

# Findings from CPGRAMS for Meghalaya (May, 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 46 grievances during May 2024 among them 41 (89%) are related to Local/ Internet.
- 575 grievances were brought forward leading to a total of 621. Among them, majority of the grievances are with local/internet (556), followed by PMO (51), President Secretariat (10), and DARPG (4) till the date.
- The disposed cases during the period is **114** and majority of these are disposed under Local/Internet (114).
- The pending cases, as on today are 507. It was 575 last month.
- Among the existing pending grievances (507), 397 (78%) grievances are with subordinates.
- Among all the pending grievances in Meghalaya, The **Office of the Deputy Commissioner North Garo Hills** has a significant majority of 57% (226) pending cases.
- As compared to the previous month (April), the disposal rate has increased in May (114) but, the absolute number of pending grievances is more due to more cases being brought forward (575).
- The feedback analysis indicates that the levels of satisfaction expressed by the people increased during last month (57%) showing improved service.
- From January to April data, 69% of the people are happy with redressal mechanism. Therefore, quick redressal will help to reach the highest target.
- The PAC visit to the major departments with pending cases observed that at the secretariat level, the flow of grievances and understanding of the portal are satisfactory.
- The main issue identified is that problems primarily arise at lower levels under the Directorate where training and monitoring is required.

## 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.



- 90 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 10 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. 21 (4%) are pending from past one year (**annexure 10**).
- 6 grievances received from PMO office and other states are pending for more than one year i.e. average days 485.
- 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 grievances are long pending.
- There are 464 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-indices matters/policy issues etc., an interim/appropriate reply shall be given to the citizen. Action needs to be taken on these grievances,
- Weekly updates should be informed to the specific departments with more pendency.
- A proper time line system should be followed for disposing the grievances within 30 days at department and subordinate level with an established system of coordination and communication.
- Consultancy and department visit 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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