

Findings from CPGRAMS for Meghalaya (January, 2024)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

January 2024



Executive Summary

- Meghalaya, among the North Eastern states, holds the third lowest position in terms of grievance resolution during the period spanning from January to December 2023, with a rate of 44.34%
- Additionally, Meghalaya ranks fifth in terms of grievances received, having received a total of 604. Among Total grievances Meghalaya secures the sixth position, while in terms of disposal, it ranks fourth. Furthermore, Meghalaya stands at the sixth position in terms of average disposal time, which amounts to 87 days
- The government of Meghalaya received 38 grievances during January 2024 and 328 grievances were brought forward leading to a total of 366. Among them, majority of the grievances 83% are from local/internet (303), followed by PMO (54) and DARPG (4) till the date.
- 26 grievances received from local/internet during January 2024. The disposed cases during the period is 25 and majority of these are disposed under Local/Internet (21), and PMO (4).
- Among the pending grievances (341), 293 (86%) grievances are with subordinates.
- The pending cases, as on today are 341 and this is a serious matter. It was 329 last month.
- As compared to the previous month (December 2023), the disposal rate is slightly high in January 2024. The number of pending grievances is more due to more cases being brought forward (328).
- 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 to function more effectively and needs a relook into its functioning. Pendency is more with subordinates, hence strict directions to be given to them to address them within a deadline.
- 83 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 17 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.



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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. It is observed that, One each grievance is pending with each of these departments One each grievance is pending with each of these departments District Rural Development Agency Jowai (673) followed by Office of the Deputy Commissioner East Jaintia Hills (619), Personnel and AR B Department (605), Office of the Deputy Commissioner West Garo Hills (583), Office of the Deputy Commissioner East Khasi Hills (514), Education Department (512), Commissioner of Transport (372), District Transport Office Shillong (372).
 - 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 December, 2023, 58016 PG cases were received for the States/UTs and 58183 PG cases were redressed.

The functioning of NE states and Meghalaya for the year 2023 is presented below.

Table -1 Maximum Pendency Percentage (North-Eastern States) – January to December, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
1	Manipur	576	2828	3404	112	3292	208	96.71
2	Nagaland	355	699	1054	77	977	136	92.69
3	Meghalaya	138	604	742	413	329	87	44.34
4	Mizoram	411	339	750	468	282	279	37.6
5	Arunachal Pradesh	116	371	487	364	123	94	25.26
6	Assam	7312	45161	52473	43025	9448	51	18.01
7	Tripura	724	1304	2028	1671	357	94	17.6
8	Sikkim	45	203	248	231	17	36	6.85

Source: CPGRAMS, January to December 2023

- Meghalaya, among the North Eastern states, holds the third lowest position in terms of grievance resolution during the period spanning from January to December 2023, with a rate of 44.34%

Additionally, Meghalaya ranks fifth in terms of grievances received, having received a total of 604. Among Total grievances Meghalaya secures the sixth position, while in terms of disposal, it ranks fourth. Furthermore, Meghalaya stands at the sixth position in terms of average disposal time, which amounts to 87 days.

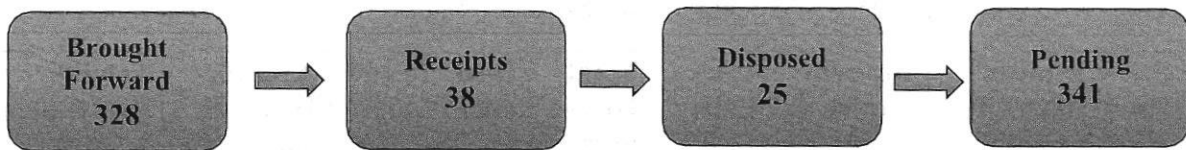


2. Overview of grievances in Meghalaya

The government of Meghalaya received 38 grievances during January and 328 grievances were brought forward leading to a total of 366. Among them, majority of the grievances are received from local/internet (303), followed by PMO (54), President Secretariat (5) and DARPG (4) till the date.

26 grievances received from local/internet during January. The disposed cases during the period is 25 and majority of these are disposed under Local/Internet (21), and PMO (4). Further, among the existing pending grievances (341), 293 (86%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-01-2024 to 31-01-2024)

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	0	4	0	4	0	0	4
Local/Internet	277	26	303	21	282	2	31	249
President Secretariat	0	5	5	0	5	4	0	1
Pension	0	0	0	0	0	0	0	0
PMO	47	7	54	4	50	2	9	39
Total	328	38	366	25	341	8	40	293

Source: CPGRAMS, January 2024

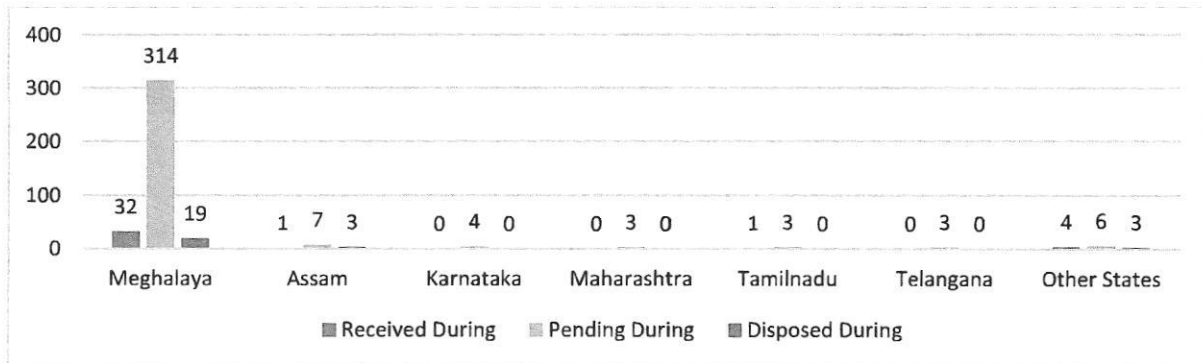
3. Status of grievances received by Meghalaya

Out of the total 38 cases received, 84% of the grievances are received from the state of Meghalaya (32), and the remaining six pertaining to Meghalaya are received from other states -Haryana (3), Assam (1), Tamil Nadu (1), Bihar (1).



The number of disposals is slightly more in January as compared to December, which is 12 and 25 respectively. Among them, 19 grievances are disposed which are from Meghalaya, 6 are 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: CPGRAMS, January 2024

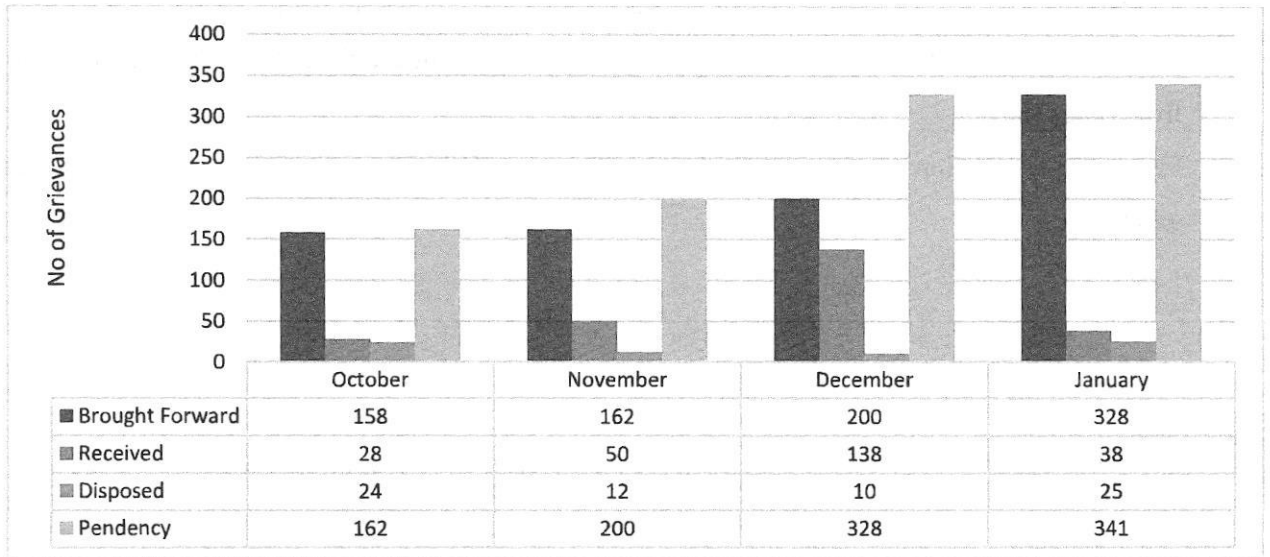
- The pending cases are 341 and this is a serious matter. It was 328 last month. It is necessary to look into the pending cases and take actions to close them. Only Meghalaya has such high level of pending cases.

4. Month wise status of grievances

The following figure explains the month wise status of grievances, 38 grievances are received in January and 328 are brought forwarded from December. It is noticeable that, around only 7 percent cases are disposed in January which was slightly more than 3 percent in December. Further, 341 grievances are pending and it is more as compare with last month (328).



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



Source: CPGRAMS, January 2024

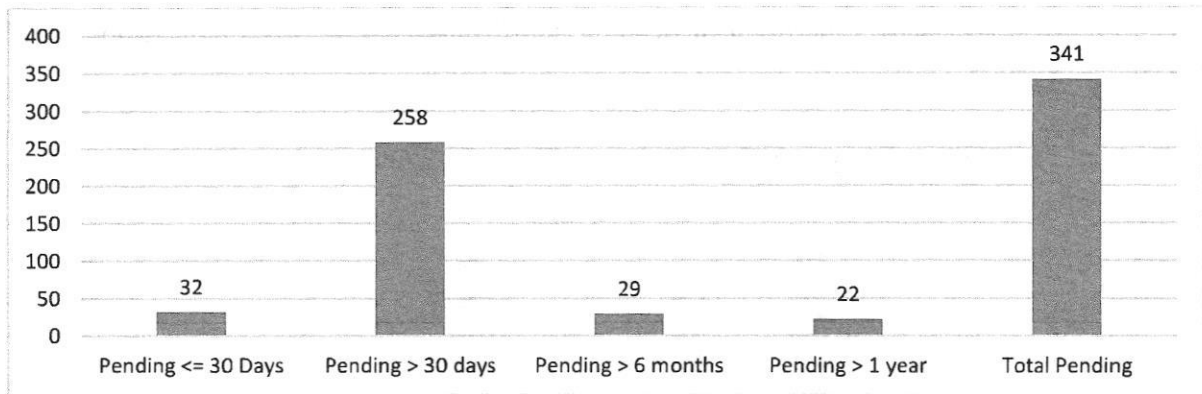
Note: Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of January are only 25.

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 341 in January. Out of this, 32 (9 %) grievances pending in less than 30 days, 258 (76%) are between 30 to 180 days, 29 (9%) are from past 6 months (**annexure 9**) and 22 (6%) are pending from past one year (**annexure 10**).



Figure 4: Age-wise status of grievances pending

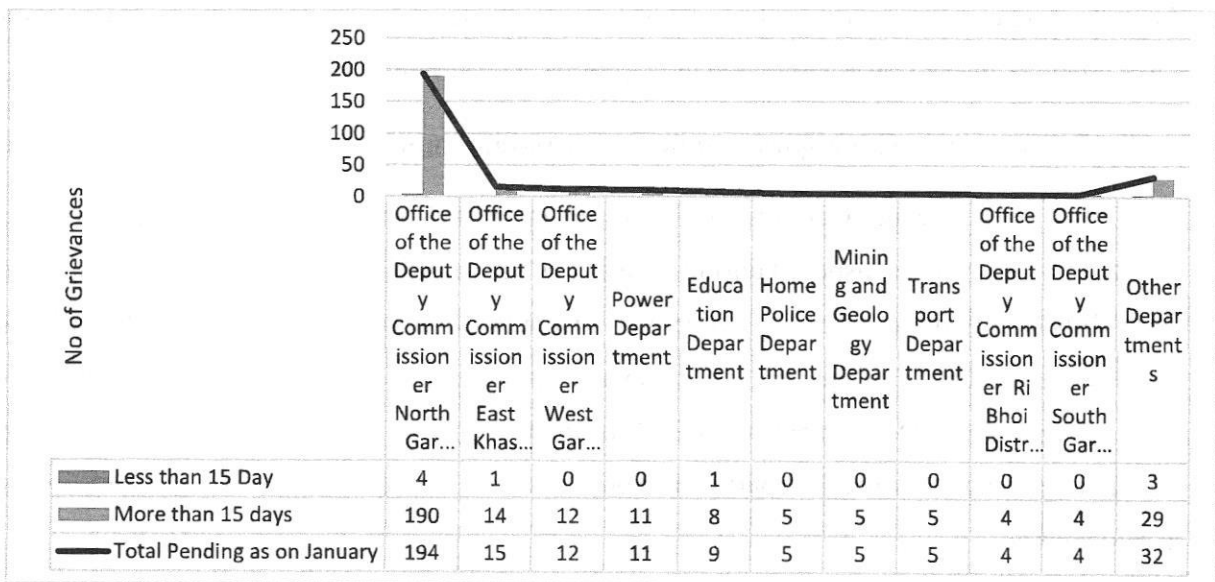


Source: CPGRAMS, January 2024

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 (194)

Figure 5: Distribution of Departments with pending grievances



Source: CPGRAMS, January 2024



7. Trend in pending grievances

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

Figure 6: Trend of pendency over the months

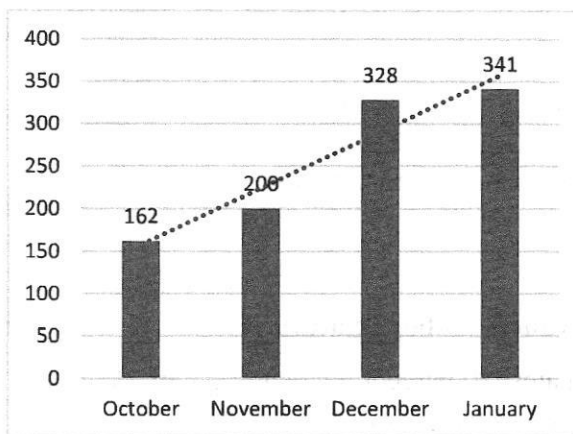
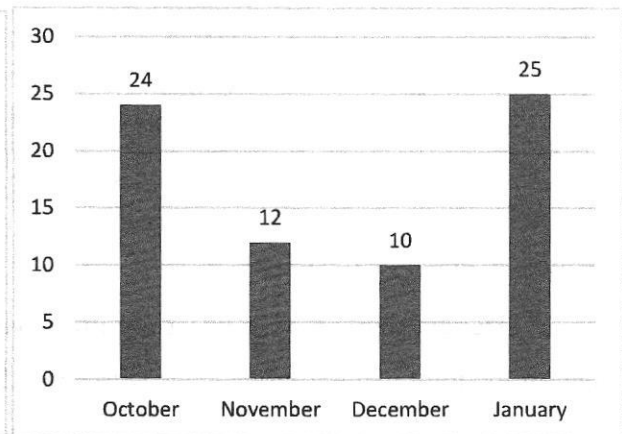


Figure 7: Trend of disposal over the month



Source: CPGRAMS, October 2023 to January 2024

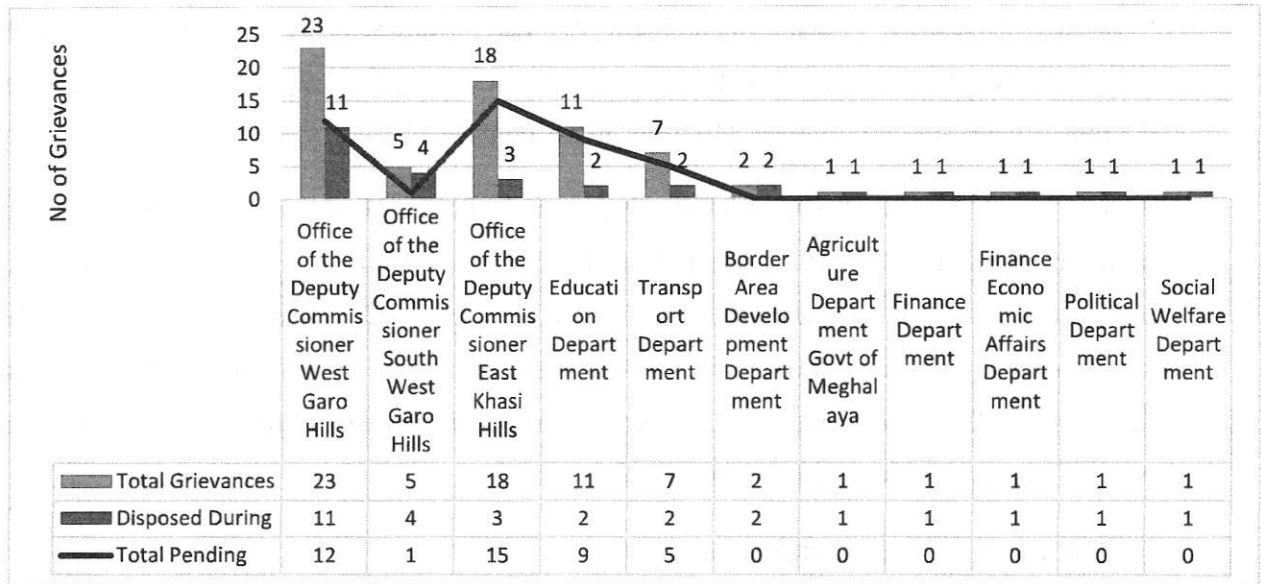
An increasing trend is clearly visible which shows that grievances are not closing and the pending cases are more in January as compared to December. The varying trend in disposal is seen in Fig.7.

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

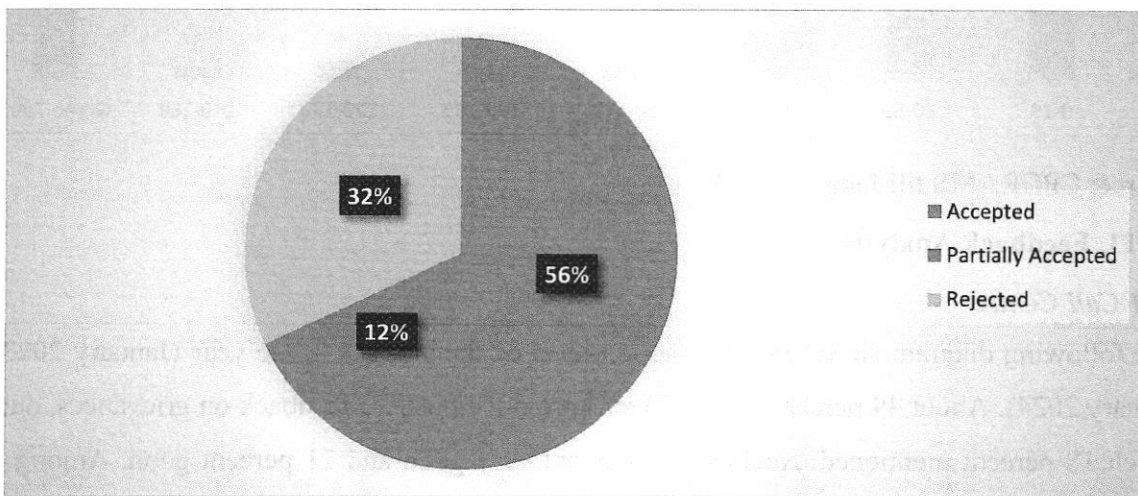


Source: CPGRAMS, January 2024

9. Disposal of Cases

Out of total disposed grievances (25), 32 percent are rejected due to various reasons, 12 percent are partially accepted and 56 percent are accepted.

Figure 9: Distribution of type of disposal



Source: CPGRAMS, January 2024

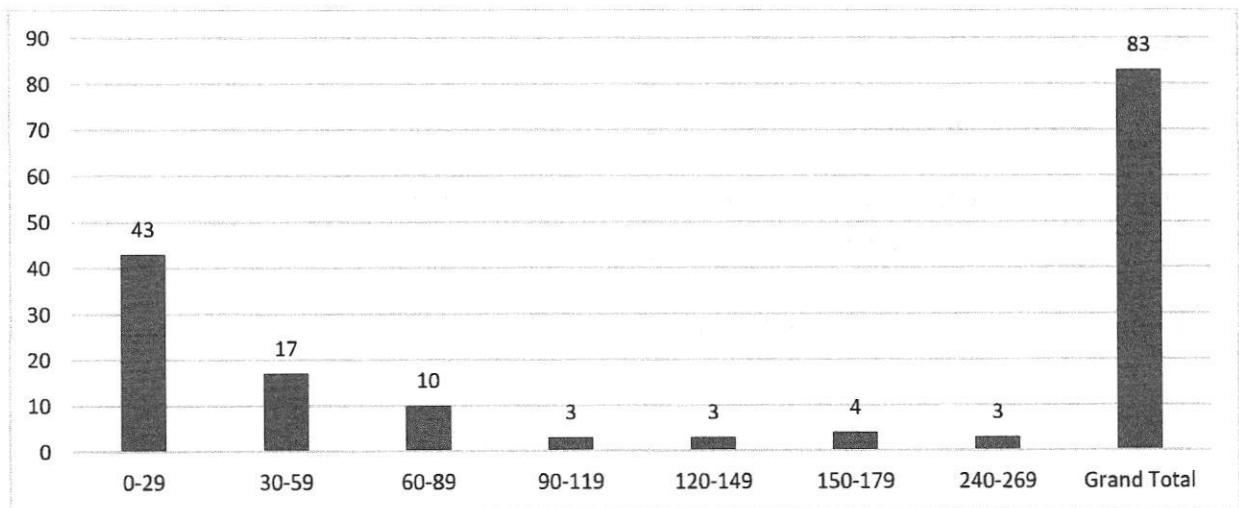


10. Logins of subordinate departments

Across the departments, 43 departments login less than 30 times, 17 departments login less than 60 times, 13 departments login less than 120 times, 7 departments logged more than 120 times, and 3 departments login more than 240 times in till January.

The departments such as Social Welfare Department, Public Health Engineering Department, Agriculture Department Govt of Meghalaya, Home Police Department, Tourism Department, General Administration Department B, Office of the Deputy Commissioner East Khasi Hills, Finance Pension Cell Department, Law A 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 240 times.

Figure 10: Login of subordinate departments



Source: CPGRAMS till January 2024

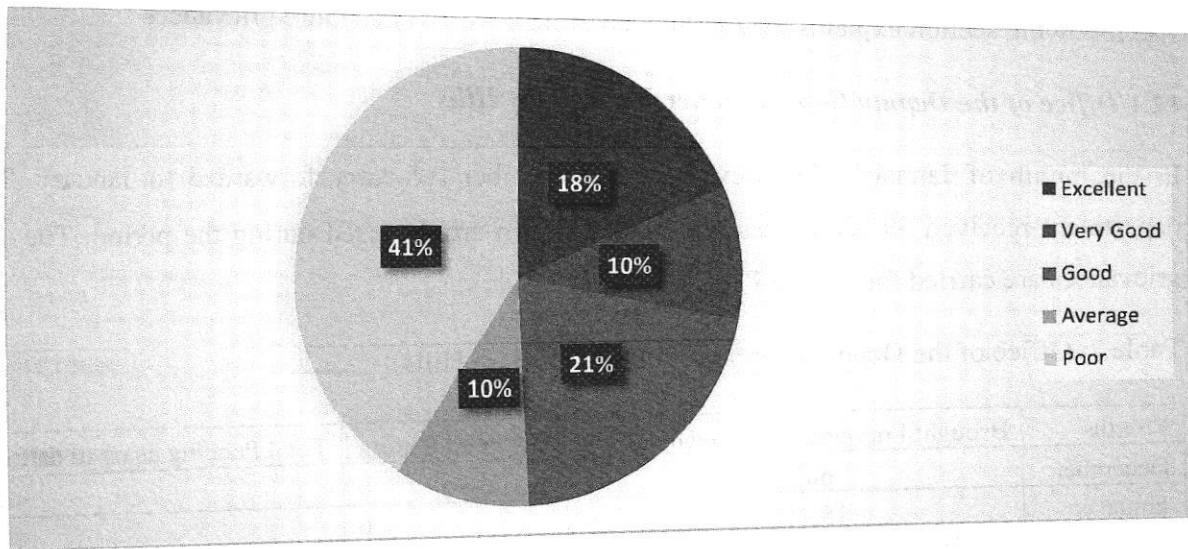
11. Feedback Analysis

11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year (January 2023 to January 2024). 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, 10 percent reported average and 41 percent reported poor experience.



Figure 11: Satisfaction level of the citizens – Call Centre

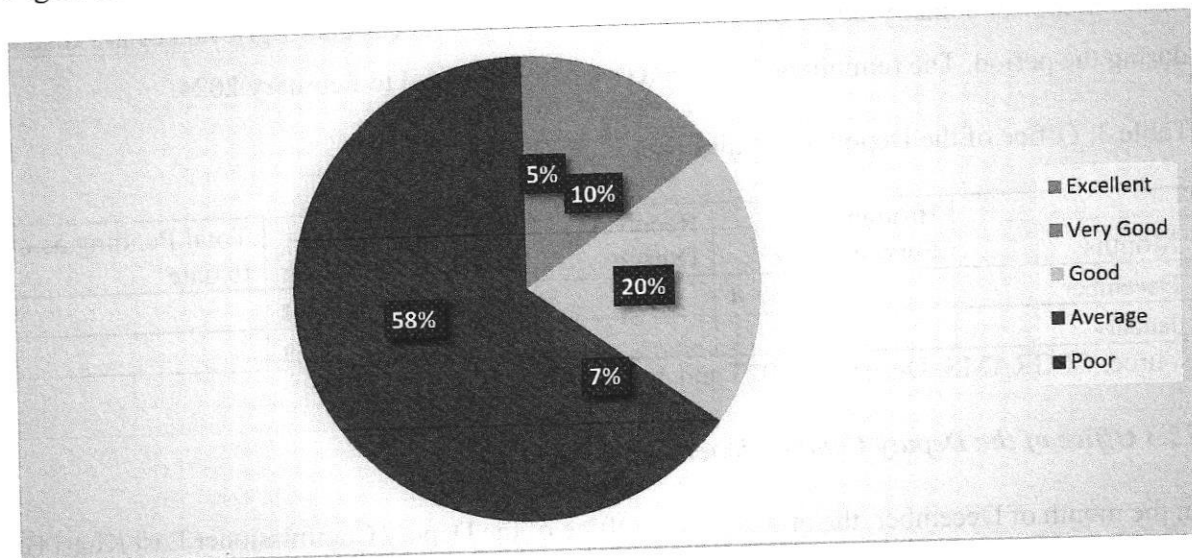


Source: CPGRAMS, January 2023 to January 2024

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 January 2024



12. Major Observations: Comparison of December 2023 and January 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 January 155 grievances of December are carry forwarded to January. The department received 39 grievances and none of them are disposed during the period. The 194 grievances are carried forward to February 2024.

Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
December	60	95	0	155
January	155	39	0	194

Source: CPGRAMS, December 2023 and January 2024

12.2 Office of the Deputy Commissioner East Khasi Hills

In the month of December, the grievances of Office of the Deputy Commissioner East Khasi Hills are 13, out of these 8 grievances are received in December and 4 grievances are brought forwarded from the previous month. The department disposed single grievance in December. The remaining 11 grievances are carry forwarded to January 2024.

In the month of January 2024, department received 7 grievances and 3 grievances are disposed during the period. The remaining 15 grievances carry forwarded to February 2024.

Table 3: Office of the Deputy Commissioner East Khasi Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
December	4	8	1	11
January	11	7	3	15

Source: CPGRAMS, December 2023 and January 2024

12.3 Office of the Deputy Commissioner West Garo Hills

In the month of December, the grievances of Office of the Deputy Commissioner East Khasi Hills are 13, out of these 11 grievances are received in December and 2 grievances are brought



forwarded from the previous month. The department disposed none of the givenness in December. The remaining 13 grievances are carry forwarded to January 2024.

In the month of January 2024, department received 10 grievances and 11 grievances are disposed during the period. The remining 12 grievances carry forwarded to February 2024.

Table 3: Office of the Deputy Commissioner West Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
December	2	11	0	13
January	13	10	11	12

Source: CPGRAMS, December 2023 and January 2024

12..4 Power Department

In the month of December, the grievances of Power Department are 10, out of this single grievance is received in December and 9 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remining 10 grievances carry forwarded to January 2024.

In the month of January 2024, department received single grievance and none of the grievances are disposed during the period. The remining 11 grievances carry forwarded to February 2024.

Table 5 Power Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
December	9	1	0	10
January	10	1	0	11

Source: CPGRAMS, December 2023 and January 2024

12.5 Education Department

In the month of December, the grievances of Education Department are 9, out of this single grievance is received in December and 7 are brought forwarded from the previous month and single grievance is disposed during the period. The remining 7 grievances carry forwarded to January 2024.



In the month of January 2024, department received 4 grievances and 2 grievances are disposed during the period. The remaining 9 grievances carry forwarded to February 2024.

Table 6 Education Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
December	7	1	1	7
January	7	4	2	9

Source: CPGRAMS, December 2023 and January 2024

12.6 Home Police Department

In the month of December, the grievances of Home Police 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 December. Total 3 grievances carry forwarded to January 2024.

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

Table 7: Home Police Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
December	2	2	1	3
January	3	2	0	5

Source: CPGRAMS, December 2023 and January 2024

13. Departments with pending grievances for more than 6 months

- 9 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 267
- 6 grievances are pending with Meghalaya Power Distribution Corporation Ltd from the last 6 months i.e. average days 193
- 5 grievances are pending with Office of the Deputy Commissioner North Garo Hills from the last 6 months i.e. average days 191



- 3 grievances are pending with Office of the Deputy Commissioner East Khasi Hills form the last 6 months i.e. average days 227
- One grievance is pending with each of these departments Commissioner of Excise and Commissioner of Taxes (355), Power Department (349), DISTRICT TRANSPORT OFFICE JOWAI (241), Principal Chief Conservator of Forest and HoFF (225), Mining and Geology Department (208), Home Police Department (202), Mining and Geology Department (184), Education Department (183).

14. Departments with pending grievances for more than 1 year

- 5 grievances received from PMO office and other states are pending for more than 6 months to one year i.e. average days 453.
- 2 grievances are pending from the departments Meghalaya Power Distribution Corporation Ltd with an average of 678 days followed by Directorate of Urban Affairs (673), Shillong Municipal Board (552), Directorate of Small Savings (513), and Principal Chief Conservator of Forest and HoFF (447).
- One each grievance is pending with each of these departments District Rural Development Agency Jowai (673) followed by Office of the The Deputy Commissioner East Jaintia Hills (619), Personnel and AR B Department (605), Office of the Deputy Commissioner West Garo Hills (583), Office of the Deputy Commissioner East Khasi Hills (514), Education Department (512), Commissioner of Transport (372), DISTRICT TRANSPORT OFFICE SHILLONG (372).

15. Major findings

- Meghalaya, among the North Eastern states, holds the third lowest position in terms of grievance resolution during the period spanning from January to December 2023, with a rate of 44.34%
- Additionally, Meghalaya ranks fifth in terms of grievances received, having received a total of 604. Among Total grievances Meghalaya secures the sixth position, while in



terms of disposal, it ranks fourth. Furthermore, Meghalaya stands at the sixth position in terms of average disposal time, which amounts to 87 days

- As compared to the previous month (December 2023), the disposal rate has slightly increased in January 2024 but the number of pending grievances is more due to more cases being brought forward (328).
- Among subordinates, **Office of the Deputy Commissioner North Garo Hills** tops in pending cases. There is an urgent need to take corrective action.
- 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 not functioning effectively and needs a relook into its functioning. Pendency is more with subordinates, hence strict directions to be given to them to address them within a deadline.
- 83 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 17 percent.
- Interaction with DC North Garo Hills is necessary to understand and address the pendency.
- 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. 8 such cases are there that need to be addressed.
- 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.



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- 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 January	Pendency %
Total	239	86	29	296	91.08
Office of the Deputy Commissioner North Garo Hills	155	39	0	194	65.54
Office of the Deputy Commissioner East Khasi Hills	11	7	3	15	5.07
Office of the Deputy Commissioner West Garo Hills	13	10	11	12	4.05
Power Department	10	1	0	11	3.72
Education Department	7	4	2	9	3.04
Home Police Department	3	2	0	5	1.69
Mining and Geology Department	3	2	0	5	1.69
Transport Department	7	0	2	5	1.69
Office of the Deputy Commissioner Ri Bhoi District	2	2	0	4	1.35
Office of the Deputy Commissioner South Garo Hills	4	0	0	4	1.35
Public Health Engineering Department	0	4	0	4	1.35
Urban Affairs Department	4	0	0	4	1.35
Forests and Environment Department	3	0	0	3	1.01
Public Works Department	0	3	0	3	1.01
Excise Registration Taxation Stamps Department	1	1	0	2	0.68
Finance Budget Department	2	0	0	2	0.68
Office of the Deputy Commissioner East Garo Hills	1	1	0	2	0.68
Office of the Deputy Commissioner West Jaintia Hills	1	1	0	2	0.68
Personnel and AR B Department	1	1	0	2	0.68
Chief Ministers Office	0	1	0	1	0.34
Community and Rural Development Department	1	0	0	1	0.34
District Council Affairs Department	1	0	0	1	0.34