

CITIZEN USER'S MANUAL

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1. GENERAL INFORMATION

1.1 What is an Appeal?

Presently,188 services of various Government Departments have been notified under the Meghalaya Right to Public Services Act, 2020. Citizens who apply for any of these services are entitled to receive these services within the stipulated timeframe and can approach the Commission as the second Appellate Authority in case the services have been denied or delayed wrongfully.

In case service has not been provided by the Designated Officers [DO's] within the specific time [SLA as notified against each service] as defined under this Act or rejected, they can Appeal to the Appellate Authority [First Appeal].

The Appellate Authority is bound to dispose off appeals within 30 days from the date of receipt of the Appeal.

The appeal is first submitted to an Appellate Authority. If it is not disposed within 30 days, the citizens can make a second appeal which is submitted to the Commission.

1.2 Who is an Appellate Authority?

The Appellate Authority is an officer above the Designated Officer with the powers to hear appeals against the orders passed by a Designated Officer.

Against each service notified, the Designated Officer and the Appellate Officer are also notified.

1.3 Who is the second Appellate authority?

Citizens who apply for any of the notified services have the right to receive these services in time and can approach the Commission as the second Appellate Authority in case the services have been detained or delayed wrongfully. They can approach the commission only after having filed the First Appeal. The First Appeal if unheard within 30 days or the citizen is unhappy with the judgement of the Appellate Authority can move to Commission to filed second Appeal.

2. GENERAL INSTRUCTIONS

2.1 What all Menus the website has?

On opening the website of the commission i.e mspsdc.meghalaya.gov.in various menus are provided.

1. Home – This will bring the user to the home page of the website

2. About Us – This menu provides information about the Commission, Functions and Duties, Review Meetings, Presentations and Gallery.

3. Acts & Rules – This menu provides the citizens with the Acts, Rules and the various notifications on many services under the Act.



What's New

About The Commission

(MSPSDC)

← → C 🔒 mspsdc.meghalaya.gov.in/aboutus.htm

The Meghalaya Right to Public Services Act, 2020 was enacted by the State to guarantee citizen's right to time offices. The Commission was set up to oversee, monitor and regulate the implementation of this Act. It has the to citizens of the State are provided and to impose penalty on delinquent public officers if they fail to deliver an

Presently, 86 services of various Government Departments have been notified under this Act. Citizens who ap time and can approach the Commission as the second Appellate Authority in case the services have been der

Powers of the State Public Service Delivery Commission

- 1. The State Public Service Delivery Commission shall have the same powers as are vested in a Civil Court matters, namely ;
 - a. Summoning and enforcing the attendance of any person and examining him on oath;
 - b. Discovery and production of any document or other material object liable to be produced as evidence
 - c. Receiving evidence on affidavits;
 - d Requisitioning of any public record
 - e. Issuing summons for examination of witnesses;
 - f. Reviewing its decisions, direction and orders; and
 - g. Any other matter which may be prescribed.
- 2. The State Public Service Delivery Commission shall not be bound by the procedure laid down in the Code justice and subject to the other provisions of this Act and of any rules made thereunder. The State Public 5

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8 MSPSDC

 4. Services – This menu will provides citizens information of the services notified under the Act. The citizen will be able to see the services Department wise, the number of services and most importantly it provides links to various services so that the citizen can apply from this portal.

5. Contact – Important contact details of the Commission is provided here. The citizen can reach out to the Commission for any assistance.

6. Login – To file appeals the citizen will need to login.

2.2 How do I apply for services notified under the Act?

There are two ways for the citizen to get the list of services notified under the Act along with the links to apply for them.

- 1. In the menu Services , there is a sub menu Apply for Services.
- 2. You may click on the Card in the landing page with caption "Apply for Services".



After accessing the page, you'll find that most of the services are already available online. For those few services that are currently offline, we've included application formats and the necessary enclosures to facilitate citizens.

For those which are online, the citizen needs to click on the "Apply" button to apply for these services.

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	Meghalaya State Pu (MSPSDC) Under The Meghalaya Right to Pub	blic Services Delivery Co	ommission		Í
·	can monitor your application. Other portals may n	ot have these features.		Acts & Rules V Services V Contact Login	
	List of Services				
	Number of Services Notified: 147	Number of Sub Services: 155	Number of Sub Services Online: 123	Number of Sub Services Offline: 32	
		Online	Offline		
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On clicking the apply button, the citizen would be informed that they would be redirect to an external website which would also require citizens to register in that platform.

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Certificate for Recruitment in Armed/ Paramilitary/ Police Forces	must Login if you already have created an account or else you	ck
Certificate of non-availability of water from water supply agency required for NoC for water abstraction from Central Ground Water Authority/ Relevant Authority.	must first register. Apply Tra	ck
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Cinematograph License and License for Screening a Film (as applicable).	Deputy Commissioner 1.EPIC Apply Trai 2. Certificate from the Electricity Department . 3.NOC from SP (Fire and Emergency Service)	
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They will then need to enter the credentials to apply for the service.

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The citizen can fill the form along with the enclosures. On submitted the form, an acknowledgement form will be generated. They will also receive notifications in the form of SMS and email.

2.3 How do I track the Status for the Services applied?

To track the status of the services applied, the citizen needs to go to the link "Apply for services" either from the Card in the Landing Page or from the menu option.

Here the citizen can find the Track button against each service. On clicking it, they will be required to enter the reference number of the application. On filling details and submitted, the current status of the application will be shown.

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			🖷 Home	About Us V Acts & Rules V Services V Contact	t Login
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3. GETTING STARTED

3.1 How do I file an appeal?

Step 1. The citizen can file an appeal for any service notified under the Act. To file first appeal he will need to click on the Card shown below.



Step 2. To file an appeal the citizen needs to first register in this website.



Step 3. The citizen if not registered , has to fill the registration form as shown below. The login ID of the citizen will be his mobile number.

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Step 4. After the registration is successful, the citizen needs to enter his newly created login credentials.

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	Meghalaya State Public Services Delivery Commission under The Meghalaya Right to Public Services Act, 2020	Mome About Us Acts & Rules Services Centact Login as through this portal. You can easily track your application status at your conve
	Instructions for citizens for filing Appeals: 1. This Login is meant only for filing Appeals. To avail services please go to Apply for Services. 2. Enter your Mobile Number used while registering against Username. 3. Enter your Password created while registering against your Username 4. If this is the first time, you are visiting this website, kindly click on "Create Account" to create an ac website Instructions for Appellate Authority & Designated Officers: 1. Login with Username and Password shared with you. 2. If it is the first time you are logging in update your details such as your Designation, Mobile Numb Address etc and change your Login Password 3. User Manual: Download	er, Emaile
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Step 5. After logging in, the user will see the dashboard as shown below. To file appeal he needs to Click on button – "File First Appeal"

Meghalaya State Public Serv (MSPSDC) Under The Meghalaya Right to Public Services Act	vices Delivery Commission	
	Nome Int	box File Appeal Change Password Payment History Logout
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The government of Meghalaya had notified the "Meghalaya the State of Meghalaya within the stipulated time limit includi The Act allows Citizens to appeal against any defaults in sen	Right to Public Services Delivery Act 2020" to provide for ng liabilities of the government servants, in case of default a vice, by the designated officer, to the Appellate authority and	or the delivery of notified public services to the citizens in and for matters connected therewith or incidental thereto. If then to the Commission.
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File First Appeal	Track Appeal Status	Inbox
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© Copyright MSPSDC. All Rights Reserved Designed and Maintained by NI <u>C Mechalava State Centre</u>		

Step 6. The citizen will now need to select the service against which he intends to file appeal. Besides, he also needs to mention the Application ID, Date of Submission, and will need to upload certain enclosures.

The citizen is also provided an option wherein he can opt for online hearing.

Walcome: Serra, Dest File Appeal	nation: , Role: User	
File Appeal		
Select the Service for which you want to file an appeal"		
Select	~	
Select the Sub-Service for which you want to file an appeal*		
Select	×	
Select the office from whom the service had been applied from*		
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Application Reference NorReceipt:		
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Any other information necessary for filling appeal:		
	4	
Choose your preferred hearing type"		
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Upload Identification Proof (Epic Card/Aadhar Card/PAN Card/D	ving License):*	
Choose file No file chosen		
Upload all requisite enclosures/ documents that were provided to office while applying for the service. [Service Specific Document] Only [peg_ jeg, png, pd] the within 2MB are allowed	the concerned	
Choose file No file chosen		

3.2 How do I check the status of an appeal -

To track the status of an appeal, the citizen needs to login and then click on the Track Appeal Status Card. The citizen will be shown the tracking history of his appeal.

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Medomet testuser, Designation: Programmer, I Meghalaya Right To Public Service Act The government of Meghalaya and notified the "Meghalaya Right to Public Services Delivery Act 2020" to provide for the delivery of notified public services to the citizens in the State of Meghalaya and the final including liabilities of the government servants, in case of default and for matters connected therewith or incidental thereto. The Act allows Citizens to appeal against any defaults in service, by the designated officer, to the Appelate authority and then to the Commission File First Appeal File First Appeal Track Appeal Status Inbox		Home in	nbox File Appeal Change Password Payment History Logout
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仑	File First Appeal	Track Appeal Status	
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Click on the Track Appeal Status Tab and a popup will appear

Meghalaya State Public : (MSPSDC) Under The Meghalaya Right to Public Servi	Track Appeal		
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Meghalaya Right To Public Service / The government of Meghalaya had notified the "Megh the State of Meghalaya within the stipulated time limit The Act allows Citizens to appeal against any defaults	Close Submit including liabilities of the government servants, in case of default and in service, by the designated officer, to the Appellate authority and the	delivery of notified public services to the citizens in for matters connected therewith or incidental thereto. en to the Commission.	
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File First Appeal	Track Appeal Status		
© Copyright MSPSDC, All Rights Reserved Designed and Maintained by NIC Meghalaya State Centre			

In the popup, enter the Appeal Reference Number you wish to track and click submit (This Reference Number is available in your Inbox)

3.3 Appeal to the Commission

You can file an appeal with the Commission if your appeal with the Appellate Authority is delayed beyond 30 days or it you disagree with the decision of the Appellate Authority

You will also receive an SMS or email when your first appeal has been disposed or has crossed the SLA.

You can follow the steps on how to track an appeal at Section III above and click on the "File Appeal to Commission" button as shown below

unissionee, Role: Commision	
Appeal Details	Appeal Status
First Appeal	Field First Appeal By temphang On 61 Jan 2024
eal Reference Number: MSPS0C202416	
eal filed to the office of the Additional Chief Secretary/Principal Secretary/Becretary-Home Political Dept	
fice Name: Issuance of Bchedule Tribe Certificate	
lication Reference No: MEG 67/2024/07664	
mission Date: 01-Feb-2024	
Application Details : Mew	
ict Designated Officer: Deputy Comissioner Ri Bhol	
ef Sought: Not yet delivery still now	
eal Ground: Public services not provided within stipulated time	
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The File Appeal to Commission form will appear as shown below.

Fill all the fields and click on submit

Inbox Upcoming VCs Change Passw	vard Appeals Dashbeard - Penalties List - Payment History - Clicks Report - Services Dashbeard -> - Track Applications -> Manage -> - Logent
	Welcome: Commissioner, Designation: Commissioner, Rei
	File Appeal to Commission
	Select Violation Select
	Relief Sought
	Any other information necessary for filling appeal
	Additional Document: Only jpeg, jpg, png, pdf file within 2MB are allowed
	Choose File No file chosen
	Declaration
	I, Commissioner declare that the particulars given above are true and correct to the best of my knowledge, information and belief.

Alternately, You can also click on the inbox tab or menu, which will show you all your appeals.

Meghalaya State Public Serv (MSPSDC) Under The Meghalaya Right to Public Services Action	vices Delivery Commission	
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File First Appeal	Track Appeal Status	Inbox
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Showing 0 to 0 of 0 entries																	Previous	Next

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Click on the 'VIEW' button and it will take you to the appeal status page as shown below

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Appeal Details	Appeal Status
First Appeal	Disposed By Commissioner Chi 27(Jun-2024
Appeal Reference Number: MSPSDC/2024/11	View Order Document
Appeal filed to the office of the Principal Secretary/ Commissioner & Secretary/ Secretary to the Govt. of Meghalaya, Social Welfare Department	Designated Officer has completed the direction By Dayu/commissioner % Bhol On 19-Jun-2024 Wrong inputing of Information by applicant, tribe name does not corroborate with ST certificates of ether mother or father, Hence, rejectes
Service Name: Issuance of Schedule Tribe Certificate	
Application Reference No: MEG-ST/2024/00710	Issued Direction To Designated Officer
Submission Date: 06-Jan-2024	The Applicant has submitted an Appeal to the Commission regarding the non-delivery of service within the stipulated time.
Select Designated Officer: Deputy Comissioner Ri Bhoi	Kindly provide your comments on the matter.
Relief Sought: Not yet provide a Schedule Tribe Certificate still now.	Filed Appeal To Commission
Appeal Ground: Public services not provided within stipulated time	By lathuhlang Dn 04-jun-2024
Other information necessary for filling appeal:	
Identification Proof: View	Filed First Appeal
List of Supporting document to avail the service: View Document	By lathut/ang Ch 20-Feb-2024
FORM I: View	

3.4 How do I Change password –

The citizen is provided with an option to change password. On changing the password, he will be asked to enter his current password and then key in the new password.

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3.5 What happens if I forget password -

If the citizen has forgotten his password, the citizen is provided with a feature, wherein only keying in his login ID, which is his mobile number and SMS will be triggered to his mobile with a system generated password. Using this he can logging, and change the password.

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