



No. MBDA/JICA/03/2020/ 2561

Dated: Shillong, the 1st Dec, 2025

Office Order

Sub- Appointment of Nodal Person for Grievance Redressal under MegLIFE

Smti Darity Khongthaw, Manager, Social and Capacity Building SPMU, MegLIFE is appointed as the Nodal Person/in charge of the Grievance Redressal Cell of MegLIFE. She has to respond to all grievances received via telephone/ SMS/WhatsApp/email or grievances lodged through MegLIFE website.

2. She will ensure that no pendency remains while dealing with such sensitive issues.

3. The following are the guidelines for dealing with grievances-

- The grievances are to 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 time-frame due to the circumstances such as sub-judice matters/policy issues etc., an interim/appropriate reply shall be given to the citizen.
- The grievances of urgent nature should be flagged 'urgent nature' and are to be brought to the notice of MegLIFE authority on a priority basis.
- To ensure timely disposal, SPMU will review the disposal status in monthly review meetings
- The disposed grievance will be treated as closed unless the citizen has filed the appeal. If the appeal is received from the citizen against the disposed grievance, the grievance will be treated as closed only after the disposal of the appeal.

4. Contact details for Grievances Redressal:

Nodal Person- Smti Darity Khongthaw, Manager, Social and Capacity Building SPMU, MegLIFE

Mobile/WhatsApp -9863290177

Email- complianceofficer.megliffe@gmail.com

Website- new.megliffe.in

// By Order//

(Gavade Sachin Shankar, IFS)

Addl. Secretary to the Govt. of Meghalaya

Executive Director, MBDA

Additional Project Director

MegLIFE, MBDA, Shillong

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Memo No. MBDA/JICA/03/2020/ 2561

Copy to:

1. The Project Director, MegLIFE, MBDA, Main Secretariate Building, Shillong-for kind information
2. The Deputy Project Director, MegLIFE, MBDA-for kind information
3. Consultant, PM/ All Verticals SPMU, MegLIFE, MBDA
4. All District Project Managers, MegLIFE, MBDA
5. All Block Project Managers, MegLIFE, MBDA

-for sharing the contact details with all concerned (Staff/VCFs/VPIC Members etc.)

Technical Specialist, Project Management
MegLIFE, MBDA Shillong