

Findings from CPGRAMS for Meghalaya (August, 2024)

Submitted to

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

Government of Meghalaya



Public Affairs Centre, Bangalore

August 2024

A.R.O.C.P.-K.)

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Executive Summary

- The government of Meghalaya received 50 grievances during August among them 42 (84%) are related to Local/ Internet.
- 623 grievances were brought forward leading to a total of 673. Among them, majority of the grievances are with local/internet (580), followed by PMO (74), President Secretariat (14), and DARPG (5) till the date.
- The disposed cases during the period is **46** and majority of these are disposed under Local/Internet (42).
- The pending cases, as on today are 627. It was 623 last month.
- Among the existing pending grievances (627), 508 (81%) 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 47% (226) pending cases.
- As compared to the previous month (July), the disposal rate has increased in August (46) but, the absolute number of pending grievances is more due to more cases being brought forward (623).
- The feedback analysis indicates that the levels of satisfaction expressed by the people decreased during last month (36%) showing poorer service.
- From January to July, the data indicates 70% of the people are happy with redressal mechanism. Therefore, quick redressal will help to reach the highest target.

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.
- 85 percent of pending grievances are related to local/internet. Addressing them will reduce the pendency only to 15 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. 78 (12%) are pending from past one year (**annexure 10**).
- 10 grievances received from PMO office and other states are pending for more than one year i.e. average days 519.



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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.
 - There are 581 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. Follow up is required.



Table of Contents

1. Introduction.....	6
2. Overview of grievances in Meghalaya.....	6
3. Status of grievances received by Meghalaya	7
4. Month wise status of grievances	7
5. Age-wise status of grievances.....	8
6. Departments with highest pending grievances (subordinates)	9
7. Trend in pending grievances.....	9
8. Departments with highest number of disposals (subordinates).....	10
9. Acceptance of Cases.....	10
10. Logins of subordinate departments	11
11. Feedback Analysis	12
11.1 Call Centre	12
11.2 Grievance	12
12. Major Observations: Comparison of July and August 2024.....	13
12.1 Office of the Deputy Commissioner North Garo Hills.....	13
12.2 Agriculture Department Govt of Meghalaya	13
12.3 Home Police Department	14
12.4 Office of the Deputy Commissioner Ri Bhoi District	14
12.5 Health and Welfare Department	15
12.6 Education Department.....	15
13. Departments with pending grievances for more than 6 months.....	15
14. Departments with pending grievances for more than 1 year	16
15. Major findings	17
16. Recommendations	18
Annexures	19
Annexure 1: Distribution of Departments with grievances and pendency with subordinates... 19	
Annexure 2: Distribution of Departments with grievances and disposed with subordinates....21	
Annexure 3: Status grievances brought forward, received, pending and disposal from Meghalaya and other states.....24	
Annexure 4: Top departments having more pendency	25
Annexure 5: Top departments disposed more grievances	26
Annexure 6: Department with highest logins	26
Annexure 7: Department with less logins.....	27



Annexure 8: Department with zero logins (Not Applicable)27
Annexure 9: Departments with Grievances pending more than six months28
Annexure 10: Departments with Grievances pending more than one year28



1. Introduction

Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States. 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.

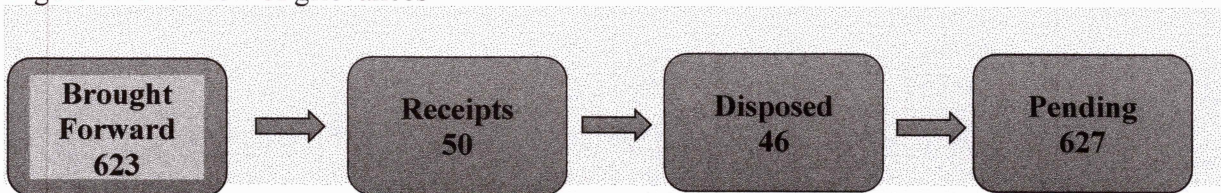
DARPG also developed a dedicated portal to monitor the real time status of grievances. Anuvadini tool, a voice and document AI translation tool consisting of multitude of features is being used to translate the CPGRAMS Monthly Reports in the regional languages

In June, 2024, 55134 PG cases were received for the States/UTs and 69940 PG cases were redressed. The monthly disposal in States/UTs increased from 55940 PG cases at the end of May, 2024, to 69940 PG cases at the end of June, 2024. 32 States/UTs have Average Closing Time of their grievances beyond the Standard Redressal Time of 30 days

2. Overview of grievances in Meghalaya

The government of Meghalaya received 50 grievances during August and 623 grievances were brought forward leading to a total of 673. Among them, majority of the grievances are with local/internet (580), followed by PMO (74), President Secretariat (14) and DARPG (5) till the date. Out of 50 grievances received 42 are from local/internet, PMO (6) and President Secretariat (2) during August. The disposed cases during the period is 46 and majority of these are disposed under Local/Internet (42), and 4 from PMO. Further, among the existing pending grievances (627), 508 (81%) grievances are with subordinates.

Figure 1: Overview of grievances



(Time period: 01-08-2024 to 31-08-2024)



Table 1a: 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	5	0	5	0	5	2	0	3
Direct from complainant	538	42	580	42	538	28	59	460
President Secretariat	12	2	14	0	14	3	8	3
Pension	0	0	0	0	0	0	0	0
PMO	68	6	74	4	70	17	16	42
Total	623	50	673	46	627	50	83	508

Source: CPGRAMS, August 2024

3. Status of grievances received by Meghalaya

Out of the total 50 cases received, 94% of the grievances are received from the state itself (47), and the remaining three pertaining to Meghalaya are received from other states Maharashtra (2), and Uttar Pradesh (1).

The number of disposals is slightly increased in August as compared to July, is 46 and 31 respectively. Among them, 36 grievances are disposed which are from Meghalaya, 3 from Assam, West Bengal (1), Tamil Nadu (1), Maharashtra (1) and other states (4).

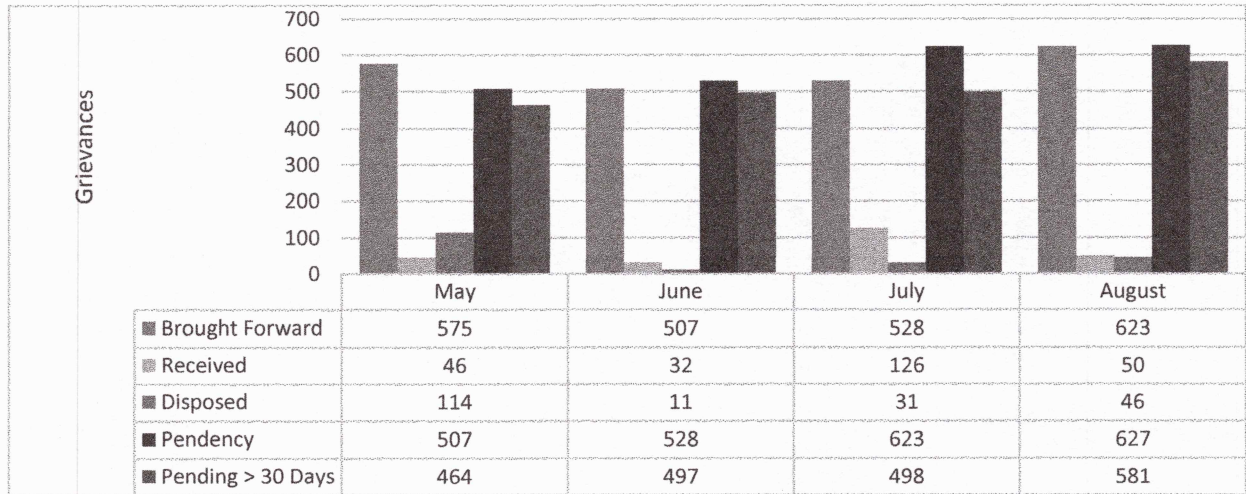
- The pending cases are 627 and this is a serious matter. It is necessary to look into the pending cases and take actions to close them.
- The addition is due to more cases received in August 2024.

4. Month wise status of grievances

The following figure explains the month wise status of grievances, 50 grievances are received in August and 623 are brought forwarded from July. It is noticeable that, around 6.8 percent cases are disposed in August which is higher when compared to July. Further, 627 grievances are pending and it is more as compare with last month (623).



Figure 2: Month wise status of brought forward, receipts, disposal and pendency



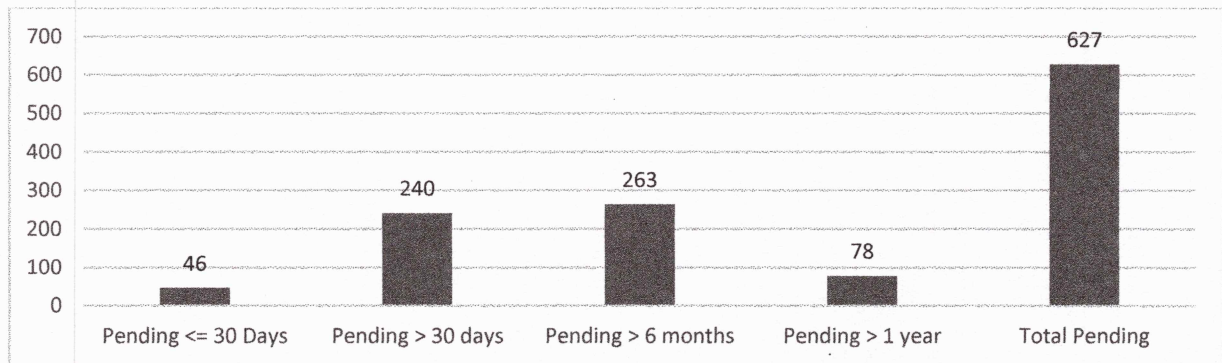
Source: CPGRAMS, May and August 2024

Note: Current Pendency= Earlier month pendency + Cases received during the month – Cases disposed off. The cases disposed of during the Month of July are 46. The pendency of cases greater than 30 days has increased (581).

5. Age-wise status of grievances

The following figure shows the age wise status of grievances pending among the total pendency of the grievances is 627 in August. Out of this, 46 (7.3%) grievances pending in less than 30 days, 240 (38.3%) are between 30 to 180 days, 263 (42%) are from past 6 months (**annexure 9**) and 78 (12.4%) are pending from past one year (**annexure 10**).

Figure 3: Age-wise status of grievances pending



Source: CPGRAMS, August 2024

There are 581 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

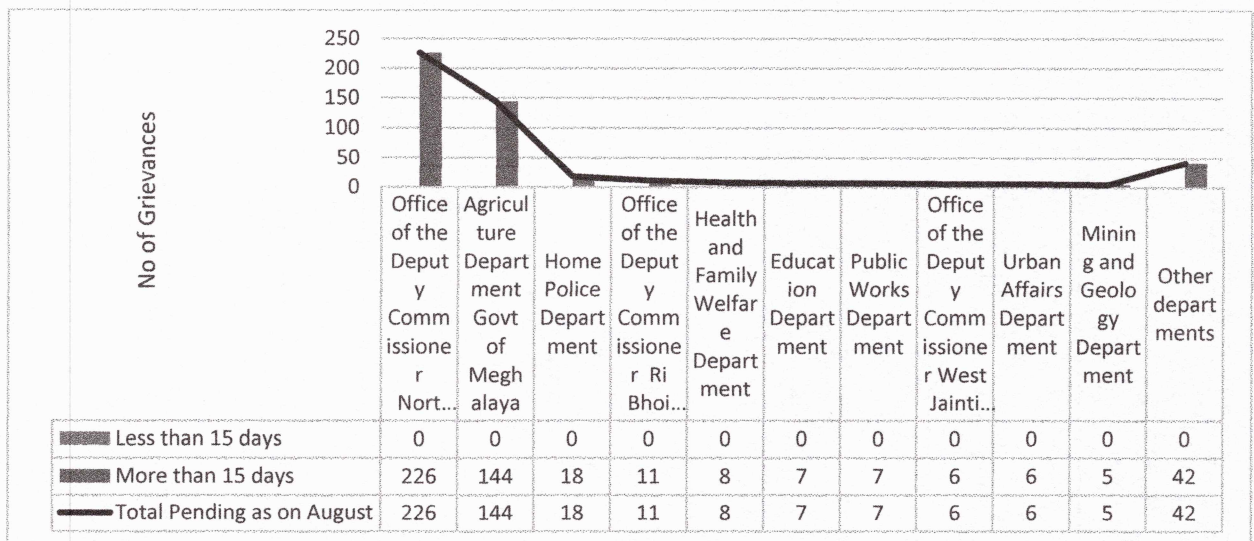


within a maximum period of 30 days. In case redressal is not possible within the prescribed timeframe due to the circumstances such as sub-judice matters/policy issues etc., an interim/appropriate reply shall be given to the citizen.

6. Departments with highest pending grievances (subordinates)

Out of the total pending grievances with subordinates, 91 percent are pending with the following departments. Office of the Deputy Commissioner North Garo Hills has maximum cases (226)

Figure 4: Distribution of Departments with pending grievances

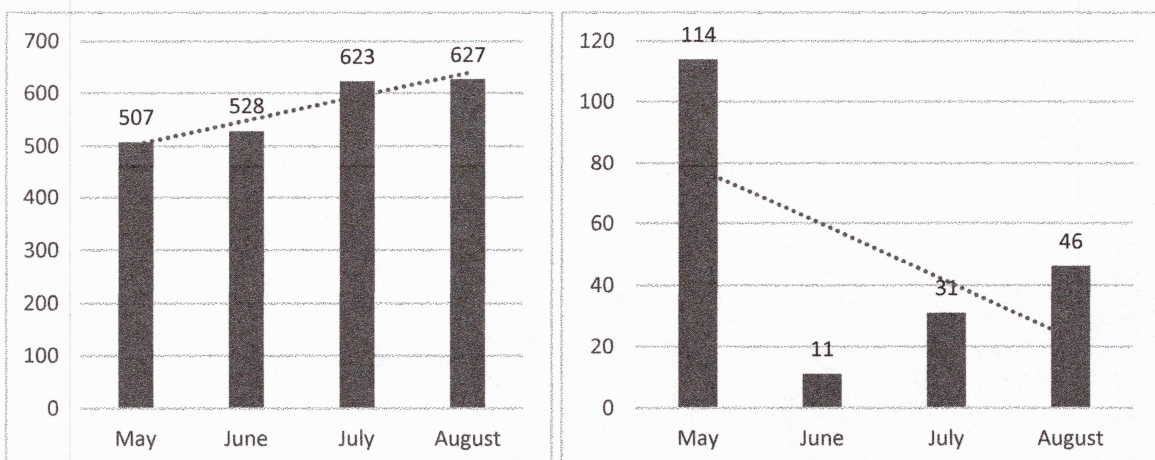


Source: CPGRAMS, August 2024

7. Trend in pending grievances

The figures 5 & 6 shows the trend of pending and disposal grievances from May to August 2024.

Figure 5: Trend of pendency over the months Figure 6: Trend of disposal over the month





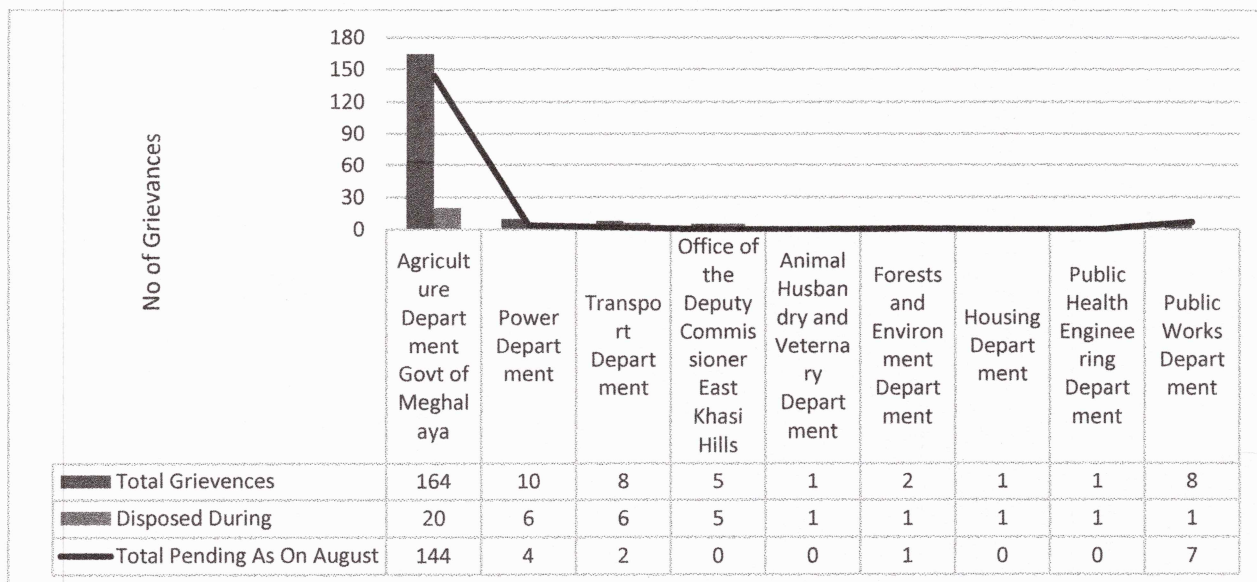
Source: CPGRAMS, May to August 2024

There is a noticeable fluctuating trend indicating that enough grievances are not being resolved. In August, there are more pending grievances compared to July as shown in Fig.5. Additionally, the number of disposed cases is increased in August than in July, as shown in Fig.6.

8. Departments with highest number of disposals (subordinates)

The Agriculture Department Govt of Meghalaya has disposed 20 grievances out of 164 in August. Power Department, out of 10, 6 grievances are disposed. Transport Department, out of 8, 6 grievances are disposed, Office of the Deputy Commissioner East Khasi Hills disposed all 5 of their grievances. Animal Husbandry and Veterinary Department, Forests and Environment Department, Housing Department, Public Health Engineering Department and Public Works Department disposed single grievances in same period.

Figure 7: Subordinate departments that disposed more grievances



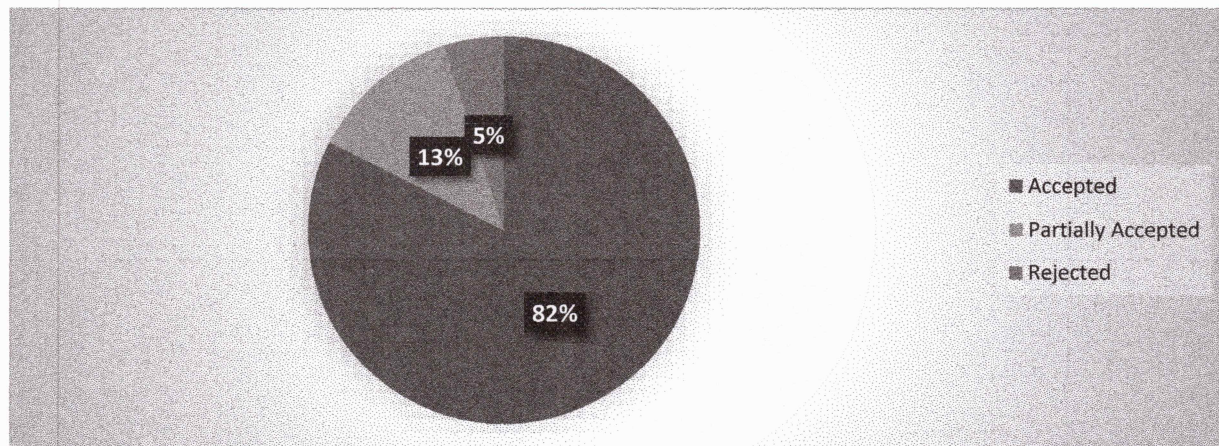
Source: CPGRAMS, August 2024

9. Acceptance of Cases

Out of total disposed grievances, 5 percent are rejected due to various reasons, 13 percent are partially accepted and 82% are accepted.



Figure 8: Distribution of type of acceptance



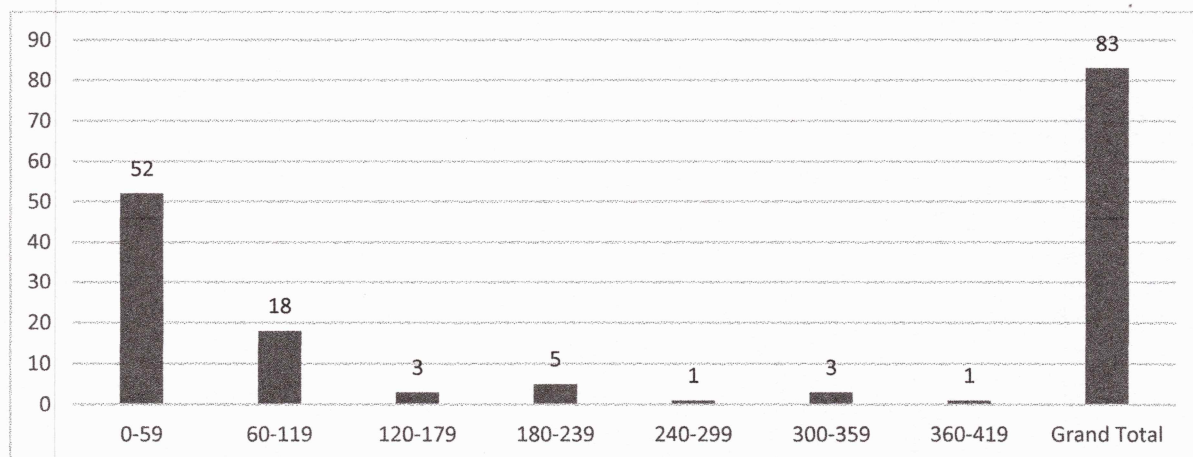
Source: CPGRAMS, August 2024

10. Logins of subordinate departments

Across the departments, 52 departments login less than 60 times, 18 departments login less than 120 times, 9 departments login less than 300 times, 3 departments logged less than 350 times and 1 department logged in less than 420 times.

The departments such as Finance Pension Cell Department, General Administration Department B, Home Police Department, Office of the Deputy Commissioner East Khasi Hills, Public Health Engineering Department, Social Welfare Department and Tourism Department logged in more than 150 logins till date. In addition, Agriculture Department Govt of Meghalaya, Political Department, Public Works Department, and Transport Department tops in number of logins, which are more than 300 times.

Figure 9: Login of subordinate departments



Source: CPGRAMS till August 2024

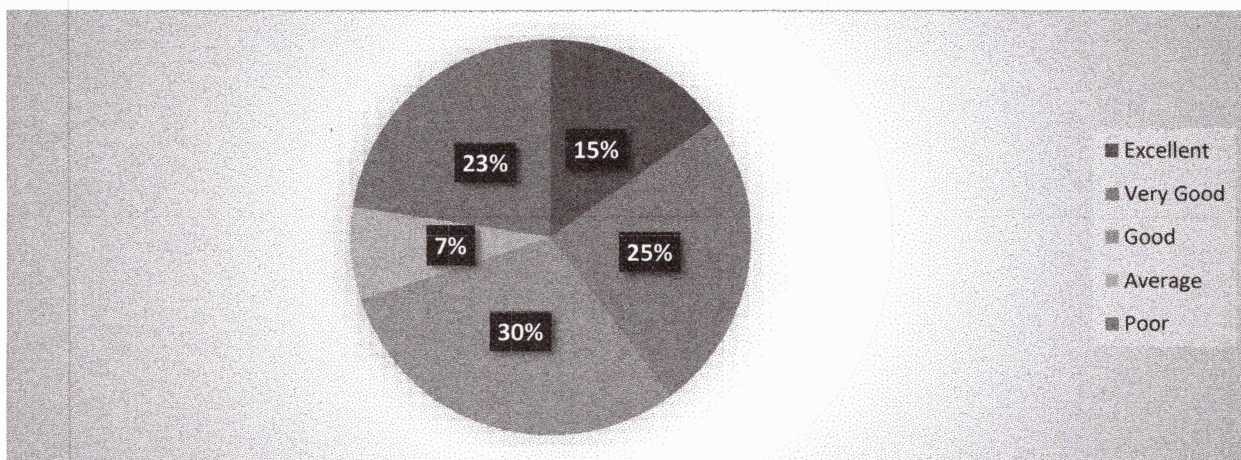


11. Feedback Analysis

11.1 Call Centre

The following diagram shows the satisfaction level of the citizens in the year (January 2024 to August 2024). About 70 percent of the citizens provided positive feedback on grievances, out of which 15 percent mentioned excellent, 25 percent very good and 30 percent good. Among the remaining 30 percent, 7 percent reported average and 23 percent reported poor experience.

Figure 10: Satisfaction level of the citizens – Call Centre

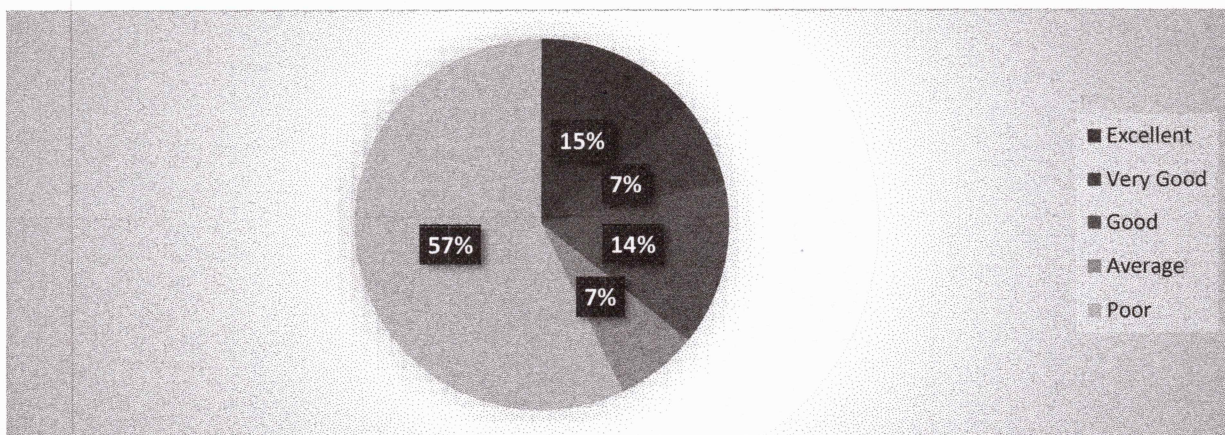


Source: CPGRAMS, January 2024 to August 2024

11.2 Grievance

The citizens shared feedback on the experience of the grievance redressal and about 15 percent shared Excellent, 7 percent with Very Good, and 14 percent with Good, 7 percent with Average and remaining feedback is poor (57 %).

Figure 11: Satisfaction level of the citizens - Portal



Source: CPGRAMS, January 2024 to August 2024



12. Major Observations: Comparison of July and August 2024

The following section explains the top Six department which have more grievances

12.1 Office of the Deputy Commissioner North Garo Hills

In the month of July, the grievances of Office of the Deputy Commissioner North Garo Hills are 226, out of these none of the grievances are received in July and 226 grievances are brought forwarded from the previous month. The department disposed none of the grievances in July. The remaining 226 grievances are carry forwarded to August.

In the month of August, department received none of the grievances, 226 grievances are brought forward and none of the grievances are disposed during the period. The remining 226 grievances carry forwarded to September.

Table 2: Office of the Deputy Commissioner North Garo Hills

Months	Brought Forward	Received During	Disposed During	Total Pending
July	226	0	0	226
August	226	0	0	226

Source: CPGRAMS, July and August 2024

12.2 Agriculture Department Govt of Meghalaya

In the month of July, the Agriculture Department Govt of Meghalaya grievances are 78, out of these 0 grievances were received in July and all 78 are brought forwarded from the previous month and 10 grievances are disposed during the period. The remaining 68 grievances carry forwarded to August.

In the month of August, department 96 grievances and 20 grievances are disposed during the period. The remining 144 grievances carry forwarded to September.

Table 3: Agriculture Department Govt of Meghalaya

Months	Brought Forward	Received During	Disposed During	Total Pending
July	78	0	10	68
August	68	96	20	144

Source: CPGRAMS, July and August 2024



12.3 Home Police Department

In the month of July, the grievances of Home Police Department are 10, out of these no grievance is received in July and 10 grievances are brought forwarded from the previous month. The department disposed 7 grievances in July. The remaining 3 grievances are carry forwarded to August.

In the month of August, department received 15 grievances, and 3 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 18 grievances carry forwarded to September.

Table 3: Home Police Department

Home Police Department	Brought Forward	Received During	Disposed During	Total Pending
July	10	0	7	3
August	3	15	0	18

Source: CPGRAMS, July and August 2024

12.4 Office of the Deputy Commissioner Ri Bhoi District

In the month of July, the grievances of Office of the Deputy Commissioner Ri Bhoi District are 11, out of these no grievance was received in July and 11 are brought forwarded from the previous month. The department disposed none of these grievances during the period. The remaining 11 grievances carry forwarded to August.

In the month of August, department received 0 grievances, and 11 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 11 grievances carry forwarded to September.

Table 5 Office of the Deputy Commissioner Ri Bhoi District

Months	Brought Forward	Received During	Disposed During	Total Pending
July	11	0	0	11
August	11	0	0	11

Source: CPGRAMS, July and August 2024



12.5 Health and Welfare Department

In the month of July, the grievances of Health and Welfare Department are 6, out of these none of the grievances are received in July and 6 grievances are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 6 grievances carry forwarded to August.

In the month of August, department received 2 grievances, and 6 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 8 grievances carry forwarded to September.

Table 6 Health and Welfare Department

Months	Brought Forward	Received During	Disposed During	Total Pending
July	6	0	0	6
August	6	2	0	8

Source: CPGRAMS, July and August 2024

12.6 Education Department

In the month of July the grievances of Education Department are 6, out of these none of the grievances are received in July and 4 are brought forwarded from the previous month and none of the grievances are disposed during the period. The remaining 4 grievances carry forwarded to August.

In the month of August, department received 3 grievances, and 4 grievances are brought forward, out of these none of the grievances are disposed during the period. The remaining 7 grievances carry forwarded to September.

Table 5 Education Department

Months	Brought Forward	Received During	Disposed During	Total Pending
July	4	0	0	4
August	4	3	0	7

Source: CPGRAMS, July and August 2024

13. Departments with pending grievances for more than 6 months

- 58 grievances received from PMO office and other states are pending for more than 6 months i.e. average days 216
- 11 grievances are pending with District Agriculture Office West Garo Hills form the last 6 months i.e. average days 305



- 3 grievances are pending with Mining and Geology Department form the last 6 months i.e. average days 279
- 2 grievances are pending with office of the Personnel and AR B Department from the last 6 months i.e. average days 302
- 166 grievances are pending with Office of the Deputy Commissioner North Garo Hills form the last 6 months i.e. average days 274
- 5 grievances are pending with Office of the Deputy Commissioner Ri Bhoi District from the last 6 months i.e. average days 278
- 5 grievances are pending with Office of the Deputy Commissioner West Jaintia Hills District from the last 6 months i.e. average days 242
- 4 grievances are pending with Office of the Deputy Commissioner South Garo Hills form the last 6 months i.e. average days 290
- 2 grievances are pending with Office of the Commissioner West Garo Hills form the last 6 months i.e. average days 286
- Single grievance is pending with Office of the Deputy Commissioner East Garo Hills District from the last 6 months i.e. average days 302
- One grievance is pending with each of these departments District Council Affairs Department (285), Education Department (281), Home Police Department (279), Revenue and Disaster Management Department (271), Chief Ministers Office (253) and Home Civil Defence and Home Guards Department (244).

14. Departments with pending grievances for more than 1 year

- 10 grievances received from PMO office and other states are pending for more than one year i.e. average days 519.
- 3 grievances received from District Agriculture Office West Garo Hills are pending for more than one year i.e. average days 391.
- 42 grievances received from District Office of the Deputy Commissioner North Garo Hills are pending for more than one year i.e. average days 392.
- 1 grievances received from Office of the Deputy Commissioner West Garo Hills are pending for more than one year i.e. average days 805.



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- 1 grievance received from Office of the Deputy Commissioner South Garo Hills are pending for more than one year i.e. average days 385.
 - 2 grievances are pending from the departments Directorate of Urban Affairs with an average of 895 days followed by Shillong Municipal Board (774), Directorate of Small Savings (735), Meghalaya Power Distribution Corporation Ltd (686) and Directorate of Agriculture (422).
 - One grievance is pending with each of these departments Block Development Officer (895), Office of the The Deputy Commissioner East Jaintia Hills (841), Personnel and AR B Department (827), Commissioner of Excise 2. Excise Registration Taxation Stamps Department (577), Power Department 2. Government of Meghalaya (571), Mining and Geology Department (430), SUPERINTENDENT OF POLICE EAST KHASI HILLS (424), Meghalaya Energy Corporation Limited (410), Mining and Geology Department 2. Government of Meghalaya (406), Director of Health Services MI (390) and Superintendent of Police East Jaintia Hills Khliehriat (379).

15. Major findings

- The government of Meghalaya received 50 grievances during August among them 42 (84%) are related to Local/ Internet.
- As compared to the previous month (July), the disposal rate has increased in August (46) but, the absolute number of pending grievances is more due to more cases being brought forward (623).
- The feedback analysis indicates that the levels of satisfaction expressed by the people decreased during last month (36%) showing poorer service.
- Among subordinates, **Office of the Deputy Commissioner North Garo Hills** tops in pending cases. There is an urgent need to take corrective action. From the last 9 months this department has not disposed single grievance
- From January to August data, 70% of the people are happy with redressal mechanism. Therefore, quick redressal will help to reach the highest target.



16. 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. 10 grievances received from PMO office and other states are pending for more than one year i.e. average days 519.
- 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.
- There are 581 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 subjudice 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.



Annexures

Annexure 1: Distribution of Departments with grievances and pendency with subordinates

Name	Brought Forward	Received During	Disposed During	Total Pending As On August	Pendency %
Total	384	138	42	480	91.95 4023
Office of the Deputy Commissioner North Garo Hills	226	0	0	226	47.08
Agriculture Department Govt of Meghalaya	68	96	20	144	30.00
Home Police Department	3	15	0	18	3.75
Office of the Deputy Commissioner Ri Bhoi District	11	0	0	11	2.29
Health and Family Welfare Department	6	2	0	8	1.67
Education Department	4	3	0	7	1.46
Public Works Department	0	8	1	7	1.46
Office of the Deputy Commissioner West Jaintia Hills	6	0	0	6	1.25
Urban Affairs Department	5	1	0	6	1.25
Mining and Geology Department	5	0	0	5	1.04
Office of the Deputy Commissioner South Garo Hills	5	0	0	5	1.04
District Council Affairs Department	3	1	0	4	0.83
Office of the Deputy Commissioner East Garo Hills	4	0	0	4	0.83
Office of the Deputy Commissioner West Garo Hills	4	0	0	4	0.83
Personnel and AR B Department	4	0	0	4	0.83
Power Department	10	0	6	4	0.83
Community and Rural Development Department	2	0	0	2	0.42
Finance Budget Department	2	0	0	2	0.42
Home Civil Defence and Home Guards Department	1	1	0	2	0.42
Office of the The Deputy Commissioner East Jaintia Hills	1	1	0	2	0.42



Parliamentary Affairs Department	2	0	0	2	0.42
Revenue and Disaster Management Department	2	0	0	2	0.42
Transport Department	7	1	6	2	0.42
Chief Ministers Office	1	0	0	1	0.21
Excise Registration Taxation Stamps Department	1	0	0	1	0.21
Forests and Environment Department	1	1	1	1	0.21
Animal Husbandry and Veterinary Department	0	1	1	0	0.00
Border Area Development Department	0	0	0	0	0.00
Commerce and Industries Department	0	0	0	0	0.00
Department of Arts and Culture	0	0	0	0	0.00
Elections Department	0	0	0	0	0.00
Finance Audit and Funds Branch	0	0	0	0	0.00
Finance Department	0	0	0	0	0.00
Finance Economic Affairs Department	0	0	0	0	0.00
Finance Pension Cell Department	0	0	0	0	0.00
Fisheries Department	0	0	0	0	0.00
Food Civil Supplies and Consumer Affairs Department	0	0	0	0	0.00
General Administration Department	0	0	0	0	0.00
General Administration Department B	0	0	0	0	0.00
Home Prisons Department	0	0	0	0	0.00
Housing Department	0	1	1	0	0.00
Information and Public Relation Department.	0	0	0	0	0.00
Information Technology and Communication Department	0	0	0	0	0.00
Labour Department	0	0	0	0	0.00
Law A Department	0	0	0	0	0.00
Law B Department	0	0	0	0	0.00



Office of the Deputy Commissioner East Khasi Hills	0	5	5	0	0.00
Office of the Deputy Commissioner Eastern West Khasi Hills District.	0	0	0	0	0.00
Office of the Deputy Commissioner South West Garo Hills	0	0	0	0	0.00
Office of the Deputy Commissioner South West Khasi Hills	0	0	0	0	0.00
Office of the Deputy Commissioner West Khasi Hills	0	0	0	0	0.00
Office of the Honorable Chief Minister Meghalaya	0	0	0	0	0.00
Personnel and ARA Department	0	0	0	0	0.00
Planning Department	0	0	0	0	0.00
Political Department	0	0	0	0	0.00
Printing and Stationary Department	0	0	0	0	0.00
Public Health Engineering Department	0	1	1	0	0.00
Secretariat Administration Department	0	0	0	0	0.00
Social Welfare Department	0	0	0	0	0.00
Sports and Youth Affairs Department	0	0	0	0	0.00
Textiles Department	0	0	0	0	0.00
Tourism Department	0	0	0	0	0.00
Water Resources Department	0	0	0	0	0.00

Source: CPGRAMS, August 2024

Annexure 2: Distribution of Departments with grievances and disposed with subordinates

Name	Brought Forward	Received During	Disposed During	Total Pending As On August	Disposed %
Total	384	138	42	480	8.05
Agriculture Department Govt of Meghalaya	68	96	20	144	47.62



Power Department	10	0	6	4	14.29
Transport Department	7	1	6	2	14.29
Office of the Deputy Commissioner East Khasi Hills	0	5	5	0	11.90
Animal Husbandry and Veterinary Department	0	1	1	0	2.38
Forests and Environment Department	1	1	1	1	2.38
Housing Department	0	1	1	0	2.38
Public Health Engineering Department	0	1	1	0	2.38
Public Works Department	0	8	1	7	2.38
Border Area Development Department	0	0	0	0	0.00
Chief Ministers Office	1	0	0	1	0.00
Commerce and Industries Department	0	0	0	0	0.00
Community and Rural Development Department	2	0	0	2	0.00
Department of Arts and Culture	0	0	0	0	0.00
District Council Affairs Department	3	1	0	4	0.00
Education Department	4	3	0	7	0.00
Elections Department	0	0	0	0	0.00
Excise Registration Taxation Stamps Department	1	0	0	1	0.00
Finance Audit and Funds Branch	0	0	0	0	0.00
Finance Budget Department	2	0	0	2	0.00
Finance Department	0	0	0	0	0.00
Finance Economic Affairs Department	0	0	0	0	0.00
Finance Pension Cell Department	0	0	0	0	0.00
Fisheries Department	0	0	0	0	0.00
Food Civil Supplies and Consumer Affairs Department	0	0	0	0	0.00
General Administration Department	0	0	0	0	0.00
General Administration Department B	0	0	0	0	0.00



Health and Family Welfare Department	6	2	0	8	0.00
Home Civil Defence and Home Guards Department	1	1	0	2	0.00
Home Police Department	3	15	0	18	0.00
Home Prisons Department	0	0	0	0	0.00
Information and Public Relation Department.	0	0	0	0	0.00
Information Technology and Communication Department	0	0	0	0	0.00
Labour Department	0	0	0	0	0.00
Law A Department	0	0	0	0	0.00
Law B Department	0	0	0	0	0.00
Mining and Geology Department	5	0	0	5	0.00
Office of the Deputy Commissioner Ri Bhoi District	11	0	0	11	0.00
Office of the Deputy Commissioner East Garo Hills	4	0	0	4	0.00
Office of the Deputy Commissioner Eastern West Khasi Hills District.	0	0	0	0	0.00
Office of the Deputy Commissioner North Garo Hills	226	0	0	226	0.00
Office of the Deputy Commissioner South Garo Hills	5	0	0	5	0.00
Office of the Deputy Commissioner South West Garo Hills	0	0	0	0	0.00
Office of the Deputy Commissioner South West Khasi Hills	0	0	0	0	0.00
Office of the Deputy Commissioner West Garo Hills	4	0	0	4	0.00
Office of the Deputy Commissioner West Jaintia Hills	6	0	0	6	0.00
Office of the Deputy Commissioner West Khasi Hills	0	0	0	0	0.00
Office of the Honorable Chief Minister Meghalaya	0	0	0	0	0.00



Office of the The Deputy Commissioner East Jaintia Hills	1	1	0	2	0.00
Parliamentary Affairs Department	2	0	0	2	0.00
Personnel and AR B Department	4	0	0	4	0.00
Personnel and ARA Department	0	0	0	0	0.00
Planning Department	0	0	0	0	0.00
Political Department	0	0	0	0	0.00
Printing and Stationary Department	0	0	0	0	0.00
Revenue and Disaster Management Department	2	0	0	2	0.00
Secretariat Administration Department	0	0	0	0	0.00
Social Welfare Department	0	0	0	0	0.00
Sports and Youth Affairs Department	0	0	0	0	0.00
Textiles Department	0	0	0	0	0.00
Tourism Department	0	0	0	0	0.00
Urban Affairs Department	5	1	0	6	0.00
Water Resources Department	0	0	0	0	0.00

Source: CPGRAMS, August 2024

Annexure 3: Status grievances brought forward, received, pending and disposal from Meghalaya and other states

State Name	Brought Forward	Received During	Pending During	Disposed During
Andaman And Nicobar Islands	0	0	0	0
Andhra Pradesh	0	0	0	0
Arunachal Pradesh	0	0	0	0
Assam	8	0	5	3
Bihar	2	0	2	0
Chandigarh	0	0	0	0
Chhattisgarh	0	0	0	0
Dadra and Nagar Haveli and Daman and Diu	0	0	0	0
Daman and Diu	0	0	0	0
Delhi	0	0	0	0
Goa	0	0	0	0
Gujarat	0	0	0	0



Haryana	2	0	2	0
Himachal Pradesh	0	0	0	0
Jammu And Kashmir	0	0	0	0
Jharkhand	0	0	0	0
Karnataka	4	0	2	2
Kerala	0	0	0	0
Ladakh	0	0	0	0
Lakshadweep	0	0	0	0
Madhya Pradesh	1	0	1	0
Maharashtra	3	2	4	1
Manipur	0	0	0	0
Meghalaya	584	47	595	36
Mizoram	0	0	0	0
Nagaland	0	0	0	0
Odisha	0	0	0	0
Puducherry	0	0	0	0
Punjab	1	0	1	0
Rajasthan	0	0	0	0
Sikkim	0	0	0	0
Tamil nadu	4	0	3	1
Telangana	2	0	0	2
Tripura	0	0	0	0
Uttar Pradesh	2	1	3	0
Uttarakhand	0	0	0	0
West Bengal	9	0	8	1
Total	622	50	626	46

Source: CPGRAMS, August 2024

Annexure 4: Top departments having more pendency

Name	Brought Forward	Received During	Disposed During	Total Pending As On August
Office of the Deputy Commissioner North Garo Hills	226	0	0	226
Agriculture Department Govt of Meghalaya	68	96	20	144
Home Police Department	3	15	0	18
Office of the Deputy Commissioner Ri Bhoi District	11	0	0	11



Health and Family Welfare Department	6	2	0	8
Education Department	4	3	0	7
Public Works Department	0	8	1	7
Office of the Deputy Commissioner West Jaintia Hills	6	0	0	6
Urban Affairs Department	5	1	0	6
Mining and Geology Department	5	0	0	5

Source: CPGRAMS, August 2024

Annexure 5: Top departments disposed more grievances

Name	Brought Forward	Received During	Total Pending As On August	Disposed During
Agriculture Department Govt of Meghalaya	68	96	144	20
Power Department	10	0	4	6
Transport Department	7	1	2	6
Office of the Deputy Commissioner East Khasi Hills	0	5	0	5
Animal Husbandry and Veterinary Department	0	1	0	1
Forests and Environment Department	1	1	1	1
Housing Department	0	1	0	1
Public Health Engineering Department	0	1	0	1
Public Works Department	0	8	7	1

Source: CPGRAMS, August 2024

Annexure 6: Department with highest logins

Organization Name	Total Login
Public Works Department	379
Political Department	352
Transport Department	339
Agriculture Department Govt of Meghalaya	319
Public Health Engineering Department	296
Finance Pension Cell Department	220
General Administration Department B	203
Office of the Deputy Commissioner East Khasi Hills	200



Home Police Department	184
Social Welfare Department	181
Tourism Department	173
Printing and Stationary Department	134
Cooperation Department	126
Law A Department	117
Finance Department	116
Border Area Development Department	103
Forests and Environment Department	103

Source: CPGRAMS till August 2024

Annexure 7: Department with less logins

Organization Name	Total Login
Home Passport Department	9
Legal Metrology Department	7
Parliamentary Affairs Department	7
Finance Pay Revision Department	6
Mining and Geology Department	6
Finance EC1	5
Cabinet Affairs Department.	2
Extension Training Centre Nongsder	2
Office of the The Deputy Commissioner East Jaintia Hills	2
Chief Ministers Office	1
Extension Training Centre West Garo Hills Tura	1
Finance Expenditure Control Department	1
Personnel Administrative Reforms Cell Department	1

Source: CPGRAMS till August 2024

Annexure 8: Department with zero logins (Not Applicable)

Organization Name	Total Login
COVID 19 Grievance Cell	0
Finance Establishment	0
Finance Revision of Rules Cell Department	0
Personnel AR SRC	0
Programme Implementation and Evaluation Department	0
State Institute of Rural Development Meghalaya	0

Source: CPGRAMS till August 2024



Annexure 9: Departments with Grievances pending more than six months

S N	Pending With	Pending Days / Redress Time	No of Pending Grievances
1	Office of the Deputy Commissioner North Garo Hills	274	166
2	Government of Meghalaya	216	58
3	District Agriculture Office West Garo Hills	305	11
4	Office of the Deputy Commissioner Ri Bhoi District	278	5
5	Office of the Deputy Commissioner West Jaintia Hills	242	5
6	Office of the Deputy Commissioner South Garo Hills	290	4
7	Mining and Geology Department	279	3
8	Personnel and AR B Department	302	2
9	Office of the Deputy Commissioner West Garo Hills	286	2
10	Office of the Deputy Commissioner East Garo Hills	302	1
11	District Council Affairs Department	285	1
12	Education Department	281	1
13	Home Police Department	279	1
14	Revenue and Disaster Management Department	271	1
15	Chief Ministers Office	253	1
16	Home Civil Defence and Home Guards Department	244	1

Source: CPGRAMS till August 2024

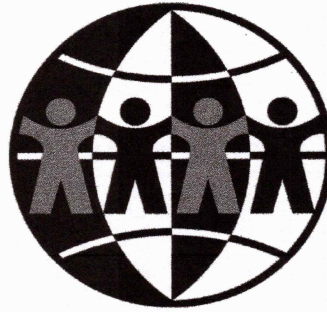
Annexure 10: Departments with Grievances pending more than one year

SN.	Pending With	Pending Days / Redress Time	No of Pending Grievances
1	Office of the Deputy Commissioner North Garo Hills	392	42
2	Government of Meghalaya	519	10



3	District Agriculture Office West Garo Hills	391	3
4	Directorate of Urban Affairs	895	2
5	Shillong Municipal Board	774	2
6	Directorate of Small Savings	735	2
7	Meghalaya Power Distribution Corporation Ltd.	686	2
8	Directorate of Agriculture	422	2
9	Block Development Officer	895	1
10	Office of the The Deputy Commissioner East Jaintia Hills	841	1
11	Personnel and AR B Department	827	1
12	Office of the Deputy Commissioner West Garo Hills	805	1
13	Commissioner of Excise 2. Excise Registration Taxation Stamps Department	577	1
14	Power Department 2. Government of Meghalaya	571	1
15	Mining and Geology Department	430	1
16	SUPERINTENDENT OF POLICE EAST KHASI HILLS	424	1
17	Meghalaya Eenergy Corporation Limited	410	1
18	Mining and Geology Department 2. Government of Meghalaya	406	1
19	Director of Health Services MI	390	1
20	Office of the Deputy Commissioner South Garo Hills	385	1
21	Superintendent of Police East Jaintia Hills Khliehriat	379	1

Source: CPGRAMS till August 2024



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