



Meghalaya Right to Public Services Act, 2020

2023



THE ACT, RULES & NOTIFICATIONS

The Meghalaya Right to Public Services Act, 2020

MEGHALAYA ACT NO. 18 OF 2020

24th November, 2020

81 Services Notified

14th January, 2021

Meghalaya Right to Public Services Delivery Rules, 2021

29th January, 2021

**+66 Services Notified
(Total 147)**

Notified Subsequently

Amendments

Notified as required

For details please visit MSPSDC Website:

<https://mспsdс.meghalaya.gov.in>



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.

Implemented through the Meghalaya State Public Services Delivery Commission.
(MSPSDC)



147 Services Notified*
across 29 Departments / Offices

* 155 Sub-Services

Online

121

34

Offline



Services under the o/o the DCs – 19

1. Cinematograph License and License for Screening a Film
2. License for Sale of Crackers.
3. Measurement / Demarcation of Land.
4. Mutation in undisputed Cases - Deletion and Inclusion
5. NOC required for setting up of explosives manufacturing, storage, sale, transport.
6. Recommendation for Export permit of Liquor (Spirit, Foreign Liquor etc.)
7. Grant of license for 'Fair Price Shops' under the relevant act and its renewal
8. NOC required for setting up of petroleum, diesel & Naphtha manufacturing, storage, sale transport.
9. Non-encumbrance
10. Permanent Residence Certificate (PRC)
11. Permission for Public Events
12. Ration Card –Claim / Correction / Deletion / Change/ Transfer
13. Register of Deeds (Deed of Declaration/Sale Deed / Gift Deed/Other Deeds)
14. Registration of Societies - District Level
15. Senior Citizen Certificate
16. Recommendation of License of Bottling Plant, Distillery, Breweries, Retail/ Wholesale, Shops for Liquor at district
17. Import permit of liquor (Spirit, Foreign Liquor etc.) for retail licenses
- 18. Transit Permit of Liquor by individual (Offline)**
- 19. Registration under State Cinema Regulations/ Rules (Offline)**



Services under the o/o the DCs / SDOs (Civil) – 09

28

1. Certificate for Recruitment in Armed/ Paramilitary/ Police Forces
2. Grant of New Arms License
3. Income Certificate
4. Renewal of New Arms License
5. Schedule Caste Certificate
6. Schedule Tribe Certificate
7. Registration of marriage under the Special Marriage Act, 1954
- 8. Registration of Marriage under the Meghalaya Compulsory Registration of Marriage Act, 2012 (offline)**
- 9. Income Certificate (With Police Verification) (offline)**

Total District Level Services: 19+9 = 28



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.



Display of Information

**Total number of District-Level Services
under MRTPS Act, 2020 = 28**

9 relevant information displayed in e-District & MSPSDC Portals

12 relevant information displayed in MSPSDC Portal

7 relevant information yet to be displayed in any Portal



Information Displayed in e-District & MSPSDC Portals

1. Certificate for Recruitment in Armed/ Paramilitary/ Police Forces
2. Income Certificate
3. Permanent Residence Certificate (PRC)
4. Permission for Public Events
5. Registration of Societies - District Level
6. Registration of marriage under the Special Marriage Act, 1954
7. Schedule Caste Certificate
8. Schedule Tribe Certificate
9. Senior Citizen Certificate



Information Displayed in MSPSDC Portal

1. Cinematograph License and License for Screening a Film (as applicable).
2. License for Sale of Crackers.
3. Measurement / Demarcation of Land.
4. Mutation in undisputed Cases - Deletion and Inclusion.
5. NOC required for setting up of explosives manufacturing, storage, sale, transport.
6. NOC required for setting up of petroleum, diesel & Naphtha manufacturing, storage, sale transport.
7. Non-encumbrance.
8. Ration Card - Claim/Correction/Deletion/Change/Transfer
9. Register of Deeds (Deed of Declaration/Sale Deed/Gift Deed/Other Deeds)
10. Recommendation of License of Bottling Plant, Distillery, Breweries, Retail/ Wholesale, Shops for Liquor at district
11. Grant of license for 'Fair Price Shops' under the relevant act and its renewal
12. **Transit Permit of Liquor by individual (offline)**



Information yet to be Displayed

1. Grant of New Arms License - Home (Police) Department
2. Renewal of New Arms License - Home (Police) Department
3. Import permit of liquor (Spirit, Foreign Liquor etc.) for retail licenses - ERTS Department
4. Recommendation for Export permit of Liquor (Spirit, Foreign Liquor etc.) - ERTS Department
5. **Income Certificate (With Police Verification) - Deputy Commissioner (offline)**
6. **Registration under State Cinema Regulations/ Rules - GAD (B) Department (offline)**
7. **Registration of Marriage under the Meghalaya Compulsory Registration of Marriage Act, 2012 (offline)**



Receipt of Application

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

Currently, Form I & Form II are not being issued by DOs though it is mandatory under the Act.



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)



Notified Services

Form I & Form II Available

1. Cinematograph License and License for Screening a Film (as applicable).
2. Grant of license for 'Fair Price Shops' under the relevant act and its renewal
3. License for Sale of Crackers.
4. NOC required for setting up of explosives manufacturing, storage, sale, transport.
5. NOC required for setting up of petroleum, diesel & Naphtha manufacturing, storage, sale transport.
6. Permission for Public Events
7. Senior Citizen Certificate



Notified Services Pending Incorporation of Form I & Form II – In Progress Phase I

16

1. Certificate for Recruitment in Armed/ Paramilitary/ Police Forces
2. Income Certificate
3. Non-encumbrance
4. Permanent Residence Certificate (PRC)
5. Recommendation of License of Bottling Plant, Distillery, Breweries, Retail/ Wholesale, Shops for Liquor at district
6. Registration of marriage under the Special Marriage Act, 1954
7. Registration of Societies - District Level
8. Schedule Caste Certificate
9. Schedule Tribe Certificate



Notified Services Pending Incorporation of Form I & Form II – In Progress Phase II

17

1. Grant of New Arms License
2. Import permit of liquor (Spirit, Foreign Liquor etc.) for retail licenses
3. Measurement / Demarcation of Land.
4. Mutation in undisputed Cases - Deletion and Inclusion
5. Ration Card - Claim/Correction/Deletion/Change/Transfer
6. Recommendation for Export permit of Liquor (Spirit, Foreign Liquor etc.)
7. Register of Deeds (Deed of Declaration/Sale Deed/Gift Deed/Other Deeds)
8. Renewal of New Arms License



Delivery of Service

18

Every Designated Officer shall provide services 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

19

- 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

20

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

21

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

22

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



Case Study

The Application

Date	Action	Remarks
07.08.2023	Application submitted by 20 year old Applicant	Submitted: 1. Birth Certificate 2. Self EPIC 3. Guardian EPIC
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”



Furnished Documents Vs Requirement as per e-District Portal

24

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		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

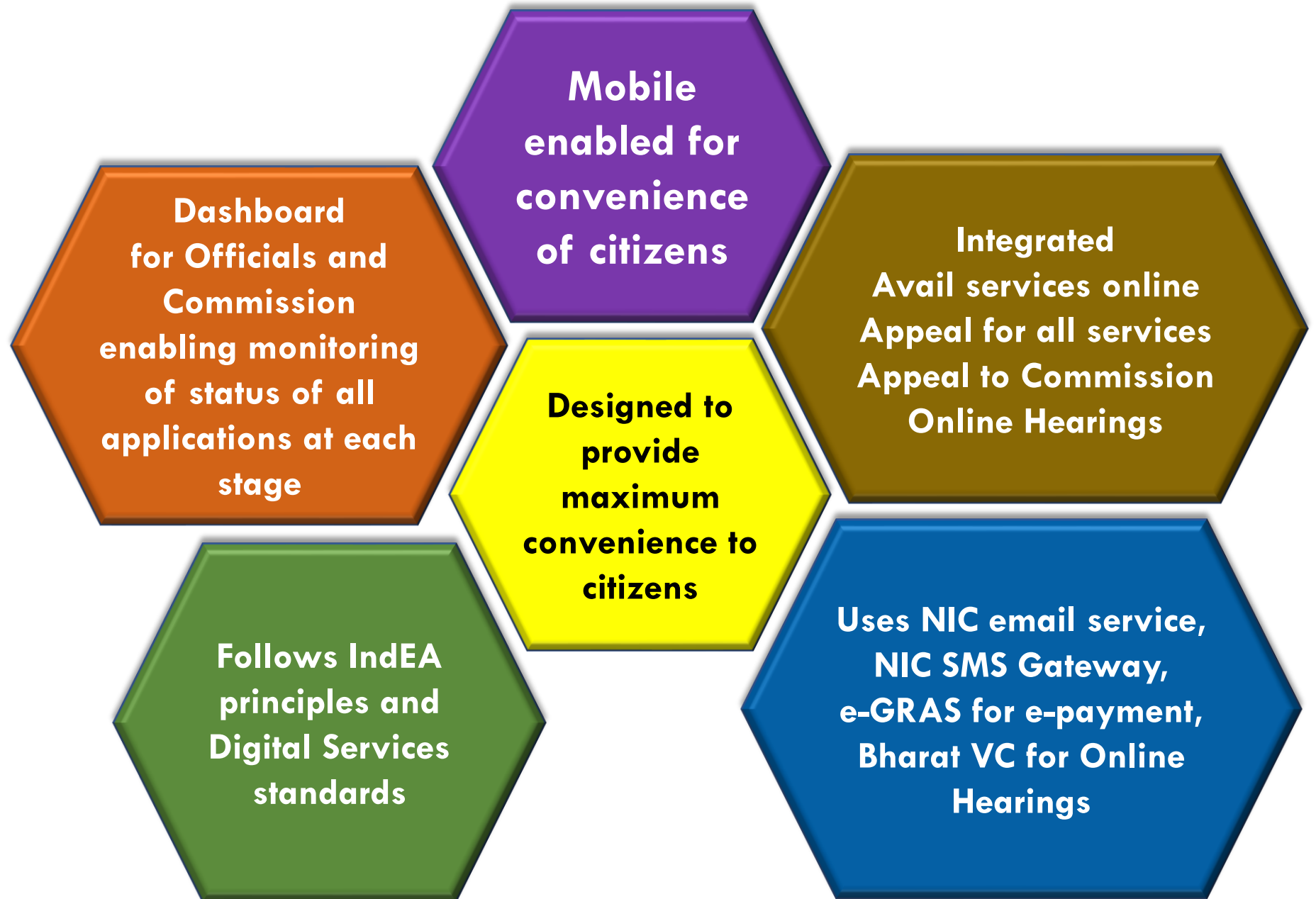
In your remarks for rejection, you have not specified the document(s) that the applicant needs to provide in addition to the documents already furnished by him. Hence your rejection seems to be prima facie incorrect.

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).



MSPSDC Integrated Web Portal



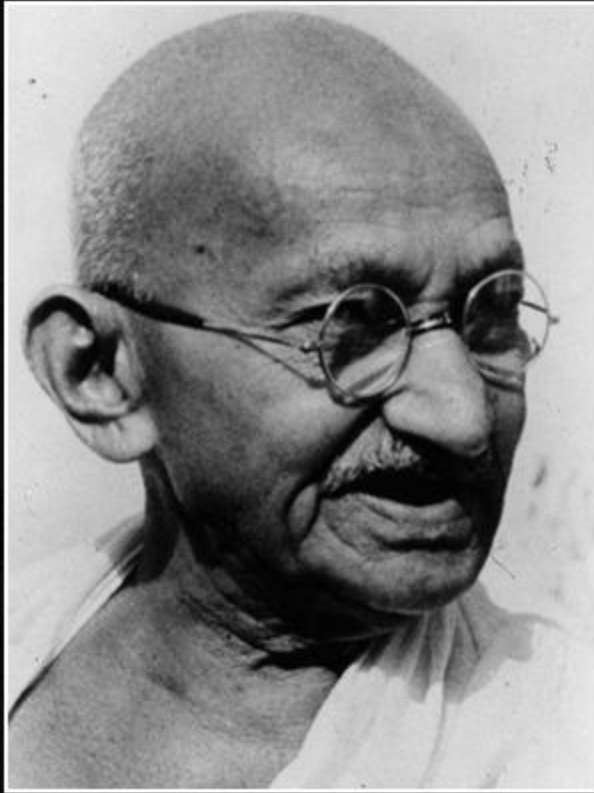
Contact persons from NIC

29

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Email: suraj.neupane@nic.in



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

— *Mahatma Gandhi* —

Thank you