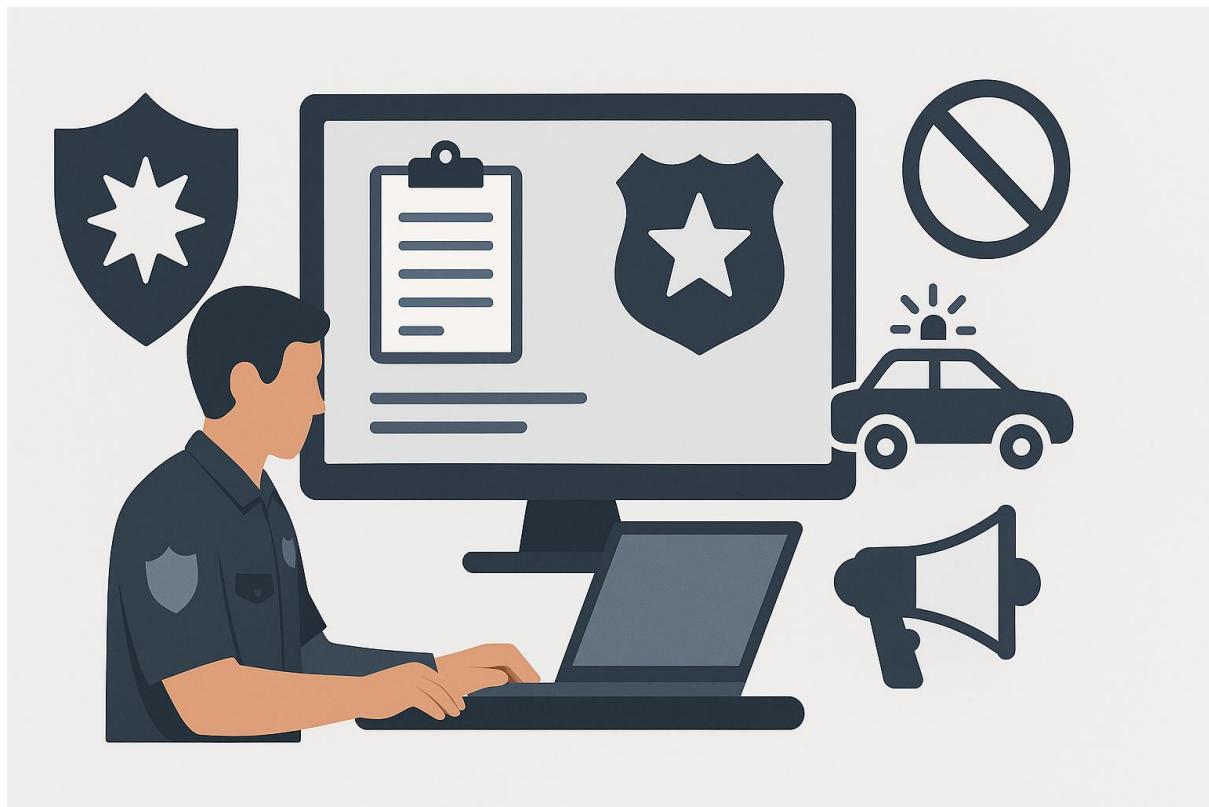


Vigilance & Enforcement Process User Reference Manual



Excise Department

Government of Meghalaya



C-TEL INFOSYSTEMS PVT. LTD

Hyderabad, Telangana

Vigilance & Enforcement Process User Reference Manual

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6. Headquarters	18

Vigilance & Enforcement Process User Reference Manual

1. Introduction

Product Name: IEMS

Module: Vigilance & Enforcement

Version: 1.0

Release Date: 24-06-2025

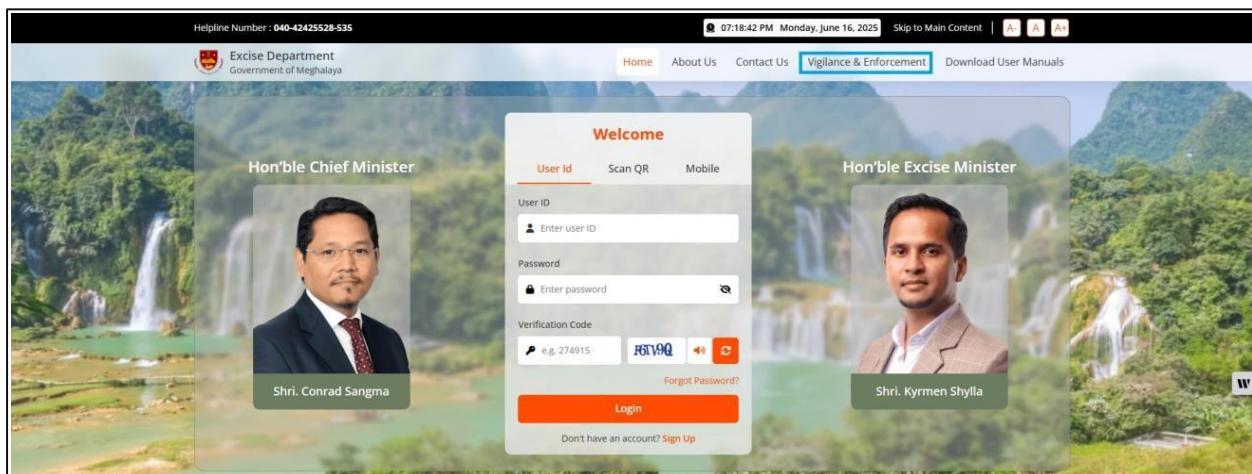
Prepared By: Dharmadev Khatua

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

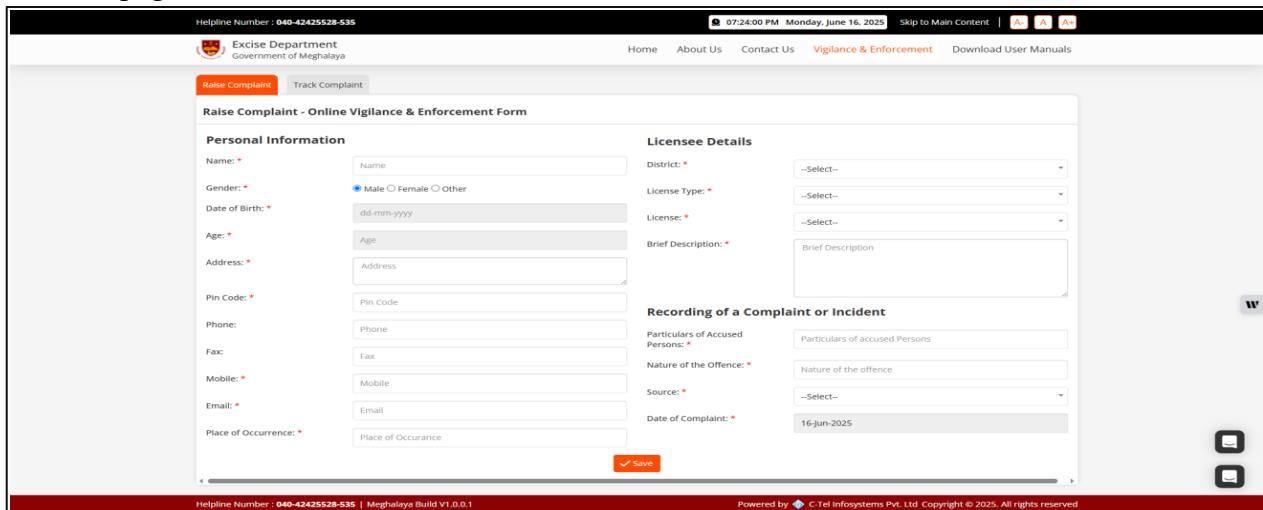
2. Complaint Page

- 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

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: *

Gender: * Male Female Other

Date of Birth: *

Age: *

Address: *

Pin Code: *

Phone:

Fax:

Mobile: *

Email: *

Place of Occurrence: *

Licensee Details

District: *

License Type: *

License: *

Brief Description: *

Recording of a Complaint or Incident

Particulars of Accused Persons: *

Nature of the Offence: *

Source: *

Date of Complaint: *

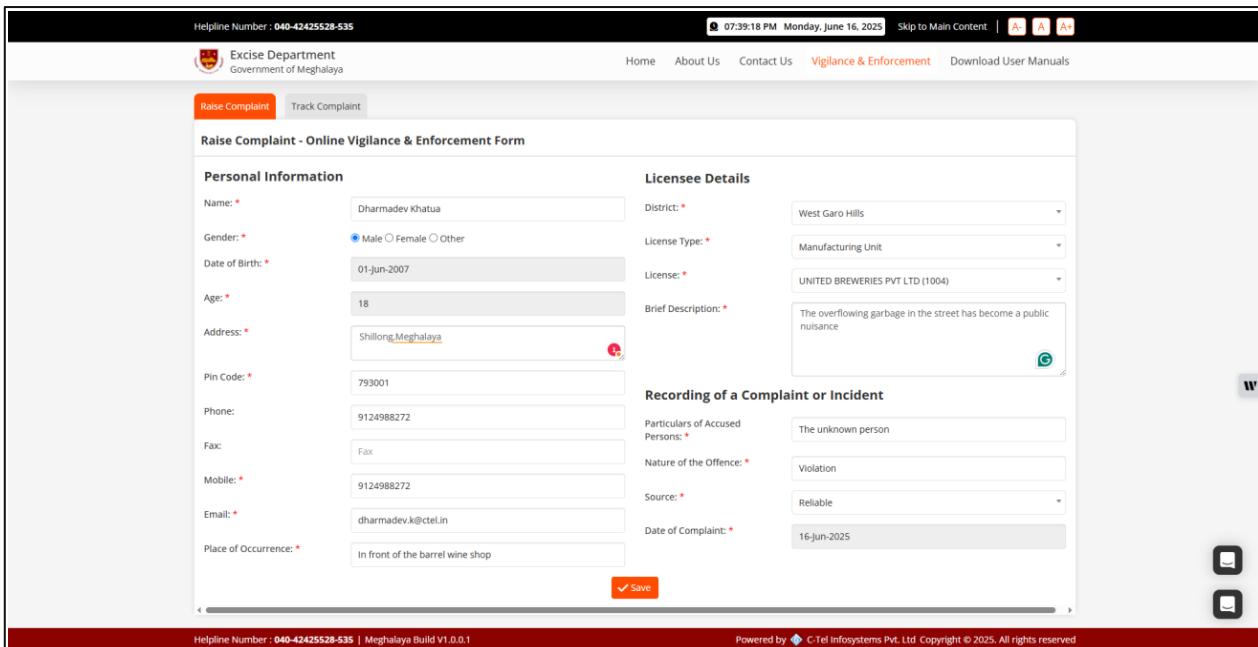
16-jun-2025

Save

Helpline Number : 040-42425528-535 | Meghalaya Build V1.0.0.1

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- Enter all required information correctly before proceeding.



Helpline Number : 040-42425528-535

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: * Dharmadev Khatua

Gender: * Male Female Other

Date of Birth: * 01-Jun-2007

Age: * 18

Address: * Shillong, Meghalaya

Pin Code: * 793001

Phone: 9124988272

Fax: 9124988272

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

Save

Helpline Number : 040-42425528-535 | Meghalaya Build V1.0.0.1

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Vigilance & Enforcement Process User Reference Manual

- Click on the save button.

Helpline Number : 040-42425528-535 | Meghalaya Build V1.0.0.1

07:39:18 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: * 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

Save

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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+](#)

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: * 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

Manufacturing Unit

UNITED BREWERIES PVT LTD (1004)

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?
 Cancel Yes, save it!

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 | Meghalaya Build V1.0.0.1

Excise Department
Government of Meghalaya

07:56:34 PM Monday, June 16, 2025 Skip to Main Content | A A A+

Home About Us Contact Us Vigilance & Enforcement Download User Manuals

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 | Meghalaya Build V1.0.0.1

Excise Department
Government of Meghalaya

11:34:59 AM Tuesday, June 17, 2025 Skip to Main Content | A A A+

Home About Us Contact Us Vigilance & Enforcement Download User Manuals

Raise Complaint Track Complaint

Track your complaint

Complaint Number* VE2025061600011

Track Status

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

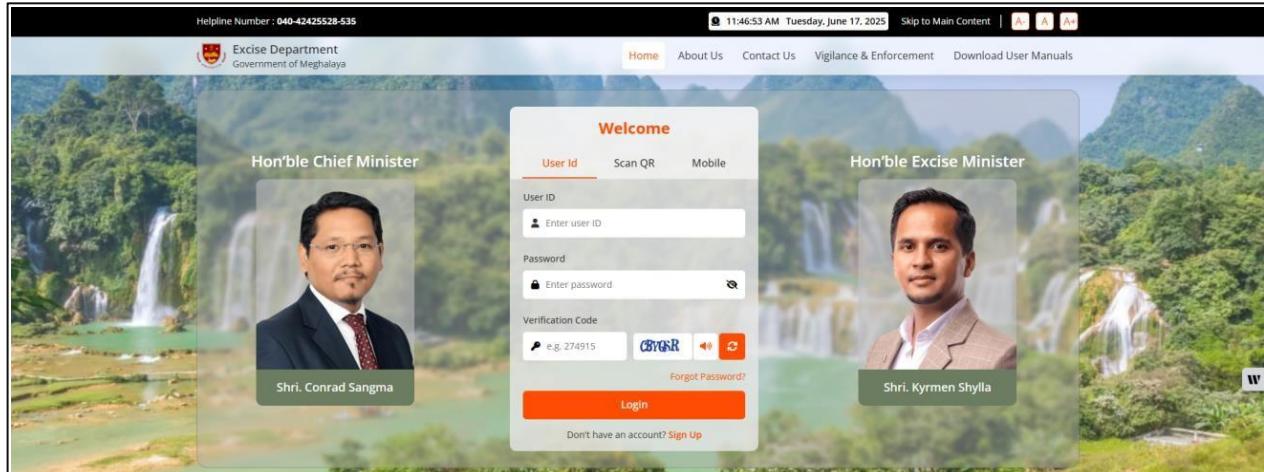
Remarks

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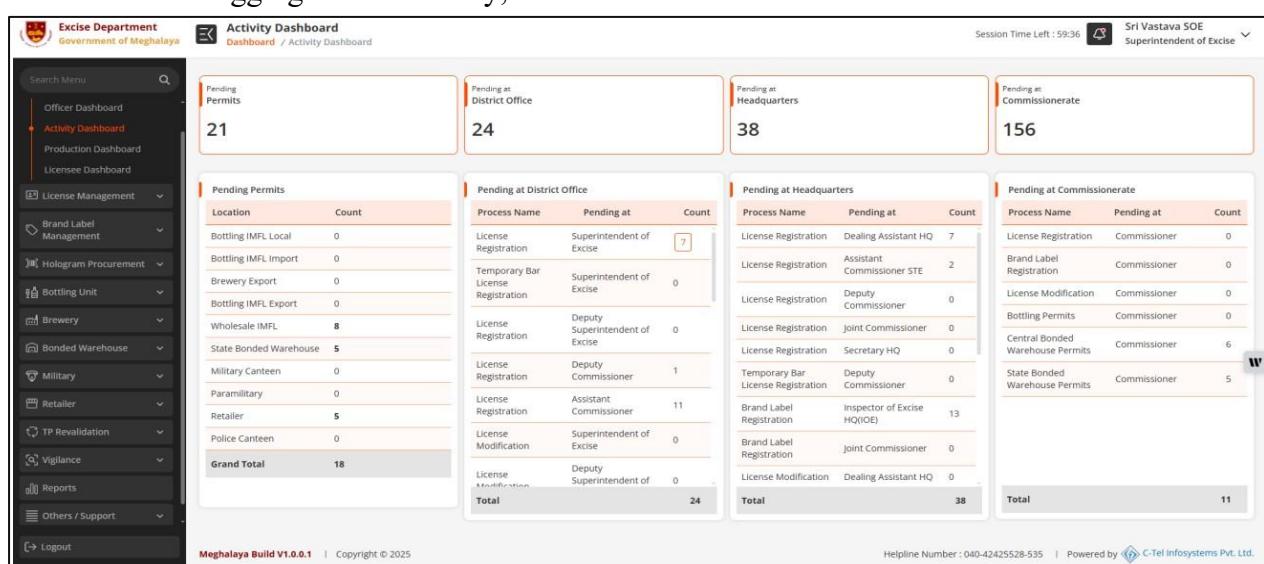
Vigilance & Enforcement Process User Reference Manual

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.



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



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

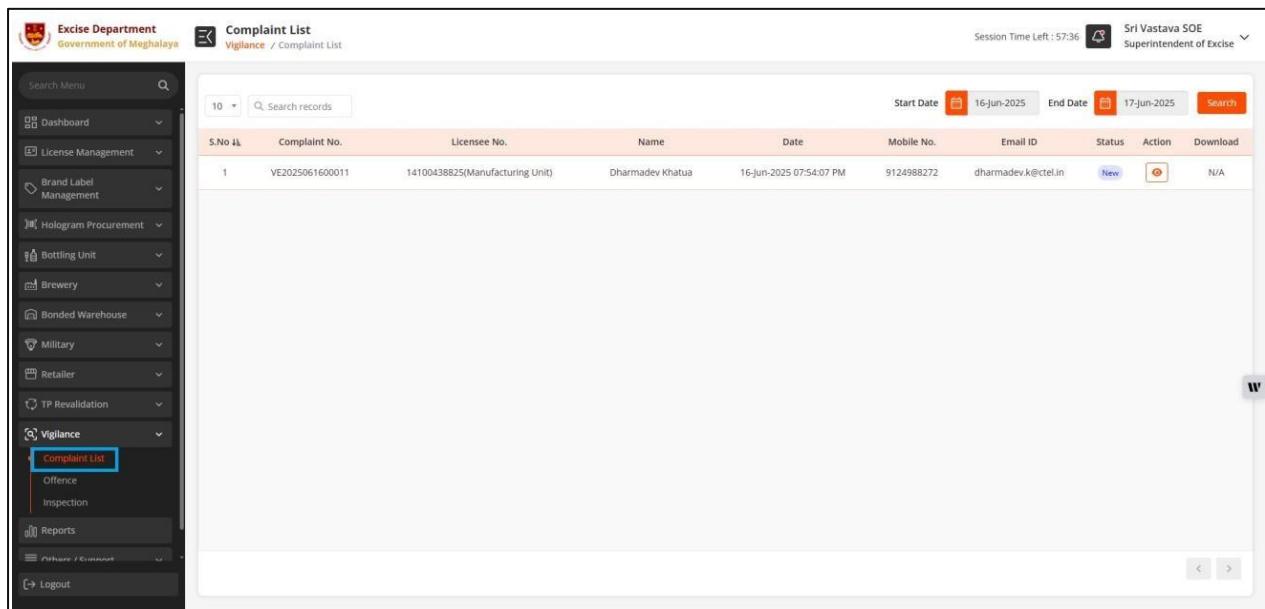
Process Name	Pending at	Count
License Registration	Superintendent of Excise	7
Temporary Bar License Registration	Superintendent of Excise	0
License Registration	Deputy Superintendent of Excise	0
License Registration	Deputy Commissioner	1
License Registration	Assistant Commissioner	11
License Modification	Superintendent of Excise	0
License Registration	Deputy Superintendent of Excise	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
Temporary Bar License Registration	Deputy Commissioner	0
Brand Label Registration	Inspector of Excise HQ(OE)	13
Brand Label Registration	Joint Commissioner	0
License Modification	Dealing Assistant HQ	0
Total		38

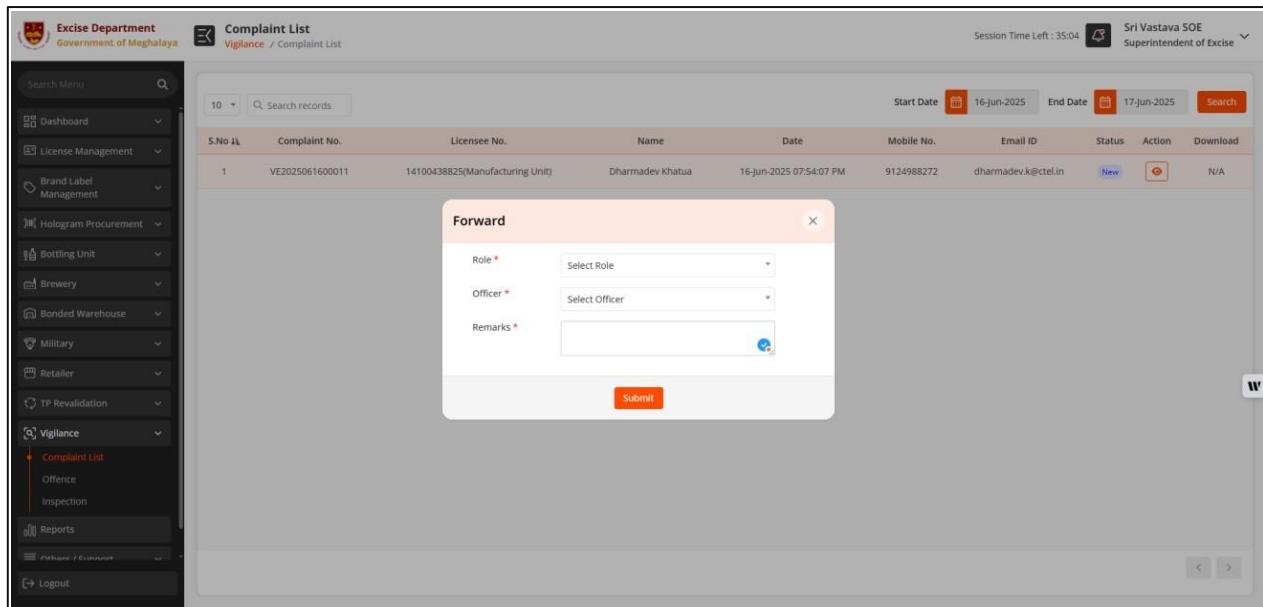
Process Name	Pending at	Count
License Registration	Commissioner	0
Brand Label Registration	Commissioner	0
License Modification	Commissioner	0
Bottling Permits	Commissioner	0
Central Bonded Warehouse Permits	Commissioner	6
State Bonded Warehouse Permits	Commissioner	5
Total		11

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.

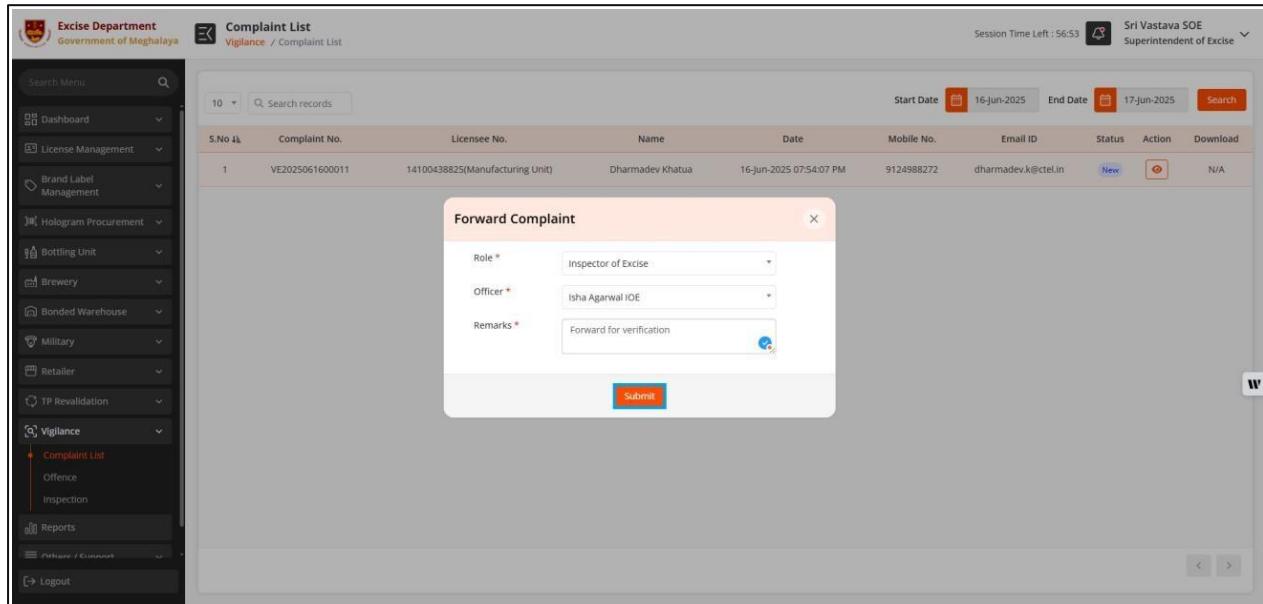


- Click the eye icon to view the details.
- Upon clicking the action button, a popup window will appear.



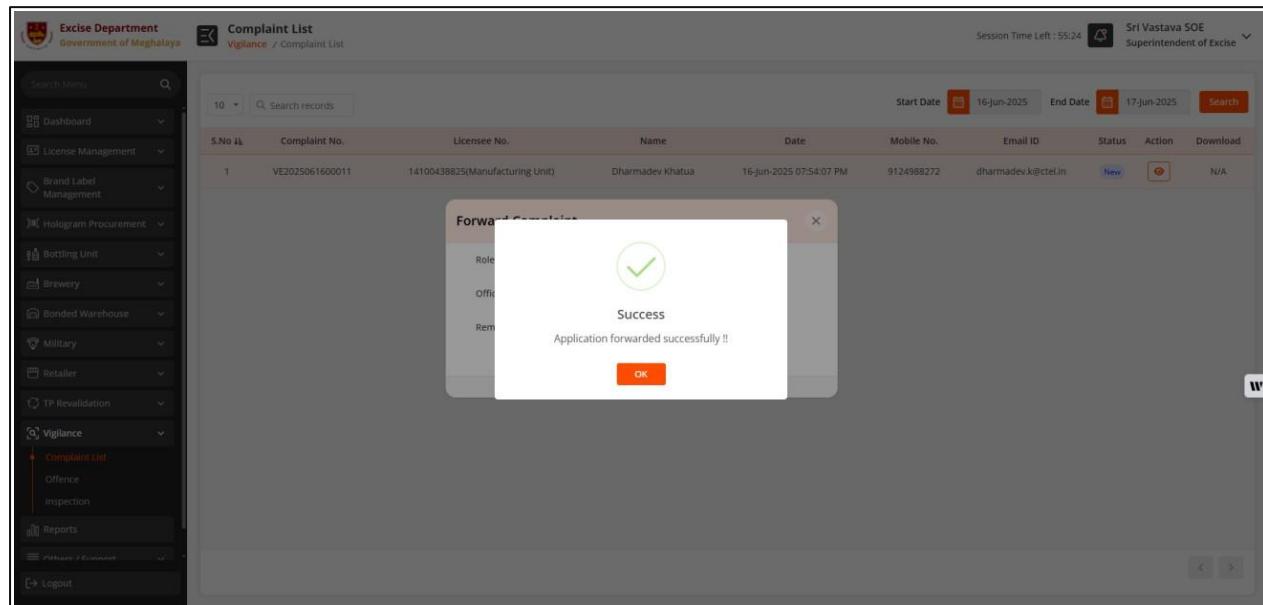
Vigilance & Enforcement Process User Reference Manual

- 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 shows the 'Complaint List' page of the Excise Department. On the left is a sidebar with various menu items. The main area shows a table with a single row of data. A modal window titled 'Forward Complaint' is open in the center, prompting the user to select a role (Inspector of Excise), an officer (Isha Agarwal IOE), and a remark (Forward for verification). A 'Submit' button is at the bottom of the modal.

- After clicking, a success popup will appear.

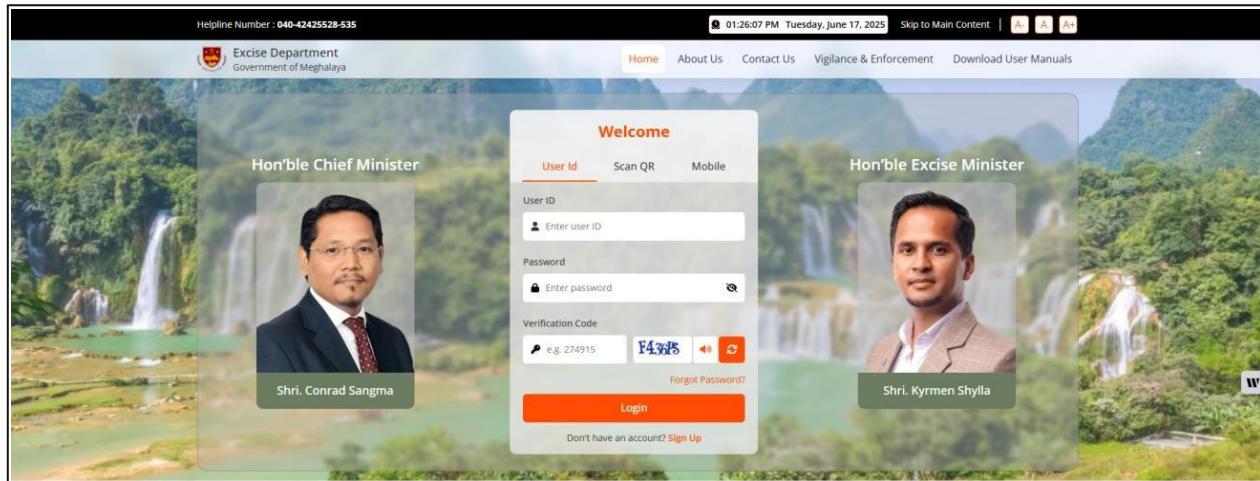


The screenshot shows the same 'Complaint List' page as the previous one, but the modal window now displays a success message: 'Success' and 'Application forwarded successfully !!'. An 'OK' button is at the bottom of the modal.

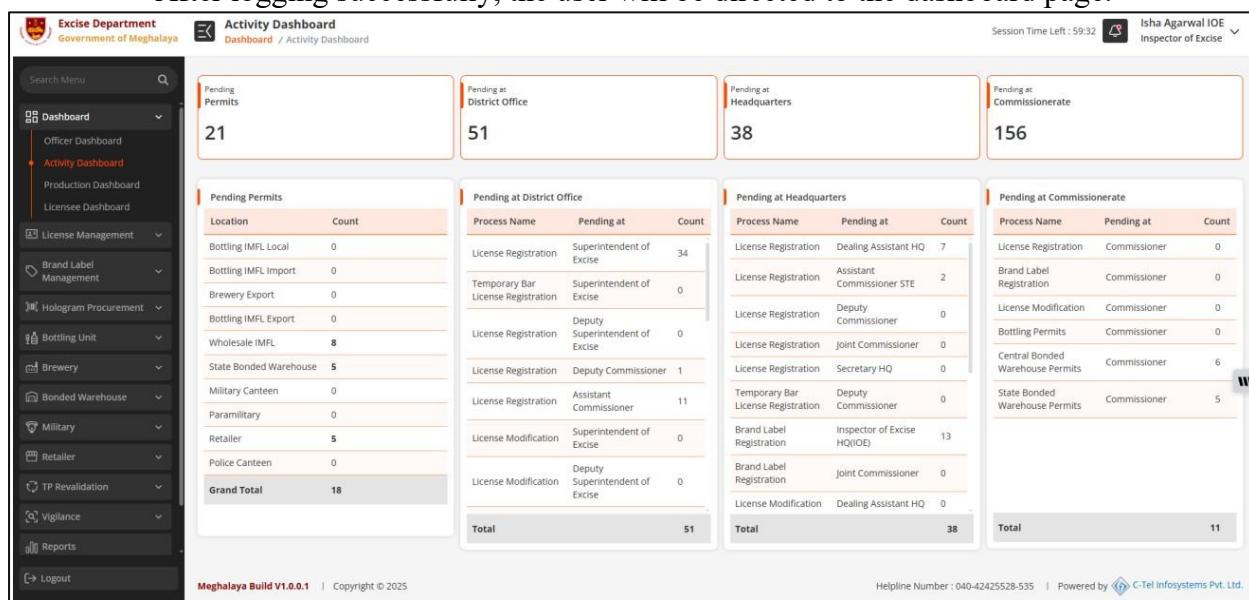
Vigilance & Enforcement Process User Reference Manual

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.



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



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

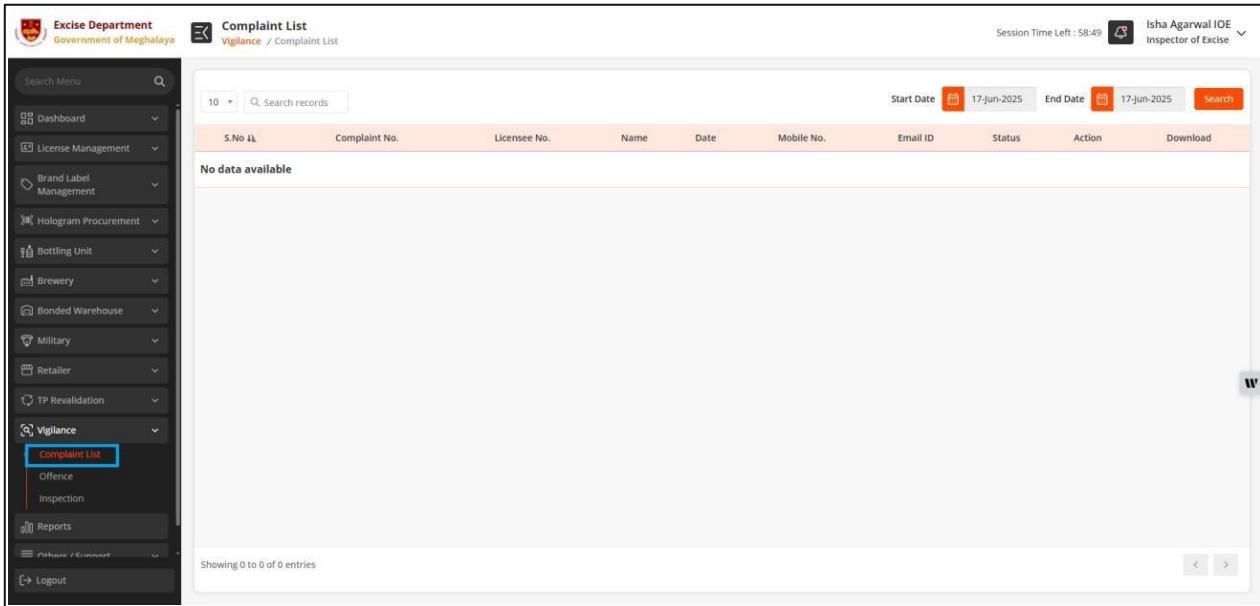
Process Name	Pending at	Count
License Registration	Superintendent of Excise	34
Temporary Bar License Registration	Superintendent of Excise	0
License Registration	Deputy Superintendent of Excise	0
License Registration	Deputy Commissioner	1
License Registration	Assistant Commissioner	11
License Modification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

Vigilance & Enforcement Process User Reference Manual

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



Session Time Left : 58:49 Isha Agarwal IOE Inspector of Excise

Search Menu

Excise Department Government of Meghalaya

Complaint List

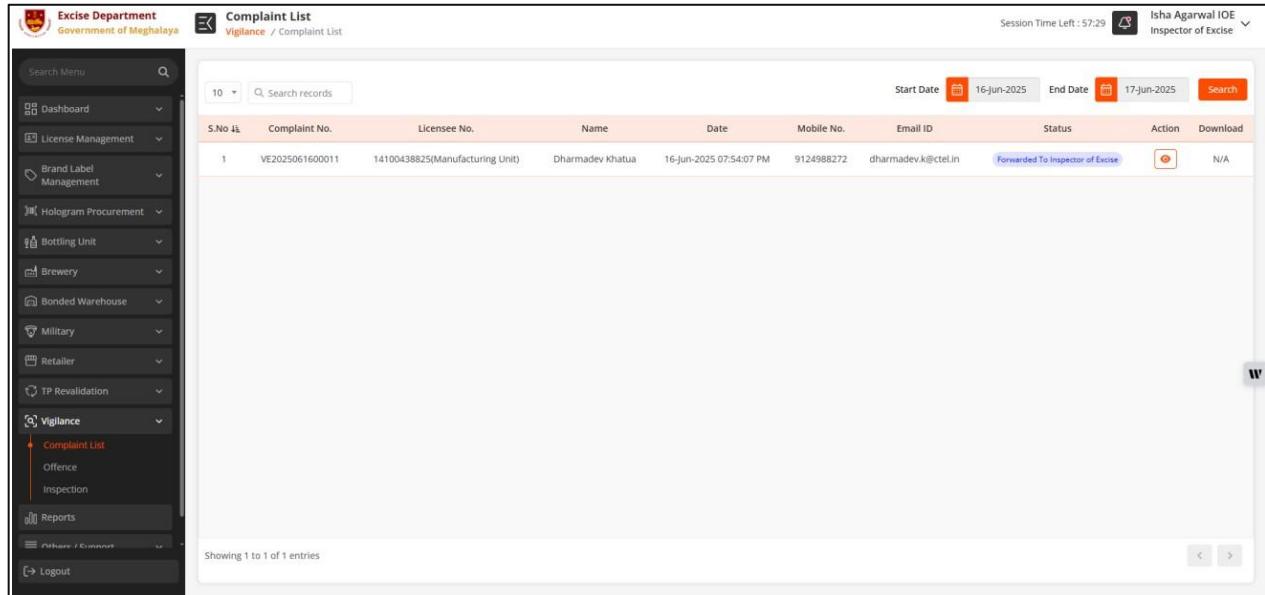
Vigilance / Complaint List

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

S.No	Complaint No.	Licensee No.	Name	Date	Mobile No.	Email ID	Status	Action	Download
No data available									

Showing 0 to 0 of 0 entries

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



Session Time Left : 57:29 Isha Agarwal IOE Inspector of Excise

Search Menu

Excise Department Government of Meghalaya

Complaint List

Vigilance / Complaint List

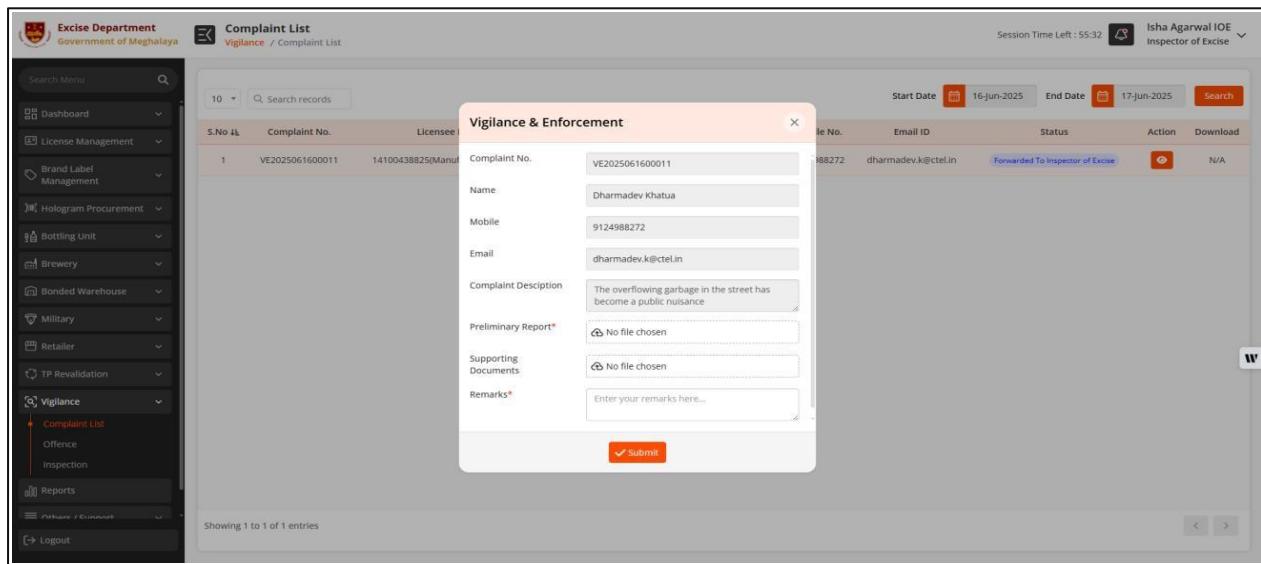
Start Date: 16-Jun-2025 End Date: 17-Jun-2025 Search

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@cotel.in	Forwarded To Inspector of Excise		N/A

Showing 1 to 1 of 1 entries

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

Vigilance & Enforcement Process User Reference Manual

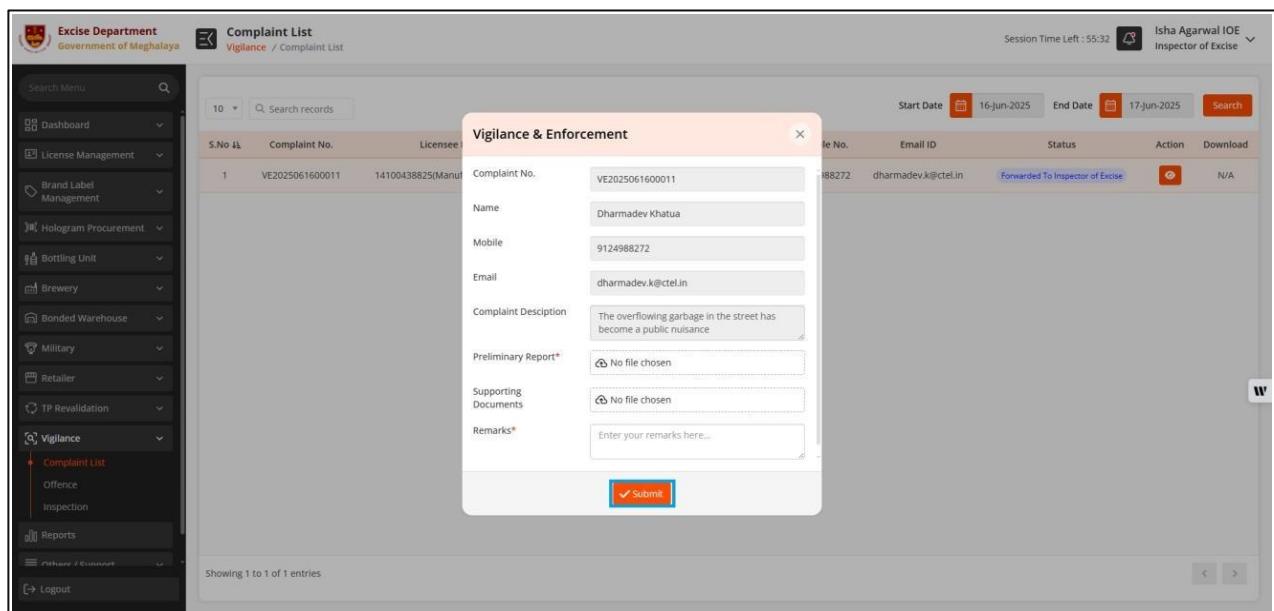


The screenshot shows the 'Vigilance & Enforcement' form in a modal window. The form fields are as follows:

- 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
- Preliminary Report*: No file chosen
- Supporting Documents: No file chosen
- Remarks*: Enter your remarks here...

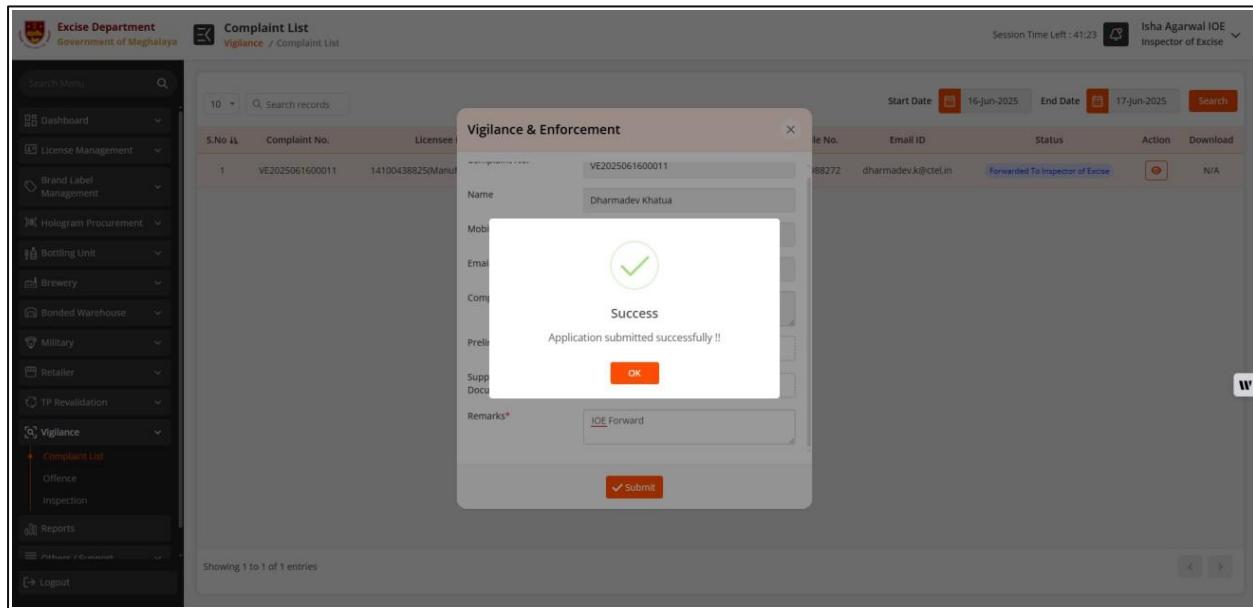
At the bottom of the form is a 'Submit' button.

- 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.

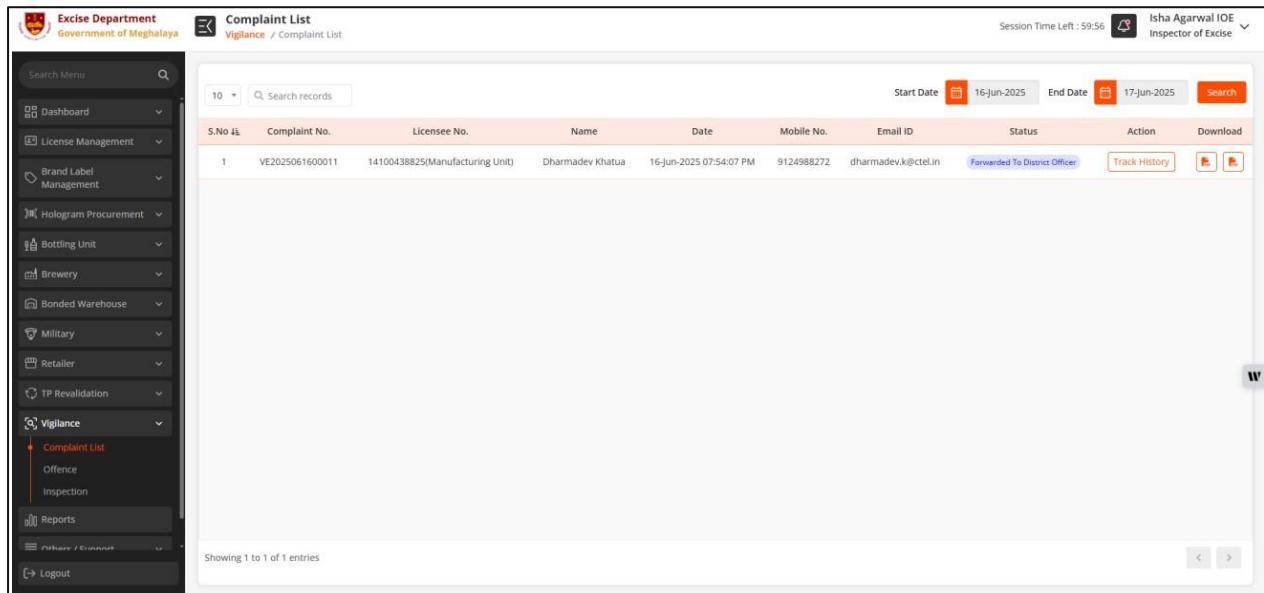


Vigilance & Enforcement Process User Reference Manual

- After submission, a success message will appear.



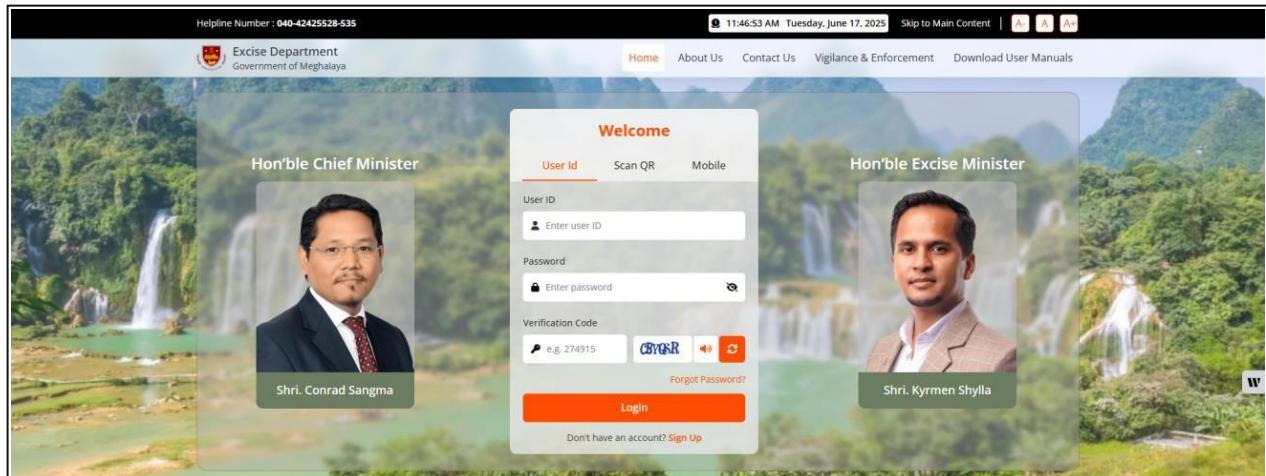
- Click on the OK button.
- After submitting the complaint, it will be forwarded to the District Office.



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.

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.



Excise Department
Government of Meghalaya

Complaint List
Vigilance / Complaint List

Sri Vastava SOE
Superintendent of Excise

Session Time Left: 58:58

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

Search

Search Menu

10

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 District Officer	<input type="button" value="Edit"/>	<input type="button" value="Print"/>	<input type="button" value="Export"/>

Showing 1 to 1 of 1 entries

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

Excise Department
Government of Meghalaya

Complaint List
Vigilance / Complaint List

Session Time Left : 56:40

Sri Vastava SOE
Superintendent of Excise

Search Menu

Dashboard

License Management

Brand Label Management

Hologram Procurement

Bottling Unit

Brewery

Bonded Warehouse

Military

Retailer

TP Revalidation

Vigilance

- Complaint List
- Offence
- Inspection

Reports

Logout

10 Search records

S.No	Complaint No.	License No.	Mobile No.	Email ID	Status	Action	Download
1	VE2025061600011	14100438825	9124988272	dharmaadev.k@ctel.in	Forwarded To District Officer	<input type="button"/>	<input type="button"/>

Vigilance & Enforcement

Complaint No. VE2025061600011

Name Dharmaadev Khatua

Mobile 9124988272

Email dharmaadev.k@ctel.in

Complaint Description The overflowing garbage in the street has become a public nuisance

Conviction is Found* ---select---

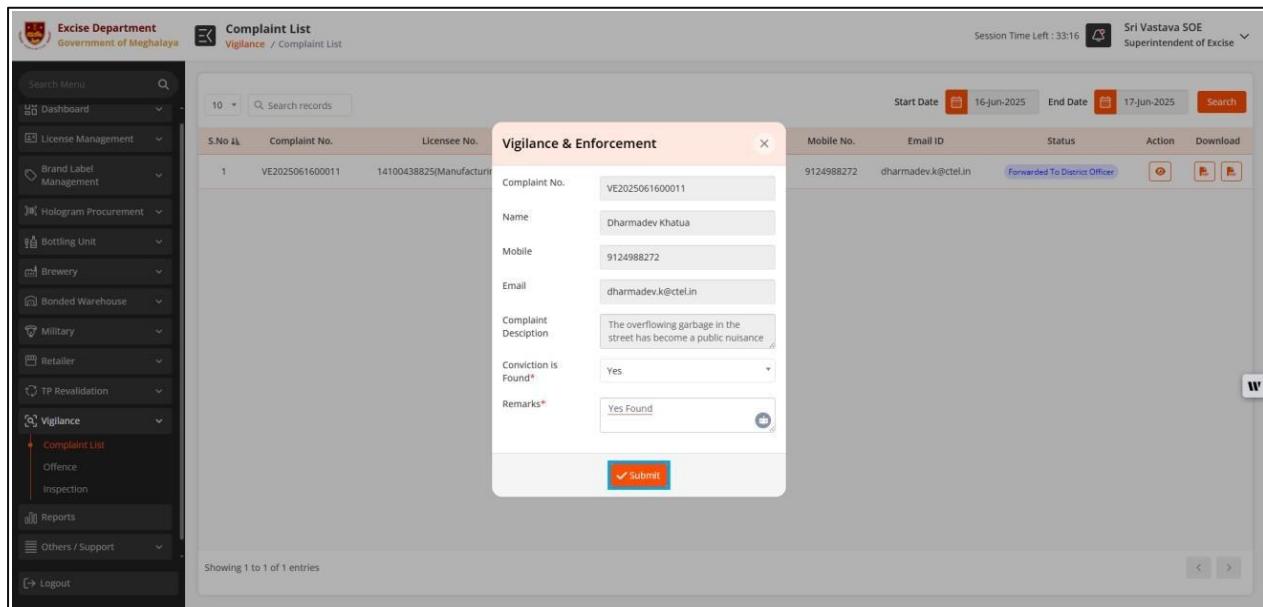
Remarks*

Submit

Showing 1 to 1 of 1 entries

- 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.

Vigilance & Enforcement Process User Reference Manual



Excise Department
Government of Meghalaya

Complaint List
Vigilance / Complaint List

Session Time Left : 33:16 Sri Vastava SOE
Superintendent of Excise

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

Mobile No. Email ID Status Action Download

9124988272 dharmadev.k@ctel.in Forwarded To District Officer

S.No Complaint No. Licensee No.

1 VE2025061600011 14100438825/Manufacturin

Vigilance & Enforcement

Complaint No. VE2025061600011

Name Dharma Dev Khata

Mobile 9124988272

Email dharmadev.k@ctel.in

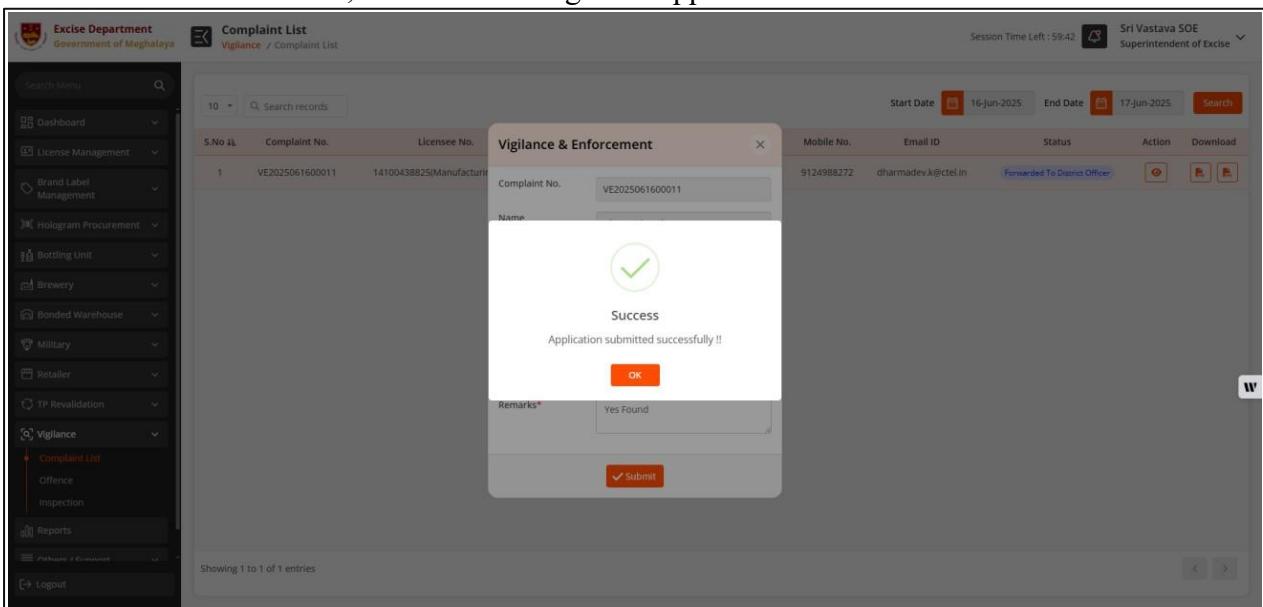
Complaint Description The overflowing garbage in the street has become a public nuisance

Conviction is Found* Yes

Remarks* Yes Found

✓ Submit

- After submission, a success message will appear.



Excise Department
Government of Meghalaya

Complaint List
Vigilance / Complaint List

Session Time Left : 59:42 Sri Vastava SOE
Superintendent of Excise

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

Mobile No. Email ID Status Action Download

9124988272 dharmadev.k@ctel.in Forwarded To District Officer

S.No Complaint No. Licensee No.

1 VE2025061600011 14100438825/Manufacturin

Vigilance & Enforcement

Complaint No. VE2025061600011

Name

✓ Success

Application submitted successfully !!

OK

Remarks* Yes Found

✓ Submit

Vigilance & Enforcement Process User Reference Manual

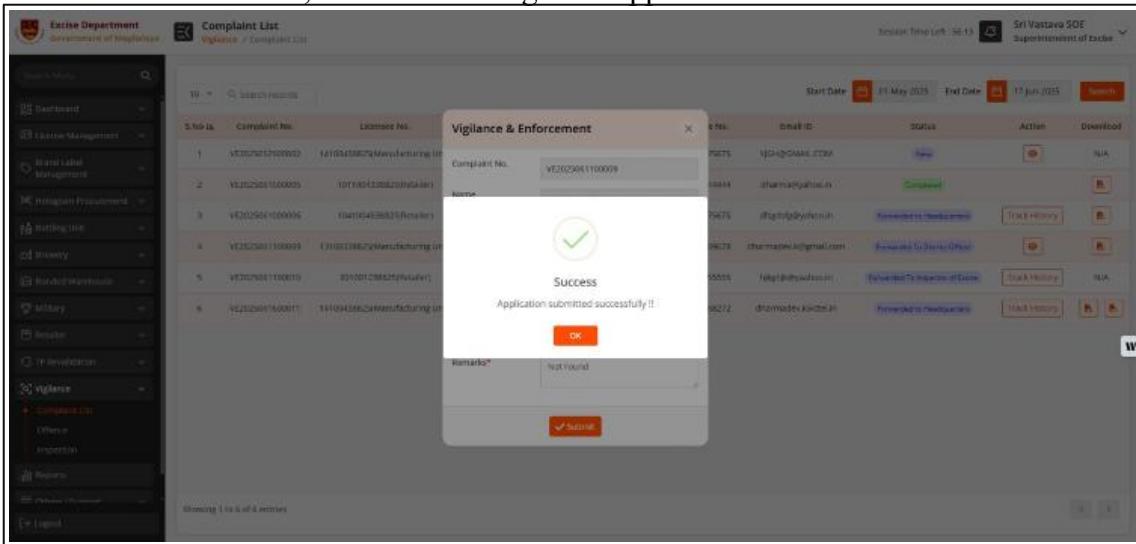
- Click the OK button
- The complaint will be forwarded to Headquarters.
- If select NO
- Enter the remarks.
- Click on the submit button.

Vigilance & Enforcement

Complaint No.	VE2025061100009
Name	Mr Dharmadev
Mobile	7896789678
Email	dharma...@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

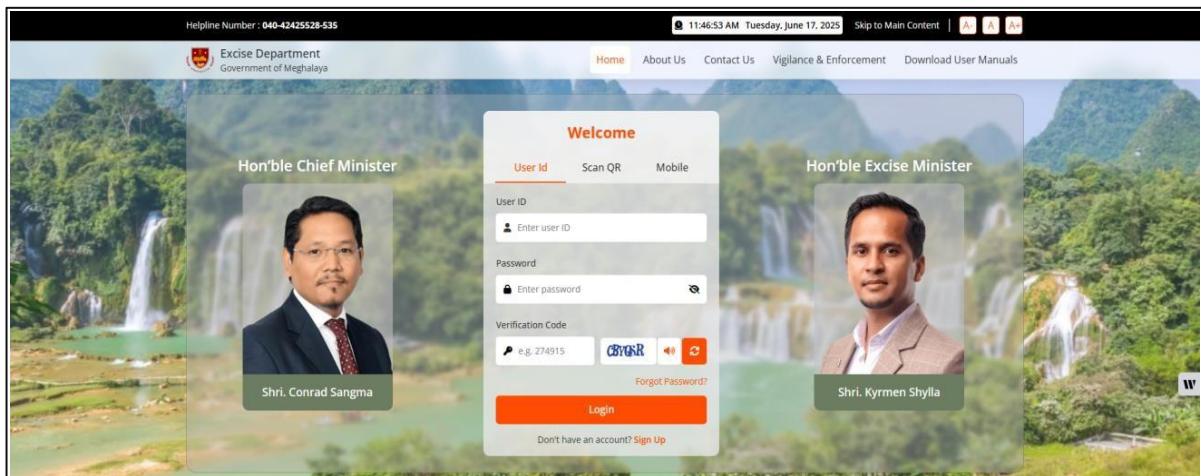
- After submission, a success message will appear.



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

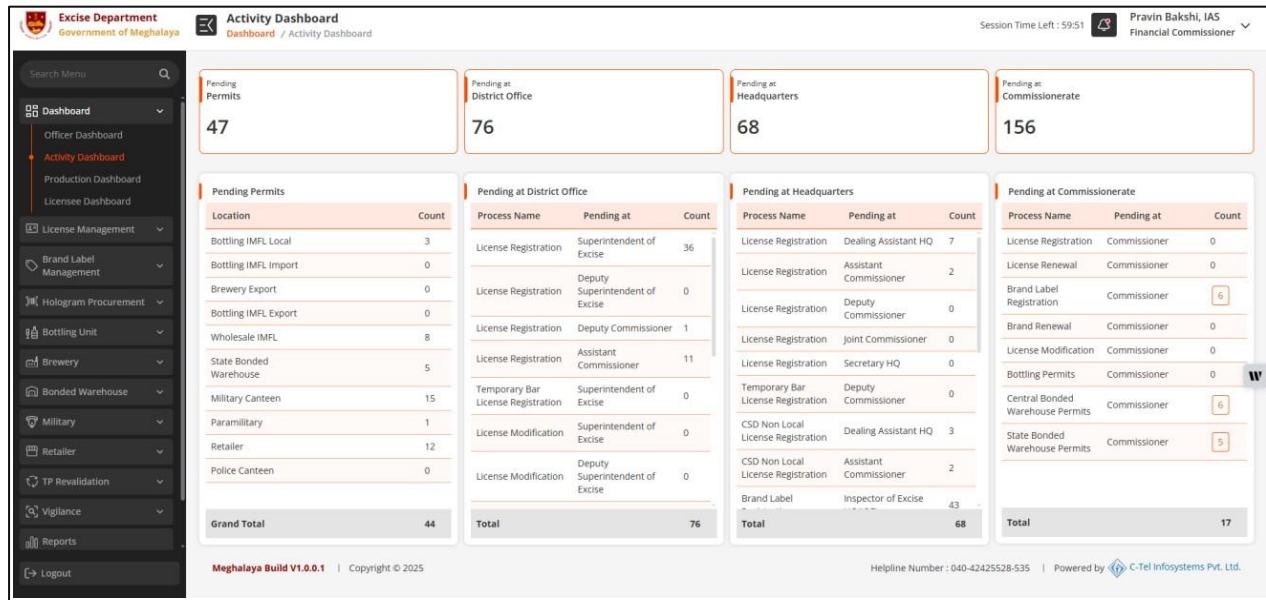
6. Headquarters

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



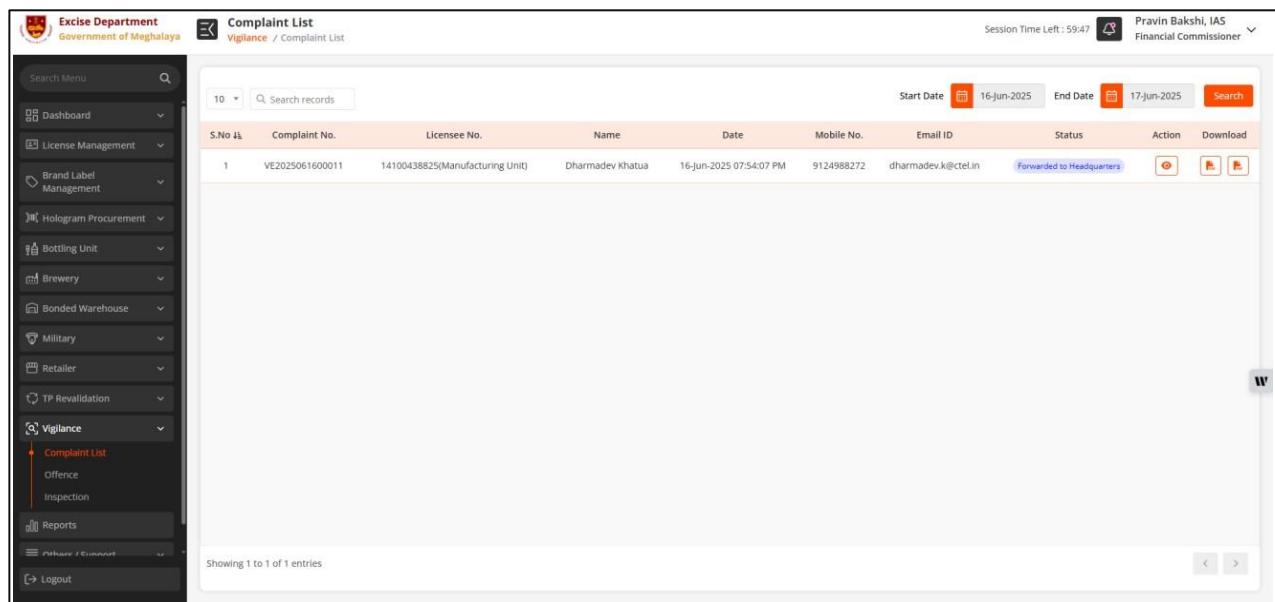
Vigilance & Enforcement Process User Reference Manual

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



The screenshot shows the 'Activity Dashboard' for the Excise Department of Meghalaya. The top navigation bar includes the Excise Department logo, session time (59:51), and the name of the Financial Commissioner (Pravin Bakshi, IAS). The dashboard features four main sections: 'Pending Permits' (47), 'Pending at District Office' (76), 'Pending at Headquarters' (68), and 'Pending at Commissionerate' (156). Below these are detailed tables for each category. For example, the 'Pending Permits' table lists locations like Bottling IMFL Local, Bottling IMFL Import, etc., with their respective counts. The 'Pending at Commissionerate' table includes a row for 'Brand Label Registration' with a count of 6. The footer includes the build version (Meghalaya Build V1.0.0.1), copyright information, a helpline number, and a note powered by C-Tel Infosystems Pvt. Ltd.

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



The screenshot shows the 'Complaint List' page under the 'Vigilance' section. The left sidebar has a red dot next to 'Complaint List', indicating it is selected. The main table displays a single record with the following details:

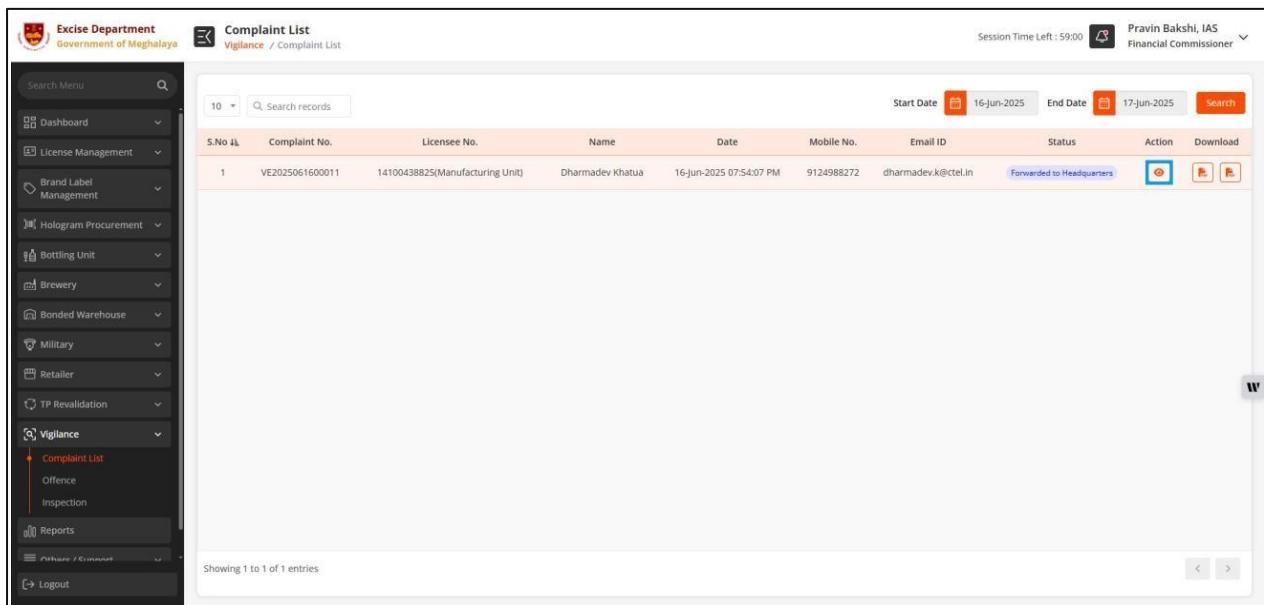
S.No	Complaint No.	Licensee No.	Name	Date	Mobile No.	Email ID	Status	Action	Download	
1	VE2025061600011	14100438825(Manufacturing Unit)	Dharmadev Khatua	16-Jun-2025 07:54:07 PM	9124988272	dharmadev.k@ctel.in	Forwarded to Headquarters			

Below the table, a message says '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

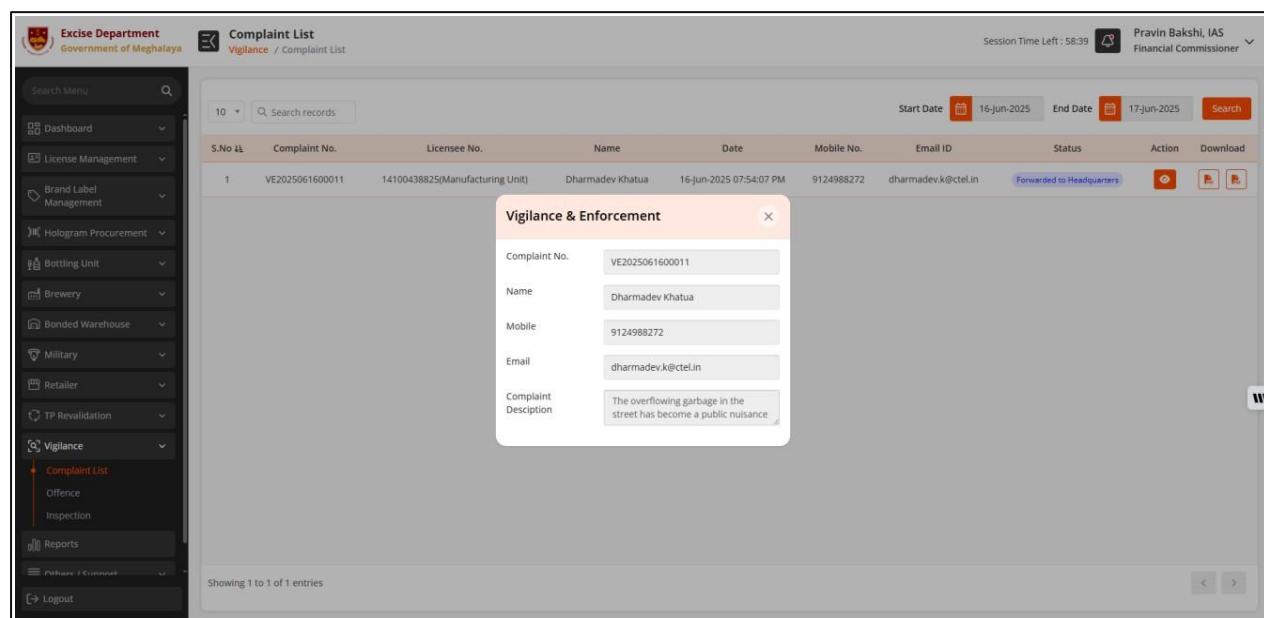


The screenshot shows the 'Complaint List' page under the 'Vigilance' section. The left sidebar includes a logo for the Excise Department, Government of Meghalaya, and a search menu. The main content area displays a table with one row of data. The table columns are: S.No, Complaint No., Licensee No., Name, Date, Mobile No., Email ID, Status, Action, and Download. The data in the table is as follows:

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			

Session Time Left: 59:00 Pravin Bakshi, IAS Financial Commissioner

Pic-2



The screenshot shows the 'Complaint List' page under the 'Vigilance' section. The left sidebar includes a logo for the Excise Department, Government of Meghalaya, and a search menu. A modal window titled 'Vigilance & Enforcement' is displayed over the main content area. The modal 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

Session Time Left: 58:39 Pravin Bakshi, IAS Financial Commissioner

Thank You