

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

Submitted to

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

**Government of Meghalaya**



**Public Affairs Centre, Bangalore**

**July 2024**



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## Executive Summary

- The government of Meghalaya received 126 grievances during July among them 112 (89%) are related to Local/ Internet.
- 528 grievances were brought forward leading to a total of 654. Among them, majority of the grievances are with local/internet (563), followed by PMO (73), President Secretariat (12), DARPG (5) and Pension (1) till the date.
- The disposed cases during the period is **31** and majority of these are disposed under Local/Internet (25).
- The pending cases, as on today are 623. It was 528 last month.
- Among the existing pending grievances (623), 466 (75%) 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 59% (226) pending cases.
- As compared to the previous month (June), the disposal rate has increased in July (31) but, the absolute number of pending grievances is more due to more cases being brought forward (528).
- The feedback analysis indicates that the levels of satisfaction expressed by the people increased during last month (45%) showing improved service.
- From January to July, the data indicates 72% 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.
- 86 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 14 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. 38 (6%) 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 515.
  - 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 498 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. Follow up is required.



## Table of Contents

1. Introduction .....	6
2. Overview of grievances in Meghalaya .....	6
3. Status of grievances received by Meghalaya .....	7
4. Month wise status of grievances .....	7
5. Age-wise status of grievances.....	8
6. Departments with highest pending grievances (subordinates).....	9
7. Trend in pending grievances.....	10
8. Departments with highest number of disposals (subordinates) .....	10
9. Acceptance of Cases .....	11
10. Logins of subordinate departments.....	12
11. Feedback Analysis.....	12
11.1 Call Centre .....	12
11.2 Grievance .....	13
12. Major Observations: Comparison of June and July 2024 .....	14
12.1 Office of the Deputy Commissioner North Garo Hills .....	14
12.2 Agriculture Department Govt of Meghalaya.....	14
12.3 Office of the Deputy Commissioner Ri Bhoi District.....	15
12.4 Power Department .....	15
12.5 Transport Department .....	16
12.6 Health and Family Welfare Department .....	16
13. Departments with pending grievances for more than 6 months .....	17
14. Departments with pending grievances for more than 1 year.....	18
15. Major findings .....	18
16. Recommendations.....	19
Annexures .....	20
Annexure 1: Distribution of Departments with grievances and pendency with subordinates .....	20
Annexure 2: Distribution of Departments with grievances and disposed with subordinates .....	22
Annexure 3: Status grievances brought forward, received, pending and disposal from Meghalaya and other states.....	24
Annexure 4: Top departments having more pendency.....	25
Annexure 5: Top departments disposed more grievances .....	26



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Annexure 6: Department with highest logins .....	26
Annexure 7: Department with less logins .....	27
Annexure 8: Department with zero logins (Not Applicable).....	27
Annexure 9: Departments with Grievances pending more than six months.....	27
Annexure 10: Departments with Grievances pending more than one year .....	28



## 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.

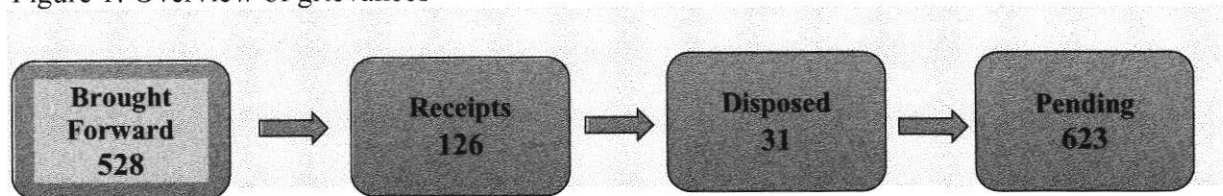
DARPG also developed a dedicated portal to monitor the real time status of grievances. Anuvadini tool, a voice and document AI translation tool consisting of multitude of features is being used to translate the CPGRAMS Monthly Reports in the regional languages

In June, 2024, 55134 PG cases were received for the States/UTs and 69940 PG cases were redressed. The monthly disposal in States/UTs increased from 55940 PG cases at the end of May, 2024, to 69940 PG cases at the end of June, 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 126 grievances during July and 528 grievances were brought forward leading to a total of 654. Among them, majority of the grievances are with local/internet (563), followed by PMO (73), President Secretariat (12), DARPG (5) and Pension (1) till the date. Out of 126 grievances received 112 are from local/internet, PMO (12), President Secretariat (2) and Pension (2) during July. The disposed cases during the period is 31 and majority of these are disposed under Local/Internet (25), and 5 from PMO and one from Pension. Further, among the existing pending grievances (623), 466 (75%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-07-2024 to 31-07-2024)



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	5	0	5	0	5	2	0	3
Direct from complainant	451	112	563	25	538	64	57	417
President Secretariat	10	2	12	0	12	1	6	5
Pension	0	1	1	1	0	0	0	0
PMO	62	11	73	5	68	11	16	41
<b>Total</b>	<b>528</b>	<b>126</b>	<b>654</b>	<b>31</b>	<b>623</b>	<b>78</b>	<b>79</b>	<b>466</b>

Source: CPGRAMS, July 2024

### 3. Status of grievances received by Meghalaya

Out of the total 126 cases received, 98% of the grievances are received from the state itself (123), and the remaining four pertaining to Meghalaya are received from other states Assam (1), West Bengal (1), and Uttar Pradesh (1).

The number of disposals is slightly increased in July as compared to June, is 31 and 11 respectively. Among them, 30 grievances are disposed which are from Meghalaya, and 1 from Maharashtra.

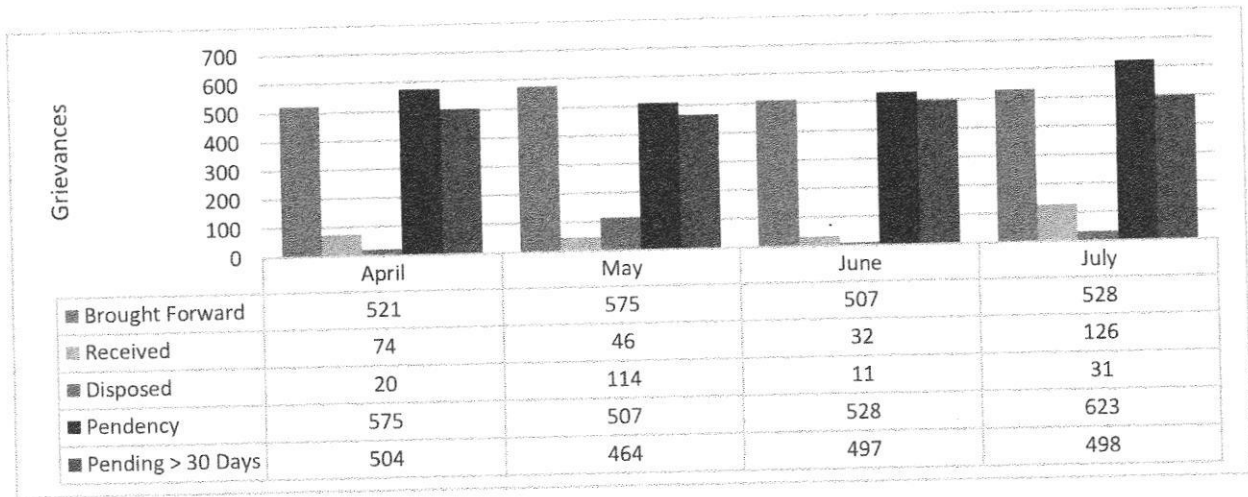
- The pending cases are 623 and this is a serious matter. It is necessary to look into the pending cases and take actions to close them.
- The addition is due to more cases received in July 2024.

### 4. Month wise status of grievances

The following figure explains the month wise status of grievances, 126 grievances are received in July and 528 are brought forwarded from June. It is noticeable that, around 5 percent cases are disposed in July which is high when compare to June. Further, 623 grievances are pending and it is more as compare with last month (528).



Figure 2: Month wise status of brought forward, receipts, disposal and pendency



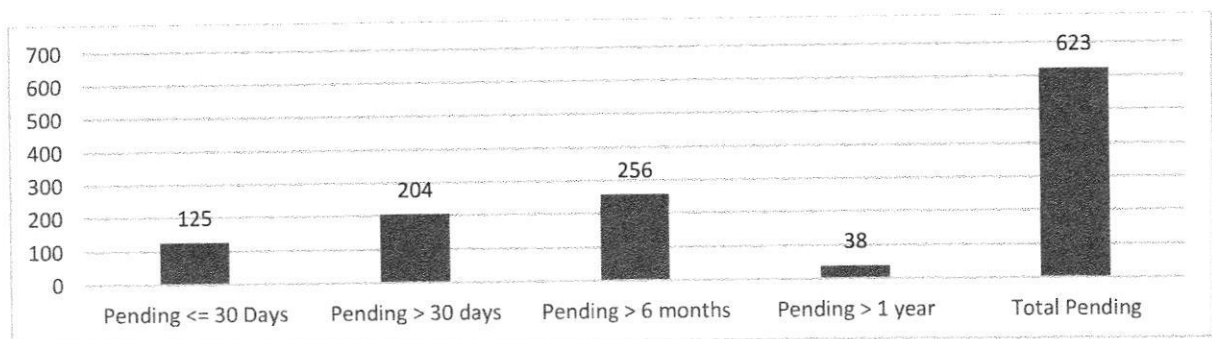
Source: CPGRAMS, April and July 2024

**Note:** Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of July are 31. The pendency of cases greater than 30 days has increased (498).

### 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 623 in July. Out of this, 125 (20 %) grievances pending in less than 30 days, 204 (33%) are between 30 to 180 days, 256 (41%) are from past 6 months (**annexure 9**) and 38 (6%) are pending from past one year (**annexure 10**).

Figure 3: Age-wise status of grievances pending



Source: CPGRAMS, July 2024



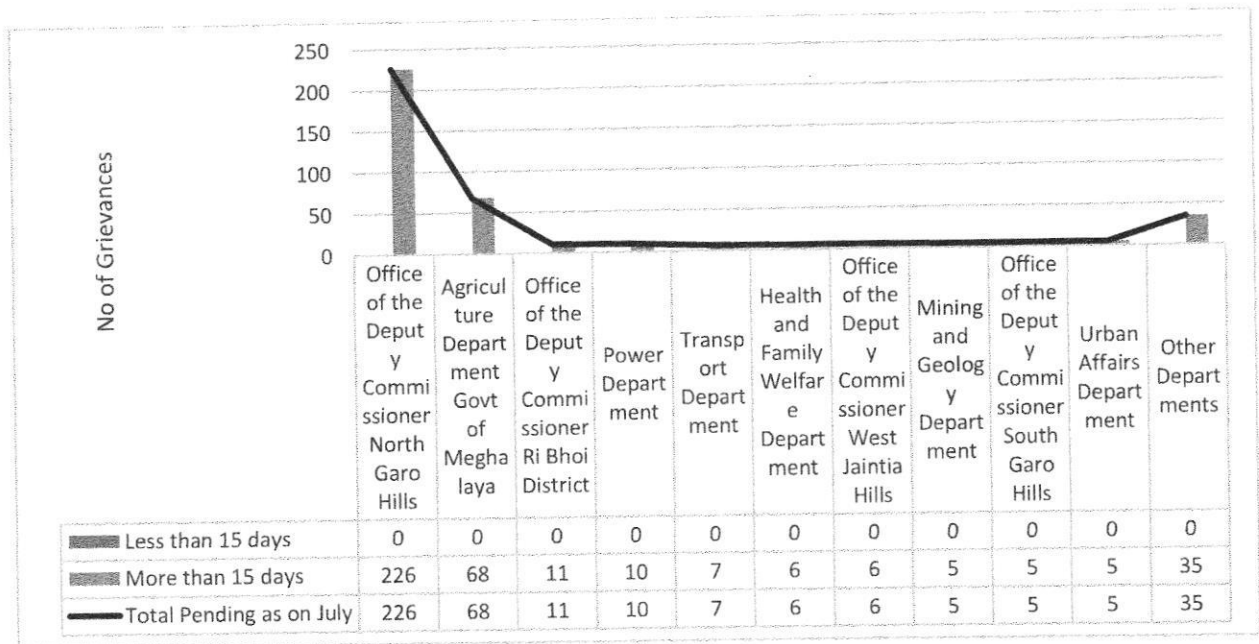


There are 498 cases pending for more than 30 days. As per the OM from DAPRG (July 2022) the grievances received on CPGRAMS shall be resolved promptly as soon as they are received but within a maximum period of 30 days. In case redressal is not possible within the prescribed timeframe due to the circumstances 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, 91 percent are pending with the following departments. Office of the Deputy Commissioner North Garo Hills has maximum cases (226)

Figure 4: Distribution of Departments with pending grievances



Source: CPGRAMS, July 2024



## 7. Trend in pending grievances

The figures 5 & 6 shows the trend of pending and disposal grievances from April to July 2024.

Figure 5: Trend of pendency over the months

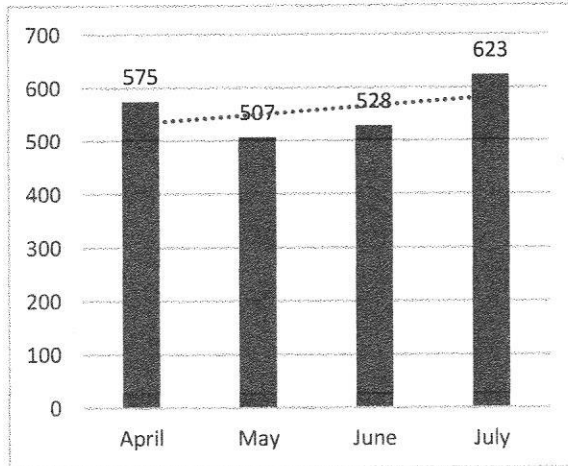
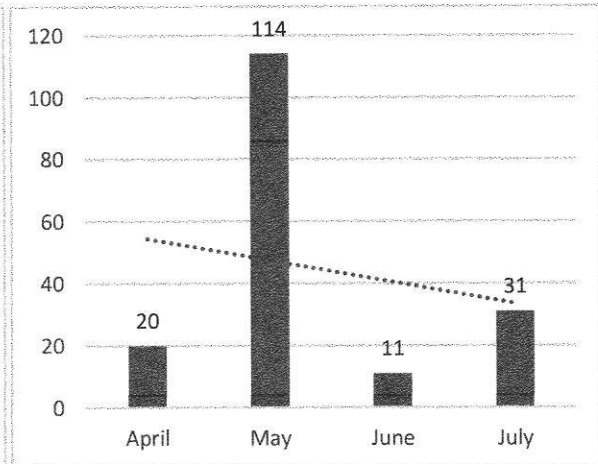


Figure 6: Trend of disposal over the month



Source: CPGRAMS, April to July 2024

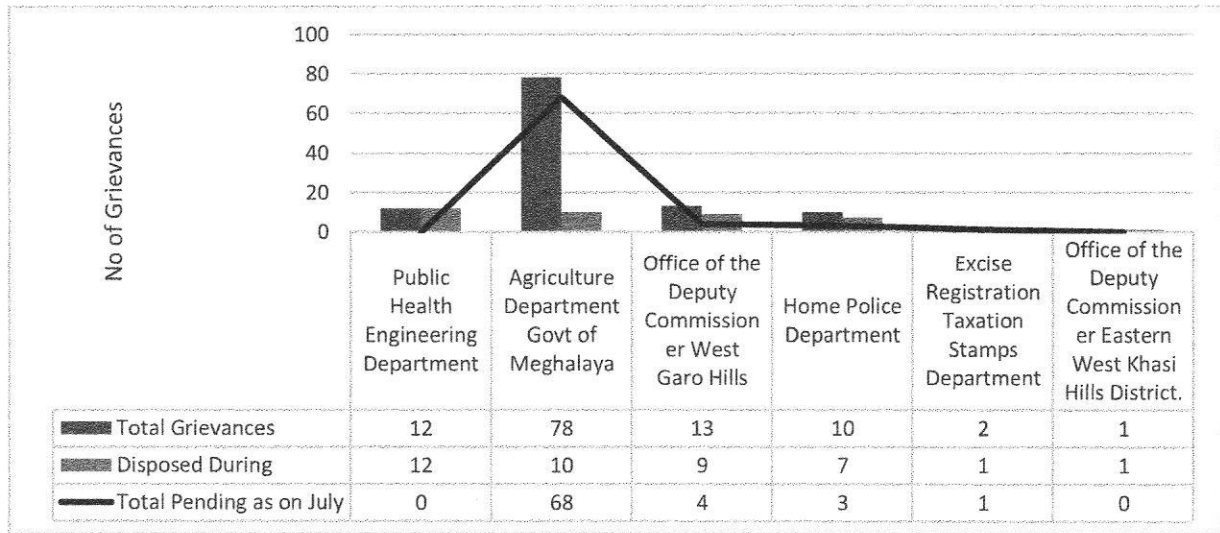
There is a noticeable fluctuating trend indicating that grievances are not being resolved. In July, there are more pending grievances compared to June as shown in Fig.5. Additionally, the number of disposed cases is increased in July than in June, as shown in Fig.6.

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

The Public Health Engineering Department has disposed more number of grievances, out of 12, All grievances are disposed during July. Agriculture Department Govt of Meghalaya, out of 78, 10 grievances are disposed. Office of the Deputy Commissioner South West Garo Hills, out of 13, 9 grievances are disposed, Home Police Department disposed 7 out of 10 grievances, Excise Registration Taxation Stamps Department, Office of the Deputy Commissioner Eastern West Khasi Hills District disposed single grievances in same period.



Figure 7: Subordinate departments that disposed more grievances

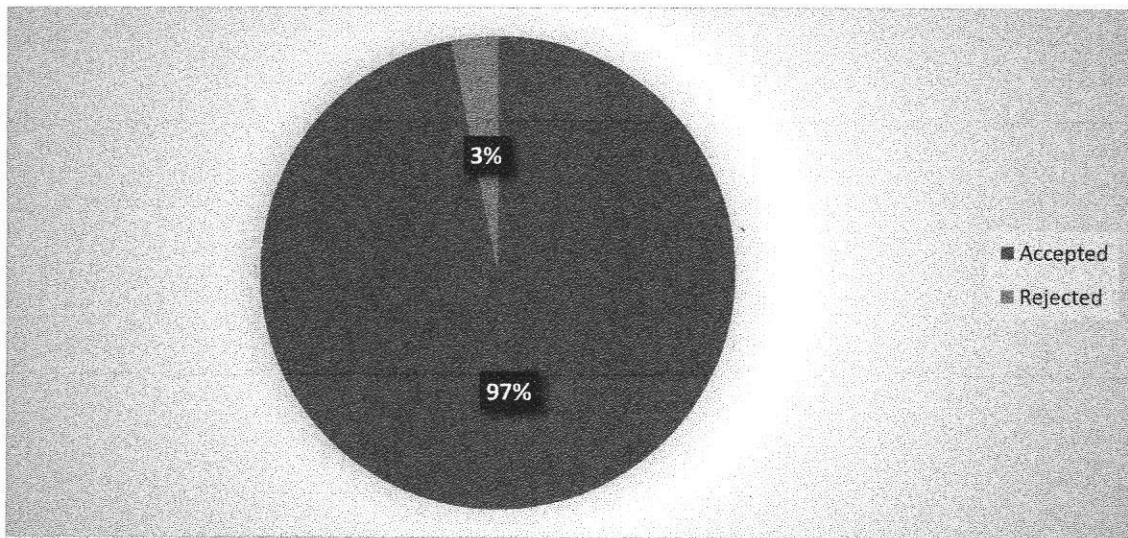


Source: CPGRAMS, July 2024

### 9. Acceptance of Cases

Out of total disposed grievances, 3 percent are rejected due to various reasons, 97 percent are accepted.

Figure 8: Distribution of type of acceptance



Source: CPGRAMS, July 2024

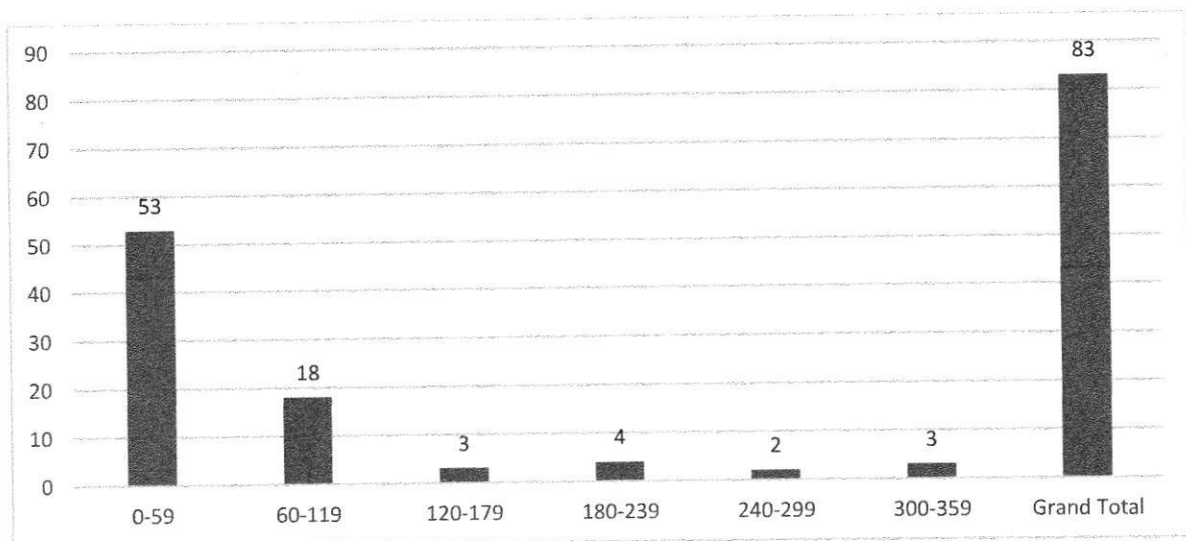


## 10. Logins of subordinate departments

Across the departments, 53 departments login less than 60 times, 18 departments login less than 120 times, 9 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, Finance Pension Cell Department, General Administration Department B, 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, Public Works Department, Political Department, and Transport Department tops in number of logins, which are more than 300 times.

Figure 9: Login of subordinate departments



Source: CPGRAMS till July 2024

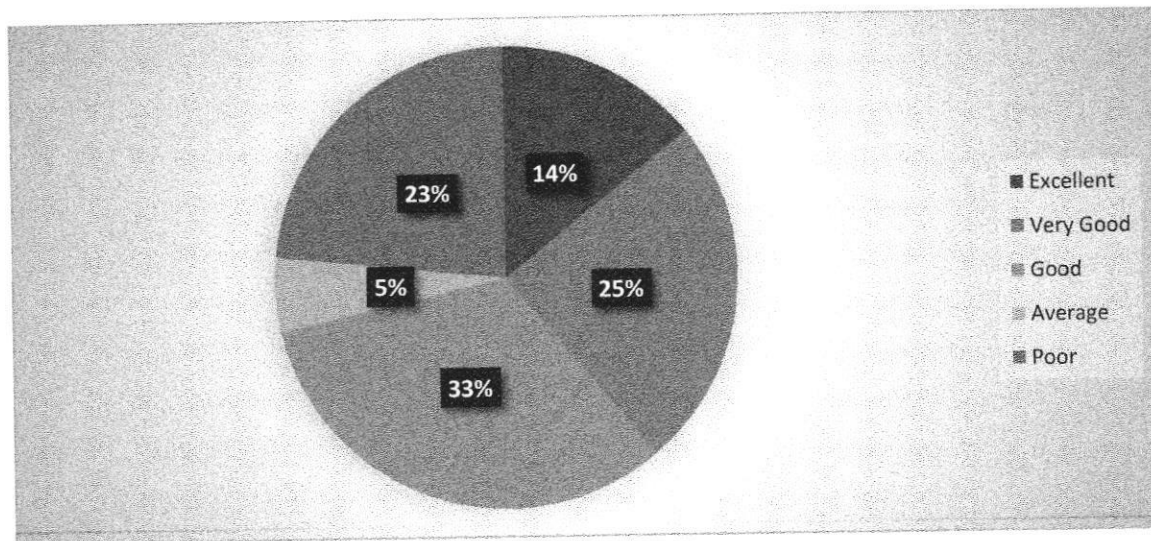
## 11. Feedback Analysis

### 11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year (January 2024 to July 2024). About 72 percent of the citizens provided positive feedback on grievances, out of which 14 percent mentioned excellent, 25 percent very good and 33 percent good. Among the remaining 28 percent, 5 percent reported average and 23 percent reported poor experience.



Figure 10: Satisfaction level of the citizens – Call Centre

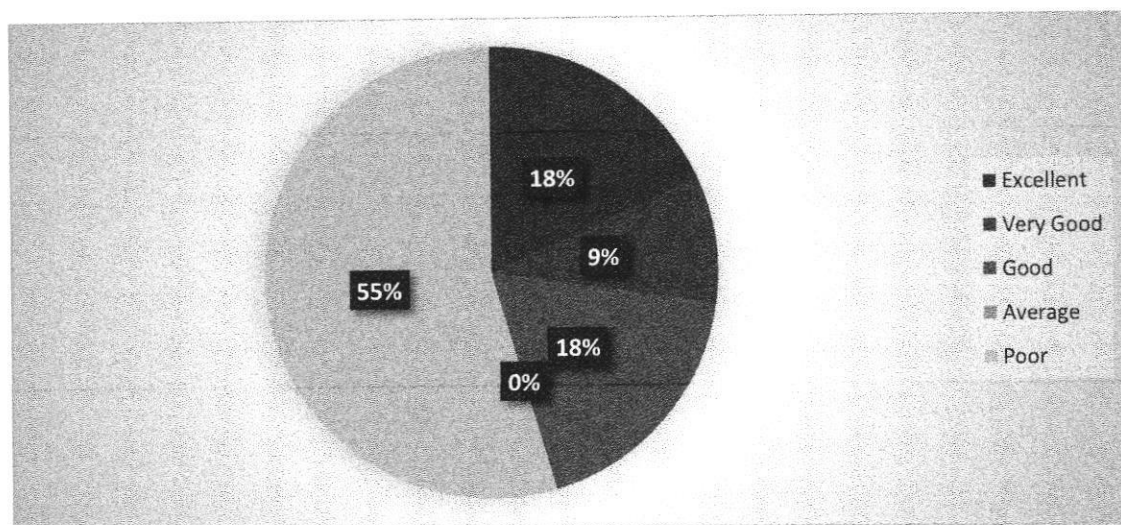


Source: CPGRAMS, January 2024 to July 2024

### 11.2 Grievance

The citizens shared feedback on the experience of the grievance redressal and about 18 percent shared Excellent, 9 percent with Very Good, and 18 percent with Good, and remaining feedback is poor (55 %).

Figure 11: Satisfaction level of the citizens - Portal



Source: CPGRAMS, January 2024 to July 2024



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

In the month of July, 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 August.

Table 2: Office of the Deputy Commissioner North Garo Hills

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

Source: CPGRAMS, June and July 2024

### 12.2 Agriculture Department Govt of Meghalaya

In the month of June, the Agriculture Department Govt of Meghalaya grievances are 81, out of these 24 grievances are received in June and 57 are brought forwarded from the previous month and 3 grievances are disposed during the period. The remaining 78 grievances carry forwarded to July.

In the month of July, department received none of the grievances and 10 grievances are disposed during the period. The remaining 68 grievances carry forwarded to August.

Table 3: Agriculture Department Govt of Meghalaya

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
June	57	24	3	78
July	78	0	10	68

Source: CPGRAMS, June and July 2024



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

In the month of June, the grievances of Office of the Deputy Commissioner Ri Bhoi District are 11, out of these a single grievance is received in June and 10 grievances are brought forwarded from the previous month. The department disposed none of the grievances in June. The remaining 11 grievances are carry forwarded to July.

In the month of July, department received 0 grievances, and 11 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 11 grievances carry forwarded to August.

Table 3: Office of the Deputy Commissioner Ri Bhoi District

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

Source: CPGRAMS, June and July 2024

### **12.4 Power Department**

In the month of June, the grievances of Power Department are 10, out of these no grievance was received in June and 10 are brought forwarded from the previous month. The department disposed none of these grievances during the period. The remaining 10 grievances carry forwarded to July.

In the month of July, department received 0 grievances and none of the grievances are disposed during the period. The remaining 10 grievances carry forwarded to August.

Table 5 Power Department

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

Source: CPGRAMS, June and July 2024



### **12.5 Transport Department**

In the month of June, the grievances of Transport Department are 7, out of these none of the grievances are received in June and 7 grievances are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 7 grievances carry forwarded to July.

In the month of July, department received 0 grievance and none of the grievances are disposed during the period. The remaining 7 grievances carry forwarded to August.

Table 6 Transport Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
June	7	0	0	7
July	7	0	0	7

Source: CPGRAMS, June and July 2024

### **12.6 Health and Family Welfare Department**

In the month of June, the grievances of Health and Family Welfare Department are 6, out of these 3 of the grievances are received in June and 3 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 6 grievances carry forwarded to July.

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

Table 5 Health and Family Welfare Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
June	3	3	0	6
July	6	0	0	6

Source: CPGRAMS, June and July 2024





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

- 19 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 228
- 14 grievances are pending with District Agriculture Office West Garo Hills form the last 6 months i.e. average days 284
- 3 grievances are pending with Mining and Geology Department form the last 6 months i.e. average days 240
- 2 grievances are pending with Transport Department form the last 6 months i.e. average days 327
- 2 grievances are pending with office of the Personnel and AR B Department from the last 6 months i.e. average days 263
- 190 grievances are pending with Office of the Deputy Commissioner North Garo Hills form the last 6 months i.e. average days 261
- 5 grievances are pending with Office of the Deputy Commissioner Ri Bhoi District from the last 6 months i.e. average days 239
- 4 grievances are pending with Office of the Deputy Commissioner South Garo Hills form the last 6 months i.e. average days 299
- 2 grievances are pending with Office of the Commissioner West Garo Hills form the last 6 months i.e. average days 247
- 2 grievances are pending with Office of the Deputy Commissioner West Jaintia Hills District from the last 6 months i.e. average days 243
- Single grievance is pending with Office of the Deputy Commissioner East Garo Hills District from the last 6 months i.e. average days 263
- One grievance is pending with each of these departments Mining and Geology Department (367), Directorate of Agriculture (359), Director of Health Services MI (351), Superintendent of Police East Jaintia Hills Khliehriat (340), Meghalaya Power Distribution Corporation Ltd (335), DISTRICT TRANSPORT OFFICE SHILLONG (333), District Council Affairs Department (246), Education Department (242), Home Police Department (240), Revenue and



Disaster Management Department (232), Chief Ministers Office (214) and Home Civil Defence and Home Guards Department (205).

#### **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 515.
- 8 grievances received from Meghalaya Power Distribution Corporation Ltd are pending for more than one year i.e. average days 497.
- 5 grievances received from Office of the Deputy Commissioner North Garo Hills are pending for more than one year i.e. average days 374.
- 2 grievances are pending from the departments Directorate of Small Savings with an average of 696 days followed by Directorate of Urban Affairs (856) and Shillong Municipal Board (735).
- One grievance is pending with each of these departments Commissioner of Excise 2 Excise Registration Taxation Stamps Department (538), Commissioner of Transport 2 DISTRICT TRANSPORT OFFICE SHILLONG (555), Directorate of Agriculture (407), District Rural Development Agency Jowai (856), Mining and Geology Department (391), Office of the Deputy Commissioner West Garo Hills (766), Office of the The Deputy Commissioner East Jaintia Hills (802), Personnel and AR B Department (788), Power Department 2 Government of Meghalaya (532), SUPERINTENDENT OF POLICE EAST KHASI HILLS (385) and Transport Department (424).

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

- The government of Meghalaya received 126 grievances during July among them 112 (89%) are related to Local/ Internet.
- As compared to the previous month (July), the disposal rate has increased in July (31) but, the absolute number of pending grievances is more due to more cases being brought forward (528).
- The feedback analysis indicates that the levels of satisfaction expressed by the people increased during last month (45%) showing improved service.