

Findings from CPGRAMS for Meghalaya (April, 2024)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

April 2024



Executive Summary

- The government of Meghalaya received 74 grievances during April among them 62 (84%) are related to Local/ Internet.
- 521 grievances were brought forward leading to a total of 595. Among them, majority of the grievances 89% are from local/internet (528), followed by PMO (56), President Secretariat (8), and DARPG (3) till the date.
- 62 grievances received from local/internet during April. The disposed cases during the period is **20** and these are disposed under Local/Internet (13), and PMO (7).
- Among the pending grievances 575 (96.6%), 496 (86%) grievances are with subordinates.
- The pending cases, as on today are 575 and this is a matter of concern. It was 521 last month.
- Among all the pending grievances in Meghalaya, The **Office of the Deputy Commissioner North Garo Hills** has a significant majority of 48% (226) pending cases.
- As compared to the previous month (March), the disposal rate has slightly decreased in April and the number of pending grievances is more due to more cases being brought forward (521).
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly decreased during last month (50%).
- 58% of the people are not happy with redressal mechanism. Therefore, quick redressal is essential.

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.
- 89 percent of pending grievances are related to local/internet. 84 percent of the grievances received in April are related to it. Addressing them will reduce the pendency only to 16 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.
- 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 such grievances pending.



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- There are 395 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. Action needs to be taken on these grievances,
 - Weekly updates need to be informed to the specific departments with more pendency.
 - A proper time line system should be followed for disposing the grievances at department and subordinate level with an established system of coordination and communication.
 - Consultancy and field visits from the Personal and Administrative Reforms department have to be carried out to the top-pending departments to understand the grassroots problems and provide technical assistance.



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