

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

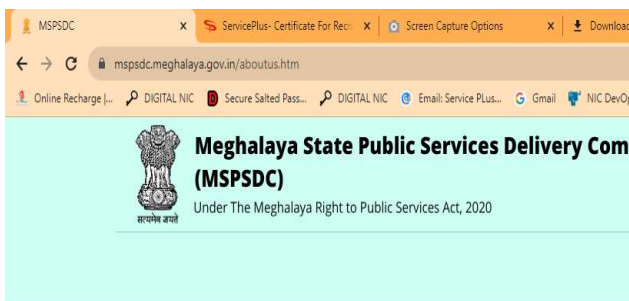
2.1 What all Menus the website has?

On opening the website of the commission i.e. mspdcd.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.



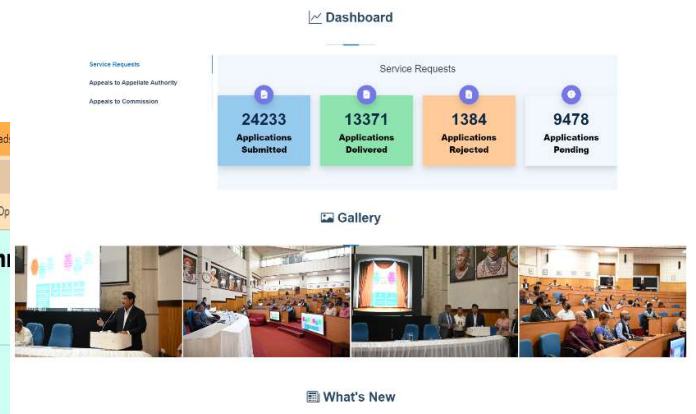
About The Commission

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 den

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 s



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.

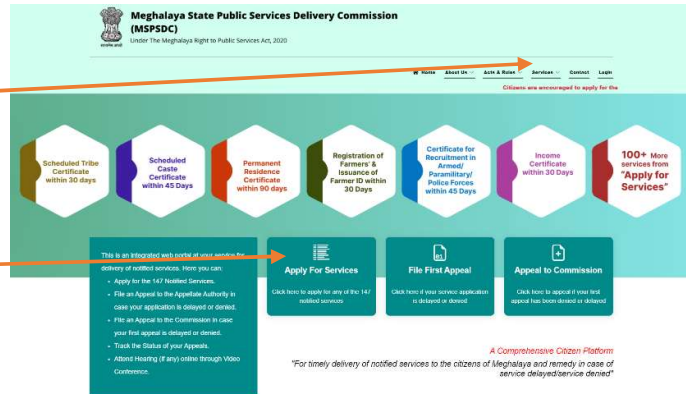
5. Contact – Important contact details of the Commission is provided here. The citizen can reach out to the Commission for any assistance.

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

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

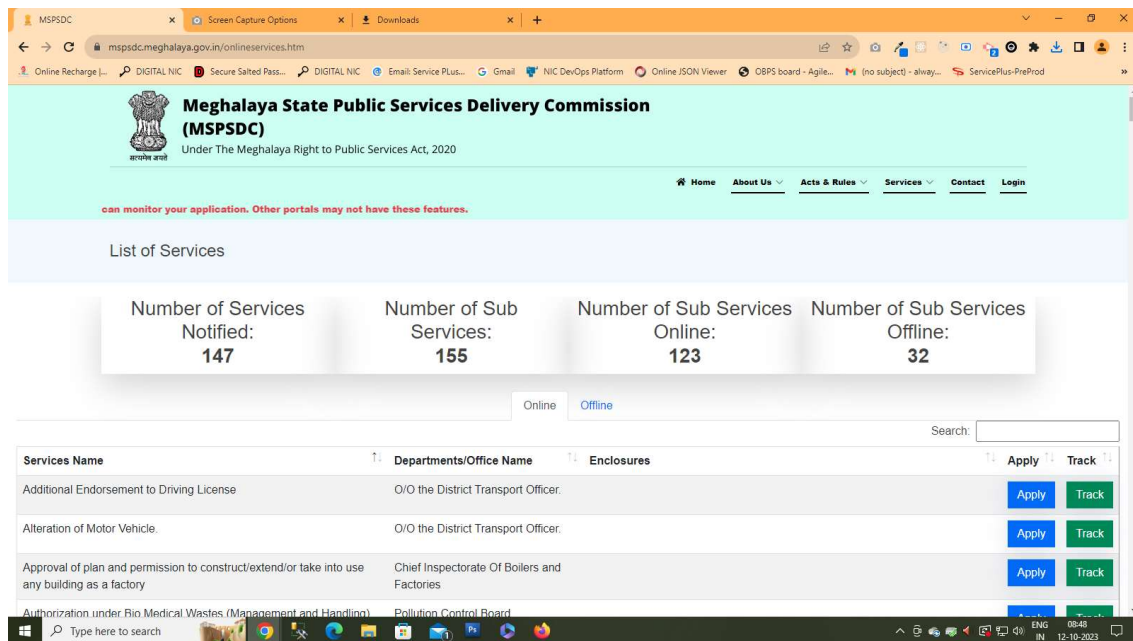
There are two ways for the citizen to get the list of services notified under the Act along with the links to apply for them.

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”.

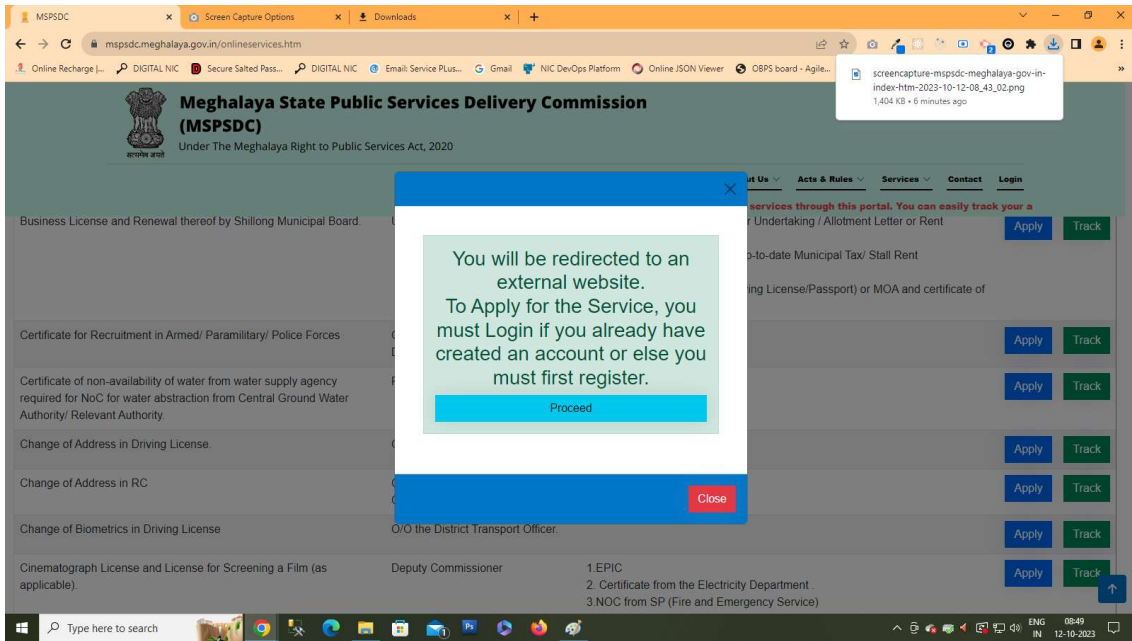


After accessing the page, you’ll find that most of the services are already available online. For those few services that are currently offline, we’ve included application formats and the necessary enclosures to facilitate citizens.

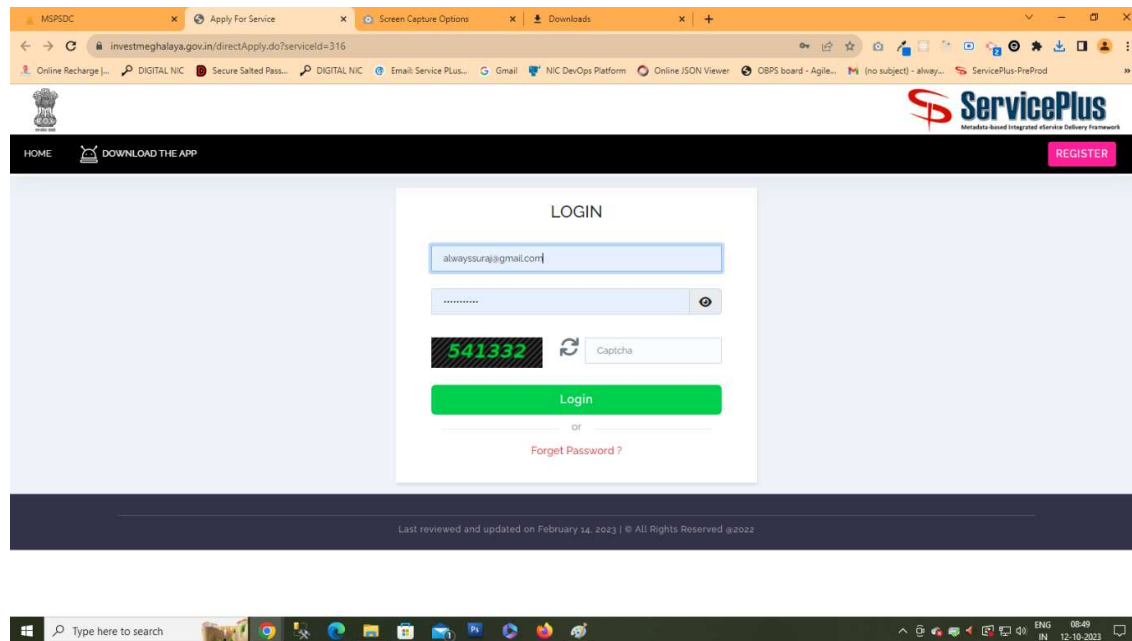
For those which are online, the citizen needs to click on the “Apply” button to apply for these services.

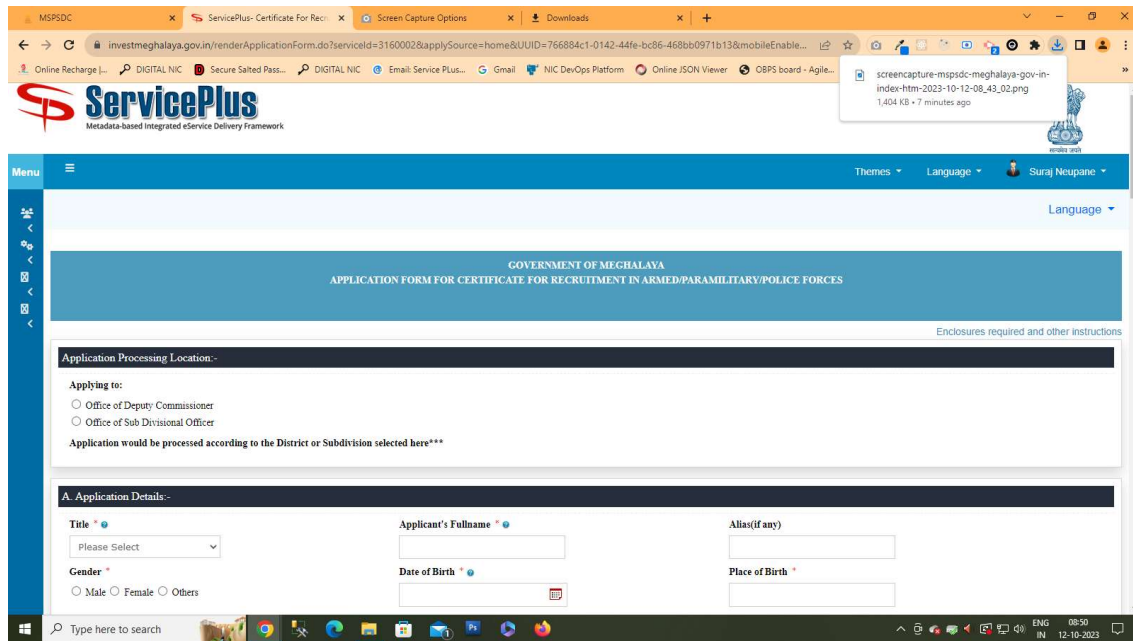


On clicking the apply button, the citizen would be informed that they would be redirect to an external website which would also require citizens to register in that platform.



They will then need to enter the credentials to apply for the service.





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.

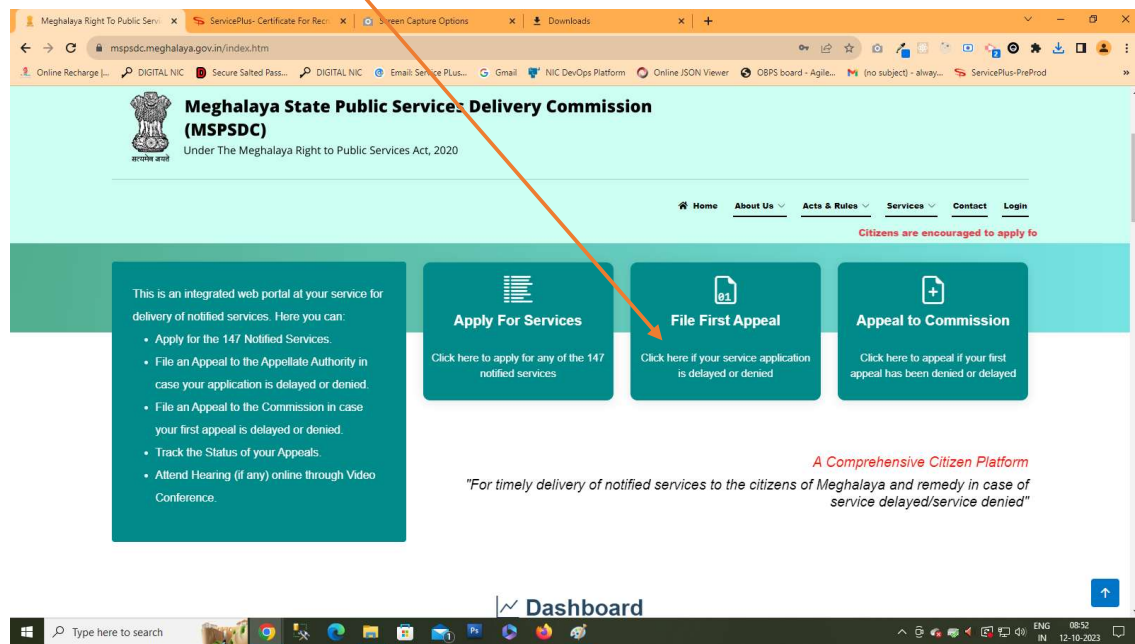
The screenshot displays the MSPSDC website interface. At the top, the logo and name of the Meghalaya State Public Services Delivery Commission (MSPSDC) are visible, along with the text "Under The Meghalaya Right to Public Services Act, 2020". A navigation menu includes Home, About Us, Acts & Rules, Services, Contact, and Login. A banner encourages citizens to apply for online notified services and track their application status. Below this, a list of services is shown, each with an "Apply" button and a "Track" button. A modal dialog box is open in the center, displaying the reference number "MEG-AFC/2023/00123" and the message "Your Application has been Delivered". The dialog box has "Track" and "Close" buttons at the bottom.

Service	Authority	Requirements	Apply	Track
Business License and Renewal thereof by Shillong Municipal Board	Urban Affairs	1. Copy of Building Permission or Undertaking / Allotment Letter or Rent Agreement	Apply	Track
Certificate for Recruitment in Armed/ Paramilitary/ Police Forces			Apply	Track
Certificate of non-availability of water from water supply agency required for NoC for water abstraction from Central Ground Water Authority/ Relevant Authority			Apply	Track
Change of Address in Driving License			Apply	Track
Change of Address in RC	O/o the District Transport Commissioner		Apply	Track
Change of Biometrics in Driving License	O/O the District Transport Officer.		Apply	Track
Cinematograph License and License for Screening a Film (as applicable)	Deputy Commissioner	1. EPIC 2. Certificate from the Electricity Department 3. NOC from SP (Fire and Emergency Service)	Apply	Track

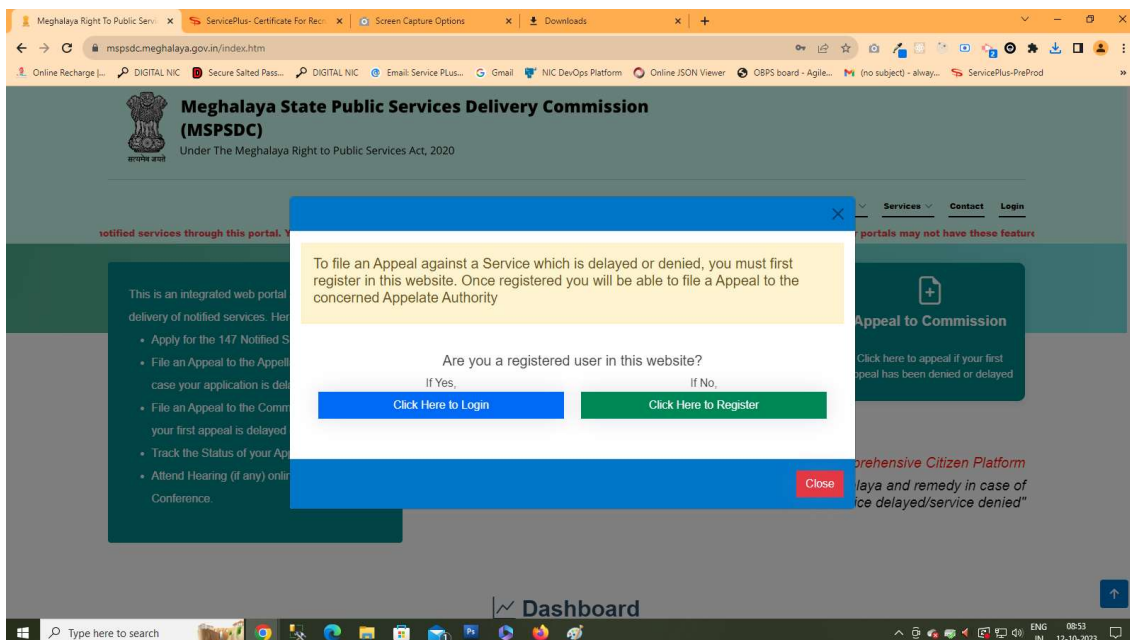
3. GETTING STARTED

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.

The screenshot shows the registration page of the Meghalaya State Public Services Delivery Commission (MSPSDC). The page header includes the MSPSDC logo and name, along with navigation links: Home, About Us, Acts & Rules, Services, Contact, and Login. A message states: "Citizens are encouraged to apply for the online notified services through this portal." The main content area is titled "REGISTRATION" and contains the following form fields:

- First Name * (Enter Full Name)
- Middle Name (Enter Middle Name)
- Last Name * (Enter Last Name)
- Mobile No (To be used as Username for Login)* (Enter Mobile)
- Email (Optional) (Enter Email)

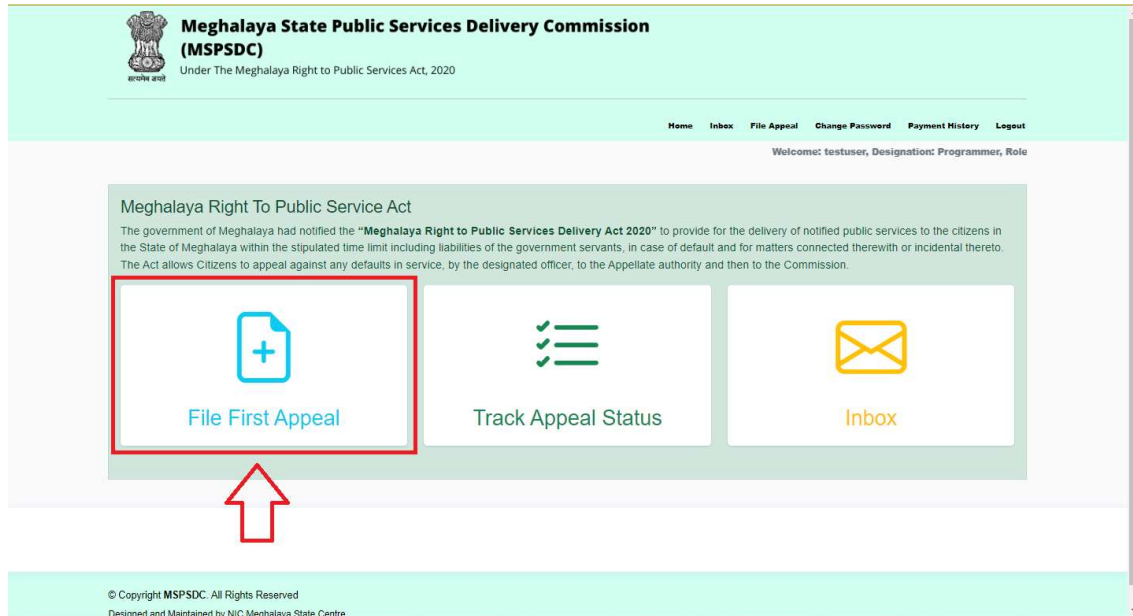
Step 4. After the registration is successful, the citizen needs to enter his newly created login credentials.

The screenshot shows the login page of the Meghalaya State Public Services Delivery Commission (MSPSDC). The page header includes the MSPSDC logo and name, along with navigation links: Home, About Us, Acts & Rules, Services, Contact, and Login. A message states: "Citizens are encouraged to apply for the online notified services through this portal. You can easily track your application status at your convenience." The main content area is titled "LOGIN" and contains the following form fields:

- Mobile No (8259001614)
- Password (Show Password)
- Security Code (Enter Security Code as Shown*)
- Captcha (Please Enter the Captcha)

Below the form fields are the following links: "Log in", "Create Account", and "Forgot Password".

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”

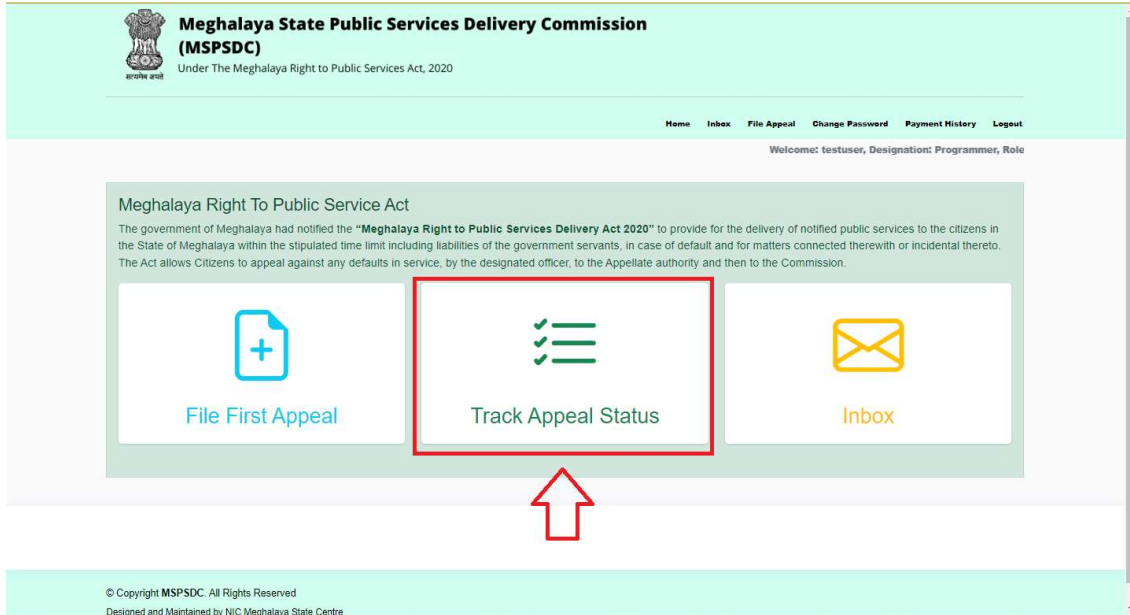


Step 6. The citizen will now need to select the service against which he intends to file appeal. Besides, he also needs to mention the Application ID, Date of Submission, and will need to upload certain enclosures.

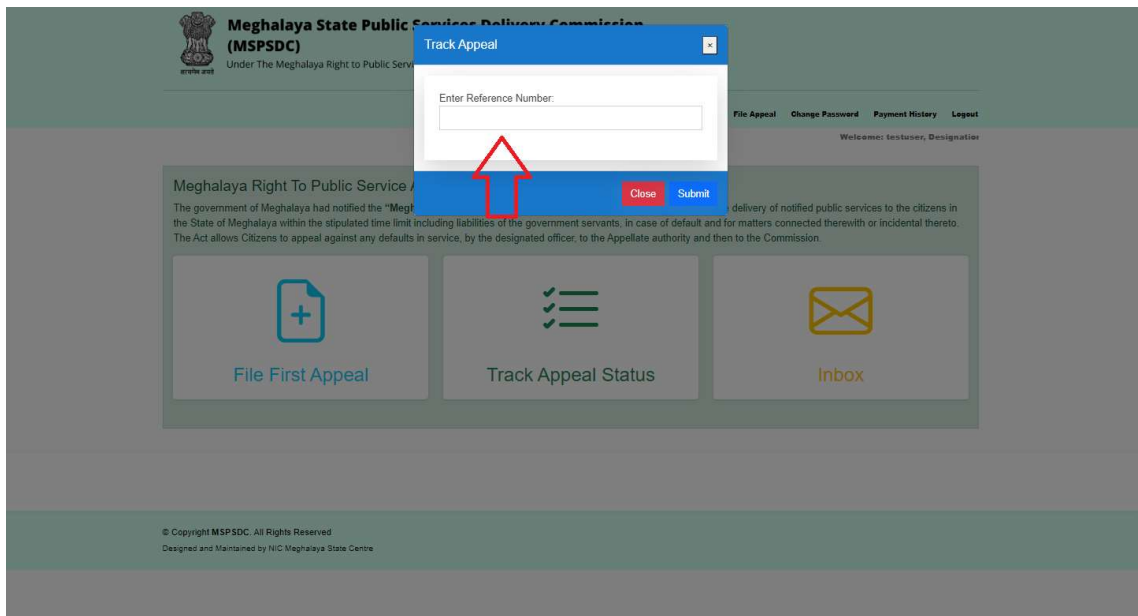
The citizen is also provided an option wherein he can opt for online hearing.

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.



Click on the Track Appeal Status Tab and a popup will appear



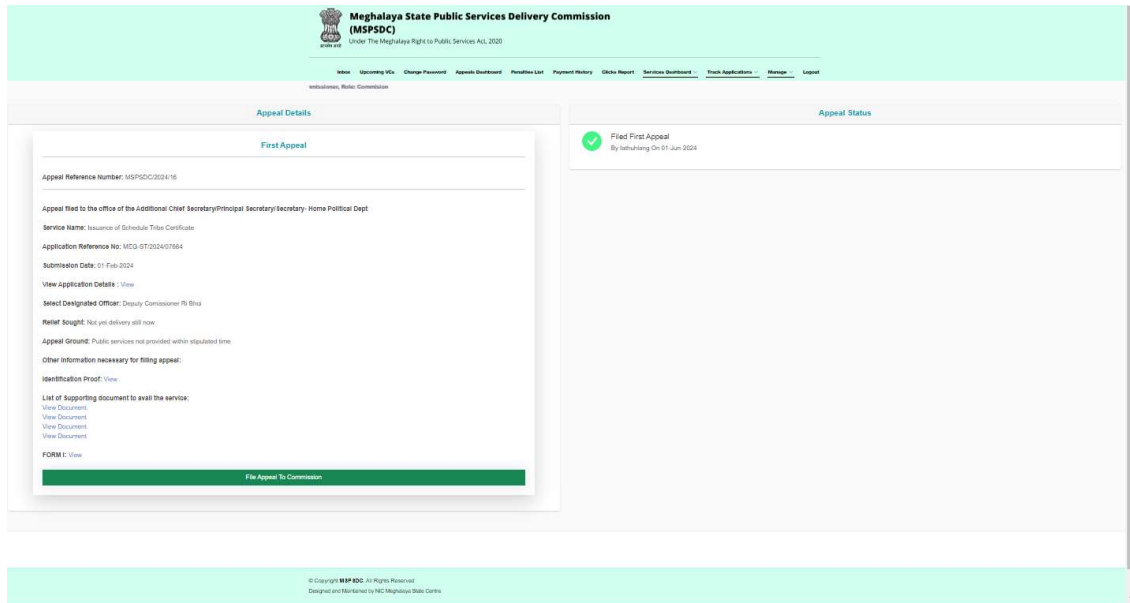
In the popup, enter the Appeal Reference Number you wish to track and click submit (This Reference Number is available in your Inbox)

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 if you disagree with the decision of the Appellate Authority

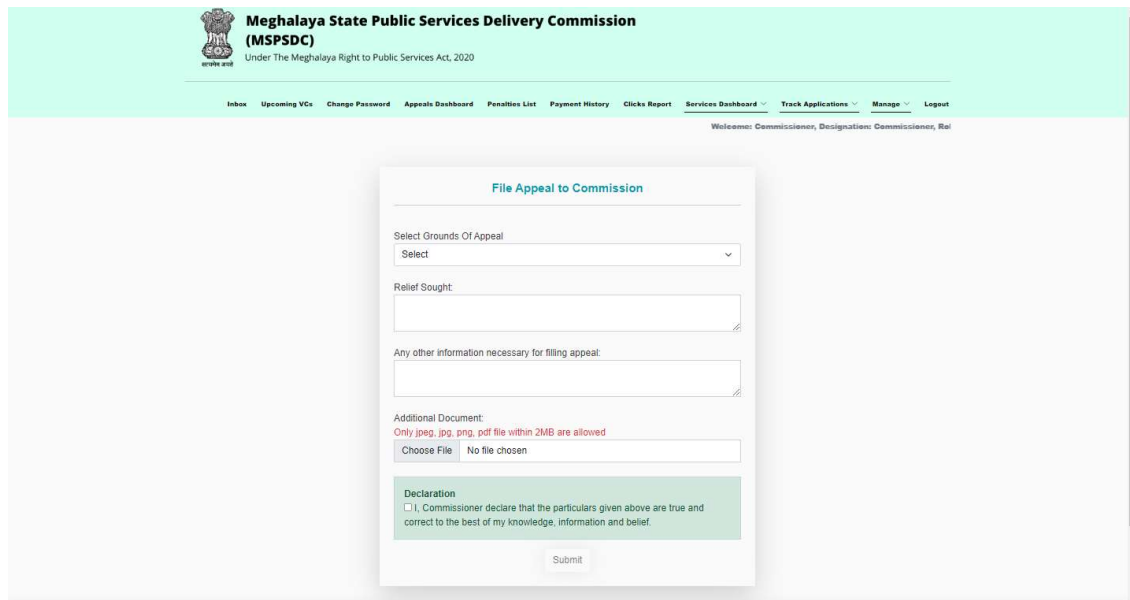
You will also receive an SMS or email when your first appeal has been disposed or has crossed the SLA.

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




The File Appeal to Commission form will appear as shown below.

Fill all the fields and click on submit



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


 **Meghalaya State Public Services Delivery Commission (MSPSDC)**
Under The Meghalaya Right to Public Services Act, 2020

Home **Inbox** File Appeal Change Password Payment History Logout


Welcome: testuser, Designation: Programmer, Role: User

Meghalaya Right To Public Service Act


The government of Meghalaya had 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 within the stipulated time limit 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 Appellate authority and then to the Commission.



File First Appeal



Track Appeal Status



Inbox

 **Meghalaya State Public Services Delivery Commission (MSPSDC)**
Under The Meghalaya Right to Public Services Act, 2020

Home **Inbox** File Appeal Change Password Payment History Logout

Welcome: testuser, Designation: Programmer, Role: User

Appeals

Show 10 entries Search:

Reference Number	Service Name	Designated Officer	Appeal Filed On	Status	Days Left	Last Update	Payment Status	Action
No data available in table								

Showing 0 to 0 of 0 entries Previous Next

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



Appeal Details

First Appeal

Appeal Reference Number: MSPSDC/2024/11

Appeal filed to the office of the Principal Secretary/ Commissioner & Secretary/ Secretary to the Govt. of Meghalaya, Social Welfare Department

Service Name: Issuance of Schedule Tribe Certificate

Application Reference No: MEG-ST/2024/00710

Submission Date: 06-Jan-2024

Select Designated Officer: Deputy Commissioner RI Bhoi

Relief Sought: Not yet provide a Schedule Tribe Certificate still now.

Appeal Ground: Public services not provided within stipulated time

Other information necessary for filling appeal:

Identification Proof: [View](#)

List of Supporting document to avail the service:
[View Document](#)

FORM I: [View](#)

Appeal Status



Disposed

By Commissioner On 27-Jun-2024.

[View Order Document](#)



Designated Officer has completed the direction

By Deputy Commissioner RI Bhoi On 19-Jun-2024

Wrong inputting of information by applicant, tribe name does not corroborate with ST certificates of either mother or father. Hence, rejected



Issued Direction To Designated Officer

By Commissioner On 07-Jun-2024

The Applicant has submitted an Appeal to the Commission regarding the non-delivery of service within the stipulated time. Kindly provide your comments on the matter.



Filed Appeal To Commission

By ishuhang On 04-Jun-2024

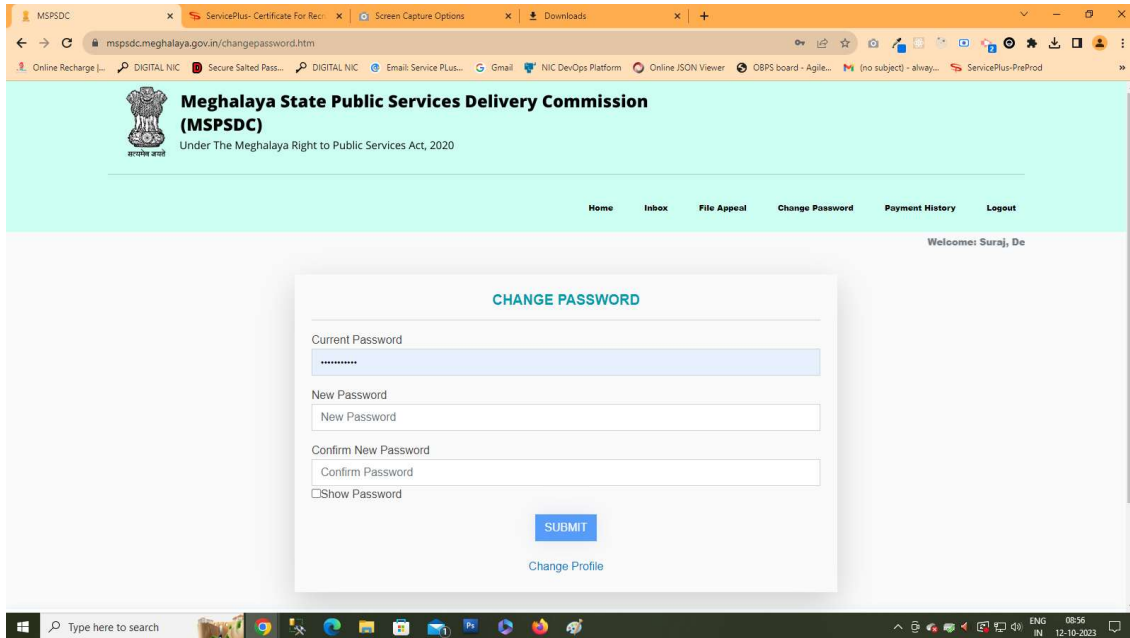


Filed First Appeal

By ishuhang On 20-Feb-2024.

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.



The screenshot displays the MSPSDC (Meghalaya State Public Services Delivery Commission) website interface. The header includes the organization's name and logo, along with navigation links: Home, Inbox, File Appeal, Change Password, Payment History, and Logout. A user greeting "Welcome: Suraj, De" is visible on the right. The main content area features a "CHANGE PASSWORD" form with the following fields and elements:

- Current Password:** A text input field containing masked characters (dots).
- New Password:** A text input field with the placeholder text "New Password".
- Confirm New Password:** A text input field with the placeholder text "Confirm Password".
- Show Password:** A checkbox labeled "Show Password".
- SUBMIT:** A blue button to submit the form.
- Change Profile:** A link located below the submit button.

The browser's address bar shows the URL "msspdcmeghalaya.gov.in/changepassword.htm". The Windows taskbar at the bottom indicates the system time as 08:56 on 12-10-2023.

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.

