

PRESS RELEASE



Deputy Chief Minister Prestone Tynsong Launches East Khasi Hills District Portal to Strengthen Public Grievance Redressal

Shillong, July 30: Meghalaya Deputy Chief Minister, Shri. Prestone Tynsong on Wednesday inaugurated the East Khasi Hills District Portal, dc-ekh.in, at the conference hall of the Deputy Commissioner's office, calling it a major step towards enhancing public grievance redressal and ensuring efficient delivery of government services.



Addressing the gathering, Tynsong lauded Deputy Commissioner of East Khasi Hills, Shri. Abhilash Baranwal, IAS, for conceptualising the initiative. He said the portal would serve as a



convenient and accessible platform for citizens to raise grievances at the individual, village and community levels, thereby strengthening the connection between the administration and the public.

He said the district administration has been introducing several citizen-centric initiatives to make government services more

accessible. Citing recent reforms, Tynsong noted that the government has directed District Transport Offices (DTOs) to facilitate the issuance of driving licences, reflecting its commitment to taking public services to the grassroots.

Describing the portal as the beginning of a larger transformation in governance, the Deputy Chief Minister said the government is working towards creating an efficient service delivery mechanism that reaches every citizen. He expressed confidence that the initiative would improve administrative responsiveness and public satisfaction.

Emphasising the need for digital governance at the district level, Tynsong said every district should have a dedicated online platform to address issues within its jurisdiction. Although several government departments already offer online services, he observed that district administrations often face challenges in coordinating and resolving grievances from various stakeholders. He said the East Khasi Hills portal is the first initiative of its kind in Meghalaya and is expected to serve as a model for other districts.

The portal will enable residents to submit complaints directly to the district administration. Every grievance received will be acknowledged and forwarded to the concerned department for prompt action, ensuring a transparent and accountable grievance redressal process.

Deputy Commissioner, Shri. Abhilash Baranwal, IAS, said citizens can register complaints through the portal, dc-ekh.in, or submit them through Gram Sevaks, who will forward them to the respective Block Development Officers (BDOs). Grievances may also be sent by post or submitted directly at the Deputy Commissioner's office. He added that the portal features an online tracking system, allowing complainants to monitor the progress of their cases, thereby improving transparency, accountability and timely resolution of public grievances.



The launch ceremony was also attended by Additional Deputy Commissioners (ADMs), and other officials of the East Khasi Hills district administration.