



# Meghalaya Right to Public Services Act, 2020



# THE ACT, RULES & NOTIFICATIONS

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**Meghalaya Right to Public  
Services Delivery Act, 2020**

**MEGHALAYA ACT NO. 18 OF 2020**

*Notified vide No. LL (B)55/2013/50, dt. 24<sup>th</sup> November, 2020*

**81 SERVICES**

*Notified vide No. PER (ARC)3/2012/Pt.I/338, dated 14<sup>th</sup> January, 2021*

**Meghalaya Right to Public  
Services Delivery Rules, 2021**

*Notified vide No. PER (ARC)3/2012/350,  
dated 29<sup>th</sup> January, 2021*

**5 SERVICES**

*Notified vide No. PER (ARC)3/2012/Pt.I/813,  
dated 6<sup>th</sup> May, 2022*

**Amendments**

*Notified vide No. PER (ARC)3/2012/Pt.I/352-A, dated 5<sup>th</sup> February, 2021*

*Notified vide No. PER (ARC)3/2012/Pt.I/693, dated 29<sup>th</sup> July, 2021*



# Right to Public Services 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.



86 Services Notified  
across 26 Departments / Offices



## Number of Notified Services (Department-wise)

**O/o the Deputy Commissioner - 10**

**O/o the DC – 6**

**O/o the DC / Sub-Divisional Officer (Civil) - 4**

**ERTS Department - 9**

**O/o the District Transport Commissioner – 6**

**Forest & Environment Department - 6**

**O/o the Commissioner of Taxes - 6**

**O/o the Labour Commissioner - 5**

**Meghalaya State Pollution Control Board – 5**

**Health & Family Welfare Department - 5**

**Labour Department: Boilers & Factories - 5**



## Number of Notified Services (Department-wise)

**Legal Metrology Department - 4**

**Public Works Department - 3**

**Mining & Geology Department - 3**

**Education Department – 2**

**Arts and Culture Department – 2**

**Food Civil Supplies and Consumer Affairs Department - 2**

**Meghalaya Fire & Emergency Services - 2**

**Urban Affairs Department – 2**

**Information Technology & Communications - 1**



## Number of Notified Services (Department-wise)

**PHE Department - 1**

**Commissioner of Food Safety - 1**

**Concerned Department / office -1**

**Directorate of Tourism - 1**

**Transport Department - 1**

**Water Resources Department - 1**

**O/o the Registrar of Cooperative Societies - 1**

**Inspectorate of Electricity – 1**



## Services under the o/o the DCs - 06

Services under the o/o the DCs / SDOs (Civil) - 04

10

**Events  
(5 days)**

**Measurement  
/ Demarcation  
of Land  
(106 days)**

**Mutation in  
Undisputed Cases  
/ Deletion –  
Inclusion /  
Renewal  
(6 months)**

**Ration Card for  
PHH / AAY and  
Non-NFSA  
(6 months)**

**Register of  
Deeds  
(30 days)**

**NOC for setting up  
of explosives  
manufacturing,  
storage, sale,  
transport  
(90 days)**

**Cinematography  
License / License  
for Screening of  
Films  
(60 / 30 days)**

**Non-  
Encumbrance  
(30 days)**

**NOC for setting up  
of petroleum, diesel  
& naptha  
manufacturing,  
storage, sale,  
transport  
(60 days)**

**License for  
sale of  
crackers  
(60 days)**





# 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**



# Notified Services with Unduly Long SLAs

> 90 days

SERVICE	DEPARTMENT / OFFICE	TIMELINE
Mutation in undisputed cases / Deletion - Inclusion / Renewal.	o/o DCs / SDOs	6 months
Registration under State Cinema Regulations/ rules	Arts & Culture	180 days
Permission for Movie Shooting related to State Protected Monument.	Arts & Culture	180 days
Mining Lease for minor minerals	Mining & Geology	6 months
NoC for water abstraction	Water Resources	180 days
Recommendation of License of Bottling Plant, Distillery, Breweries, Retail / Wholesale, Shops for Liquor at distric	o/o DCs	120 days
Consent to Establish / 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
Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016.	Meghalaya State Pollution Control Board.	120 days
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
Measurement / Demarcation of Land.	o/o DCs	106 days
Registration and Grant of Certificate for Boiler under the Boiler's Act, 1923	Labour Department.	120 days <b>10</b>



# The Responsibility – Section 4, MRTPSA

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*Every Designated Officer shall be duty bound to deliver services within the time period as notified.*

- ☐ The Designated Officer shall display all relevant information related to the notified public services on the notice board of his office and upload it on the official website.
- ☐ This notice shall also include the list of documents required to be furnished along with the application.



# Receipt of Application

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Stipulated time limit for providing service shall start from the date of receipt of the application complete in all respects

Section 5(5) – MRTPSA, 2020

The Designated Officer may authorise, by order, someone to receive applications and issue the acknowledgment to the applicant.

- ☐ Form I for application that is complete in all respects that also indicates the time limit for providing the citizen related service
- ☐ Form II for application that are incomplete and require document(s) to be submitted

Rule 7 – MRTPSR, 2021

Timeline for Acknowledgment is important  
Proposed for 7 (seven) days



# Filing an Appeal – Section 7, MRTPSA

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- A person may file an Appeal with the Appellate Authority for any services delayed or wrongfully denied
- Any person aggrieved by the decision of the Appellate Authority may file an Appeal to the Commission within 30 days of decision

If Designated Officer does not comply with the direction given by the Appellate Authority, the person aggrieved by such non-compliance may file an application directly to the State Public Service Delivery Commission



# Procedure for deciding an Appeal

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The Appellate Authority or the Commission may:

- summon the Designated Officer and appellant at the time of hearing;
- scrutinise the relevant documents;
- hear the appellant and the Designated Officer at the time of hearing;
- call for records from the Designated Officer (original copies shall be returned by the Commission after the disposal of the appeal).

**Appellant shall be given at least 7 (seven) clear days notice for Hearing**



# POWERS OF THE COMMISSION

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1. Same as vested in a Civil Court under the Code of Civil Procedure, 1908
2. Guided by the principles of natural justice. Power to regulate its own procedure as per provisions of the Act / Rules.
3. Proceedings deemed **Judicial Proceedings** with meaning of Section 193 and 228; IPC
4. Deemed a **Civil Court** for the purpose of Section 345 and 346; CCP, 1973



**“No civil court shall have jurisdiction to settle, decide or deal with any question or to determine any matter which is by or under this Act required to be settled, decided or dealt with or to be determined by the State Public Service Delivery Commission”.**



# Penal Provisions

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## Under Section 8(1), MRTPSA

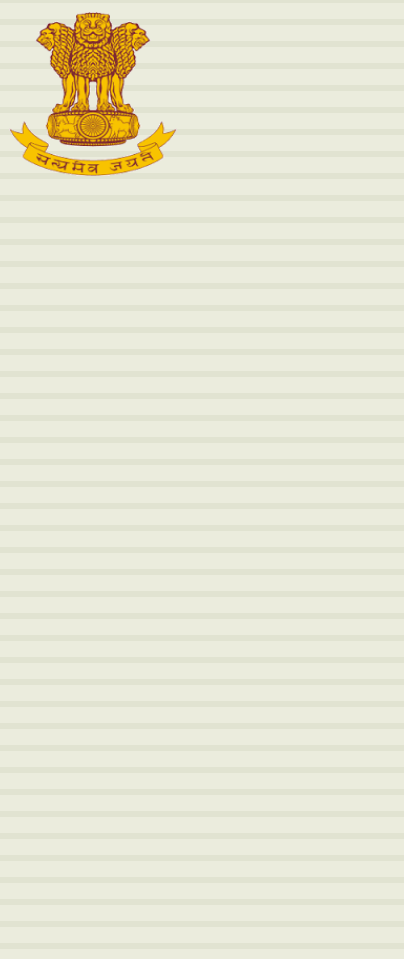
- ❑ Commission may issue order for imposition of penalty


## Under Section 8(2), MRTPSA:

- ❑ Drawing & Disbursing Officer or Treasury Officer shall recover the amount of penalty from the salary of the Designated Officer.
- ❑ Penalty will be deposited into the Commissions' Receipt account
- ❑ Commission will receive a copy of the challan for records.

INR.5,000 (Rupees Five Thousand) at the first instance upto  
INR.25,000 (Rupees Twenty Five Thousand) for repeated instances







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

Home About Us Acts & Rules Services Contact Login

**Register of Deeds within 30 Days**

**Renewal of Factory License within 10 Days**

**Permission for Public Events within 5 days**

**Issuance of RC of Vehicle within 21 Days**


**Registration under Meghalaya Shops & Estd within 10 Days**

**Issuance of Non- Forest Land Certificate within 60 Days**

**NOC for setting up of CBSE school within 60 Days**


This is an integrated web portal at your service for delivery of notified services. Here you can:

- Apply for the 86 Notified Services.
- File an Appeal to the Appellate Authority in case your application is delayed or denied.
- File an Appeal to the Commission in case your first appeal is delayed or denied.
- Track the Status of your Appeals.
- Attend Hearing (if any) online through Video Conference.




**Apply For Services**

Click here to apply for any of the 86 notified services



**File First Appeal**

Click here if your service application is delayed or denied



**Appeal to Commission**

Click here to appeal if your first appeal has been denied or delayed

*A Comprehensive Citizen Platform*

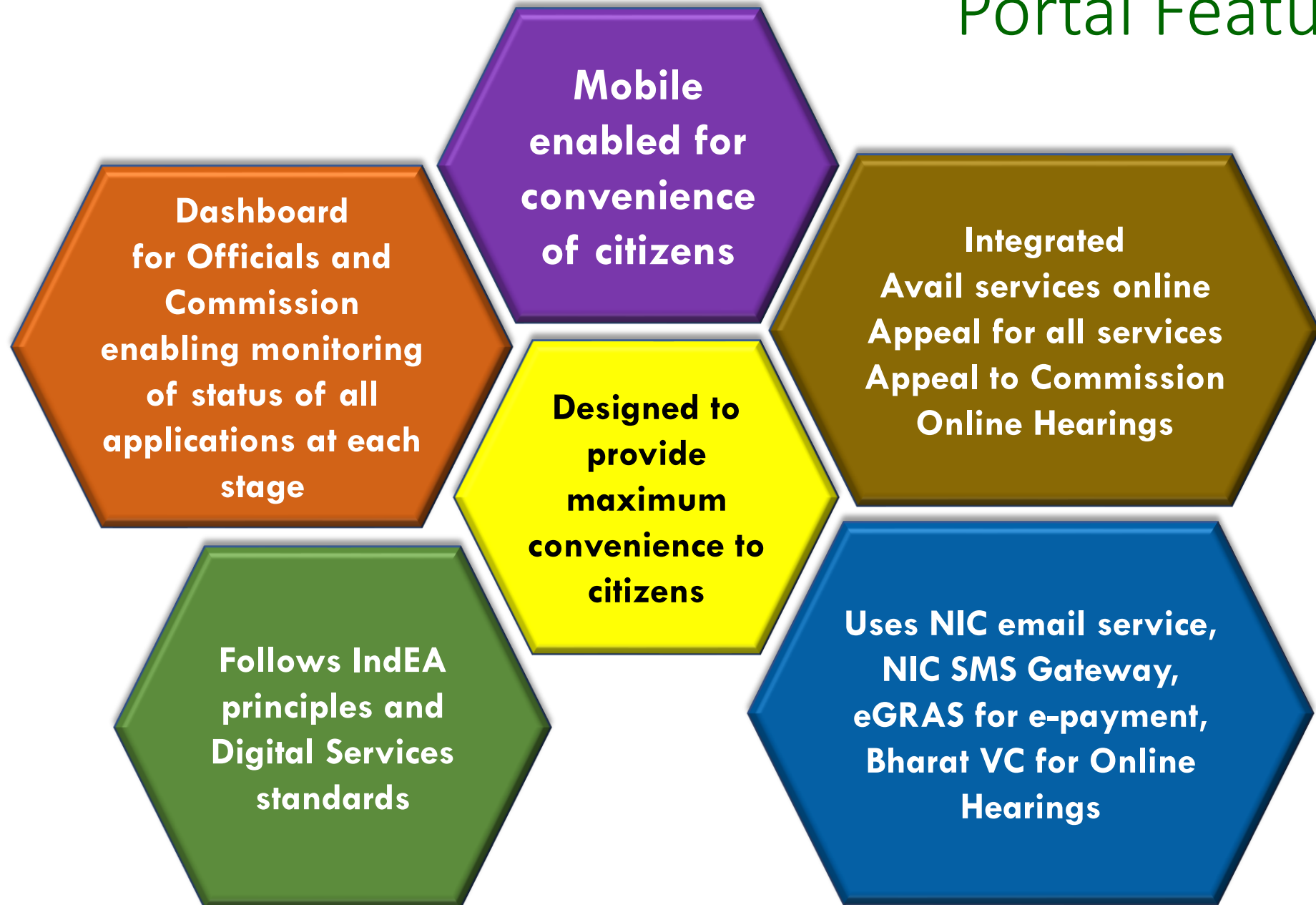
*"For timely delivery of notified services to the citizens of Meghalaya and remedy in case of service delayed/service denied"*

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INTEGRATED WEB PORTAL



# Portal Features



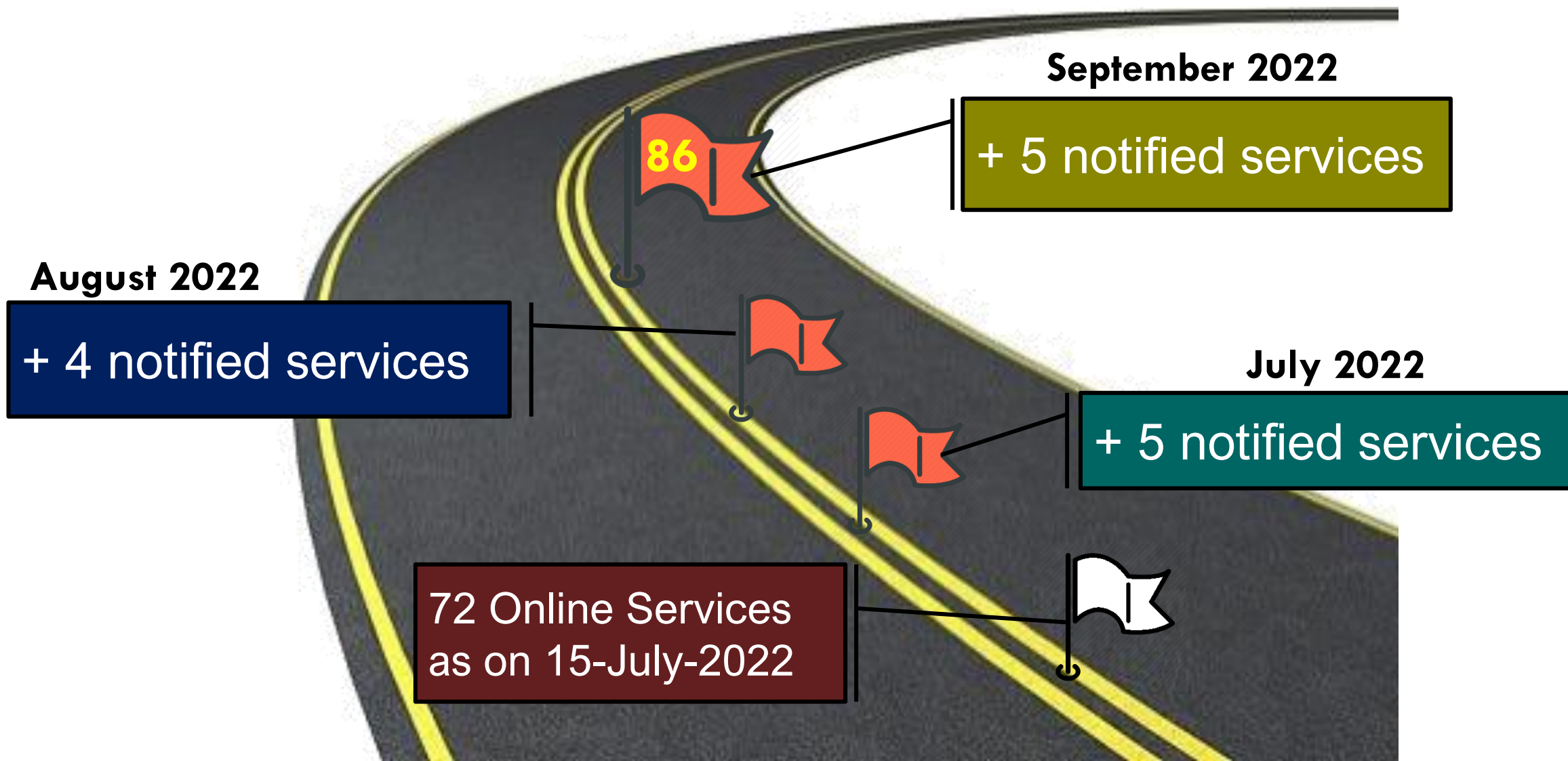


the way  
**FORWARD** 



# Timelines for Balance 14 offline services to be online

20





# HIGH VOLUME SERVICES



## 188 ONLINE SERVICES TO BE NOTIFIED IN NEXT 4 MONTHS

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**





# TOP 4 STATES – Number of Services Notified

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Rank	State	Number of Departments	Number of Services Notified
1	Karnataka	62	1033
2	Punjab	15	568
3	Maharashtra	39	506
4	Assam	19	475
5	Odisha	30	411
	<b>Meghalaya</b>	<b>26</b>	<b>86</b>



Thank you