



PUBLIC GRIEVANCE REDRESSAL & MONITORING SYSTEM

Government of Meghalaya

Introduction

The Public Grievance Portal of the Government of Meghalaya is accessible to citizens at <http://megpgrams.gov.in>

The Department of Administrative Reforms and Public Grievances, Government of India has developed State Module of CPGRAMS for speedy redress of grievances concerning State Governments/ Union Territories.

The State CPGRAMS/ has been customized by the Department of Administrative Reforms and Public Grievances, Government of India as per the specific administrative requirement of the Government of Meghalaya with technical support of NIC.

It is a citizens' centric initiative of the Govt. of Meghalaya for the public welfare, aimed at empowering citizens to lodge their grievances /complaints online (through internet) in local language interface (dialect) to the concerned Government Department/ district administration in the State of Meghalaya for redress action within a specified time limit. Operational training has been provided to the Nodal PGOs of State Govt Departments/District administration and Staff by the DARPG/NIC team with support of IT Department Govt. of Meghalaya. The system has been operationalised with the technical support of State Informatics Officer, Meghalaya.

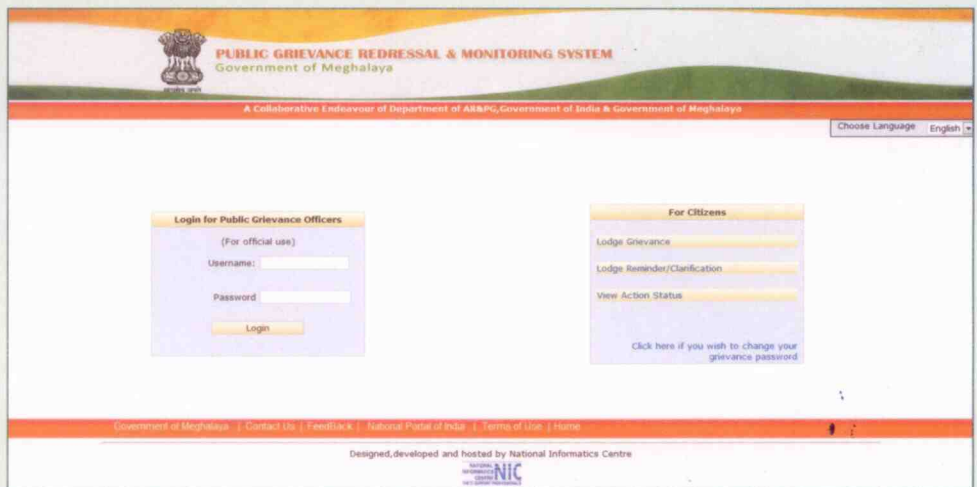
The State CPGRAMS is scheduled to be launched jointly by the Government of, Meghalaya and DARPG, Govt. of India on

01.03.2012. The PG PORTAL is scheduled to be launched by the Hon'ble Chief Minister of Meghalaya.

An acknowledgement is issued to the complainant with unique registration number for tracking of the grievance i.e. issue reminder, view progressive status and action taken reports.

The system facilitate on line receipt, redress and effective monitoring of grievances/complaints and uploading of interim replies/action taken reports by the State Government Departments /district administration. The system also facilitates registration of grievances received manually or by post and uploading of grievances with documents after scanning.

The Nodal Public Grievance Officers can assess the grievances and forward them online to various departments/subordinate organizations/districts for speedy redress action and reporting.



Features of State CPGRAMS

- Enables the PGO's to register the grievances received by Post/Hand and also to monitor the grievances received from the nodal agency/higher authority online.


- Online forwarding of grievances to multiple departments made possible.
- State-CPGRAMS provides information online to the Public Grievance Officer of the concerned Department/District on all cases.

Registration No.	Registration Date	Name	Subject Details	Status	Remarks	Target Date
CMOFF/E/2012/00011	20-02-2012	vivares	vvt_more	Received from Citizen		02/03/2012
CMOFF/E/2012/00010	16-02-2012	P.Afred	This is sample_more	Received from Citizen		02/03/2012
CMOFF/E/2012/00008	13-02-2012	TESTSDC	TEST_SDC2_more	Received from Citizen		02/03/2012
CMOFF/E/2012/00009	13-02-2012	TEST_SDC	TEST_SDC_3_more	Received from Citizen		02/03/2012
CMOFF/E/2012/00006	13-02-2012	abc	tantalsvhye f_more	Received from Citizen		02/03/2012
CMOFF/E/2012/00007	13-02-2012	Test_SDC	TEST_SDC_more	Received from Citizen		02/03/2012
CMOFF/E/2012/00005	10-02-2012		second feb test	Received from Citizen		02/03/2012
CMOFF/E/2012/00004	02-02-2012	KYZ	vvt_more	Received from Citizen		02/03/2012
CMOFF/E/2012/00003	31-01-2012	Smt ABGZF	Tasting_more	Received from Citizen		02/03/2012
CMOFF/E/2011/00015	04-11-2011	P.Afred	Sample	Received from Citizen		02/03/2012
CMOFF/E/2011/00016	04-11-2011	Sample	sample2_more	Received from Citizen		02/03/2012
CMOFF/E/2011/00017	04-11-2011	Afred	Sample_more	Received from Citizen		02/03/2012
CMOFF/E/2011/00014	04-11-2011	Shvi XXX	Traffic congestion on National Highway_more	Received from Citizen		02/03/2012
CMOFF/E/2011/00013	31-10-2011	ASD	sdfdf_more	Received from Citizen		02/03/2012
CMOFF/E/2011/00011	18-10-2011	Mr Jyrua	Dear I am shocked and disappointed to be writing this letter to you today after more than10years_more	Received from Citizen		02/03/2012

- A feature to scan and attach the grievances/related documents locally received, is also made available. This scanned document can be seen at all levels wherever the grievance is forwarded to.
- Helps generate monitoring and query reports as per the requirement of the concerned Department/District for effective monitoring of pending grievances.
- The system is flexible enough to be extended to multiple levels below as per the requirement of the concerned Department/District Administration for speedy redress of grievance.
- Support for local language.

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Home **Lodge Grievance** Reminder/Clarification View Action Status Change Password

Grievance Registration Form

Entries Prefixed with * are Mandatory!

*Select Department to which the grievance pertains

*Name

*Gender Male Female Others(If not an Individual) Transgender

*Complainant Category

Do you want a Password for this Grievance? Yes No

Address of correspondence

*Address

Pincode

*Country

*State / UT

*District

Phone No. *Mobile No.

E-Mail Id.

*Please Enter Specific Details about Your Grievance here (4000 Characters Left)

Remedial Action(optional)(1000 Characters Left)

Upload(Relevant Document) No file chosen only(.pdf or .jpg) upto 1MB

Have you earlier lodged the grievance to the above Department on the same subject? Yes No

*Enter Security Code as Shown

Monitoring Report

Pick a category:	Progress Report as on 21/02/2012								
	Receipts			Actions			Status		
	Brought Forward as on	Receipts During Period	Total	Yet to be Assessed	Examined at our Office	Forwarded to subordinate	No Action required	Final Disposal	Closing balance as on
Progress Report	01/07/2009	(1)	(1)+(2)=(3)	(4)	(5)	(6)	(7)	(8)	21/02/2012
Progress Report Date wise Report		(2)	(1)+(2)=(3)	(4)	(5)	(6)	(7)	(8)	(3)-(7)+(8)
Citizen District wise Report		0	1	0	0	1	0	1	0
Forwarded Organisation wise Report									
Particular Organisation wise Report									
Query Based Report									
Department / Office wise Report									
Age wise									
Pendency Report									
Grievance Category wise Report									
Complainant Category wise Report									
Advance detailed report									
Reminders									
Lodged report									
	Overall Status as on 21/02/2012								
	Overall Status								
	Total Cases	Yet to be Assessed	No Action Required	Disposed	Pending	FINAL Disposal (No Action Req. + Disposed)	Disposed % age		
	1	0	0	1	0	1	100		



Government of India

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Technology Partner



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