

SO
H. new 2024
SIO

**GOVERNMENT OF MEGHALAYA
PERSONNEL & ADMINISTRATIVE REFORMS (B) DEPARTMENT
(ADMINISTRATIVE REFORMS CELL)**

NOTIFICATION

Dated Shillong, the 19th July, 2024.

No.PER(ARC)3/2012/Pt.V/87 – In exercise of the power conferred by Section 19 of the Meghalaya Right to Public Services Act, 2020, the Governor of Meghalaya is pleased to make the following amendment to the Meghalaya Right to Public Services Rules, 2021, namely:-

Short title, extent application and commencement.

This rule may be called the Meghalaya Right to Public Services (Amendment) Rules, 2024.

2. It shall come into force with immediate effect.

Amendment of Rule 7

The existing Rule 7 of the Meghalaya Right to Public Services Rules, 2021 shall be deleted and the following new rule 7 shall be substituted, namely:

“7. Issue of acknowledgement to applicant. - (1) The Designated Officer or any subordinate officer or employee of the Department or office concerned, duly authorized by the Designated Officer to receive the application, shall issue acknowledgement to the applicant **within 7 (seven) days of the receipt of the application.**

(2) In case the application is received complete in all respects, the time limit as notified for receiving the citizen related service shall also be mentioned and the acknowledgement shall be issued as per Form I appended to this Rule **within 7 (seven) days of the receipt of the application.**

(3) In case, any document or documents required for providing the service has not been enclosed with the application, the same shall be clearly mentioned in the acknowledgement and the stipulated time limit for providing such services shall start only from the date of production of all the required documents as per sub-section (5) of section 5 of the Act. For incomplete applications of the acknowledgement shall be issued as in Form II appended to this Rule **within 7 (seven) days of the receipt of the application.**

(4) If the application is received manually the acknowledgement of the same shall be given manually. If the application is received through a website or online portal or any other electronic means like mobile app, the acknowledgement shall be given or through email or any other electronic means. Online acknowledgement will also be treated as acknowledgement given to the applicant.”

Sd/- C.V.D. Diengdoh
Secretary to the Government of Meghalaya
Personnel & Administrative Reforms (B) Department
(Administrative Reforms Cell).