

Findings from CPGRAMS for Meghalaya (December, 2023)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

December 2023



Executive Summary

- The government of Meghalaya received 139 grievances during December and 200 grievances were brought forward leading to a total of 339. Among them, majority of the grievances - 84% are from local/internet (285), followed by PMO (49) and DARPG (5) till the date.
- 127 grievances received from local/internet during December. The disposed cases during the period is 10 and majority of these are disposed under Local/Internet (7), PMO (2), and DARPG (1).
- Among the pending grievances (329), 240 (72.9%) grievances are with subordinates.
- The pending cases, as on today are 329 and this is a serious matter. It was 200 last month. It is necessary to look into the pending cases and take actions to close them. Only Meghalaya has such high level of pending cases.
- As compared to the previous month (November), the disposal rate is very low in December. The number of pending grievances is more due to more cases being brought forward (200).
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly decreased during last months (49%). 51% of the people are not happy with redress mechanism. This also needs to be considered on priority.

Recommendations

- The Grievance Redress in Meghalaya is not functioning effectively and needs a relook into its functioning.
- 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, One each grievance is pending with each of these departments Urban Affairs Department with an average of 654 days followed by District Rural Development Agency Jowai (649), Directorate of Urban Affairs (644), Office of the Deputy Commissioner East Jaintia Hills (595), Transport Department (577), Meghalaya Board Of School Education (566), Office of the Deputy Commissioner West Garo Hills (559), Office of the Deputy Commissioner East Khasi Hills (490), and Education Department (488).



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- Weekly updates should be informed to the specific departments with more pendency.
 - A proper system should be followed for disposing the grievances at department and subordinate level with an established system of coordination and communication.
 - Consultancy and surprise visits from the Personal and Administrative Reforms department have to be carried out to the top-pending departments to understand the grassroots problems.



1. Introduction

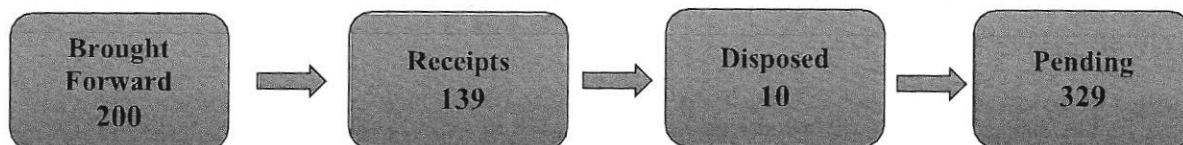
DARPG has integrated Bhashini with the CPGRAMS Portal from 25th July, 2023. It is an API based language translation platform which is being utilized in the CPGRAMS platform for both Grievance Redressal Officer and Citizen Interfaces. DARPG also developed a dedicated portal to monitor the real time status of trainings being conducted by the State/UT ATIs under the Sevottam Scheme. From 1st to 7th November, a mega campaign was launched by Common Service Centres to increase the outreach of CPGRAMS through CSCs. In November, 2023, 54803 PG cases were received for the States/UTs and 55638 PG cases were redressed.

2. Overview of grievances in Meghalaya

The government of Meghalaya received 139 grievances during December and 200 grievances were brought forward leading to a total of 339. Among them, majority of the grievances are received from local/internet (285), followed by PMO (49) and DARPG (5) till the date.

127 grievances received from local/internet during December. The disposed cases during the period is 10 and majority of these are disposed under Local/Internet (7), PMO (2) and DARPG (1). Further, among the existing pending grievances (329), 240 (72.9%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-12-2023 to 31-12-2023)



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	4	1	5	1	4	0	0	4
Local/Internet	158	127	285	7	278	36	25	217
President Secretariat	0	0	0	0	0	0	0	0
Pension	0	0	0	0	0	0	0	0
PMO	38	11	49	2	47	20	8	19
Total	200	139	339	10	329	56	33	240

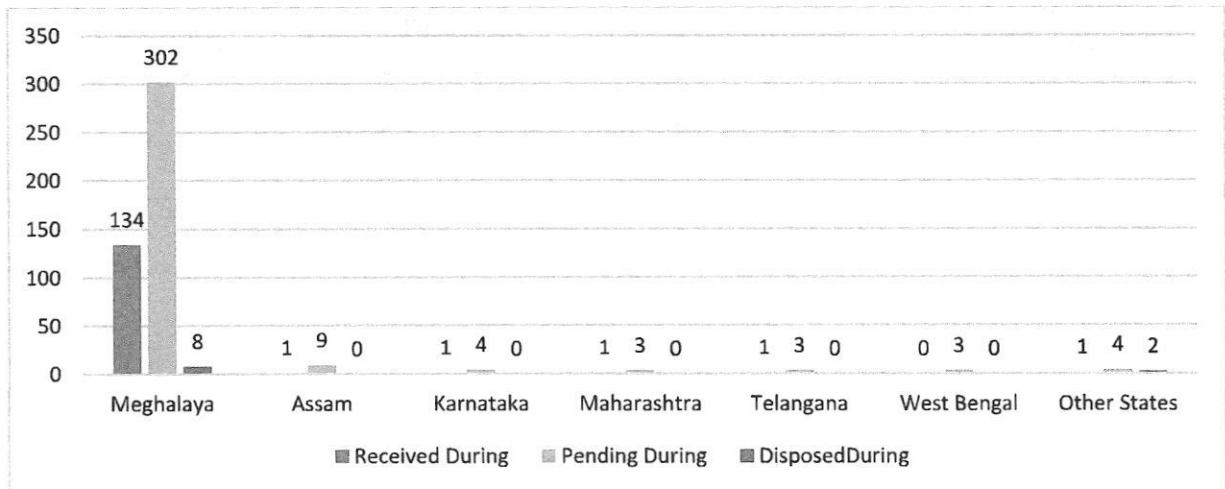
Source: CPGRAM, December 2023

3. Status of grievances received by Meghalaya

Out of the total 139 cases received, 96% of the grievances are received from the state of Meghalaya (134), followed by Assam (1), Karnataka (1), Maharashtra (1), Telangana (1).

The number of disposals is less in December as compare to November, which is 10 and 12 respectively. Among that, 8 grievances are disposed which received from Meghalaya, 2 from other states. Similarly, among the total pendency, 92 percent are from Meghalaya and 8 percent from other states

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





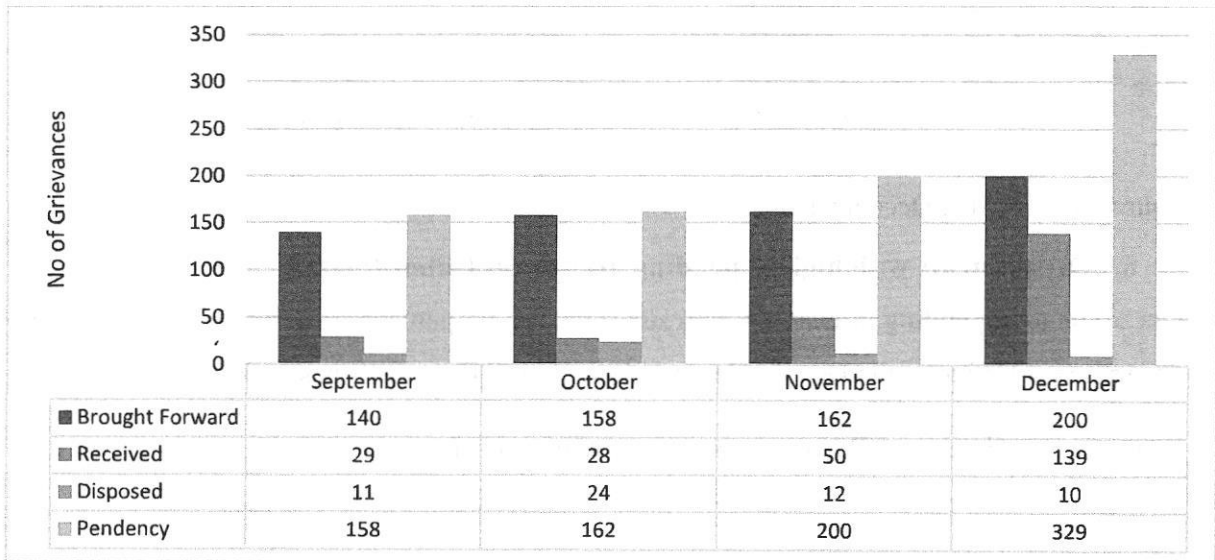
Source: CPGRAM, December 2023

- The pending cases are 329 and this is a serious matter. It was 200 last month. It is necessary to look into the pending cases and take actions to close them. Only Meghalaya has such high level of pending cases.

4. Month wise status of grievances

The following figure explains the month wise status of grievances, 139 grievances are received in December and 200 are brought forwarded from November. It is noticeable that, around only 3 percent cases are disposed in December which was less than 6 percent in November. Further, 329 grievances are pending and it is more as compare with last month (200).

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



Source: CPGRAM, December 2023

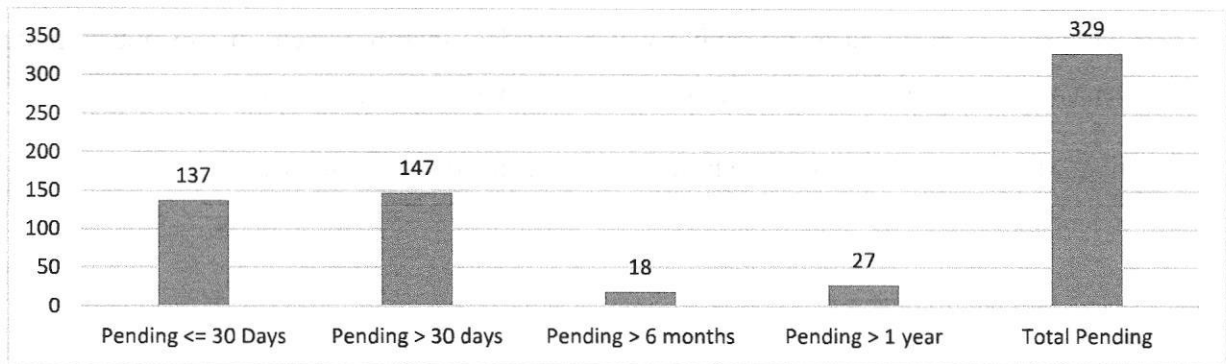
Note: Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of December are only 10.



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 329 in December. Out of this, 137 (42 %) grievances pending in less than 30 days, 147 (45 %) are between 30 to 180 days, 18 (5 %) are from past 6 months (**annexure 9**) and 27 (8%) are pending from past one year (**annexure 10**).

Figure 4: Age-wise status of grievances pending

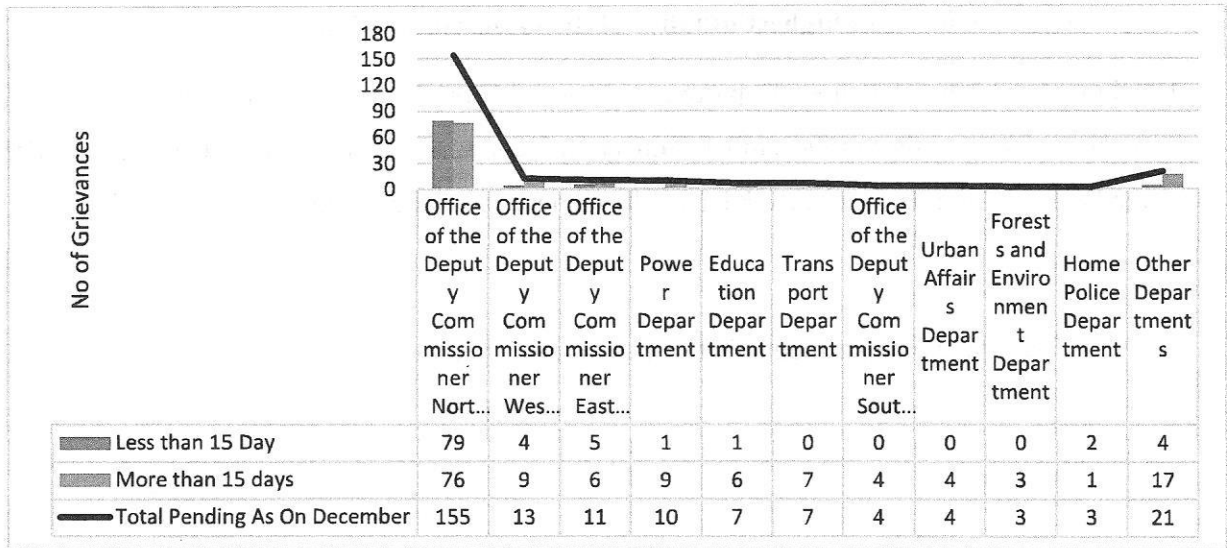


Source: CPGRAM, December 2023

6. Departments with highest pending grievances (subordinates)

Out of the total pending grievances with subordinates, 91 percent are pending with the following departments. Office of the Deputy Commissioner North Garo Hills has maximum cases (155)

Figure 5: Distribution of Departments with pending grievances



Source: CPGRAM, December 2023

7. Trend in pending grievances

The figures 6 & 7 shows the trend of pending and disposal grievances from September to December.

Figure 6: Trend of pendency over the months

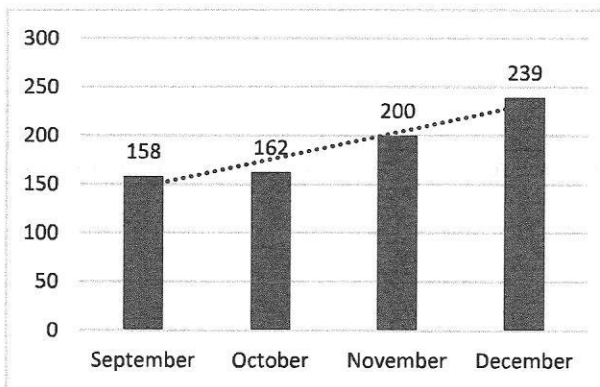
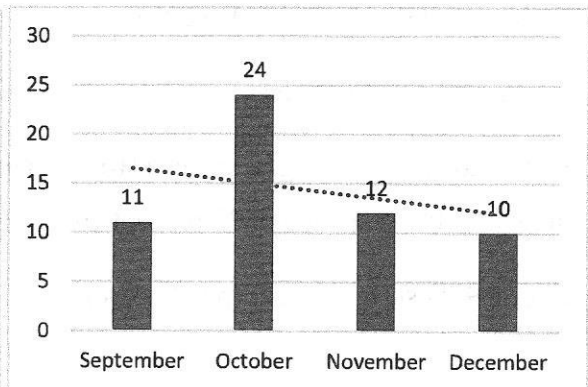


Figure 7: Trend of disposal over the month



Source: CPGRAM September to December 2023

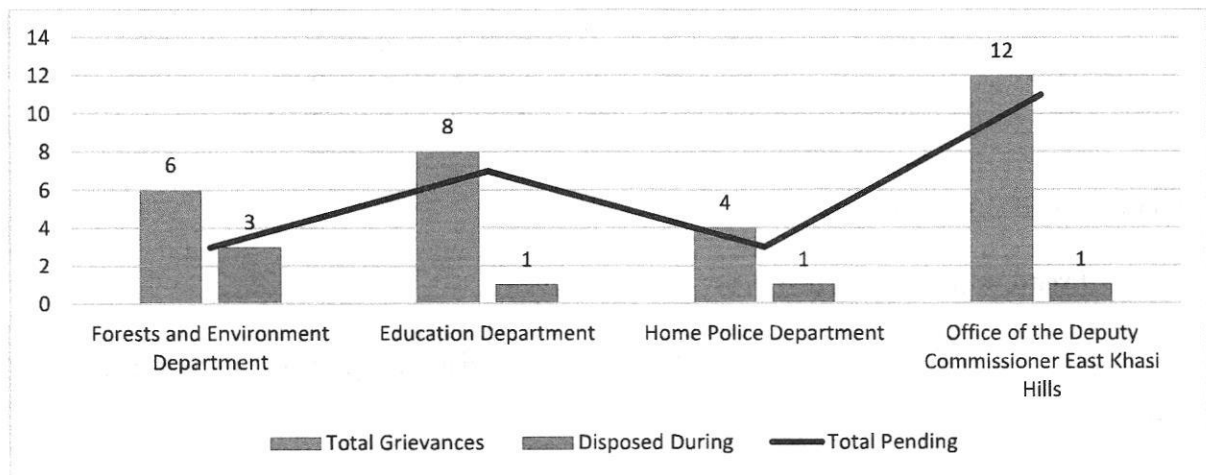
An increasing trend is clearly visible which shows that grievances are not closing and the pending cases are more in December as compared to November. The declining trend in disposal is seen in Fig.7.



8. Departments with highest number of disposals (subordinates)

The Forests and Environment Department disposed more number of grievances, out of 6, 3 grievances disposed during December. Education Department, Home Police Department, Office of the Deputy Commissioner East Khasi Hills disposed single grievances in same period.

Figure 8: Subordinate departments that disposed more grievances

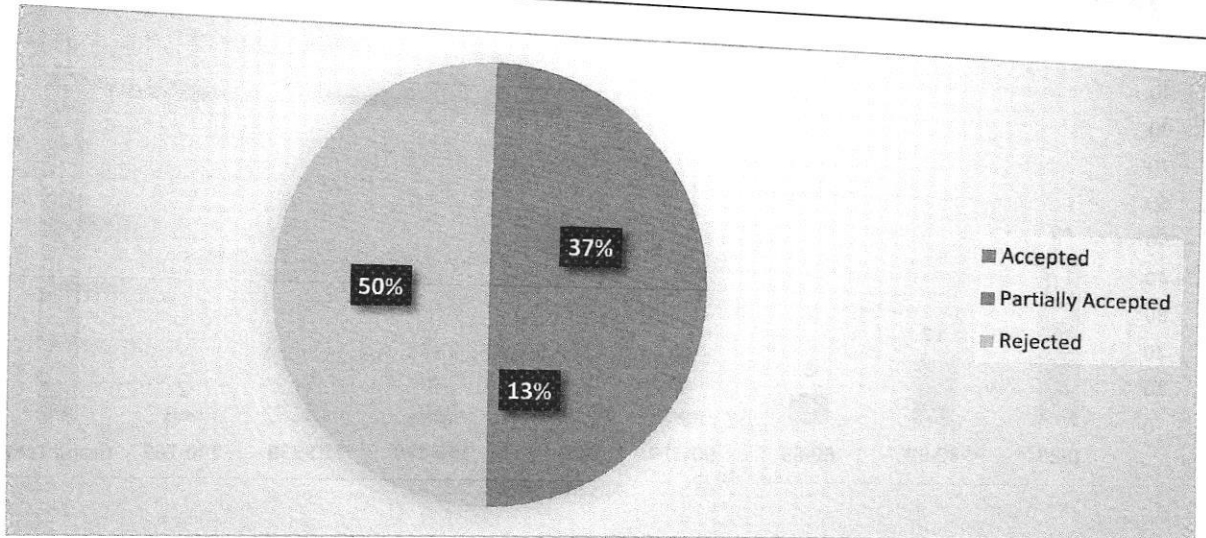


Source: CPGRAM December 2023

9. Disposal of Cases

Out of total disposed grievances (10), 50 percent are rejected due to various reasons, 13 percent are partially accepted and 37 percent are accepted.

Figure 9: Distribution of type of disposal



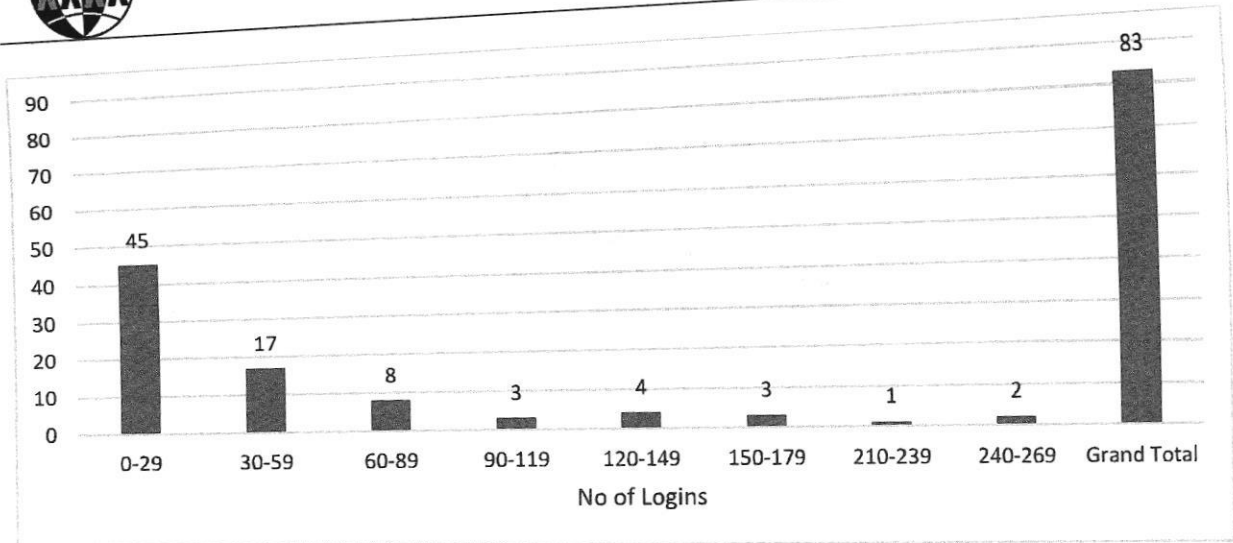
Source: CPGRAM, December 2023

10. Logins of subordinate departments

Across the departments, 45 departments login less than 30 times, 17 departments login less than 60 times, 11 departments login less than 120 times, 7 departments logged more than 120 times, 1 department logged more than 200 times and 2 departments login more than 240 times in November.

The departments such as Social Welfare Department, Public Health Engineering Department, Home Police Department, Tourism Department, Agriculture Department, General Administration Department B, Office of the Deputy Commissioner East Khasi Hills, Finance Pension Cell Department, Law A Department, Finance Department are reported more than 100 logins till date. In addition, the Transport Department, Public Works Department and Political Department tops in number of logins, which are more than 200 times.

Figure 10: Login of subordinate departments



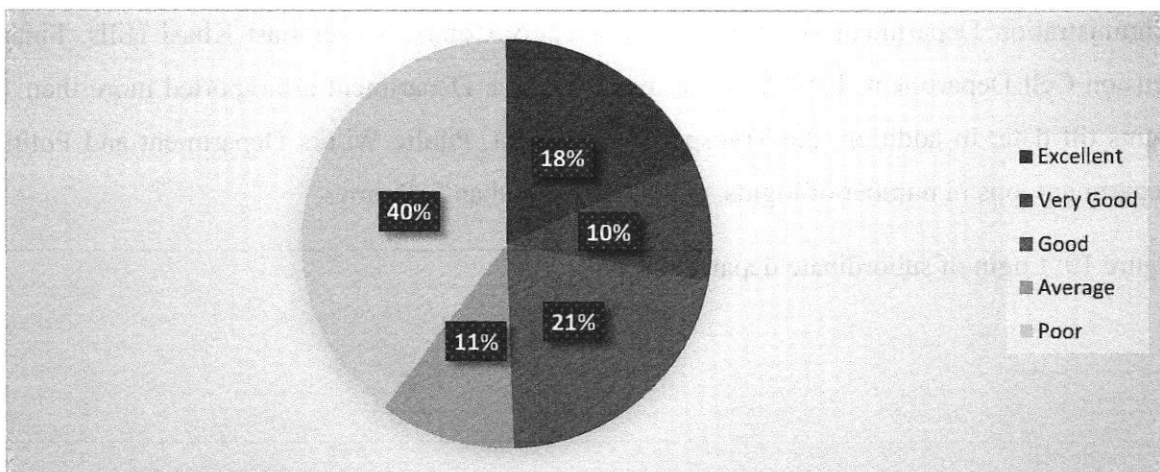
Source: CPGRAM till December 2023

11. Feedback Analysis

11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year 2023 (January to December). About 49 percent of the citizens provided positive feedback on grievances, out of which 18 percent mentioned excellent, 10 percent very good and 21 percent good. Among the remaining 51 percent, 11 percent reported average and 40 percent reported poor experience.

Figure 11: Satisfaction level of the citizens – Call Centre



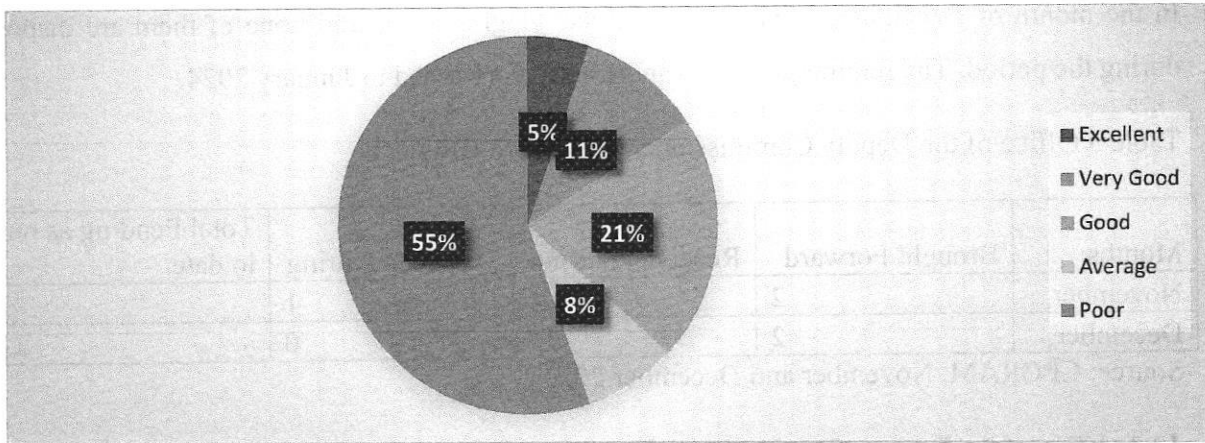
Source: CPGRAM, January to December 2023



11.2 Grievance

The citizens shared feedback on the experience of the grievance redressal and about 37 percent shared good feedback out of this, 5 percent marked with excellent, 11 percent with very good and 21 percent with good, 8 percent with average and remaining feedback is poor (55 %).

Figure 12: Satisfaction level of the citizens - Portal



Source: CPGRAM, January to December 2023

12. Major Observations: Comparison of November and December

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 60 grievances of November are carry forwarded to December. The department received 95 grievances and none of them are disposed during the period. The 155 grievances are carried forward to January 2024.

Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
November	50	10	0	60
December	60	95	0	155

Source: CPGRAM, November and December 2023



12.2 Office of the Deputy Commissioner West Garo Hills

In the month of November, the grievances of Office of the Deputy Commissioner West Garo Hills are 3, out of these only one grievance is received in November and 2 are brought forwarded from the previous month and one grievance is disposed during the period. The remaining 2 grievances carry forwarded to December.

In the month of December, department received 11 grievances and none of them are disposed during the period. The remaining 13 grievances carry forwarded to January 2024.

Table 3 Office of the Deputy Commissioner West Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
November	2	1	1	2
December	2	11	0	13

Source: CPGRAM, November and December 2023

12.3 Office of the Deputy Commissioner East Khasi Hills

In the month of November, the grievances of Office of the Deputy Commissioner East Khasi Hills are 10, out of this none of the grievances are received in November and all 10 are brought forwarded from the previous month. The department disposed 6 of the givenness in November. The remaining 4 grievances are carry forwarded to December.

In the month of December, department received 8 grievances and only single grievance is disposed during the period. The remaining 11 grievances carry forwarded to January 2024.

Table 4: Office of the Deputy Commissioner East Khasi Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
November	10	0	6	4
December	4	8	1	11

Source: CPGRAM, November and December 2023



12.4 Power Department

In the month of November, the grievances of Power Department are 9, out of this none of the grievances are received in November and 9 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 9 grievances carry forwarded to December.

In the month of December, department received single grievance and none of the grievances are disposed during the period. The remaining 10 grievances carry forwarded to January 2024.

Table 5 Power Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
November	9	0	0	9
December	9	1	0	10

Source: CPGRAM November and December 2023

12.5 Education Department

In the month of November, the grievances of Education Department are 8, out of this none of the grievances are received in November and 8 are brought forwarded from the previous month and single grievance is disposed during the period. The remaining 7 grievances carry forwarded to December.

In the month of December, department received single grievance and single grievance is disposed during the period. The remaining 7 grievances carry forwarded to January 2024.

Table 6 Education Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
November	8	0	1	7
December	7	1	1	7

Source: CPGRAM November, December 2023



12.6 Transport Department

In the month of November, the grievances of Transport Department are 7, out of this all grievances are brought forwarded from the previous month and none of the grievances are received and disposed in the month of November. Total 7 grievances carry forwarded to December.

In the month of December, department received 0 grievance and none of the grievances are disposed in the month of December. The remaining 7 grievances carry forwarded to January 2024.

Table 7: Transport Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
November	7	0	0	7
December	7	0	0	7

Source: CPGRAM November, December 2023

13. Departments with pending grievances for more than 6 months

- 11 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 257.
- One grievance is pending with each of these departments Directorate of Social Welfare with an average of 367 days followed by District Transport Office Shillong (348), Finance Economic Affairs Department (346), Transport Department (343), Commissioner of Excise and Commissioner of Taxes (331), Power Department (325), District Transport Office Jowai (217), and Principal Chief Conservator of Forest and HoFF (201).

14. Departments with pending grievances for more than 1 year

- 10 grievances received from PMO office and other states are pending for more than 6 months to one year i.e. average days 534.
- 2 grievances are pending from the departments Meghalaya Power Distribution Corporation Ltd with an average of 654 days followed by Shillong Municipal Board



(528), Directorate of Small Savings (489), and Principal Chief Conservator of Forest and HoFF (423).

- One each grievance is pending with each of these departments Urban Affairs Department with an average of 654 days followed by District Rural Development Agency Jowai (649), Directorate of Urban Affairs (644), Office of the The Deputy Commissioner East Jaintia Hills (595), Transport Department (577), Meghalaya Board Of School Education (566), Office of the Deputy Commissioner West Garo Hills (559), Office of the Deputy Commissioner East Khasi Hills (490), and Education Department (488).

15. Major findings

- As compared to the previous month (November), the disposal rate is low in December and the number of pending grievances is more due to more cases being brought forward (200).
- More than 139 grievances are received in the month of December this is the highest in the last 6 months.
- Among subordinates, **Office of the Deputy Commissioner North Garo Hills** tops in pending cases and followed by Office of the Deputy Commissioner West Garo Hills, Office of the Deputy Commissioner East Khasi Hills, Power Department, Education Department, Transport Department, Office of the Deputy Commissioner South Garo Hills, Urban Affairs Department, Forests and Environment Department, and Home Police Department.
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly decreased during last months (49%). 51% of the people are not happy with redressal mechanism. Therefore, favourable feedback should be increased in coming months.



16. Recommendations

- The Grievance Redress in Meghalaya is not functioning effectively and needs a relook into its functioning to improve the efficiency.
- 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, One each grievance is pending with each of these departments Urban Affairs Department with an average of 654 days followed by District Rural Development Agency Jowai (649), Directorate of Urban Affairs (644), Office of the The Deputy Commissioner East Jaintia Hills (595), Transport Department (577), Meghalaya Board Of School Education (566), Office of the Deputy Commissioner West Garo Hills (559), Office of the Deputy Commissioner East Khasi Hills (490), and Education Department (488).
- Weekly updates should be informed to the specific departments having more pendency.
- A proper system should be followed for disposing the grievances at department and subordinate level with an established system of coordination and communication.
- Consultancy and Surprise visits from the Personal and Administrative Reforms department have to be carried out to the top-pending departments to understand the grassroots problems.



Annexures

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

Name	Brought Forward	Received During	Disposed During	Total Pending as on December	Pendency %
Total	117	127	6	238	97.54
Office of the Deputy Commissioner North Garo Hills	60	95	0	155	65.13
Office of the Deputy Commissioner West Garo Hills	2	11	0	13	5.46
Office of the Deputy Commissioner East Khasi Hills	4	8	1	11	4.62
Power Department	9	1	0	10	4.20
Education Department	7	1	1	7	2.94
Transport Department	7	0	0	7	2.94
Office of the Deputy Commissioner South Garo Hills	3	1	0	4	1.68
Urban Affairs Department	4	0	0	4	1.68
Forests and Environment Department	6	0	3	3	1.26
Home Police Department	2	2	1	3	1.26
Mining and Geology Department	3	0	0	3	1.26
Finance Budget Department	2	0	0	2	0.84
Office of the Deputy Commissioner Ri Bhoi District	1	1	0	2	0.84
Office of the Deputy Commissioner South West Garo Hills	0	2	0	2	0.84
Agriculture Department Govt of Meghalaya	1	0	0	1	0.42
Community and Rural Development Department	1	0	0	1	0.42
District Council Affairs Department	0	1	0	1	0.42
Excise Registration Taxation Stamps Department	1	0	0	1	0.42
Finance Department	0	1	0	1	0.42
Finance Economic Affairs Department	1	0	0	1	0.42
Office of the Deputy Commissioner East Garo Hills	0	1	0	1	0.42



Office of the Deputy Commissioner West Jaintia Hills	0	1	0	1	0.42
Office of the The Deputy Commissioner East Jaintia Hills	1	0	0	1	0.42
Political Department	0	1	0	1	0.42
Revenue and Disaster Management Department	1	0	0	1	0.42
Social Welfare Department	1	0	0	1	0.42
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
Department of Arts and Culture	0	0	0	0	0
Elections Department	0	0	0	0	0
Finance Audit and Funds Branch	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
Health and Family Welfare Department	0	0	0	0	0
Home Civil Defence and Home Guards Department	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 South West Khasi Hills	0	0	0	0	0
Office of the Deputy	0	0	0	0	0