

# **Findings from CPGRAMS for Meghalaya (October, 2023)**

Submitted to

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

**Government of Meghalaya**



**Public Affairs Centre, Bangalore**

**October 2023**



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### **Executive Summary**

- The government of Meghalaya received 28 grievances during October and 158 grievances were brought forward. Among them, majority of the grievances are received from local/internet (136), followed by PMO (49) and DARPG (1) till the date.
- 25 grievances received from local/internet during October. The disposed cases during the period is 24 and majority of these are disposed under PMO (13) and Local/Internet (11).
- Among the existing pending grievances (121/162) 74.7% grievances are with subordinates.
- As compared to the previous month (September), the disposal rate is slightly increased in October but the number of pending grievances is more due to more cases being brought forward (158).
- Among subordinates, Office of the Deputy Commissioner North Garo Hills tops in pending cases and followed by Office of the Deputy Commissioner East Khasi Hills, Power Department, Education Department, Transport Department and Forests and Environment Department. Except education Dept and Office of the Deputy Commissioner East Khasi Hills, none of the mentioned departments have disposed a single grievance in October.
- The feedback analysis indicates that the levels of satisfaction expressed by the people remain the same during last two months. 51% 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.
- 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 Urban Affairs Department with an average of 586 days followed by District Rural Development Agency Jowai (581), Directorate of Urban Affairs (576), Office of the The Deputy Commissioner East Jaintia Hills (527), Transport Department (509), Meghalaya Board Of School Education (498), Office of the Deputy Commissioner West Garo Hills (491), District School Education Officer Tura



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(488), Office of the Deputy Commissioner East Khasi Hills (422), Education Department (420), Principal Chief Conservator of Forest and HoFF (385).

- 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.



## 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 September, 2023, States/UTs disposed the maximum number of grievances, in the year 2023. In September, 2023, 58017 PG cases were received for the States/UTs and 57701 PG cases were redressed. For States/UTs, as on 30th September, 2023, there exists a pendency of 170921 PG cases.

## 2. Overview of grievances in Meghalaya

The government of Meghalaya received 28 grievances during October and 158 grievances were brought forward. Among them, majority of the grievances are received from local/internet (136), followed by PMO (49) and DARPG (1) till the date. 25 grievances received from local/internet during October. The disposed cases during the period is 24 and majority of these are disposed under PMO (13) and Local/Internet (11). Further, among the existing pending grievances (162), 121 (74.7%) grievances are with subordinates.

Figure 1: Overview of grievances

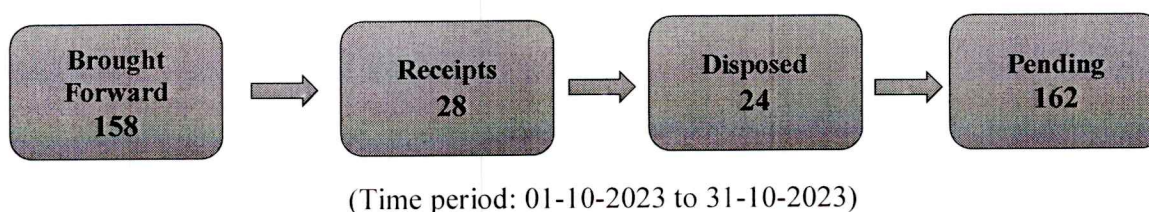






Table 1: Overview of grievances

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Disposed During Period	Closing Balance	Yet to Assess	At our Office	With Subordinate
DARPG	1	0	1	0	1	0	0	1
Local/Internet	111	25	136	11	125	9	16	100
President Secretariat	0	0	0	0	0	0	0	0
Pension	0	0	0	0	0	0	0	0
PMO	46	3	49	13	36	7	9	20
<b>Total</b>	<b>158</b>	<b>28</b>	<b>186</b>	<b>24</b>	<b>162</b>	<b>16</b>	<b>25</b>	<b>121</b>

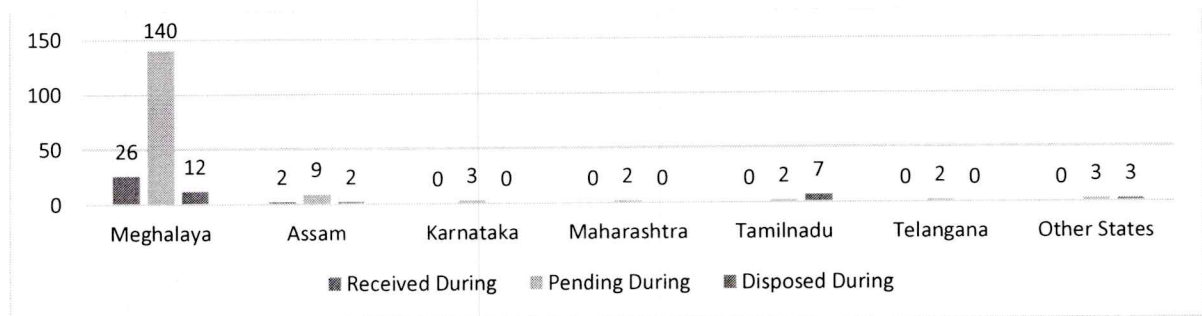
Source: CPGRAM October 2023

### 3. Status of grievances received by Meghalaya

Majority of the grievances received from the state of Meghalaya (26), followed by Assam (2). However, 93% (26) of grievances are registered are from Meghalaya, 7 % (2) of grievances are registered from Assam.

The number of disposals is slightly more in October as compare to September, which is 28 and 11 respectively. Among that, 12 grievances are disposed which received from Meghalaya, 12 from other states. Similarly, among the total pendency, 87 percent are from Meghalaya and 13 percent from other states. About 50 percent grievances disposed from Meghalaya and 50 percent from other states.

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



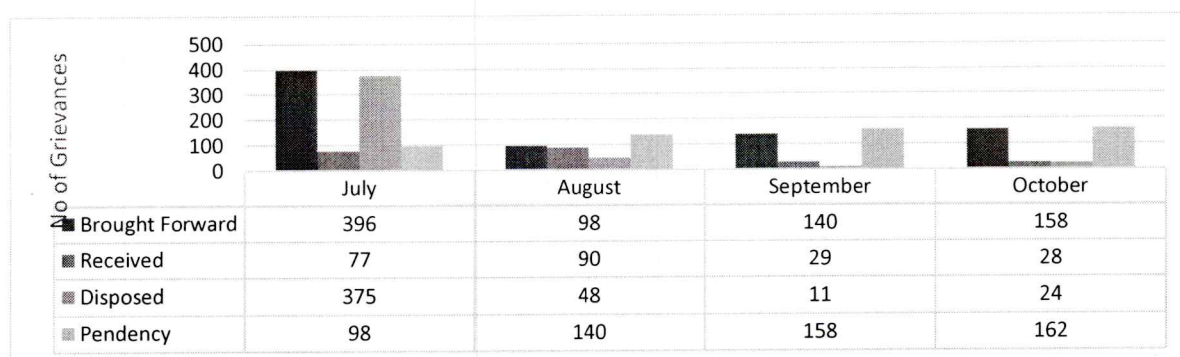
Source: CPGRAM October 2023



#### 4. Month wise status of grievances

The following figure explains the month wise status of grievances. 28 grievances are received in October and 158 are brought forward from September. It is noticeable that, around 13 percent cases are disposed in October and which was 6.5 percent in September. Further, 162 grievances are pending and it is more as compared with last month (158).

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



Source: CPGRAM October 2023

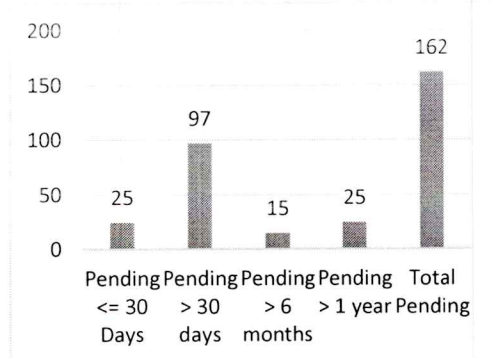
**Note:** Current Pendency = Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of October are only 24.

#### 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 162 in October. Out of this, 25 (15 %) grievances pending in less than 30 days, 97 (60 %) are between 30 to 180 days, 15 (9 %) are from past 6 months and 25 (15 %) (annexure 9) are pending from past one year (annexure 10).



Figure 4: Age-wise status of grievances pending

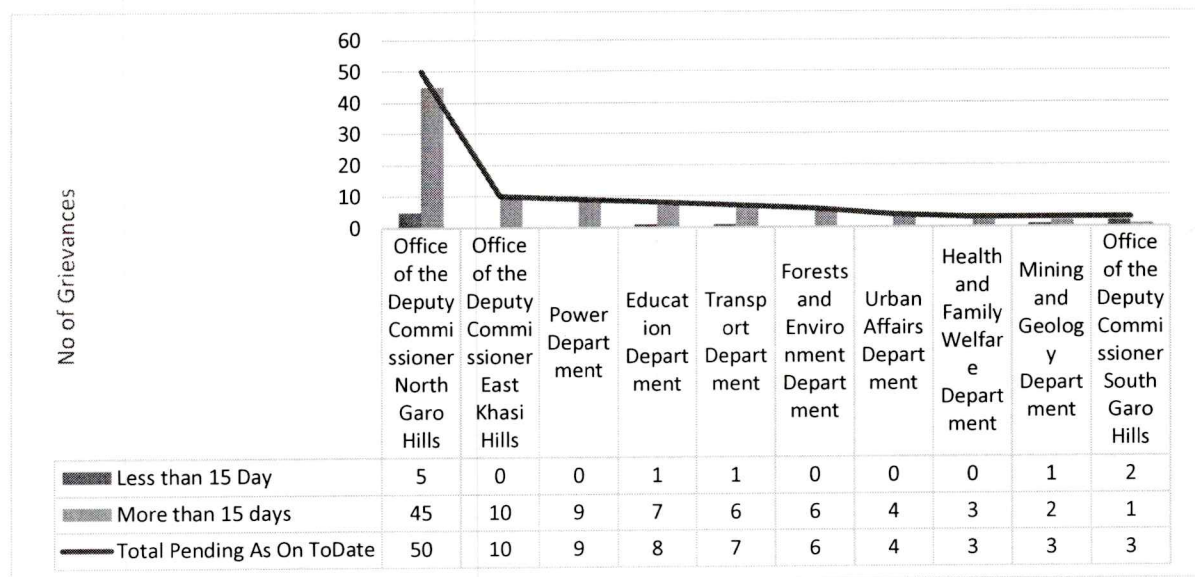


#### Departments with highest pending grievances (subordinates)

Out of the total pending grievances with subordinates, 92.5 percent are pending with the following departments. Office of the Deputy Commissioner North Garo Hills has maximum cases (50)

CPGRAM Source: October 2023

Figure 5: Distribution of Departments with pending grievances



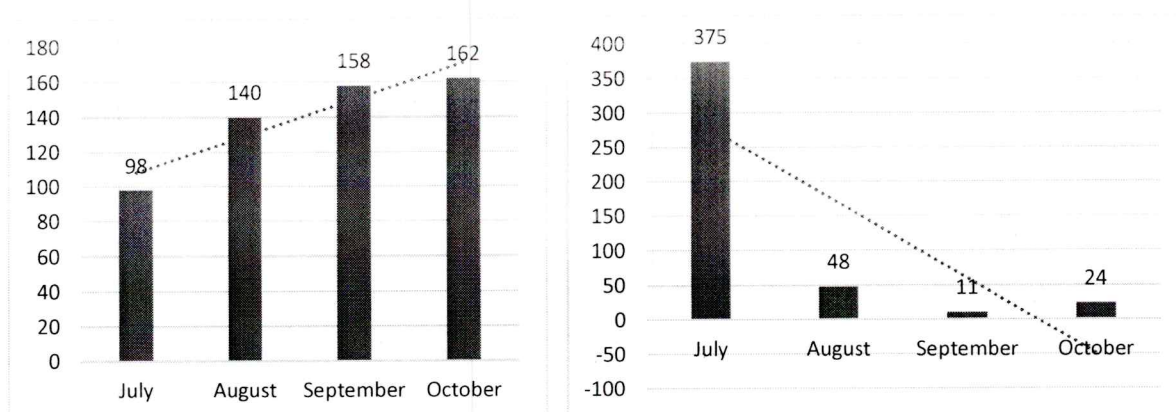
Source: CPGRAM October 2023

#### 6. Trend in pending grievances

The figure 6 shows the trend of pending grievances from July to October.



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



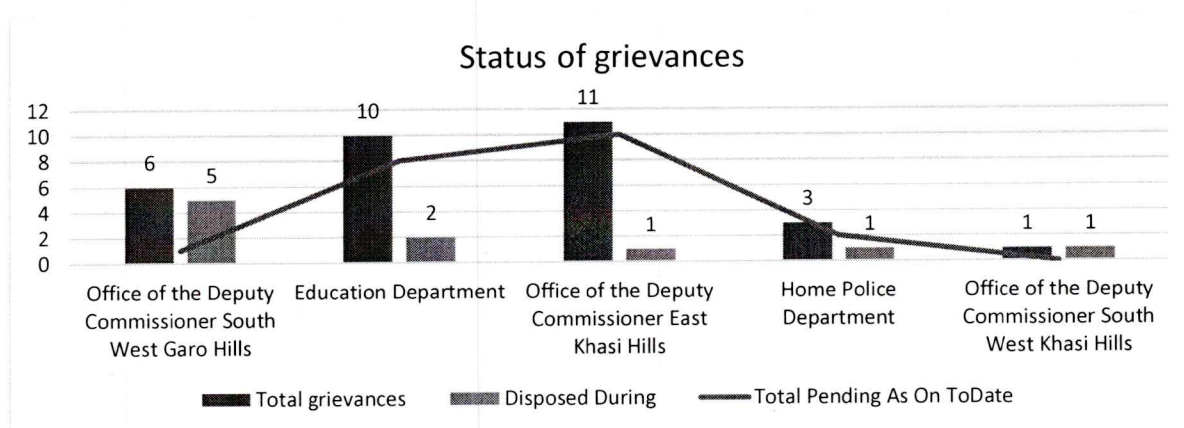
Source: CPGRAM July to October 2023

An increasing trend is clearly visible which shows that grievances are not closing and the pending cases are more in October as compared to September. This is because the number of new grievances received is more and the disposal is less. The declining trend in disposal is seen in Fig.7.

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

The Office of the Deputy Commissioner South West Garo Hills disposed more number of grievances, out of 6, 5 grievances disposed during October. Only Office of the Deputy Commissioner South West Khasi Hills disposed all the grievances in same period.

Figure 8: Total grievances, disposed and pending with subordinates



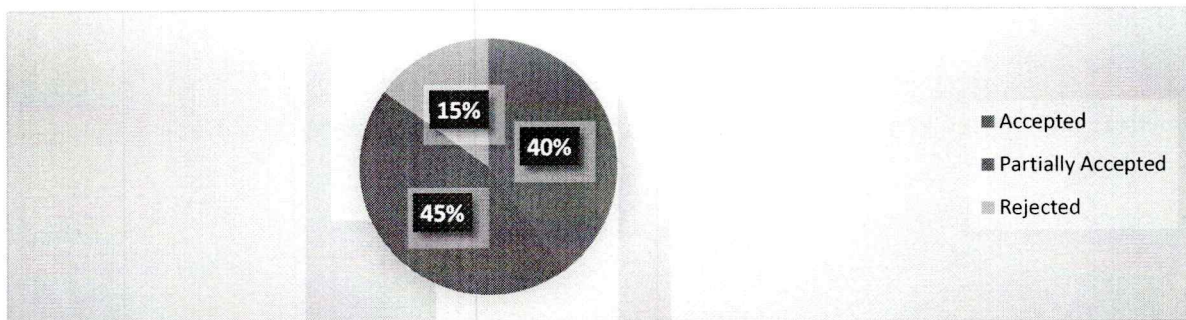




## 8. Disposal of Cases

Out of total disposed grievances (24), 15 percent are rejected due to various reasons, 45 percent are partially accepted and 40 percent are accepted.

Figure 9: Distribution of type of disposal



Source: CPGRAM October 2023

## 9. Logins of subordinate departments

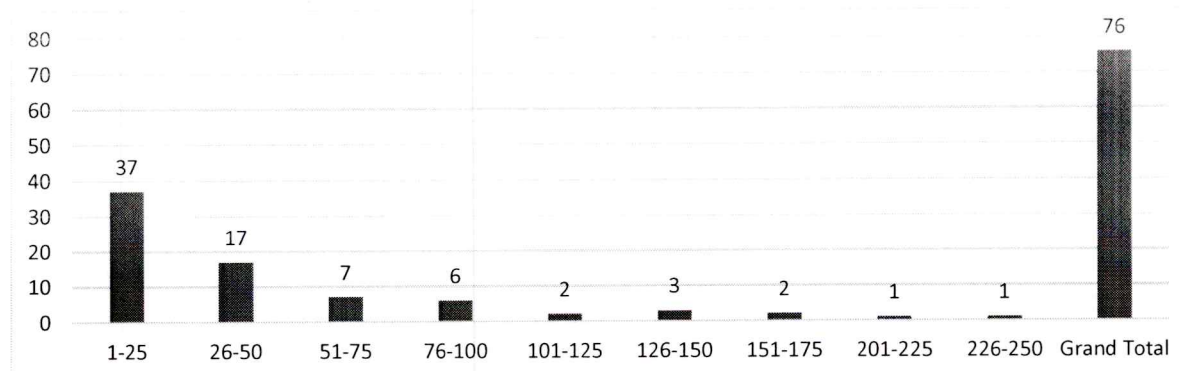
Across the departments, 37 departments login less than 25 times, 17 departments login less than 50 times, 13 departments login less than 100 times, 7 departments logged more than 100 times and 2 departments login more than 200 times in September.

The departments such as Political Department, Social Welfare Department, Home Police Department, Tourism Department, Public Health Engineering Department, Law A Department and General Administration Department B 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



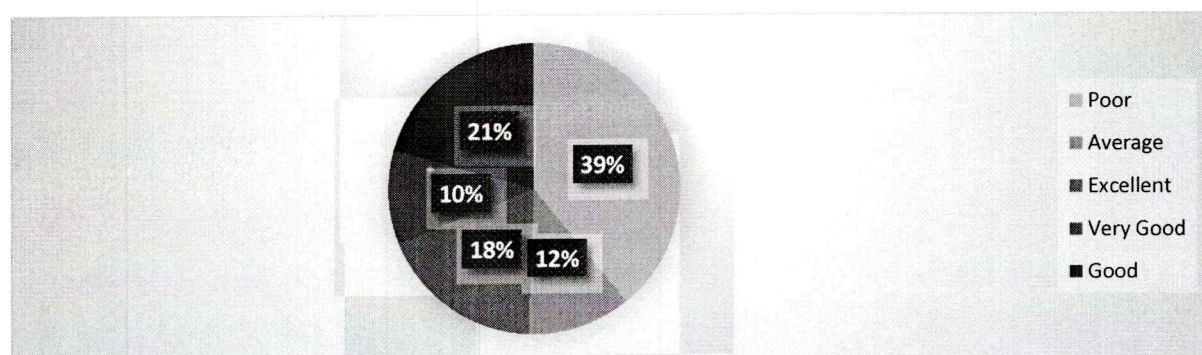
Source: CPGRAM till October 2023

## 10. Feedback Analysis

### 10.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year 2023 (January to October). About 49 percent of the citizens provided positive feedback on grievances, out of which 18 percent mentioned excellent, 10 percent very good and 21 percent good. Among the remaining 51 percent, 12 percent reported average and 39 percent reported poor experience.

Figure 11: Satisfaction level of the citizens – Call Centre

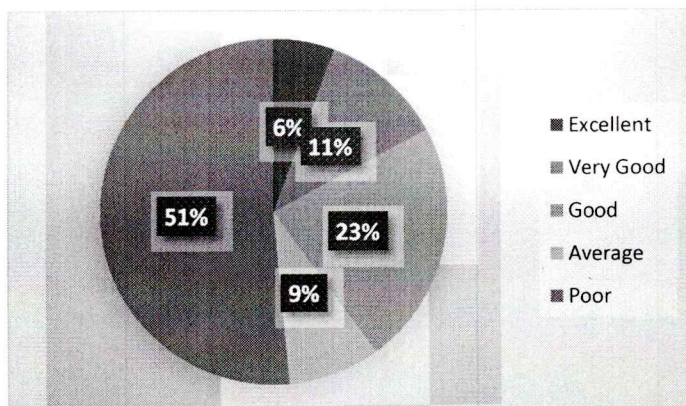


Source: CPGRAM January to October 2023



## 10.2 Grievance

Figure 12: Satisfaction level of the citizens - Portal



The citizens shared feedback on the experience of the grievance redressal and about 39 percent shared good feedback out of this, 6 percent marked with excellent, 12 percent with very good and 21 percent with good, 9 percent with average and remaining feedback is poor (52 %).

Source: CPGRAM January to October, 2023

## 11. Major Observations: Comparison of September and October

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

### 11.1 Office of the Deputy Commissioner North Garo Hills

Office of the Deputy Commissioner North Garo Hills received 4 grievances in September, 40 grievances are brought forwarded from the previous month (August), and none of these grievances are disposed in the month of September. All the 44 grievances carry forwarded to October.

However, in the month of October, the department received 6 grievances and none of them are disposed during the period. The remaining 50 grievances carry forwarded to November.

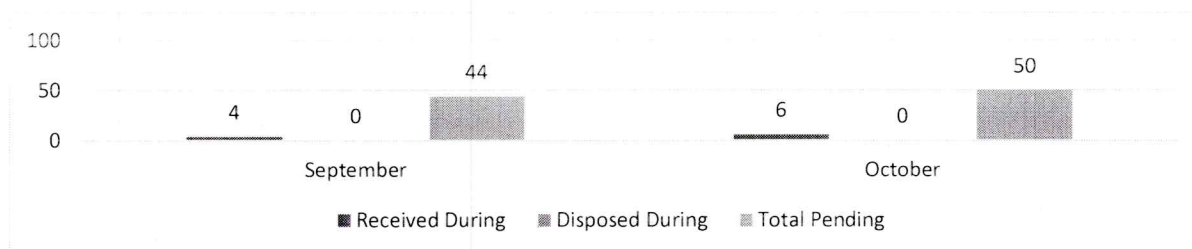
Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
September	40	4	0	44
October	44	6	0	50

Source: CPGRAM September, October 2023



Figure 13: Office of the Deputy Commissioner North Garo Hills



Source: CPGRAM September, October 2023

### 11.2 Office of the Deputy Commissioner East Khasi Hills

In the month of September, the grievances of Office of the Deputy Commissioner East Khasi Hills are 13, out of this 7 are brought forwarded from the previous month (August) and 6 grievances are received in the month of September out of which only 2 grievances are disposed in the month of September. Total 11 grievances carry forwarded to October.

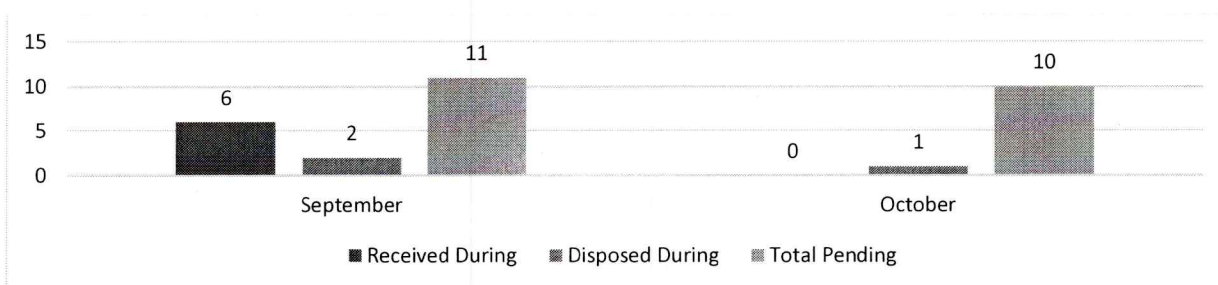
In the month of October, department received 0 grievance and 1 grievance is disposed in the month of October. The remaining 10 grievances carry forwarded to November.

Table 3: Office of the Deputy Commissioner East Khasi Hills

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
September	7	6	2	11
October	11	0	1	10

Source: CPGRAM September, October 2023

Figure 14: Office of the Deputy Commissioner East Khasi Hills



Source: CPGRAM September, October 2023





### 11.3 Power Department

In the month of September, the grievances of Power Department are 8, out of these only 1 grievance is received in September and 8 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 9 grievances carry forwarded to October.

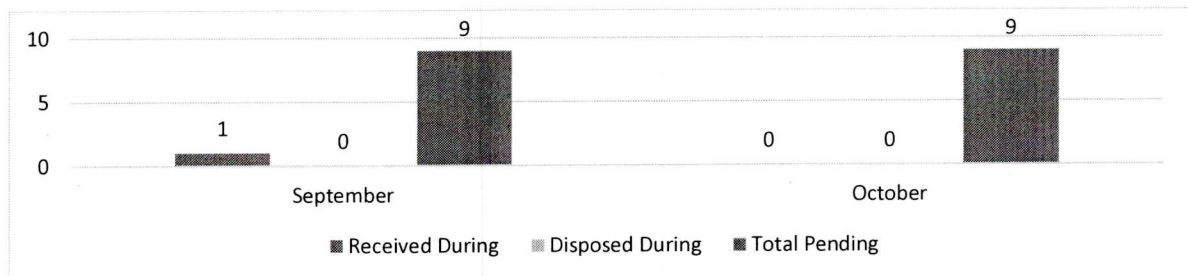
In the month of October, department received 0 grievance and none of them are disposed during the period. The remaining 9 grievances carry forwarded to November.

Table 4 Power Department

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

Source: CPGRAM September, October 2023

Figure 15: Power Department



Source: CPGRAM September, October 2023

### 11.4 Education Department

In the month of September, the grievances of education department are 9, out of these 2 grievances are received in September and 7 are brought forwarded from the previous month. Hence, the department disposed none of the givenness in September. The 9 grievances are carry forwarded to October.

In the month of October, department received 1 grievance and only 2 grievances are disposed during the period. The remaining 8 grievances carry forwarded to November.

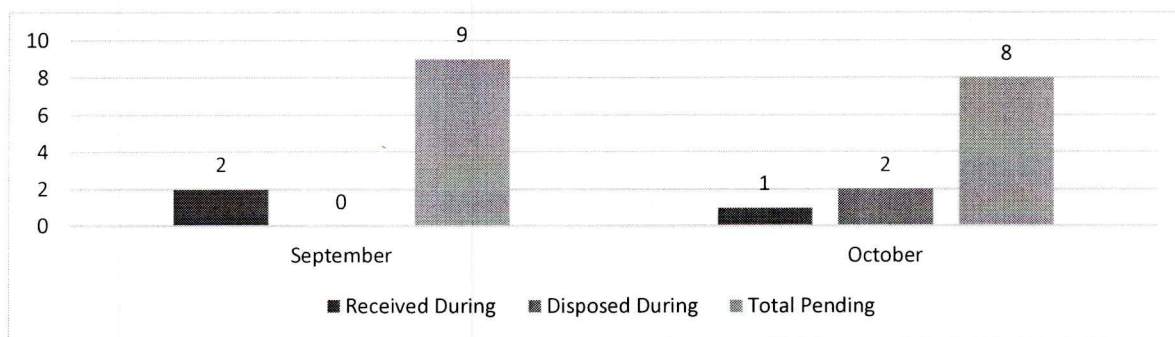


Table 5: Education Department

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

Source: CPGRAM September, October 2023

Figure 16: Education Department



Source: CPGRAM September, October 2023

### 11.5 Transport Department

In the month of September, the grievances of Transport Department are 6, out of this 1 grievance is received in September and 5 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 6 grievances carry forwarded to October.

In the month of October, department received 1 grievance and none of the grievances are disposed during the period. The remaining 7 grievances carry forwarded to November.

Table 6 Transport Department

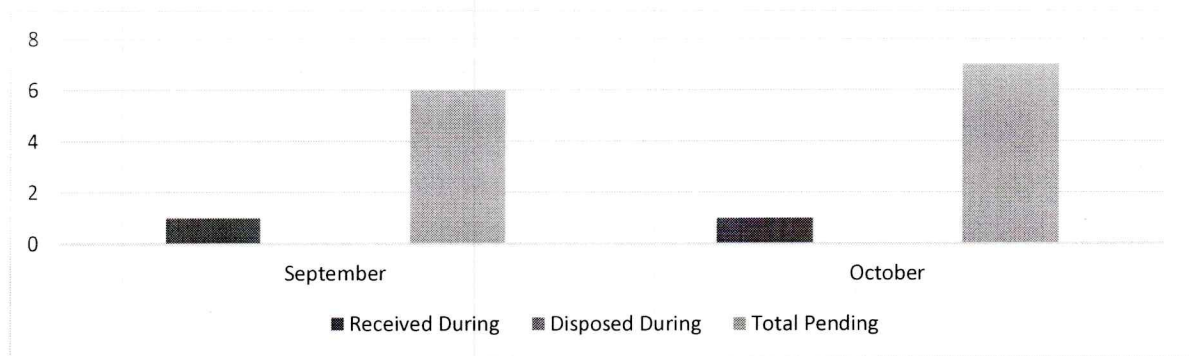
Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
September	5	1	0	6
October	6	1	0	7

Source: CPGRAM September, October 2023





Figure 17: Transport Department



Source: CPGRAM September, October 2023

### 11.6 Forests and Environment Department

In the month of September, the grievances of Forests and Environment Department are 6, out of this 1 grievance is received in September and 5 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 6 grievances carry forwarded to October.

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

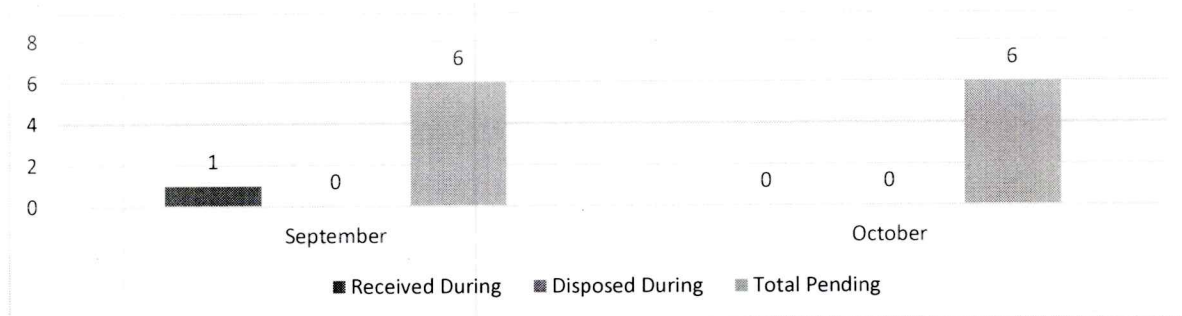
Table 7 Forests and Environment Department

Months	Brought Forward	Received During	Disposed During	Total Pending as on to date
September	5	1	0	6
October	6	0	0	6

Source: CPGRAM September, October 2023



Figure 18: Forests and Environment Department



Source: CPGRAM September, October 2023

### 12. Departments with pending grievances for more than 6 months

- 7 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 280.
- Single grievance is pending with each of these departments Forests and Environment Department with an average of 365 days followed by Office of the Deputy Commissioner East Khasi Hills (365), Principal Chief Conservator of Forest and HoFF (324), Directorate of Social Welfare (299), District Transport Office Shillong (280), Finance Economic Affairs Department (278), Transport Department (275), Commissioner of Excise and Commissioner of Taxes (263), Power Department (257).

### 13. Departments with pending grievances for more than 1 year

- 6 grievances received from PMO office and other states are pending for more than 6 months to one year i.e. average days 489.
- 2 grievances are pending from each of the departments Meghalaya Power Distribution Corporation Ltd with an average of 586 days followed by Health and Family Welfare Department (507), Shillong Municipal Board (460), Directorate of Small Savings (421).
- One grievance is pending with each of these departments Urban Affairs Department with an average of 586 days followed by District Rural Development Agency Jowai (581), Directorate of Urban Affairs (576), Office of the The Deputy Commissioner East Jaintia Hills (527), Transport Department (509), Meghalaya Board Of School Education (498), Office of the Deputy Commissioner West Garo Hills (491), District School Education



Officer Tura (488), Office of the Deputy Commissioner East Khasi Hills (422), Education Department (420), Principal Chief Conservator of Forest and HoFF (385).

#### 14. Major findings

- As compared to the previous month (September), the disposal rate is slightly increased in October but the number of pending grievances is more due to more cases being brought forward (158).
- Among subordinates, Office of the Deputy Commissioner North Garo Hills tops in pending cases and followed by Office of the Deputy Commissioner East Khasi Hills, Power Department, Education Department, Transport Department and Forests and Environment Department. Except education Dept and Office of the Deputy Commissioner East Khasi Hills, none of the mentioned departments have disposed a single grievance in October.
- The feedback analysis indicates that the levels of satisfaction expressed by the people remain the same during last two months. 51% of the people are not happy with redressal mechanism. Therefore, favourable feedback should be increased in coming months.

#### 15. 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 Urban Affairs Department with an average of 586 days followed by District Rural Development Agency Jowai (581), Directorate of Urban Affairs (576), Office of the The Deputy Commissioner East Jaintia Hills (527), Transport Department (509), Meghalaya Board Of School Education (498), Office of the Deputy Commissioner West Garo Hills (491), District School Education Officer Tura (488), Office of the Deputy Commissioner East Khasi Hills (422), Education Department (420), Principal Chief Conservator of Forest and HoFF (385).
- 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.

169<sup>c</sup>

## Annexures

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

Name	Brought Forward	Received During	Disposed During	Total Pending as on October	Pendency %
<b>Total</b>	<b>113</b>	<b>20</b>	<b>10</b>	<b>123</b>	<b>92.48</b>
Office of the Deputy Commissioner North Garo Hills	44	6	0	50	37.59
Office of the Deputy Commissioner East Khasi Hills	11	0	1	10	7.52
Power Department	9	0	0	9	6.77
Education Department	9	1	2	8	6.02
Transport Department	6	1	0	7	5.26
Forests and Environment Department	6	0	0	6	4.51
Urban Affairs Department	4	0	0	4	3.01
Health and Family Welfare Department	3	0	0	3	2.26
Mining and Geology Department	2	1	0	3	2.26
Office of the Deputy Commissioner South Garo Hills	0	3	0	3	2.26
Public Works Department	2	1	0	3	2.26
Finance Budget Department	2	0	0	2	1.50
Home Police Department	2	1	1	2	1.50
Office of the Deputy Commissioner West Garo Hills	1	1	0	2	1.50
Agriculture Department Govt of Meghalaya	0	1	0	1	0.75
Community and Rural Development Department	1	0	0	1	0.75
Excise Registration Taxation Stamps Department	1	0	0	1	0.75
Finance Economic Affairs Department	1	0	0	1	0.75
Office of the Deputy Commissioner Ri Bhoi District	1	0	0	1	0.75
Office of the Deputy Commissioner South West Garo Hills	5	1	5	1	0.75





Office of the The Deputy Commissioner East Jaintia Hills	1	0	0	1	0.75
Political Department	0	1	0	1	0.75
Public Health Engineering Department	0	1	0	1	0.75
Revenue and Disaster Management Department	1	0	0	1	0.75
Social Welfare Department	1	0	0	1	0.75
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
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 Khasi Hills	0	1	1	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 AR B Department	0	0	0	0	0
Personnel and ARA Department	0	0	0	0	0
Planning Department	0	0	0	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 October 2023

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

Name	Brought Forward	Received During	Disposed During	Total Pending as on October	Disposed %
<b>Total</b>	<b>113</b>	<b>20</b>	<b>10</b>	<b>123</b>	<b>7.5</b>
Office of the Deputy Commissioner South West Garo Hills	5	1	5	1	50
Education Department	9	1	2	8	20
Office of the Deputy Commissioner East Khasi Hills	11	0	1	10	10
Home Police Department	2	1	1	2	10
Office of the Deputy Commissioner South West Khasi Hills	0	1	1	0	10
Office of the Deputy Commissioner North Garo Hills	44	6	0	50	0



Power Department	9	0	0	9	0
Transport Department	6	1	0	7	0
Forests and Environment Department	6	0	0	6	0
Urban Affairs Department	4	0	0	4	0
Health and Family Welfare Department	3	0	0	3	0
Mining and Geology Department	2	1	0	3	0
Office of the Deputy Commissioner South Garo Hills	0	3	0	3	0
Public Works Department	2	1	0	3	0
Finance Budget Department	2	0	0	2	0
Office of the Deputy Commissioner West Garo Hills	1	1	0	2	0
Agriculture Department Govt of Meghalaya	0	1	0	1	0
Community and Rural Development Department	1	0	0	1	0
Excise Registration Taxation Stamps Department	1	0	0	1	0
Finance Economic Affairs Department	1	0	0	1	0
Office of the Deputy Commissioner Ri Bhoi District	1	0	0	1	0
Office of the The Deputy Commissioner East Jaintia Hills	1	0	0	1	0
Political Department	0	1	0	1	0
Public Health Engineering Department	0	1	0	1	0
Revenue and Disaster Management Department	1	0	0	1	0
Social Welfare Department	1	0	0	1	0
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
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 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 AR B Department	0	0	0	0	0
Personnel and ARA Department	0	0	0	0	0
Planning Department	0	0	0	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
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Source: CPGRAM October 2023

Annexure 3: Status grievances brought forward, received, pending and disposal from Meghalaya and other states

State Name	Brought Forward	Received During	Pending During	Disposed During
Meghalaya	126	26	140	12
Assam	9	2	9	2
Karnataka	3	0	3	0
Maharashtra	2	0	2	0
Tamilnadu	9	0	2	7
Telangana	2	0	2	0
West Bengal	2	0	2	0
Gujarat	1	0	1	0
Andaman And Nicobar Islands	0	0	0	0
Andhra Pradesh	1	0	0	1
Arunachal Pradesh	0	0	0	0
Bihar	0	0	0	0
Chandigarh	0	0	0	0
Chhattisgarh	0	0	0	0
Dadra and Nagar Haveli	0	0	0	0
Daman and Diu	0	0	0	0
Delhi	0	0	0	0
Goa	0	0	0	0
Haryana	1	0	0	1
Himachal Pradesh	0	0	0	0
Jammu And Kashmir	0	0	0	0
Jharkhand	0	0	0	0
Kerala	0	0	0	0
Ladakh	0	0	0	0
Lakshadweep	0	0	0	0
Madhya Pradesh	1	0	0	1
Manipur	0	0	0	0
Mizoram	0	0	0	0
Nagaland	0	0	0	0
Odisha	0	0	0	0
Puducherry	0	0	0	0



Punjab	0	0	0	0
Rajasthan	0	0	0	0
Sikkim	0	0	0	0
Tripura	0	0	0	0
Uttar Pradesh	0	0	0	0
Uttarakhand	0	0	0	0
<b>Total</b>	<b>157</b>	<b>28</b>	<b>161</b>	<b>24</b>

Source: CPGRAM October 2023

Annexure 4: Top departments having more pendency

<b>Name</b>	<b>Brought Forward</b>	<b>Received During</b>	<b>Disposed During</b>	<b>Total Pending as on October</b>
Office of the Deputy Commissioner North Garo Hills	44	6	0	50
Office of the Deputy Commissioner East Khasi Hills	11	0	1	10
Power Department	9	0	0	9
Education Department	9	1	2	8
Transport Department	6	1	0	7
Forests and Environment Department	6	0	0	6
Urban Affairs Department	4	0	0	4
Health and Family Welfare Department	3	0	0	3
Mining and Geology Department	2	1	0	3
Office of the Deputy Commissioner South Garo Hills	0	3	0	3

Source: CPGRAM October 2023

Annexure 5: Top departments disposed more grievances

<b>Name</b>	<b>Brought Forward</b>	<b>Received During</b>	<b>Disposed During</b>	<b>Total Pending as on October</b>
Office of the Deputy Commissioner South West Garo Hills	5	1	5	1
Education Department	9	1	2	8
Office of the Deputy Commissioner East Khasi Hills	11	0	1	10
Home Police Department	2	1	1	2
Office of the Deputy Commissioner South West Khasi Hills	0	1	1	0





Office of the Deputy Commissioner North Garo Hills	44	6	0	50
Power Department	9	0	0	9
Transport Department	6	1	0	7
Forests and Environment Department	6	0	0	6
Urban Affairs Department	4	0	0	4

Source: CPGRAM October 2023

#### Annexure 6: Department with highest logins

Organization Name	Total Login
Transport Department	231
Public Works Department	216
Political Department	170
Social Welfare Department	158
Home Police Department	149
Tourism Department	147
Public Health Engineering Department	134
Law A Department	112
General Administration Department B	111
Finance Department	98

Source: CPGRAM till October 2023

#### Annexure 7: Department with less logins

Organization Name	Total Login
Parliamentary Affairs Department	6
Secretariat administration department Nazarat	6
Finance EC1	3
Extension Training Centre Nongsder	2
Office of the The Deputy Commissioner East Jaintia Hills	2
Chief Ministers Office	1
Extension Training Centre West Garo Hills Tura	1
Finance Expenditure Control Department	1
Personnel Administrative Reforms Cell Department	1
Soil and Water Conservation Department	1

Source: CPGRAM till October 2023

#### Annexure 8: Department with zero logins (Not Applicable)

Organization Name	Total Login
Cabinet Affairs Department.	0



COVID 19 Grievance Cell	0
Finance Establishment	0
Finance Revision of Rules Cell Department	0
Personnel AR SRC	0
Programme Implementation and Evaluation Department	0
State Institute of Rural Development Meghalaya	0

Source: CPGRAM till October 2023

#### Annexure 9: Departments with Grievances pending more than six months

SN	Pending With	Pending Days / Redress Time
1	Directorate of Social Welfare	299
2	DISTRICT TRANSPORT OFFICE SHILLONG	280
3	Finance Economic Affairs Department	278
4	Office of the Deputy Commissioner East Khasi Hills	365
5	Forests and Environment Department	365
6	Principal Chief Conservator of Forest and HoFF	324
7	Transport Department	275
8	Commissioner of Excise	263
9	Commissioner of Taxes	263
10	Power Department	257
11	Government of Meghalaya	280

Source: CPGRAM till October 2023

#### Annexure 10: Departments with Grievances pending more than one year

SN.	Pending With	Pending Days / Redress Time
1	Directorate of Small Savings	421
2	Directorate of Urban Affairs	576
3	District Rural Development Agency Jowai	581
4	District School Education Officer Tura	488
5	Education Department	420
6	Government of Meghalaya	489
7	Health and Family Welfare Department	507
8	MEGHALAYA BOARD OF SCHOOL EDUCATION	498
9	Meghalaya Power Distribution Corporation Ltd	586
10	Office of the Deputy Commissioner East Khasi Hills	422
11	Office of the Deputy Commissioner West Garo Hills	491
12	Office of the The Deputy Commissioner East Jaintia Hills	527
13	Principal Chief Conservator of Forest and HoFF	385



Fig<sup>c</sup>

14	Shillong Municipal Board	460
15	Transport Department	509
16	Urban Affairs Department	586

Source: CPGRAM till October 2023



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