

Findings from CPGRAMS for Meghalaya (March, 2024)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

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Executive Summary

- The government of Meghalaya received 148 grievances during March among them 140 (94.6) are related to Local/ Internet.
- 395 grievances were brought forward leading to a total of 543. Among them, majority of the grievances 89% are from local/internet (481), followed by PMO (52), President Secretariat (8), and DARPG (2) till the date.
- 140 grievances received from local/internet during March. The disposed cases during the period is 22 and these are disposed under Local/Internet (15), and PMO (7).
- Among the pending grievances 521 (96%), 344 (66%) grievances are with subordinates.
- The pending cases, as on today are 521 and this is a matter of concern. It was 395 last month.
- Among all the pending grievances in Meghalaya, The **Office of the Deputy Commissioner North Garo Hills** has a significant majority of 66% (226) pending cases.
- As compared to the previous month (February), the disposal rate has slightly Increased in March and the number of pending grievances is more due to more cases being brought forward (395).
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly decreased during last months (51%).
- 62% 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. Addressing them will reduce the pendency only to 11 percent.
- Efforts to be made for disposal of 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



grievance is pending with each of these departments District Rural Development Agency Jowai (733), Office of the The Deputy Commissioner East Jaintia Hills (679), Personnel and AR B Department (665), Office of the Deputy Commissioner West Garo Hills (643), Office of the Deputy Commissioner East Khasi Hills (574), Principal Chief Conservator of Forest and HoFF (537), Commissioner of Transport and DISTRICT TRANSPORT OFFICE SHILLONG (432), Commissioner of Excise and Commissioner of Taxes (415), Power Department and Government of Meghalaya (409).

- 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.



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