



Citizen Centric Administration

The Heart of Governance

Right to Public Services Act

29-Apr-2025

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Role of State Government

- Policymaking, Law & Order Maintenance, Economic & Social Development and Overall Governance
- Governments are key service providers — from basic amenities to complex welfare schemes
- **Primary responsibility: to serve citizens with dignity, efficiency, and fairness**

Governance with the Citizen at the Centre

- o Citizen-centric approach aligned with public needs and aspirations
- o Quality and timeliness of public services reflect the effectiveness of governance
- o Poor service delivery erodes trust; efficient services build public confidence

Towards Good Governance: The Role of Public Service Delivery

- > Good governance is about transparency, responsiveness, inclusiveness and accountability
- > Accessible and time-bound service delivery to citizens is a cornerstone of Good Governance
- > Transforms the citizen-government relationship — from dependency to empowerment

Transparency

- Processes & Procedures open and visible
 - Valid Reasons for Rejection
 - Status of Applications



Right to Public Service Highlights

Citizens legal right to receive services within a stipulated time

Accountability

- Identification of responsible authorities within the system
- Penalizing wilful non-performance
- Put Citizen First: mechanism for redressal of grievance

Responsiveness

- Imposes a legally enforceable timeframe for service delivery
- Imposes a legally enforceable remedial timeframe for non-delivery of service through the mechanisms of Appeals and Reviews



Right to Public Services in States

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- GOI mandate (2009) to all States followed by enactments of Right to Service Acts
- 32 Indian States / UTs have passed Public Service Guarantee Acts till date.

Year	No. of States /UTs	Year	No. of States / UTs	Total = 32 States & UTs
2010	01	2015	02	
2011	12	2016	02	
2012	03	2017	01	
2013	04	2020 *	03	
2014	02	2022	02	

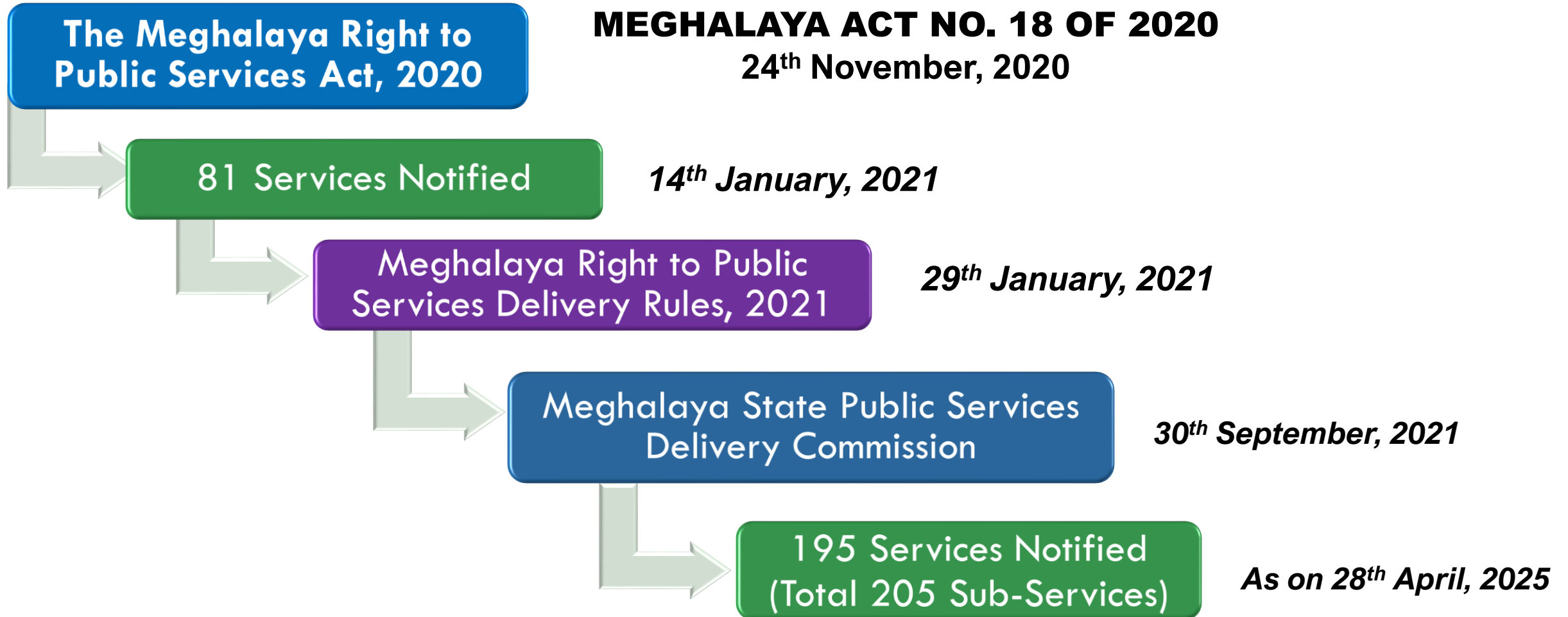
* Meghalaya enacted in 2020

We are one of the late entrants....



MRTPS ACT, RULES & NOTIFICATIONS

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Meghalaya Right to Public Services Act, 2020

Every citizen shall have the right to obtain citizen related services.

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

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

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

Entire process overseen by the Meghalaya State Public Services Delivery Commission (MSPSDC). Can be availed online or offline.



195 Services Notified*
across 33 Departments / Offices

* 205 Sub-Services

Online

164

41

Offline

Department / Office-wise Number of Services

197

Transport	39
Labour	32
ERTS	29
Deputy Commissioner	15
Health & Family Welfare	9
Pollution Control Board	8
Forest & Environment	6
Revenue	5
Urban Affairs	5
Home (Police)	4
Legal Metrology	4
Mining & Geology	4

Agriculture	3
Education	3
Public Works	3
Social Welfare	3
AH & Vety	2
Commerce & Industries	2
Food Civil Supplies & C. A	2
Home (Political)	2
Invest Meghalaya	2
Prime	2
Registrar of Coop Societies	2
Tourism	2

Arts & Culture	1
GAD (B)	1
Housing	1
IT & C	1
Inspectorate of Electricity	1
PHE	1
Printing & Stationery	1
Water Resources	1
Public Grievance	1



The Responsibility – Section 4, MRTPSA

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.

MSPSDC Website fulfils this requirement



Two-Step Acknowledgement Process

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

The Mandate

1. Issue Acknowledgement of Receipt of Application on date of Application. (Automatic for online services)
2. Issue Form I & Form II **within 7 days** from the date of receipt of Application to avoid repeated objections.



Form I – the Gist

I hereby acknowledge your application referred above.

The Unique Identification Number for the Application is _____.

The application along with all the documents have been submitted complete in all aspects and the time limit notified for providing such service is _____ days from the date of issue of this acknowledgement form.

Place :

Date :

Yours sincerely,

(Designated Officer / Authorised Officer)
(Office Seal)



Form II – the Gist

The following defects in the application may be rectified, urgently:
(Specify defects, if any)

(1)

(2)

(3)

The following required documents may please be submitted immediately: -

(1)

(2)

(3)

Place :

Date :

Please note that the stipulated time limit for the above service as notified under sub-section (2) of Section 3 of the Meghalaya Right to Public Service shall start from the date on which the application is received complete in all respects by the Designated Officer.

Yours sincerely,

(Designated Officer / Authorised Officer)
(Office Seal)



Delivery of Service

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Every Designated Officer shall provide the service or reject the application within the time period as notified.

Section 5(1) to 5(4) – MRTPSA, 2020

Rejection:

- State the reasons in writing & intimate the Applicant forthwith.
- Inform applicant about the period within which an Appeal can be made
- Furnish particulars of the Appellate Authority



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

* Hearing can be conducted Online



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** within meaning of Section 193 and 228; IPC
4. Deemed a **Civil Court** for the purpose of Section 345 and 346; CrPC, 1973



Under Section 8(1), MRTPSA: Commission may issue order for imposition of penalty

INR.5,000 (Rupees Five Thousand) at the first instance
INR.25,000 (Rupees Twenty-Five Thousand) for repeated instances 16



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



The Application

Date	Action	Remarks
07.08.2023	Online Application submitted by 20 year old Applicant for ST Certificate to the o/o the DC, NGH	Submitted: 1. Birth Certificate 2. Self EPIC 3. Guardian EPIC (elder sister) Note: Both Parents expired (Late Keneth K Sangma & Late Jenoba Marak)
03.10.2023	Applicant asked to furnish additional documents	1. No Objection from Clan 2. ST from other State
04.10.2023	Applicant furnished additional documents	1. No Objection from Uncle 2. Certificate from village Gram Sorder
04.10.2023	Application rejected by DO	Order: "Kindly apply with proper supporting proofs"

Case Study



Furnished Documents Vs Requirement as per e-District Portal

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SN	Documents Required	Remarks	Furnished (Yes / No)
1	Birth Certificate	SSLC Admit Card, Other Birth Proof (These docs may be accepted if born before 1989)	Yes
2	Residential Proof	EPIC/Voter's Card, Electricity Bill, Patta, Ration Card or any other	Yes
3	Self/Parent/Guardian EPIC Card	None	Yes
4	ST Certificate of Parent/Siblings	Mandatory only for children below 18 years	NA
5	NOC from clan	Mandatory only in case of mixed marriage (of parents)	NA
6	Court Order/Registered Adoption Deed	Mandatory only in case of adopted child	NA
7	ST Proof of either parent	Mandatory in case the parents have obtained ST proof from other State	NA

The First Appeal

Service Name: Issuance of Schedule Tribe Certificate

Designated Officer: Deputy Commissioner North Garo Hills

Appeal Ground: Public services not provided within stipulated time

Relief Sought: I want to know why it is being delayed to issue the certificate.

Other information necessary for filling appeal:

Identification Proof: [View](#)

List of Supporting document to avail the service:

[View Document](#)

Hearing Type : Online

FORM I: [View](#)

View Application Details : [View](#)



Date File: 13th September, 2023

Date Disposed: 11th October, 2023

ORDER

Mandatory documents are not submitted hence, rejected. DC May ask applicant to reapply with correct documents.

The Second Appeal

Second Appeal

Appeal Ground: Aggrieved by decision of the Appellate Authority

Relief Sought-II: I want my application to recheck and issue me the ST Certificate.

Other information necessary for filling appeal-II: My application was unfairly rejected by the issuing authority. They asked me to submit the No Objection Certificate from Clan which is only required in case the applicant is married but I am unmarried man. The authority also asked me to submit my parent's ST Certificate from other State but both my parents was from the state of Meghalaya only. For further processing I had no option but to submit these document anyway. So I had submitted the NOC signed by my uncle and Certification from my village Solder/Headman.

Additional Document:

[View Document](#)

Date File: 18th October, 2023

Date Processed: 25th October, 2023



The Commissions' Interim Order

Issued Direction To Designated Officer:

1

Prima facie, the contention of the Appellant seems to be correct. Clan certificate is mandatory only for mixed marriage which does not apply in his case. ST Proof of other State also does not apply in his case.

2

In your remarks for rejection, you have not specified the document(s) that the applicant needs to provide in addition to the documents already furnished by him. Hence your rejection seems to be prima facie incorrect.

3

You are hereby directed to furnish your comments on the Appeal made by the applicant to the Commission on or before 30th October 2023 (Monday).

Result: Scheduled Tribe Certificate issued to Applicant



Real Time Monitoring

Public Dashboard for Service Requests and Appeals.

Services Dashboard for the Commission with drill down facility for all applications.

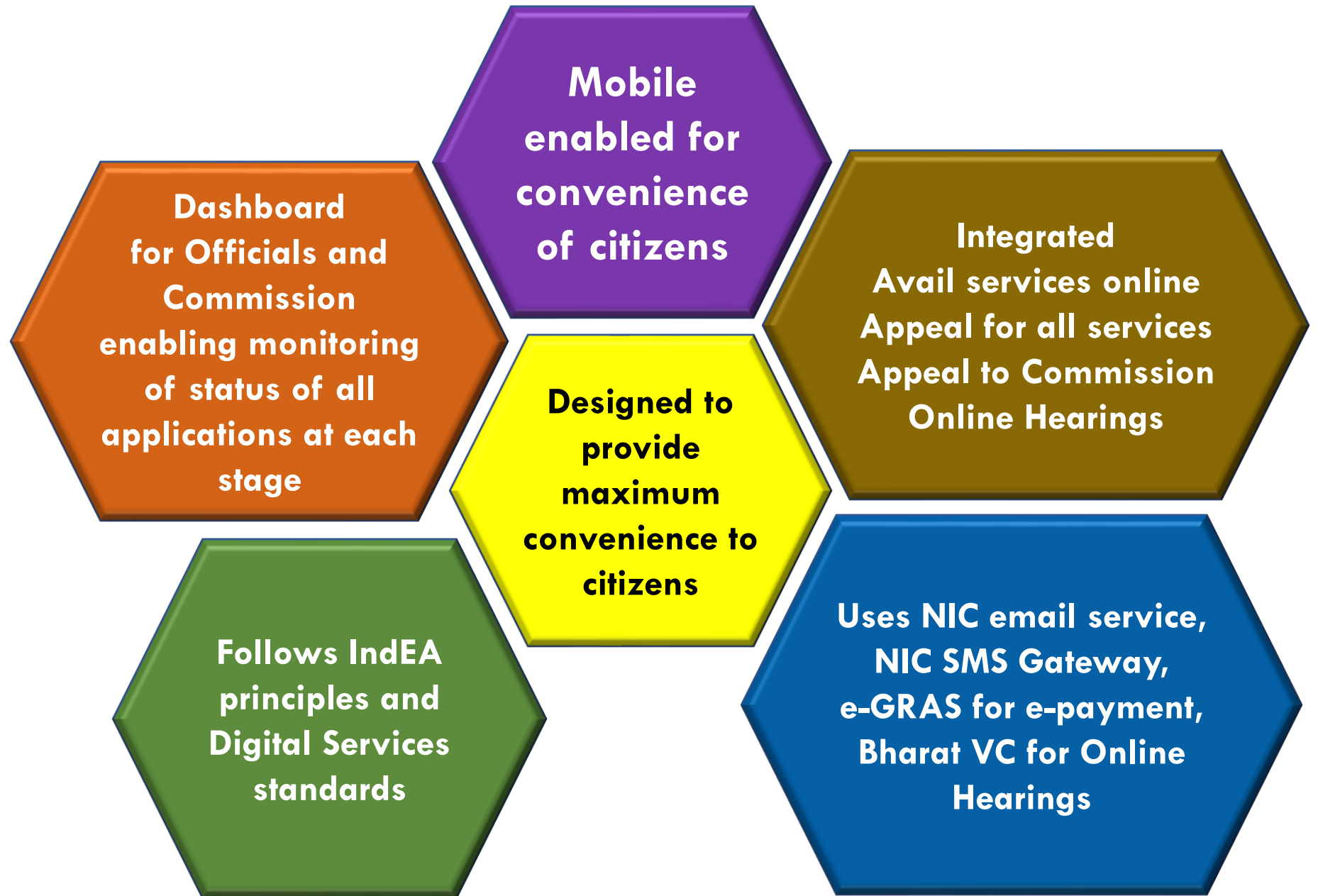
Appeals Dashboard for the Commission with drill down facility for all Appeals.

Services Dashboard for the Appellate Authorities with drill down facility for their respective Services.

Appeals Dashboard for the Appellate Authorities with drill down facility for their respective Services.



MSPSDC Integrated Web Portal



the way
FORWARD 



Ongoing Efforts



Notify more services under the MRTPS Act, 2020



Make existing offline notified Services online & add new online services



Integration of Central Services with State Portal



Improving Quality of all online services & adding new features to the portal



Developing a RTPS Mobile App for Citizens



Mobile Volunteers to cover unserved areas



Extensive Awareness campaigns for Citizens including use of Social Media

MRTPS –Targets

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1

September 2025

- **Increase** State online public services from 256 to **500**
- **Integration** of the relevant Central Public Service Portals
- Develop **RTPS Mobile** App for citizens

2

March 2026

- **Notify at least 450** online services under the MRTPS Act
- Provide **single sign-on** facility for citizens and officials

3

September 2026:

- **Notify all relevant State public services under the MRTPS Act**

Contact persons

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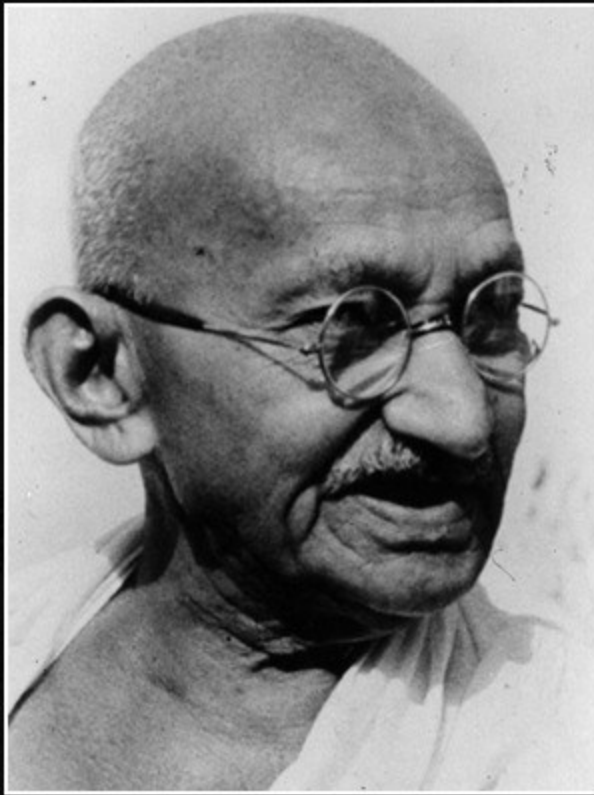
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The best way to find yourself is to
lose yourself in the service of
others.

— *Mahatma Gandhi* —

Thank you