

Findings from CPGRAMS for Meghalaya (November, 2023)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

November 2023



Executive Summary

- The government of Meghalaya received 50 grievances during November and 162 grievances were brought forward. Among them, majority of the grievances are received from local/internet (166), followed by PMO (42) and DARPG (4) till the date.
- 41 grievances received from local/internet during November. The disposed cases during the period is 12 and majority of these are disposed under Local/Internet (8) and PMO (4).
- Among the pending grievances (200), 115 (57.5%) grievances are with subordinates.
- The pending cases are 200 and this is a serious matter. It was 140 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 (October), the disposal rate is slight low in November. The number of pending grievances is more due to more cases being brought forward (162).
- The feedback analysis indicates that the levels of satisfaction expressed by the people slightly increased during last months (51%). 49% of the people are not happy with redressal mechanism. Therefore, favourable feedback should be increased in coming months.

Recommendations

- 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.
- Office of the DC North Garo Hills has Max. (60) pending cases. Urgent action is required.
- Some immediate action is needed 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, 39 grievances are pending with some Departments from 6 months to one year. These need to be addressed on urgent footing.
- Weekly updates should be informed to the specific departments having 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.
- It is expected that after the training on 31st October and 1st November the grievance redress mechanism will become efficient and the pendency will come down ensuring better service delivery.



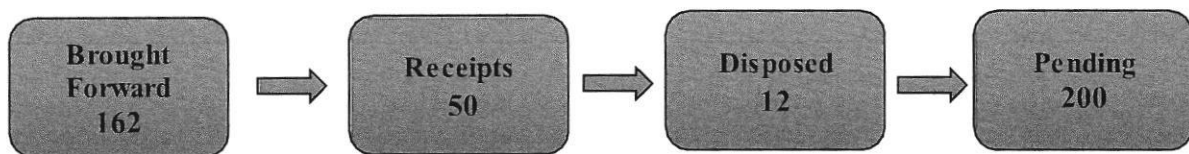
1. Introduction

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. In October, 2023, States/UTs disposed the maximum number of grievances, in the year 2023. In October, 2023, 66547 PG cases were received for the States/UTs and 54809 PG cases were redressed.

2. Overview of grievances in Meghalaya

The government of Meghalaya received 50 grievances during October and 162 grievances were brought forward. Among them, majority of the grievances are received from local/internet (166), followed by PMO (42) and DARPG (4) till the date. 41 grievances received from local/internet during November. The disposed cases during the period is 12 and majority of these are disposed under Local/Internet (8) and PMO (4). Further, among the existing pending grievances (200), 115 (57.5%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-11-2023 to 30-11-2023)



Table 1: Overview of grievances

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Disposed During Period	Closing Balance	Yet to Assess	At our Office	With Subordinate
DARPG	1	3	4	0	4	3	0	1
Local/Internet	125	41	166	8	158	39	20	99
President Secretariat	0	0	0	0	0	0	0	0
Pension	0	0	0	0	0	0	0	0
PMO	36	6	42	4	38	14	10	14
Total	162	50	212	12	200	56	30	114

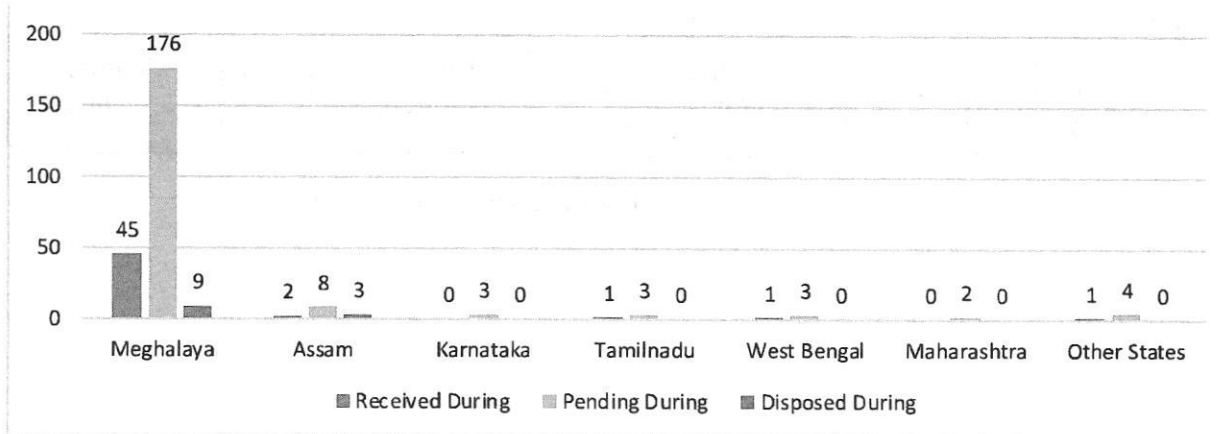
Source: CPGRAM November 2023

3. Status of grievances received by Meghalaya

Out of the total 50 cases received, 90% of the grievances are received from the state of Meghalaya (45), followed by Assam (2), Tamilnadu (1), Uttar Pradesh (1), West Bengal (1).

The number of disposals is less in November as compare to October, which is 12 and 24 respectively. Among that, 9 grievances are disposed which received from Meghalaya, 3 from other states. Similarly, among the total pendency, 88.44 percent are from Meghalaya and 11.56 percent from other states

Figure 2: Distribution of received, disposed and pending Grievances received from Meghalaya and other states



Source: CPGRAM November 2023