

Vigilance & Enforcement Process User Reference Manual



Excise Department
Government of Meghalaya



C-TEL INFOSYSTEMS PVT. LTD

Hyderabad, Telangana

Vigilance & Enforcement Process User Reference Manual

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Vigilance & Enforcement Process User Reference Manual

1.Introduction

Product Name: IEMS

Module: Vigilance & Enforcement

Version: 1.0

Release Date:24-06-2025

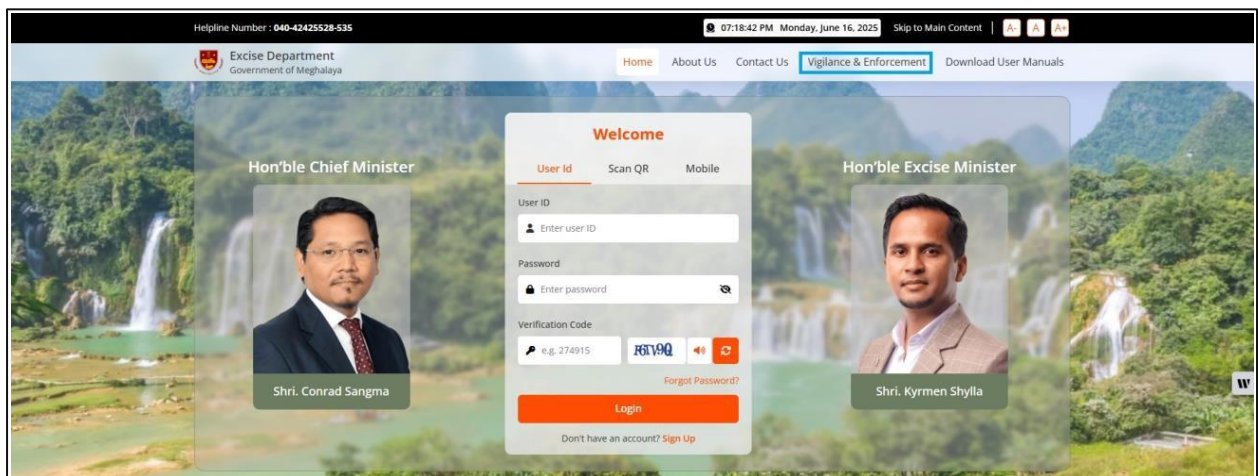
Prepared By: Dharmadev Khatua

Overview: This module helps keep track of activities related to vigilance and enforcement under excise laws. It allows authorized users to monitor violations, carry out inspections, issue notices, and keep detailed records of enforcement actions. The goal is to support proactive monitoring and ensure transparency in all enforcement processes.

Audience: End users

2.Complaint Page

- To access vigilance and enforcement features, click the 'Vigilance & Enforcement' link on the landing page.



Vigilance & Enforcement Process User Reference Manual

- Once you click the 'Vigilance & Enforcement' link, you will be directed to the page shown below.

Helpline Number : 040-42425528-535 | 07:24:00 PM Monday, June 16, 2025 | Skip to Main Content | A A A

Excise Department
Government of Meghalaya

Home About Us Contact Us **Vigilance & Enforcement** Download User Manuals

Raise Complaint Track Complaint

Raise Complaint - Online Vigilance & Enforcement Form

Personal Information

Name: * [Text Field]
Gender: * ☒ Male ☐ Female ☐ Other
Date of Birth: * [Text Field] dd-mm-yyyy
Age: * [Text Field] Age
Address: * [Text Field]
Pin Code: * [Text Field]
Phone: [Text Field]
Fax: [Text Field]
Mobile: * [Text Field]
Email: * [Text Field]
Place of Occurrence: * [Text Field]

Licensee Details

District: * --Select--
License Type: * --Select--
License: * --Select--
Brief Description: * [Text Field]
Recording of a Complaint or Incident
Particulars of Accused Persons: * [Text Field]
Nature of the Offence: * [Text Field]
Source: * --Select--
Date of Complaint: * 16-Jun-2025

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- Enter all required information correctly before proceeding.

Helpline Number : 040-42425528-535 | 07:39:18 PM Monday, June 16, 2025 | Skip to Main Content | A A A

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Raise Complaint Track Complaint

Raise Complaint - Online Vigilance & Enforcement Form

Personal Information

Name: * Dharmadev Khatua
Gender: * ☒ Male ☐ Female ☐ Other
Date of Birth: * 01-Jun-2007
Age: * 18
Address: * Shillong, Meghalaya
Pin Code: * 793001
Phone: 9124988272
Fax: [Text Field]
Mobile: * 9124988272
Email: * dharmadev.k@ctel.in
Place of Occurrence: * In front of the barrel wine shop

Licensee Details

District: * West Garo Hills
License Type: * Manufacturing Unit
License: * UNITED BREWERIES PVT LTD (1004)
Brief Description: * The overflowing garbage in the street has become a public nuisance

Recording of a Complaint or Incident

Particulars of Accused Persons: * The unknown person
Nature of the Offence: * Violation
Source: * Reliable
Date of Complaint: * 16-Jun-2025

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- Click on the save button.

Helpline Number : 040-42425528-535 | 07:39:18 PM Monday, June 16, 2025 | Skip to Main Content | A- A+ A++

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Government of Meghalaya

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Raise Complaint Track Complaint

Raise Complaint - Online Vigilance & Enforcement Form

Personal Information

Name: * Dharmadev Khatua
Gender: * ☒ Male ☐ Female ☐ Other
Date of Birth: * 01-Jun-2007
Age: * 18
Address: * Shillong, Meghalaya
Pin Code: * 793001
Phone: 9124988272
Fax: Fax
Mobile: * 9124988272
Email: * dharmadev.k@ctel.in
Place of Occurrence: * In front of the barrel wine shop

Licensee Details

District: * West Garo Hills
License Type: * Manufacturing Unit
License: * UNITED BREWERIES PVT LTD (1004)
Brief Description: * The overflowing garbage in the street has become a public nuisance.

Recording of a Complaint or Incident

Particulars of Accused Persons: * The unknown person
Nature of the Offence: * Violation
Source: * Reliable
Date of Complaint: * 16-Jun-2025

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- After clicking the Save button, a confirmation popup will appear.
- Click on the “Yes,save it”.

Helpline Number : 040-42425528-535 | 07:53:06 PM Monday, June 16, 2025 | Skip to Main Content | A- A+ A++

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Raise Complaint Track Complaint

Raise Complaint - Online Vigilance & Enforcement Form

Personal Information

Name: * Dharmadev Khatua
Gender: * ☒ Male ☐ Female ☐ Other
Date of Birth: * 01-Jun-2007
Age: * 18
Address: * Shillong, Meghalaya
Pin Code: * 793001
Phone: 9124988272
Fax: Fax
Mobile: * 9124988272
Email: * dharmadev.k@ctel.in
Place of Occurrence: * In front of the barrel wine shop

Licensee Details

District: * West Garo Hills
License Type: * Manufacturing Unit
License: * UNITED BREWERIES PVT LTD (1004)
Brief Description: * The overflowing garbage in the street has become a public nuisance.

Recording of a Complaint or Incident

Particulars of Accused Persons: * The unknown person
Nature of the Offence: * Violation
Source: * Reliable
Date of Complaint: * 16-Jun-2025

Are you sure?
Do you want to save the complaint?

Vigilance & Enforcement Process User Reference Manual

- After saving, a unique complaint number will be generated.
- The complaint will be sent to the District Office immediately after submission

N.B : The district officer will have access to complaints only for the district selected by the user.

Helpline Number : 040-42425528-535 | 07:56:34 PM Monday, June 16, 2025 | Skip to Main Content | [Icons]

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Raise Complaint Track Complaint

Track your complaint

Dear **Dharmadev Khatua**,

Your complaint has been raised successfully. The complaint number is **VE2025061600011**. Please save this number for future reference.

Thank you.

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- Easily follow the status of your complaint by accessing the "Track Complaint" page.
- Click on the Track Complaint tab.
- Enter your complaint number in the provided text field.
- Click on the track status button.

Helpline Number : 040-42425528-535 | 11:34:59 AM Tuesday, June 17, 2025 | Skip to Main Content | [Icons]

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Raise Complaint Track Complaint

Track your complaint

Complaint Number*

Complaint No :	VE2025061600011
Name :	Dharmadev Khatua
Description :	The overflowing garbage in the street has become a public nuisance.
Complained On :	16-jun-2025 07:54:07 PM
Status :	Complaint Raised

Remarks

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3.District Officer

- The district officer accesses the application by entering a valid User ID and Password.
- Enter the valid captcha.
- Click on the login button.

Helpline Number : 040-4242528-535 11:46:53 AM Tuesday, June 17, 2025 Skip to Main Content

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Welcome

User Id Scan QR Mobile

User ID
Enter user ID

Password
Enter password

Verification Code
e.g. 274915

Forgot Password?

Login

Don't have an account? Sign Up

Hon'ble Chief Minister
Shri. Conrad Sangma

Hon'ble Excise Minister
Shri. Kyrmen Shylla

- After logging in successfully, the user will be directed to the dashboard.

Excise Department
Government of Meghalaya

Activity Dashboard
Dashboard / Activity Dashboard

Session Time Left : 59:36 Sri Vastava SOE
Superintendent of Excise

Pending Permits
21

Pending at District Office
24

Pending at Headquarters
38

Pending at Commissionerate
156

Location	Count
Bottling IMFL Local	0
Bottling IMFL Import	0
Brewery Export	0
Bottling IMFL Export	0
Wholesale IMFL	8
State Bonded Warehouse	5
Military Canteen	0
Paramilitary	0
Retailer	5
Police Canteen	0
Grand Total	18

Process Name	Pending at	Count
License Registration	Superintendent of Excise	7
Temporary Bar License Registration	Superintendent of Excise	0
License Registration	Deputy Superintendent of Excise	0
License Registration	Deputy Commissioner	1
License Registration	Assistant Commissioner	11
License Modification	Superintendent of Excise	0
License Modification	Deputy Superintendent of	0
Total		24

Process Name	Pending at	Count
License Registration	Dealing Assistant HQ	7
License Registration	Assistant Commissioner STE	2
License Registration	Deputy Commissioner	0
License Registration	Joint Commissioner	0
License Registration	Secretary HQ	0
Temporary Bar License Registration	Deputy Commissioner	0
Brand Label Registration	Inspector of Excise HQ(IDE)	13
Brand Label Registration	Joint Commissioner	0
License Modification	Dealing Assistant HQ	0
Total		38

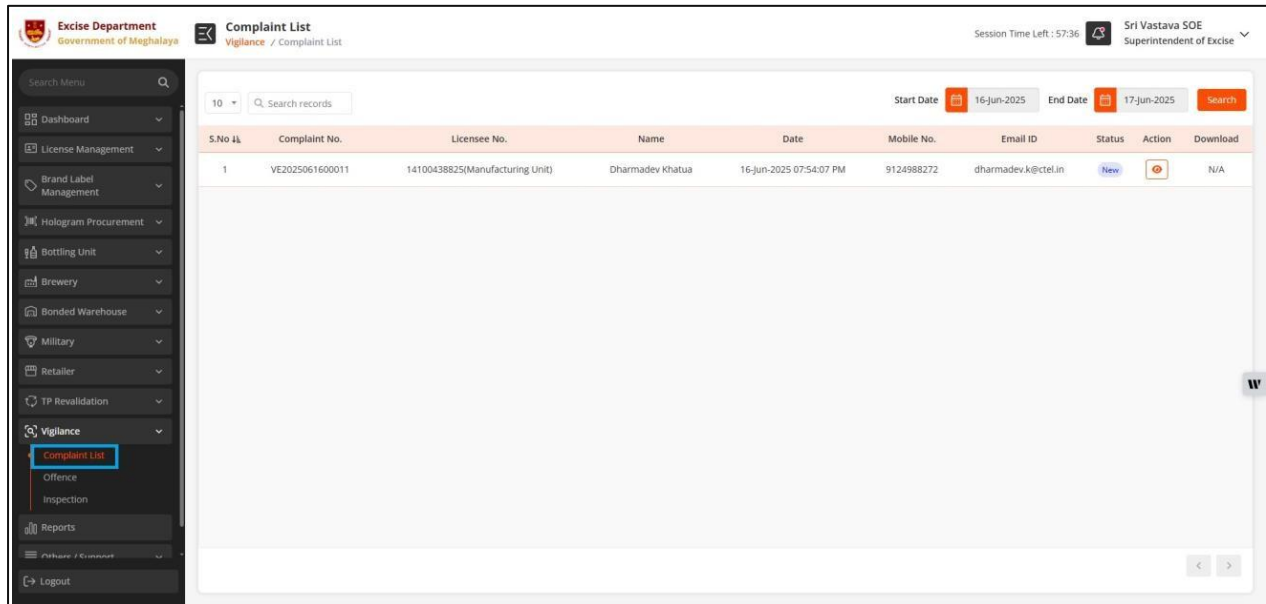
Process Name	Pending at	Count
License Registration	Commissioner	0
Brand Label Registration	Commissioner	0
License Modification	Commissioner	0
Bottling Permits	Commissioner	0
Central Bonded Warehouse Permits	Commissioner	6
State Bonded Warehouse Permits	Commissioner	5
Total		11

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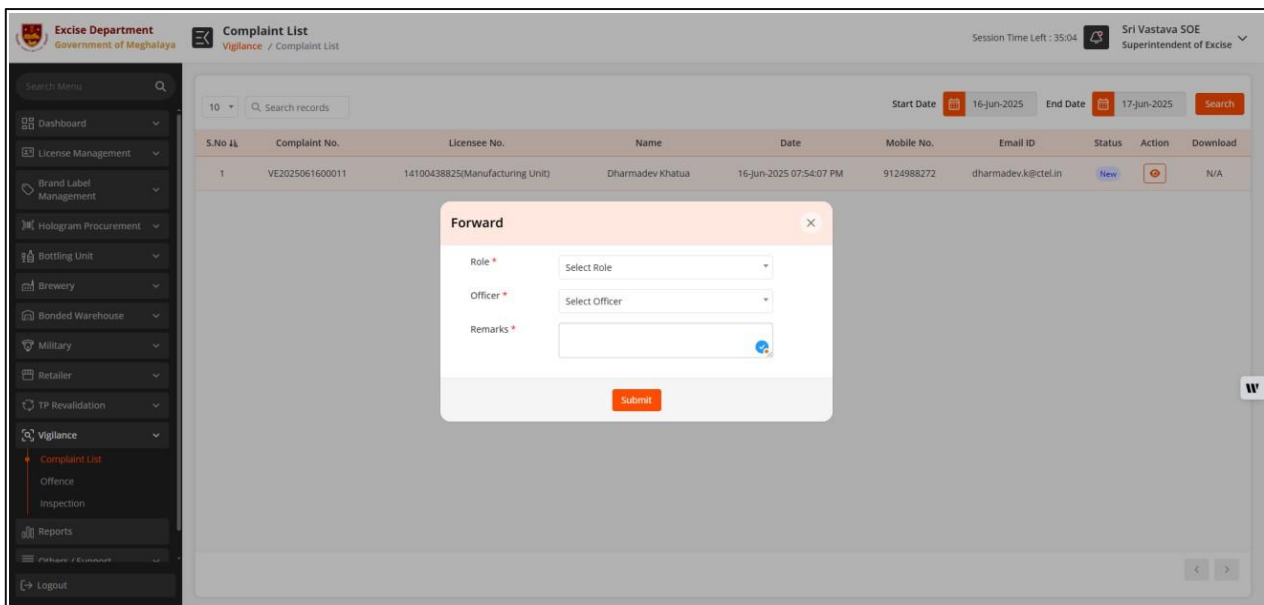
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- Click on the vigilance tab.
- Select Complaint List from the dropdown/menu.
- After clicking, you will be able to view the complaint details.



- Click the eye icon to view the details.
- Upon clicking the action button, a popup window will appear.



Vigilance & Enforcement Process User Reference Manual

- Click and select the appropriate role from the dropdown.
- Click and choose the officers name from the list.
- Enter your remarks in the provided text field.
- Click the Save button to complete the action.

The screenshot displays the 'Excise Department Government of Meghalaya' interface. The 'Complaint List' section is active, showing a table with columns: S.No, Complaint No., Licensee No., Name, Date, Mobile No., Email ID, Status, Action, and Download. A 'Forward Complaint' modal is open, allowing users to select a role (Inspector of Excise), an officer (Isha Agarwal IOE), and enter remarks (Forward for verification). A 'Submit' button is visible at the bottom of the modal.

S.No	Complaint No.	Licensee No.	Name	Date	Mobile No.	Email ID	Status	Action	Download
1	VE2025061600011	14100438825(Manufacturing Unit)	Dharmadev Khatua	16-jun-2025 07:54:07 PM	9124988272	dharmadev.k@tel.in	New		N/A

- After clicking, a success popup will appear.

The screenshot shows the same 'Excise Department' interface, but now a 'Success' popup is displayed. The popup contains a green checkmark icon, the text 'Success', and the message 'Application forwarded successfully !!'. An 'OK' button is located at the bottom of the popup.

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4.IOE (Inspector of Excise)

- The IOE officer accesses the application by entering a valid User ID and Password.
- Enter the valid captcha.
- Click on the Login button.

Helpline Number : 040-42425528-535 | 01:26:07 PM Tuesday, June 17, 2025 | Skip to Main Content | [Language Icons]

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Government of Meghalaya

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Welcome

User ID | Scan QR | Mobile

User ID
Enter user ID

Password
Enter password

Verification Code
e.g. 274915 | [Captcha] | [Refresh]

Forgot Password?

Login

Don't have an account? Sign Up

Hon'ble Chief Minister
Shri. Conrad Sangma

Hon'ble Excise Minister
Shri. Kyrmen Shylla

- After logging successfully, the user will be directed to the dashboard page.

Excise Department
Government of Meghalaya

Activity Dashboard
Dashboard / Activity Dashboard

Session Time Left : 59:32 | Isha Agarwal IOE
Inspector of Excise

Pending Permits: 21

Pending at District Office: 51

Pending at Headquarters: 38

Pending at Commissionerate: 156

Location	Count
Bottling IMFL Local	0
Bottling IMFL Import	0
Brewery Export	0
Bottling IMFL Export	0
Wholesale IMFL	8
State Bonded Warehouse	5
Military Canteen	0
Paramilitary	0
Retailer	5
Police Canteen	0
Grand Total	18

Process Name	Pending at	Count
License Registration	Superintendent of Excise	34
Temporary Bar License Registration	Superintendent of Excise	0
License Registration	Deputy Superintendent of Excise	0
License Registration	Superintendent of Excise	0
License Registration	Deputy Commissioner	1
License Registration	Assistant Commissioner	11
License Modification	Superintendent of Excise	0
License Modification	Deputy Superintendent of Excise	0
Total		51

Process Name	Pending at	Count
License Registration	Dealing Assistant HQ	7
License Registration	Assistant Commissioner STE	2
License Registration	Deputy Commissioner	0
License Registration	Joint Commissioner	0
License Registration	Secretary HQ	0
Temporary Bar License Registration	Deputy Commissioner	0
Brand Label Registration	Inspector of Excise HQ(IOE)	13
Brand Label Registration	Joint Commissioner	0
License Modification	Dealing Assistant HQ	0
Total		38

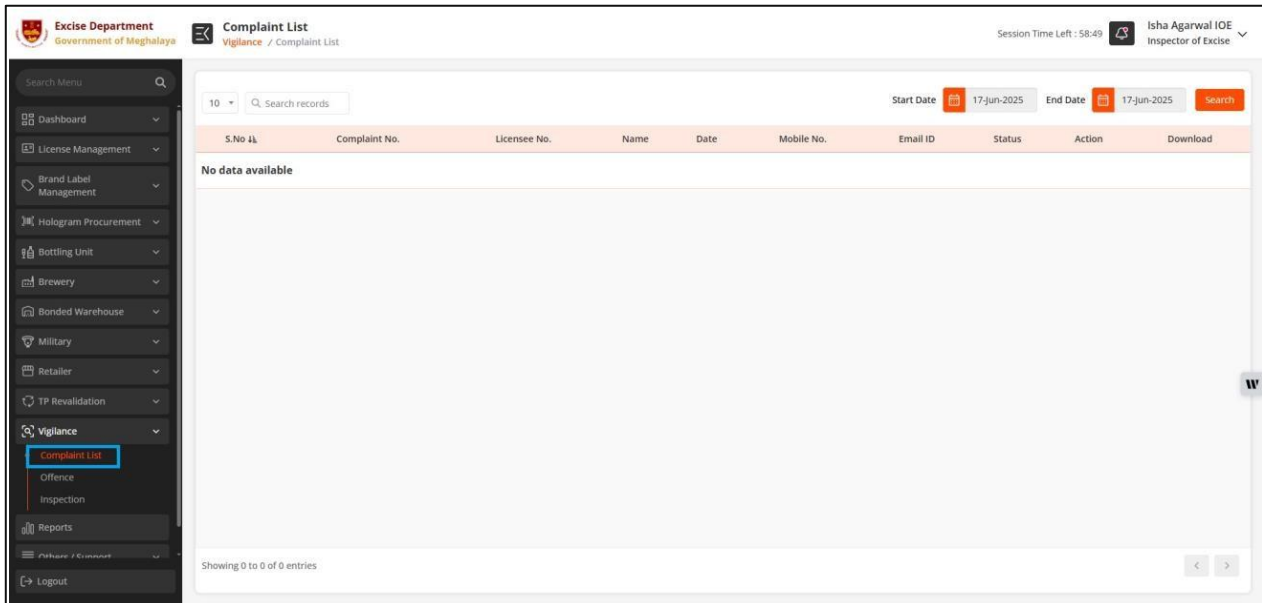
Process Name	Pending at	Count
License Registration	Commissioner	0
Brand Label Registration	Commissioner	0
License Modification	Commissioner	0
Bottling Permits	Commissioner	0
Central Bonded Warehouse Permits	Commissioner	6
State Bonded Warehouse Permits	Commissioner	5
Total		11

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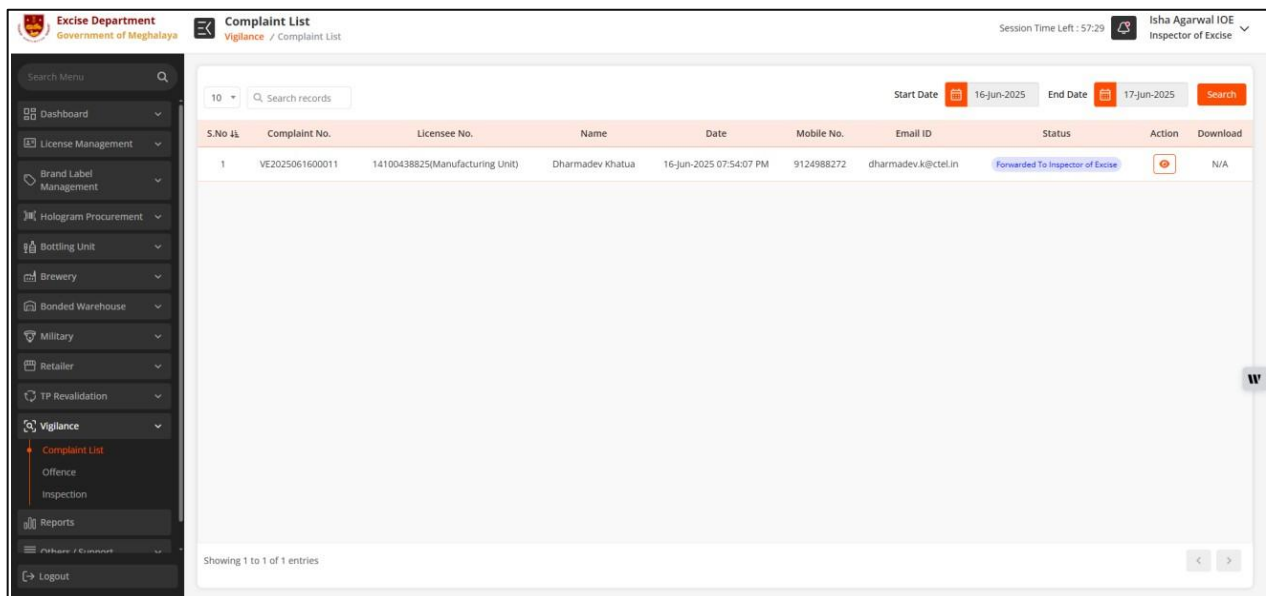
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Vigilance & Enforcement Process User Reference Manual

- Click on the Vigilance tab.
- Select Complaint List from the list view.



- After selecting, the user will be able to view the complaint details.



- Click the eye icon to view the details.
- Upon clicking the action button, a popup window will appear.

Vigilance & Enforcement Process User Reference Manual

The screenshot shows the 'Vigilance & Enforcement' form in the Excise Department system. The form is titled 'Vigilance & Enforcement' and is part of the 'Complaint List' section. It contains the following fields:

- Complaint No.: VE2025061600011
- Name: Dharmadev Khataua
- Mobile: 9124988272
- Email: dharmadev.k@ctel.in
- Complaint Description: The overflowing garbage in the street has become a public nuisance
- Preliminary Report*: No file chosen
- Supporting Documents: No file chosen
- Remarks*: Enter your remarks here...

The form has a 'Submit' button at the bottom right. The background shows a table with columns: S.No, Complaint No., Licensee, and a table with columns: License No., Email ID, Status, Action, and Download. The table contains one entry with S.No 1, Complaint No. VE2025061600011, Licensee 14100438825(Manu), License No. 88272, Email ID dharmadev.k@ctel.in, Status Forwarded To Inspector of Excise, Action, and Download N/A.

- After completing the physical verification, the IOE officer needs to upload the Preliminary Report.
- Any other relevant documents must be uploaded in the Supporting Documents section.
- Enter the remarks.
- Click on the submit button.

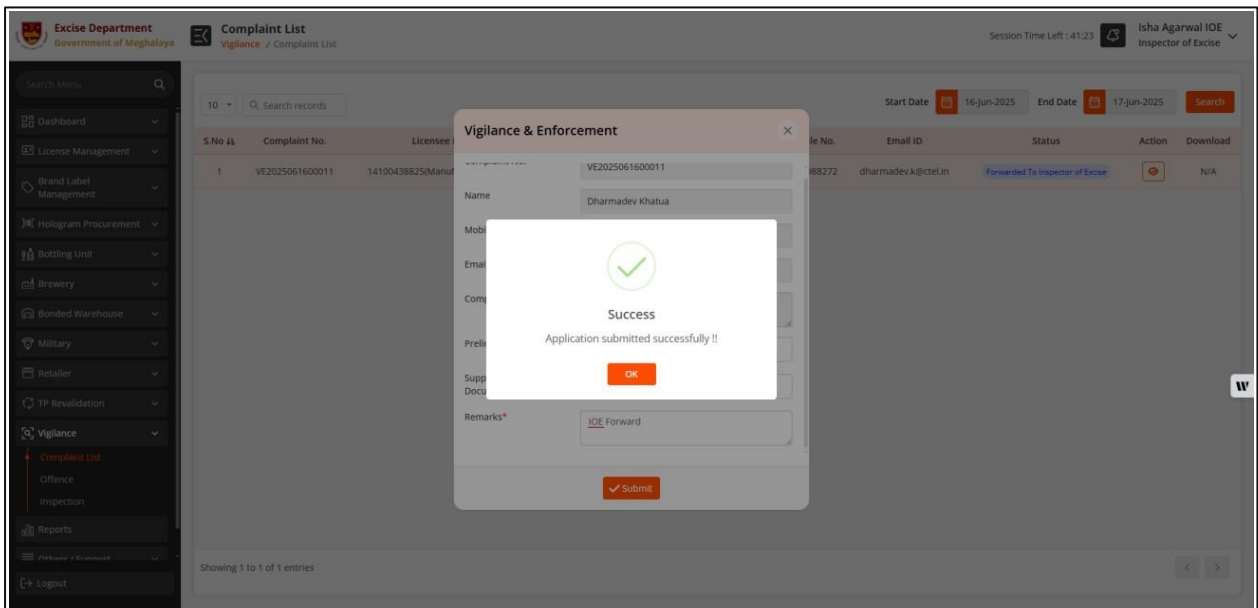
The screenshot shows the 'Vigilance & Enforcement' form in the Excise Department system. The form is titled 'Vigilance & Enforcement' and is part of the 'Complaint List' section. It contains the following fields:

- Complaint No.: VE2025061600011
- Name: Dharmadev Khataua
- Mobile: 9124988272
- Email: dharmadev.k@ctel.in
- Complaint Description: The overflowing garbage in the street has become a public nuisance
- Preliminary Report*: No file chosen
- Supporting Documents: No file chosen
- Remarks*: Enter your remarks here...

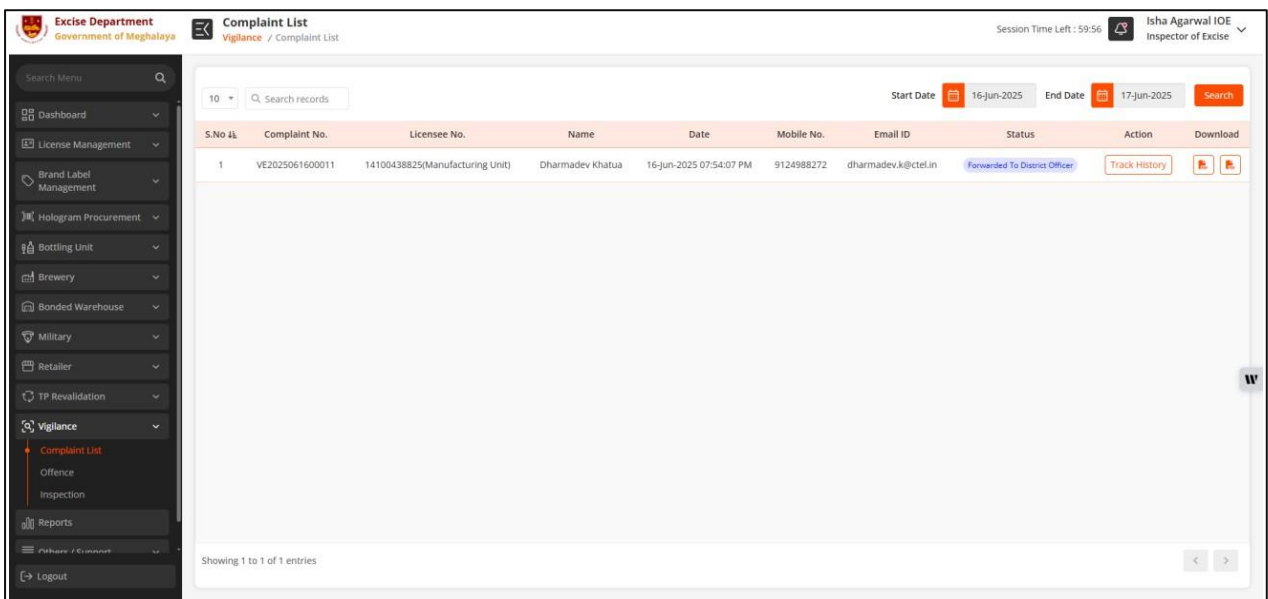
The form has a 'Submit' button at the bottom right. The background shows a table with columns: S.No, Complaint No., Licensee, and a table with columns: License No., Email ID, Status, Action, and Download. The table contains one entry with S.No 1, Complaint No. VE2025061600011, Licensee 14100438825(Manu), License No. 88272, Email ID dharmadev.k@ctel.in, Status Forwarded To Inspector of Excise, Action, and Download N/A.

Vigilance & Enforcement Process User Reference Manual

- After submission, a success message will appear.



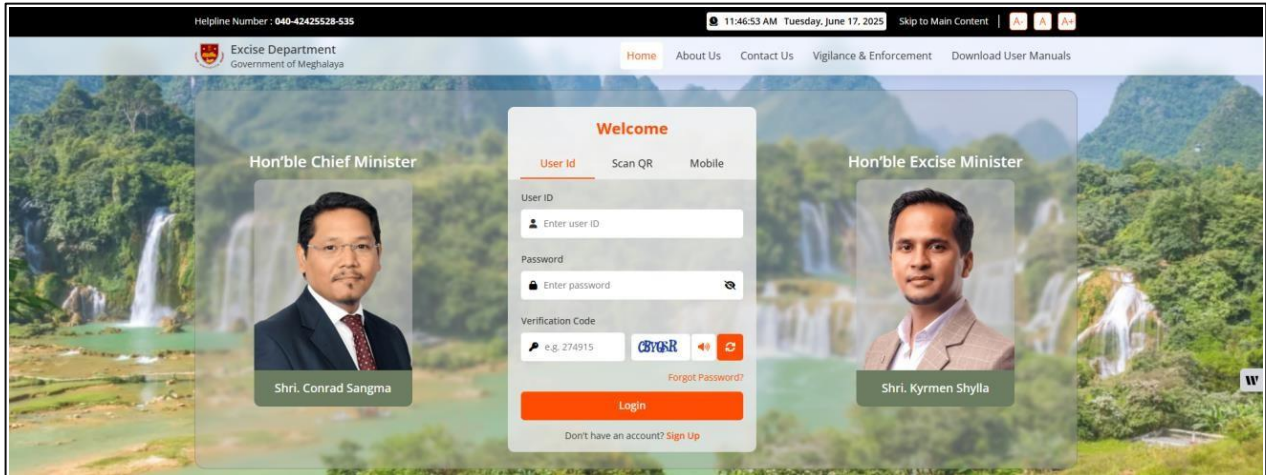
- Click on the OK button.
- After submitting the complaint, it will be forwarded to the District Office.



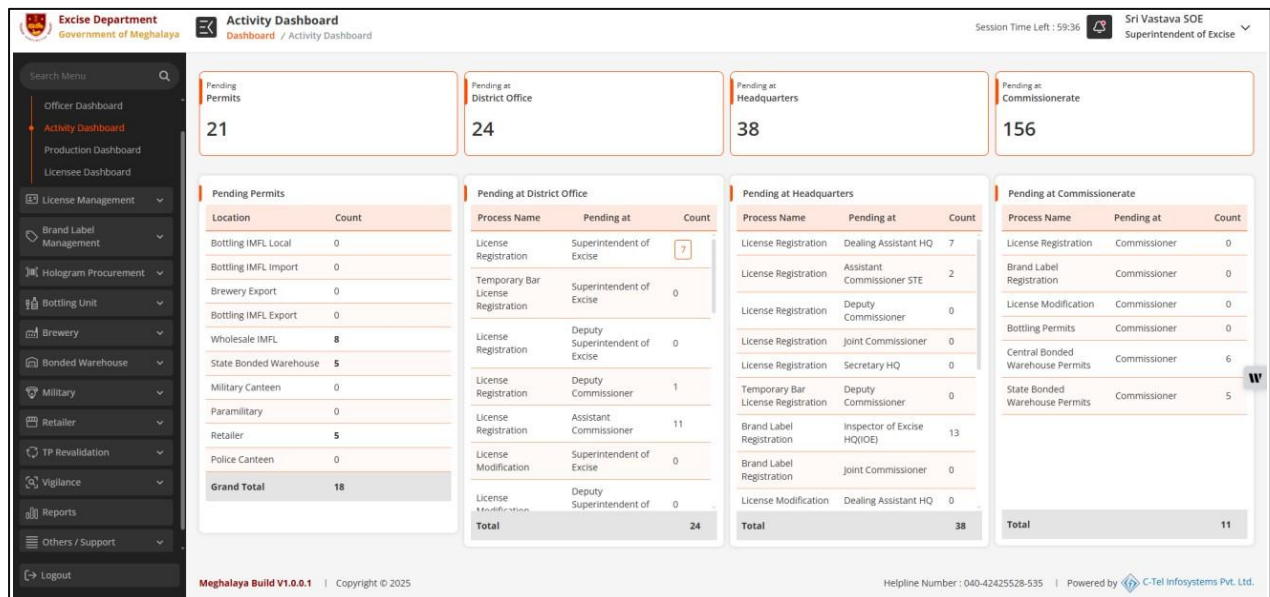
Vigilance & Enforcement Process User Reference Manual

5. District Office

- The district officer accesses the application by entering a valid User ID and Password.
- Enter the valid captcha.
- Click on the Login button.



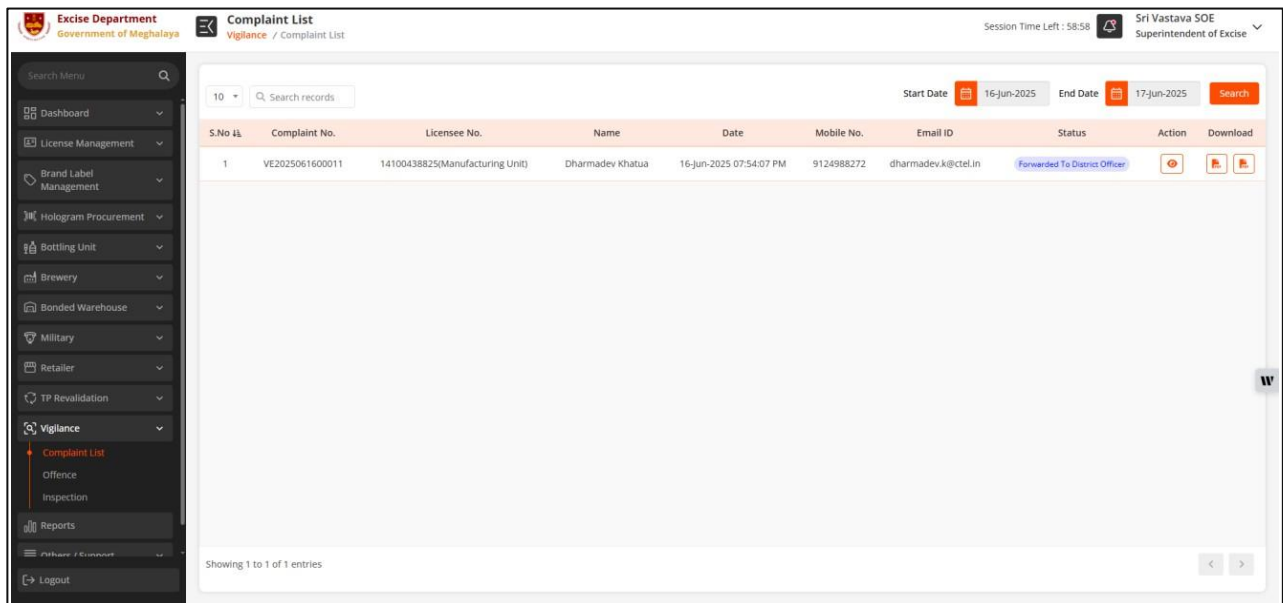
- After logging in successfully, the user will be directed to the dashboard.



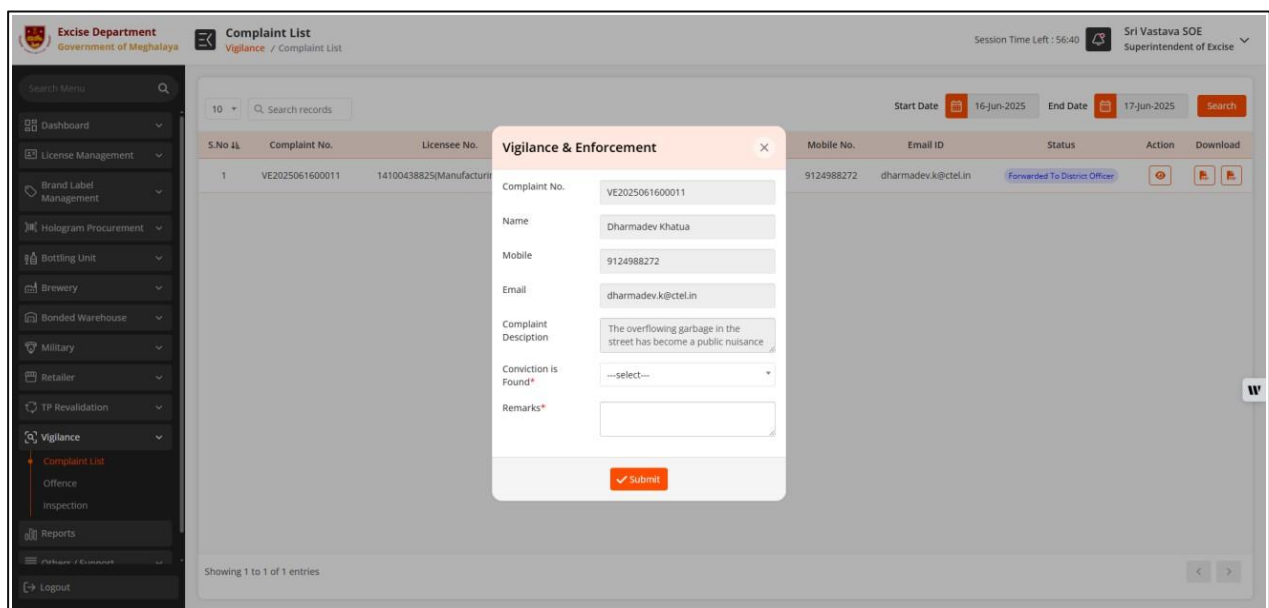
Pending Permits		Pending at District Office		Pending at Headquarters		Pending at Commissionerate	
Location	Count	Process Name	Pending at	Count	Process Name	Pending at	Count
Bottling IMFL Local	0	License Registration	Superintendent of Excise	7	License Registration	Dealing Assistant HQ	7
Bottling IMFL Import	0	Temporary Bar License Registration	Superintendent of Excise	0	License Registration	Assistant Commissioner STE	2
Brewery Export	0	License Registration	Deputy Superintendent of Excise	0	License Registration	Deputy Commissioner	0
Bottling IMFL Export	0	License Registration	Deputy Superintendent of Excise	0	License Registration	Joint Commissioner	0
Wholesale IMFL	8	License Registration	Deputy Commissioner	1	License Registration	Secretary HQ	0
State Bonded Warehouse	5	License Registration	Assistant Commissioner	11	Temporary Bar License Registration	Deputy Commissioner	0
Military Canteen	0	License Modification	Superintendent of Excise	0	Brand Label Registration	Inspector of Excise HQ(IOE)	13
Paramilitary	0	License Modification	Deputy Superintendent of Excise	0	Brand Label Registration	Joint Commissioner	0
Retailer	5	Total		24	License Modification	Dealing Assistant HQ	0
Police Canteen	0						
Grand Total	18				Total		11

Vigilance & Enforcement Process User Reference Manual

- Click on the Vigilance tab.
- Select complaint list from the dropdown menu.
- After clicking, you will be able to view the complaint details.



- Click the eye icon to view the details.
- Upon clicking the action button, a popup window will appear.



- Select "Conviction is Found" (Yes/No):
 - If yes is selected, the complaint will be forwarded to Headquarters for further action.
 - If No is selected, the complaint will be closed with no further processing.
- Enter the remarks.
- Click on the submit button.

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The screenshot shows the 'Vigilance & Enforcement' form submission interface. The form is titled 'Vigilance & Enforcement' and contains the following fields:

- Complaint No.: VE2025061600011
- Name: Dharmadev Khatua
- Mobile: 9124988272
- Email: dharmadev.k@ctel.in
- Complaint Description: The overflowing garbage in the street has become a public nuisance
- Conviction is Found*: Yes
- Remarks*: Yes Found

A 'Submit' button is visible at the bottom of the form. The background shows a table with the following data:

S.No	Complaint No.	Licensee No.	Mobile No.	Email ID	Status	Action	Download
1	VE2025061600011	14100438825(Manufacturing)	9124988272	dharmadev.k@ctel.in	Forwarded To District Officer		

- After submission, a success message will appear.

The screenshot shows a 'Success' message dialog box with a green checkmark icon. The text inside the dialog box reads: 'Success' and 'Application submitted successfully !!'. There is an 'OK' button at the bottom of the dialog box. The background shows the same table as the previous screenshot.

Vigilance & Enforcement Process User Reference Manual

- Click the OK button
- The complaint will be forwarded to Headquarters.
- If select NO
- Enter the remarks.
- Click on the submit button.

Vigilance & Enforcement

Complaint No.

VE2025061100009

Name

Mr Dharmadev

Mobile

7896789678

Email

dharmadev.k@gmail.com

Complaint Description

Pollution: Air or water pollution that affects a large number of people.

Conviction is Found*

No

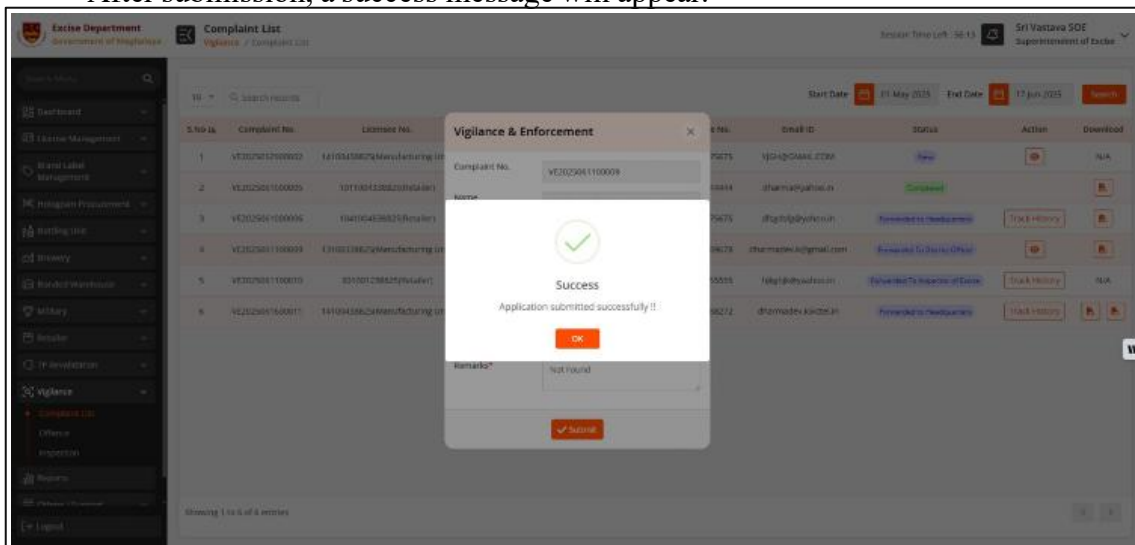
Remarks*

Not Found

✓ Submit

Vigilance & Enforcement Process User Reference Manual

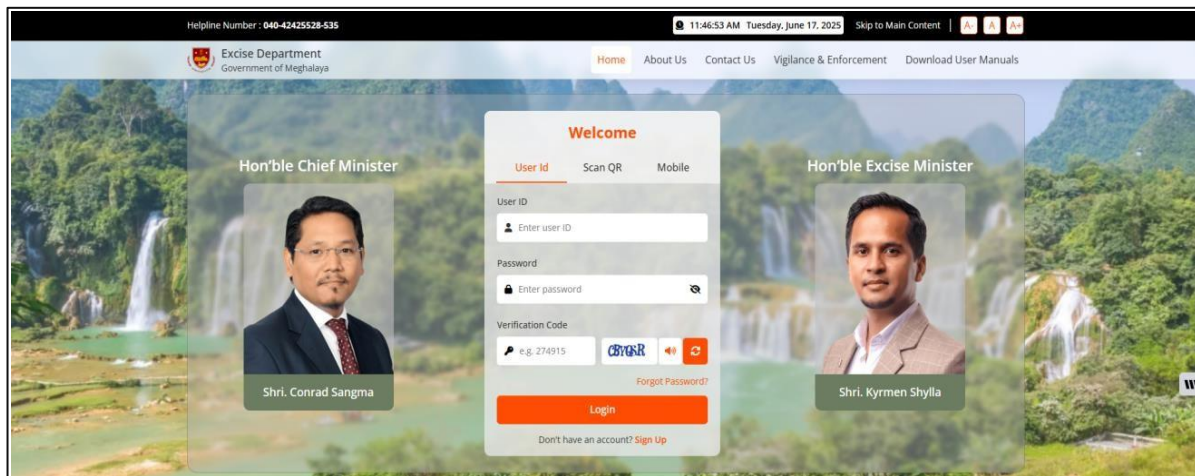
- After submission, a success message will appear.



- After clicking the **OK** button, the status will be updated to "**Completed**".
- Process Completed.

6.Headquarters

- The headquarters accesses the application by entering a valid User ID and Password.
- Enter the valid captcha.
- Click on the Login button.



Vigilance & Enforcement Process User Reference Manual

- After logging in successfully, the user will be directed to the dashboard.

Excise Department
Government of Meghalaya

Activity Dashboard
Dashboard / Activity Dashboard

Session Time Left : 59:51 | Pravin Bakshi, IAS
Financial Commissioner

Pending Permits: 47

Pending at District Office: 76

Pending at Headquarters: 68

Pending at Commissionerate: 156

Location	Count
Bottling IMFL Local	3
Bottling IMFL Import	0
Brewery Export	0
Bottling IMFL Export	0
Wholesale IMFL	8
State Bonded Warehouse	5
Military Canteen	15
Paramilitary	1
Retailer	12
Police Canteen	0
Grand Total	44

Process Name	Pending at	Count
License Registration	Superintendent of Excise	36
License Registration	Deputy Superintendent of Excise	0
License Registration	Deputy Commissioner	1
License Registration	Assistant Commissioner	11
Temporary Bar License Registration	Superintendent of Excise	0
License Modification	Superintendent of Excise	0
License Modification	Deputy Superintendent of Excise	0
Total		76

Process Name	Pending at	Count
License Registration	Dealing Assistant HQ	7
License Registration	Assistant Commissioner	2
License Registration	Deputy Commissioner	0
License Registration	Joint Commissioner	0
License Registration	Secretary HQ	0
Temporary Bar License Registration	Deputy Commissioner	0
CSD Non Local License Registration	Dealing Assistant HQ	3
CSD Non Local License Registration	Assistant Commissioner	2
Brand Label	Inspector of Excise	43
Total		68

Process Name	Pending at	Count
License Registration	Commissioner	0
License Renewal	Commissioner	0
Brand Label Registration	Commissioner	6
Brand Renewal	Commissioner	0
License Modification	Commissioner	0
Bottling Permits	Commissioner	0
Central Bonded Warehouse Permits	Commissioner	6
State Bonded Warehouse Permits	Commissioner	5
Total		17

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- Click on the Vigilance tab.
- Select Complaint List from the dropdown/menu.
- After clicking, you will be able to view the complaint details.

Excise Department
Government of Meghalaya

Complaint List
Vigilance / Complaint List

Session Time Left : 59:47 | Pravin Bakshi, IAS
Financial Commissioner

10 | Search records

Start Date: 16-Jun-2025 | End Date: 17-Jun-2025 | Search

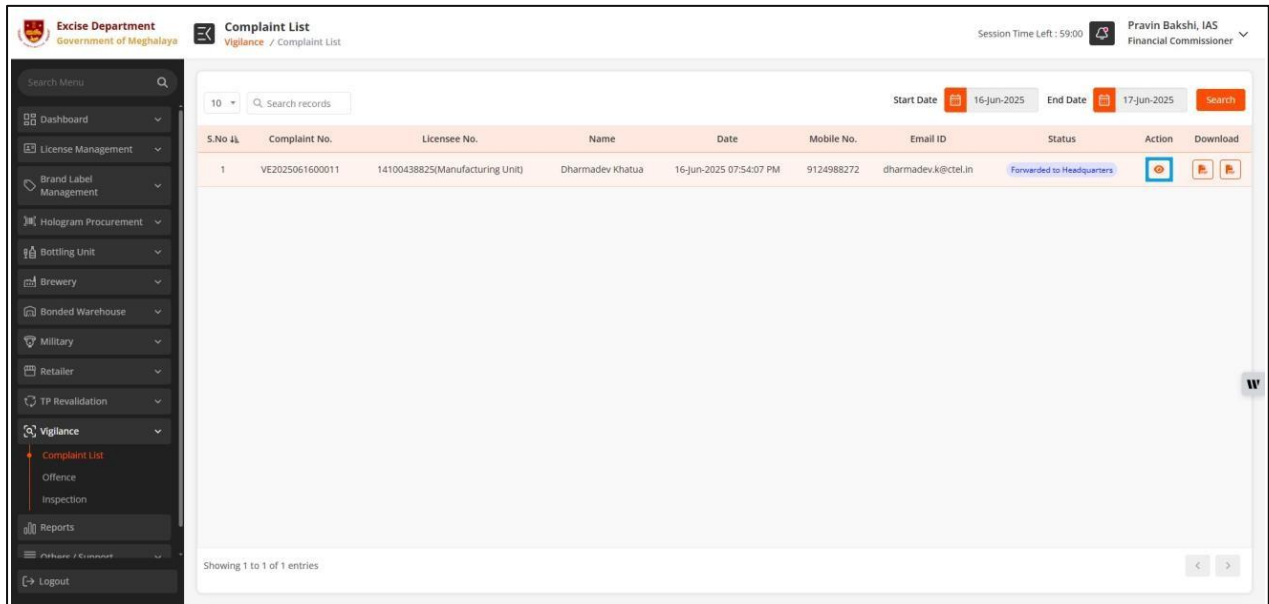
S.No	Complaint No.	Licensee No.	Name	Date	Mobile No.	Email ID	Status	Action	Download
1	VE2025061600011	14100438825(Manufacturing Unit)	Dharmadev Khatua	16-Jun-2025 07:54:07 PM	9124988272	dharmadev.k@ctel.in	Forwarded to Headquarters		

Showing 1 to 1 of 1 entries

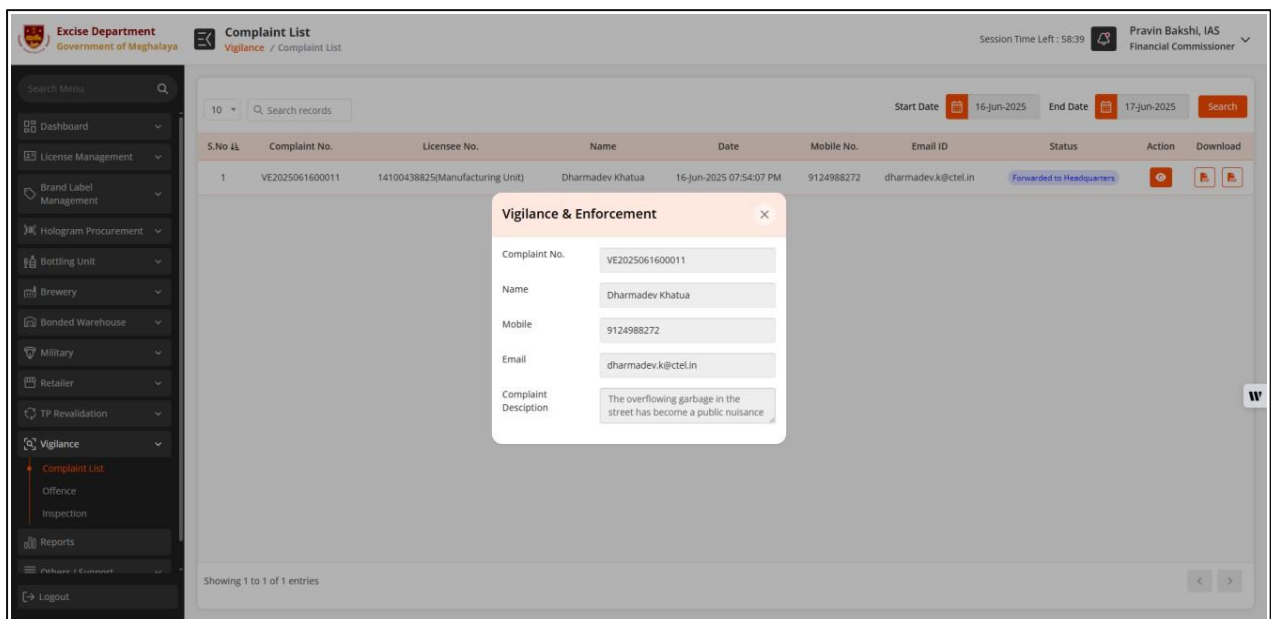
Vigilance & Enforcement Process User Reference Manual

- Click the eye icon to view the details.
- Upon clicking the action button, a popup window will appear.

Pic-1



Pic-2



Thank You