

CITIZEN'S CHARTER
PERSONNEL AND ADMINISTRATIVE REFORMS CELL
DEPARTMENT
GOVERNMENT OF MEGHALAYA
SHILLONG
3rd Floor Main Secretariat Building
Room - 507

The Department of Personnel & Administrative Reforms Cell started functioning since 27th August, 1987.

Vision : To create an enabling and effective environment for promoting a Citizen Centric Governance.

Mission :

- To facilitate pursuit of excellence in governance by way of reforms.
- To inculcate and support a culture of transparency & accountability.
- Improvement of Government structures, process and work ethics.

Our Services :

- Monitor the Implementation of the recommendations on the Reports of the 2nd Administration Reforms Commission, Government of India.
- Implement the Meghalaya Public Grievance Redress and Monitoring System 2012 (MEGPGRAMS).
- Dissemination of Best Practices & Good Governance.

Following is the main service/standard, that offer services directly to the Citizen.

Sl.No.	MAIN SERVICE	STANDARD
1.	Monitoring Online SPGRAMS.	To monitor the grievances effectively in a time frame of 30 days from the date of receipts of Grievance.
2.	Monitor the Implementation of the recommendations on the Reports of the 2 nd Administrative Reforms Commission, Government of India.	Call for the Action Taken Report on the implementation of the Recommendation.

Grievance Redress Mechanism :

A link to SPGRAMS is provided on the website <http://megpgrams.gov.in/>

Service recipients :

All Departments/Organizations/Citizen

Expectations from Service recipients :

Citizen are requested to submit and to indicate their grievance clearly and directly to the Department concerned as all redress is done in a decentralized manner by the office to which the grievance pertains.

Contact Persons :

<u>Name & Designation</u>	<u>Secretariat Building</u>	<u>Telephone No/Mobile No.</u>
1. Smti R.V. Suchiang, I.A.S., Principal Secretary to the Govt. of Meghalaya, Personnel & Admv. Reforms Cell.	Myntdu	PABX-2695
2. Smti Ripnar Lyngdoh, I.A.S., Secretary to the Govt. of Meghalaya, Appellate Authority & PGRO, Personnel & Admv. Reforms Cell.	- do -	2212708
3. Shri. Abhishek Bhagotia, I.A.S., Secretary to the Govt. of Meghalaya, Personnel & Admv. Reforms Cell.	- do -	PABX - 2553
4. Smti. A. Kharpor, M.C.S. Joint Secretary to the Govt. of Meghalaya, Personnel & Admv. Reforms Cell.	MATI Building	2222990
5. Smti R.M.S. Lyngdoh, Under Secretary to the Govt. of Meghalaya & PIO, Personnel & Admv. Reforms Cell.	Rilang Building	PABX-2354
6. Smti P. Kharchandy Superintendent, Personnel & Admv. Reforms Cell.	- do -	PABX -2497

Our commitment :

- To bring about good governance which is responsive to the needs of the Citizen.

The Charter is framed and suggestion are most welcome.