

# Digital Transformation & Public Service Delivery



Enhancing Accessibility, Efficiency, and Effectiveness



# 2<sup>nd</sup> ARC Recommendations (2005 – 2009)

## Problems faced in implementation of **Citizen's Charter (1997)**

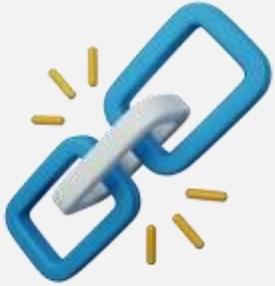
- **One size fits all:** This overlooks local issues.
- **Non-Dynamic:** Charters are rarely updated
- **Poor design and content:** absence of critical information that end-users need
- **Lack of public awareness:** only a small percentage of end-users are aware of the commitments made
- **Stakeholders not consulted:** End-users, Civil society organizations and NGOs are not consulted
- **Measurable standards of delivery are rarely defined**
- **Poor adherence:** little interest shown by the organizations in adhering to their Citizen Charter

## ARC Seven-step Model for Citizen Centricity (2009)

- **Define** all services which you provide and identify your clients.
- **Set standards** and norms for each service.
- **Develop capability** to meet the set standards.
- **Perform** to achieve the standards
- **Monitor** performance against the set standards.
- **Evaluate** the impact through an independent mechanism.
- **Continuous improvement** based on monitoring and evaluation results.

**Recommendation: The Union and State Governments should make the seven-step model mandatory for all organizations having public interface.**

Accepted by the Govt. of India (DARPG)



## Linking

# Citizen's Charter with Right to Public Service

- **The Sevottam Model (2006)** of DARPG which has three components - Effective Charter Implementation, Public Grievance Redressal and Excellence in Service Delivery incorporated this ARC Recommendation of 7-step model for citizens centricity (2009) as part of Service Delivery Excellence.
- **The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011** (Citizens Charter) was introduced in the Lok Sabha in December 2011.
  - Lays down an obligation on every public authority to state the time within which specified goods shall be supplied and services be rendered.
  - Provide for a grievance redressal mechanism for non-compliance of Citizen's Charter.

***The Bill, however, lapsed due to the dissolution of the Lok Sabha in 2014.***

# Right to Public Service in States

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- GOI mandate to all States followed by enactments of Right to Service Acts
- 32 Indian States / UTs have passed Public Service Guarantee Acts till date.
- **Madhya Pradesh was the first Indian State to legislate a Public Service Guarantee Act in August 2010.**

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	

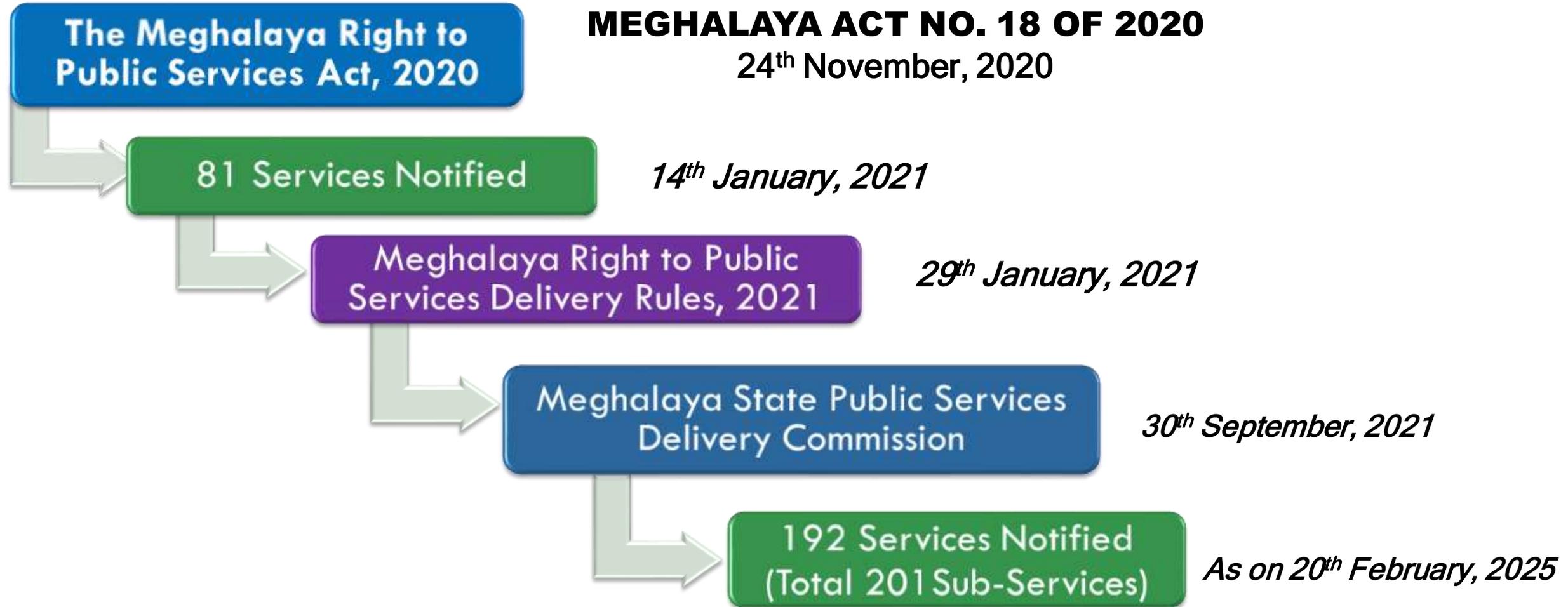
\* **Meghalaya enacted in 2020**

**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 by the Designated Officer within the stipulated time limit.

Provision for First Appeal to the Appellate Authority and Second Appeal 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)



# MSPSDC Portal – Important Milestones

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Sanction from NeGD for developing the MSPSDC Web Portal - Dec 2021



**Hon'ble CM launched MSPSDC Web Portal - 15<sup>th</sup> July 2022**



Services Notified increased from 81 to **192 services** till date **201 sub-services**



Online Public Services increased from 72 to **161 services** till date **38 New**



DARPG sanction to add 250 more online citizen-services - Dec 2024



# MSPSDC Portal – Features ...1

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**The portal serves as a user-friendly interface for both citizens and administrators, providing easy access to essential services and information**



**Provides** for access to services by citizens and delivery & monitoring by officials



Department-wise **categorization** of notified services with detailed information for easy navigation and application



List of Enclosures for each notified service provided for **ease of citizens**



Important **updates** and changes issued by the government are displayed

FAQ

**Dedicated** section for addressing common queries to help users navigate the portal



# MSPSDC Portal – Features contd...2

## Setting the Standard: The Only State with a Dedicated Unified RTPS Portal



Citizens can directly **apply** for online services through the MSPSDC Portal



Facilitates **direct tracking** of application status by the citizens



**Automated SMS and Email alerts** for citizens and officials at every step



Facility for Filing **Online Appeals** and Conducting **Online Hearings**



**Penalty** Mechanisms for services delayed or wrongfully denied



# MSPSDC Portal – Features contd...3

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**Monitors and provides insights into the efficiency and responsiveness of public service delivery**



**Dashboards** for the Chief Minister, Chief Secretary, All Deputy Commissioners in addition to the Commission & Appellate Authority



Two-Step Acknowledgement Process – Issue of [Form I](#) or [Form II](#) within 7-days to avoid repeated objections



Displays the number of visitors to indicate the portal's usage and reach

**2,91,165 visitors as on 19-02-2025**



Essential contact information, helpline number and email for assistance with queries / issues and also obtain citizen feedback



# 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.

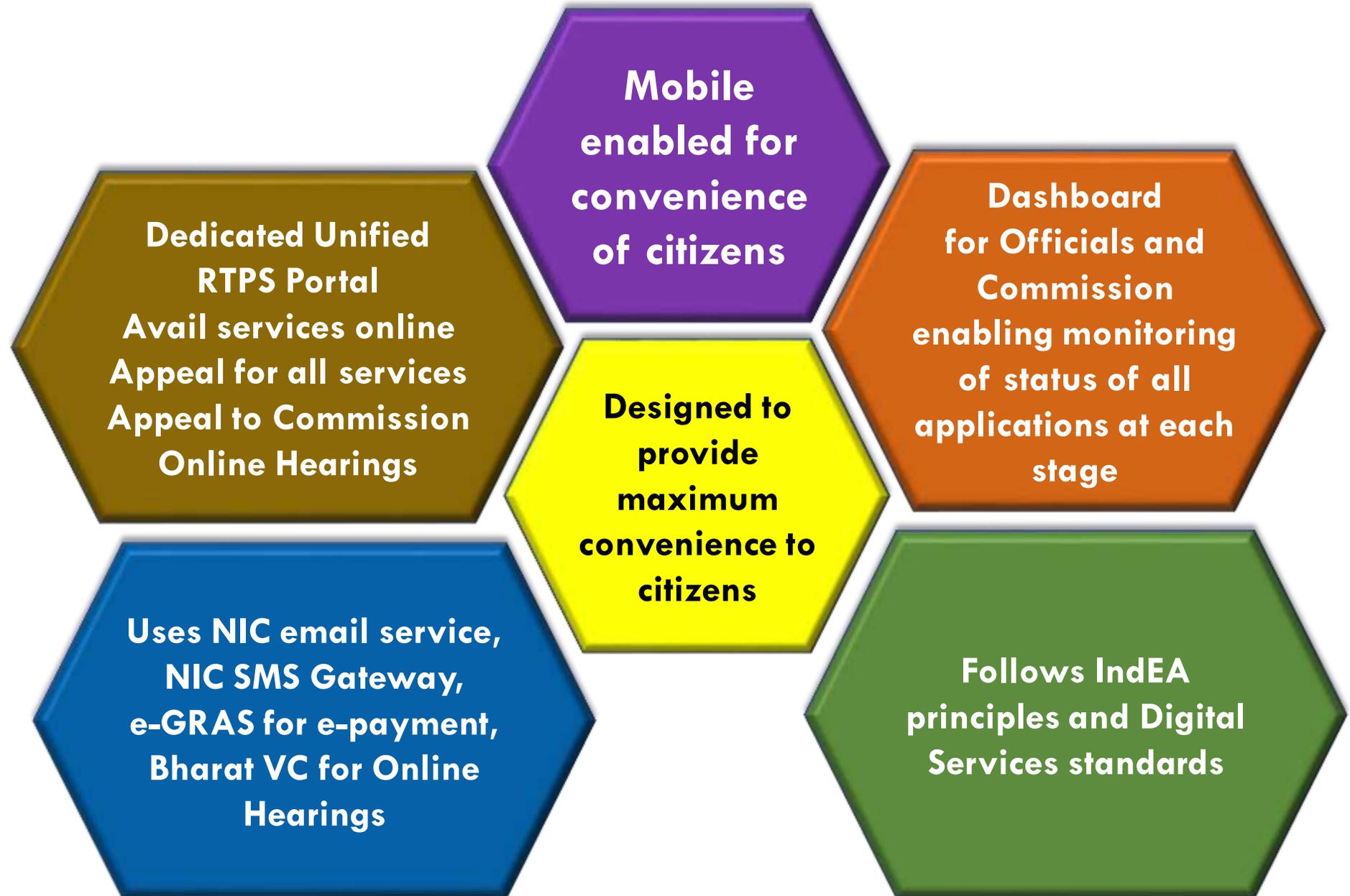
Services Dashboard for the Appellate Authorities with drill down facility for their respective Services.

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



# MSPSDC Integrated Web Portal

Digital Transformation  
in Public Service





# Meghalaya e-Services - **The Challenges**

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## ▶ **Low Volume of existing e-Services in the State**

- ▣ 256 e-services notifiable (201 already notified)

## ▶ **Inadequate Quality of Non- service Plus Services**

- ▣ Only 50% provided through Service Plus

## ▶ **Network Connectivity Issues (GoI)**

- ▣ 809 villages (11%) yet to be covered with Mobile Connectivity
- ▣ 833 villages (12%) yet to be covered with Internet Connectivity

## ▶ **Only 1713 active CSCs (one CSC for every 4-5 villages)**

## ▶ **Limited Digital Literacy among citizens**





# Ongoing Efforts – Addressing Challenges



Adding new online services in the State



Existing offline notified Services to be made online



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

# DARPG Sanction | The Project

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## The Need

- Importance of online services has grown exponentially - no longer just a convenience but a necessity
- Vital to improve and expand online government services to meet the evolving needs of our citizens

## The Plan

Scalable to accommodate demand - Deliver 250 services from offline to online mode

Improve all State e-services to conform to NeSDA / Digital Service Standards

Emphasize on a user-centric approach through improved UI/UX, personalization and user support

Bring all relevant citizen-centric e-services in the State under the purview of the MRTPS Act



Accessibility and  
Convenience  
for citizens to access  
government services

# The Project's Benefits

Time and Cost Savings  
for both the government and  
citizens



Scalability  
to match evolving  
requirements



Inclusivity  
allowing citizens from various  
backgrounds and locations to  
access government services



Data Privacy  
for ensuring security to protect  
citizens' sensitive information

Efficiency and Speed  
to enhance citizen  
satisfaction



Transparency and  
Accountability  
thereby reducing  
opportunities for corruption



# MRTPS –Targets

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1

**September 2025**

- **Increase** State online public services 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**

**THANKYOU**

