



# The Meghalaya Right to Public Services Act, 2020

Meghalaya State Public Services Delivery Commission

M. S. Rao

## Transparency

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



# Right to Public Service Highlights

## Accountability

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

## Responsiveness

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



# THE ACT, RULES & NOTIFICATIONS

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**The Meghalaya Right to Public Services Act, 2020**

**MEGHALAYA ACT NO. 18 OF 2020**  
**24<sup>th</sup> November, 2020**

**81 Services Notified**

**14<sup>th</sup> January, 2021**

**Meghalaya Right to Public Services Delivery Rules, 2021**

**29<sup>th</sup> January, 2021**

**+107 Services Notified  
(Total 188)**

**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)



## 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**



# 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

It is mandatory under the Act to issue Form I & Form II **within 7 days** from the date of receipt of Application



# Delivery of Service

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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

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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**



# 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** 10



# 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



188 Services Notified\*  
across 27 Departments / Offices

\* 196 Sub-Services

Online

151

45

Offline

# Department-wise Number of Services

188

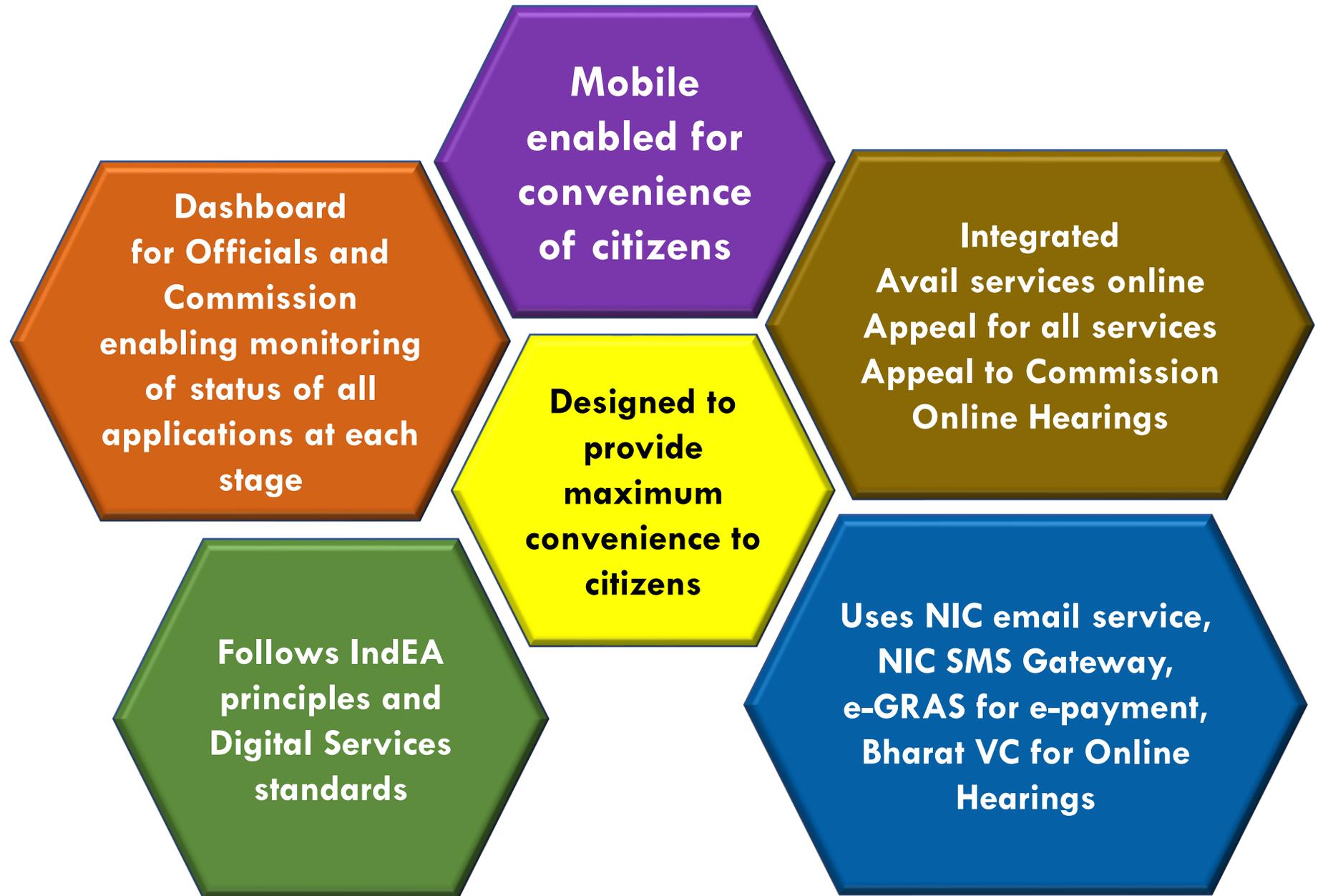
Transport	39
ERTS	27
Labour	30
Health & Family Welfare	9
Home (Police)	8
Forest & Environment	7
Pollution Control Board	7
Urban Affairs	5
Revenue	5
Deputy Commissioner	4
Commissioner of Division	4

Legal Metrology	4
Mining & Geology	4
Home (Political)	3
Public Works	3
Agriculture	3
Education	3
Social Welfare	3
Commerce & Industries	2
Food Civil Supplies & C. A	2
Tourism	2
Registrar of Cooperative Societies	2

AH & Vety	2
Arts & Culture	1
GAD (B)	1
IT & C	1
Inspectorate of Electricity	1
PHE	1
Printing & Stationery	1
Public Grievance	1
Water Resources	1
Housing	1



# MSPSDC Integrated Web Portal



the way  
**FORWARD** 

# MRTPS – Annual Targets

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## March 2024

- **Identify** high volume offline public services (G2C & G2B)
- Notify at least **184** public services (High Volume & NeSDA)
- Increase State online public services to at least **300**
- Provide **single sign on facility** for officials (State services)

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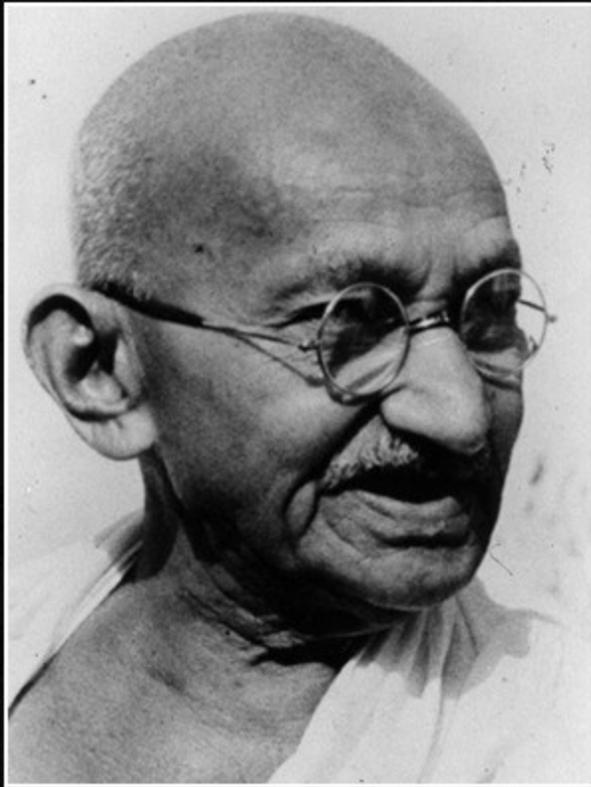
## March 2025

- **Notify all 300** online services under the MRTPS Act
- Increase the State online public services to at least **500**
- Provide **single sign-on** facility for citizens and officials
- Integration of the relevant **Central Public Service Portals**

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## March 2026:

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



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

— *Mahatma Gandhi* —

**Thank you**