

Findings from CPGRAMS for Meghalaya (September, 2024)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

September 2024



Executive Summary

- The government of Meghalaya received 48 grievances during September among them 38 (79%) are related to Local/ Internet.
- 627 grievances were brought forward leading to a total of 675. Among them, majority of the grievances are with local/internet (576), followed by PMO (80), President Secretariat (14), and DARPG (5) till the date.
- The disposed cases during the period is 34 and majority of these are disposed under Local/Internet (32).
- The pending cases, as on today are 641. It was 627 last month.
- Among the existing pending grievances (641), 494 (77%) 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 44% (226) pending cases.
- As compared to the previous month (August), the disposal rate has decreased in September (34) but, the absolute number of pending grievances is more due to more cases being brought forward (627).
- The feedback analysis indicates that the levels of satisfaction expressed by the people decreased during last month (40%) showing poorer service.
- From January to September, the data indicates 71% 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.
- 85 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 15 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. 78 (12%) are pending from past one year (**annexure 10**).
- 10 grievances received from PMO office and other states are pending for more than one year i.e. average days 540.



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- 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.
 - There are 596 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.



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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.

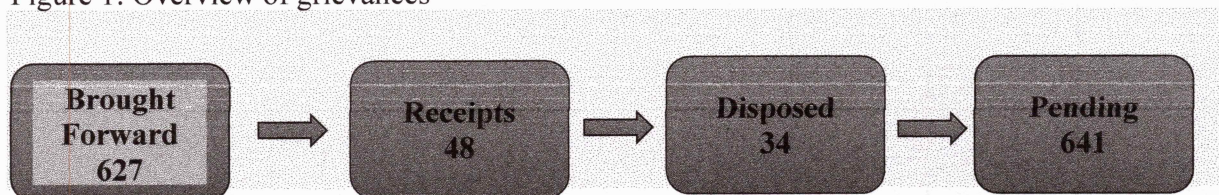
DARPG also developed a dedicated portal to monitor the real time status of grievances. Anuvadini tool, a voice and document AI translation tool consisting of multitude of features is being used to translate the CPGRAMS Monthly Reports in the regional languages

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 48 grievances during September and 627 grievances were brought forward leading to a total of 675. Among them, majority of the grievances are with local/internet (576), followed by PMO (80), President Secretariat (14) and DARPG (5) till the date. Out of 48 grievances received 38 are from local/internet, and PMO (10) during September. The disposed cases during the period is 34 and majority of these are disposed under Local/Internet (32), 1 from PMO and 1 from President Secretariat. Further, among the existing pending grievances (641), 494 (77%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-09-2024 to 30-09-2024)



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	5	0	5	0	5	2	0	3
Direct from complainant	538	38	576	32	544	30	65	449
President Secretariat	14	0	14	1	13	3	8	2
Pension	0	0	0	0	0	0	0	0
PMO	70	10	80	1	79	23	16	40
Total	627	48	675	34	641	58	89	494

Source: CPGRAMS, September 2024

3. Status of grievances received by Meghalaya

Out of the total 48 cases received, 94 % of the grievances are received from the state itself (45), and the remaining three pertaining to Meghalaya are received from other states Maharashtra (1), and Bihar (1).

The number of disposals is slightly decreased in September as compared to August, is 34 and 46 respectively. Among them, 19 grievances are disposed by taking final action which are from Meghalaya, and West Bengal (1).

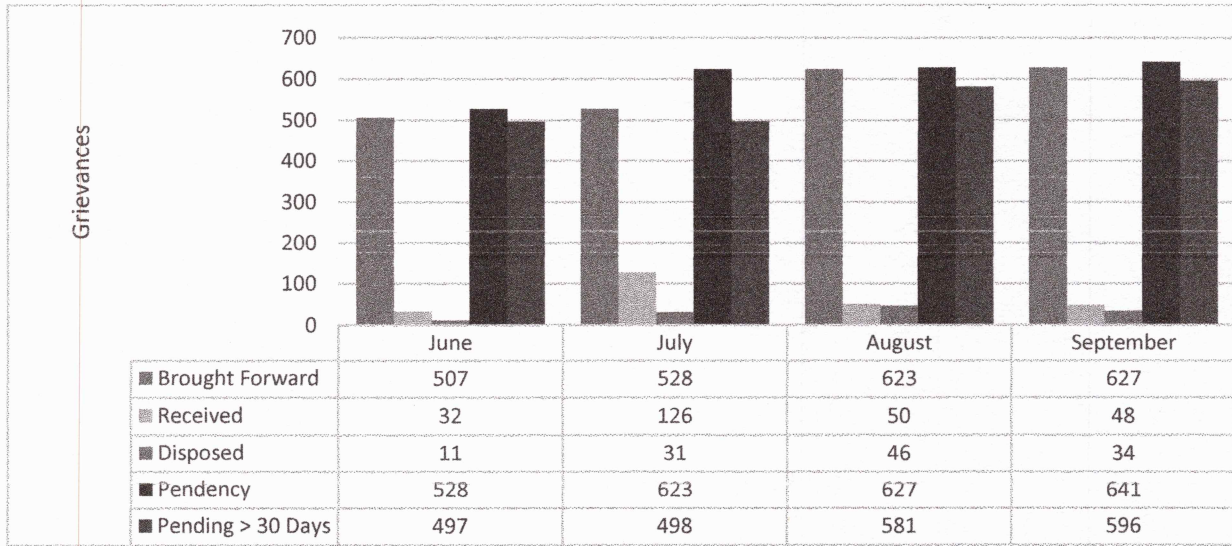
- The pending cases are 641 and this is a serious matter. It is necessary to look into the pending cases and take actions to close them.
- The addition is due to more cases received in September 2024.

4. Month wise status of grievances

The following figure explains the month wise status of grievances, 48 grievances are received in September and 627 are brought forwarded from August. It is noticeable that, around 5 percent cases are disposed in September which is lesser when compared to August. Further, 641 grievances are pending and it is more as compare with last month (627).



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



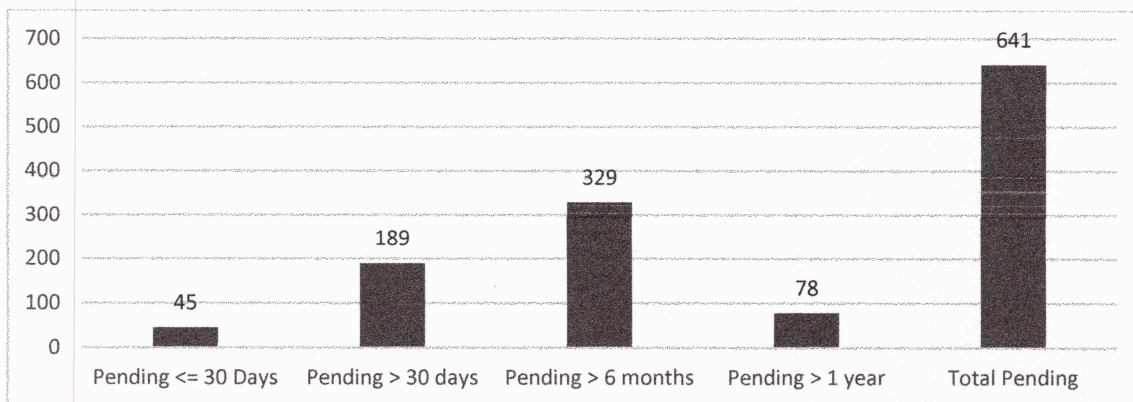
Source: CPGRAMS, June and September 2024

Note: Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of September are 34. The pendency of cases greater than 30 days has increased (596).

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 641 in September. Out of this, 45 (7%) grievances pending in less than 30 days, 189 (30%) are between 30 to 180 days, 329 (51%) are from past 6 months (**annexure 9**) and 78 (12%) are pending from past one year (**annexure 10**).

Figure 3: Age-wise status of grievances pending



Source: CPGRAMS, September 2024

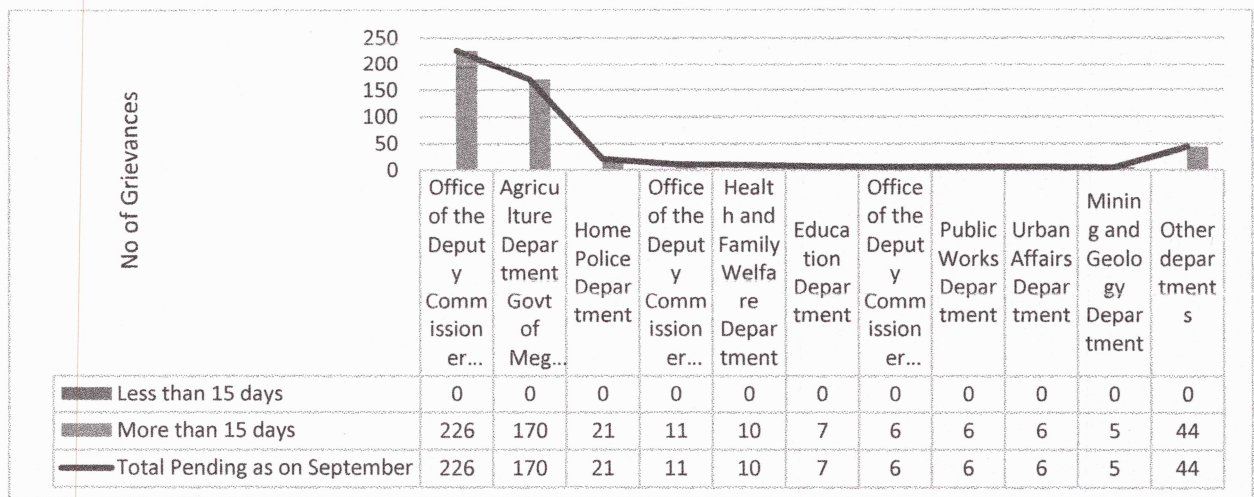


There are 596 cases pending for more than 30 days. As per the OM from DAPRG (July 2022) the grievances received on CPGRAMS shall be resolved promptly as soon as they are received but within a maximum period of 30 days. In case redressal is not possible within the prescribed timeframe due to the circumstances 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



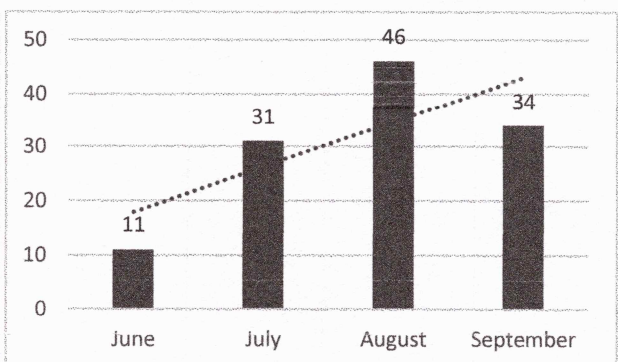
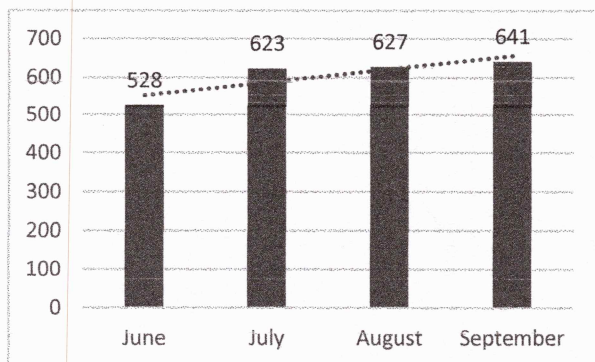
Source: CPGRAMS, September 2024

7. Trend in pending grievances

The fig. 5 & 6 shows the trend of pending and disposal grievances from June to September 2024.

Figure 5: Trend of pendency over the months

Figure 6: Trend of disposal over the month



Source: CPGRAMS, June to September 2024

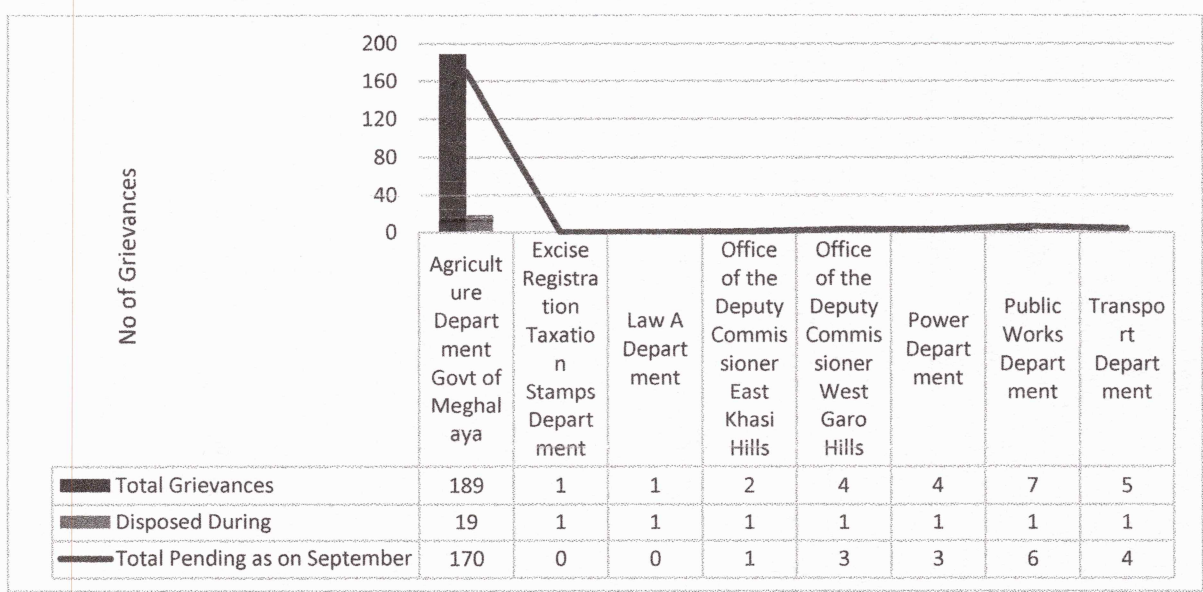


There is a noticeable increasing trend indicating that enough grievances are not being resolved. In September, there are more pending grievances compared to August as shown in Fig.5. Additionally, there is a noticeable fluctuating trend indicating that enough grievances are being resolved, as shown in Fig.6.

8. Departments with highest number of disposals (subordinates)

The Agriculture Department Govt of Meghalaya has disposed 19 grievances out of 26 in September. Excise Registration Taxation Stamps Department, Law A Department, Office of the Deputy Commissioner East Khasi Hills, Office of the Deputy Commissioner West Garo Hills, Power Department, Public Works Department, Transport Department disposed single grievances in same period.

Figure 7: Subordinate departments that disposed more grievances



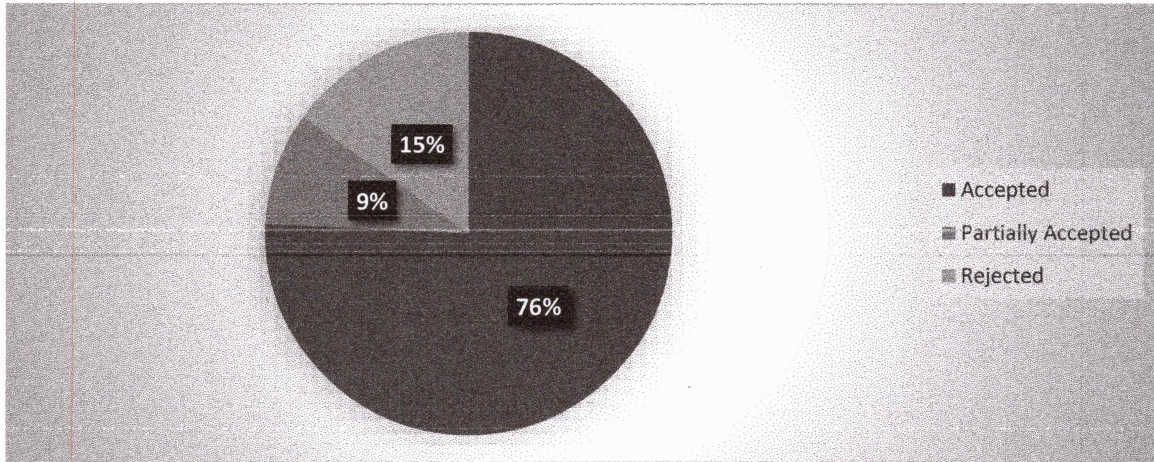
Source: CPGRAMS, September 2024

9. Acceptance of Cases

Out of total disposed grievances, 15 percent are rejected due to various reasons, 9 percent are partially accepted and 76% are accepted.



Figure 8: Distribution of type of acceptance



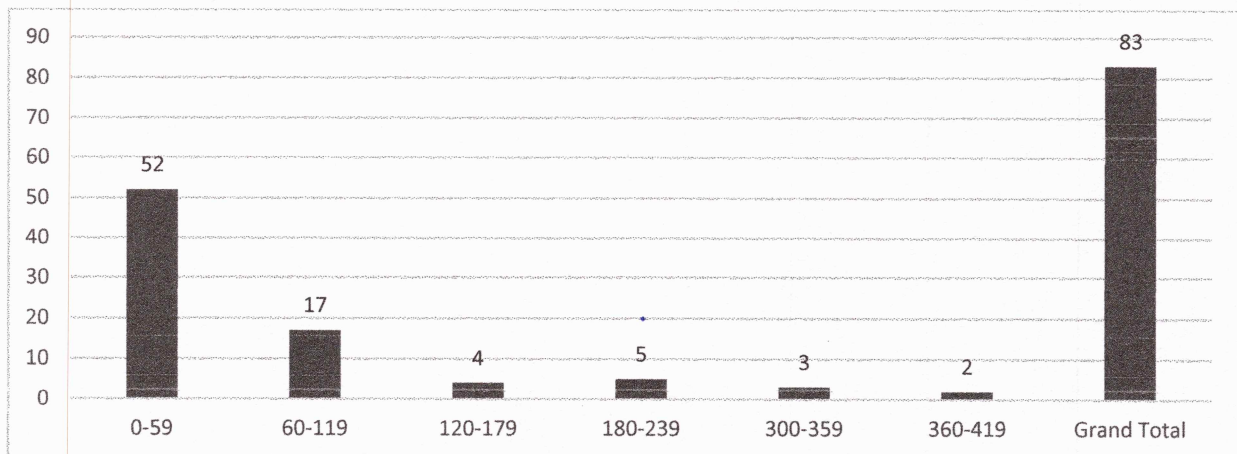
Source: CPGRAMS, September 2024

10. Logins of subordinate departments

Across the departments, 52 departments login less than 60 times, 17 departments login less than 120 times, 9 departments login less than 300 times, 3 departments logged less than 360 times and 2 department logged in more than 360 times.

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

Figure 9: Login of subordinate departments



Source: CPGRAMS till September 2024

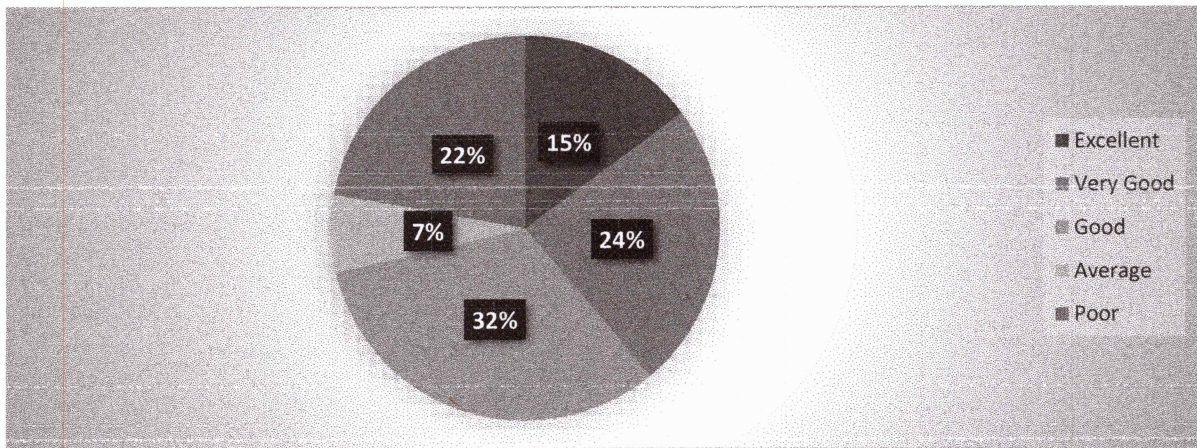


11. Feedback Analysis

11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year (January 2024 to September 2024). About 71 percent of the citizens provided positive feedback on grievances, out of which 16 percent mentioned excellent, 26 percent very good and 35 percent good. Among the remaining 29 percent, 7 percent reported average and 22 percent reported poor experience.

Figure 10: Satisfaction level of the citizens – Call Centre

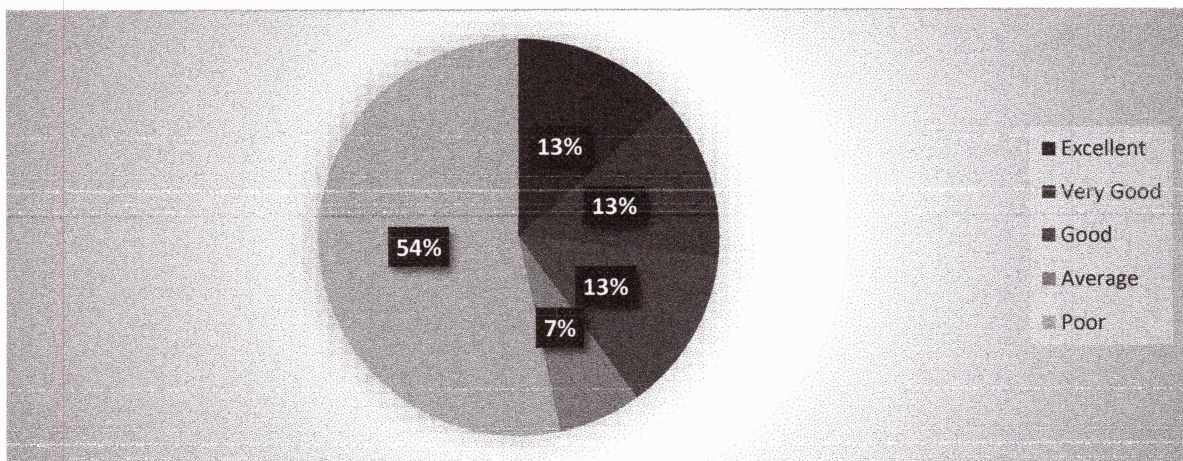


Source: CPGRAMS, January 2024 to September 2024

11.2 Grievance

The citizens shared feedback on the experience of the grievance redressal and about 13 percent shared Excellent, 13 percent with Very Good, and 13 percent with Good, 7 percent with Average and remaining feedback is poor (54 %).

Figure 11: Satisfaction level of the citizens - Portal



Source: CPGRAMS, January 2024 to September 2024



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

In the month of September, 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 October.

Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending
August	226	0	0	226
September	226	0	0	226

Source: CPGRAMS, August and September 2024

12.2 Agriculture Department Govt of Meghalaya

In the month of August, the Agriculture Department Govt of Meghalaya grievances are 164, out of these 96 grievances were received in August and 68 are brought forwarded from the previous month and 20 grievances are disposed during the period. The remaining 144 grievances carry forwarded to September.

In the month of September, department received 45 grievances and 19 grievances are disposed during the period. The remaining 170 grievances carry forwarded to October.

Table 3: Agriculture Department Govt of Meghalaya

Months	Brought Forward	Received During	Disposed During	Total Pending
August	68	96	20	144
September	144	45	19	170

Source: CPGRAMS, August and September 2024



12.3 Home Police Department

In the month of August, the grievances of Home Police Department are 18, out of these 15 grievances are received in August and 3 grievances are brought forwarded from the previous month. The department disposed none of the grievances in August. The remaining 18 grievances are carry forwarded to September.

In the month of September, department received 3 grievances, and 18 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 21 grievances carry forwarded to October.

Table 3: Home Police Department

Home Police Department	Brought Forward	Received During	Disposed During	Total Pending
August	3	15	0	18
September	18	3	0	21

Source: CPGRAMS, August and September 2024

12.4 Office of the Deputy Commissioner Ri Bhoi District

In the month of August, the grievances of Office of the Deputy Commissioner Ri Bhoi District are 11, out of these no grievance was received in August and 11 are brought forwarded from the previous month. The department disposed none of these grievances during the period. The remaining 11 grievances carry forwarded to September.

In the month of September, department received none of the 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 October.

Table 5 Office of the Deputy Commissioner Ri Bhoi District

Months	Brought Forward	Received During	Disposed During	Total Pending
August	11	0	0	11
September	11	0	0	11

Source: CPGRAMS, August and September 2024



12.5 Health and Welfare Department

In the month of August, the grievances of Health and Welfare Department are 8, out of these 2 grievances are received in August and 6 grievances are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 8 grievances carry forwarded to September.

In the month of September, department received 2 grievances, and 8 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 10 grievances carry forwarded to October.

Table 6 Health and Welfare Department

Months	Brought Forward	Received During	Disposed During	Total Pending
August	6	2	0	8
September	8	2	0	10

Source: CPGRAMS, August and September 2024

12.6 Education Department

In the month of August, the grievances of Education Department are 7, out of these 3 grievances are received in August and 4 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 September.

In the month of September, department received none of the grievances, and 7 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 7 grievances carry forwarded to October.

Table 5 Education Department

Months	Brought Forward	Received During	Disposed During	Total Pending
August	4	3	0	7
September	7	0	0	7

Source: CPGRAMS, August and September 2024



13. Departments with pending grievances for more than 6 months

- 67 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 233
- 19 grievances are pending with District Agriculture Office West Garo Hills form the last 6 months i.e. average days 259
- 9 grievances are pending with District Agriculture Office Ri-Bhoi form the last 6 months i.e. average days 191
- 8 grievances are pending with District Agriculture Office East Garo Hills form the last 6 months i.e. average days 189
- 4 grievances are pending with Education Department form the last 6 months i.e. average days 227
- 3 grievances are pending with Mining and Geology Department form the last 6 months i.e. average days 300
- 2 grievances are pending with each of these department's office of the Personnel and AR B Department (323), District Council Affairs Department (257), Revenue and Disaster Management Department (240).
- Single grievance is pending with each of these departments Home Police Department (300), Chief Ministers Office (274), Home Civil Defence and Home Guards Department (265), Community and Rural Development Department (200), Transport Department (200), Director of Health Services MI (196).
- 182 grievances are pending with Office of the Deputy Commissioner North Garo Hills form the last 6 months i.e. average days 284
- 9 grievances are pending with Office of the Deputy Commissioner Ri Bhoi District from the last 6 months i.e. average days 231
- 6 grievances are pending with Office of the Deputy Commissioner West Jaintia Hills District from the last 6 months i.e. average days 254
- 4 grievances are pending with Office of the Deputy Commissioner South Garo Hills form the last 6 months i.e. average days 311
- 4 grievance is pending with Office of the Deputy Commissioner East Garo Hills District from the last 6 months i.e. average days 234



- 2 grievances are pending with Office of the Commissioner West Garo Hills form the last 6 months i.e. average days 307

14. Departments with pending grievances for more than 1 year

- 10 grievances received from PMO office and other states are pending for more than one year i.e. average days 540.
- 4 grievances are pending with District Agriculture Office West Garo Hills are pending for more than one year i.e. average days 403.
- 2 grievances are pending with each of these departments Directorate of Urban Affairs with an average of 916 days followed by Shillong Municipal Board (795), Directorate of Small Savings (756).
- One grievance is pending with each of these departments Block Development Officer (916), Personnel and AR B Department (848), Power Department, Government of Meghalaya (592), Mining and Geology Department (451), SUPERINTENDENT OF POLICE EAST KHASI HILLS (445), Meghalaya Power Distribution Corporation Ltd (434), Meghalaya Eenergy Corporation Limited (431), Mining and Geology Department, Government of Meghalaya (427), Director of Health Services MI (411), Superintendent of Police East Jaintia Hills Khliehriat (400).
- 44 grievances are pending with District Office of the Deputy Commissioner North Garo Hills for more than one year i.e. average days 411.
- 1 grievance is pending with Office of the Deputy Commissioner East Jaintia Hills for more than one year i.e. average days 862.
- 1 grievance is pending with Office of the Deputy Commissioner West Garo Hills for more than one year i.e. average days 826.
- 1 grievance is pending with Office of the Deputy Commissioner South Garo Hills for more than one year i.e. average days 406.
- 1 grievance is pending with Office of the Deputy Commissioner Ri Bhoi District for more than one year i.e. average days 375.



15. Major findings

- The government of Meghalaya received 48 grievances during September among them 38 (79%) are related to Local/ Internet.
- As compared to the previous month August (46), the disposal rate has decreased in September (34) but, the absolute number of pending grievances is more due to more cases being brought forward (627).
- The feedback analysis indicates that the levels of satisfaction expressed by the people decreased during January to September (40%) showing poorer service.
- Among subordinates, **Office of the Deputy Commissioner North Garo Hills** tops in pending cases. There is an urgent need to take corrective action. From the last 10 months this department has not disposed single grievance
- From January to September data through Call centre feedback, 71% of the people are happy with redressal mechanism. Therefore, quick redressal will help to reach the highest target.

16. 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.
- 85 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 15 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. 10 grievances received from PMO office and other states are pending for more than one year i.e. average days 540.
- 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.
- There are 596 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 subjudice 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.

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

Name	Brought Forward	Received During	Disposed During	Total Pending as on September	Pendency %
Total	480	58	26	512	95.17
Office of the Deputy Commissioner North Garo Hills	226	0	0	226	44.14
Agriculture Department Govt of Meghalaya	144	45	19	170	33.20
Home Police Department	18	3	0	21	4.10
Office of the Deputy Commissioner Ri Bhoi District	11	0	0	11	2.15
Health and Family Welfare Department	8	2	0	10	1.95
Education Department	7	0	0	7	1.37
Office of the Deputy Commissioner West Jaintia Hills	6	0	0	6	1.17
Public Works Department	7	0	1	6	1.17
Urban Affairs Department	6	0	0	6	1.17
Mining and Geology Department	5	0	0	5	0.98
Office of the Deputy Commissioner South Garo Hills	5	0	0	5	0.98
District Council Affairs Department	4	0	0	4	0.78
Office of the Deputy Commissioner East Garo Hills	4	0	0	4	0.78
Personnel and AR B Department	4	0	0	4	0.78
Transport Department	2	3	1	4	0.78
Office of the Deputy Commissioner West Garo Hills	4	0	1	3	0.59
Power Department	4	0	1	3	0.59
Community and Rural Development Department	2	0	0	2	0.39
Finance Budget Department	2	0	0	2	0.39
Home Civil Defence and Home Guards Department	2	0	0	2	0.39
Office of the The Deputy Commissioner East Jaintia Hills	2	0	0	2	0.39



Parliamentary Affairs Department	2	0	0	2	0.39
Revenue and Disaster Management Department	2	0	0	2	0.39
Chief Ministers Office	1	0	0	1	0.20
Forests and Environment Department	1	0	0	1	0.20
Office of the Deputy Commissioner East Khasi Hills	0	2	1	1	0.20
Political Department	0	1	0	1	0.20
Social Welfare Department	0	1	0	1	0.20
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
Elections Department	0	0	0	0	0
Excise Registration Taxation Stamps Department	1	0	1	0	0
Finance Audit and Funds Branch	0	0	0	0	0
Finance Department	0	0	0	0	0
Finance Economic Affairs 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 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	1	1	0	0
Law B Department	0	0	0	0	0
Office of the Deputy Commissioner Eastern West Khasi Hills District.	0	0	0	0	0
Office of the Deputy Commissioner South West Garo Hills	0	0	0	0	0
Office of the Deputy Commissioner South West Khasi 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
Personnel and ARA Department	0	0	0	0	0
Planning Department	0	0	0	0	0
Printing and Stationary Department	0	0	0	0	0
Public Health Engineering 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: CPGRAMS, September 2024

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

Name	Brought Forward	Received During	Disposed During	Total Pending as on September	Disposed %
Total	480	58	26	512	4.83
Agriculture Department Govt of Meghalaya	144	45	19	170	73.08
Excise Registration Taxation Stamps Department	1	0	1	0	3.85



Law A Department	0	1	1	0	3.85
Office of the Deputy Commissioner East Khasi Hills	0	2	1	1	3.85
Office of the Deputy Commissioner West Garo Hills	4	0	1	3	3.85
Power Department	4	0	1	3	3.85
Public Works Department	7	0	1	6	3.85
Transport Department	2	3	1	4	3.85
Animal Husbandry and Veterinary Department	0	0	0	0	0
Border Area Development Department	0	0	0	0	0
Chief Ministers Office	1	0	0	1	0
Commerce and Industries Department	0	0	0	0	0
Community and Rural Development Department	2	0	0	2	0
Department of Arts and Culture	0	0	0	0	0
District Council Affairs Department	4	0	0	4	0
Education Department	7	0	0	7	0
Elections Department	0	0	0	0	0
Finance Audit and Funds Branch	0	0	0	0	0
Finance Budget Department	2	0	0	2	0
Finance Department	0	0	0	0	0
Finance Economic Affairs 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
Forests and Environment Department	1	0	0	1	0
General Administration Department	0	0	0	0	0
General Administration Department B	0	0	0	0	0
Health and Family Welfare Department	8	2	0	10	0



Home Civil Defence and Home Guards Department	2	0	0	2	0
Home Police Department	18	3	0	21	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 B Department	0	0	0	0	0
Mining and Geology Department	5	0	0	5	0
Office of the Deputy Commissioner Ri Bhoi District	11	0	0	11	0
Office of the Deputy Commissioner East Garo Hills	4	0	0	4	0
Office of the Deputy Commissioner Eastern West Khasi Hills District.	0	0	0	0	0
Office of the Deputy Commissioner North Garo Hills	226	0	0	226	0
Office of the Deputy Commissioner South Garo Hills	5	0	0	5	0
Office of the Deputy Commissioner South West Garo Hills	0	0	0	0	0
Office of the Deputy Commissioner South West Khasi Hills	0	0	0	0	0
Office of the Deputy Commissioner West Jaintia Hills	6	0	0	6	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
Office of the The Deputy Commissioner East Jaintia Hills	2	0	0	2	0
Parliamentary Affairs Department	2	0	0	2	0
Personnel and AR B Department	4	0	0	4	0



Personnel and ARA Department	0	0	0	0	0
Planning Department	0	0	0	0	0
Political Department	0	1	0	1	0
Printing and Stationary Department	0	0	0	0	0
Public Health Engineering Department	0	0	0	0	0
Revenue and Disaster Management Department	2	0	0	2	0
Secretariat Administration Department	0	0	0	0	0
Social Welfare Department	0	1	0	1	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
Urban Affairs Department	6	0	0	6	0
Water Resources Department	0	0	0	0	0

Source: CPGRAMS, September 2024

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
Andaman And Nicobar Islands	0	0	0	0
Andhra Pradesh	0	0	0	0
Arunachal Pradesh	0	0	0	0
Assam	5	0	5	0
Bihar	2	1	3	0
Chandigarh	0	0	0	0
Chhattisgarh	0	0	0	0
Dadra and Nagar Haveli and Daman and Diu	0	0	0	0
Daman and Diu	0	0	0	0
Delhi	0	0	0	0
Goa	0	0	0	0
Gujarat	0	0	0	0
Haryana	2	0	2	0
Himachal Pradesh	0	0	0	0



Jammu And Kashmir	0	0	0	0
Jharkhand	0	0	0	0
Karnataka	2	0	2	0
Kerala	0	0	0	0
Ladakh	0	0	0	0
Lakshadweep	0	0	0	0
Madhya Pradesh	1	0	1	0
Maharashtra	4	1	5	0
Manipur	0	0	0	0
Meghalaya	595	45	621	19
Mizoram	0	0	0	0
Nagaland	0	0	0	0
Odisha	0	0	0	0
Puducherry	0	0	0	0
Punjab	1	0	1	0
Rajasthan	0	0	0	0
Sikkim	0	0	0	0
Tamilnadu	3	0	3	0
Telangana	0	0	0	0
Tripura	0	0	0	0
Uttar Pradesh	3	0	3	0
Uttarakhand	0	0	0	0
West Bengal	8	0	7	1
Total	626	47	653	20

Source: CPGRAMS, September 2024

Annexure 4: Top departments having more pendency

Name	Brought Forward	Received During	Disposed During	Total Pending as on September
Office of the Deputy Commissioner North Garo Hills	226	0	0	226
Agriculture Department Govt of Meghalaya	144	45	19	170
Home Police Department	18	3	0	21
Office of the Deputy Commissioner Ri Bhoi District	11	0	0	11
Health and Family Welfare Department	8	2	0	10
Education Department	7	0	0	7



Office of the Deputy Commissioner West Jaintia Hills	6	0	0	6
Public Works Department	7	0	1	6
Urban Affairs Department	6	0	0	6
Mining and Geology Department	5	0	0	5

Source: CPGRAMS, September 2024

Annexure 5: Top departments disposed more grievances

Name	Brought Forward	Received During	Total Pending as on September	Disposed During
Agriculture Department Govt of Meghalaya	144	45	189	19
Excise Registration Taxation Stamps Department	1	0	1	1
Law A Department	0	1	1	1
Office of the Deputy Commissioner East Khasi Hills	0	2	2	1
Office of the Deputy Commissioner West Garo Hills	4	0	4	1
Power Department	4	0	4	1
Public Works Department	7	0	7	1
Transport Department	2	3	5	1

Source: CPGRAMS, September 2024

Annexure 6: Department with highest logins

Organization Name	Total Login
Public Works Department	393
Political Department	360
Transport Department	353
Agriculture Department Govt of Meghalaya	325
Public Health Engineering Department	307
Finance Pension Cell Department	235
Office of the Deputy Commissioner East Khasi Hills	209
General Administration Department B	203
Home Police Department	186
Social Welfare Department	181
Tourism Department	173



Printing and Stationary Department	146
Cooperation Department	126
Law A Department	122
Finance Department	117
Office of the Deputy Commissioner Eastern West Khasi Hills District.	111
Forests and Environment Department	105
Border Area Development Department	103

Source: CPGRAMS till September 2024

Annexure 7: Department with less logins

Organization Name	Total Login
Home Passport Department	9
Legal Metrology Department	7
Parliamentary Affairs Department	7
Finance Pay Revision Department	6
Mining and Geology Department	6
Finance EC1	5
Cabinet Affairs Department.	2
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

Source: CPGRAMS till September 2024

Annexure 8: Department with zero logins (Not Applicable)

Organization Name	Total Login
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: CPGRAMS till September 2024

Annexure 9: Departments with Grievances pending more than six months

S	Pending With	Pending Days / Redress Time	No of Pending Grievances
N			



1	Government of Meghalaya	233	67
2	District Agriculture Office West Garo Hills	259	19
3	District Agriculture Office Ri Bhoi	191	9
4	District Agriculture Office East Garo Hills	189	8
5	Education Department	227	4
6	Mining and Geology Department	300	3
7	Personnel and AR B Department	323	2
8	District Council Affairs Department	257	2
9	Revenue and Disaster Management Department	240	2
10	Home Police Department	300	1
11	Chief Ministers Office	274	1
12	Home Civil Defence and Home Guards Department	265	1
13	Community and Rural Development Department	200	1
14	Transport Department	200	1
15	Director of Health Services MI	196	1
16	Office of the Deputy Commissioner North Garo Hills	284	182
17	Office of the Deputy Commissioner Ri Bhoi District	231	9
18	Office of the Deputy Commissioner West Jaintia Hills	254	6
19	Office of the Deputy Commissioner South Garo Hills	311	4
20	Office of the Deputy Commissioner East Garo Hills	234	4
21	Office of the Deputy Commissioner West Garo Hills	307	2

Source: CPGRAMS till September 2024

Annexure 10: Departments with Grievances pending more than one year

SN.	Pending With	Pending Days / Redress Time	No of Pending Grievances
1	Government of Meghalaya	540	10



2	District Agriculture Office West Garo Hills	403	4
3	Directorate of Urban Affairs	916	2
4	Shillong Municipal Board	795	2
5	Directorate of Small Savings	756	2
6	Block Development Officer	916	1
7	Personnel and AR B Department	848	1
8	Power Department, Government of Meghalaya	592	1
9	Mining and Geology Department	451	1
10	SUPERINTENDENT OF POLICE EAST KHASI HILLS	445	1
11	Meghalaya Power Distribution Corporation Ltd	434	1
12	Meghalaya Energy Corporation Limited	431	1
13	Mining and Geology Department, Government of Meghalaya	427	1
14	Director of Health Services MI	411	1
15	Superintendent of Police East Jaintia Hills Khliehriat	400	1
16	Office of the Deputy Commissioner North Garo Hills	411	44
17	Office of the The Deputy Commissioner East Jaintia Hills	862	1
18	Office of the Deputy Commissioner West Garo Hills	826	1
19	Office of the Deputy Commissioner South Garo Hills	406	1
20	Office of the Deputy Commissioner Ri Bhoi District	375	1

Source: CPGRAMS till September 2024



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