



INSTRUCTION
MANUAL



FOR APPELLATE AUTHORITY

APPELLATE AUTHORITY USER'S MANUAL

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1. GENERAL INFORMATION

1.1 What is an Appeal?

Presently, 147 services of various Government Departments have been notified under the Meghalaya Right to Public Services Act, 2020. Citizens who apply for any of these services are entitled to receive these services within the stipulated timeframe and can approach the Commission as the second Appellate Authority in case the services have been denied or delayed wrongfully.

In case service has not been provided by the Designated Officers [DO's] within the specific time [SLA as notified against each service] as defined under this Act or rejected, they can Appeal to the Appellate Authority [First Appeal].

The Appellate Authority is bound to dispose off appeals within 30 days from the date of receipt of the Appeal.

1.2 Who is an Appellate Authority?

The Appellate Authority is an officer above the Designated Officer with the powers to hear appeals against the orders passed by a Designated Officer.

Against each service notified, the Designated Officer and the Appellate Officer are also notified.

2. GENERAL INSTRUCTIONS

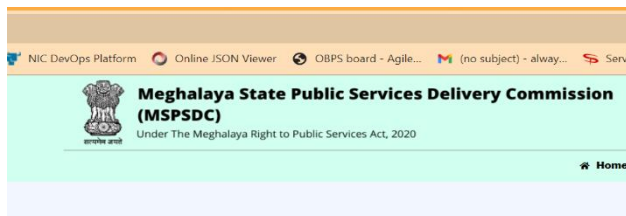
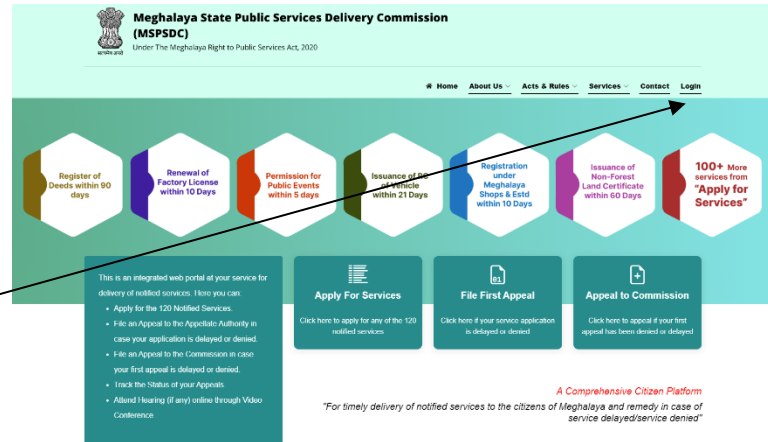
2.1 How do I login?

Step 1: Open any web browser

Visit the MSPSDC Website :

<https://mspcdc.meghalaya.gov.in>

Step 2: Click on Login [as indicated in the picture above]



Instructions for Citizens

1. Enter your Mobile Number used while registering against Username.
2. Enter your Password created while registering against your Username
3. If this is the first time, you are visiting this website, kindly click on "Create Account" to create an account in this website

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Step 3. Fill in the user ID and password [as provided]. If the user login credentials have not been received or if you are facing any difficulty in logging in, please contact the commission or NIC

Step 4. On successful login, the Appellate Authority will be redirected to the landing page

Here, the Appellate Authority will be able to view if any appeals have been received and also the service/DO against whom the appeal has been filed by the citizen.

2.2 How do I change password?

After logging in, the user will be able to change the password and also update his/her profile. Updating the profile is mandatory as all the alerts will be received by him/her.

Follow the following steps to update the password and profile :

Step 1. Click on the Change password option as shown in the figure

The screenshot shows the MSPSDC dashboard. At the top, there is a header with the logo and name of the commission. Below the header, there is a navigation menu with options like 'Add User', 'Inbox', 'Upcoming VCs', 'Change Password', 'Appeals Dashboard', 'Penalties List', 'Manage DOs', 'Services Dashboard', and 'Logout'. The main content area is titled 'STATUS OF APPEALS WITH THE APPELATE AUTHORITY'. It features three summary cards: 'Total Appeals' with a count of 2, 'New Appeals' with a count of 2, and 'Appeals in Process' with a count of 0. Below these cards, there is a table with columns for 'Reference Number', 'Service Name', 'Designated Officer', 'Appeal Filed On', 'Appeal Filed By', 'Days Left', 'Payment Status', and 'Action'. The table contains two entries, both for 'Issuance of Schedule Tribe Certificate'.

Reference Number	Service Name	Designated Officer	Appeal Filed On	Appeal Filed By	Days Left	Payment Status	Action
1	Issuance of Schedule Tribe Certificate	Deputy Commissioner West Jaintia Hills	Sep 13, 2023	Henry	29	Not Paid	View
2	Issuance of Schedule Tribe Certificate	Deputy Commissioner North Garo Hills	Sep 13, 2023	HARRY BONTE	29	Not Paid	View

This screenshot is identical to the one above, but with a blue arrow pointing from the 'Change Password' option in the navigation menu to the 'Change Password' text in the instruction 'Step 1. Click on the Change password option as shown in the figure'.

Step 2. Enter the current password, and fill in the new password. You may click on show password checkbox to view the entered password. On clicking “Submit”, the password will be updated.

The screenshot shows the MSPSDC website header with the logo and name. Below the header is a navigation menu with items: Add User, Inbox, Upcoming VCs, Change Password, Appeals Dashboard, Penalties List, Manage DOs, Services Dashboard, and Logout. The 'Change Password' menu item is highlighted. The main content area displays a 'CHANGE PASSWORD' form with three input fields: 'Current Password' (masked with dots), 'New Password', and 'Confirm New Password'. A 'Show Password' checkbox is located below the 'Confirm New Password' field. A blue 'SUBMIT' button is positioned below the form, with a 'Change Profile' link underneath it. The footer contains copyright information: '© Copyright MSPSDC. All Rights Reserved. Designed and Maintained by NIC Meghalaya State Centre' and a small blue arrow icon.

2.3 How do I update my email/mobile number to receive alerts?

The screenshot shows the MSPSDC dashboard. The header is identical to the previous screenshot. The navigation menu is also present. The 'Change Password' menu item is highlighted with a black arrow pointing to it. Below the navigation menu, there is a section titled 'STATUS OF APPEALS WITH THE APPELLATE AUTHORITY'. This section contains three summary cards: 'Total Appeals' (2), 'New Appeals' (2), 'Appeals in Process' (0), and 'Disposed Appeals' (0). Below these cards is a table titled 'New Appeals' with columns: Reference Number, Service Name, Designated Officer, Appeal Filed On, Appeal Filed By, Days Left, Payment Status, and Action. The table contains two rows of data. The footer is the same as in the previous screenshot.

Reference Number	Service Name	Designated Officer	Appeal Filed On	Appeal Filed By	Days Left	Payment Status	Action
1	Issuance of Schedule Tribe Certificate	Deputy Commissioner West Jaintia Hills	Sep 13, 2023	Henry	29	Not Paid	View
2	Issuance of Schedule Tribe Certificate	Deputy Commissioner North Garo Hills	Sep 13, 2023	HARRY BONTE	29	Not Paid	View

Step1. Click on Change Password.

Step 2. Click on Change Profile

Meghalaya State Public Services Delivery Commission (MSPSDC)
Under The Meghalaya Right to Public Services Act, 2020

Upcoming VCs **Change Password** Appeals Dashboard Penalties List Manage DOs Services Dashboard

CHANGE PASSWORD

Current Password
.....

New Password
New Password

Confirm New Password
Confirm Password

Show Password

SUBMIT

[Change Profile](#)

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Step3. Update your Email ID and Mobile Number[Contact textbox]

Meghalaya State Public Services Delivery Commission (MSPSDC)
Under The Meghalaya Right to Public Services Act, 2020

Add User Inbox Upcoming VCs **Change Password** Appeals Dashboard Penalties List Manage DOs Services Dashboard Logout

CHANGE PROFILE

Full Name
Additional Chief Secretary/Principal Secretary/Secretary- Home Political Dept

Designation
Appellate Authority

Email ID
Enter Email

Contact
Enter contact

Enter Username: (To be used when logging in)
homedept

SUBMIT

[Change Password](#)

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2.4 What all alerts will I receive?

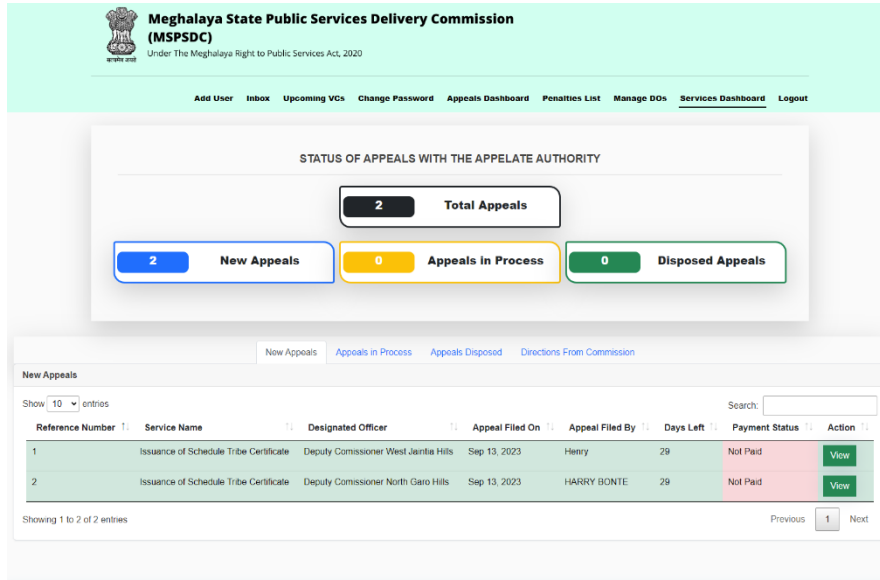
1. The authority will be able to retrieve passwords and use the Forgot password feature if in case he/she forgets or misplaces his/her password. User ID is mandatory to use this feature.
2. Whenever any notified service crosses the stipulated time (SLA), the user as an appellate authority will be notified via email alerts for the same. He or she may issue directions to the concerned Designated Officer to process the application at the earliest.

Currently, alerts are enabled only for the services that are developed using the Service Plus Framework.

3. Whenever the AA will schedule a Video Conference for hearing an appeal, an SMS will be sent regarding the details for the VC [link and password]. The details will also be available in the “Upcoming VCs menu” after logging in.

3. GETTING STARTED

3.1 How do I process an appeal?



Step 1.

After logging in with AA's credentials, you shall see the appeals received by your concerned office.

Step 2.

To process an appeal, click on View Button on the extreme right against each appeal.

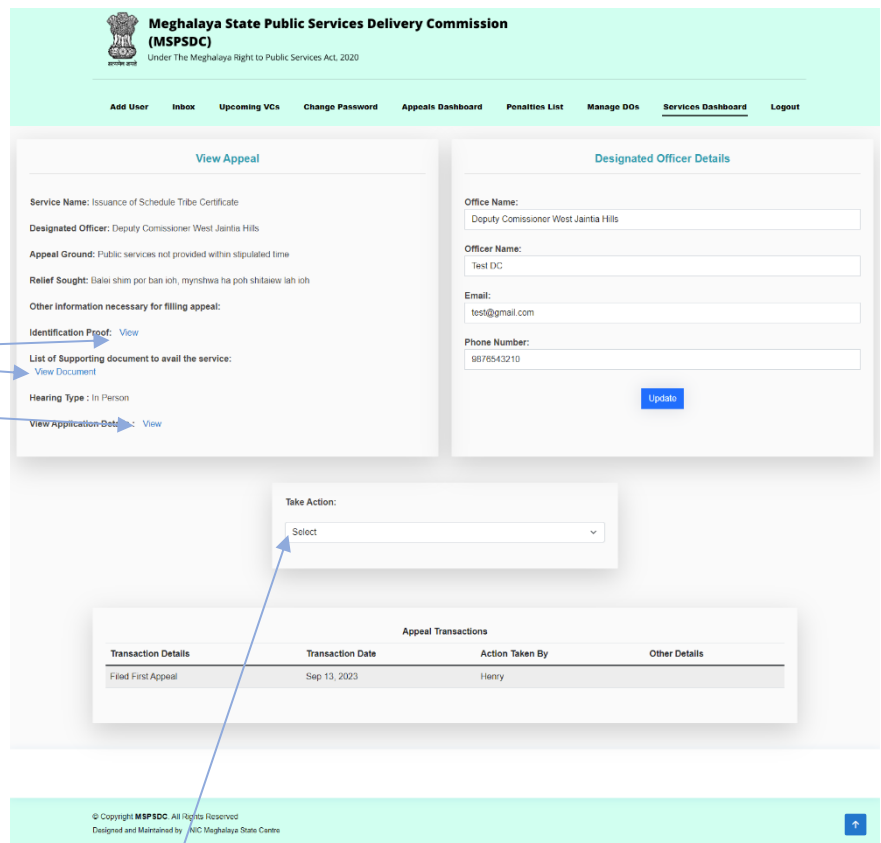
Step 3.

You shall now see the Appeal details along with the list of enclosures uploaded by the applicant.

Step 4.

Kindly make sure that you update the DO's details [mobile number and email] if not already updated [by the AA or the DO himself/herself]. This is so that they get intimated regarding the hearing, if scheduled, during the processing of the appeal.

Step 5. Click on the dropdown box under Take Action



3.1.1 Forwarding an appeal --

Step 6.

The AA can take two types of Actions --

- a. Forward -- There is a provision provided in the system wherein if the user wants the appeals to be processed by another user within the said office, they can create users first and then forward the appeal to the other user for further processing of the appeal.

1. Click Add User To create a sub-ordinate user
2. Enter details of the new user

The screenshot displays the MSPSDC web portal interface. At the top, the header includes the organization's name and logo, followed by a navigation menu with options like 'Add User', 'Inbox', 'Upcoming VCs', 'Change Password', 'Appeals Dashboard', 'Penalties List', 'Manage DOs', 'Services Dashboard', and 'Logout'. The main content area features a central form titled 'ADD SUB ORDINATE' with input fields for 'Full Name', 'Designation', 'Email ID', 'Contact', and 'Enter Username: (To be used when logging in)'. A 'SUBMIT' button is located at the bottom of the form. Below the form is a 'Users List' table with columns for 'Full Name', 'Designation', 'Contact', 'Active', and 'Action'. The table currently shows 'No data available in table'. The footer contains copyright information for MSPSDC and a small icon.

- Once the new user is created, you will be able to Click on “Take Action” and select the user under “Forward to”. The appeal will be forwarded to the selected user.

Meghalaya State Public Services Delivery Commission (MSPDC)
Under The Meghalaya Right to Public Services Act, 2020

Navigation: Add User | Inbox | Upcoming VCs | Change Password | Appeals Dashboard | Penalties List | Manage DOs | **Services Dashboard** | Logout

View Appeal

Service Name: Income Certificate
 Designated Officer: Deputy Commissioner East Khasi Hills
 Appeal Ground: Public services not provided within stipulated time
 Relief Sought: I hereby request the issuance of an Income Certificate for the purpose of availing educational loan. This certificate is required to confirm and verify my annual income for the fiscal year "2022-2023".
 Other information necessary for filling appeal:
 Identification Proof: [View](#)
 List of Supporting document to avail the service: [View Document](#)
 Hearing Type : In Person
 View Application Details : [View](#)

Designated Officer Details

Office Name: Deputy Commissioner East Khasi Hills
 Officer Name: Test DC
 Email: test@gmail.com
 Phone Number: 9876543202
[Update](#)

Take Action: Forward

Forward To: [Add User](#) [SUBMIT](#)

Appeal Transactions			
Transaction Details	Transaction Date	Action Taken By	Other Details
Filed First Appeal	Sep 15, 2023	Shat	

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If a new user is created, it will appear here on the drop down. There is also a Provision to Add Subordinate user

- We will be able to track the progress of the appeals forwarded from the dashboard.

Meghalaya State Public Services Delivery Commission (MSPDC)
Under The Meghalaya Right to Public Services Act, 2020

Navigation: Add User | Inbox | Upcoming VCs | Change Password | **Appeals Dashboard** | Penalties List | Manage DOs | Services Dashboard | Logout

STATUS OF APPEALS WITH THE APPELATE AUTHORITY

2 Total Appeals

2 New Appeals | 0 Appeals in Process | 0 Disposed Appeals

Navigation: [New Appeals](#) | [Appeals in Process](#) | [Appeals Disposed](#) | [Directions From Commission](#)

Navigation: [Appeals Forwarded](#) | [Appeals with Self](#)

Reference Number	Service Name	Designated Officer	Appeal Filed On	Appeal Filed By	Forwarded To	Current Status	Payment Status	Action
No data available in table								

3.1.2 Process an appeal –

While processing the appeal, there are two options that the AA can take -

- a. Reject the appeal – If the appeal is to be rejected, the Appellate Authority can close the appeal by Uploading a pdf document [Signed Speaking Order]

Meghalaya State Public Services Delivery Commission (MSPSDC)
Under The Meghalaya Right to Public Services Act, 2020

View Appeal

Service Name: Income Certificate
Designated Officer: Deputy Commissioner East Khasi Hills
Appeal Ground: Public services not provided within stipulated time
Relief Sought: I hereby request the issuance of an Income Certificate for the purpose of availing educational loan. This certificate is required to confirm and verify my annual income for the fiscal year "2022-2023".
Other information necessary for filing appeal:
Identification Proof: [View](#)
List of Supporting document to avail the service: [View Document](#)
Hearing Type : In Person
View Application Details : [View](#)

Designated Officer Details

Office Name: Deputy Commissioner East Khasi Hills
Officer Name: Test DC
Email: test@gmail.com
Phone Number: 9876543202
[Update](#)

Take Action:

Process Appeal

Call For Hearing
 Reject

Upload Signed & Sealed Order:
 No file chosen
[Submit](#)

Appeal Transactions

Transaction Details	Transaction Date	Action Taken By	Other Details
Filed First Appeal	Sep 15, 2023	Shat	

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- b. Schedule for Hearing - If the user has selected Hearing Type as "Online" then after filling the Hearing Date and Hearing Time schedule – a VC link would automatically get generated and would also show under Upcoming VCs. If the user has opted for hearing type as "Offline", then AA has to provide the Hearing Venue. The Citizen/ Designated Authority will also be intimated via SMS [only to citizen] and Email.

The screenshot displays the MSPSDC web interface. At the top, the header includes the state emblem and the text "Meghalaya State Public Services Delivery Commission (MSPSDC) Under The Meghalaya Right to Public Services Act, 2020". A navigation menu contains links for "Add User", "Inbox", "Upcoming VCs", "Change Password", "Appeals Dashboard", "Penalties List", "Manage DOs", "Services Dashboard", and "Logout".

The main content area is divided into two panels:

- View Appeal:** Displays details for an appeal. Service Name: Income Certificate. Designated Officer: Deputy Commissioner East Khasi Hills. Appeal Ground: Public services not provided within stipulated time. Relief Sought: I hereby request the issuance of an Income Certificate for the purpose of availing educational loan. Other information necessary for filling appeal: Identification Proof: View. List of Supporting document to avail the service: View Document. Hearing Type: In Person. View Application Details: View.
- Designated Officer Details:** A form to update officer information. Fields include Office Name (Deputy Commissioner East Khasi Hills), Officer Name (Test DC), Email (test@gmail.com), and Phone Number (9876543202). An "Update" button is present.

A "Take Action:" dropdown menu is set to "Process". Below it, a "Process Appeal" modal form is shown with the following fields:


- Call For Hearing (selected) / Reject
- Hearing Date: dd-mm-yyyy
- Hearing Start Time: --:--
- Hearing End Time: --:--
- Hearing Venue: (text input)
- Submit button

- c. After the hearing is completed, the concerned AA can close the appeal by uploading an order against the said appeal.

4. DASHBOARD

4.1. Appeals Dashboard –

The statistics of all appeals submitted by the citizen through Department Wise, Service Wise and Pendency Wise can be seen from this dashboard.

**Meghalaya State Public Services Delivery Commission (MSPSDC)**
Under The Meghalaya Right to Public Services Act, 2020

[Add User](#) [Inbox](#) [Upcoming VCs](#) [Change Password](#) [Appeals Dashboard](#) [Penalties List](#) [Manage DOs](#) [Services Dashboard](#) [Logout](#)

STATUS OF APPEALS WITH THE APPELATE AUTHORITY

Appeals Submitted	Appeals Accepted	Appeals Rejected	Appeals Pending	
3	0	0	Within SLA: 3 Beyond SLA: 0	


Department/Office Wise List

Search:

Department/Office	Applied	Accepted	Rejected	Pending Within SLA	Pending Beyond SLA
Additional Chief Secretary/Principal Secretary/Secretary- Home Political Dept	3	0	0	3	0

Showing 1 to 1 of 1 entries

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Under The Meghalaya Right to Public Services Act, 2020

[Add User](#) [Inbox](#) [Upcoming VCs](#) [Change Password](#) [Appeals Dashboard](#) [Penalties List](#) [Manage DOs](#) [Services Dashboard](#) [Logout](#)

Additional Chief Secretary/Principal Secretary/Secretary- Home Political Dept Service Wise List

Search:

Services	Applied	Accepted	Rejected	Pending Within SLA	Pending Beyond SLA
Income Certificate	1	0	0	1	0
Issuance of Schedule Tribe Certificate	2	0	0	2	0

Showing 1 to 2 of 2 entries

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4.2. Services Dashboard –

The statistics of the services as applied by the applicant will be shown in this dashboard. It will show the application count against Applied/Rejected/Pendency within and beyond SLA. The appellate authority will be able to monitor the DOs on this dashboard.

Meghalaya State Public Services Delivery Commission (MSPSDC)
Under The Meghalaya Right to Public Services Act, 2020

Navigation: Add User | Inbox | Upcoming VCs | Change Password | Appeals Dashboard | Penalties List | Manage DOs | Profile | **Services Dashboard** | Logout

Department	Applied	Delivered	Rejected	Pending With Applicant	Pending Within SLA	Pending Beyond SLA	Total Pending
Application for Recruitment in Armed/ Auxiliary/ Police Forces	135	28	4	0	103	0	103
Cartographic License & License for Screening a Films as applicable	0	0	0	0	0	0	0
Income Certificate	470	215	23	9	223	0	232
License for Sale of Crackers	0	0	0	0	0	0	0
Marriage Certificate	0	0	0	0	0	0	0
Measurement / Demarcation of Land	0	0	0	0	0	0	0
NOC required for setting up of Explosives manufacturing storage sale transport	0	0	0	0	0	0	0
NOC required for setting up of Petroleum Diesel & Naphtha manufacturing storage sale transport	0	0	0	0	0	0	0
Non Encumbrance Certificate	1	0	0	0	1	0	1
Permanent Residential Certificate	168	14	5	0	149	0	149

Showing 1 to 10 of 12 entries

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Applicant Name	Reference Number	Submission Date	Mobile Number	Email	Detailed Application
	MEG-AFC/2023/01278	Aug 24, 2023			View
	MEG-AFC/2023/01281	Aug 24, 2023			View
	MEG-AFC/2023/01296	Aug 28, 2023			View
	MEG-AFC/2023/01295	Aug 28, 2023			View
	MEG-AFC/2023/01299	Aug 30, 2023			View
	MEG-AFC/2023/01268	Aug 18, 2023			View
	MEG-AFC/2023/01255	Aug 9, 2023			View
	MEG-AFC/2023/01276	Aug 24, 2023			View
	MEG-AFC/2023/01322	Sep 6, 2023			View
	MEG-AFC/2023/01259	Aug 10, 2023			View

Showing 1 to 10 of 103 entries

5. Updation of Designated Officers Details –

The email and mobile number of the Designated Officer can be updated by the concerned Appellate Authority. This provision is provided so that email and SMS alerts against an Appeal or VC scheduling could be intimated to the Dos. Also when SLAs for a service crosses the system triggers email alerts.

Besides if any directions are issued from the commission, then also alerts are intimated.



Meghalaya State Public Services Delivery Commission (MSPSDC)
Under The Meghalaya Right to Public Services Act, 2020

[Add User](#) [Inbox](#) [Upcoming VCs](#) [Change Password](#) [Appeals Dashboard](#) [Penalties List](#) [Manage DOs](#) [Profile](#) [Services Dashboard](#) [Logout](#)

Manage Designated Offices

Office Name

Officer Name

Mobile Number

Email ID (To be used when logging in)

[SUBMIT](#) [RESET](#)

Users List

Show entries

Search:

Office Name	Officer Name	Mobile	Email/Username	User Created	Actic
Deputy Comissioner Eastern West KI	Test SDO	9876543210	test@gmail.com	Yes	Edit
Deputy Labour Commissioner, East				Yes	Edit
Deputy Comissioner West Khasi Hills	Test DC	9876543210	test@gmail.com	Yes	Edit
SDO Sohra Civil Sub-Division	Test SDO	9876543210	test@gmail.com	Yes	Edit
Deputy Comissioner East Jaintia Hills	Test DC	9876543210	test@gmail.com	Yes	Edit
Deputy Labour Commissioner, Easte				Yes	Edit
SDO Dadengiri Civil Sub-Division	Test SDO	9876543210	test@gmail.com	Yes	Edit
Deputy Labour Commissioner, West				Yes	Edit
Deputy Labour Commissioner, South				Yes	Edit
Deputy Comissioner North Garo Hills	Test DC	9876543210	test@gmail.com	Yes	Edit

Showing 1 to 10 of 32 entries

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[↑](#)