

Findings from CPGRAMS for Meghalaya (April, 2024)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

April 2024



Executive Summary

- The government of Meghalaya received 74 grievances during April among them 62 (84%) are related to Local/ Internet.
- 521 grievances were brought forward leading to a total of 595. Among them, majority of the grievances 89% are from local/internet (528), followed by PMO (56), President Secretariat (8), and DARPG (3) till the date.
- 62 grievances received from local/internet during April. The disposed cases during the period is **20** and these are disposed under Local/Internet (13), and PMO (7).
- Among the pending grievances 575 (96.6%), 496 (86%) grievances are with subordinates.
- The pending cases, as on today are 575 and this is a matter of concern. It was 521 last month.
- Among all the pending grievances in Meghalaya, The **Office of the Deputy Commissioner North Garo Hills** has a significant majority of 48% (226) pending cases.
- As compared to the previous month (March), the disposal rate has slightly decreased in April and the number of pending grievances is more due to more cases being brought forward (521).
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly decreased during last month (50%).
- 58% of the people are not happy with redressal mechanism. Therefore, quick redressal is essential.

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.
- 89 percent of pending grievances are related to local/internet. 84 percent of the grievances received in April are related to it. Addressing them will reduce the pendency only to 16 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.
- 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. It is observed that, eight such grievances pending.



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- There are 395 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. Action needs to be taken on these grievances,
 - Weekly updates need to be informed to the specific departments with more pendency.
 - A proper time line system should be followed for disposing the grievances at department and subordinate level with an established system of coordination and communication.
 - Consultancy and field visits 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.



Table of Contents

1. Introduction	6
2. Overview of grievances in Meghalaya	6
3. Status of grievances received by Meghalaya	7
4. Month wise status of grievances	8
5. Age-wise status of grievances	8
6. Departments with highest pending grievances (subordinates)	9
7. Trend in pending grievances	10
8. Departments with highest number of disposals (subordinates)	10
9. Acceptance of Cases	11
10. Logins of subordinate departments	12
11. Feedback Analysis	12
<i>11.1 Call Centre</i>	12
<i>11.2 Grievance</i>	13
12. Major Observations: Comparison of March and April 2024	14
<i>12.1 Office of the Deputy Commissioner North Garo Hills</i>	14
<i>12.2 Agriculture Department Govt of Meghalaya</i>	14
<i>12.3 Office of the Deputy Commissioner West Garo Hills</i>	15
<i>12.4 Public Health Engineering Department</i>	15
<i>12.5 Office of the Deputy Commissioner Ri Bhoi District</i>	16
<i>12. Power Department</i>	16
13. Departments with pending grievances for more than 6 months	17
14. Departments with pending grievances for more than 1 year	17
15. Major findings	18
16. Recommendations	18
Annexures	20
Annexure 1: Distribution of Departments with grievances and pendency with subordinates	20
Annexure 2: Distribution of Departments with grievances and disposed with subordinates	22
Annexure 3: Status grievances brought forward, received, pending and disposal from Meghalaya and other states	24
Annexure 4: Top departments having more pendency	25
Annexure 5: Top departments disposed more grievances	26
Annexure 6: Department with highest logins	26



Annexure 7: Department with less logins	27
Annexure 8: Department with zero logins (Not Applicable).....	27
Annexure 9: Departments with Grievances pending more than six months.....	28
Annexure 10: Departments with Grievances pending more than one year	28



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. DARPG has integrated Bhashini with the CPGRAMS Portal from 25th July, 2023. It is an API based language translation platform which is being utilized in the CPGRAMS platform for both Grievance Redressal Officer and Citizen Interfaces.

DARPG also developed a dedicated portal to monitor the real time status of grievances. Anuvadini tool, a voice and document AI translation tool consisting of multitude of features will be used to translate the CPGRAMS Monthly Reports in the regional languages

In February, 2024, 68342 PG cases were received for the States/UTs and 64750 PG cases were redressed Out of 200086 PG total cases. The pendency of the cases in the States/UTs has increased from 196408 PG cases at the end of January, 2024 to 200086 PG cases at the end of February, 2024. This is an area of concern.

2. Overview of grievances in Meghalaya

The government of Meghalaya received 74 grievances during April and 521 grievances were brought forward leading to a total of 595. Among them, majority of the grievances are received from local/internet (528), followed by PMO (56), President Secretariat (8), and DARPG (3) till the date. 62 grievances received from local/internet during April. The disposed cases during the period is 20 and majority of these are disposed under Local/Internet (13), and PMO (7). Further, among the existing pending grievances (575), 496 (86%) grievances are with subordinates.

Figure 1: Overview of grievances

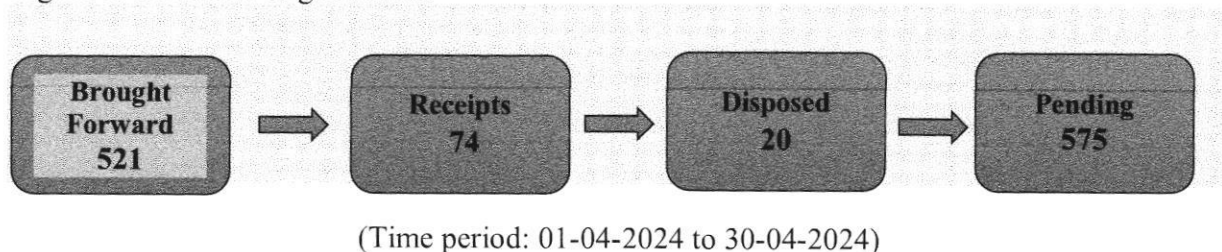




Table 1a: Overview of grievances

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Disposed During Period	Closing Balance	Yet to Assess	At our Office	With Subordinate
DARPG	2	1	3	0	3	0	0	3
Local/Internet	466	62	528	13	515	7	43	465
President Secretariat	8	0	8	0	8	1	6	1
Pension	0	0	0	0	0	0	0	0
PMO	45	11	56	7	49	7	15	27
Total	521	74	595	20	575	15	64	496

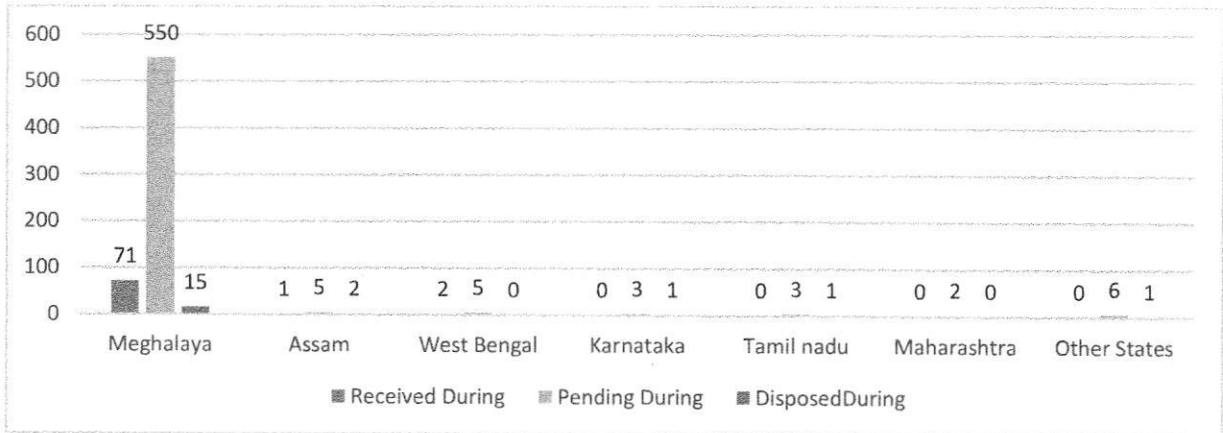
Source: CPGRAMS, April 2024

3. Status of grievances received by Meghalaya

Out of the total 74 cases received, 96% of the grievances are received from the state itself (71), and the remaining four pertaining to Meghalaya are received from other states Assam (1), and West Bengal (2).

The number of disposals is more in April as compared to March, is 20 and 22 respectively. Among them, 15 grievances are disposed which are from Meghalaya, 2 are from Assam, 1 from Karnataka, 1 from Tamil Nadu and 1 from Haryana.

Figure 2: Distribution of received, disposed and pending Grievances received from Meghalaya and other states



Source: CPGRAMS, April 2024

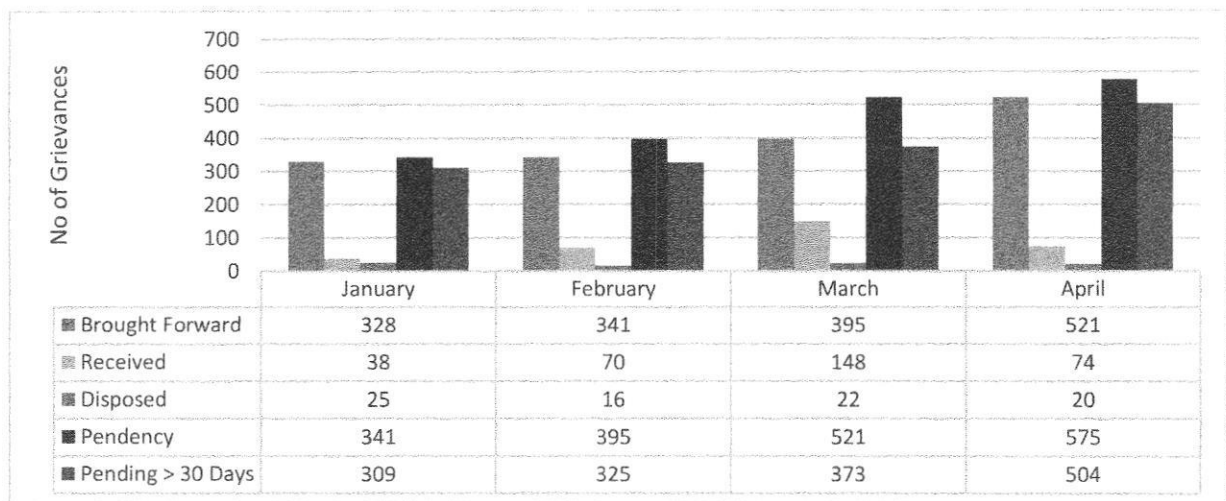


- The pending cases are 575 and this is a serious matter. It was 521 last month. It is necessary to look into the pending cases and take actions to close them.
- The addition is due to more cases received in April 2024.

4. Month wise status of grievances

The following figure explains the month wise status of grievances, 74 grievances are received in April and 521 are brought forwarded from March. It is noticeable that, around only 4 percent cases are disposed in April which is same as March. Further, 575 grievances are pending and it is more as compare with last month (521).

Figure 3: Month wise status of brought forward, receipts, disposal and pendency



Source: CPGRAMS, January and April 2024

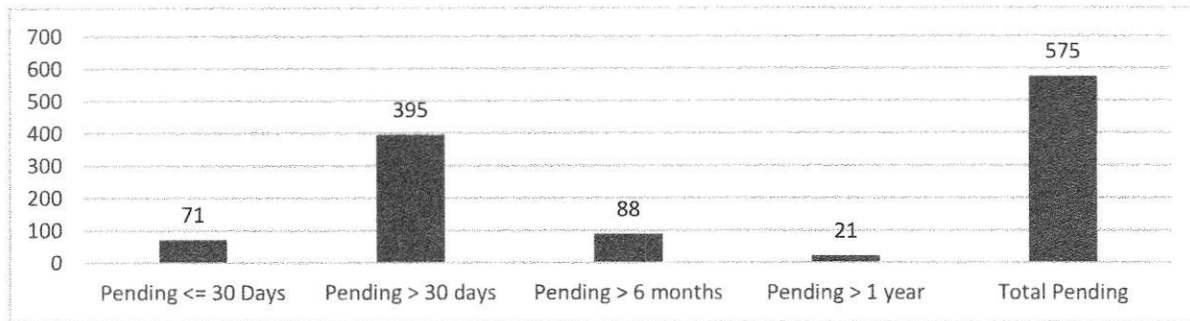
Note: Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of April are only 20.

5. Age-wise status of grievances

The following figure shows the age wise status of grievances pending and the total pendency of the grievances is 575 in April. Out of this, 71 (12 %) grievances pending in less than 30 days, 395 (69%) are between 30 to 180 days, 88 (15%) are from past 6 months (**annexure 9**) and 21 (4%) are pending from past one year (**annexure 10**).



Figure 4: Age-wise status of grievances pending



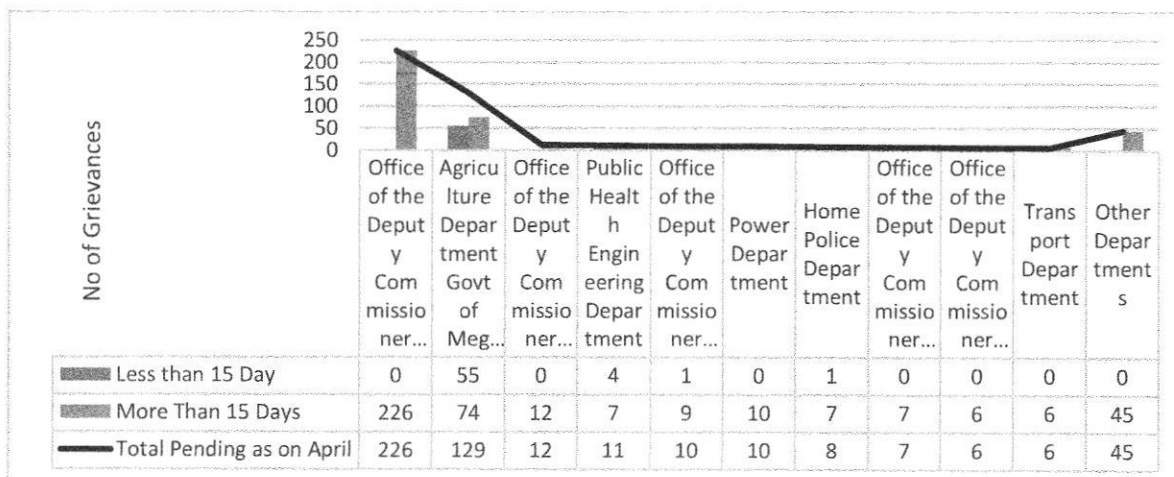
Source: CPGRAMS, April 2024

There are 395 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, 90 percent are pending with the following departments. Office of the Deputy Commissioner North Garo Hills has maximum cases (226)

Figure 5: Distribution of Departments with pending grievances



Source: CPGRAMS, April 2024



7. Trend in pending grievances

The figures 6 & 7 shows the trend of pending and disposal grievances from January to April 2024.

Figure 6: Trend of pendency over the months

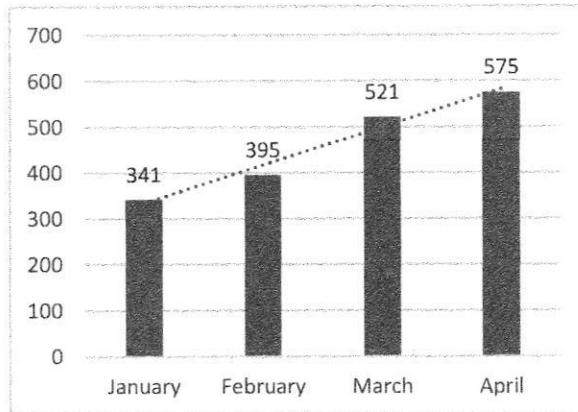
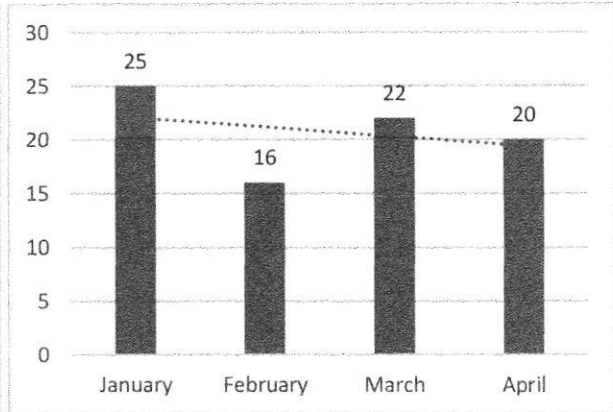


Figure 7: Trend of disposal over the month



Source: CPGRAMS, January to April 2024

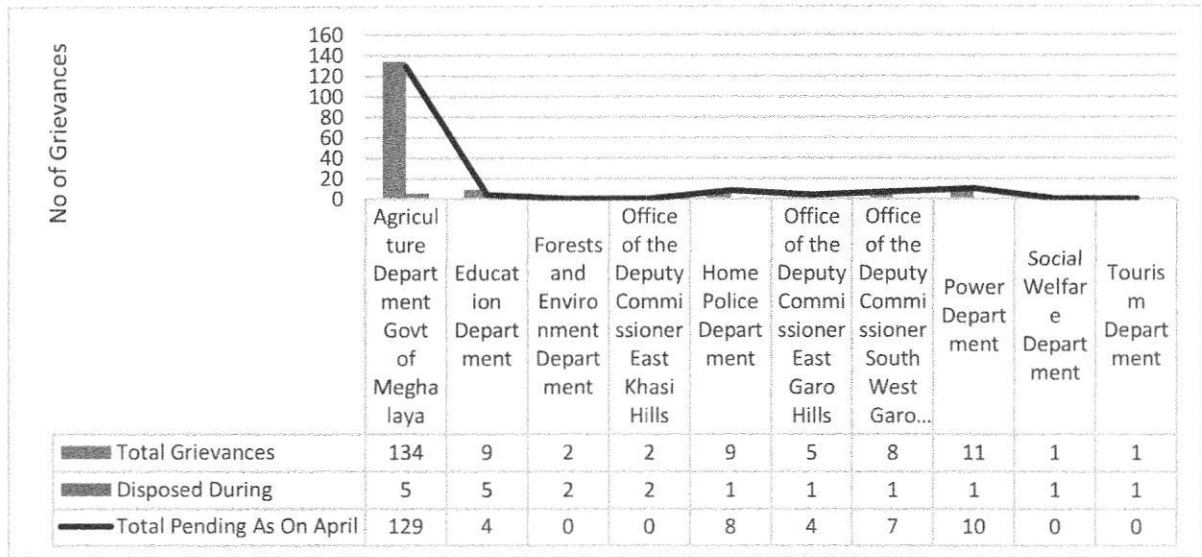
An increasing trend is clearly visible which shows that grievances are not closing and the pending cases are more in April as compared to March. The varying trend in disposal is seen in Fig.7.

8. Departments with highest number of disposals (subordinates)

The Agriculture Department Govt of Meghalaya and Education Department disposed more number of grievances, out of 20, 5 grievances each disposed during April. Forests and Environment Department and Office of the Deputy Commissioner East Khasi Hills disposed 2 grievances each, Home Police Department, Office of the Deputy Commissioner East Garo Hills, Office of the Deputy Commissioner South West Garo Hills, Power Department, Social Welfare Department, Tourism Department disposed single grievances in same period.



Figure 8: Subordinate departments that disposed more grievances

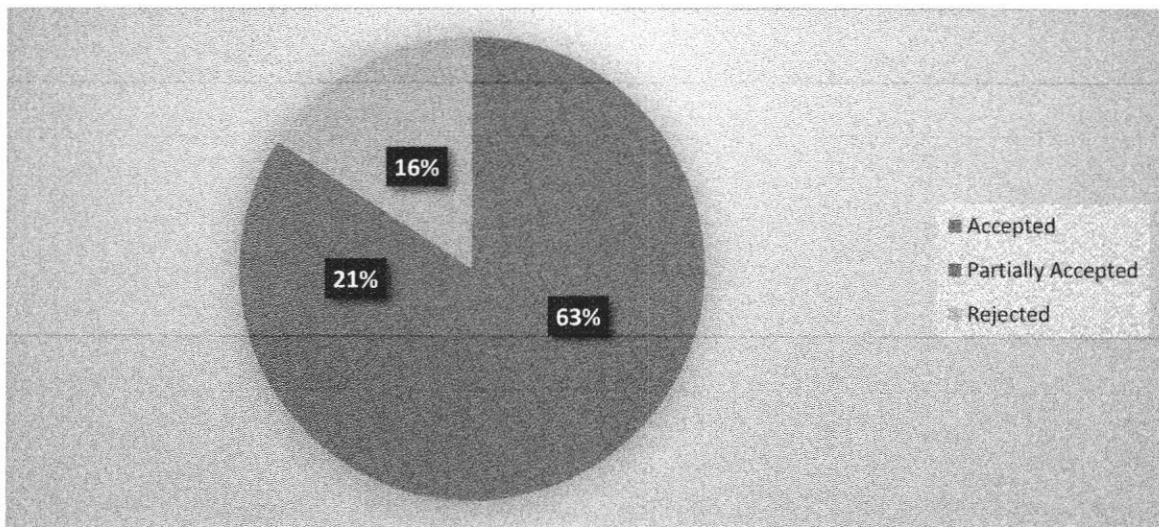


Source: CPGRAMS, April 2024

9. Acceptance of Cases

Out of total disposed grievances, 16 percent are rejected due to various reasons, 63 percent are accepted and 21 percent are partially accepted.

Figure 9: Distribution of type of acceptance



Source: CPGRAMS, April 2024

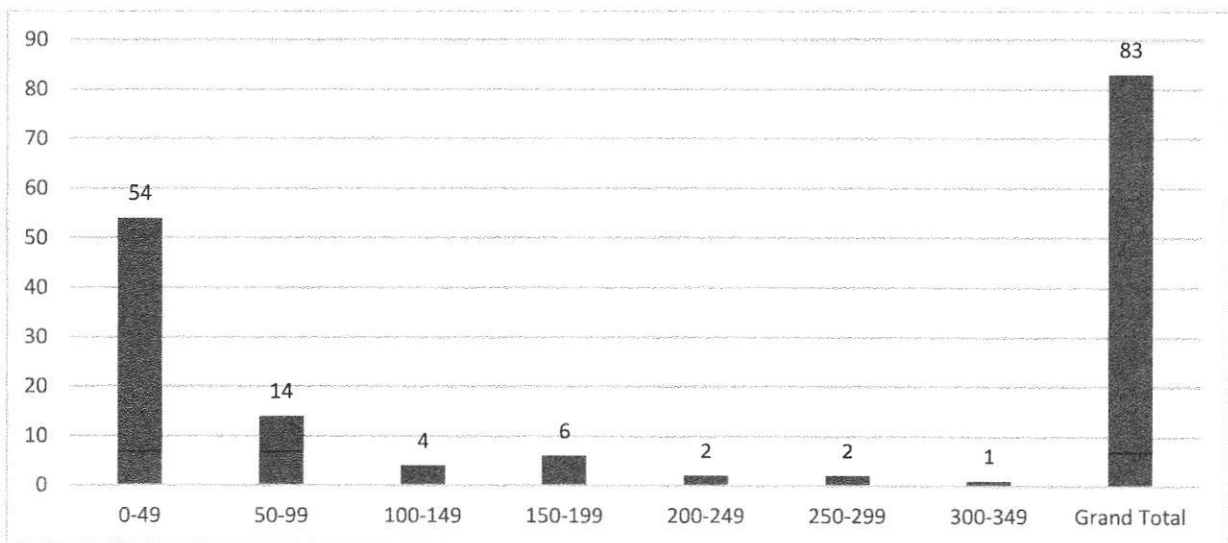


10. Logins of subordinate departments

Across the departments, 54 departments login less than 50 times, 14 departments login less than 100 times, 10 departments login less than 200 times, 4 departments logged less than 300 times, and 1 department logged in more than 300 times in till April.

The departments such as Agriculture Department Govt of Meghalaya, Public Health Engineering Department, General Administration Department B, Social Welfare Department, Office of the Deputy Commissioner East Khasi Hills, Home Police Department, Tourism Department, Finance Pension Cell Department logged in more than 150 logins till date. In addition, the Transport Department, Political Department, and Public Works Department tops in number of logins, which are more than 250 times.

Figure 10: Login of subordinate departments



Source: CPGRAMS till April 2024

11. Feedback Analysis

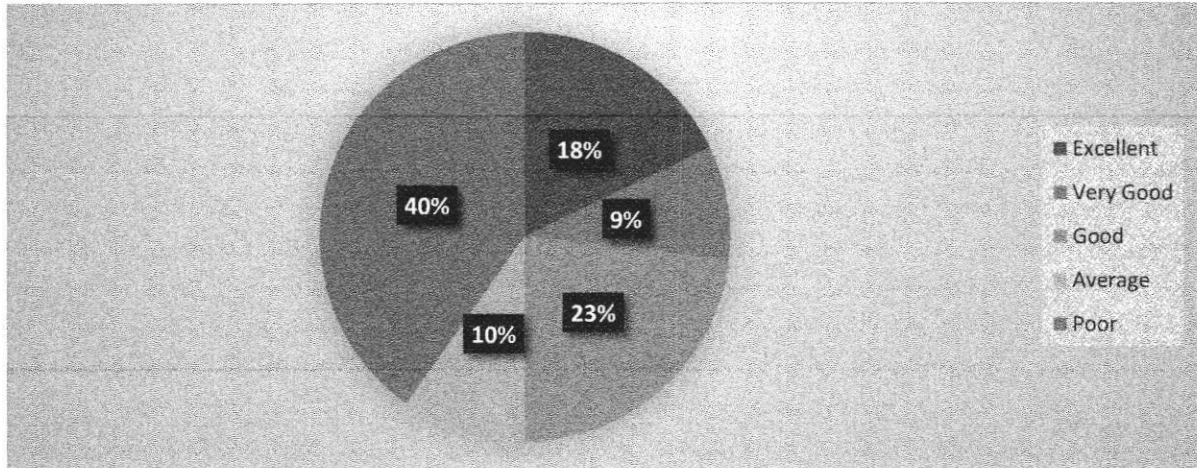
11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year (January 2023 to April 2024). About 50 percent of the citizens provided positive feedback on grievances, out of



which 18 percent mentioned excellent, 9 percent very good and 23 percent good. Among the remaining 50 percent, 10 percent reported average and 40 percent reported poor experience.

Figure 11: Satisfaction level of the citizens – Call Centre

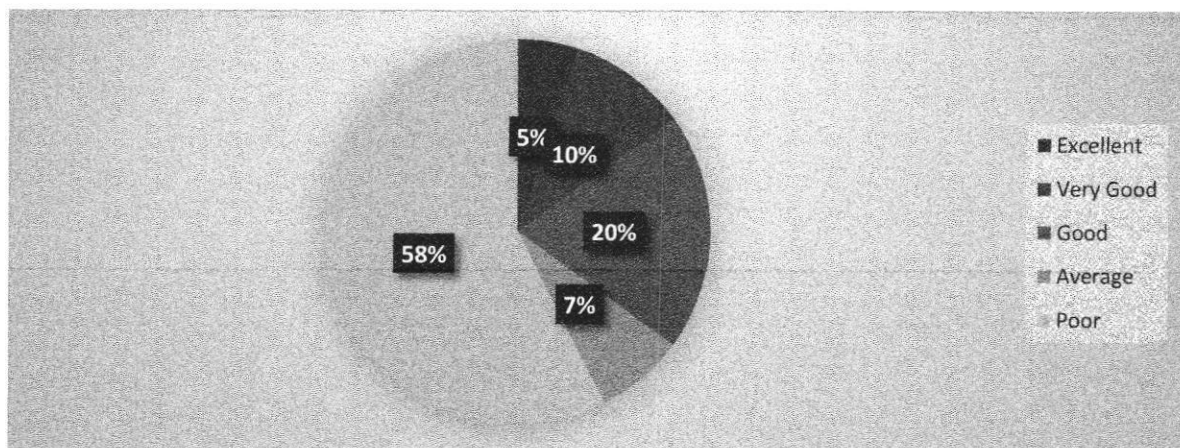


Source: CPGRAMS, January 2023 to April 2024

11.2 Grievance

The citizens shared feedback on the experience of the grievance redressal and about 35 percent shared good feedback out of this, 5 percent marked with excellent, 10 percent with very good and 20 percent with good, 7 percent with average and remaining feedback is poor (58 %).

Figure 12: Satisfaction level of the citizens - Portal



Source: CPGRAMS, January 2023 to April 2024



12. Major Observations: Comparison of March and April 2024

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 March, the grievances of Office of the Deputy Commissioner North Garo Hills are 226, out of these 18 grievances are received in March and 208 grievances are brought forwarded from the previous month. The department disposed none of the grievances in March. The remaining 226 grievances are carry forwarded to April.

In the month of April, 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 May.

Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
March	208	18	0	226
April	226	0	0	226

Source: CPGRAMS, March and April 2024

12.2 Agriculture Department Govt of Meghalaya

In the month of March, the Agriculture Department Govt of Meghalaya grievances of are 19, out of these 19 grievances are received in March and 0 are brought forwarded from the previous month and single grievance is disposed during the period. The 18 grievances carry forwarded to April.

In the month of April, department received 116 grievances and 5 grievances are disposed during the period. The remaining 129 grievances carry forwarded to May.

Table 3: Agriculture Department Govt of Meghalaya

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
March	0	19	1	18
April	18	116	5	129

Source: CPGRAMS, March and April 2024



12.3 Office of the Deputy Commissioner West Garo Hills

In the month of March, the grievances of Office of the Deputy Commissioner West Garo Hills are 12, out of these 0 grievances are received in March and 12 grievances are brought forwarded from the previous month. The department disposed none of the grievances in March. The remaining 12 grievances are carry forwarded to April.

In the month of April, department received 0 grievances and 12 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 12 grievances carry forwarded to May.

Table 3: Office of the Deputy Commissioner West Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
March	12	0	0	12
April	12	0	0	12

Source: CPGRAMS, March and April 2024

12.4 Public Health Engineering Department

In the month of March, the grievances of Public Health Engineering Department are 2, out of these 0 grievances are received in March and 2 are brought forwarded from the previous month and none of the grievances are disposed during the period. The 2 grievances carry forwarded to April.

In the month of April, department received 9 grievances and none of the grievances are disposed during the period. The remaining 11 grievances carry forwarded to May.

Table 5 Public Health Engineering Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
March	2	0	0	2
April	2	9	0	11

Source: CPGRAMS, March and April 2024



12.5 Office of the Deputy Commissioner Ri Bhoi District

In the month of March, the grievances of Office of the Deputy Commissioner Ri Bhoi District are 9, out of these 4 grievances are received in March and 5 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 5 grievances carry forwarded to April.

In the month of April, department received a single grievance and none of the grievances are disposed during the period. The remaining 10 grievances carry forwarded to May.

Table 6 Office of the Deputy Commissioner Ri Bhoi District

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
March	5	4	0	9
April	9	1	0	10

Source: CPGRAMS, March and April 2024

12. Power Department

In the month of March, the grievances of Power Department are 12, out of these a single grievance is received in March and 11 are brought forwarded from the previous month and a single grievance is disposed during the period. The 11 grievances carry forwarded to April.

In the month of April, department received none of the grievances and a single grievance is disposed during the period. The remaining 10 grievances carry forwarded to May.

Table 5 Power Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
March	11	1	1	11
April	11	0	1	10

Source: CPGRAMS, March and April 2024



13. Departments with pending grievances for more than 6 months

- 5 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 280
- 53 grievances are pending with Office of the Deputy Commissioner North Garo Hills form the last 6 months i.e. average days 248
- 8 grievances are pending with District Agriculture Office West Garo Hills form the last 6 months i.e. average days 247
- 6 grievances are pending with Meghalaya Power Distribution Corporation Ltd form the last 6 months i.e. average days 284
- 3 grievances are pending with Office of the Deputy Commissioner South Garo Hills form the last 6 months i.e. average days 218
- 2 grievances are pending with Commissioner of Transport form the last 6 months i.e. average days 300
- 2 grievances are pending with Mining and Geology Department form the last 6 months i.e. average days 255
- 2 grievances are pending with Department of Agriculture South West Garo Hills District form the last 6 months i.e. average days 224
- 2 grievances are pending with District Transport Office Shillong form the last 6 months i.e. average days 222
- One grievance is pending with each of these departments Superintendent of Police East Khasi Hills (293), Principal Chief Conservator of Forest and HoFF (275), Director of Health Services MI (259), Superintendent of Police East Jaintia Hills Khliehriat (248), Meghalaya Eenergy Corporation Limited (243), Office of the Deputy Commissioner Ri Bhoi District (223).

14. Departments with pending grievances for more than 1 year

- 7 grievances received from PMO office and other states are pending for more than one year i.e. average days 453.
- 2 grievances are pending from the departments Meghalaya Power Distribution Corporation Ltd with an average of 769 days followed by Directorate of Urban Affairs (764), Shillong Municipal Board (643), and Directorate of Small Savings (604).



- One grievance is pending with each of these departments District Rural Development Agency Jowai (764), Office of the The Deputy Commissioner East Jaintia Hills (710), Personnel and AR B Department (696), Office of the Deputy Commissioner West Garo Hills (674), Commissioner of Transport and DISTRICT TRANSPORT OFFICE SHILLONG (463), Commissioner of Excise and Commissioner of Taxes (446), Power Department and Government of Meghalaya (440).

15. Major findings

- The government of Meghalaya received 74 grievances during April among them 62 (84) are related to Local/ Internet.
- As compared to the previous month (March), the disposal rate has slightly decreased in April and the number of pending grievances is more due to more cases being brought forward (521).
- 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 6 months this department has not disposed single grievance
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly decreased during last months (50%).
- 58% of the people are not happy with redressal mechanism. Therefore, quick redressal is essential.

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.
- 89 percent of pending grievances are related to local/internet. 84 percent of the grievances received in April are related to it. Addressing them will reduce the pendency only to 16 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.
- 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. It is observed that, eight grievances are long pending.