

Findings from CPGRAMS for Meghalaya (February, 2024)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

February 2024



Executive Summary

- The government of Meghalaya received 70 grievances during February 2024 and 341 grievances were brought forward leading to a total of 411. Among them, majority of the grievances 83% are from local/internet (343), followed by PMO (55), President Secretariat (7), DARPG (5), and Pension (1) till the date.
- 61 grievances received from local/internet during February 2024. The disposed cases during the period is 16 and these are disposed under PMO (9), DARPG (4), Local/Internet (2), and Pension (1).
- Among the pending grievances 395 (96.1%), 299 (76%) grievances are with subordinates.
- The pending cases, as on today are 395 and this is a matter of concern. It was 341 last month.
- Among all the pending grievances in Meghalaya, The **Office of the Deputy Commissioner North Garo Hills** has a significant majority of 69% (208) pending cases.
- As compared to the previous month (January 2024), the disposal rate is slightly low in February 2024. The number of pending grievances is more due to more cases being brought forward (341).
- 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.

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.
- 86 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 14 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, One each grievance is pending with each of these departments District Rural Development Agency



Jowai (702) followed by Office of the The Deputy Commissioner East Jaintia Hills (648), Personnel and AR B Department (634), Office of the Deputy Commissioner West Garo Hills (612), Office of the Deputy Commissioner East Khasi Hills (543), Commissioner of Transport (401), DISTRICT TRANSPORT OFFICE SHILLONG (401). Commissioner of Excise and Commissioner of Taxes (384), Power Department (378).

- Weekly updates should 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. .



1. Introduction

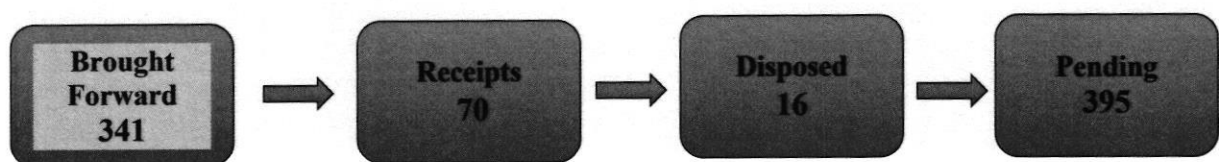
DARPG has integrated Bhashini with the CPGRAMS Portal from 25th July, 2023. It is an API based language translation platform which is being utilized in the CPGRAMS platform for both Grievance Redressal Officer and Citizen Interfaces. DARPG also developed a dedicated portal to monitor the real time status 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 January, 2024, 71350 PG cases were received for the States/UTs and 57603 (80.7%) PG cases were redressed.

2. Overview of grievances in Meghalaya

The government of Meghalaya received 70 grievances during February and 341 grievances were brought forward leading to a total of 411. Among them, majority of the grievances are received from local/internet (343), followed by PMO (55), President Secretariat (7), DARPG (5), and Pension (1) till the date.

61 grievances received from local/internet during February. The disposed cases during the period is 16 and majority of these are disposed under PMO (9), DARPG (4), Local/Internet (2), and Pension (1). Further, among the existing pending grievances (395), 299 (76%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-02-2024 to 29-02-2024)



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	4	1	5	4	1	0	0	1
Local/Internet	282	61	343	2	341	36	34	271
President Secretariat	5	2	7	0	7	6	0	1
Pension	0	1	1	1	0	0	0	0
PMO	50	5	55	9	46	7	13	26
Total	341	70	411	16	395	49	47	299

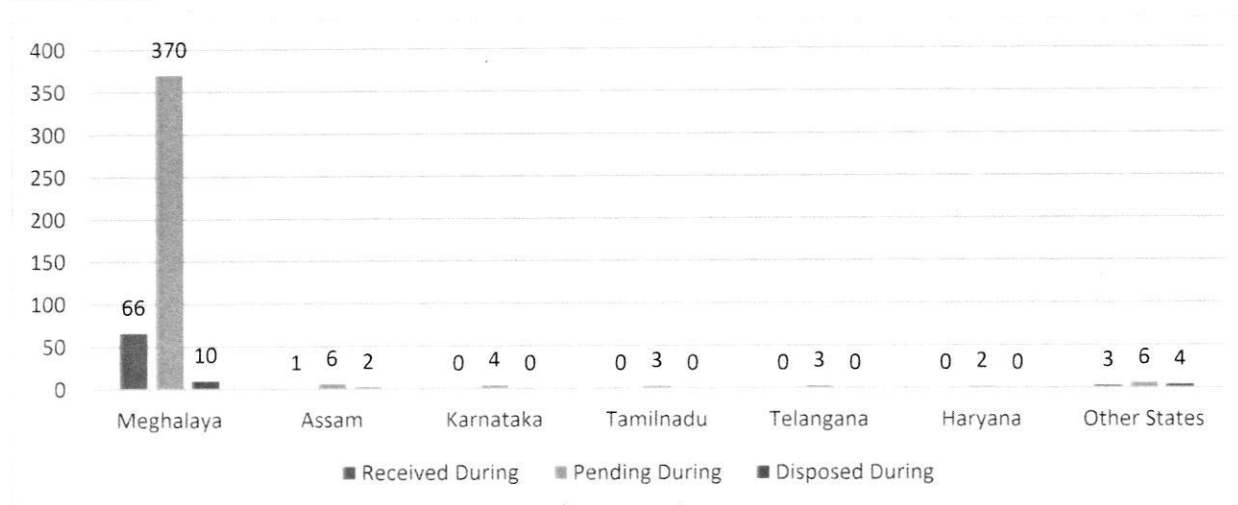
Source: CPGRAMS, February 2024

3. Status of grievances received by Meghalaya

Out of the total 70 cases received, 94% of the grievances are received from the state itself (66), and the remaining four pertaining to Meghalaya are received from other states - Assam (1), Delhi (1), Madhya Pradesh (1), and West Bengal (1).

The number of disposals is less in February as compared to January, which is 25 and 16 respectively. Among them, 10 grievances are disposed which are from Meghalaya, 6 are from other states.

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



Source: CPGRAMS, February 2024

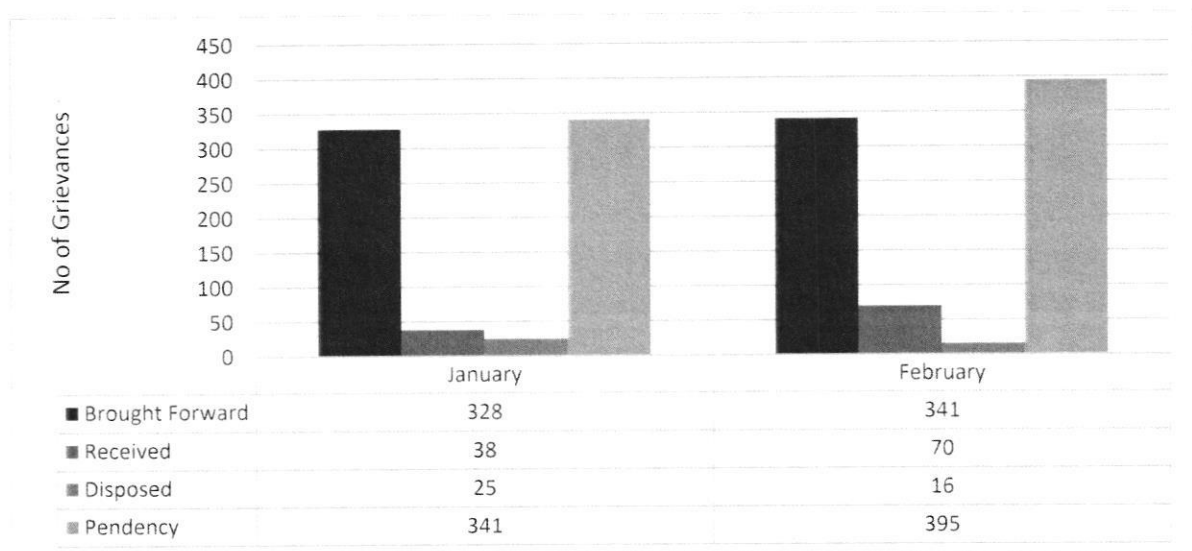


- The pending cases are 395 and this is a serious matter. It was 341 last month. It is necessary to look into the pending cases and take actions to close them.

4. Month wise status of grievances

The following figure explains the month wise status of grievances, 70 grievances are received in February and 341 are brought forwarded from January. It is noticeable that, around only 4 percent cases are disposed in February which is less than 7 percent in January. Further, 395 grievances are pending and it is more as compare with last month (341).

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



Source: CPGRAMS, January and February 2024

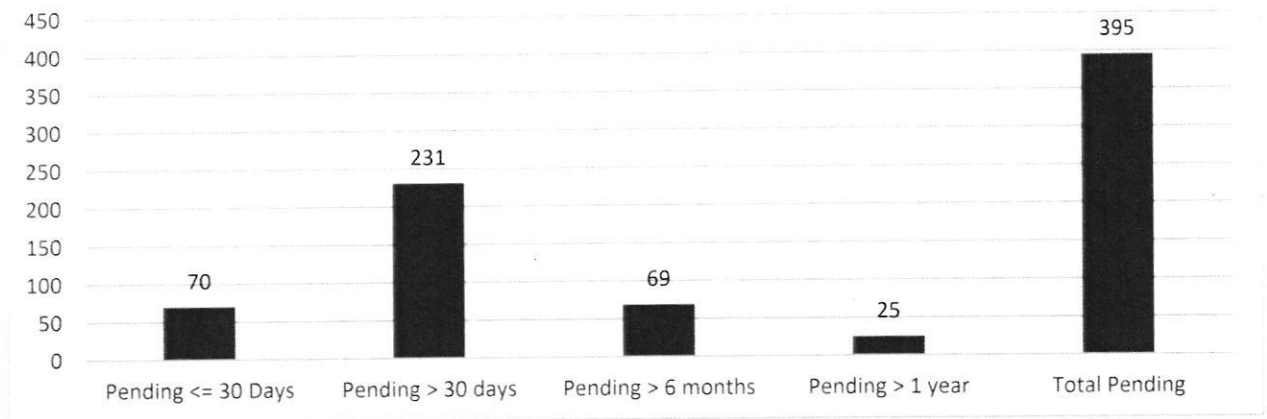
Note: Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of February are only 16.

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 410 in February. Out of this, 70 (18 %) grievances pending in less than 30 days, 231 (58%) are between 30 to 180 days, 69 (17%) are from past 6 months (**annexure 9**) and 25 (6%) are pending from past one year (**annexure 10**).



Figure 4: Age-wise status of grievances pending

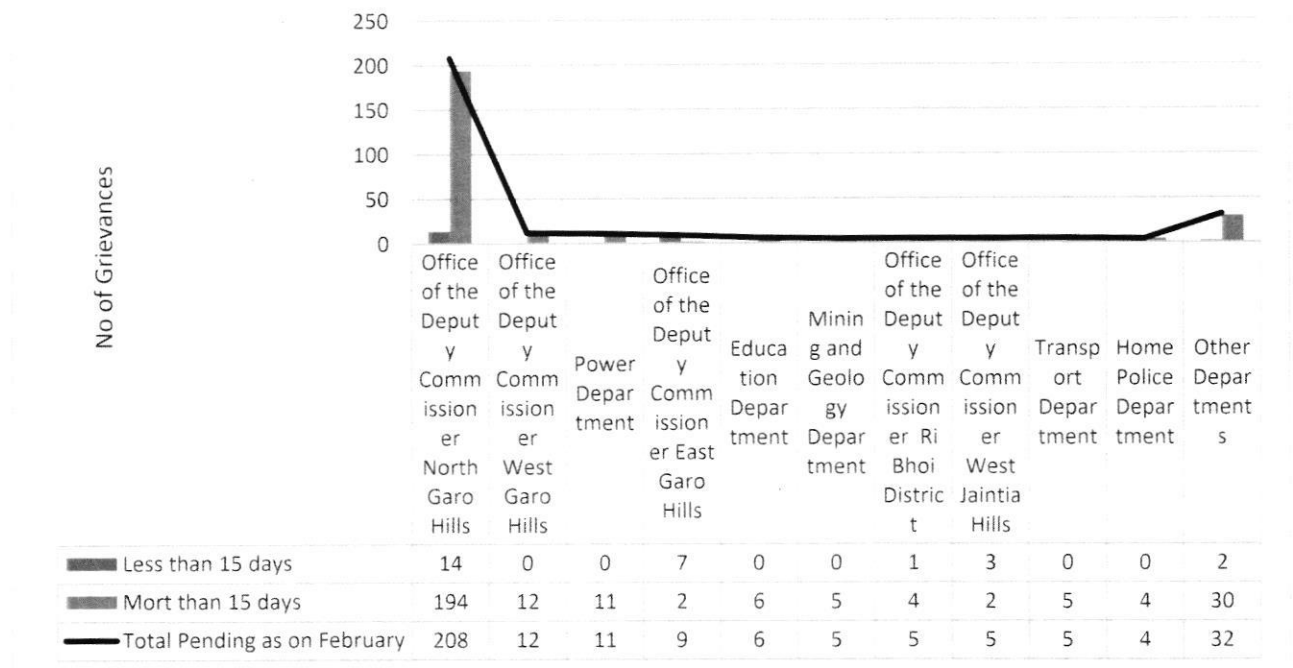


Source: CPGRAMS, February 2024

6. Departments with highest pending grievances (subordinates)

Out of the total pending grievances with subordinates, 89 percent are pending with the following departments. Office of the Deputy Commissioner North Garo Hills has maximum cases (208)

Figure 5: Distribution of Departments with pending grievances



Source: CPGRAMS, February 2024



7. Trend in pending grievances

The figures 6 & 7 shows the trend of pending and disposal grievances from November 2023 to February 2024.

Figure 6: Trend of pendency over the months

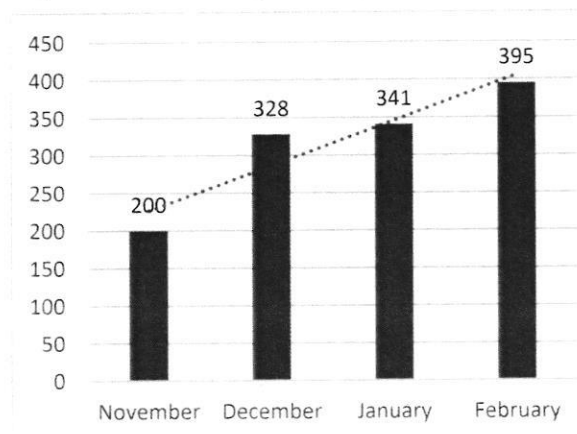
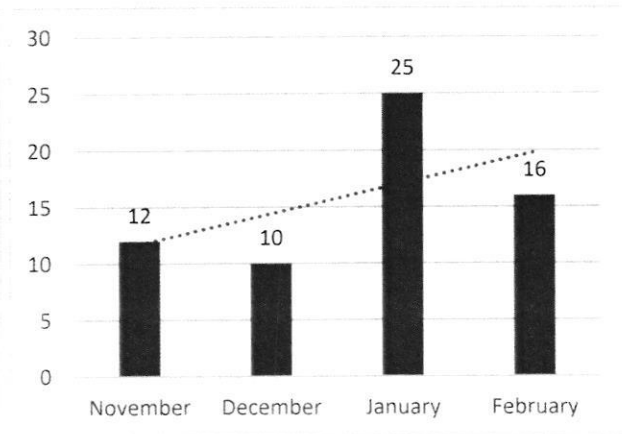


Figure 7: Trend of disposal over the month



Source: CPGRAMS, November 2023 to February 2024

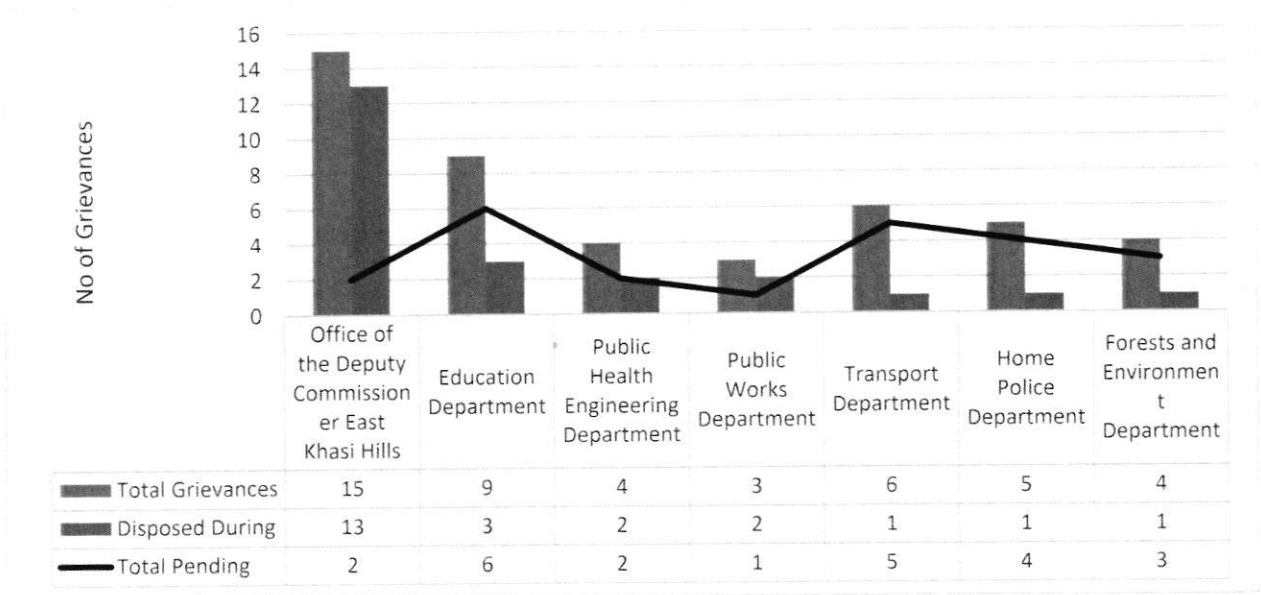
An increasing trend is clearly visible which shows that grievances are not closing and the pending cases are more in February as compared to January. The varying trend in disposal is seen in Fig.7.

8. Departments with highest number of disposals (subordinates)

The Office of the Deputy Commissioner West Garo Hills disposed more number of grievances, out of 23, 11 grievances disposed during January. Office of the Deputy Commissioner South West Garo Hills disposed 4 grievances, Office of the Deputy Commissioner East Khasi Hills disposed 3 grievances, Education Department, Transport Department, and Transport Department disposed 2 each, Agriculture Department Govt of Meghalaya, Finance Department, Finance Economic Affairs Department, Political Department, Social Welfare Department disposed single grievances in same period.



Figure 8: Subordinate departments that disposed more grievances

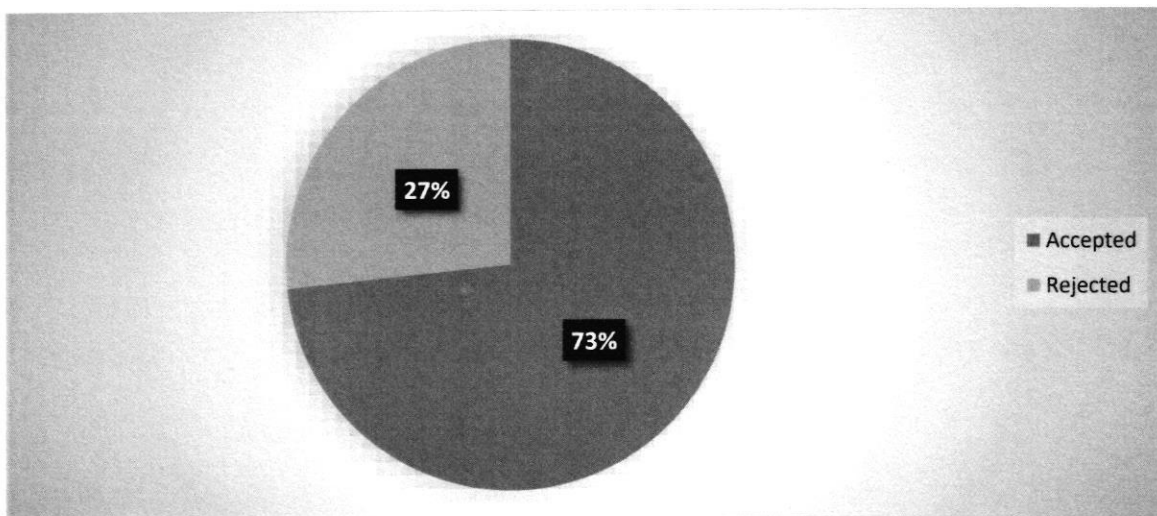


Source: CPGRAMS, February 2024

9. Disposal of Cases

Out of total disposed grievances (4), 27 percent are rejected due to various reasons, 73 percent are accepted.

Figure 9: Distribution of type of disposal



Source: CPGRAMS, February 2024

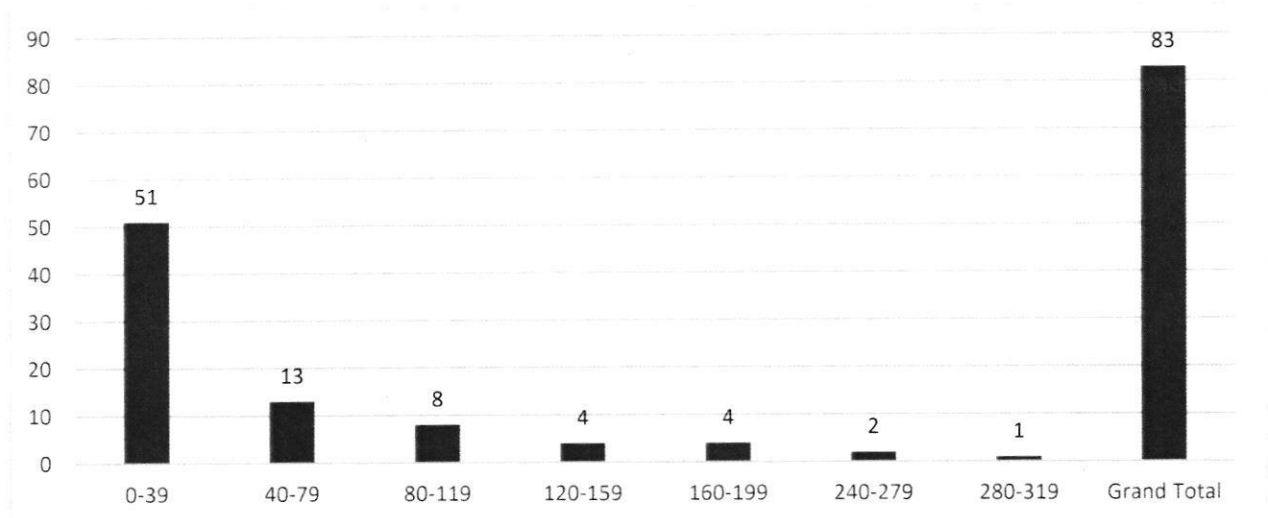


10. Logins of subordinate departments

Across the departments, 51 departments login less than 40 times, 13 departments login less than 80 times, 12 departments login less than 160 times, 4 departments logged less than 200 times, and 3 departments login more than 240 times in till February.

The departments such as Public Health Engineering Department, Social Welfare Department, Agriculture Department Govt of Meghalaya, Home Police Department, Office of the Deputy Commissioner East Khasi Hills, Tourism Department, and General Administration Department B are reported 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 240 times.

Figure 10: Login of subordinate departments



Source: CPGRAMS till February 2024

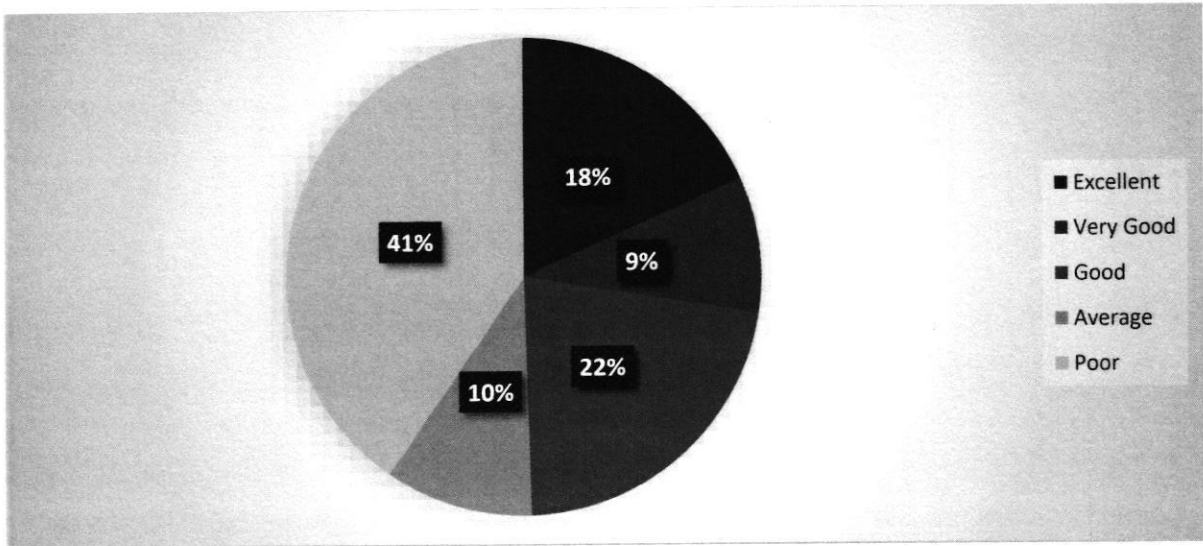
11. Feedback Analysis

11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year (January 2023 to February 2024). About 49 percent of the citizens provided positive feedback on grievances, out of which 18 percent mentioned excellent, 9 percent very good and 22 percent good. Among the remaining 51 percent, 10 percent reported average and 41 percent reported poor experience.



Figure 11: Satisfaction level of the citizens – Call Centre

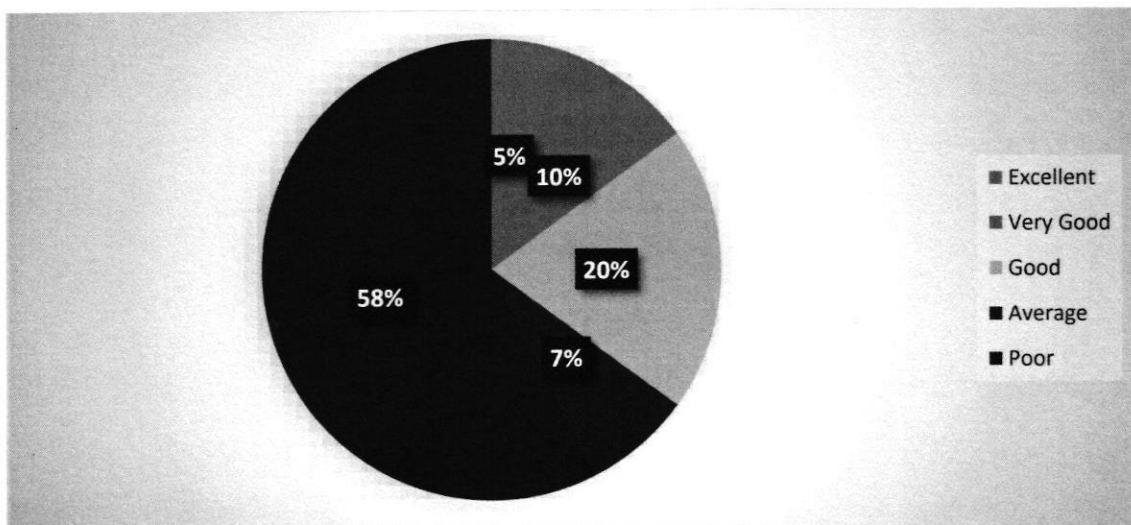


Source: CPGRAMS, January 2023 to February 2024

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, 8 percent with average and remaining feedback is poor (57 %).

Figure 12: Satisfaction level of the citizens - Portal



Source: CPGRAMS, January 2023 to February 2024



12. Major Observations: Comparison of January 2024 and February 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 February 194 grievances of January are carry forwarded to February. The department received 14 grievances and none of them are disposed during the period. The 208 grievances are carried forward to March 2024.

Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
January	155	39	0	194
February	194	14	0	208

Source: CPGRAMS, January 2024 and February 2024

12.2 Office of the Deputy Commissioner West Garo Hills

In the month of January, the grievances of Office of the Deputy Commissioner East Khasi Hills are 23, out of these 10 grievances are received in January and 13 grievances are brought forwarded from the previous month. The department disposed 11 givenness in January. The remaining 12 grievances are carry forwarded to February 2024.

In the month of February 2024, department received 0 grievances, 12 grievances are brought forward and none of the grievances are disposed during the period. The remaining 12 grievances carry forwarded to March 2024.

Table 3: Office of the Deputy Commissioner West Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
January	13	10	11	12
February	12	0	0	12

Source: CPGRAMS, January 2024 and February 2024



12.3 Power Department

In the month of January, the grievances of Power Department are 11, out of this single grievance is received in January and 10 are brought forwarded from the previous month and none of the grievances are disposed during the period. The 11 grievances carry forwarded to February 2024.

In the month of February 2024, department received 0 grievances and none of the grievances are disposed during the period. The remaining 11 grievances carry forwarded to March 2024.

Table 5 Power Department

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

Source: CPGRAMS, January 2024 and February 2024

12.4 Office of the Deputy Commissioner East Garo Hills

In the month of January, the grievances of Office of the Deputy Commissioner East Garo Hills are 2, out of these single grievances is received in January and 1 grievance is brought forwarded from the previous month. The department disposed none of the grievances in January. The remaining 2 grievances are carry forwarded to February 2024.

In the month of February 2024, department received 7 grievances and 2 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 9 grievances carry forwarded to March 2024.

Table 3: Office of the Deputy Commissioner East Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
January	1	1	0	2
February	2	7	0	9

Source: CPGRAMS, January 2024 and February 2024



12.5 Education Department

In the month of January, the grievances of Education Department are 13, out of these 4 grievances are received in January and 7 are brought forwarded from the previous month and 2 grievances are disposed during the period. The remaining 9 grievances carry forwarded to February 2024.

In the month of February 2024, department received 0 grievances and 3 grievances are disposed during the period. The remaining 6 grievances carry forwarded to March 2024.

Table 6 Education Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
January	7	4	2	9
February	9	0	3	6

Source: CPGRAMS, January 2024 and February 2024

12.6 Transport Department

In the month of January, the grievances of Transport Department are 5, out of these 2 grievances are brought forwarded from the previous month and 2 grievances are received and single grievance is disposed in the month of January. Total 3 grievances carry forwarded to February 2024.

In the month of February 2024, department received 2 grievances and none of the grievances are disposed in the month of February 2024. The remaining 5 grievances carry forwarded to March 2024.

Table 7: Transport Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
January	8	0	2	6
February	6	0	1	5

Source: CPGRAMS, January 2024 and February 2024

13. Departments with pending grievances for more than 6 months

- 13 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 224



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- 42 grievances are pending with Office of the Deputy Commissioner North Garo Hills form the last 6 months i.e. average days 199
 - 6 grievances are pending with Meghalaya Power Distribution Corporation Ltd form the last 6 months i.e. average days 222
 - 2 grievances are pending with Mining and Geology Department form the last 6 months i.e. average days 225
 - One grievance is pending with each of these departments District Transport Office Jowai (270), Superintendent of Police East Khasi Hills (231), Principal Chief Conservator of Forest and Hoff (213), Commissioner of Transport (206), Office of The Deputy Commissioner South Garo Hills (192), Superintendent of Police East Jaintia Hills Khliehriat (186), Revenue and Disaster Management Department (183).

14. Departments with pending grievances for more than 1 year

- 8 grievances received from PMO office and other states are pending for more than one year i.e. average days 443.
- 2 grievances are pending from the departments Meghalaya Power Distribution Corporation Ltd with an average of 707 days followed by Directorate of Urban Affairs (702), Shillong Municipal Board (581), Directorate of Small Savings (542), and Principal Chief Conservator of Forest and HoFF (476).
- One each grievance is pending with each of these departments District Rural Development Agency Jowai (702) followed by Office of the The Deputy Commissioner East Jaintia Hills (648), Personnel and AR B Department (634), Office of the Deputy Commissioner West Garo Hills (612), Office of the Deputy Commissioner East Khasi Hills (543), Commissioner of Transport (401), DISTRICT TRANSPORT OFFICE SHILLONG (401). Commissioner of Excise and Commissioner of Taxes (384), Power Department (378).

15. Major findings

- As compared to the previous month (January 2024), the disposal rate has slightly decreased in February 2024 and the number of pending grievances is more due to more cases being brought forward (341).



- 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 3 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 (49%). 51% 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.
- 86 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 14 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, One each grievance is pending with each of these departments District Rural Development Agency Jowai (702) followed by Office of the The Deputy Commissioner East Jaintia Hills (648), Personnel and AR B Department (634), Office of the Deputy Commissioner West Garo Hills (612), Office of the Deputy Commissioner East Khasi Hills (543), Commissioner of Transport (401), DISTRICT TRANSPORT OFFICE SHILLONG (401). Commissioner of Excise and Commissioner of Taxes (384), Power Department (378).
- Weekly updates should 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.



Annexures

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

Name	Brought Forward	Received During	Disposed During	Total Pending as on February	Pendency %
Total	298	27	23	302	92.92
Office of the Deputy Commissioner North Garo Hills	194	14	0	208	68.87
Office of the Deputy Commissioner West Garo Hills	12	0	0	12	3.97
Power Department	11	0	0	11	3.64
Office of the Deputy Commissioner East Garo Hills	2	7	0	9	2.98
Education Department	9	0	3	6	1.99
Mining and Geology Department	5	0	0	5	1.66
Office of the Deputy Commissioner Ri Bhoi District	4	1	0	5	1.66
Office of the Deputy Commissioner West Jaintia Hills	2	3	0	5	1.66
Transport Department	6	0	1	5	1.66
Home Police Department	5	0	1	4	1.32
Office of the Deputy Commissioner South Garo Hills	4	0	0	4	1.32
Urban Affairs Department	4	0	0	4	1.32
Forests and Environment Department	4	0	1	3	0.99
Office of the Deputy Commissioner South West Garo Hills	1	2	0	3	0.99
Excise Registration Taxation Stamps Department	2	0	0	2	0.66
Finance Budget Department	2	0	0	2	0.66
Office of the Deputy Commissioner East Khasi Hills	15	0	13	2	0.66
Personnel and AR B Department	2	0	0	2	0.66
Public Health Engineering Department	4	0	2	2	0.66
Chief Ministers Office	1	0	0	1	0.33
Community and Rural Development Department	1	0	0	1	0.33



District Council Affairs Department	1	0	0	1	0.33
Home Civil Defence and Home Guards Department	1	0	0	1	0.33
Office of the The Deputy Commissioner East Jaintia Hills	1	0	0	1	0.33
Printing and Stationary Department	1	0	0	1	0.33
Public Works Department	3	0	2	1	0.33
Revenue and Disaster Management Department	1	0	0	1	0.33
Agriculture Department Govt of Meghalaya	0	0	0	0	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
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 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
Health and Family Welfare 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 Commissioner West Khasi Hills	0	0	0	0	0
Office of the Honorable Chief Minister Meghalaya	0	0	0	0	0
Parliamentary Affairs Department	0	0	0	0	0
Personnel and ARA Department	0	0	0	0	0
Planning Department	0	0	0	0	0
Political Department	0	0	0	0	0
Secretariat Administration Department	0	0	0	0	0
Social Welfare Department	0	0	0	0	0
Sports and Youth Affairs 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, February 2024

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

Name	Brought Forward	Received During	Disposed During	Total Pending as on February	Disposed %
Total	298	27	23	302	7.08
Office of the Deputy Commissioner East Khasi Hills	15	0	13	2	56.52
Education Department	9	0	3	6	13.04
Public Health Engineering Department	4	0	2	2	8.70
Public Works Department	3	0	2	1	8.70
Transport Department	6	0	1	5	4.35
Home Police Department	5	0	1	4	4.35
Forests and Environment Department	4	0	1	3	4.35
Office of the Deputy Commissioner North Garo Hills	194	14	0	208	0