

# Findings from CPGRAMS for Meghalaya (May, 2024)

Submitted to

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

**Government of Meghalaya**



**Public Affairs Centre, Bangalore**

**May 2024**



## Executive Summary

- The government of Meghalaya received 46 grievances during May 2024 among them 41 (89%) are related to Local/ Internet.
- 575 grievances were brought forward leading to a total of 621. Among them, majority of the grievances are with local/internet (556), followed by PMO (51), President Secretariat (10), and DARPG (4) till the date.
- The disposed cases during the period is **114** and majority of these are disposed under Local/Internet (114).
- The pending cases, as on today are 507. It was 575 last month.
- Among the existing pending grievances (507), 397 (78%) 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 57% (226) pending cases.
- As compared to the previous month (April), the disposal rate has increased in May (114) but, the absolute number of pending grievances is more due to more cases being brought forward (575).
- The feedback analysis indicates that the levels of satisfaction expressed by the people increased during last month (57%) showing improved service.
- From January to April data, 69% of the people are happy with redressal mechanism. Therefore, quick redressal will help to reach the highest target.
- The PAC visit to the major departments with pending cases observed that at the secretariat level, the flow of grievances and understanding of the portal are satisfactory.
- The main issue identified is that problems primarily arise at lower levels under the Directorate where training and monitoring is required.

## 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.



- 90 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 10 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. 21 (4%) are pending from past one year (**annexure 10**).
- 6 grievances received from PMO office and other states are pending for more than one year i.e. average days 485.
- 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 464 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

### 2. Overview of grievances in Meghalaya

The government of Meghalaya received 46 grievances during May and 575 grievances were brought forward leading to a total of 621. Among them, majority of the grievances are with local/internet (556), followed by PMO (51), President Secretariat (10), and DARPG (4) till the date. 41 grievances received from local/internet during May. The disposed cases during the period is 114 and majority of these are disposed under Local/Internet (114). Further, among the existing pending grievances (507), 397 (78%) grievances are with subordinates.

Figure 1: Overview of grievances

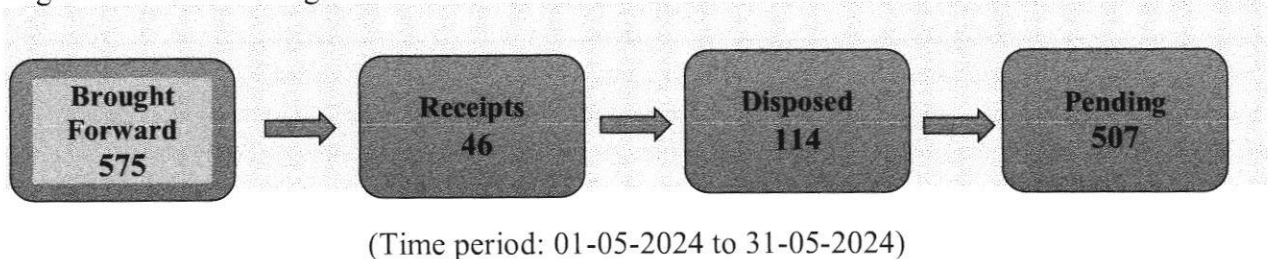




Table 1a: Overview of grievances

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Disposed During Period	Closing Balance	Yet to Assess	At our Office	With Subordinate
DARPG	3	1	4	0	4	1	0	3
Local/Internet	515	41	556	114	442	32	43	367
President Secretariat	8	2	10	0	10	3	6	1
Pension	0	0	0	0	0	0	0	0
PMO	49	2	51	0	51	9	16	26
<b>Total</b>	<b>575</b>	<b>46</b>	<b>621</b>	<b>114</b>	<b>507</b>	<b>45</b>	<b>65</b>	<b>397</b>

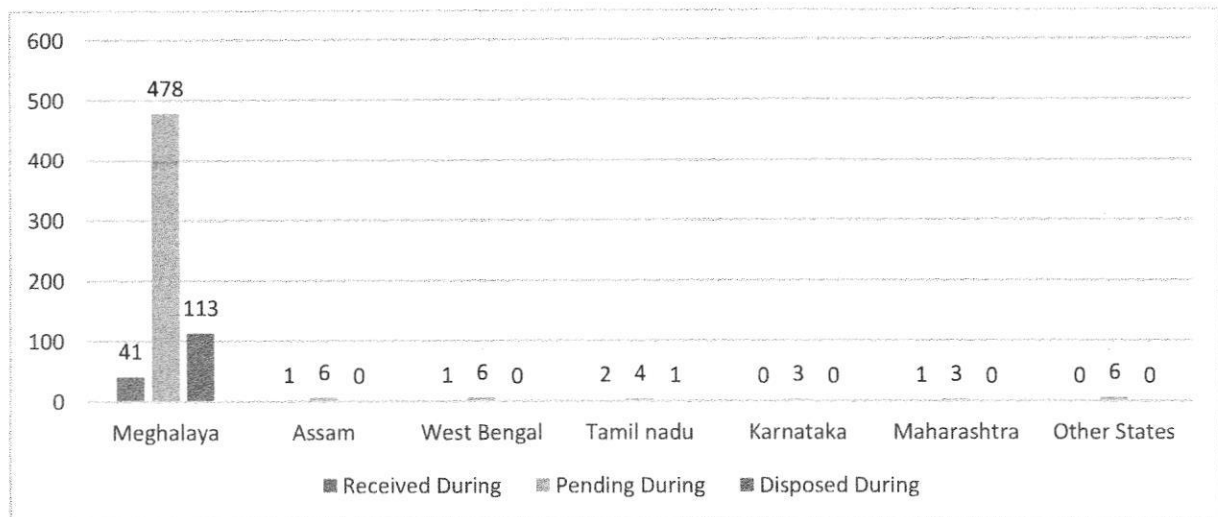
Source: CPGRAMS, May 2024

### 3. Status of grievances received by Meghalaya

Out of the total 46 cases received, 89% of the grievances are received from the state itself (41), and the remaining four pertaining to Meghalaya are received from other states Assam (1), and West Bengal (1), Tamil Nadu (2) and Maharashtra (1).

The number of disposals is more in May as compared to April, is 114 and 20 respectively. Among them, 113 grievances are disposed which are from Meghalaya, and 1 from Tamil Nadu.

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



Source: CPGRAMS, May 2024

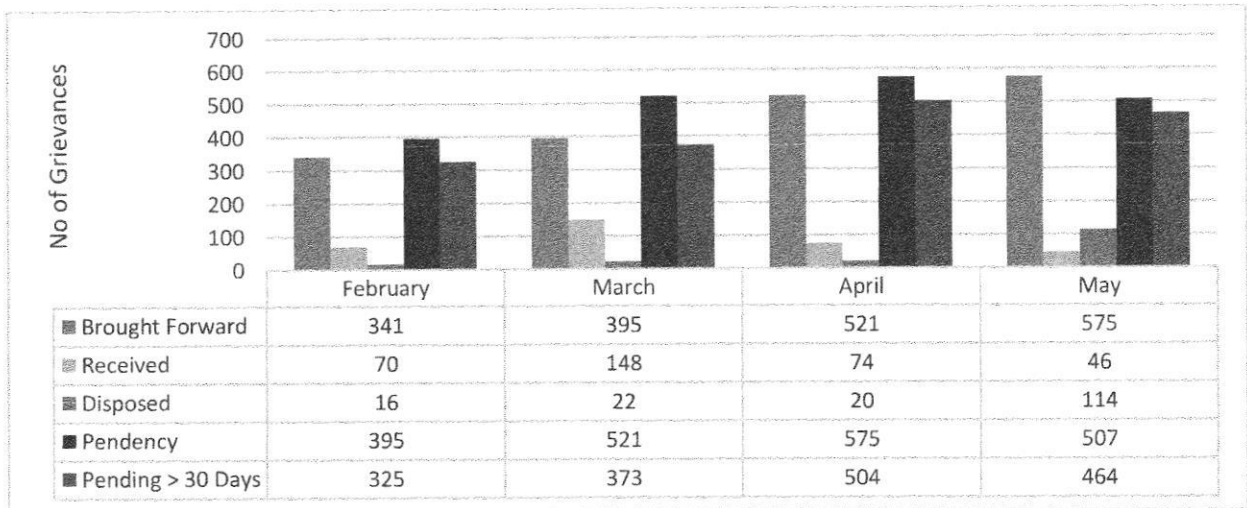


- The pending cases are 507 and this is a serious matter. It is necessary to look into the pending cases and take actions to close them.
- The addition is due to more cases received in May 2024.

**4. Month wise status of grievances**

The following figure explains the month wise status of grievances, 46 grievances are received in May and 575 are brought forwarded from April. It is noticeable that, around 18 percent cases are disposed in May which is more when compare to April. Further, 507 grievances are pending and it is less as compare with last month (575).

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



Source: CPGRAMS, February and May 2024

**Note:** Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of May are only 114. The pendency of cases greater than 30 days has come down.

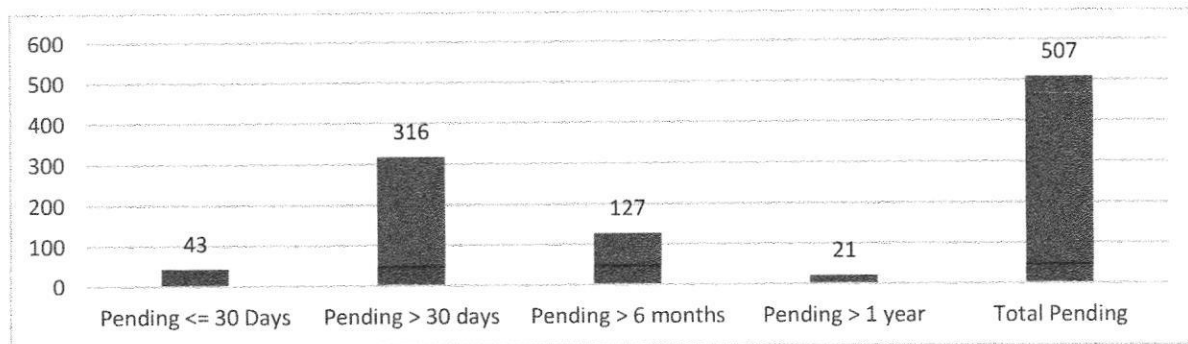
**5. Age-wise status of grievances**

The following figure shows the age wise status of grievances pending among the total pendency of the grievances is 507 in May. Out of this, 43 (9 %) grievances pending in less than 30 days, 316 (62%) are between 30 to 180 days, 127 (25%) are from past 6 months (**annexure 9**) and 21 (4%) are pending from past one year (**annexure 10**).





Figure 4: Age-wise status of grievances pending



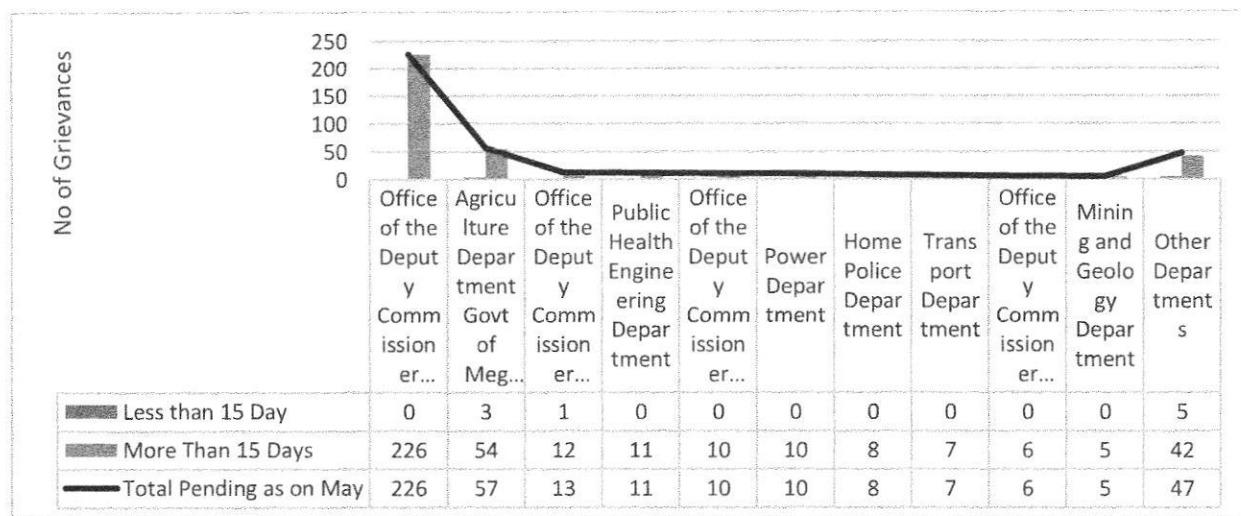
Source: CPGRAMS, May 2024

There are 464 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, 88 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, May 2024



## 7. Trend in pending grievances

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

Figure 6: Trend of pendency over the months

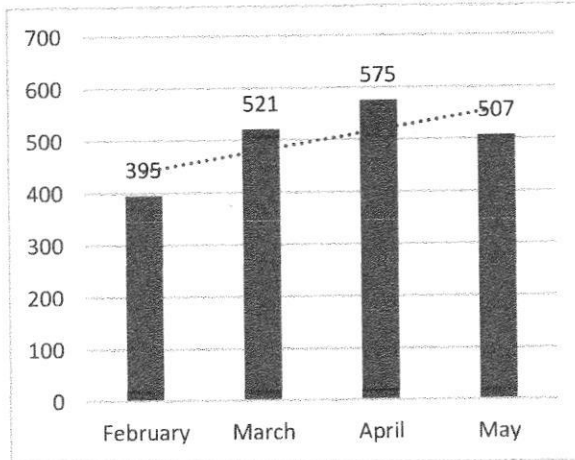
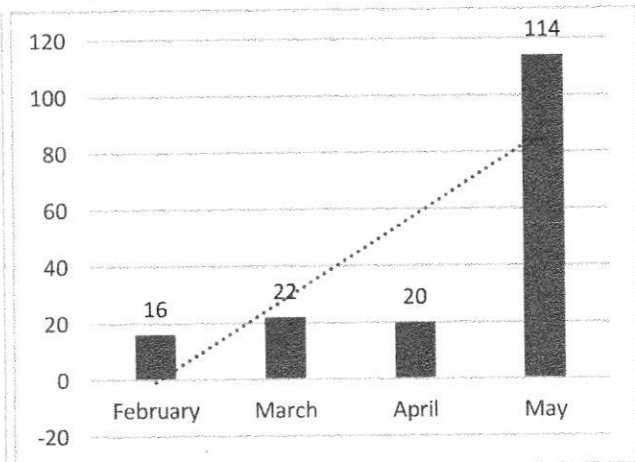


Figure 7: Trend of disposal over the month



Source: CPGRAMS, February to May 2024

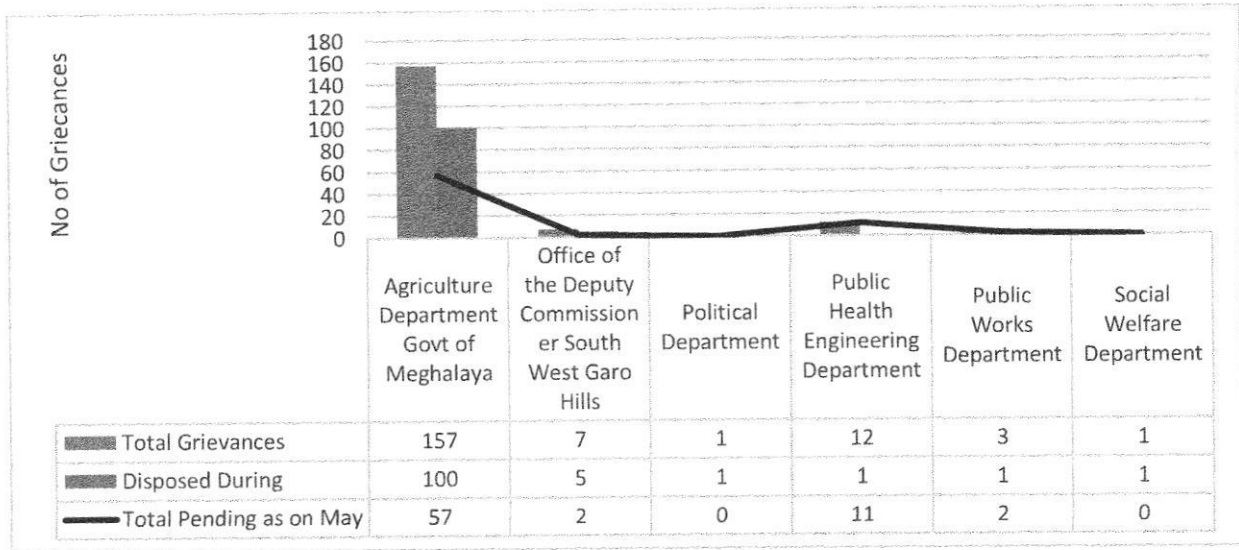
An increasing trend is clearly visible which shows that grievances are not closing but in May more grievances are disposed and the pending cases are less in May as compared to April. The significant increase in the trend in disposal is seen in Fig.7.

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

The Agriculture Department Govt of Meghalaya has disposed more number of grievances, out of 114, 100 grievances each disposed during May. Office of the Deputy Commissioner South West Garo Hills disposed 5 grievances, Political Department, Public Health Engineering Department Public Works Department, Social Welfare Department disposed single grievances in same period.



Figure 8: Subordinate departments that disposed more grievances

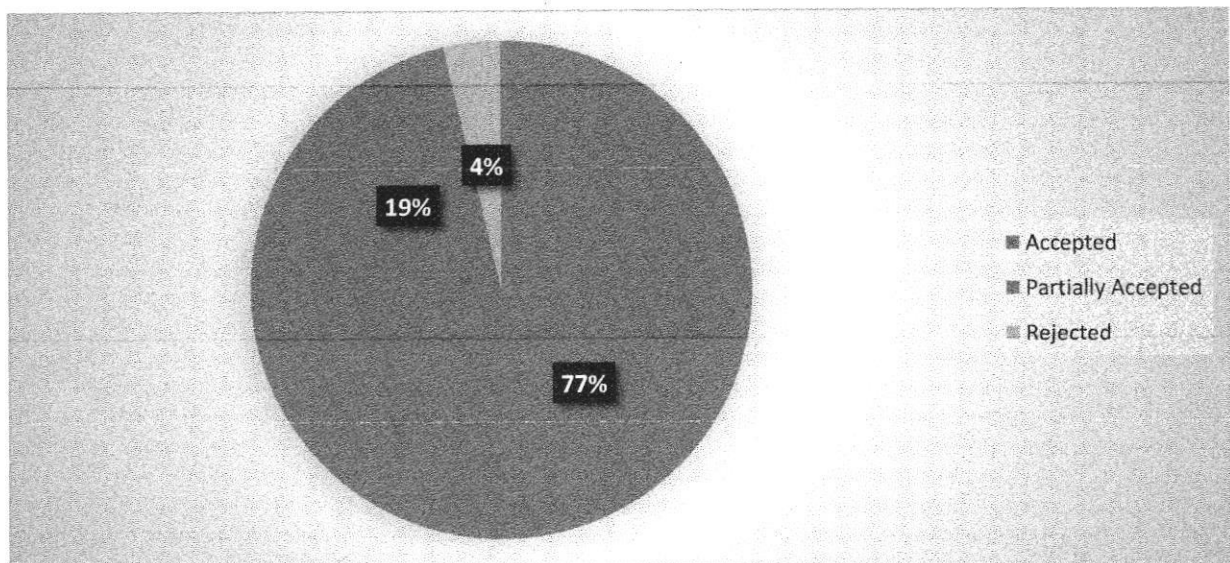


Source: CPGRAMS, May 2024

### 9. Acceptance of Cases

Out of total disposed grievances, 4 percent are rejected due to various reasons, 77 percent are accepted and 19 percent are partially accepted.

Figure 9: Distribution of type of acceptance



Source: CPGRAMS, May 2024

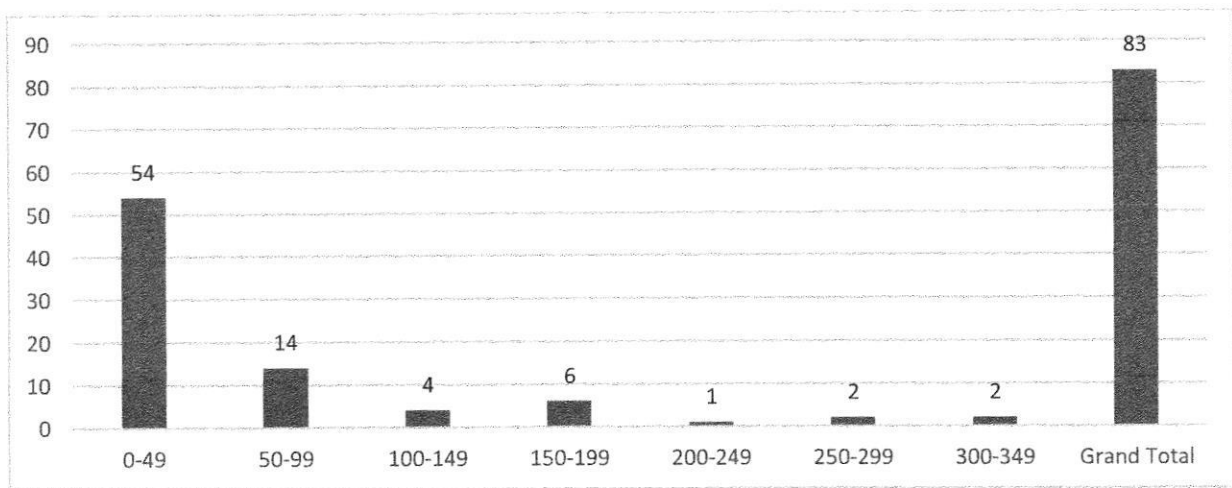


### 10. Logins of subordinate departments

Across the departments, 54 departments login less than 50 times, 14 departments login less than 100 times, 10 departments login less than 200 times, 3 departments logged less than 300 times, and 2 department logged in more than 300 times in till May.

The departments such as General Administration Department B, Social Welfare Department, Office of the Deputy Commissioner East Khasi Hills, Finance Pension Cell Department, Home Police Department, Tourism Department logged in more than 150 logins till date. In addition, Public Works Department, Agriculture Department Govt of Meghalaya, Public Health Engineering Department logged in more than 200 times, Transport Department, and Political Department tops in number of logins, which are more than 300 times.

Figure 10: Login of subordinate departments



Source: CPGRAMS till May 2024

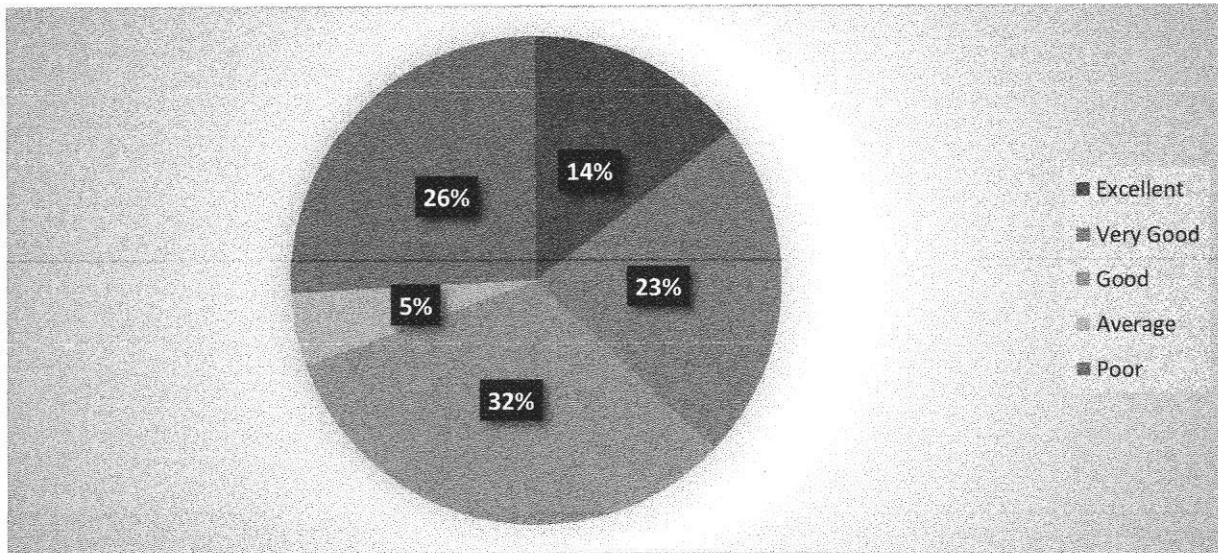
### 11. Feedback Analysis

#### 11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year (January 2024 to April 2024). About 69 percent of the citizens provided positive feedback on grievances, out of which 14 percent mentioned excellent, 23 percent very good and 32 percent good. Among the remaining 31 percent, 5 percent reported average and 26 percent reported poor experience.



Figure 11: Satisfaction level of the citizens – Call Centre

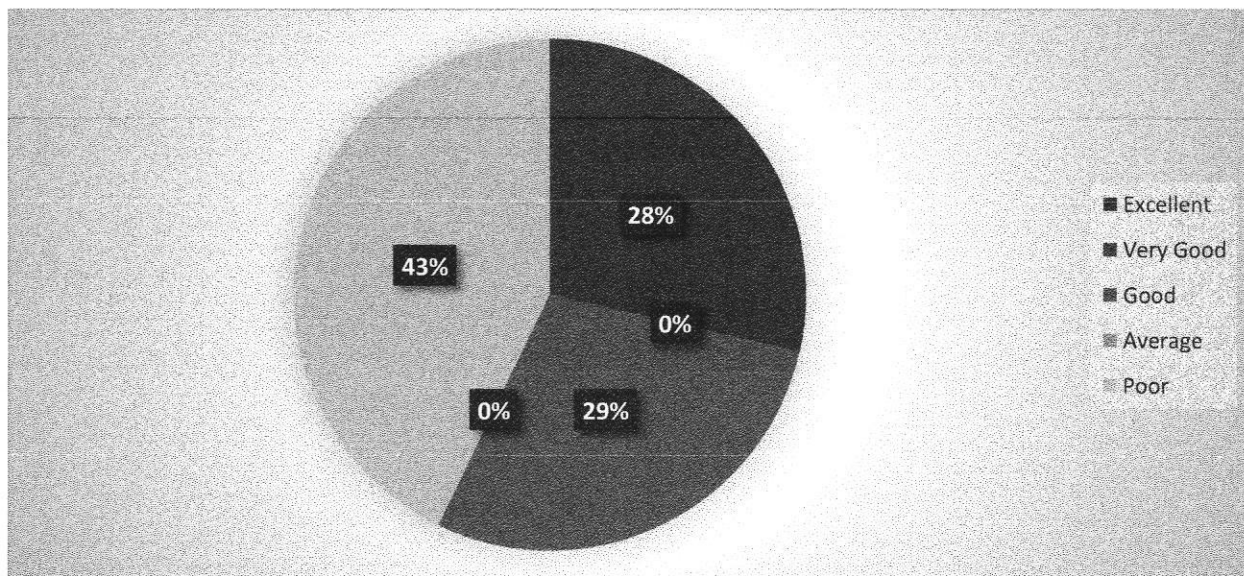


Source: CPGRAMS, January 2024 to April 2024

**11.2 Grievance**

The citizens shared feedback on the experience of the grievance redressal and about 28 percent shared Excellent and 29 percent with good, and remaining feedback is poor (43 %).

Figure 12: Satisfaction level of the citizens - Portal



Source: CPGRAMS, January 2024 to April 2024





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

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

Table 2: Office of the Deputy Commissioner North Garo Hills

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

Source: CPGRAMS, April and May 2024

### 12.2 Agriculture Department Govt of Meghalaya

In the month of April, the Agriculture Department Govt of Meghalaya grievances of are 134, out of these 116 grievances are received in April and 18 are brought forwarded from the previous month and 5 grievances are disposed during the period. The remaining 129 grievances carry forwarded to May.

In the month of May, department received 128 grievances and 100 grievances are disposed during the period. The remaining 57 grievances carry forwarded to June.

Table 3: Agriculture Department Govt of Meghalaya

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
April	18	116	5	129
May	129	28	100	57

Source: CPGRAMS, April and May 2024



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

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

In the month of May, department received a single grievance and 12 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 13 grievances carry forwarded to June.

Table 3: Office of the Deputy Commissioner West Garo Hills

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

Source: CPGRAMS, April and May 2024

### 12.4 Public Health Engineering Department

In the month of April, the grievances of Public Health Engineering Department are 11, out of these 9 grievances are received in April and 2 are brought forwarded from the previous month and none of the grievances are disposed during the period. The 11 grievances carry forwarded to May.

In the month of May, department received a single grievance and a single grievance is disposed during the period. The remaining 11 grievances carry forwarded to June.

Table 5 Public Health Engineering Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
April	2	9	0	11
May	11	1	1	11

Source: CPGRAMS, April and May 2024



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

In the month of April, the grievances of Office of the Deputy Commissioner Ri Bhoi District are 10, out of these a single grievance is received in April and 9 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 May.

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

Table 6 Office of the Deputy Commissioner Ri Bhoi District

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

Source: CPGRAMS, April and May 2024

### **12. Power Department**

In the month of April, the grievances of Power Department are 12, out of these none of the grievances are received in April and 11 are brought forwarded from the previous month and a single grievance is disposed during the period. The 10 grievances carry forwarded to May.

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

Table 5 Power Department

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

Source: CPGRAMS, April and May 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 291
- 76 grievances are pending with Office of the Deputy Commissioner North Garo Hills form the last 6 months i.e. average days 256
- 16 grievances are pending with District Agriculture Office West Garo Hills form the last 6 months i.e. average days 237
- 7 grievances are pending with Meghalaya Power Distribution Corporation Ltd form the last 6 months i.e. average days 308
- 4 grievances are pending with Office of the Deputy Commissioner South Garo Hills form the last 6 months i.e. average days 237
- 2 grievances are pending with Commissioner of Transport form the last 6 months i.e. average days 330
- 2 grievances are pending with Mining and Geology Department form the last 6 months i.e. average days 285
- 2 grievances are pending with Office of the Deputy Commissioner Ri Bhoi District from the last 6 months i.e. average days 219
- 2 grievances are pending with office of the Personnel and AR B Department from the last 6 months i.e. average days 201
- 2 grievances are pending with Office of the Commissioner West Garo Hills form the last 6 months i.e. average days 194
- One grievance is pending with each of these departments Superintendent of Police East Khasi Hills (323), Mining and Geology Department, Government of Meghalaya, Principal Chief Conservator of Forest and HoFF (305), Director of Health Services MI (289), Superintendent of Police East Jaintia Hills Khliehriat (278), DISTRICT TRANSPORT OFFICE SHILLONG (271), Commissioner of Transport (232), Office of the Deputy Commissioner East Garo Hills (210), Office of the Deputy Commissioner West Jaintia Hills (199), District Council Affairs Department (184).