

INTEGRATED WEB PORTAL Meghalaya State Public Services Delivery Commission



Right to Public Service Delivery Act, 2020

Provides for the delivery of notified public services to the citizens within the stipulated time limit.

86 Services Notified across 26 Departments / Offices.

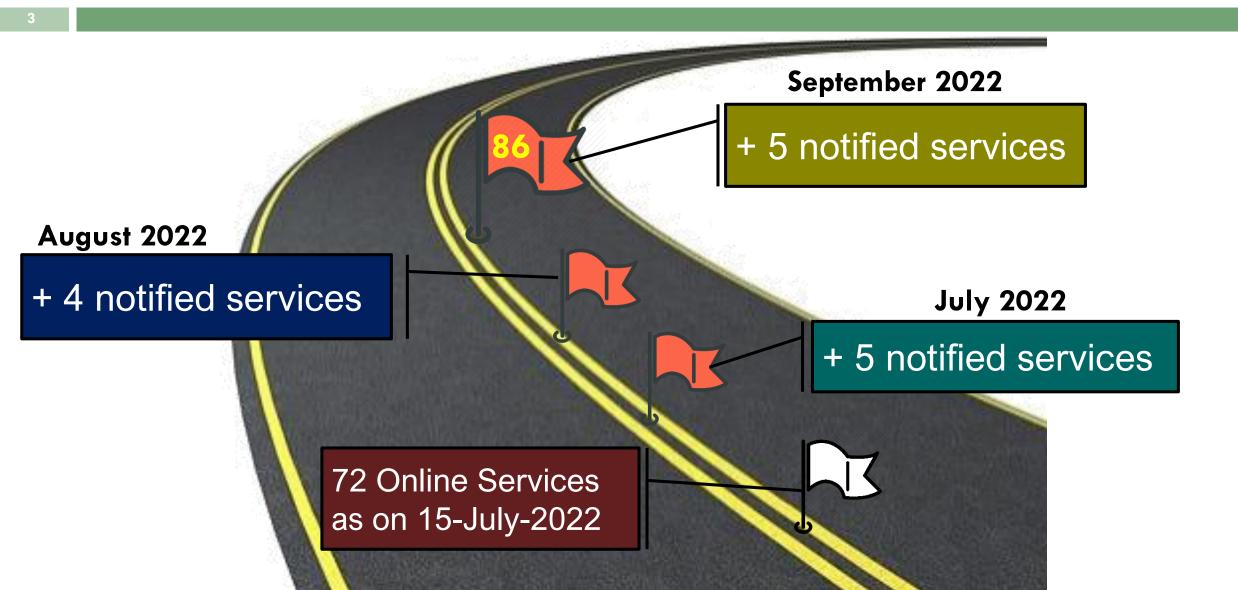
72 notified services available online and 14 offline.

Provision for Appeal to the Appellate Authority and to the Commission for services delayed or services denied.

Imposition of penalty against the Designated officer for failure to deliver or render services to which the applicant is entitled.



Timelines for Balance 14 offline services to be online





TOP 5 NOTIFIED SERVICES

Registration of Migrant Workers under the Meghalaya Identification, Registration of Migrant Workers Act, 2020 - 19557 Applications

Auto Renewal - Licensing of Contractors under the Contract Labour (R & A) Act, 1970 - 13121 Applications

Auto renewal - Registration under the Meghalaya Shops & Establishments Act, 2003 - 2499 Applications

Renewal-Registration of Migrant Workers under the Meghalaya Identification, Registration of Migrant Workers Act, 2020 -1830 Applications

License for Contractors under the Contract Labour Act 1970 - 1482

Applications



Portal Features

Dashboard
for Officials and
Commission
enabling monitoring
of status of all
applications at each
stage

Mobile enabled for convenience of citizens

Designed to provide maximum convenience to citizens

Integrated
Avail services online
Appeal for all services
Appeal to Commission
Online Hearings

Follows IndEA principles and Digital Services standards

Uses NIC email service,
NIC SMS Gateway,
eGRAS for e-payment,
Bharat VC for Online
Hearings



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HIGH VOLUME SERVICES

188 TOTAL ONLINE SERVICES YET TO BE NOTIFIED

Scheduled Tribe Certificate - 4,25,860 Applications

Registration of Farmers and Issuance of Farmer ID Card - **334071**Applications

Certificate For Recruitment in Armed / Paramilitary / Police Forces - 22040 Applications

Permanent Residence Certificate - 13360 Applications

Income Certificate - 4645 Applications



Thank you