



Meghalaya Right to Public Services Act, 2020
presentation to the
Chief Secretary, Govt. of Meghalaya
on 19.06.2023

Status as on 16-06-2023

M. S. Rao

Status Updates on 6 (Six) Action Items of the last Review Meeting

2

ACTION POINT

STATUS

ACTION 1: To enhance the number of services to be notified under the purview of the MRTPS Act, 2020



19 new services notified

Notified Services increased from 91 to **110**

ACTION 2A: Making the 13 Offline Notified Services to Online mode



3 (three) services made online

3 (three) services have made some progress
1 (one) service proposed to be removed

6 (six) services No Action taken

ACTION 2B: Application Format for 10 Offline Services



9 (nine) Forms Uploaded

1 (one) Proposed to be removed

Status Updates on 6 (Six) Action Items of the last Review Meeting

3

ACTION POINT

STATUS

ACTION 3: Amendment of Notification vis-a-vis services notified at Sl.No.32 and 33 under the MRTPS Act, 2020



Amendment partly issued and Schedule III Minor Minerals notified under Forest & Environment Department

Corrigendum related to Schedule II Minor Minerals under Mining & Geology Department not yet done

ACTION 4: Departments/ Offices to revisit the timelines on Notified Services with unduly long SLAs



Only 3 (three) out of 12 Services have been revised / justified in terms of the timelines.

No action initiated yet for 09 Services

Status Updates on 6 (six) Action Items of the last Review Meeting

4

ACTION POINT

STATUS

ACTION 5: Signing of MoU with Banks and to include Payments through UPI.



MoUs have been signed with Bank of Baroda & Yes Bank.

MoU with HDFC, Axis & ICICI Banks yet to be completed.

UPI is yet to be implemented.

ACTION 6: Departments/ Offices to furnish the details of high volume services along with their timelines to be notified under the MRTPS Act, 2020



Online High Volumes Services identified by Commission in consultation with NIC, Shillong

No Information on Offline High Volume Services

Personnel and Administrative Reforms

Department yet to furnish update on the matter

1. Enhance the Number of Services Notified

5

- ❑ Notified Services increased from 91 to 110
- ❑ 19 new services notified:
 - ERTS – 01 (Online)
 - o/o Commissioner of Transport – 13 (Online)
 - o/o the Deputy Commissioner – 02 (1 Online*, 1 Online/Offline**)
 - Health & Family Welfare – 01 (Offline)
 - Forest & Environment – 02 (Offline)
- ❑ 15 Services Online
- ❑ 04 Services Offline – No application forms yet

* Domicile Certificate being amended to Permanent Residence Certificate and hence online

** Marriage Certificate under Meghalaya Compulsory Registration of Marriage Act, 2012 is Offline

2: Making Offline Notified Services Online & Application Format

PROGRESS MADE

SERVICE	DEPARTMENT / OFFICE	Status
<ol style="list-style-type: none"> 1. Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016. 2. Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) 3. Registration/ Renewal under Plastic Waste (Management and Handling) Rules, 2011. 	Meghalaya Pollution Control Board	3 (three) Made Online Yet to be operational in the Department
<ol style="list-style-type: none"> 4. Transit Permit of Liquor by Individual 5. Permission for Temporary Bar License 6. Recommendation for Temporary Bar License 	ERTS	3 (three) Under process Application Forms Uploaded
<ol style="list-style-type: none"> 7. Licenses / Authorizations required for sale / storage of commodities (other than fertilizers) 	Food Civil Supplies and Consumer Affairs	Department has requested for service to be removed. Amendment Pending

2: Making Offline Notified Services Online & Application Format

PENDING ACTION

SERVICE	DEPARTMENT / OFFICE	ONLINE	FORM
8. NOC for field survey and investigation work for Hydro Project	Forest & Environment	NO	YES
9. Mining lease / Composite License / Non-exclusive Reconnaissance Permit	Mining and Geology	NO	YES
10. Mining Lease for Minor Minerals	Mining and Geology	NO	YES
11. Quarry Permit for Minor Minerals	Mining and Geology	NO	YES
12. Registration under State Cinema Regulations/Rules	GAD	NO	YES
13. Permission for Movie Shooting related to State Protected Monument	Arts & Culture	NO	YES
14. Construction Permit	Urban Affairs	NO	YES

4 New Offline Notified Services

DEPARTMENT / OFFICE	SERVICE	REMARKS
Forest & Environment (2)	1. Mining Lease for Minor Minerals 2. Quarry Permit for Minor Minerals	No Application Form
Deputy Commissioner (1)	3. Marriage Certificate under Meghalaya Compulsory Registration of Marriage Act, 2012	No Application Form
Director of Health Services (1)	4. PMJAY / State Health Card	No Application Form



3: Amendment of Incorrect Department Notified

SN in Notification & Service	Department Notified	Amendment Recommended (Concerned Department)	Status
28. Registration under State Cinema Regulations/Rules	Arts & Culture	General Administration (B)	Corrigendum Issued on 13 th August, 2022 Timelines, Designated Officer and Appellate Authority yet to be notified.
32. Mining Lease for Minor Minerals	Mining & Geology	Mining & Geology for Schedule II Minerals of MMMCR, 2016 &	Corrigendum Pending
		Forest & Environment for Schedule III Minerals of MMMCR, 2016	Notification Issued on 15th May, 2023
33. Quarry Permit for Minor Minerals	Mining & Geology	Mining & Geology for Schedule II Minerals of MMMCR, 2016 &	Corrigendum Pending
		Forest & Environment for Schedule III Minerals of MMMCR, 2016	Notification Issued on 15th May, 2023

4. Departments/ Offices to revisit the timelines > 90 days

PROGRESS MADE

SERVICE (12 nos.)	DEPARTMENT / OFFICE	TIMELINE	STATUS
1. Permission for Movie Shooting related to State Protected Monument.	Arts & Culture	180 days	Revised to 90 days Amendment Done
2. Recommendation of License of Bottling Plant, Distillery, Breweries, Retail / Wholesale, Shops for Liquor at district	ERTS (o/o DCs)	120 days	Revised to 90 days Amendment Pending
3. Registration and Grant of Certificate for Boiler under the Boiler's Act, 1923	Labour Department	120 days	Justified to retain 120 days

Contd...

4. Departments/ Offices to revisit the timelines > 90 days

PENDING ACTION



SERVICE (12 nos.)	DEPARTMENT / OFFICE	TIMELINE
4. Mutation in undisputed cases / Deletion - Inclusion / Renewal	o/o DCs / SDOs	180 days
5. Measurement / Demarcation of Land.	o/o DCs	106 days
6. Registration under State Cinema Regulations/ rules	GAD	180 days
7. Mining Lease for minor minerals	Mining & Geology	180 days
8. NoC for water abstraction	Water Resources	180 days
9. Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974.	Meghalaya State Pollution Control Board	120 days
10. Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974.	Meghalaya State Pollution Control Board	120 days
11. Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016.	Meghalaya State Pollution Control Board	120 days
12. Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012).	Meghalaya State Pollution Control Board	120 days

5: UPI-enabled DIGITAL PAYMENT through e-GRAS

12

- MoUs signed with Bank of Baroda & Yes Bank.
- MoU with HDFC, Axis & ICICI Banks incomplete
- **UPI is yet to be implemented awaiting MoUs with all Banks**



6: Departments/ Offices to furnish the details of HIGH VOLUME SERVICES ALONG WITH THEIR TIMELINES

□ 16 of 81 Recommended High Volume Services Notified

1. Retailer Permit (Lifting)
2. Issuance/renewal of Vehicle Permit
3. Hypothecation Termination
4. Additional Endorsement to Driving License
5. Issuance of Temporary Permit
6. Change of Biometrics in Driving License
7. Renewal of Registration
8. Alteration of Motor Vehicle
9. Issue of Duplicate RC
10. Issue of NOC
11. Conversion of Vehicle
12. Replacement of Driving License
13. Issue of Duplicate Driving License
14. Change of Address in Driving License
15. Domicile Certificate (PRC)
16. Marriage Certificate

Department-wise Number of Notified Services

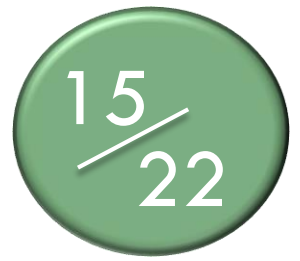


Transport Commissioner	20
Deputy Commissioner	12
ERTS Department	10
Forest & Environment	8
Health & Family Welfare	7
Pollution Control Board	7
Commissioner of Taxes	6
Boilers & Factories	5
Labour Commissioner	5

Legal Metrology	4
Mining & Geology	3
Public Works Department	3
Urban Affairs	3
Education Department	2
Food Civil Supplies & C. A	2
Fire & Emergency Services	2
Commissioner of Food Safety	1
Registrar of Cooperative Societies	1

Arts & Culture	1
Directorate of Tourism	1
GAD (B)	1
IT & C	1
Inspectorate of Electricity	1
Employment Exchange	1
PHE Department	1
Water Resources	1
Public Grievance	1

22 High Volume Online Services proposed to be Notified as Phase I



DEPARTMENT / OFFICE	SERVICE & VOLUME	Status
Agriculture (2)	1. Registration of Farmers and Issuance of Farmer ID Card - 340588 2. Soil Health Card – 96423	No Action initiated No Action initiated
Deputy Commissioner (4)	3. Scheduled Tribe Certificate - 425860 4. Certificate for Recruitment in Armed/Paramilitary/Police Forces - 22040 5. <u>Permanent Residence Certificate - 13360</u> 6. Application for grant of new / renewal of arms license - 14473	No Action initiated No Action initiated NOTIFIED* No Action initiated
Excise (1)	7. <u>Retailer Permit (Lifting) – 43970</u>	NOTIFIED
Shillong Municipal Board (1)	8. Issuance of Birth Certificate from Registration Unit - 10161	No Action initiated

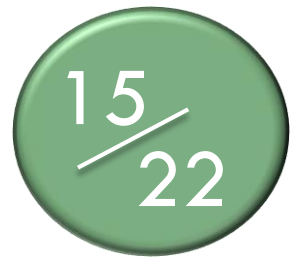
Total Services

110 + 6 = 116

* Notified as Domicile Certificate and being corrected to PRC.

Contd...

22 High Volume Online Services proposed to be Notified as Phase I



DEPARTMENT / OFFICE	SERVICE & VOLUME	STATUS
Transport (14)	<p>9. Issuance/renewal of Vehicle Permit - 65276</p> <p>10. Temporary Registration of Vehicle - 61841 (Sou Moto)</p> <p>11. Hypothecation Termination - 31632</p> <p>12. Additional Endorsement to Driving License - 22923</p> <p>13. Issuance of Temporary Permit - 17909</p> <p>14. Change of Biometrics in Driving License - 17420</p> <p>15. Renewal of Registration - 16574</p> <p>16. Alteration of Motor Vehicle - 13666</p> <p>17. Issue of Duplicate RC - 12791</p> <p>18. Issue of NOC - 12728</p> <p>19. Conversion of Vehicle - 8142</p> <p>20. Replacement of Driving License - 7166</p> <p>21. Issue of Duplicate Driving License - 5952</p> <p>22. Change of Address in Driving License - 5874</p>	<p>13 (thirteen) NOTIFIED</p> <p>1 (one) not required to be notified as it is a Sou Moto Service</p>



SERVICES under MBOCWWB

Total Services
116 + 12 = 128

12 High Volume Services proposed to be Notified as Phase II

Offline transactions as on Oct 2022 : 85k (approx.)

1. Registration of the Building and Construction Worker
2. Scholarship Benefit Application
3. Maternity Benefit
4. Marriage Assistance
5. Medical Benefit
6. Cash Award
7. Welfare Pension
8. Disability Pension
9. Family Pension
10. Death Benefit
11. Instrument Grant
12. Funeral Benefit



47 Online Services proposed to be notified as Phase III



Agriculture - 1

Deputy Commissioner - 16 1 Service Notified

ERTS – 7

Food & Civil Supplies - 1

Shillong Municipal Board - 1

Taxation - 2

Transport - 19

Department-wise

Total Services

128 + 46 = 174

47 Online Services proposed to be Notified as Phase III



DEPARTMENT / OFFICE	SERVICE		
Agriculture (1)	1. Farm Mechanization Application		
Food & Civil Supplies (1)	2. Ration Card Surrender		
Shillong Municipal Board (1)	3. Issuance of Death Certificate from Registration Unit		
Taxation (2)	4. Online Returns under VAT/CST 5. E-Amendment of Dealer Registration		
Deputy Commissioner (16)	<table border="0"> <tr> <td style="vertical-align: top;"> 6. Application for cancellation of license / deletion of firearms from the license 7. Application Form B-2 for permission to sell firearm or ammunition 8. Application Form B-2 for Permission to transfer firearm or ammunition 9. Registration of Weapons dealers / sellers 10. Income Certificate 11. Registration of Societies 12. Residential Certificate </td> <td style="vertical-align: top;"> 13. Scheduled Caste Certificate 14. Senior Citizen Certificate 15. Marriage Certificate 1(one) NOTIFIED 16. Register as a New Elector/Voter 17. Register as Overseas Elector/Voter 18. Deletion or Objection in Electoral Roll 19. Correction in Elector Details 20. Transposition within Assembly Constituency 21. Migration to another Assembly Constituency </td> </tr> </table>	6. Application for cancellation of license / deletion of firearms from the license 7. Application Form B-2 for permission to sell firearm or ammunition 8. Application Form B-2 for Permission to transfer firearm or ammunition 9. Registration of Weapons dealers / sellers 10. Income Certificate 11. Registration of Societies 12. Residential Certificate	13. Scheduled Caste Certificate 14. Senior Citizen Certificate 15. Marriage Certificate 1(one) NOTIFIED 16. Register as a New Elector/Voter 17. Register as Overseas Elector/Voter 18. Deletion or Objection in Electoral Roll 19. Correction in Elector Details 20. Transposition within Assembly Constituency 21. Migration to another Assembly Constituency
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47 Online Services proposed to be Notified as Phase III



DEPARTMENT / OFFICE	SERVICE		
Transport (19)	<table border="0"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> 29. Change of Name in Driving License 30. Permit Restore 31. Hypothecation Addition 32. Permit Surrender (Cancellation/Replacement of vehicle) 33. Duplicate FC 34. Re-assignment of Registration No (RMA) 35. Issuance of Special Permit 36. Driving License Extract 37. Surrender of COV(s) / PSV Badge(s) 38. Issuance of Duplicate Permit </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> 39. Issuance of International Driving Permit 40. Change of Address in RC 41. Issuance of Driving School License 42. Retention of Registration No 43. Endorsement to Drive in Hill Region 44. Issuance of AITP Permit / Authorization 45. Renewal of AITP Permit / Authorization 46. Issuance of 3 states AITP (CMV Rule 82-85) 47. Renewal of 3 states AITP (CMV Rule 82-85) </td> </tr> </table>	<ul style="list-style-type: none"> 29. Change of Name in Driving License 30. Permit Restore 31. Hypothecation Addition 32. Permit Surrender (Cancellation/Replacement of vehicle) 33. Duplicate FC 34. Re-assignment of Registration No (RMA) 35. Issuance of Special Permit 36. Driving License Extract 37. Surrender of COV(s) / PSV Badge(s) 38. Issuance of Duplicate Permit 	<ul style="list-style-type: none"> 39. Issuance of International Driving Permit 40. Change of Address in RC 41. Issuance of Driving School License 42. Retention of Registration No 43. Endorsement to Drive in Hill Region 44. Issuance of AITP Permit / Authorization 45. Renewal of AITP Permit / Authorization 46. Issuance of 3 states AITP (CMV Rule 82-85) 47. Renewal of 3 states AITP (CMV Rule 82-85)
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ERTS (7)	<ul style="list-style-type: none"> 22. Export Permit for Beer 23. Import Permit (Zero IPF) 24. Retailer permits for canteens 25. Export Permit for ENA Outside State 26. Export Permit for ENA Within State 27. Export Permit for ENA (Overseas) 28. Export Permit for Beer (Overseas) 		

Mandatory e-services in NeSDA

(National e-Governance Service Delivery Assessment)

56

Identified mandatory e-services

38

e-services available

14

e-services under Right to Public Services Act

17

e-services can be notified under Right to Public Services Act

17 Mandatory e-services in NeSDA proposed to be Notified

DEPARTMENT / OFFICE	SERVICE
Community & Rural Development (2)	1. Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.) 2. Pension (any type)
Deputy Commissioner (2)	3. Income Certificate 4. Caste Certificate (High Volume)
Education (2)	5. Online application for Scholarship 6. Scholarships for students
ERTS (1)	7. Appointment for Registrations under Indian Registration Act
Health and Family Welfare (3)	8. Death Certificate 9. Patient Registration 10. Online Registration System for OPD Appointment
Labour (4)	11. Job Seeker Registration 12. Job Skill Development 13. Employer Registration 14. Registration and Licensing - Motor Transport Workers Act
Registrar of Firms (1)	15. Registration of partnership firms under Partnership Firms Act
Social Welfare (1)	16. Pregnant women assistance (including Benefit transfers)
Tourism (1)	17. Registration of Hotels Guest houses/ tourist Accommodation units/ etc.

TARGET (FY.2023-24) = 174 + 15 = 189 Notified Services

MEGHALAYA Vs. TOP 5 STATES

Number of Services Notified

23

Rank	State	Number of Services Notified
1	Karnataka (2012)	1022
2	Haryana (2014)	656
3	Gujarat (2013)	563
4	Delhi (2011)	561
5	Maharashtra (2015)	511
	Meghalaya (2020)	110

In terms of improving delivery of citizen-centric services,
we still have a long way to go...

Contact persons from NIC

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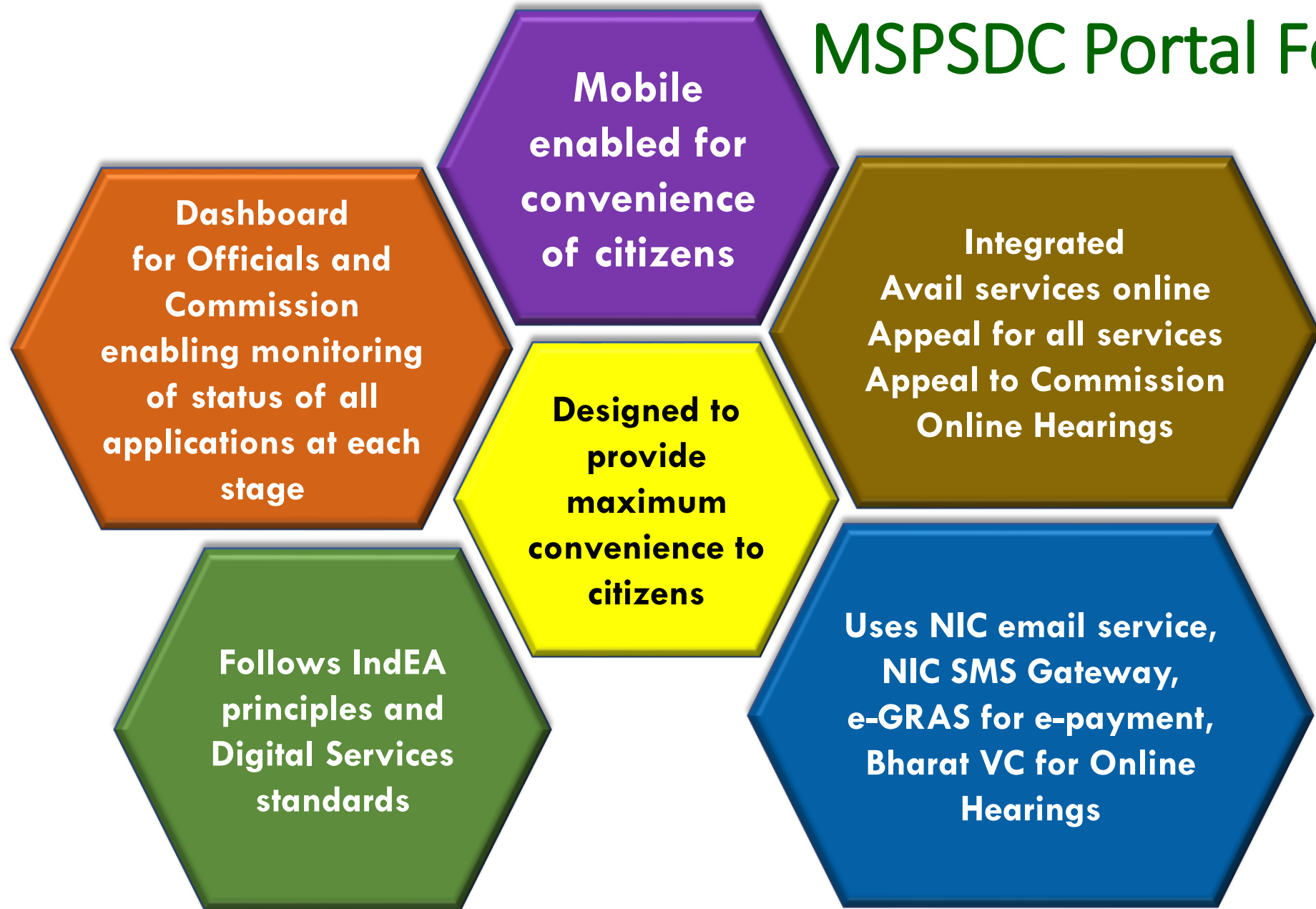
Next Steps for Departments / Offices

1. Refer to the high volume online citizen services already identified and take the following steps to notify the service(s) under the MRTPS Act:
 - a) Define the timelines for the service to be provided by the Department.
 - b) Designate the Designated Officer and Appellate Authority for the service.
 - c) Forward the list of service(s) along with 1(a) & 1(b) above to Personnel A.R.C. with a copy to the Meghalaya State Public Services Delivery Commission for notifying the identified service.

2. Identify high-volume offline citizen services to be notified under the MRTPS Act and take the following steps:
 - a) Follow steps 1(a) to 1(c) above.
 - b) Provide the necessary application form(s) for offline services to NIC and MSPSDC
 - c) Coordinate with NIC to make the services online.



MSPSDC Portal Features





Thank you