

# **Findings from CPGRAMS for Meghalaya (January, 2024)**

Submitted to

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

**Government of Meghalaya**



**Public Affairs Centre, Bangalore**

**January 2024**



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## Executive Summary

- Meghalaya, among the North Eastern states, holds the third lowest position in terms of grievance resolution during the period spanning from January to December 2023, with a rate of 44.34%
- Additionally, Meghalaya ranks fifth in terms of grievances received, having received a total of 604. Among Total grievances Meghalaya secures the sixth position, while in terms of disposal, it ranks fourth. Furthermore, Meghalaya stands at the sixth position in terms of average disposal time, which amounts to 87 days
- The government of Meghalaya received 38 grievances during January 2024 and 328 grievances were brought forward leading to a total of 366. Among them, majority of the grievances 83% are from local/internet (303), followed by PMO (54) and DARPG (4) till the date.
- 26 grievances received from local/internet during January 2024. The disposed cases during the period is 25 and majority of these are disposed under Local/Internet (21), and PMO (4).
- Among the pending grievances (341), 293 (86%) grievances are with subordinates.
- The pending cases, as on today are 341 and this is a serious matter. It was 329 last month.
- As compared to the previous month (December 2023), the disposal rate is slightly high in January 2024. The number of pending grievances is more due to more cases being brought forward (328).
- 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 to function more effectively and needs a relook into its functioning. Pendency is more with subordinates, hence strict directions to be given to them to address them within a deadline.
- 83 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 17 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.



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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. It is observed that, One each grievance is pending with each of these departments One each grievance is pending with each of these departments District Rural Development Agency Jowai (673) followed by Office of the Deputy Commissioner East Jaintia Hills (619), Personnel and AR B Department (605), Office of the Deputy Commissioner West Garo Hills (583), Office of the Deputy Commissioner East Khasi Hills (514), Education Department (512), Commissioner of Transport (372), District Transport Office Shillong (372).
  - 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 December, 2023, 58016 PG cases were received for the States/UTs and 58183 PG cases were redressed.

The functioning of NE states and Meghalaya for the year 2023 is presented below.

Table -1 Maximum Pendency Percentage (North-Eastern States) – January to December, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
1	Manipur	576	2828	3404	112	3292	208	96.71
2	Nagaland	355	699	1054	77	977	136	92.69
3	Meghalaya	138	604	742	413	329	87	44.34
4	Mizoram	411	339	750	468	282	279	37.6
5	Arunachal Pradesh	116	371	487	364	123	94	25.26
6	Assam	7312	45161	52473	43025	9448	51	18.01
7	Tripura	724	1304	2028	1671	357	94	17.6
8	Sikkim	45	203	248	231	17	36	6.85

Source: CPGRAMS, January to December 2023

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