

Findings from CPGRAMS for Meghalaya (January, 2025)

Submitted to

**The Planning Investment Promotion and Sustainable Development
Department**

Government of Meghalaya



Public Affairs Centre, Bangalore

January 2025



Executive Summary

- The government of Meghalaya received 29 grievances during January 2025 among them 23 (79%) are related to Direct from complainant
- 467 grievances were brought forward leading to a total of 496. Among them, majority of the grievances are Direct from complainant (400), followed by PMO (78), President Secretariat (13), and DARPG (5) till the date.
- The disposed cases during the period are **34** and majority of these are disposed under Direct from complainant (24).
- The pending cases, as on today are 462. It was 467 last month.
- Among the existing pending grievances (462), 382 (83%) grievances are with subordinates.
- Among all the pending grievances in Meghalaya, The **Office of the Deputy Commissioner North Garo Hills** has a significant majority of 64% (226) pending cases.
- As compared to the previous month December 2024 (63), the disposal rate has decreased in January 2025 (34), the absolute number of pending grievances are less due to more cases being disposed.
- The feedback analysis indicates that the levels of satisfaction expressed by the people remains same during last month (40%) showing poorer service.
- From January 2025, the data indicates 56% of the people are happy with redressal mechanism. Therefore, quick redressal will help to reach the highest target.

Recommendations

- The Grievance Redress in Meghalaya is to function more effectively Pendency is more with subordinates, hence strict directions to be given to them to address them within a deadline.
- 81 percent of pending grievances are related to Direct from complainant. Addressing them will reduce the pendency only to 19 percent.
- Efforts to be made to dispose the long pending cases of more than one year immediately. This will increase the efficiency of governance & improve the position of Meghalaya. 259 (56%) are pending from past one year (**annexure 10**).
- 24 grievances received from PMO office and other states are pending for more than one year i.e. average days 514.



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- Some immediate actions have to be taken for those grievances which may not be pertaining to those departments and hence are pending for long and has no closure.
 - There are 433 cases pending for more than 30 days. As per the OM from DAPRG (July 2022) the grievances received on CPGRAMS shall be resolved promptly as soon as they are received but within a maximum period of 30 days. In case redressal is not possible within the prescribed timeframe due to the circumstances such as sub-indices matters/policy issues etc., an interim/appropriate reply shall be given to the citizen. Action needs to be taken on these grievances,
 - Weekly updates should be informed to the specific departments with more pendency.
 - A proper time line system should be followed for disposing the grievances within 30 days at department and subordinate level with an established system of coordination and communication.
 - Consultancy and department visit from the Personal and Administrative Reforms department have to be carried out to the top-pending departments to understand the grassroots problems and provide technical assistance. Follow up is required.



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1. Introduction

Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States

In the last three Financial Years (2022-23, 2023-24, 2024-25), 669 training courses have been completed, in which ~21,862 officers have been trained. A monthly review meeting under the chairmanship of Secretary, DARPG, was held on 18th December, 2024, with the Nodal Officers of all the States/UTs and DGs of ATIs

In December, 2024, 60,651 PG cases were received for the States/UTs and 67,193 PG cases were redressed. The monthly disposal in States/UTs increased from 56,650 PG cases at the end of November, 2024, to 67,193 PG cases at the end of December, 2024. 23 States/UTs have more than 1000 pending grievances as on 31st December, 2024. For States/UTs, as on 31st December, 2024, 1,85,519 PG cases. which is the lowest ever pendency recorded in the year 2024

2. Overview of grievances in Meghalaya

The government of Meghalaya received 29 grievances during January and 467 grievances were brought forward leading to a total of 496. Among them, majority of the grievances are Direct from complainant (400), followed by PMO (78), President Secretariat (13), and DARPG (5) till the date. Out of 29 grievances received 23 are Direct from complainant, PMO (5), and President Secretariat (1), during January. The disposed cases during the period are 34 and majority of these are disposed under Direct from complainant (24), followed by PMO (7), and President Secretariat (3). Further, among the existing pending grievances (462), 382 (83%) grievances are with subordinates.

Figure 1: Overview of grievances

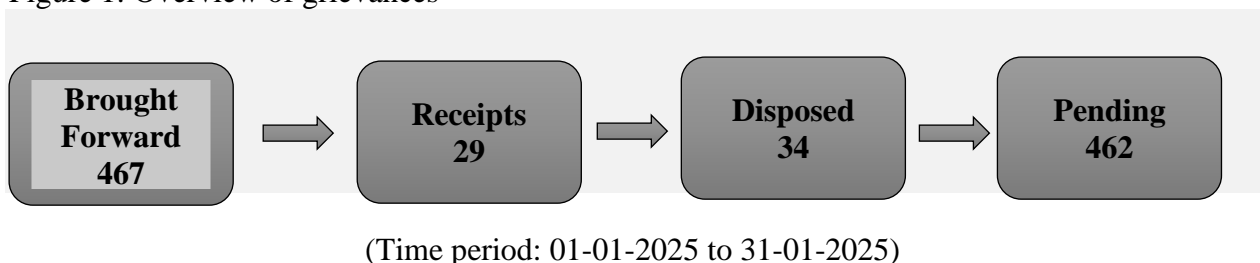




Table 1: Overview of grievances

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Disposed During Period	Closing Balance	Yet to Assess	At Our Office	With Subordinate
DARPG	5	0	5	0	5	0	0	5
Direct from complainant	377	23	400	24	376	8	47	321
President Secretariat	12	1	13	3	10	1	5	4
Pension	0	0	0	0	0	0	0	0
PMO	73	5	78	7	71	8	11	52
Total	467	29	496	34	462	17	63	382

Source: CPGRAMS, January 2025

3. Status of grievances received by Meghalaya

Out of the total 29 cases received, 76 % of the grievances are received from the state itself (22), and the remaining 5 grievances pertaining to Meghalaya are received from other states Haryana (2), Delhi (1), Jharkhand (1), and Odisha (1).

The number of disposals is decreased in January as compared to December, is 34 and 63 respectively. Among them, 30 grievances are disposed by taking final action which are from Meghalaya, followed by West Bengal (1), Assam (1), Tamil nadu (1), and Madhya Pradesh (1).

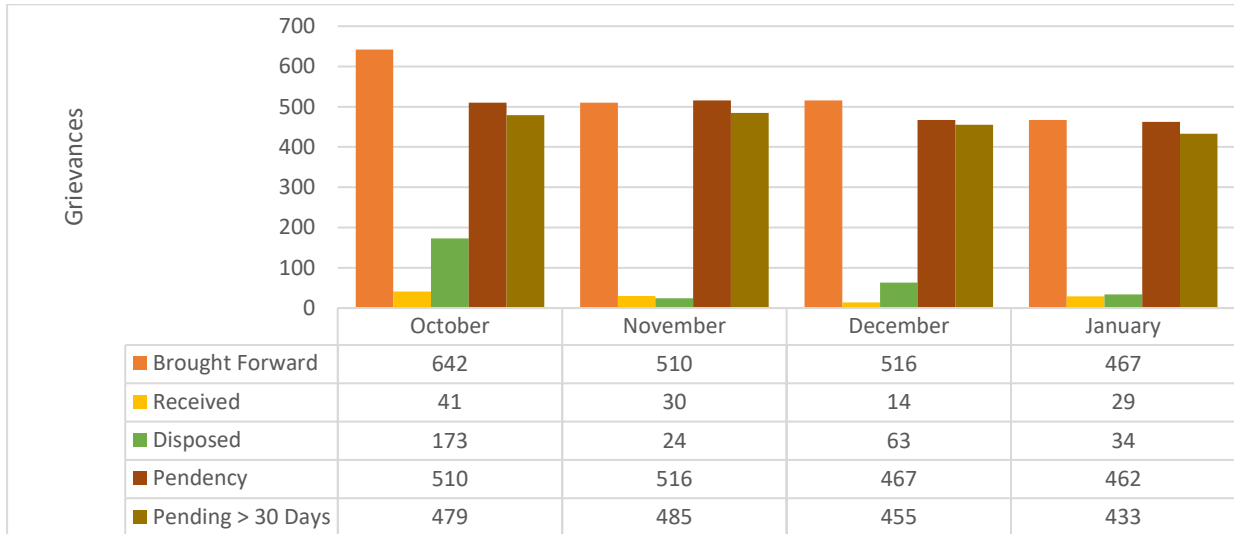
- The pending cases are 462 and this is a serious matter. It is necessary to look into the pending cases and take actions to close them.
- The addition is due to cases brought forward from December 2024.

4. Month wise status of grievances

The following figure explains the month wise status of grievances, 29 grievances are received in January and 467 are brought forwarded from December 2024. It is noticeable that, around 7 percent cases are disposed in January which is less when compared to December. Further, 462 grievances are pending and it is slightly less as compare with last month (467).



Figure 2: Month wise status of brought forward, receipts, disposal and pendency



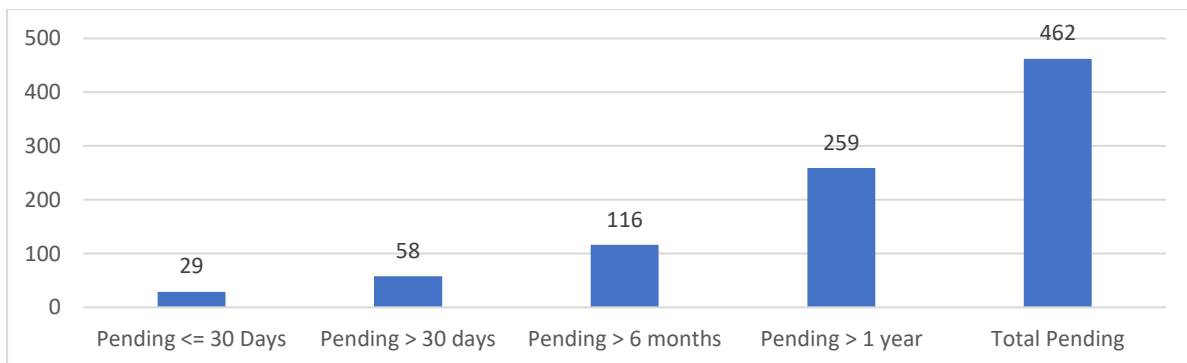
Source: CPGRAMS, October 2024 and January 2025

Note: Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of January are 34. The pendency of cases greater than 30 days has increased (433).

5. Age-wise status of grievances

The following figure shows the age wise status of grievances pending among the total pendency of the grievances is 462 in January. Out of this, 29 (6%) grievances pending in less than 30 days, 58 (13%) are between 30 to 180 days, 116 (25%) are from past 6 months (**annexure 9**) and 259 (56%) are pending from past one year (**annexure 10**).

Figure 3: Age-wise status of grievances pending



Source: CPGRAMS, January 2025

There are 433 cases pending for more than 30 days. As per the OM from DAPRG (July 2022) the grievances received on CPGRAMS shall be resolved promptly as soon as they are received but

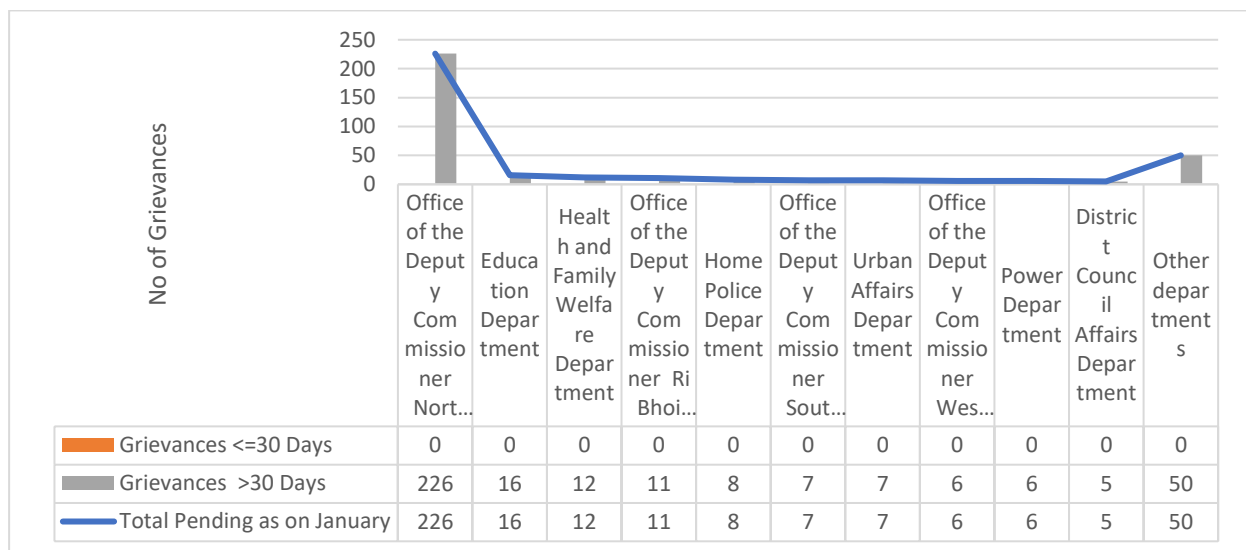


within a maximum period of 30 days. In case redressal is not possible within the prescribed timeframe due to the circumstances such as sub-judice matters/policy issues etc., an interim/appropriate reply shall be given to the citizen.

6. Departments with highest pending grievances (subordinates)

Out of the total pending grievances with subordinates, 86 percent are pending with the following departments. The Office of the Deputy Commissioner of North Garo Hills has remained unchanged for several months, with a total of 226 cases reported

Figure 4: Distribution of Departments with pending grievances

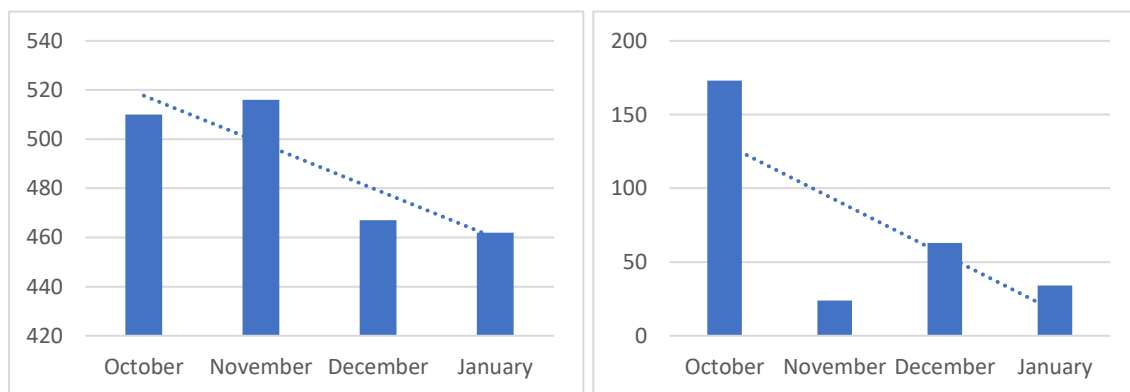


Source: CPGRAMS, January 2025

7. Trend in pending grievances

Fig. 5 & 6 shows the trend of pending and disposal grievances from October 2024 to January 2025.

Figure 5: Trend of pendency over the months Figure 6: Trend of disposal over the month



Source: CPGRAMS, October 2024 to January 2025

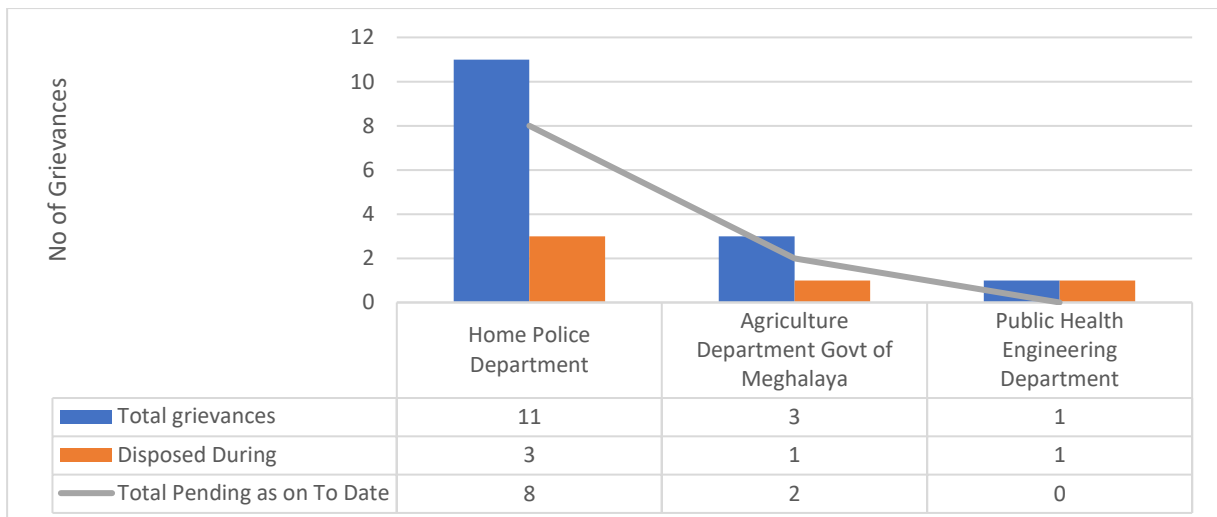


There is a noticeable declining trend indicating that grievances are slowly being resolved. In January, there are slightly less pending grievances compared to December as shown in Fig.5. Additionally, the trend shows a noticeable fluctuation, with a significant peak in October, followed by a sharp decline in grievance resolutions to 63 in December and a further drop to 34 in January, as shown in Fig. 6.

8. Departments with highest number of disposals (subordinates)

The Home Police Department has disposed 3 grievances out of 5 in January 2025. Agriculture Department Govt of Meghalaya, and Public Health Engineering Department disposed single grievances in same period.

Figure 7: Subordinate departments that disposed more grievances



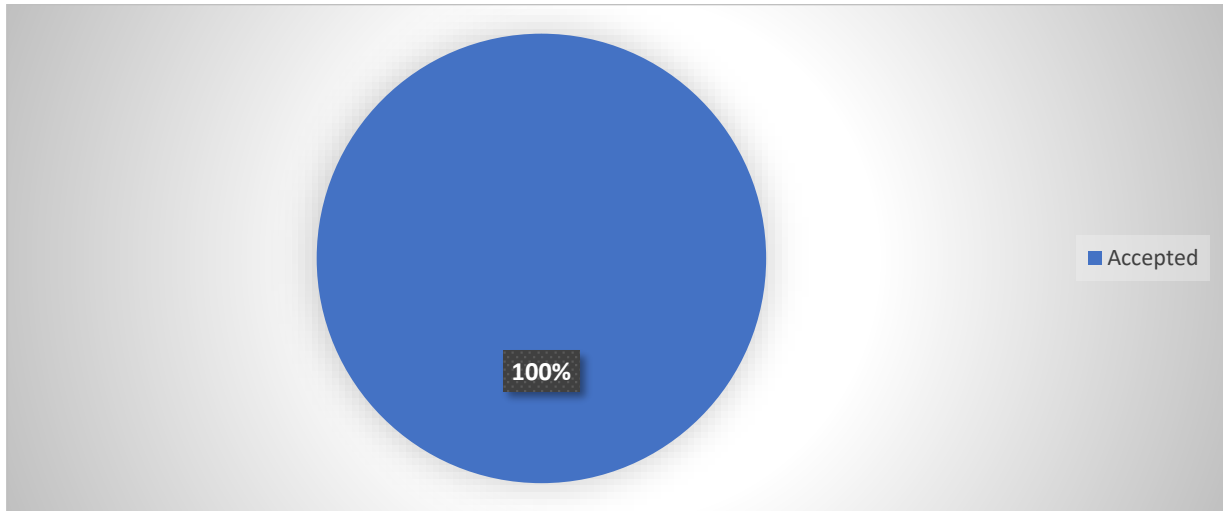
Source: CPGRAMS, January 2025

9. Acceptance of Cases

Out of total disposed grievances, 100 percent are accepted in the month of January 2025.



Figure 8: Distribution of type of acceptance



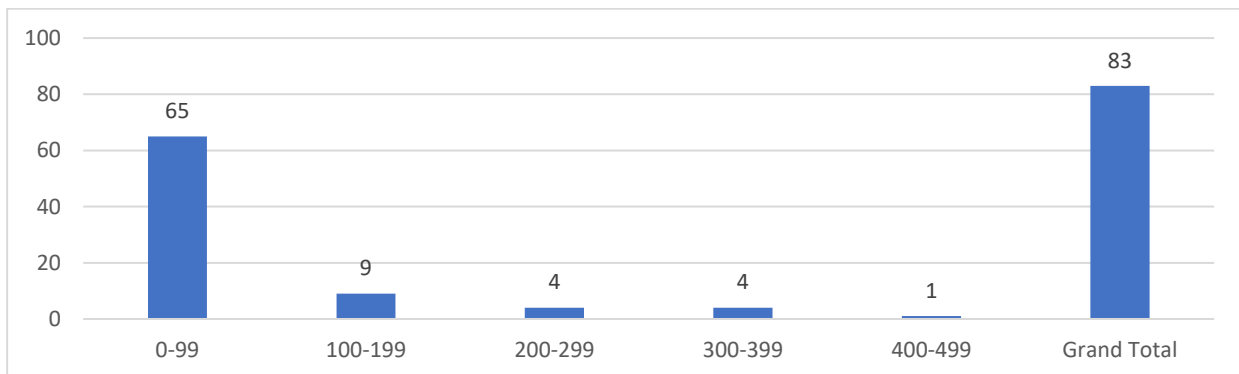
Source: CPGRAMS, January 2025

10. Logins of subordinate departments

Across the departments, 65 departments logged in less than 100 times, 9 departments logged in between 100 - 200 times, 4 departments logged in between 200 - 300 times, 4 departments logged in between 300 - 400 times and 1 department logged in more than 400 times.

The departments such as Finance Pension Cell Department, Office of the Deputy Commissioner East Khasi Hills, General Administration Department B, Printing and Stationary Department, Home Police Department, Social Welfare Department, Tourism Department logged in more than 150 logins till date. In addition, Public Health Engineering Department, Political Department, Agriculture Department Govt of Meghalaya, Transport Department tops in number of logins, which are more than 300 times. However, Public Works Department logged in more than 450 times.

Figure 9: Login of subordinate departments



Source: CPGRAMS till January 2025

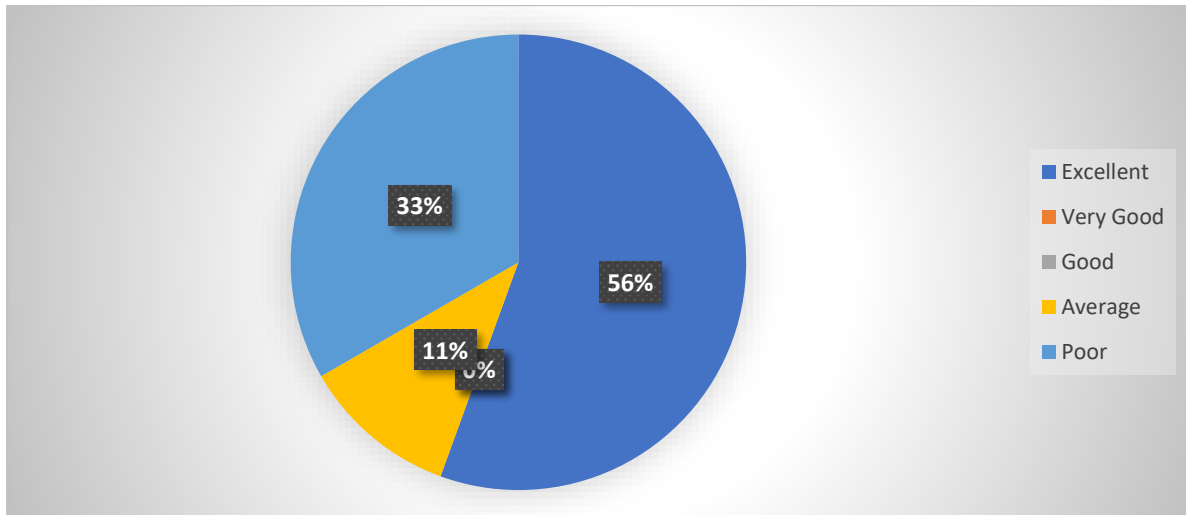


11. Feedback Analysis

11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in January 2025. About 56 percent mentioned excellent. Among the remaining 44 percent, 11 percent reported average and 33 percent reported poor experience.

Figure 10: Satisfaction level of the citizens – Call Centre

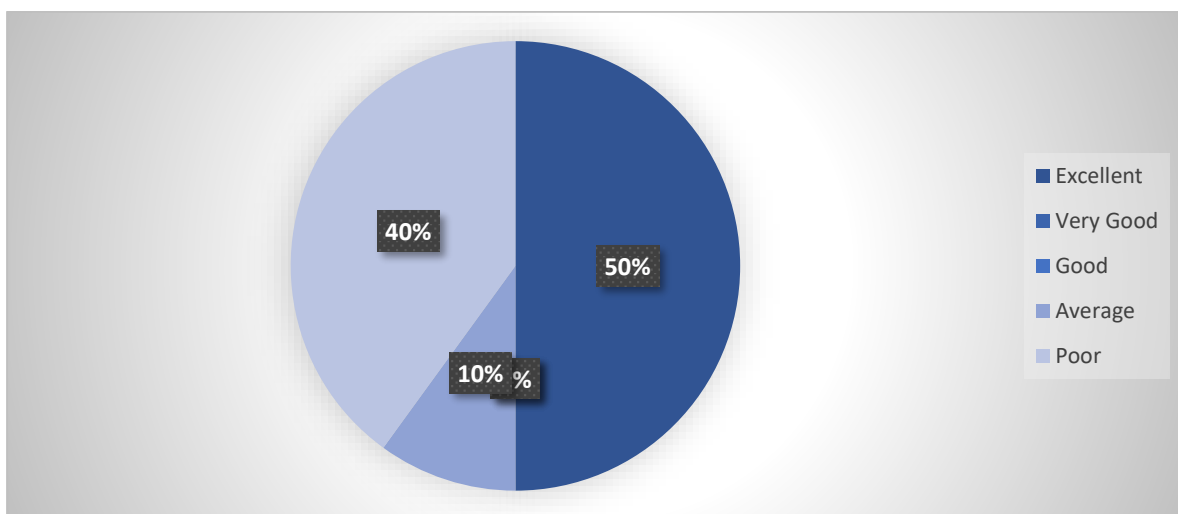


Source: CPGRAMS, January 2025

11.2 Grievance

The citizens shared feedback on the experience of the grievance redressal and about 50 percent shared Excellent, 10 percent with Average and remaining feedback is poor (40 %).

Figure 11: Satisfaction level of the citizens - Portal



Source: CPGRAMS, January 2025



12. Major Observations: Comparison of December 2024 and January 2025

The following section explains the top Six department which have more grievances

12.1 Office of the Deputy Commissioner North Garo Hills

In the month of December 2024, the grievances of Office of the Deputy Commissioner North Garo Hills are 226, out of these none of the grievances are received in December 2024 and 226 grievances are brought forwarded from the previous month. The department disposed none of the grievances in December 2024. The remaining 226 grievances are carry forwarded to January 2025. In the month of January 2025, department received none of the grievances, 226 grievances are brought forward and none of the grievances are disposed during the period. The remaining 226 grievances carry forwarded to February 2025.

Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending
December	226	0	0	226
January	226	0	0	226

Source: CPGRAMS, December 2024 and January 2025

12.2 Education Department

In the month of December 2024, the grievances of Education Department are 16, out of these 7 of the grievances are received in December 2024 and 9 grievances are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 16 grievances carry forwarded to January 2025.

In the month of January 2025, department received none of the grievances, and 16 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 16 grievances carry forwarded to February 2025.

Table 3: Education Department

Months	Brought Forward	Received During	Disposed During	Total Pending
December	9	7	0	16
January	16	0	0	16

Source: CPGRAMS, December 2024 and January 2025



12.3 Health and Welfare Department

In the month of December 2024, the grievances of Health and Welfare Department are 12, out of this single grievance is received in December 2024 and 11 grievances are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 12 grievances carry forwarded to January 2025.

In the month of January 2025, department received none of the grievances, and 12 grievances are brought forward from the previous month, out of these none of the grievances are disposed during the period. The remaining 12 grievances carry forwarded to February 2025.

Table 4: Health and Welfare Department

Months	Brought Forward	Received During	Disposed During	Total Pending
December	11	1	0	12
January	12	0	0	12

Source: CPGRAMS, December 2024 and January 2025

12.4 Office of the Deputy Commissioner Ri Bhoi District

In the month of December 2024, the grievances of Office of the Deputy Commissioner Ri Bhoi District are 11, out of these no grievance was received in December 2024 and 11 are brought forwarded from the previous month. The department disposed none of these grievances during the period. The remaining 11 grievances carry forwarded to January 2025.

In the month of January 2025, department received none of the grievances, and 11 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 11 grievances carry forwarded to February 2025.

Table 5: Office of the Deputy Commissioner Ri Bhoi District

Months	Brought Forward	Received During	Disposed During	Total Pending
December	11	0	0	11
January	11	0	0	11

Source: CPGRAMS, December 2024 and January 2025



12.5 Home Police Department

In the month of December 2024, the grievances of Home Police Department are 11, out of these none of the grievances are received in December 2024 and 11 grievances are brought forwarded from the previous month. The department disposed none of the grievances in December 2024. The remaining 11 grievances are carry forwarded to January 2025.

In the month of January 2025, department received none of the grievances, and 11 grievances are brought forward, out of these 3 grievances are disposed during the period. The remaining 8 grievances carry forwarded to February 2025.

Table 6: Home Police Department

Months	Brought Forward	Received During	Disposed During	Total Pending
December	11	0	0	11
January	11	0	3	8

Source: CPGRAMS, December 2024 and January 2025

12.6 Office of the Deputy Commissioner South Garo Hills

In the month of December 2024, the Office of the Deputy Commissioner South Garo Hills grievances are 7, out of these a single grievance is received in December 2024 and 6 grievances are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 7 grievances carry forwarded to January 2025.

In the month of January 2025, department received none of the grievances and none of the grievances are disposed during the period. The remaining 7 grievances carry forwarded to February 2025.

Table 7: Agriculture Department Govt of Meghalaya

Months	Brought Forward	Received During	Disposed During	Total Pending
December	6	1	0	7
January	7	0	0	7

Source: CPGRAMS, December 2024 and January 2025



13. Departments with pending grievances for more than 6 months

- 29 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 314
- 6 grievances are pending with Health and Family Welfare Department for more than 6 months i.e. average days 250
- 4 grievances are pending with Education Department for more than 6 months i.e. average days 301
- 4 grievances are pending with District Council Affairs Department for more than 6 months i.e. average days 288.
- 3 grievances are pending with Director of Health Services MI for more than 6 months i.e. average days 247.
- 2 grievances are pending with each of these department's Revenue and Disaster Management Department (217), Parliamentary Affairs Department (265), Transport Department (263), Directorate of School Education Literacy (211).
- Single grievance is pending with each of these departments Community and Rural Development Department (326), District Agriculture Office East Garo Hills (315), Personnel and AR B Department (285), Finance Establishment (274), Urban Affairs Department (261), Cooperation Department (253), PWD Buildings (247), SUPERINTENDENT OF POLICE EAST KHASI HILLS (234), Social Welfare Department (233), Home Civil Defence and Home Guards Department (230), COMMANDANT SPECIAL FORCE – 10 (228), Department of Arts and Culture (211), Urban Affairs Department, Government of Meghalaya (207), DISTRICT TRANSPORT OFFICE SHILLONG (193), District Agriculture Office South West Khasi Hills (189).
- 32 grievances are pending with Office of the Deputy Commissioner North Garo Hills for more than 6 months i.e. average days 340
- 6 grievances are pending with Office of the Deputy Commissioner Ri Bhoi District for more than 6 months i.e. average days 307
- 4 grievances are pending with Office of the Deputy Commissioner West Jaintia Hills District for more than 6 months i.e. average days 356



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- 3 grievances are pending with Office of the Deputy Commissioner East Garo Hills District for more than 6 months i.e. average days 330
 - 1 grievance is pending with Office of the Commissioner South Garo Hills for more than 6 months i.e. average days 342
 - 1 grievance is pending with Office of the Commissioner East Jaintia Hills for more than 6 months i.e. average days 195

14. Departments with pending grievances for more than 1 year

- 24 grievances received from PMO office and other states are pending for more than one year i.e. average days 514.
- 4 grievances are pending with Mining and Geology Department for more than one year i.e. average days 464.
- 3 grievances are pending with Personnel and AR B Department for more than one year i.e. average days 624.
- 2 grievances are pending with each of these departments Directorate of Urban Affairs (1042), Shillong Municipal Board (921), Directorate of Small Savings (882).
- Single grievance is pending with each of these departments Block Development Officer (1042), Power Department, Government of Meghalaya (718), Meghalaya Power Distribution Corporation Ltd (560), Meghalaya Energy Corporation Limited (557), Mining and Geology Department, Government of Meghalaya (553), Director of Health Services MI (537), District Council Affairs Department (432), Education Department (428), Home Police Department (426), Revenue and Disaster Management Department (418), Chief Ministers Office (400), Home Civil Defence and Home Guards Department (391).
- 194 grievances are pending with District Office of the Deputy Commissioner North Garo Hills for more than one year i.e. average days 451.
- 5 grievance is pending with Office of the Deputy Commissioner Ri Bhoi District for more than one year i.e. average days 425.
- 4 grievance is pending with Office of the Deputy Commissioner South Garo Hills for more than one year i.e. average days 485.



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- 3 grievance is pending with Office of the Deputy Commissioner West Garo Hills for more than one year i.e. average days 606.
 - 2 grievance is pending with Office of the Deputy Commissioner West Jaintia Hills for more than one year i.e. average days 429.
 - 1 grievance is pending with Office of the Deputy Commissioner East Jaintia Hills for more than one year i.e. average days 988.
 - 1 grievance is pending with Office of the Deputy Commissioner East Garo Hills for more than one year i.e. average days 449.

15. Major findings

- The government of Meghalaya received 29 grievances during January 2025 among them 23 (79%) are received Direct from complainant.
- As compared to the previous month December 2024 (63), the disposal rate has decreased in January 2025 (34), the absolute number of pending grievances is less due to more cases being disposed. The total pending grievances are (462).
- The feedback analysis indicates that the levels of satisfaction expressed by the people decreased during January 2025 (40%) showing poorer service.
- Among subordinates, **Office of the Deputy Commissioner North Garo Hills** tops in pending cases. There is an urgent need to take corrective action. From the last 1 year this department has not disposed single grievance
- From January 2025 data through Call centre feedback, 56% of the people are happy with redressal mechanism. Therefore, quick redressal will help to reach the highest target.

16. Recommendations

- The Grievance Redress in Meghalaya is to function more effectively Pendency is more with subordinates, hence strict directions to be given to them to address them within a deadline.
- 81 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 19 percent.
- Efforts to be made to dispose the long pending cases of more than one year immediately. This will increase the efficiency of governance & improve the position of Meghalaya. 24 grievances



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- Some immediate actions have to be taken for those grievances which may not be pertaining to those departments and hence are pending for long and has no closure.
- There are 433 cases pending for more than 30 days. As per the OM from DAPRG (July 2022) the grievances received on CPGRAMS shall be resolved promptly as soon as they are received but within a maximum period of 30 days. In case redressal is not possible within the prescribed timeframe due to the circumstances such as subjudice matters/policy issues etc., an interim/appropriate reply shall be given to the citizen. Action needs to be taken on these grievances,
- Weekly updates should be informed to the specific departments with more pendency.
- A proper time line system should be followed for disposing the grievances within 30 days at department and subordinate level with an established system of coordination and communication.
- Consultancy and department visit from the Personal and Administrative Reforms department have to be carried out to the top-pending departments to understand the grassroots problems and provide technical assistance.



Annexures

Annexure 1: Distribution of Departments with grievances and pendency with subordinates

Name	Brought Forward	Received During	Disposed During	Total Pending	Pendency %
Total	359	0	5	354	98.61
Office of the Deputy Commissioner North Garo Hills	226	0	0	226	63.84
Education Department	16	0	0	16	4.52
Health and Family Welfare Department	12	0	0	12	3.39
Office of the Deputy Commissioner Ri Bhoi District	11	0	0	11	3.11
Home Police Department	11	0	3	8	2.26
Office of the Deputy Commissioner South Garo Hills	7	0	0	7	1.98
Urban Affairs Department	7	0	0	7	1.98
Office of the Deputy Commissioner West Jaintia Hills	6	0	0	6	1.69
Power Department	6	0	0	6	1.69
District Council Affairs Department	5	0	0	5	1.41
Mining and Geology Department	5	0	0	5	1.41
Public Works Department	5	0	0	5	1.41
Transport Department	5	0	0	5	1.41
Office of the Deputy Commissioner East Garo Hills	4	0	0	4	1.13
Personnel and AR B Department	4	0	0	4	1.13
Office of the Deputy Commissioner West Garo Hills	3	0	0	3	0.85
Revenue and Disaster Management Department	3	0	0	3	0.85
Agriculture Department Govt of Meghalaya	3	0	1	2	0.56
Community and Rural Development Department	2	0	0	2	0.56
Finance Budget Department	2	0	0	2	0.56
Home Civil Defence and Home Guards Department	2	0	0	2	0.56



Office of the The Deputy Commissioner East Jaintia Hills	2	0	0	2	0.56
Parliamentary Affairs Department	2	0	0	2	0.56
Chief Ministers Office	1	0	0	1	0
Cooperation Department	1	0	0	1	0
Department of Arts and Culture	1	0	0	1	0
Finance Establishment	1	0	0	1	0
Forests and Environment Department	1	0	0	1	0
Political Department	1	0	0	1	0
Printing and Stationary Department	1	0	0	1	0
Social Welfare Department	1	0	0	1	0
Sports and Youth Affairs Department	1	0	0	1	0
Animal Husbandry and Veterinary Department	0	0	0	0	0
Border Area Development Department	0	0	0	0	0
Commerce and Industries Department	0	0	0	0	0
Elections Department	0	0	0	0	0
Excise Registration Taxation Stamps Department	0	0	0	0	0
Finance Audit and Funds Branch	0	0	0	0	0
Finance Department	0	0	0	0	0
Finance Economic Affairs Department	0	0	0	0	0
Finance Pension Cell Department	0	0	0	0	0
Fisheries Department	0	0	0	0	0
Food Civil Supplies and Consumer Affairs Department	0	0	0	0	0
General Administration Department	0	0	0	0	0
General Administration Department B	0	0	0	0	0
Home Prisons Department	0	0	0	0	0
Housing Department	0	0	0	0	0
Information and Public Relation Department.	0	0	0	0	0
Information Technology and Communication Department	0	0	0	0	0
Labour Department	0	0	0	0	0
Law A Department	0	0	0	0	0
Law B Department	0	0	0	0	0



Office of the Deputy Commissioner East Khasi Hills	0	0	0	0	0
Office of the Deputy Commissioner Eastern West Khasi Hills District.	0	0	0	0	0
Office of the Deputy Commissioner South West Garo Hills	0	0	0	0	0
Office of the Deputy Commissioner South West Khasi Hills	0	0	0	0	0
Office of the Deputy Commissioner West Khasi Hills	0	0	0	0	0
Office of the Honorable Chief Minister Meghalaya	0	0	0	0	0
Personnel and ARA Department	0	0	0	0	0
Planning Department	0	0	0	0	0
Public Health Engineering Department	1	0	1	0	0
Secretariat Administration Department	0	0	0	0	0
Textiles Department	0	0	0	0	0
Tourism Department	0	0	0	0	0
Water Resources Department	0	0	0	0	0

Source: CPGRAMS, January 2025

Annexure 2: Distribution of Departments with grievances and disposed with subordinates

Name	Brought Forward	Received During	Disposed During	Total Pending	Disposed %
Total	359	0	5	354	1.39
Home Police Department	11	0	3	8	60.00
Agriculture Department Govt of Meghalaya	3	0	1	2	20.00
Public Health Engineering Department	1	0	1	0	20.00
Animal Husbandry and Veterinary Department	0	0	0	0	0
Border Area Development Department	0	0	0	0	0
Chief Ministers Office	1	0	0	1	0
Commerce and Industries Department	0	0	0	0	0



Community and Rural Development Department	2	0	0	2	0
Cooperation Department	1	0	0	1	0
Department of Arts and Culture	1	0	0	1	0
District Council Affairs Department	5	0	0	5	0
Education Department	16	0	0	16	0
Elections Department	0	0	0	0	0
Excise Registration Taxation Stamps Department	0	0	0	0	0
Finance Audit and Funds Branch	0	0	0	0	0
Finance Budget Department	2	0	0	2	0
Finance Department	0	0	0	0	0
Finance Economic Affairs Department	0	0	0	0	0
Finance Establishment	1	0	0	1	0
Finance Pension Cell Department	0	0	0	0	0
Fisheries Department	0	0	0	0	0
Food Civil Supplies and Consumer Affairs Department	0	0	0	0	0
Forests and Environment Department	1	0	0	1	0
General Administration Department	0	0	0	0	0
General Administration Department B	0	0	0	0	0
Health and Family Welfare Department	12	0	0	12	0
Home Civil Defence and Home Guards Department	2	0	0	2	0
Home Prisons Department	0	0	0	0	0
Housing Department	0	0	0	0	0
Information and Public Relation Department.	0	0	0	0	0
Information Technology and Communication Department	0	0	0	0	0
Labour Department	0	0	0	0	0
Law A Department	0	0	0	0	0
Law B Department	0	0	0	0	0
Mining and Geology Department	5	0	0	5	0
Office of the Deputy Commissioner Ri Bhoi District	11	0	0	11	0



Office of the Deputy Commissioner East Garo Hills	4	0	0	4	0
Office of the Deputy Commissioner East Khasi Hills	0	0	0	0	0
Office of the Deputy Commissioner Eastern West Khasi Hills District.	0	0	0	0	0
Office of the Deputy Commissioner North Garo Hills	226	0	0	226	0
Office of the Deputy Commissioner South Garo Hills	7	0	0	7	0
Office of the Deputy Commissioner South West Garo Hills	0	0	0	0	0
Office of the Deputy Commissioner South West Khasi Hills	0	0	0	0	0
Office of the Deputy Commissioner West Garo Hills	3	0	0	3	0
Office of the Deputy Commissioner West Jaintia Hills	6	0	0	6	0
Office of the Deputy Commissioner West Khasi Hills	0	0	0	0	0
Office of the Honorable Chief Minister Meghalaya	0	0	0	0	0
Office of the The Deputy Commissioner East Jaintia Hills	2	0	0	2	0
Parliamentary Affairs Department	2	0	0	2	0
Personnel and AR B Department	4	0	0	4	0
Personnel and ARA Department	0	0	0	0	0
Planning Department	0	0	0	0	0
Political Department	1	0	0	1	0
Power Department	6	0	0	6	0
Printing and Stationary Department	1	0	0	1	0
Public Works Department	5	0	0	5	0
Revenue and Disaster Management Department	3	0	0	3	0
Secretariat Administration Department	0	0	0	0	0
Social Welfare Department	1	0	0	1	0
Sports and Youth Affairs Department	1	0	0	1	0
Textiles Department	0	0	0	0	0



Tourism Department	0	0	0	0	0
Transport Department	5	0	0	5	0
Urban Affairs Department	7	0	0	7	0
Water Resources Department	0	0	0	0	0

Source: CPGRAMS, January 2025

Annexure 3: Status grievances brought forward, received, pending and disposal from Meghalaya and other states

State Name	Brought Forward	Received During	Pending During	Disposed During
Andaman And Nicobar Islands	0	0	0	0
Andhra Pradesh	0	0	0	0
Arunachal Pradesh	0	0	0	0
Assam	5	0	4	1
Bihar	3	0	3	0
Chandigarh	0	0	0	0
Chhattisgarh	0	0	0	0
Dadra and Nagar Haveli and Daman and Diu	0	0	0	0
Daman and Diu	0	0	0	0
Delhi	3	1	4	0
Goa	0	0	0	0
Gujarat	1	0	1	0
Haryana	3	2	5	0
Himachal Pradesh	0	0	0	0
Jammu And Kashmir	1	0	1	0
Jharkhand	0	1	1	0
Karnataka	3	0	3	0
Kerala	1	0	1	0
Ladakh	0	0	0	0
Lakshadweep	0	0	0	0
Madhya Pradesh	1	0	0	1
Maharashtra	5	0	5	0
Manipur	0	0	0	0
Meghalaya	424	22	416	30
Mizoram	0	0	0	0
Nagaland	0	0	0	0
Odisha	0	1	1	0
Puducherry	0	0	0	0



Punjab	2	0	2	0
Rajasthan	1	0	1	0
Sikkim	0	0	0	0
Tamil nadu	3	0	2	1
Telangana	0	0	0	0
Tripura	0	0	0	0
Uttar Pradesh	3	0	3	0
Uttarakhand	0	0	0	0
West Bengal	7	0	6	1
Total	466	27	459	34

Source: CPGRAMS, January 2025

Annexure 4: Top departments having more pendency

Name	Brought Forward	Received During	Disposed During	Total Pending
Office of the Deputy Commissioner North Garo Hills	226	0	0	226
Education Department	16	0	0	16
Health and Family Welfare Department	12	0	0	12
Office of the Deputy Commissioner Ri Bhoi District	11	0	0	11
Home Police Department	11	0	3	8
Office of the Deputy Commissioner South Garo Hills	7	0	0	7
Urban Affairs Department	7	0	0	7
Office of the Deputy Commissioner West Jaintia Hills	6	0	0	6
Power Department	6	0	0	6
District Council Affairs Department	5	0	0	5

Source: CPGRAMS, January 2025

Annexure 5: Top departments disposed more grievances

Name	Brought Forward	Received During	Total Pending	Disposed During
Home Police Department	11	0	11	3
Agriculture Department Govt of Meghalaya	3	0	3	1



Public Health Engineering Department	1	0	1	1
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Source: CPGRAMS, January 2025

Annexure 6: Department with highest logins

Organization Name	Total Login
Public Works Department	454
Public Health Engineering Department	382
Political Department	380
Agriculture Department Govt of Meghalaya	371
Transport Department	370
Finance Pension Cell Department	298
Office of the Deputy Commissioner East Khasi Hills	244
General Administration Department B	223
Printing and Stationary Department	202
Home Police Department	187
Social Welfare Department	181
Tourism Department	177
Finance Department	129
Cooperation Department	127
Law A Department	125
Office of the Deputy Commissioner Eastern West Khasi Hills District.	121
Forests and Environment Department	114
Border Area Development Department	103

Source: CPGRAMS till January 2025

Annexure 7: Department with less logins

Organization Name	Total Login
Legal Metrology Department	7
Parliamentary Affairs Department	7
Finance EC1	6
Finance Pay Revision Department	6
Mining and Geology Department	6
Cabinet Affairs Department.	2
Extension Training Centre Nongsder	2
Office of the The Deputy Commissioner East Jaintia Hills	2
Programme Implementation and Evaluation Department	2
Chief Ministers Office	1
Extension Training Centre West Garo Hills Tura	1
Finance Expenditure Control Department	1



Personnel Administrative Reforms Cell Department	1
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Source: CPGRAMS till January 2025

Annexure 8: Department with zero logins (Not Applicable)

Organization Name	Total Login
COVID 19 Grievance Cell	0
Finance Establishment	0
Finance Revision of Rules Cell Department	0
Personnel AR SRC	0
Programme Implementation and Evaluation Department	0
State Institute of Rural Development Meghalaya	0

Source: CPGRAMS till January 2025

Annexure 9: Departments with Grievances pending more than six months

Sn.	Pending With	Pending Days	No of Pending Grievances
1	Government of Meghalaya	314	29
2	Health and Family Welfare Department	250	6
3	Education Department	301	4
4	District Council Affairs Department	288	4
5	Director of Health Services MI	247	3
6	Revenue and Disaster Management Department	271	2
7	Parliamentary Affairs Department	265	2
8	Transport Department	263	2
9	Directorate of School Education Literacy	211	2
10	Community and Rural Development Department	326	1
11	District Agriculture Office East Garo Hills	315	1
12	Personnel and AR B Department	285	1
13	Finance Establishment	274	1
14	Urban Affairs Department	261	1
15	Cooperation Department	253	1
16	PWD Buildings	247	1
17	SUPERINTENDENT OF POLICE EAST KHASI HILLS	234	1
18	Social Welfare Department	233	1
19	Home Civil Defence and Home Guards Department	230	1
20	COMMANDANT SPECIAL FORCE - 10	228	1
21	Department of Arts and Culture	211	1
22	Urban Affairs Department, Government of Meghalaya	207	1
23	DISTRICT TRANSPORT OFFICE SHILLONG	193	1
24	District Agriculture Office South West Khasi Hills	189	1



25	Office of the Deputy Commissioner North Garo Hills	340	32
26	Office of the Deputy Commissioner Ri Bhoi District	307	6
27	Office of the Deputy Commissioner West Jaintia Hills	356	4
28	Office of the Deputy Commissioner East Garo Hills	330	3
29	Office of the Deputy Commissioner South Garo Hills	342	1
30	Office of the Deputy Commissioner East Jaintia Hills	195	1

Source: CPGRAMS till January 2025

Annexure 10: Departments with Grievances pending more than one year

Sn	Pending With	Pending Days	No of Pending Grievances
1	Government of Meghalaya	514	24
2	Mining and Geology Department	464	4
3	Personnel and AR B Department	624	3
4	Directorate of Urban Affairs	1042	2
5	Shillong Municipal Board	921	2
6	Directorate of Small Savings	882	2
7	Block Development Officer	1042	1
8	Power Department, Government of Meghalaya	718	1
9	Meghalaya Power Distribution Corporation Ltd	560	1
10	Meghalaya Eenergy Corporation Limited	557	1
11	Mining and Geology Department, Government of Meghalaya	553	1
12	Director of Health Services MI	537	1
13	District Council Affairs Department	432	1
14	Education Department	428	1
15	Home Police Department	426	1
16	Revenue and Disaster Management Department	418	1
17	Chief Ministers Office	400	1
18	Home Civil Defence and Home Guards Department	391	1
19	Office of the Deputy Commissioner North Garo Hills	451	194
20	Office of the Deputy Commissioner Ri Bhoi District	425	5
21	Office of the Deputy Commissioner South Garo Hills	485	4
22	Office of the Deputy Commissioner West Garo Hills	606	3
23	Office of the Deputy Commissioner West Jaintia Hills	429	2
24	Office of the The Deputy Commissioner East Jaintia Hills	988	1
25	Office of the Deputy Commissioner East Garo Hills	449	1

Source: CPGRAMS till January 2025



Public Affairs Centre
#15, KIADB Industrial Area,
Jigani-Bommasandra Link Road
Jigani Post, Anekal Taluk
Bengaluru - 560105
Karnataka, India