

Findings from CPGRAMS for Meghalaya (November, 2023)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

November 2023



Executive Summary

- The government of Meghalaya received 50 grievances during November and 162 grievances were brought forward. Among them, majority of the grievances are received from local/internet (166), followed by PMO (42) and DARPG (4) till the date.
- 41 grievances received from local/internet during November. The disposed cases during the period is 12 and majority of these are disposed under Local/Internet (8) and PMO (4).
- Among the pending grievances (200), 115 (57.5%) grievances are with subordinates.
- The pending cases are 200 and this is a serious matter. It was 140 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.
- As compared to the previous month (October), the disposal rate is slight low in November. The number of pending grievances is more due to more cases being brought forward (162).
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly increased during last months (51%). 49% of the people are not happy with redressal mechanism. Therefore, favourable feedback should be increased in coming months.

Recommendations

- 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.
- Office of the DC North Garo Hills has Max. (60) pending cases. Urgent action is required.
- Some immediate action is needed 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, 39 grievances are pending with some Departments from 6 months to one year. These need to be addressed on urgent footing.
- 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.
- It is expected that after the training on 31st October and 1st November the grievance redress mechanism will become efficient and the pendency will come down ensuring better service delivery.



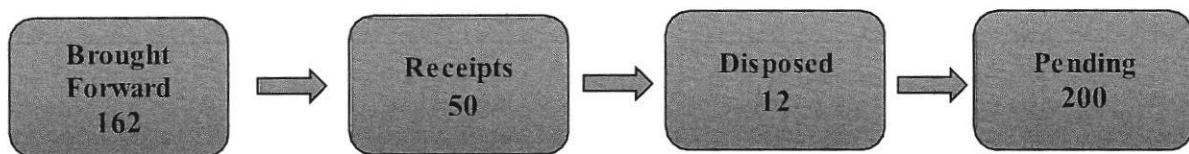
1. Introduction

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. In October, 2023, States/UTs disposed the maximum number of grievances, in the year 2023. In October, 2023, 66547 PG cases were received for the States/UTs and 54809 PG cases were redressed.

2. Overview of grievances in Meghalaya

The government of Meghalaya received 50 grievances during October and 162 grievances were brought forward. Among them, majority of the grievances are received from local/internet (166), followed by PMO (42) and DARPG (4) till the date. 41 grievances received from local/internet during November. The disposed cases during the period is 12 and majority of these are disposed under Local/Internet (8) and PMO (4). Further, among the existing pending grievances (200), 115 (57.5%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-11-2023 to 30-11-2023)



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	1	3	4	0	4	3	0	1
Local/Internet	125	41	166	8	158	39	20	99
President Secretariat	0	0	0	0	0	0	0	0
Pension	0	0	0	0	0	0	0	0
PMO	36	6	42	4	38	14	10	14
Total	162	50	212	12	200	56	30	114

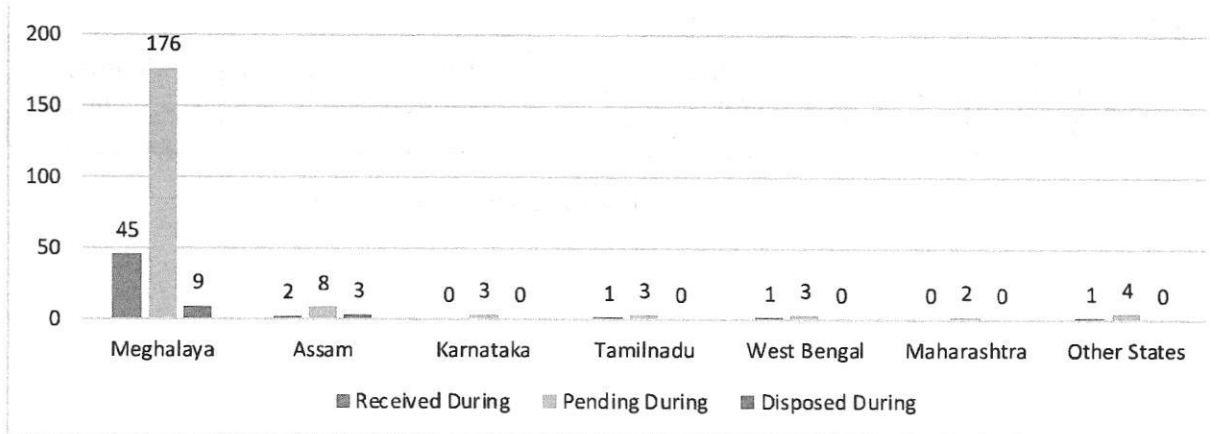
Source: CPGRAM November 2023

3. Status of grievances received by Meghalaya

Out of the total 50 cases received, 90% of the grievances are received from the state of Meghalaya (45), followed by Assam (2), Tamilnadu (1), Uttar Pradesh (1), West Bengal (1).

The number of disposals is less in November as compare to October, which is 12 and 24 respectively. Among that, 9 grievances are disposed which received from Meghalaya, 3 from other states. Similarly, among the total pendency, 88.44 percent are from Meghalaya and 11.56 percent from other states

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



Source: CPGRAM November 2023

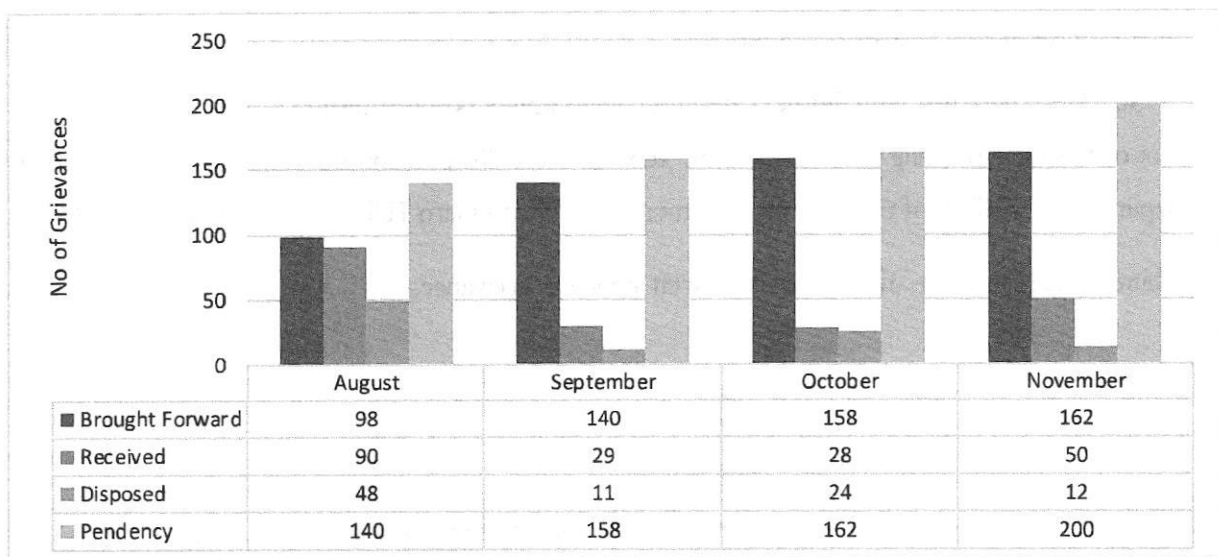


- The pending cases are 200 and this is a serious matter. It was 140 last month. It is necessary to look into the pending cases and take actions to close them. Only Meghalaya has such high level of pending cases.

4. Month wise status of grievances

The following figure explains the month wise status of grievances, 50 grievances are received in November and 162 are brought forwarded from October. It is noticeable that, around only 6 percent cases are disposed in November which was less than 13 percent in October. Further, 200 grievances are pending and it is more as compare with last month (162).

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



Source: CPGRAM November 2023

Note: Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of November are only 12.

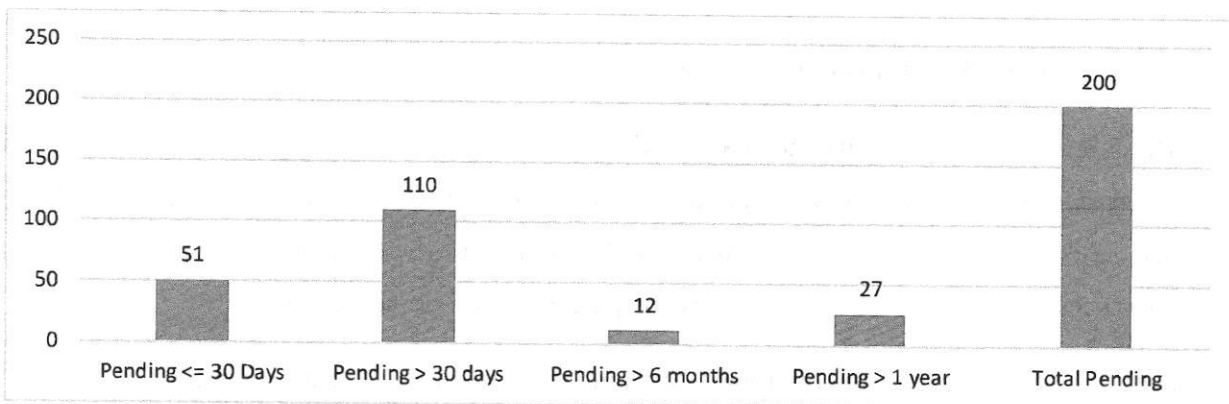
5. Age-wise status of grievances

The following figure shows the age wise status of grievances pending and the total pendency of the grievances is 200 in November. Out of this, 51 (26 %) grievances pending in less than 30 days,



110 (55 %) are between 30 to 180 days, 12 (6 %) are from past 6 months (**annexure 9**) and 27 (14 %) are pending from past one year (**annexure 10**).

Figure 4: Age-wise status of grievances pending

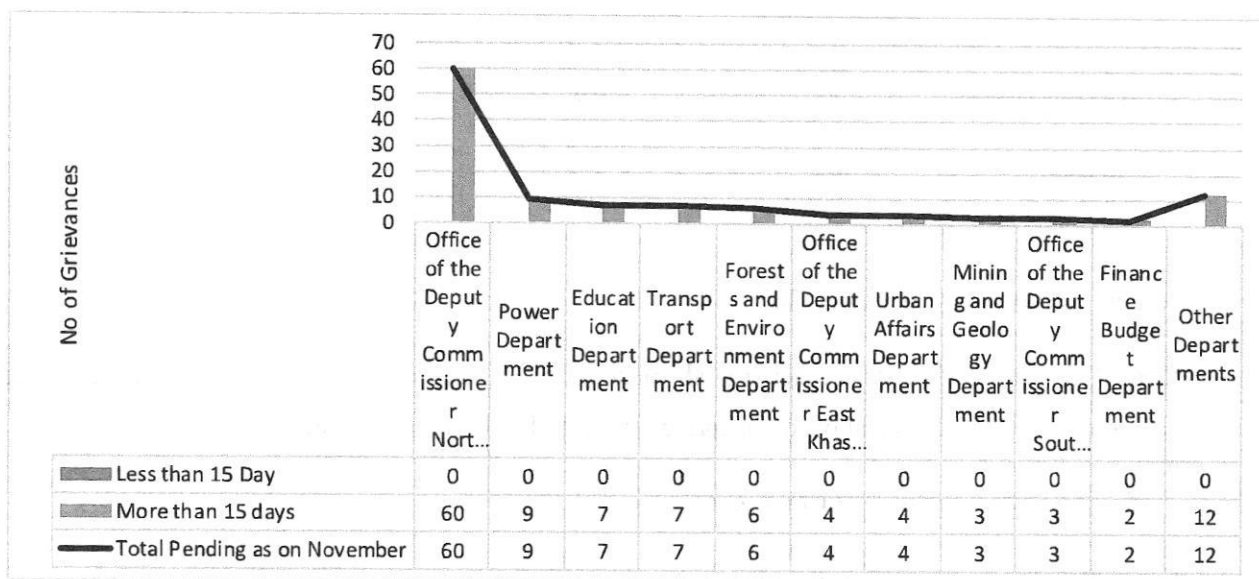


Source: CPGRAM November 2023

6. Departments with highest pending grievances (subordinates)

Out of the total pending grievances with subordinates, 90 percent are pending with the following departments. Office of the Deputy Commissioner North Garo Hills has maximum cases (60)

Figure 5: Distribution of Departments with pending grievances



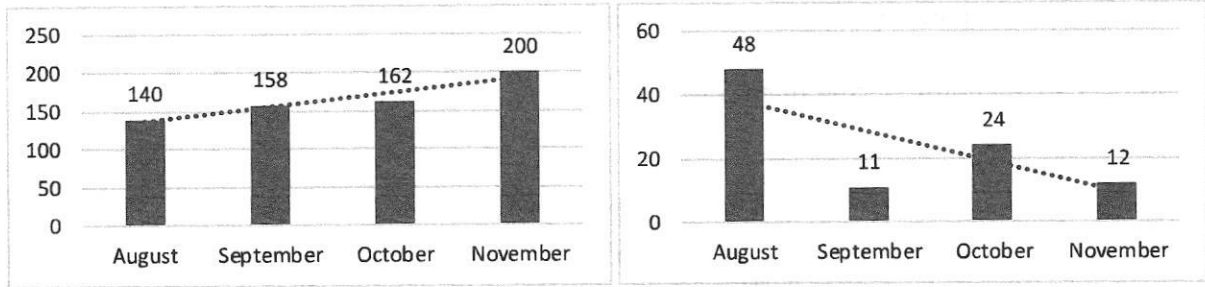
Source: CPGRAM November 2023



7. Trend in pending grievances

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

Figure 6: Trend of pendency over the months Figure 7: Trend of disposal over the month



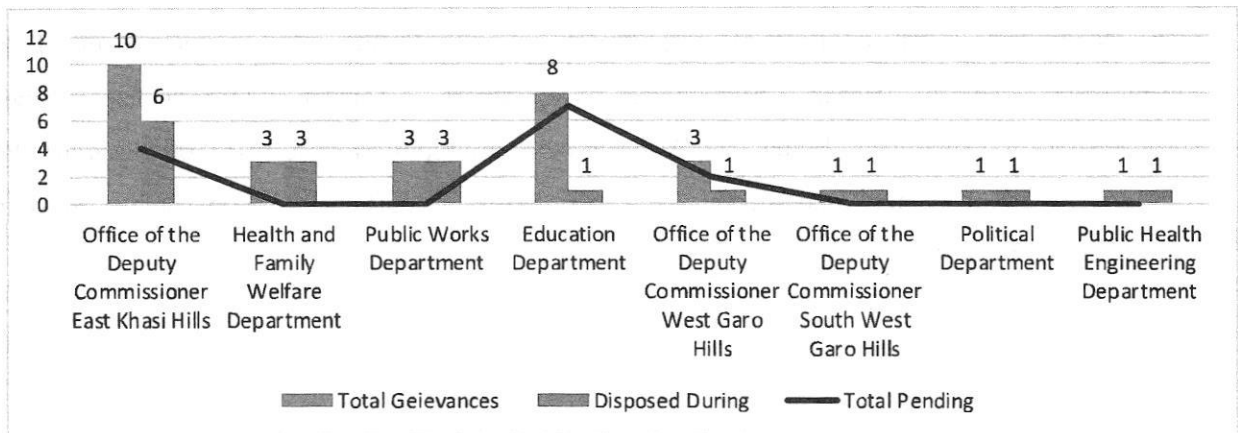
Source: CPGRAM August to November 2023

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

8. Departments with highest number of disposals (subordinates)

The Office of the Deputy Commissioner East Khasi Hills disposed more number of grievances, out of 10, 6 grievances disposed during November. Health and Family Welfare Department, Public Works Department, Office of the Deputy Commissioner South West Garo Hills, Political Department, Public Health Engineering Department disposed all the grievances in same period.

Figure 8: Subordinate departments disposed more grievances



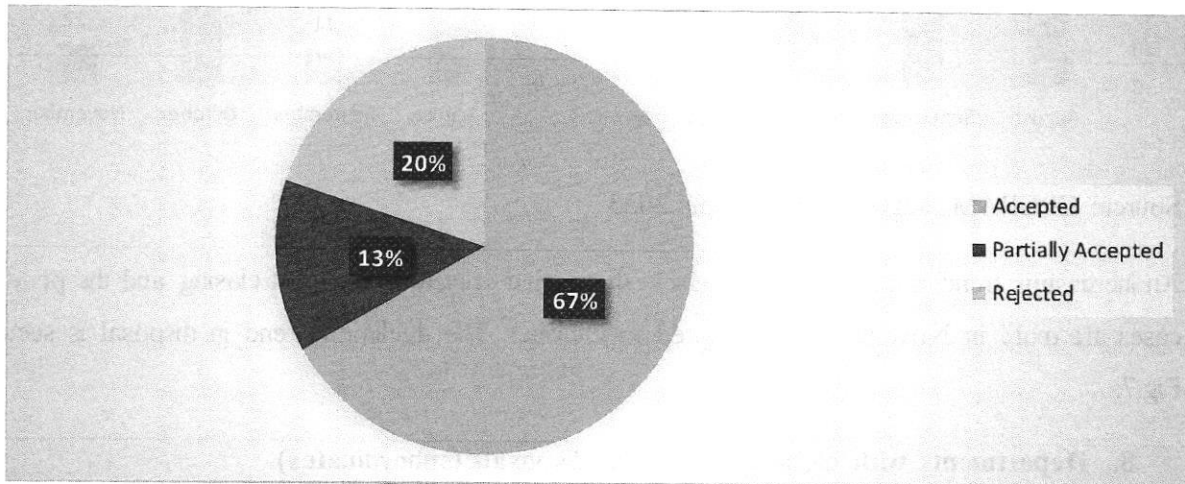


Source: CPGRAM November 2023

9. Disposal of Cases

Out of total disposed grievances (12), 20 percent are rejected due to various reasons, 13 percent are partially accepted and 67 percent are accepted.

Figure 9: Distribution of type of disposal



Source: CPGRAM November 2023

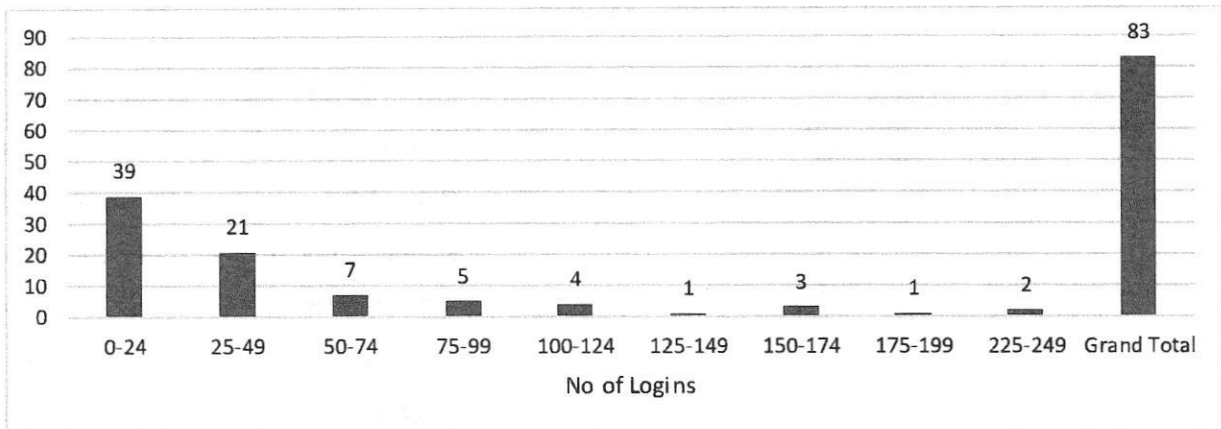
10. Logins of subordinate departments

Across the departments, 39 departments login less than 25 times, 21 departments login less than 50 times, 12 departments login less than 100 times, 9 departments logged more than 100 times and 2 departments login more than 200 times in November.

The departments such as Political Department, Social Welfare Department, Home Police Department, Public Health Engineering Department, Tourism Department, General Administration Department B and Law A Department are reported more than 100 logins till date. In addition, the Transport Department and Public Works Department tops in number of logins, which are more than 200 times.



Figure 10: Login of subordinate departments



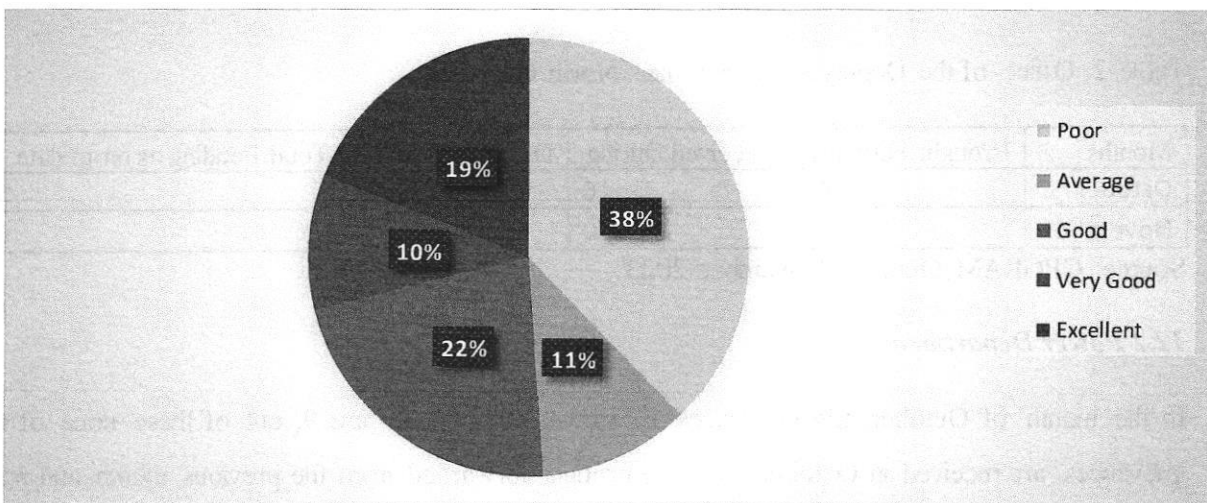
Source: CPGRAM till November 2023

11. Feedback Analysis

11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year 2023 (January to November). About 51 percent of the citizens provided positive feedback on grievances, out of which 19 percent mentioned excellent, 10 percent very good and 22 percent good. Among the remaining 49 percent, 11 percent reported average and 38 percent reported poor experience.

Figure 11: Satisfaction level of the citizens – Call Centre

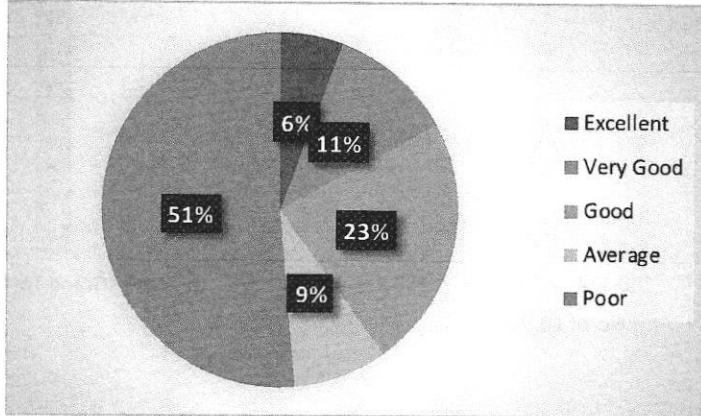


Source: CPGRAM January to November 2023



11.2 Grievance

Figure 12: Satisfaction level of the citizens - Portal



The citizens shared feedback on the experience of the grievance redressal and about 40 percent shared good feedback out of this, 6 percent marked with excellent, 11 percent with very good and 23 percent with good, 9 percent with average and remaining feedback is poor (51 %).

Source: CPGRAM January to November, 2023

12. Major Observations: Comparison of October and November

The following section explains the top five department which have more grievances

12.1 Office of the Deputy Commissioner North Garo Hills

50 grievances of October are carry forwarded to November. The department received 10 grievances and none of them are disposed during the period. The 60 grievances are carried forward to December.

Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
October	44	6	0	50
November	50	10	0	60

Source: CPGRAM October, November 2023

12.2 Power Department

In the month of October, the grievances of Power Department are 9, out of these none of the grievances are received in October and 9 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 9 grievances carry forwarded to November.



In the month of November, department received 0 grievance and none of them are disposed during the period. The remaining 9 grievances carry forwarded to December.

Table 3 Power Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
October	9	0	0	9
November	9	0	0	9

Source: CPGRAM October, November 2023

12.3 Education Department

In the month of October, the grievances of education department are 10, out of this single grievance is received in October and 9 are brought forwarded from the previous month. Hence, the department disposed 2 of the givenness in October. The remaining 8 grievances are carry forwarded to November.

In the month of November, department received none of the grievances and only single grievance is disposed during the period. The remaining 7 grievances carry forwarded to December.

Table 4: Education Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
October	9	1	2	8
November	8	0	1	7

Source: CPGRAM October, November 2023

12.4 Transport Department

In the month of October, the grievances of Transport Department are 7, out of this 1 grievance is received in October and 6 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 7 grievances carry forwarded to November.

In the month of November, department received none of the grievances and none of the grievances are disposed during the period. The remaining 7 grievances carry forwarded to December.



Table 5 Transport Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
October	6	1	0	7
November	7	0	0	7

Source: CPGRAM October, November 2023

12.5 Forests and Environment Department

In the month of October, the grievances of Forests and Environment Department are 6, out of this none of the grievances are received in October and 6 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 6 grievances carry forwarded to November.

In the month of November, department received 0 grievances and none of the grievances are disposed during the period. The remaining 6 grievances carry forwarded to December.

Table 6 Forests and Environment Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
October	6	0	0	6
November	6	0	0	6

Source: CPGRAM October, November 2023

12.6 Office of the Deputy Commissioner East Khasi Hills

In the month of October, the grievances of Office of the Deputy Commissioner East Khasi Hills are 11, out of this all grievances are brought forwarded from the previous month and none of the grievances are received in the month of October out of which only 1 grievance is disposed in the month of October. Total 10 grievances carry forwarded to November.

In the month of November, department received 0 grievance and 6 grievances are disposed in the month of November. The remaining 4 grievances carry forwarded to December.



Table 7: Office of the Deputy Commissioner East Khasi Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
October	11	0	1	10
November	10	0	6	4

Source: CPGRAM October, November 2023

13. Departments with pending grievances for more than 6 months

- 6 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 267.
- One grievance is pending with each of these departments Principal Chief Conservator of Forest and HoFF with an average of 357 days followed by Directorate of Social Welfare (332), District Transport Office Shillong (313), Finance Economic Affairs Department (311), Transport Department (308), Commissioner of Excise and Commissioner of Taxes (296), Power Department (290).

14. Departments with pending grievances for more than 1 year

- 10 grievances received from PMO office and other states are pending for more than 6 months to one year i.e. average days 499.
- 2 grievances are pending from the departments Meghalaya Power Distribution Corporation Ltd with an average of 619 days followed by Shillong Municipal Board (493), Directorate of Small Savings (453).
- One each grievance is pending with each of these departments Urban Affairs Department with an average of 619 days followed by District Rural Development Agency Jowai (614), Directorate of Urban Affairs (609), Office of the The Deputy Commissioner East Jaintia Hills (560), Transport Department (542), Meghalaya Board Of School Education (531), Office of the Deputy Commissioner West Garo Hills (524), Office of the Deputy Commissioner East Khasi Hills (455), Education Department (453), Principal Chief Conservator of Forest and HoFF (418), Forests and Environment Department (398).



Training program on Grievance Redressal on CPGRAMS and megPGRAMS

The Meghalaya Administrative Training Institute (MATI) conducted a 2-Day Training Programme on Grievance Redressal on CPGRAMS and megPGRAMS on 31st October and 1st November, 2023. The programme was attended by 430 officials on first day and 233 officials on second day, including Public Grievance Redressal Officers (PGROs) and Assistants from various departments of the Government of Meghalaya.

The program started with the introduction of Grievance Redressal: CPGRAMS and megPGRAMS, the session was handled by the NIC team. Further, demonstrated the grievance portals and the process of grievance redressal system. First day ended with the session on 'Issues and Challenges: CPGRAMS and megPGRAMS' handled by Shri. L. K. Diengdoh, MCS, Dy. Secy, Personnel & ARC Deptt. The session provided the solutions for complicated grievances. The second day was completely a practice session for assistants.

The programme provided participants with valuable information and insights on the importance of grievance redressal including handholding sessions. The programme was interactive and immersive with hands-on sessions were also involved whereby, it allowed participants to experience the interface first hand, ensuring they can process and resolve grievances efficiently.





15. Major findings

- As compared to the previous month (October), the disposal rate is low in November and the number of pending grievances is more due to more cases being brought forward (162).
- Among subordinates, Office of the Deputy Commissioner North Garo Hills tops in pending cases and followed by Power Department, Education Department, Transport Department, Forests and Environment Department, Office of the Deputy Commissioner East Khasi Hills. none of the mentioned departments have disposed a single grievance in November except Education Department and Office of the Deputy Commissioner East Khasi Hills.
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly increased during last months (51%). 49% of the people are not happy with redressal mechanism. Therefore, favourable feedback should be increased in coming months.

16. Recommendations

- 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 grievance is pending with each of these departments Urban Affairs Department with an average of 619 days followed by District Rural Development Agency Jowai (614), Directorate of Urban Affairs (609), Office of the The Deputy Commissioner East Jaintia Hills (560), Transport Department (542), Meghalaya Board Of School Education (531), Office of the Deputy Commissioner West Garo Hills (524), Office of the Deputy Commissioner East Khasi Hills (455), Education Department (453), Principal Chief Conservator of Forest and HoFF (418), Forests and Environment Department (398).
- 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.
- It is expected that after the training on 31st October and 1st November the grievance redress mechanism will become efficient and the pendency will come down ensuring better service delivery.



Annexures

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

Name	Brought Forward	Received During	Disposed During	Total Pending as on November	Pendency %
Total	123	11	17	117	87.31
Office of the Deputy Commissioner North Garo Hills	50	10	0	60	51.28
Power Department	9	0	0	9	7.69
Education Department	8	0	1	7	5.98
Transport Department	7	0	0	7	5.98
Forests and Environment Department	6	0	0	6	5.13
Office of the Deputy Commissioner East Khasi Hills	10	0	6	4	3.42
Urban Affairs Department	4	0	0	4	3.42
Mining and Geology Department	3	0	0	3	2.56
Office of the Deputy Commissioner South Garo Hills	3	0	0	3	2.56
Finance Budget Department	2	0	0	2	1.71
Home Police Department	2	0	0	2	1.71
Office of the Deputy Commissioner West Garo Hills	2	1	1	2	1.71
Agriculture Department Govt of Meghalaya	1	0	0	1	0.85
Community and Rural Development Department	1	0	0	1	0.85
Excise Registration Taxation Stamps Department	1	0	0	1	0.85
Finance Economic Affairs Department	1	0	0	1	0.85
Office of the Deputy Commissioner Ri Bhoi District	1	0	0	1	0.85
Office of the The Deputy Commissioner East Jaintia Hills	1	0	0	1	0.85
Revenue and Disaster Management Department	1	0	0	1	0.85
Social Welfare Department	1	0	0	1	0.85



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
District Council Affairs Department	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 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	3	0	3	0	0
Home Civil Defence and Home Guards 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 East Garo Hills	0	0	0	0	0



Office of the Deputy Commissioner South West Garo Hills	1	0	1	0	0
Office of the Deputy Commissioner South West Khasi Hills	0	0	0	0	0
Office of the Deputy Commissioner West Jaintia 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 ARB Department	0	0	0	0	0
Personnel and ARA Department	0	0	0	0	0
Planning Department	0	0	0	0	0
Political Department	1	0	1	0	0
Public Health Engineering Department	1	0	1	0	0
Public Works Department	3	0	3	0	0
Secretariat Administration 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: CPGRAM November 2023

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

Name	Brought Forward	Received During	Disposed During	Total Pending as on November	Disposed %
Total	123	11	17	117	12.69
Office of the Deputy Commissioner East Khasi Hills	10	0	6	4	35.29
Health and Family Welfare Department	3	0	3	0	17.65
Public Works Department	3	0	3	0	17.65