

GOVERNMENT OF MEGHALAYA
PERSONNEL & ADMINISTRATIVE REFORMS (B) DEPARTMENT
(ADMINISTRATIVE REFORMS CELL)

ORDERS BY THE GOVERNOR

NOTIFICATION

Dated Shillong, the 11th August, 2025.

No. PER(ARC)9/2022/56 – The service listed at Sl. No. 74 in this Department's Notification No. PER(ARC)3/2012/Pt-I/338 dated 14th January, 2021, pertaining to the "*Disposal of Grievances through Meghalaya Public Grievances Redress and Monitoring System (MEGPGRAMS)*", is hereby **withdrawn**.

This withdrawal follows the launch of **CM Connect** on 15th February, 2024 and its full operationalisation as the single dedicated platform for citizen grievance redressal and monitoring, on the **MeghalayaONE** Portal (<https://meghalayaone.gov.in/meghalaya-one>).

All Departments, Heads of Departments, and Offices under the Government of Meghalaya shall henceforth receive, process, and dispose of every grievance exclusively via **CM Connect** on the MeghalayaONE Portal.

Sd/-

(C.V.D. Diengdoh, IAS)

Commissioner & Secretary to the Government of Meghalaya,
Personnel & Administrative Reforms (B) Department,
(Administrative Reforms Cell)


Memo No. PER(ARC)9/2022/56-A

Dated Shillong, the 11th August, 2025.

Copy to:-

1. All Administrative Departments for information.
2. All Heads of Departments for information.
3. All Deputy Commissioners for information.
4. Director of Printing and Stationery, with a request to publish the Notification in the Meghalaya Gazette.
5. The Deputy Secretary, Meghalaya State Public Service Delivery Commission, Shillong for information.
6. State Informatics Officer/Senior System Analyst, NIC, Shillong to update and publish the Notification in the State Portal.

By order etc.,


Deputy Secretary to the Government of Meghalaya,
Personnel & Administrative Reforms (B) Department,
(Administrative Reforms Cell)