

# **Findings from CPGRAMS for Meghalaya (June, 2024)**

Submitted to

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

**Government of Meghalaya**



**Public Affairs Centre, Bangalore**

**June 2024**





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## Executive Summary

- The government of Meghalaya received 32 grievances during June among them 18 (56%) are related to Local/ Internet.
- 507 grievances were brought forward leading to a total of 539. Among them, majority of the grievances are with local/internet (460), followed by PMO (63), President Secretariat (10), and DARPG (6) till the date.
- The disposed cases during the period is **11** and majority of these are disposed under Local/Internet (9).
- The pending cases, as on today are 528. It was 507 last month.
- Among the existing pending grievances (528), 421 (80%) grievances are with subordinates.
- Among all the pending grievances in Meghalaya, The **Office of the Deputy Commissioner North Garo Hills** has a significant majority of 53% (226) pending cases.
- As compared to the previous month (May), the disposal rate has decreased in June (11) but, the absolute number of pending grievances is more due to more cases being brought forward (507).
- The feedback analysis indicates that the levels of satisfaction expressed by the people increased during last month (44%) showing improved service.
- From January to June data, 71% of the people are happy with redressal mechanism. Therefore, quick redressal will help to reach the highest target.

## Recommendations

- The Grievance Redress in Meghalaya is to function more effectively Pendency is more with subordinates, hence strict directions to be given to them to address them within a deadline.
- 85 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 15 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. 25 (5%) are pending from past one year (**annexure 10**).



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- 8 grievances received from PMO office and other states are pending for more than one year i.e. average days 486.
  - 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.
  - There are 497 cases pending for more than 30 days. As per the OM from DAPRG (July 2022) the grievances received on CPGRAMS shall be resolved promptly as soon as they are received but within a maximum period of 30 days. In case redressal is not possible within the prescribed timeframe due to the circumstances such as sub-indices matters/policy issues etc., an interim/appropriate reply shall be given to the citizen. Action needs to be taken on these grievances,
  - Weekly updates should be informed to the specific departments with more pendency.
  - A proper time line system should be followed for disposing the grievances within 30 days at department and subordinate level with an established system of coordination and communication.
  - Consultancy and department visit from the Personal and Administrative Reforms department have to be carried out to the top-pending departments to understand the grassroots problems and provide technical assistance.



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## 1. Introduction

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

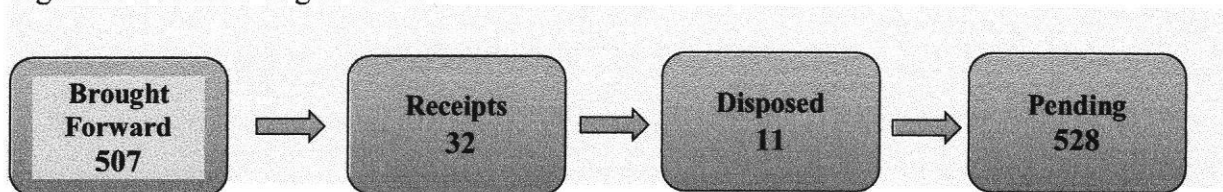
DARPG also developed a dedicated portal to monitor the real time status of grievances. Anuvadini tool, a voice and document AI translation tool consisting of multitude of features is being used to translate the CPGRAMS Monthly Reports in the regional languages

In May, 2024, 46067 PG cases were received for the States/UTs and 55940 PG cases were redressed. The monthly disposal in States/UTs increased from 46043 PG cases at the end of April, 2024, to 55940 PG cases at the end of May, 2024, 32 States/UTs have Average Closing Time of their grievances beyond the Standard redressal Time of 30 days

## 2. Overview of grievances in Meghalaya

The government of Meghalaya received 32 grievances during June and 507 grievances were brought forward leading to a total of 539. Among them, majority of the grievances are with local/internet (460), followed by PMO (63), President Secretariat (10), and DARPG (6) till the date. 32 grievances received are from local/internet (18), and PMO (12) during June. The disposed cases during the period is 11 and majority of these are disposed under Local/Internet (9), and each one from PMO and DARPG. Further, among the existing pending grievances (528), 421 (80%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-06-2024 to 30-06-2024)



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	2	6	1	5	3	0	2
Local/Internet	442	18	460	9	451	12	47	392
President Secretariat	10	0	10	0	10	3	6	1
Pension	0	0	0	0	0	0	0	0
PMO	51	12	63	1	62	20	16	26
<b>Total</b>	<b>507</b>	<b>32</b>	<b>539</b>	<b>11</b>	<b>528</b>	<b>38</b>	<b>69</b>	<b>421</b>

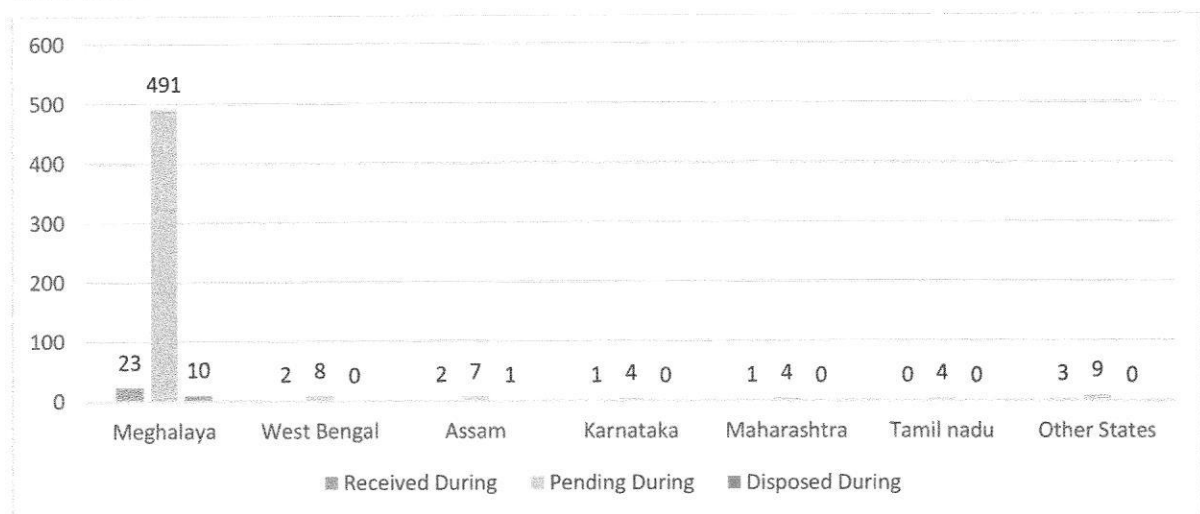
Source: CPGRAMS, June 2024

### 3. Status of grievances received by Meghalaya

Out of the total 32 cases received, 72% of the grievances are received from the state itself (23), and the remaining four pertaining to Meghalaya are received from other states Assam West Bengal (2), Assam (2), Karnataka (1), and Maharashtra (1).

The number of disposals is very less in June as compared to May, is 11 and 114 respectively. Among them, 10 grievances are disposed which are from Meghalaya, and 1 from Assam.

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



Source: CPGRAMS, June 2024



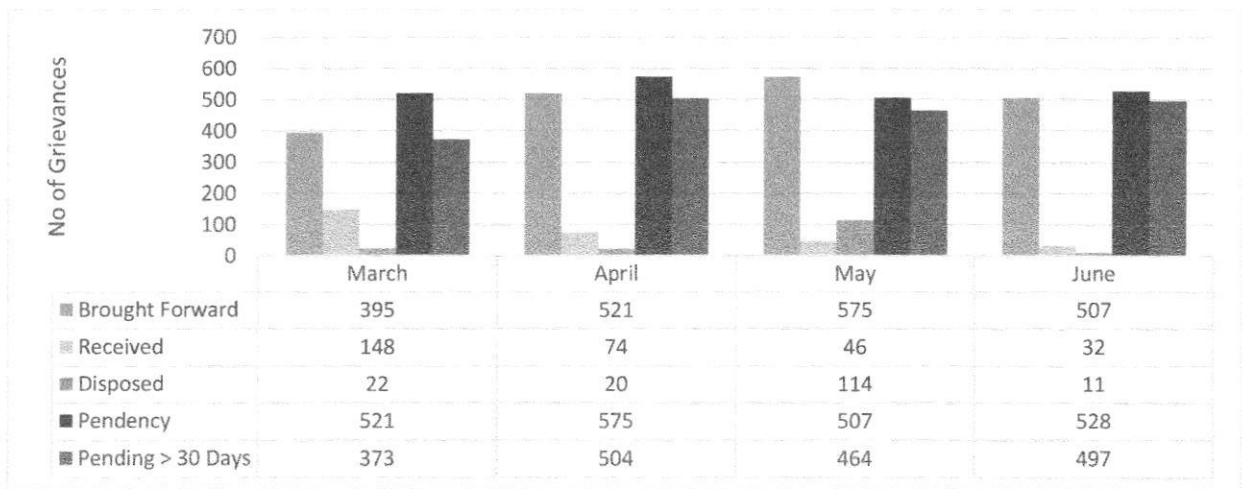


- The pending cases are 528 and this is a serious matter. It is necessary to look into the pending cases and take actions to close them.
- The addition is due to more cases received in June 2024.

#### 4. Month wise status of grievances

The following figure explains the month wise status of grievances, 32 grievances are received in June and 507 are brought forwarded from May. It is noticeable that, around 2 percent cases are disposed in June which is very less when compare to May. Further, 528 grievances are pending and it is more as compare with last month (507).

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



Source: CPGRAMS, March and June 2024

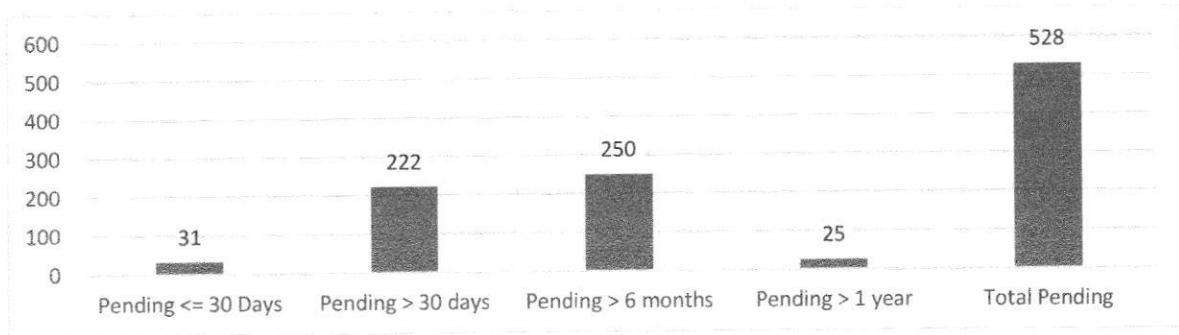
**Note:** Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of June are only 11. The pendency of cases greater than 30 days has increased.

#### 5. Age-wise status of grievances

The following figure shows the age wise status of grievances pending among the total pendency of the grievances is 528 in June. Out of this, 31 (6 %) grievances pending in less than 30 days, 222 (42%) are between 30 to 180 days, 250 (47%) are from past 6 months (**annexure 9**) and 25 (5%) are pending from past one year (**annexure 10**).



Figure 4: Age-wise status of grievances pending



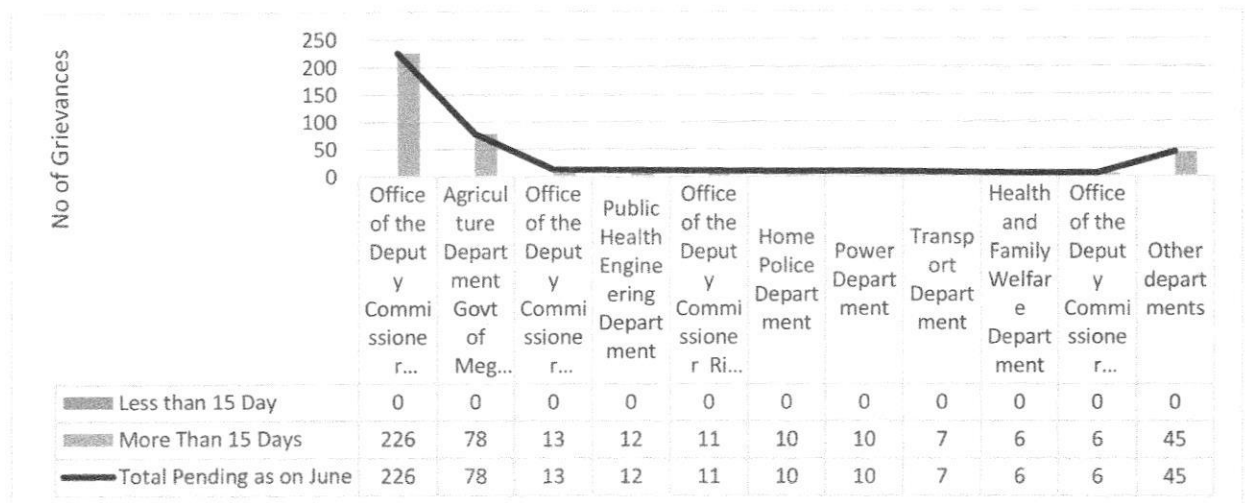
Source: CPGRAMS, June 2024

There are 497 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, 89 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, June 2024



## 7. Trend in pending grievances

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

Figure 6: Trend of pendency over the months

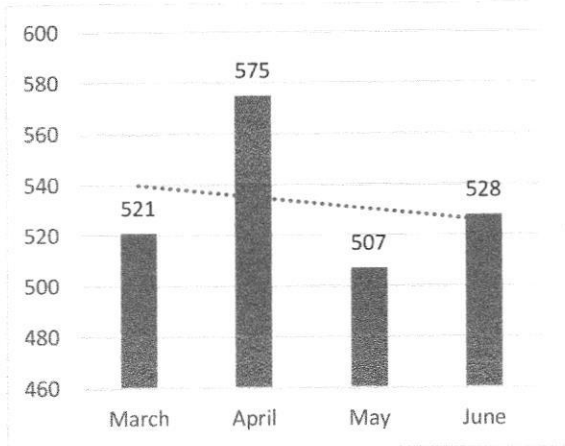
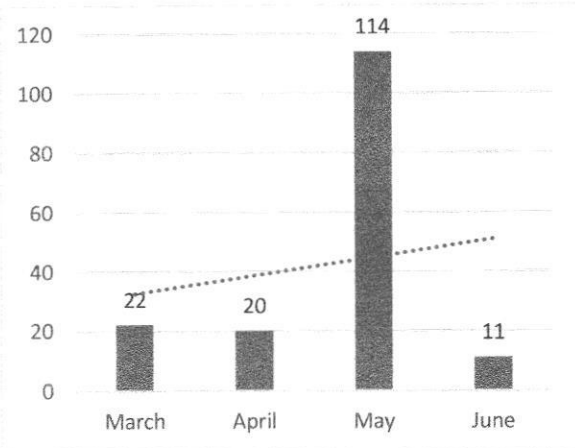


Figure 7: Trend of disposal over the month



Source: CPGRAMS, March to June 2024

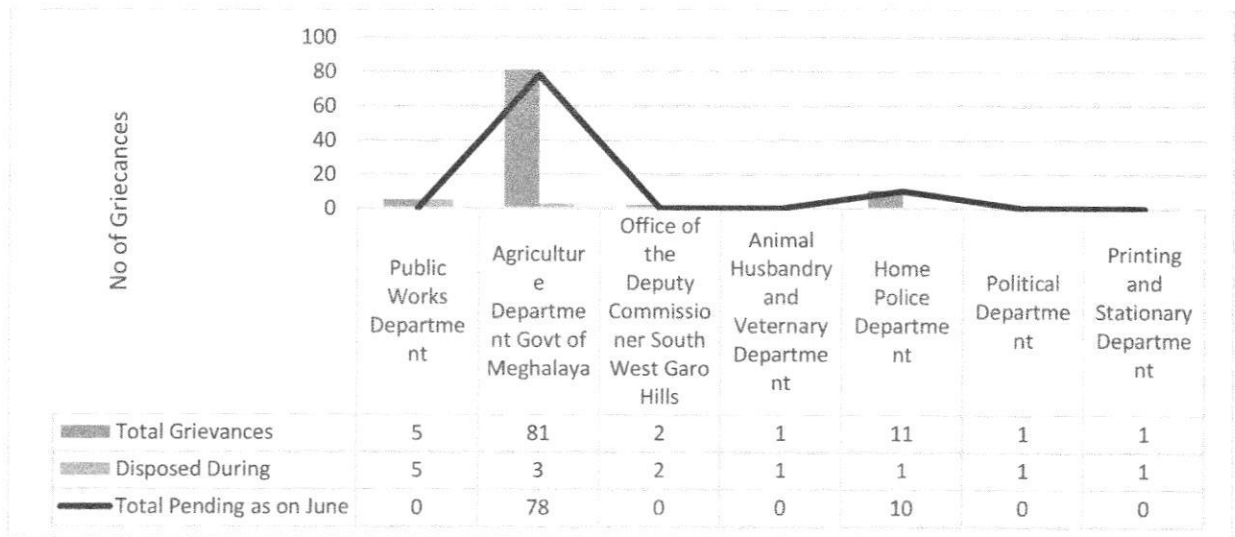
There is a noticeable fluctuating trend indicating that grievances are not being resolved. In June, there are more pending grievances compared to May as shown in Fig.6. Additionally, the number of disposed cases is lower in June than in May, as shown in Fig.7.

## 8. Departments with highest number of disposals (subordinates)

The Public Works Department has disposed more number of grievances, out of 5, All grievances are disposed during June. Agriculture Department Govt of Meghalaya, out of 81, 3 grievances are disposed. Office of the Deputy Commissioner South West Garo Hills disposed all grievances, Animal Husbandry and Veterinary Department, Home Police Department, Political Department, Printing and Stationary Department disposed single grievances in same period.



Figure 8: Subordinate departments that disposed more grievances

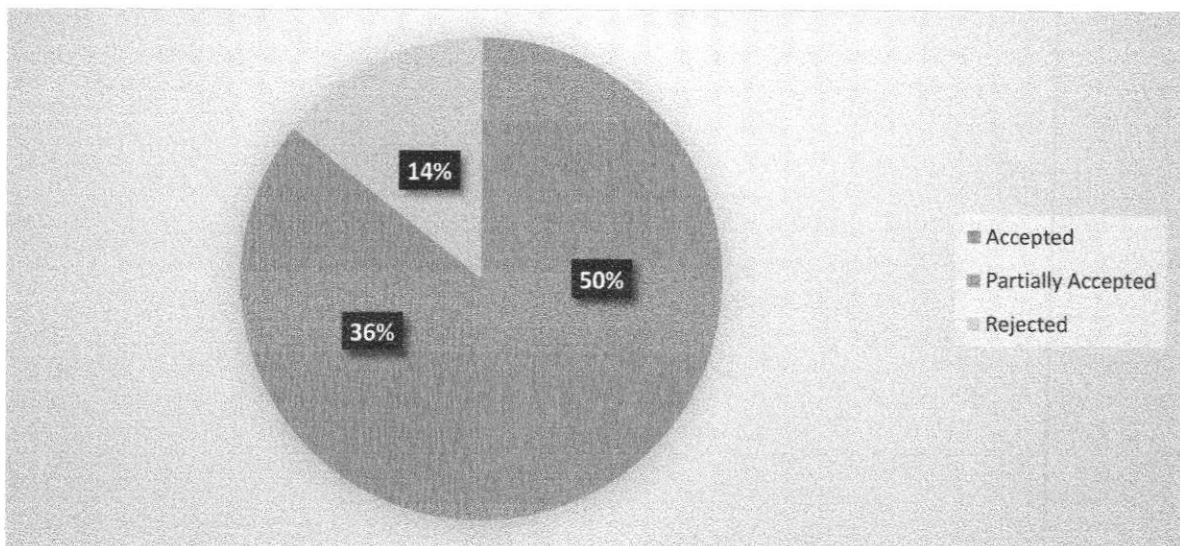


Source: CPGRAMS, June 2024

### 9. Acceptance of Cases

Out of total disposed grievances, 14 percent are rejected due to various reasons, 50 percent are accepted and 36 percent are partially accepted.

Figure 9: Distribution of type of acceptance



Source: CPGRAMS, June 2024

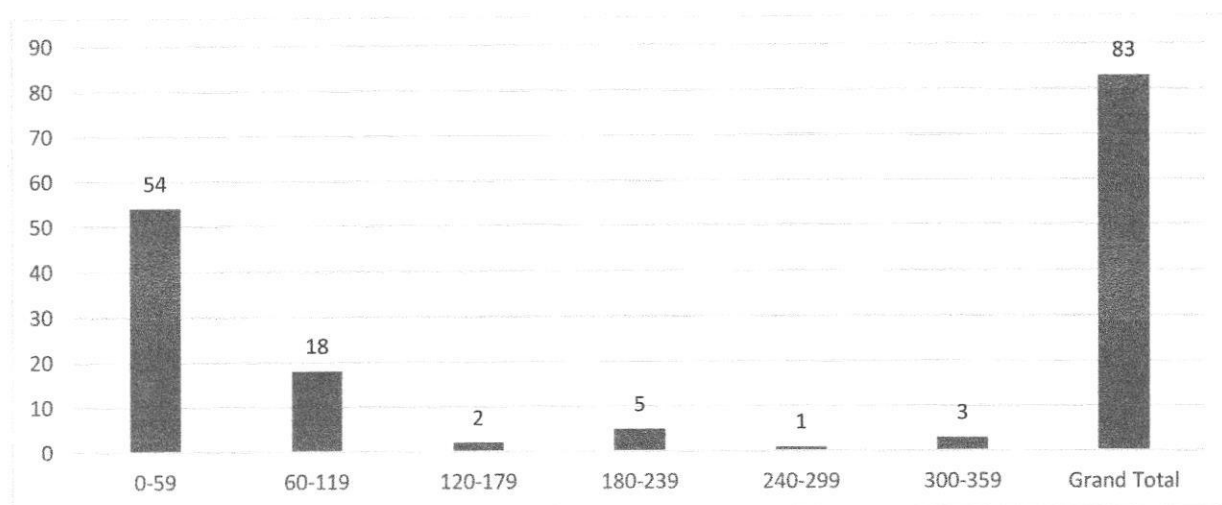


## 10. Logins of subordinate departments

Across the departments, 54 departments login less than 60 times, 18 departments login less than 120 times, 8 departments login less than 300 times, and 3 departments logged less than 300 times.

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

Figure 10: Login of subordinate departments



Source: CPGRAMS till June 2024

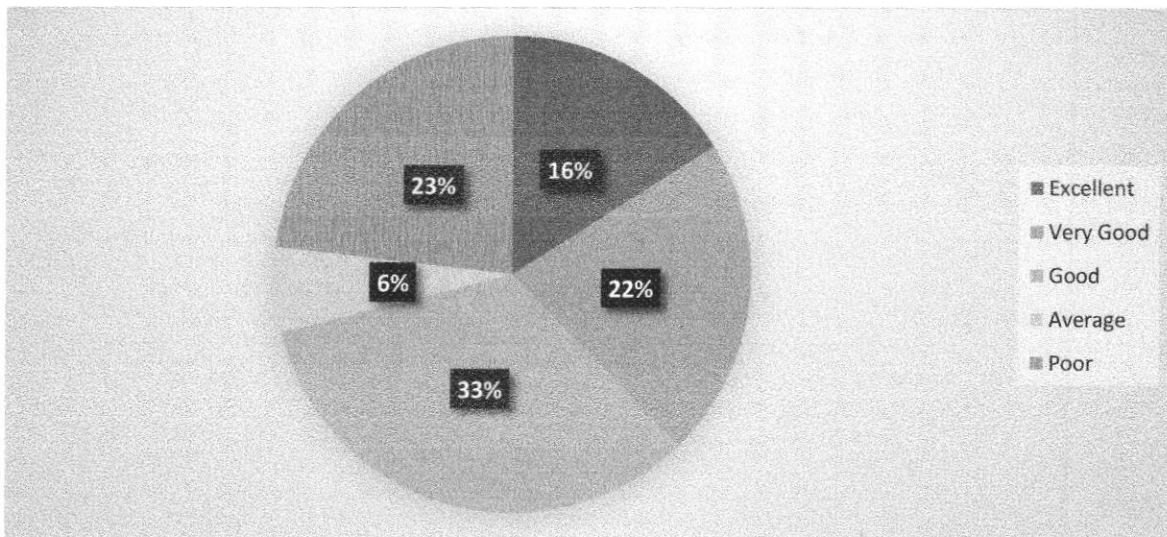
## 11. Feedback Analysis

### 11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year (January 2024 to June 2024). About 71 percent of the citizens provided positive feedback on grievances, out of which 16 percent mentioned excellent, 22 percent very good and 33 percent good. Among the remaining 29 percent, 6 percent reported average and 23 percent reported poor experience.



Figure 11: Satisfaction level of the citizens – Call Centre

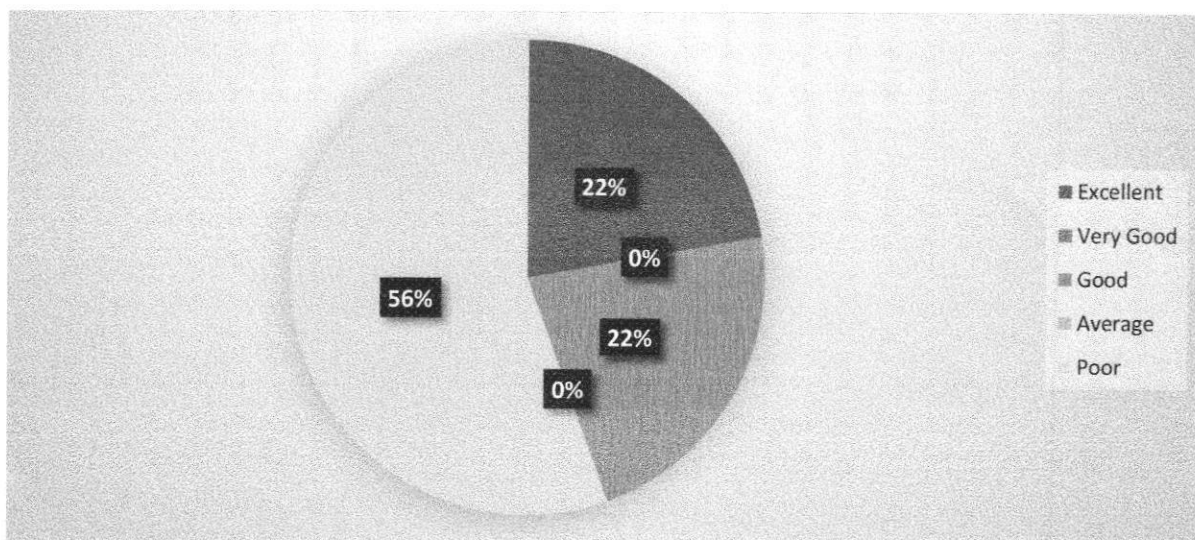


Source: CPGRAMS, January 2024 to June 2024

### 11.2 Grievance

The citizens shared feedback on the experience of the grievance redressal and about 22 percent shared Excellent and 22 percent with good, and remaining feedback is poor (56 %).

Figure 12: Satisfaction level of the citizens - Portal



Source: CPGRAMS, January 2024 to June 2024





## 12. Major Observations: Comparison of May and June 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 May, the grievances of Office of the Deputy Commissioner North Garo Hills are 226, out of these none of the grievances are received in May and 226 grievances are brought forwarded from the previous month. The department disposed none of the grievances in May. The remaining 226 grievances are carry forwarded to June.

In the month of June, department received none of the grievances, 226 grievances are brought forward and none of the grievances are disposed during the period. The remining 226 grievances carry forwarded to July.

Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
May	226	0	0	226
June	226	0	0	226

Source: CPGRAMS, May and June 2024

### 12.2 Agriculture Department Govt of Meghalaya

In the month of May, the Agriculture Department Govt of Meghalaya grievances are 157, out of these 28 grievances are received in May and 129 are brought forwarded from the previous month and 100 grievances are disposed during the period. The remaining 57 grievances carry forwarded to June.

In the month of June, department received 24 grievances and 3 grievances are disposed during the period. The remining 78 grievances carry forwarded to July.

Table 3: Agriculture Department Govt of Meghalaya

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
May	129	28	100	57
June	57	24	3	78

Source: CPGRAMS, May and June 2024



### **12.3 Office of the Deputy Commissioner West Garo Hills**

In the month of May, the grievances of Office of the Deputy Commissioner West Garo Hills are 13, out of a single grievance is received in May and 12 grievances are brought forwarded from the previous month. The department disposed none of the grievances in May. The remaining 13 grievances are carry forwarded to June.

In the month of June, department received 0 grievances and 13 grievances are brought forward, out of these none of the grievances are disposed during the period. The remining 13 grievances carry forwarded to July.

Table 3: Office of the Deputy Commissioner West Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
May	12	1	0	13
June	13	0	0	13

Source: CPGRAMS, May and June 2024

### **12.4 Public Health Engineering Department**

In the month of May, the grievances of Public Health Engineering Department are 12, out of these a single grievance is received in May and 11 are brought forwarded from the previous month. The department disposed a single grievance during the period. The remaining 11 grievances carry forwarded to June.

In the month of June, department received a single grievance and none of the grievances are disposed during the period. The remaining 12 grievances carry forwarded to July.

Table 5 Public Health Engineering Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
May	11	1	1	11
June	11	1	0	12

Source: CPGRAMS, May and June 2024





### **12.5 Office of the Deputy Commissioner Ri Bhoi District**

In the month of May, the grievances of Office of the Deputy Commissioner Ri Bhoi District are 10, out of these none of the grievances are received in May and 10 grievances are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 10 grievances carry forwarded to June.

In the month of June, department received a single grievance and none of the grievances are disposed during the period. The remaining 11 grievances carry forwarded to July.

Table 6 Office of the Deputy Commissioner Ri Bhoi District

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

Source: CPGRAMS, May and June 2024

### **12.6 Power Department**

In the month of May, the grievances of Power Department are 10, out of these none of the grievances are received in May and 10 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 10 grievances carry forwarded to June.

In the month of June, department received none of the grievances and none of the grievances are disposed during the period. The remaining 10 grievances carry forwarded to July.

Table 5 Power Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
May	10	0	0	10
June	10	0	0	10

Source: CPGRAMS, May and June 2024



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### **13. Departments with pending grievances for more than 6 months**

- 3 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 281
- 17 grievances are pending with District Agriculture Office West Garo Hills form the last 6 months i.e. average days 256
- 7 grievances are pending with Meghalaya Power Distribution Corporation Ltd form the last 6 months i.e. average days 341
- 2 grievances are pending with Mining and Geology Department form the last 6 months i.e. average days 318
- 2 grievances are pending with Transport Department form the last 6 months i.e. average days 298
- 2 grievances are pending with office of the Personnel and AR B Department from the last 6 months i.e. average days 234
- 184 grievances are pending with Office of the Deputy Commissioner North Garo Hills form the last 6 months i.e. average days 239
- 11 grievances are pending with Office of the Commissioner West Garo Hills form the last 6 months i.e. average days 202
- 4 grievances are pending with Office of the Deputy Commissioner South Garo Hills form the last 6 months i.e. average days 270
- 4 grievances are pending with Office of the Deputy Commissioner Ri Bhoi District from the last 6 months i.e. average days 224
- 2 grievances are pending with Office of the Deputy Commissioner West Jaintia Hills District from the last 6 months i.e. average days 214
- Single grievance is pending with Office of the Deputy Commissioner East Garo Hills District from the last 6 months i.e. average days 234
- One grievance is pending with each of these departments SUPERINTENDENT OF POLICE EAST KHASI HILLS (356), Mining and Geology Department, Government of Meghalaya, Principal Chief Conservator of Forest and HoFF (338), Director of Health Services MI (322), Superintendent of Police East Jaintia Hills Khliehriat (311), DISTRICT TRANSPORT



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OFFICE SHILLONG (304), District Council Affairs Department (217), Education Department (213), Home Police Department (211), Revenue and Disaster Management Department (203), Commissioner of Taxes (190), Chief Ministers Office (185).

#### **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 486.
- 2 grievances are pending from the departments Meghalaya Power Distribution Corporation Ltd with an average of 832 days followed by Directorate of Urban Affairs (827), Shillong Municipal Board (706), and Directorate of Small Savings (667).
- One grievance is pending with each of these departments District Rural Development Agency Jowai (827), Office of the Deputy Commissioner East Jaintia Hills (773), Personnel and AR B Department (759), Office of the Deputy Commissioner West Garo Hills (737), Commissioner of Transport and DISTRICT TRANSPORT OFFICE SHILLONG (526), Commissioner of Excise and Commissioner of Taxes (509), Power Department, Government of Meghalaya (503), Transport Department (395), District Agriculture Office West Garo Hills (378).

#### **15. Major findings**

- The government of Meghalaya received 32 grievances during June among them 18 (56%) are related to Local/ Internet.
- As compared to the previous month (May), the disposal rate has decreased in June (11) but, the absolute number of pending grievances is more due to more cases being brought forward (507).
- The feedback analysis indicates that the levels of satisfaction expressed by the people increased during last month (44%) showing improved service.
- Among subordinates, **Office of the Deputy Commissioner North Garo Hills** tops in pending cases. There is an urgent need to take corrective action. From the last 6 months this department has not disposed single grievance
- From January to June data, 71% of the people are happy with redressal mechanism. Therefore, quick redressal will help to reach the highest target.