

Findings from CPGRAMS for Meghalaya (March, 2024)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

March 2024



Executive Summary

- The government of Meghalaya received 148 grievances during March among them 140 (94.6) are related to Local/ Internet.
- 395 grievances were brought forward leading to a total of 543. Among them, majority of the grievances 89% are from local/internet (481), followed by PMO (52), President Secretariat (8), and DARPG (2) till the date.
- 140 grievances received from local/internet during March. The disposed cases during the period is 22 and these are disposed under Local/Internet (15), and PMO (7).
- Among the pending grievances 521 (96%), 344 (66%) grievances are with subordinates.
- The pending cases, as on today are 521 and this is a matter of concern. It was 395 last month.
- Among all the pending grievances in Meghalaya, The **Office of the Deputy Commissioner North Garo Hills** has a significant majority of 66% (226) pending cases.
- As compared to the previous month (February), the disposal rate has slightly Increased in March and the number of pending grievances is more due to more cases being brought forward (395).
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly decreased during last months (51%).
- 62% of the people are not happy with redressal mechanism. Therefore, quick redressal is essential.

Recommendations

- The Grievance Redress in Meghalaya is to function more effectively Pendency is more with subordinates, hence strict directions to be given to them to address them within a deadline.
- 89 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 11 percent.
- Efforts to be made for disposal of 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



grievance is pending with each of these departments District Rural Development Agency Jowai (733), Office of the The Deputy Commissioner East Jaintia Hills (679), Personnel and AR B Department (665), Office of the Deputy Commissioner West Garo Hills (643), Office of the Deputy Commissioner East Khasi Hills (574), Principal Chief Conservator of Forest and HoFF (537), Commissioner of Transport and DISTRICT TRANSPORT OFFICE SHILLONG (432), Commissioner of Excise and Commissioner of Taxes (415), Power Department and Government of Meghalaya (409).

- 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.



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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 Centers to increase the outreach of CPGRAMS through CSCs. Anuvadini tool, a voice and document AI translation tool consisting of multitude of features will be used to translate the CPGRAMS Monthly Reports in the regional languages In February, 2024, 68342 PG cases were received for the States/UTs and 64750 PG cases were redressed Out of 200086 PG total cases.

The pendency in the States/UTs has increased from 196408 PG cases at the end of January, 2024 to 200086 PG cases at the end of February, 2024

2. Overview of grievances in Meghalaya

The government of Meghalaya received 148 grievances during March and 395 grievances were brought forward leading to a total of 543. Among them, majority of the grievances are received from local/internet (481), followed by PMO (52), President Secretariat (8), and DARPG (2) till the date.

140 grievances received from local/internet during March. The disposed cases during the period is 22 and majority of these are disposed under Local/Internet (15), and PMO (7). Further, among the existing pending grievances (521), 344 (66%) grievances are with subordinates.

Figure 1: Overview of grievances

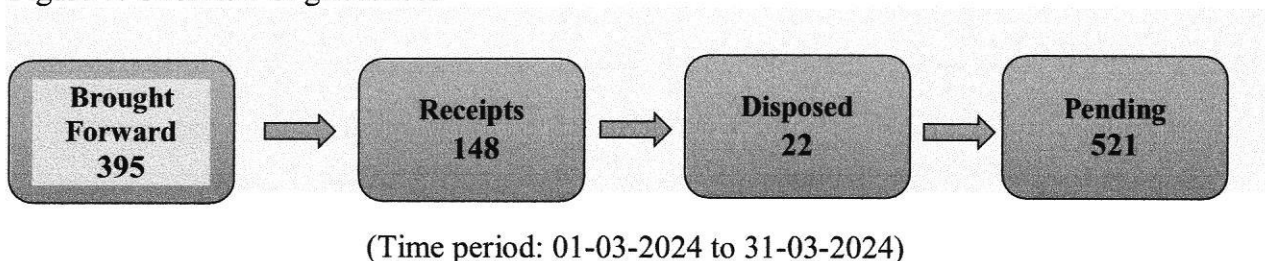




Table 1a: Overview of grievances

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Disposed During Period	Closing Balance	Yet to Assess	At our Office	With Subordinate
DARPG	1	1	2	0	2	1	0	1
Local/Internet	341	140	481	15	466	103	42	321
President Secretariat	7	1	8	0	8	1	6	1
Pension	0	0	0	0	0	0	0	0
PMO	46	6	52	7	45	7	17	21
Total	395	148	543	22	521	112	65	344

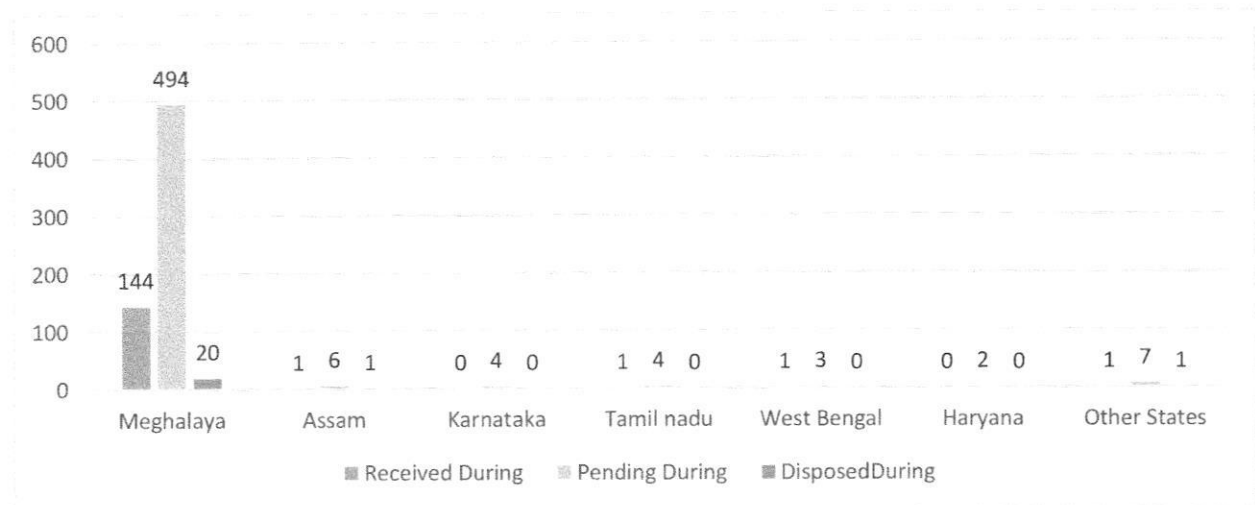
Source: CPGRAMS, March 2024

3. Status of grievances received by Meghalaya

Out of the total 148 cases received, 97% of the grievances are received from the state itself (144), and the remaining four pertaining to Meghalaya are received from other states Assam (1), Tamil Nadu (1), and West Bengal (1).

The number of disposals is more in March as compared to February, is 22 and 16 respectively. Among them, 20 grievances are disposed which are from Meghalaya, 2 are from other states.

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



Source: CPGRAMS, March 2024

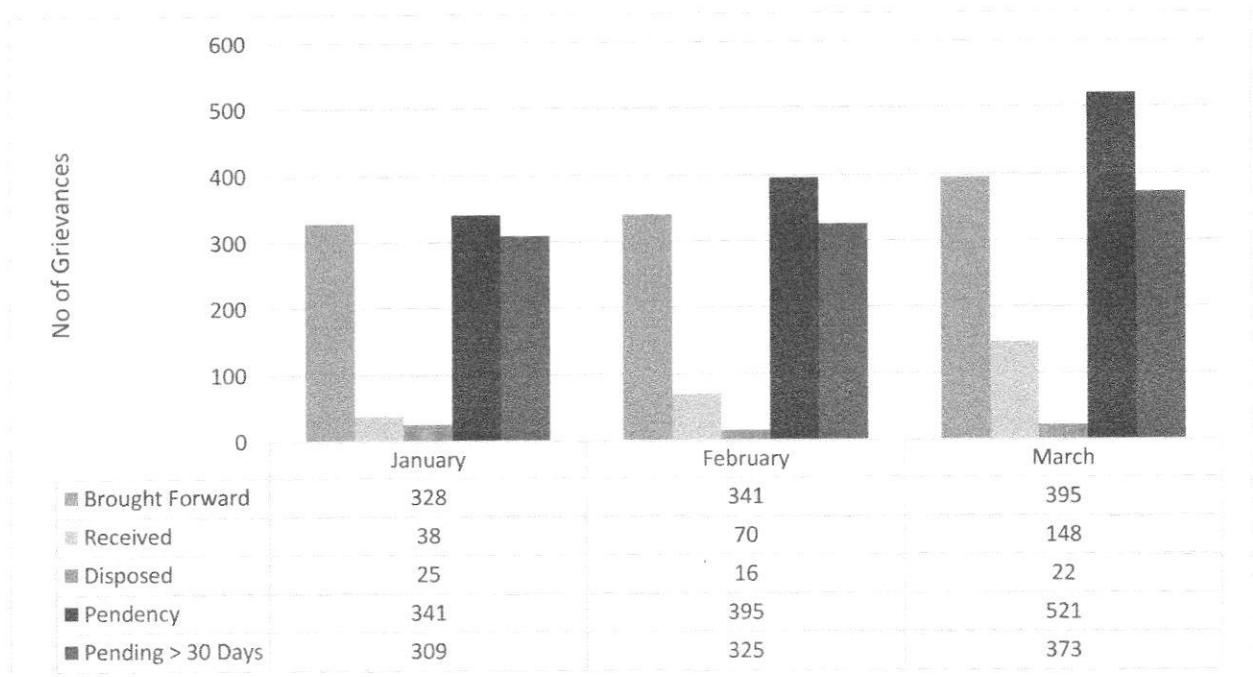


- The pending cases are 521 and this is a serious matter. It was 395 last month. It is necessary to look into the pending cases and take actions to close them.
- The addition is due to to more cases received in March 2024.

4. Month wise status of grievances

The following figure explains the month wise status of grievances, 148 grievances are received in March and 395 are brought forwarded from February. It is noticeable that, around only 4 percent cases are disposed in March which is same as February. Further, 521 grievances are pending and it is more as compare with last month (395).

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



Source: CPGRAMS, January and March 2024

Note: Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of March are only 22.

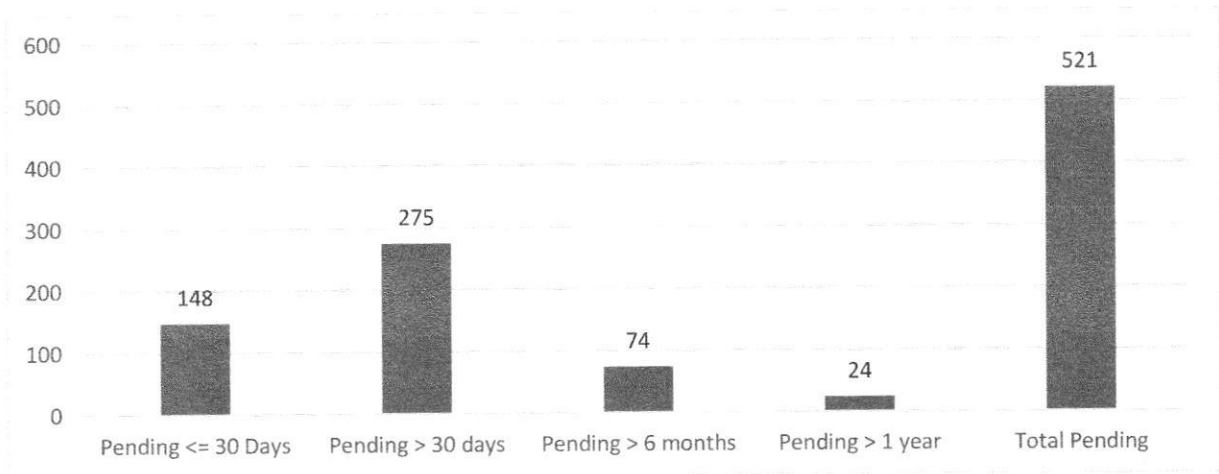
5. Age-wise status of grievances

The following figure shows the age wise status of grievances pending and the total pendency of the grievances is 521 in March. Out of this, 148 (28 %) grievances pending in less than 30 days,



275 (53%) are between 30 to 180 days, 74 (14%) are from past 6 months (**annexure 9**) and 24 (5%) are pending from past one year (**annexure 10**).

Figure 4: Age-wise status of grievances pending

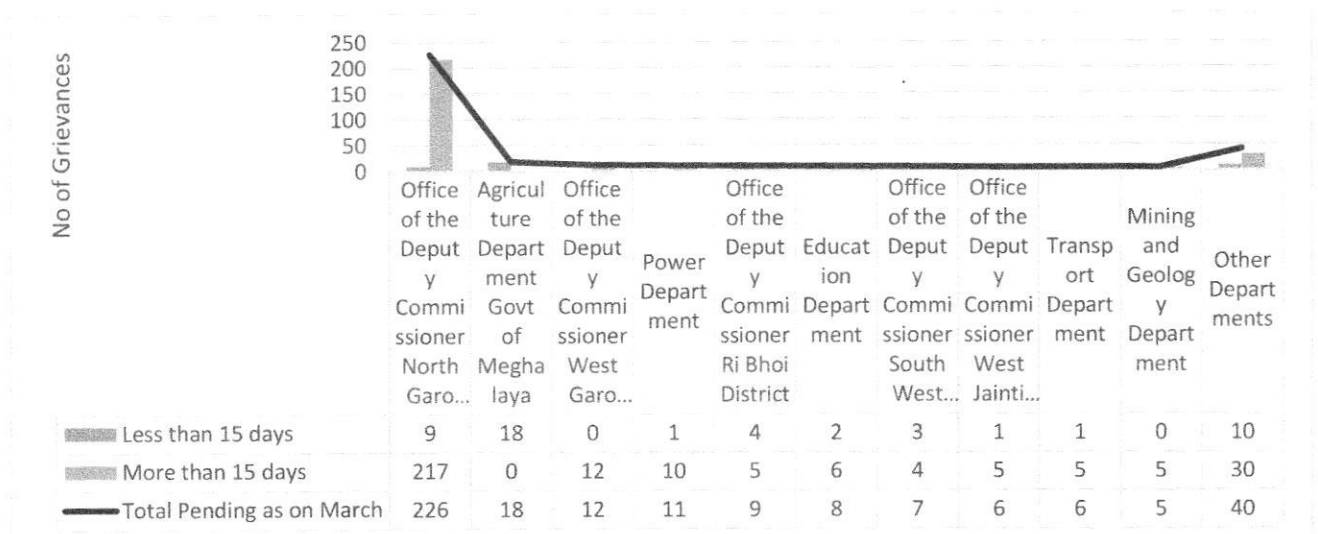


Source: CPGRAMS, March 2024

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 (226)

Figure 5: Distribution of Departments with pending grievances



Source: CPGRAMS, March 2024



7. Trend in pending grievances

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

Figure 6: Trend of pendency over the months

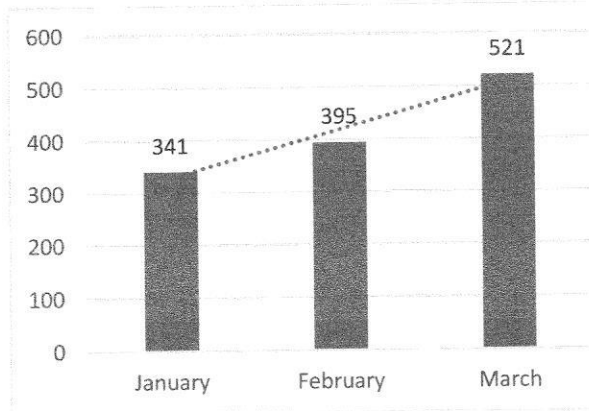
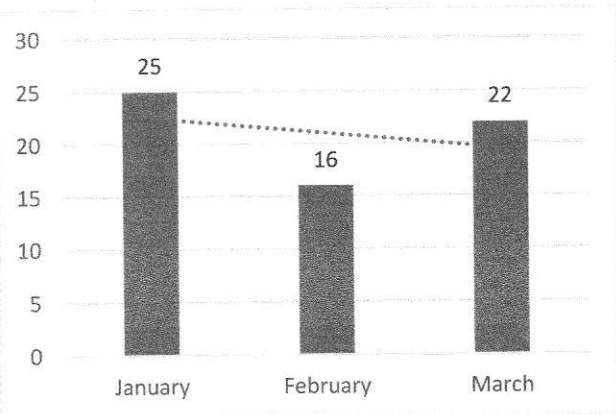


Figure 7: Trend of disposal over the month



Source: CPGRAMS, January to March 2024

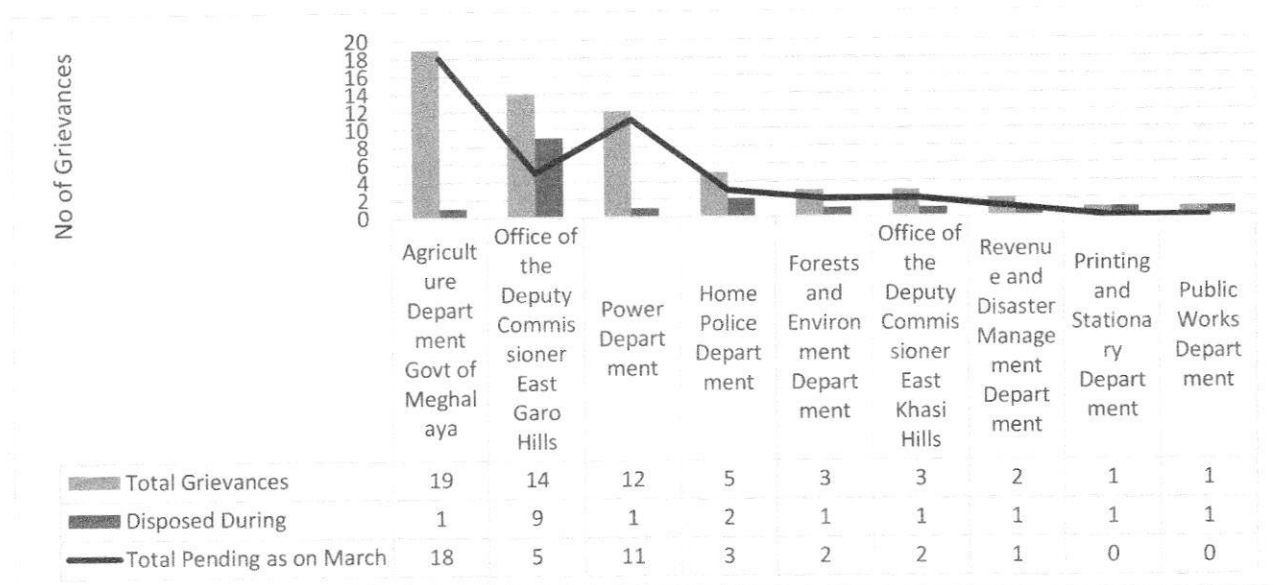
An increasing trend is clearly visible which shows that grievances are not closing and the pending cases are more in March as compared to February. The varying trend in disposal is seen in Fig.7.

8. Departments with highest number of disposals (subordinates)

The Office of the Deputy Commissioner East Garo Hills disposed more number of grievances, out of 14, 9 grievances disposed during March. Home Police Department disposed 2 grievances, Agriculture Department Govt of Meghalaya, Power Department, Forests and Environment Department, Office of the Deputy Commissioner East Khasi Hills, Revenue and Disaster Management Department, Printing and Stationary Department, Public Works Department disposed single grievances in same period.



Figure 8: Subordinate departments that disposed more grievances

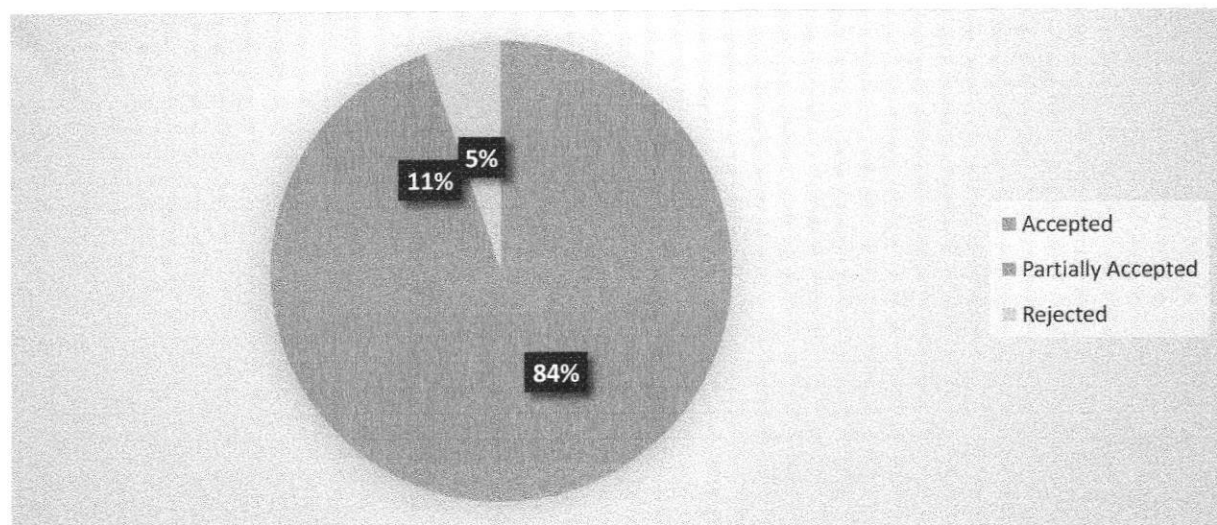


Source: CPGRAMS, March 2024

9. Acceptance of Cases

Out of total disposed grievances, 5 percent are rejected due to various reasons, 84 percent are accepted and 11 percent are partially accepted.

Figure 9: Distribution of type of acceptance



Source: CPGRAMS, March 2024

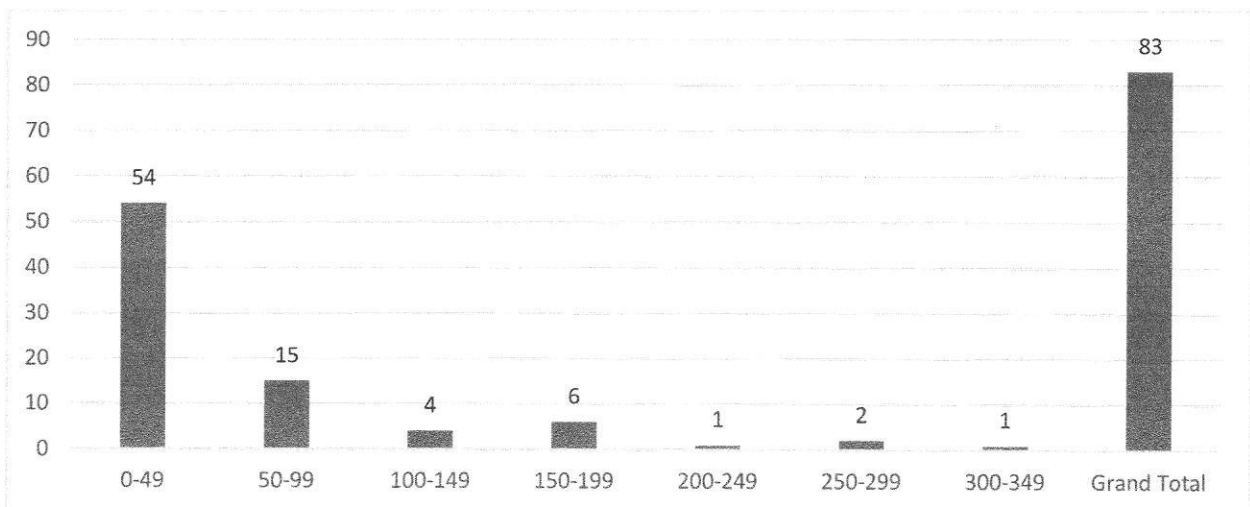


10. Logins of subordinate departments

Across the departments, 54 departments login less than 50 times, 15 departments login less than 100 times, 10 departments login less than 200 times, 3 departments logged less than 300 times, and 1 department logged in more than 300 times in till March.

The departments such as Transport Department, Political Department, Public Works Department, Public Health Engineering Department, Agriculture Department Govt of Meghalaya, Social Welfare Department, General Administration Department B, Office of the Deputy Commissioner East Khasi Hills, Home Police Department, Tourism Department 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 March 2024

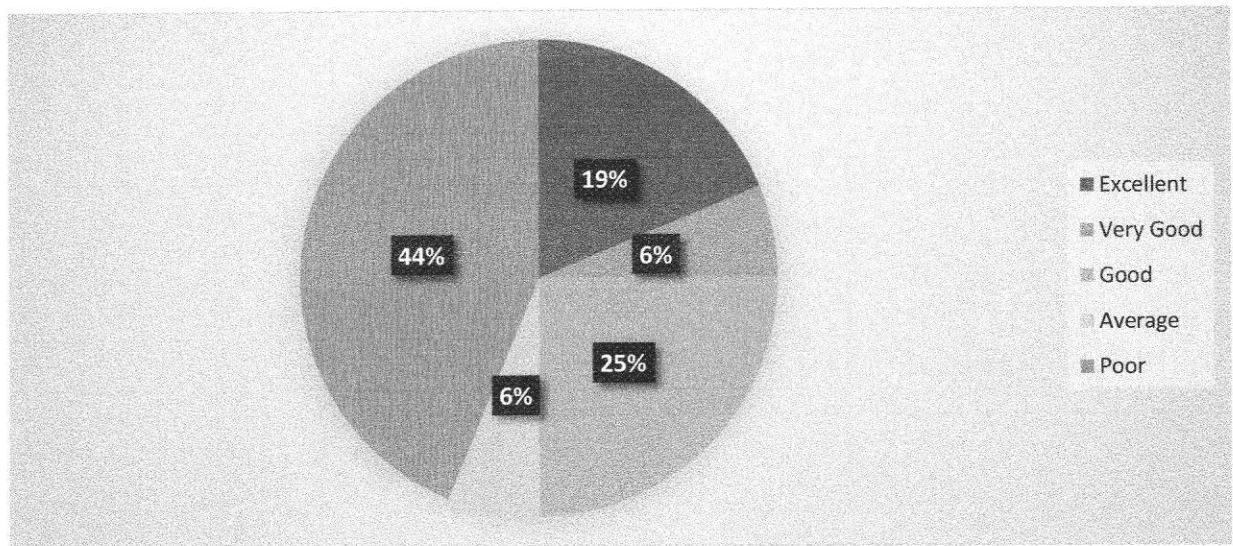
11. Feedback Analysis

11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year (January to March 2024). About 50 percent of the citizens provided positive feedback on grievances, out of which 19 percent mentioned excellent, 6 percent very good and 25 percent good. Among the remaining 50 percent, 6 percent reported average and 44 percent reported poor experience.



Figure 11: Satisfaction level of the citizens – Call Centre

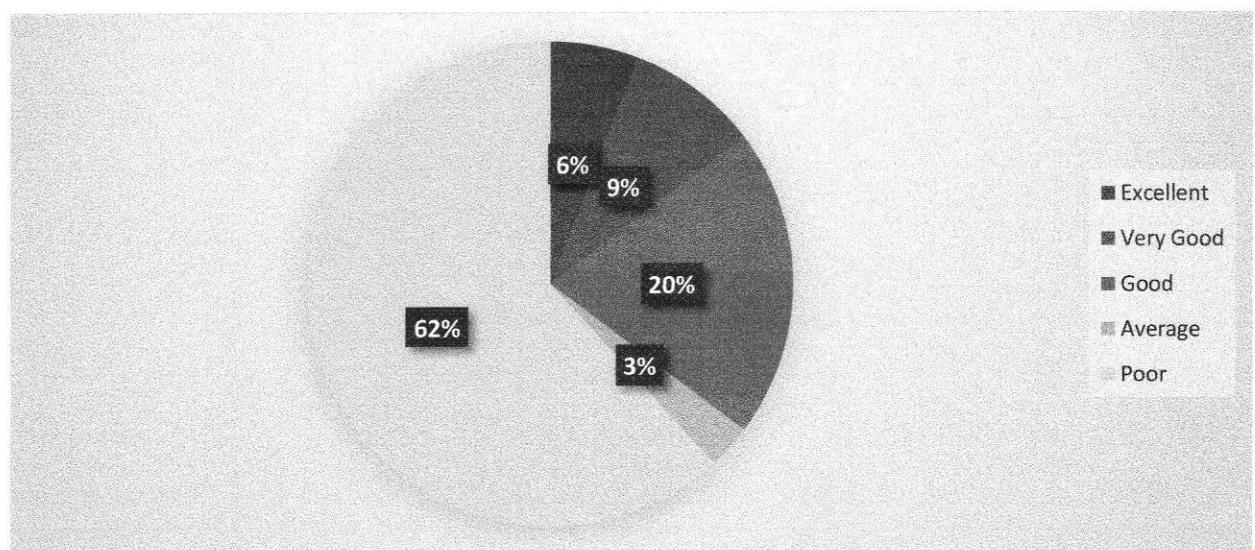


Source: CPGRAMS, January to March 2024

11.2 Grievance

The citizens shared feedback on the experience of the grievance redressal and about 38 percent shared good feedback out of this, 6 percent marked with excellent, 9 percent with very good and 20 percent with good, 3 percent with average and remaining feedback is poor (62 %).

Figure 12: Satisfaction level of the citizens - Portal



Source: CPGRAMS, January to March 2024



12. Major Observations: Comparison of February and March 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, the grievances of Office of the Deputy Commissioner North Garo Hills are 208, out of these 14 grievances are received in February and 194 grievances are brought forwarded from the previous month. The department disposed none of the grievances in February. The remaining 208 grievances are carry forwarded to March 2024.

In the month of March, department received 18 grievances, 208 grievances are brought forward and none of the grievances are disposed during the period. The remining 226 grievances carry forwarded to April.

Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
February	194	14	0	208
March	208	18	0	226

Source: CPGRAMS, February and March 2024

12.2 Agriculture Department Govt of Meghalaya

In the month of March, department received 19 grievances, and single grievance is disposed during the period. The remining 18 grievances carry forwarded to April.

Table 3: Agriculture Department Govt of Meghalaya

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
February	0	0	0	0
March	0	19	1	18

Source: CPGRAMS, February and March 2024



12.3 Office of the Deputy Commissioner West Garo Hills

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

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

Table 3: Office of the Deputy Commissioner West Garo Hills

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

Source: CPGRAMS, February and March 2024

12.4 Power Department

In the month of February, the grievances of Power Department are 11, out of these 0 grievances are received in February and 11 are brought forwarded from the previous month and none of the grievances are disposed during the period. The 11 grievances carry forwarded to March.

In the month of March, department received a single grievance and a single grievance is disposed during the period. The remining 11 grievances carry forwarded to April.

Table 5 Power Department

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

Source: CPGRAMS, February and March 2024



12.5 Office of the Deputy Commissioner Ri Bhoi District

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

In the month of March, department received 4 grievances and none of the grievances are disposed during the period. The remaining 9 grievances carry forwarded to April.

Table 6 Office of the Deputy Commissioner Ri Bhoi District

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

Source: CPGRAMS, February and March 2024

12.6 Education Department

In the month of February, the grievances of Education Department are 12, out of these 9 grievances are brought forwarded from the previous month and 0 grievances are received and 3 grievances are disposed in the month of February. Total 6 grievances carry forwarded to March.

In the month of March, department received 2 grievances and none of the grievances are disposed in the month of March. The remaining 8 grievances carry forwarded to April.

Table 7: Education Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
February	9	0	3	6
March	6	2	0	8

Source: CPGRAMS, February and March 2024



13. Departments with pending grievances for more than 6 months

- 5 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 276
- 44 grievances are pending with Office of the Deputy Commissioner North Garo Hills form the last 6 months i.e. average days 228
- 6 grievances are pending with Meghalaya Power Distribution Corporation Ltd form the last 6 months i.e. average days 253
- 6 grievances are pending with District Agriculture Office West Garo Hills form the last 6 months i.e. average days 233
- 2 grievances are pending with Commissioner of Transport form the last 6 months i.e. average days 269
- 2 grievances are pending with Mining and Geology Department form the last 6 months i.e. average days 256
- One grievance is pending with each of these departments Superintendent Of Police East Khasi Hills (262), Principal Chief Conservator of Forest and HoFF (244), Health and Family Welfare Department (228), Office of the Deputy Commissioner South Garo Hills (223), Office of the Deputy Commissioner South West Garo Hills (220), Superintendent of Police East Jaintia Hills Khliehriat (217), Power Department (212), District Transport Office Shillong (210), Social Welfare Department (203), Office of the Deputy Commissioner Ri Bhoi District (192).

14. Departments with pending grievances for more than 1 year

- 7 grievances received from PMO office and other states are pending for more than one year i.e. average days 483.
- 2 grievances are pending from the departments Meghalaya Power Distribution Corporation Ltd with an average of 738 days followed by Directorate of Urban Affairs (733), Shillong Municipal Board (612), and Directorate of Small Savings (573).
- One grievance is pending with each of these departments District Rural Development Agency Jowai (733), Office of the The Deputy Commissioner East Jaintia Hills (679), Personnel and AR B Department (665), Office of the Deputy Commissioner West Garo Hills (643), Office of the Deputy Commissioner East Khasi Hills (574), Principal Chief Conservator of Forest and