Salesforce Public Sector — Citizen journey ships built, not configured

WHY US

- One record, catalog to issued certificate
- Server-minted references anyone can check
- Grievances first-class, not a bolt-on
- Published tiers, four regional bands

PROOF & CREDIBILITY

- Access enforced at the API edge
- Every action attributed and timestamped
- Pre-launch: no reference customers yet

DEMO

We run it. Book Vignesh on the Calendly link, 30 minutes

TALKING POINTS

- Configuration, not a release cycle
- Payments sit inside the request
- AI proposes, an officer decides
- Pricing published, not quoted

OBJECTION HANDLING

"You have no government customers"

True. Pre-launch. Judge the product, the security posture, early terms.

"Why not Tyler or Accela?"

They split the journey across products. We keep one record.

"Are you certified?"

Not yet. Attestation and certification are roadmap, stated openly.

DISCOVERY QUESTIONS

- How many portals must a resident use?
- How long to publish a new service?
- Where do officers actually decide cases?
- How are issued permits verified today?
- Who answers an audit query, and how?

SPOT A GOOD OPPORTUNITY

- New scheme announced, not online yet
- Forged permits or verification phone calls
- Citizens ring constantly for status
- Multi-agency programme being stood up
- Needs certification or authorisation at signature
- Replacing a finance system of record

HOW TO INTRODUCE US

"They run public services end to end — catalog, application, payment, decision, verifiable certificate. Pre-launch."

LEAD HANDOFF

Agency, service in scope, volumes, timeline, contact — to vignesh@burdenoff.com

PARTNER COMMERCIALS

10–15% of first-year net subscription; up to 15% reseller margin

USEFUL LINKS

GovCitizenHub website govcitizenhub.com

Use-case walkthroughs

govcitizenhub.com/use-cases

Features govcitizenhub.com/features

Comparisons against named alternatives

govcitizenhub.com/vs

Security overview

govcitizenhub.com/security

TALK TO US

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