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GENERAL INSTRUCTIONS

1.1 Available Menus on the website

On opening the website of the Commission i.e mspfdc.meghalaya.gov., the following menus are available:

1. Home: This will bring the user to the home page of the website.

2. About Us: This menu provides information about the Commission, Functions and Duties, Review Meetings, Presentations and Gallery.

3. Acts & Rules: This menu provides the citizens with the Acts, Rules and all the Notifications under the Act.

4. Services: This menu provides citizens information of the services notified under the Act. The citizen will be able to see the services Department wise, the number of services and most importantly it provides links to various services and citizens can apply from this portal.

5. Contact: Important contact details of the Commission is provided here. The citizen can reach out to the Commission for any assistance.

6. Login: This is where citizens can file Appeals to the Appellate Authority and the Commission.



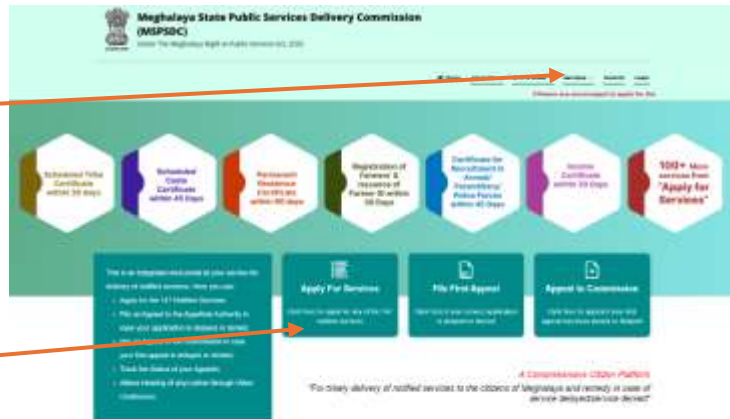
1.2 How do I apply for services notified under the Act?

There are two ways to get the list of services notified under the Act along with the links to apply for them.

1. In the menu – Services, there is a sub menu “Apply for Services”.

OR

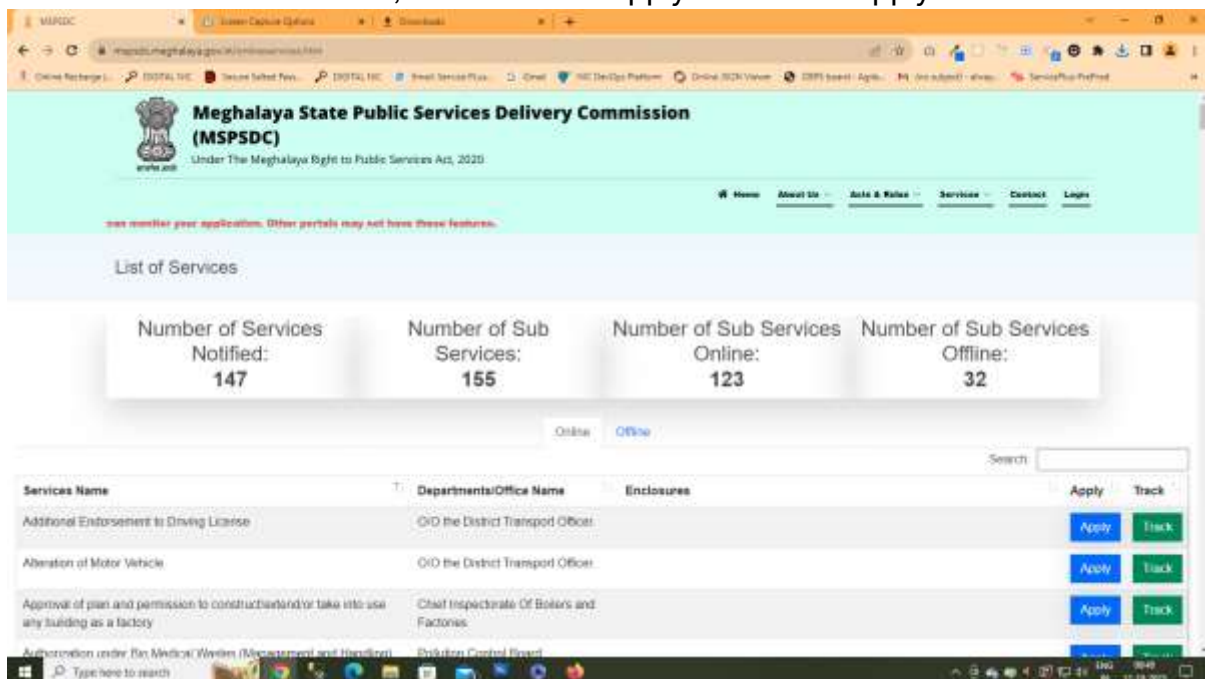
2. You may click on the Card in the landing page with caption “Apply for Services”.



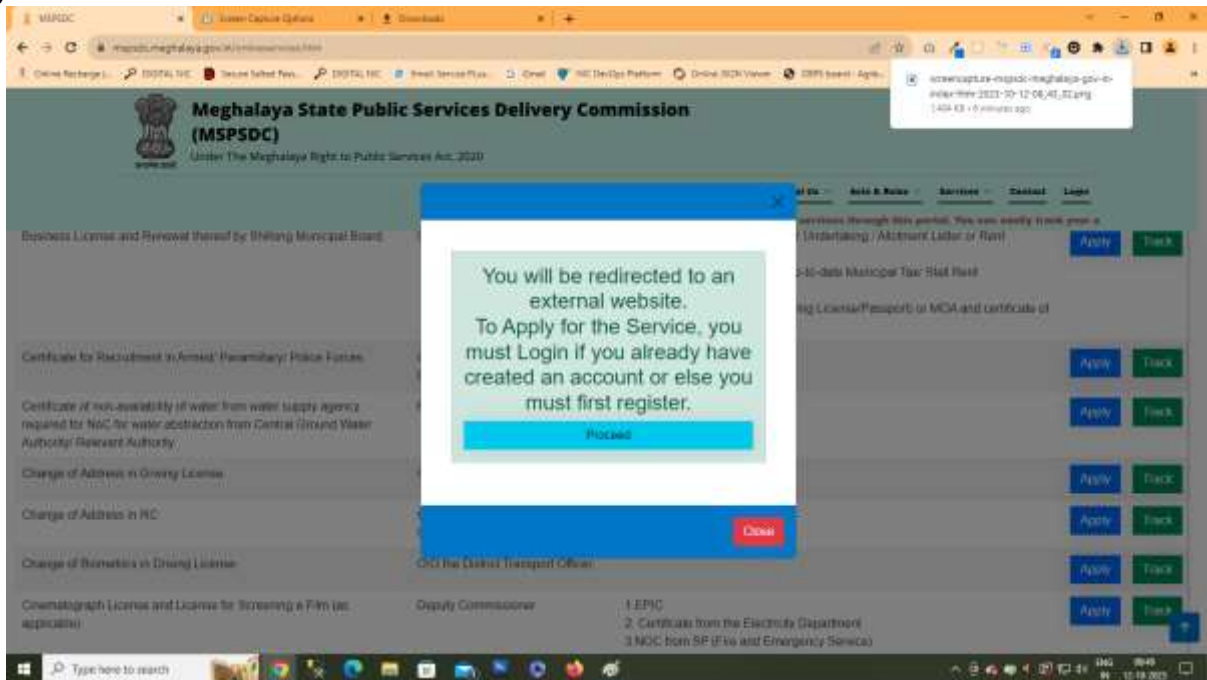
When you visit the page, you will see two options: "Online" and "Offline." This allows you to browse through the services and check whether they can be applied for online or offline.

For the services that are still offline, we have provided the application forms and a list of required documents to help citizens for their convenience and submit at the respective Department's Office.

For those which are online, click on the “Apply” button to apply for these services.



On clicking the apply button, you would be redirected to an external website where you will need to click on “Proceed”.



All "Online" services are available on two platforms: "Service Plus" and "Non-Service Plus."

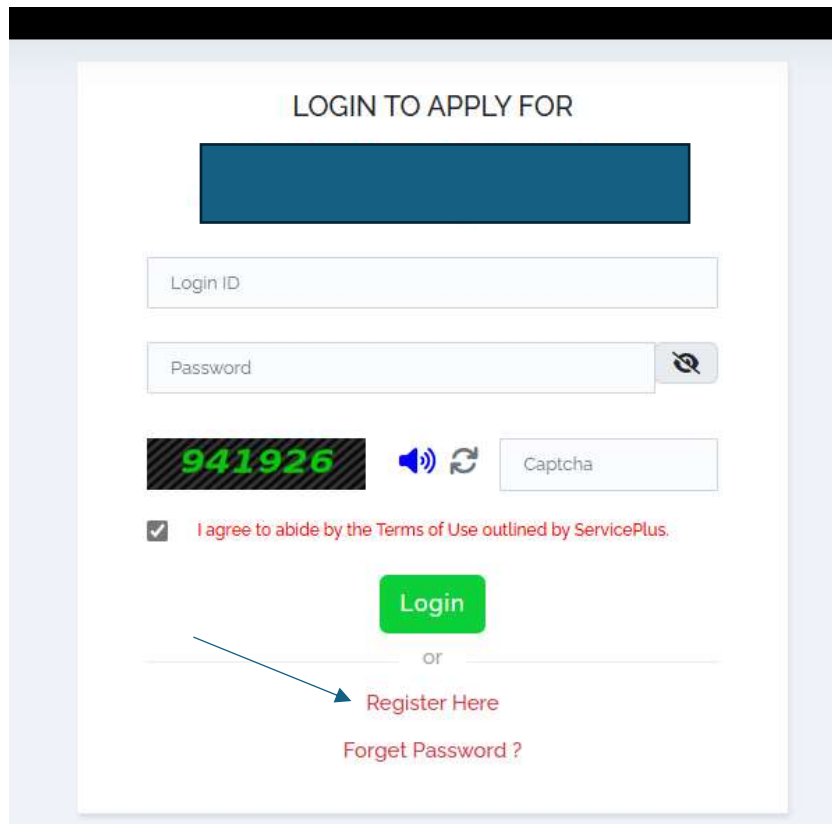
To apply for services, you must register or log in, depending on the platform hosting the service:

- **Service Plus:** You only need to register once and can then apply for multiple services without registering again for each one.
- **Non-Service Plus:** If a service is on the "Non-Service Plus" platform, you will be redirected to the specific department's website. There, you will need to register on that site and follow their application process.

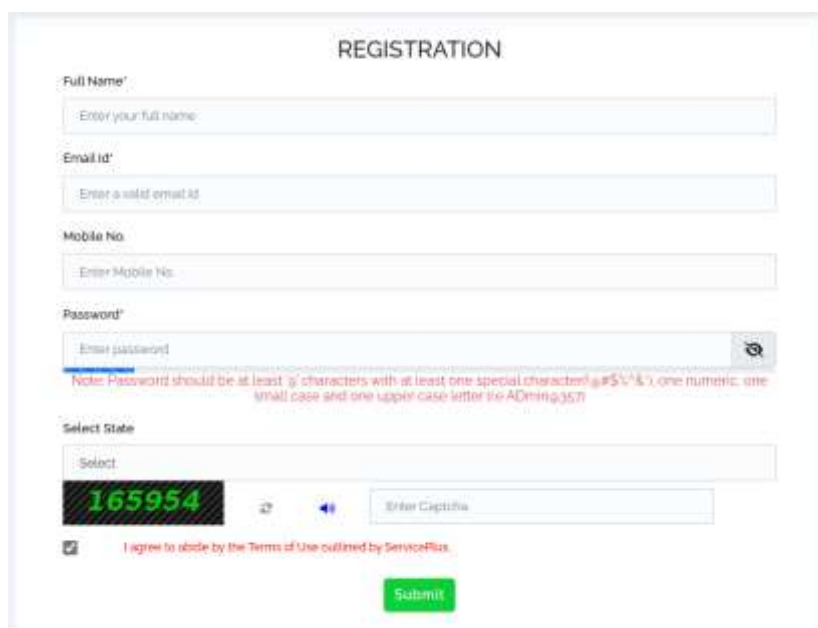
The platform you are redirected to will depend on the service you choose.

1.3 How to Register for Services under “Service Plus”?

For the services in Service Plus platform, once you click on “Proceed” you will be redirected to the page as shown below.



If you are not registered yet, Click on the “Register Here” Tab.



Please fill in all the relevant fields and click on “Submit”.

NOTE: Email ID and Phone Number is mandatory to register with Service Plus.

A verification pop-up message will appear for OTP verification sent to your Email and Phone number. Click on “OK”.

Verification!

An OTP with a Verification Link has been sent to your email ID _____ & mobile no _____. Please note that the OTP received is for single use only and is valid for 15 minutes from the time of request.

Whereas, the verification link is valid for 48 hours from the time of request. Please note that, if you receive the OTP after 15 minutes, you can click verification link within 48 hours to activate your account.

OK

Fill the OTP's received from Email and Phone separately and click on “Validate”

Email Id

Email OTP *

[RESEND\(0/2\)](#)

Mobile No.

+91

Mobile OTP *

[RESEND\(0/2\)](#)

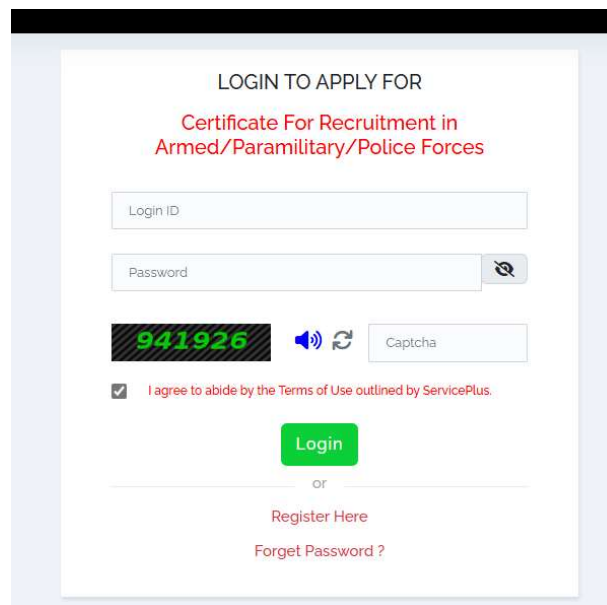
[VALIDATE](#)

[BACK](#)

Verification link notification does not get delivered on time. If not received, you can close this window and follow any of the below option:

You have completed the Registration Process.

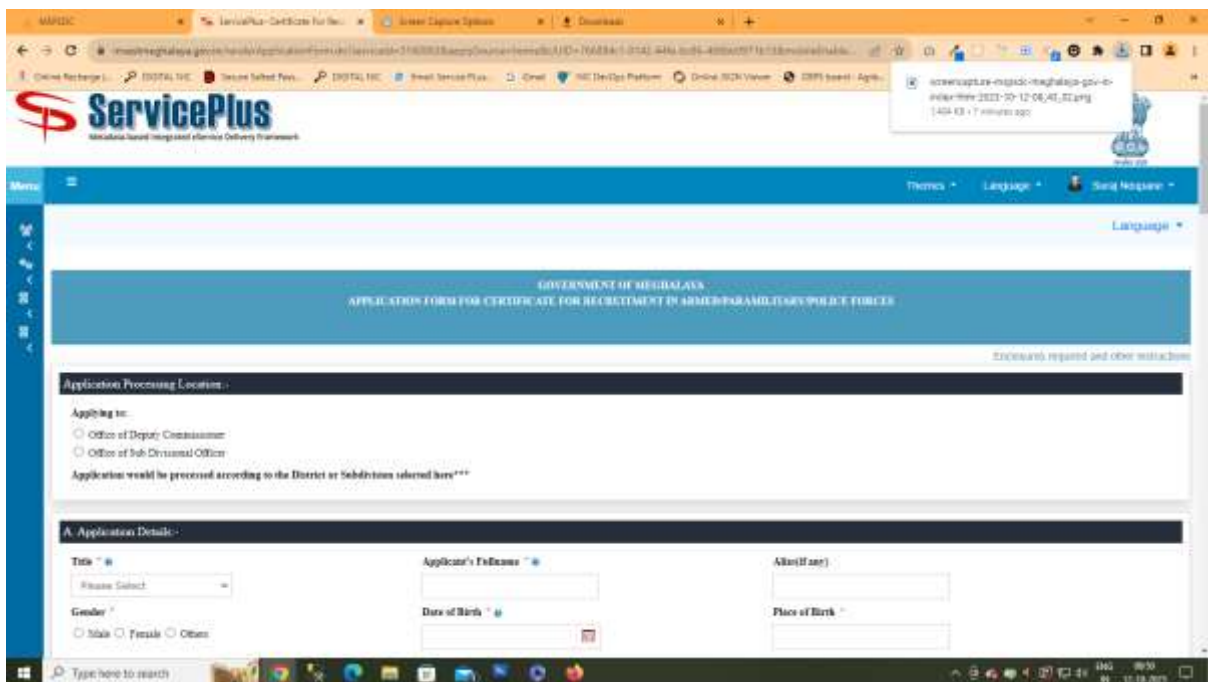
Once you are registered, enter the credentials to apply for the service.



You will be redirected to the page shown below.

Fill in the required fields and submit your application.

Once submitted, an acknowledgement form will be generated. You will also receive notifications via SMS and email on the contact information provided during registration.

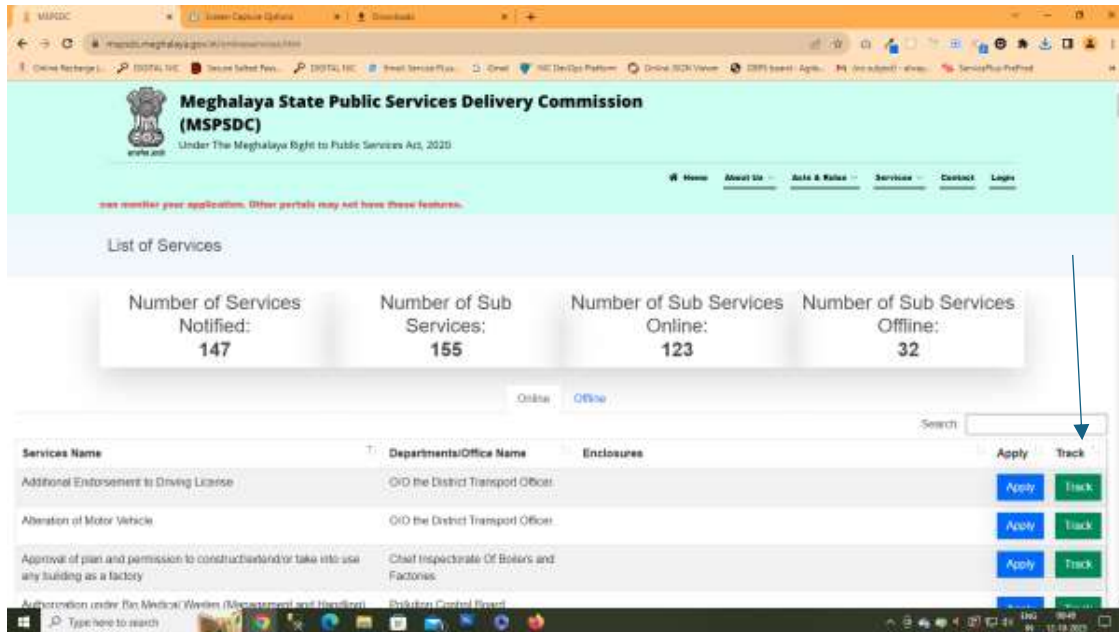


How to Register for Services under “Non-Service Plus”?

Services under "Non-Service Plus" will redirect you to the respective department's website, where you will need to register and follow their specific application process.

1.4 How do I track the Status for the Services applied?

To track the status of the services applied, go to the “Apply for services” either from the Card in the Landing Page or from the menu option.



Here, you will find a "Track" button next to each service.

Click on “Track” and enter the reference number of your application, which was sent to you via email and SMS.

After entering the details and submitting, the current status of your application will be displayed.

