

Findings from CPGRAMS for Meghalaya (February, 2024)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

February 2024



Executive Summary

- The government of Meghalaya received 70 grievances during February 2024 and 341 grievances were brought forward leading to a total of 411. Among them, majority of the grievances 83% are from local/internet (343), followed by PMO (55), President Secretariat (7), DARPG (5), and Pension (1) till the date.
- 61 grievances received from local/internet during February 2024. The disposed cases during the period is 16 and these are disposed under PMO (9), DARPG (4), Local/Internet (2), and Pension (1).
- Among the pending grievances 395 (96.1%), 299 (76%) grievances are with subordinates.
- The pending cases, as on today are 395 and this is a matter of concern. It was 341 last month.
- Among all the pending grievances in Meghalaya, The **Office of the Deputy Commissioner North Garo Hills** has a significant majority of 69% (208) pending cases.
- As compared to the previous month (January 2024), the disposal rate is slightly low in February 2024. The number of pending grievances is more due to more cases being brought forward (341).
- 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.

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.
- 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 District Rural Development Agency



Jowai (702) followed by Office of the The Deputy Commissioner East Jaintia Hills (648), Personnel and AR B Department (634), Office of the Deputy Commissioner West Garo Hills (612), Office of the Deputy Commissioner East Khasi Hills (543), Commissioner of Transport (401), DISTRICT TRANSPORT OFFICE SHILLONG (401). Commissioner of Excise and Commissioner of Taxes (384), Power Department (378).

- Weekly updates should 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. .



1. Introduction

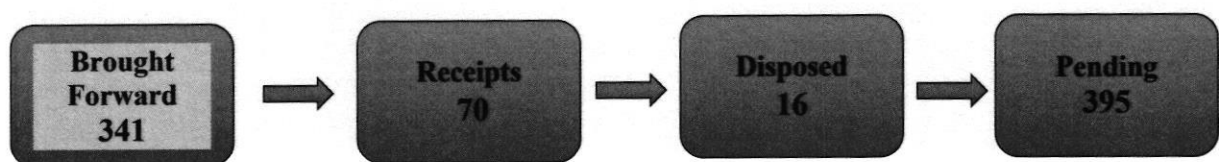
DARPG has integrated Bhashini with the CPGRAMS Portal from 25th July, 2023. It is an API based language translation platform which is being utilized in the CPGRAMS platform for both Grievance Redressal Officer and Citizen Interfaces. DARPG also developed a dedicated portal to monitor the real time status 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 January, 2024, 71350 PG cases were received for the States/UTs and 57603 (80.7%) PG cases were redressed.

2. Overview of grievances in Meghalaya

The government of Meghalaya received 70 grievances during February and 341 grievances were brought forward leading to a total of 411. Among them, majority of the grievances are received from local/internet (343), followed by PMO (55), President Secretariat (7), DARPG (5), and Pension (1) till the date.

61 grievances received from local/internet during February. The disposed cases during the period is 16 and majority of these are disposed under PMO (9), DARPG (4), Local/Internet (2), and Pension (1). Further, among the existing pending grievances (395), 299 (76%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-02-2024 to 29-02-2024)