

# The Background



Review Meeting with the  
Hon'ble Chief Minister of  
Meghalaya.

16-Oct-2023

## Action Item # 5:

All Departments / Offices are to identify high-volume offline public services (G2C / G2B) immediately and to furnish the details of such services to Personnel ARC Department to notify them under the MRTPS Act, 2020



# Catalysing Public Service Excellence in Meghalaya

Meghalaya State Public Services Delivery Commission

₹2 crore funding secured from DARPG under the SCI Scheme

## The Aim

**Increase the number of e-services and bring under the purview of the MRTPS Act, 2020**

# Phase I: Department-wise Number of Services



District Transport Office	15
Deputy Commissioner	5
Mineral Resources	4
PCCF-HOFF	4
Commissioner of Transport	3
A.H & Veterinary	3
DSEL	3
State Pollution Control Board	3
Commissioner of Excise	3
Sports & Youth Affairs	3
Chief Inspector of Boilers & Factories	3

DC (Revenue)	2
Invest Meghalaya Authority	2
Agriculture & Farmers' Welfare	1
Arts & Culture	1
Commerce & Industries Centre	1
Commissioner of Taxes	1
DHTE	1
Housing	1
IG of Registration	1

Executive Engineer, Water Resources	1
MUDA	1
Printing & Stationery	1
Revenue & Disaster Management	1
SP Office	1

# Department-wise Services in Phase I

DEPARTMENT / OFFICE	SERVICE & VOLUME	
<b>DTO (15)</b>	<ol style="list-style-type: none"> <li>1. Change of Name in Driving License</li> <li>2. Endorsement to drive in hill region</li> <li>3. Issuance of Assurance Letter</li> <li>4. Issuance of Driving School License</li> <li>5. Issuance of Duplicate Permit</li> <li>6. Issuance of Special Permit</li> <li>7. No Objection Certificate (NOC) for transfer of vehicles to other states</li> <li>8. No Objection Certificate for vehicles going outside the State (NOC)</li> </ol>	<ol style="list-style-type: none"> <li>9. NOC for pre-owned vehicles</li> <li>10. Permit Restore</li> <li>11. Permit Surrender (Cancellation/ Replacement of Vehicle)</li> <li>12. Re-assignment of Registration No (RMA)</li> <li>13. Registration of Non-Transport Vehicles through Dealer</li> <li>14. Retention of Registration No.</li> <li>15. Surrender of COV(s)/PSV Badge(S)</li> </ol>
<b>DC OFFICE (5)</b>	<ol style="list-style-type: none"> <li>16. Application for Income and Asset Certificate for Economically Weaker Section</li> <li>17. Application Form For Legal Heir Certificate</li> <li>18. Dependency Certificate</li> <li>19. Registration of Cyber Cafe under Meghalaya Cyber Cafe Rule 2012</li> <li>20. Unemployment Certificate</li> </ol>	

# Department-wise Services in Phase I

<b>DEPARTMENT / OFFICE</b>	<b>SERVICE &amp; VOLUME</b>
<b>Directorate of Mineral Resources (4)</b>	21. Mining lease / Composite License / Non-exclusive Reconnaissance Permit 22. Mining Lease for Minor Minerals for Industrial & specific uses under Schedule II of MMMCR, 2016 23. Quarry Permit for Minor Minerals for Industrial & specific uses under Schedule II of MMMCR, 2016 24. Registration for Transportation of Minerals under Rules 4 of Meghalaya Mineral (Prevention of Illegal Mining, Transportation and Storage) Rules 2022.
<b>PCCF &amp; HoFF (4)</b>	25. Mining Lease for Minor Minerals for uses other than in industry under Schedule III of MMMCR, 2016 26. NOC for field survey and investigation work for Hydro Project 27. Permission for tree felling under the Meghalaya Tree (Preservation) Act. 28. Quarry permits for Minor Minerals for uses other than in industry under Schedule III of MMMCR, 2016
<b>Commissioner of Transport (3)</b>	29. Cancellation of License to operate Pollution Testing Stations 30. License to operate Pollution Testing Stations 31. Renewal of License to operate Pollution Testing Stations
<b>Directorate of A.H &amp; Veterinary (3)</b>	32. Issue of Health Certificate for Livestock With proper Vaccination Certificates & other related papers 33. Issue of Health Certificate for Livestock Without Vaccination Certificates 34. Issue of Transit Permit for Livestock and Poultry transport both within and from outside the State

# Department-wise Services in Phase I

DEPARTMENT / OFFICE	SERVICE & VOLUME
<b>Directorate of School Education &amp; Literacy (3)</b>	35. NOC for establishing Schools 36. Provisional Recognition and Certificate of Recognition for Schools, under the Directorate o School Education and Literacy. 37. Schools Opening permission under DSEL
<b>Meghalaya State Pollution Control Board (3)</b>	38. Authorization under Bio Medical Wastes (Management and Handling) Rules 2016 39. Authorization under Solid-Wastes (Processing, recycling, treatment and disposal of solid waste) Rules 2016 40. Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016.
<b>Office of the Commissioner of Excise (3)</b>	41. Recommendation of License of Bottling Plant, Distillery, Breweries, Retail / Wholesale, Shops for Liquor at district. 42. State Excise - Label Registration. 43. Transit Permit of Liquor by Individual
<b>Sports &amp; Youth Affairs (3)</b>	44. Cash Award 45. CM Youth development Scheme 46. Sports Scholarship

# Department-wise Services in Phase I

<b>DEPARTMENT / OFFICE</b>	<b>SERVICE &amp; VOLUME</b>
<b>Chief Inspector of Boilers &amp; Factories (2)</b>	47. Amendment of Factory License. 48. Transfer for Factory License.
<b>DC Office (Revenue) (2)</b>	49. Mutation in undisputed Cases - Deletion and Inclusion 50. Register of Deeds (Deed of Declaration/Sale Deed/Gift Deed/Other Deeds)
<b>Directorate of Food Civil Supplies &amp; Consumer Affairs (2)</b>	51. Appointment/Cancellation of Wholesaler 52. Resignation/Surrender of Fair Price Shop
<b>Invest Meghalaya Authority (IMA) (2)</b>	53. Investors' Facilitation Center/Investment Promotion Agency- Queries to be sought once from the date of receiving details from the investor 54. Investors' Facilitation Center/Investment Promotion Agency- Resolution of query and grievance from the date of receiving details from the investor

# Department-wise Services in Phase I

<b>DEPARTMENT / OFFICE</b>	<b>SERVICE &amp; VOLUME</b>
<b>Commissioner of Taxes (1)</b>	55. Professional Tax
<b>Directorate of Agriculture Farmers' Welfare (1)</b>	56. Farm Mechanization Application
<b>Directorate of Arts &amp; Culture (1)</b>	57. Library Membership
<b>Directorate of Commerce &amp; Industries Centre (1)</b>	58. Allotment of Land/shed in the industrial Area/industrial Estate/Industrial Park/Growth Center
<b>Directorate of Higher &amp; Technical education (1)</b>	59. No Objection Certificate for opening new College.
<b>Directorate of Housing (1)</b>	60. Issuance of Non-receipt of Housing Loan Certificate

# Department-wise Services in Phase I

<b>DEPARTMENT / OFFICE</b>	<b>SERVICE &amp; VOLUME</b>
<b>Directorate of Printing and Stationery (1)</b>	61. Printing of Affidavits of change of Names after receipts of NOC issued by their respective Deputy Commissioners/Sub-Divisional Officers (Civil).
<b>Inspector General of Registration (1)</b>	62. Marriage Certificate: Registration of Marriage under the Meghalaya Compulsory Registration of Marriage Act, 2012
<b>MUDA (1)</b>	63. Construction Permit
<b>Executive Engineer, Water Resources Department (1)</b>	64. NOC for abstraction of surface water from State Authority
<b>Revenue &amp; Disaster Management (1)</b>	65. Change of Land Use
<b>SP Office (1)</b>	66. Issuance of Police Verification Certificate

# Way Forward

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## ALL DEPARTMENTS

1. Share the Process Work Flow for each service to be transitioned online
2. Share the Application Form, intermediary forms and Output certificate
3. Share the List of Documents required for availing the service
4. Finalize the Payment gateway with banks (if any)
5. Identify a SPOC to liaise with NIC Shillong and the Commission

A hand is pointing towards the center of the image. The background is a blurred office scene with a person's hands on a desk, a tablet, and a keyboard. The text 'THANK YOU' is overlaid in a large, bold, black font with a blue glow. Below it, the email address 'cc.mspsdc@gmail.com' is written in a yellow font. The image has a teal and white geometric pattern on the left side.

# THANK YOU

[cc.mspsdc@gmail.com](mailto:cc.mspsdc@gmail.com)