

Findings from CPGRAMS for Meghalaya (December, 2023)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

December 2023



Executive Summary

- The government of Meghalaya received 139 grievances during December and 200 grievances were brought forward leading to a total of 339. Among them, majority of the grievances - 84% are from local/internet (285), followed by PMO (49) and DARPG (5) till the date.
- 127 grievances received from local/internet during December. The disposed cases during the period is 10 and majority of these are disposed under Local/Internet (7), PMO (2), and DARPG (1).
- Among the pending grievances (329), 240 (72.9%) grievances are with subordinates.
- The pending cases, as on today are 329 and this is a serious matter. It was 200 last month. It is necessary to look into the pending cases and take actions to close them. Only Meghalaya has such high level of pending cases.
- As compared to the previous month (November), the disposal rate is very low in December. The number of pending grievances is more due to more cases being brought forward (200).
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly decreased during last months (49%). 51% of the people are not happy with redress mechanism. This also needs to be considered on priority.

Recommendations

- The Grievance Redress in Meghalaya is not functioning effectively and needs a relook into its functioning.
- 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 each grievance is pending with each of these departments Urban Affairs Department with an average of 654 days followed by District Rural Development Agency Jowai (649), Directorate of Urban Affairs (644), Office of the Deputy Commissioner East Jaintia Hills (595), Transport Department (577), Meghalaya Board Of School Education (566), Office of the Deputy Commissioner West Garo Hills (559), Office of the Deputy Commissioner East Khasi Hills (490), and Education Department (488).



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- Weekly updates should be informed to the specific departments with 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.
 - Consultancy and surprise visits from the Personal and Administrative Reforms department have to be carried out to the top-pending departments to understand the grassroots problems.



1. Introduction

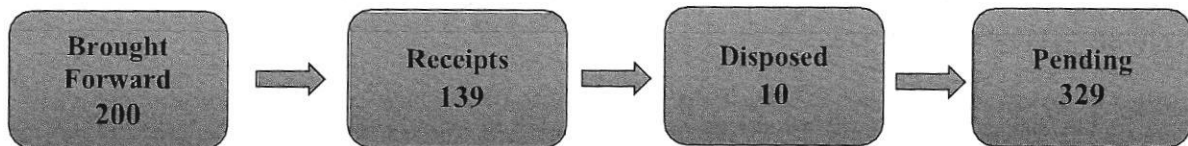
DARPG has integrated Bhashini with the CPGRAMS Portal from 25th July, 2023. It is an API based language translation platform which is being utilized in the CPGRAMS platform for both Grievance Redressal Officer and Citizen Interfaces. DARPG also developed a dedicated portal to monitor the real time status of trainings being conducted by the State/UT ATIs under the Sevottam Scheme. From 1st to 7th November, a mega campaign was launched by Common Service Centres to increase the outreach of CPGRAMS through CSCs. In November, 2023, 54803 PG cases were received for the States/UTs and 55638 PG cases were redressed.

2. Overview of grievances in Meghalaya

The government of Meghalaya received 139 grievances during December and 200 grievances were brought forward leading to a total of 339. Among them, majority of the grievances are received from local/internet (285), followed by PMO (49) and DARPG (5) till the date.

127 grievances received from local/internet during December. The disposed cases during the period is 10 and majority of these are disposed under Local/Internet (7), PMO (2) and DARPG (1). Further, among the existing pending grievances (329), 240 (72.9%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-12-2023 to 31-12-2023)