



Catalysing Public Service Excellence in Meghalaya

Meghalaya State Public Services Delivery Commission

Background | MRTPS Act, 2020

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 Need

To enable efficient implementation of the MRTPS Act, it is vital to improve and expand online Government Services to meet the evolving needs of our citizens

The Proposal

Scope Highlights

1

Improve all NIC-developed e-services to conform to NeSDA / Digital Service Standards laid down by DARPG /MeitY.

2

Integration of all notified services onto the Commission web portal aiming towards a Unified Portal in future

3

Deliver 250 services from offline to online mode, increasing the State's online services to 500+

4

Integration of the relevant Central Public Service Portals

5

Better UI/UX for the portal

6

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

Scope of the Proposal

- **Enhance and expand** online government services, making them user-friendly, secure, and scalable
- **250 services identified include Targeted Services* and other Online Services****
- **Integration of services** with systems like UPI and Aadhaar for efficient transactions and identity verification
- **Integrate WhatsApp** for status alerts and **implement single sign-on** facilities for officials.
- **Overall Improvement in the monitoring** of the service delivery process

***Targeted Services:** in **Health Services, Social Welfare Programs and Public Distribution Systems**

****Other Online Services** like G2C Communication, Complaint Registration & Redressal, Agricultural Services, Municipal Services, Transport Services, Environmental Services

Financials | Deployment Plan @ NICSI approved Rates

Annexure IV									
DETAILED BUDGETARY REQUIREMENT									
SN	Designation	Qualification	No. of years of Industry experience	Tier - Level	Monthly Cost	No of Resource	Man Months required	Deployment Period	Total Cost of Resources
1	Project Manager	BE +MBA	10	1A - 14	2,86,583	1	6	1st month - 6th month	17,19,497
2	Subject Matter Expert	BE + MBA	10	1A - 12	2,18,349	1	2	1st month - 2nd month	4,36,698
3	Training and Change Management	MBA	10	1A - 12	2,18,349	1	3	4th month - 6th month	6,55,046
4	Developers	BE/ MCA/M.Sc	6	1A - 08	2,45,642	8	5	2nd month - 6th month	98,25,696
5	Process Analyst	MBA	5	1A - 07	1,15,998	4	3	1st month - 3rd month	13,91,974
6	UI Designer	BE	5	1A - 07	1,15,998	2	3	2nd month- 4th month	6,95,987
7	System Architect	BE/ MCA	5	1A - 07	1,15,998	1	3	2nd month - 4th month	3,47,993
8	Systems Admin	BE/ MCA/M.Sc	5	1A - 07	1,15,998	1	3	3rd month - 5th month	3,47,993
9	Quality Tester	BE/ MCA/M.Sc	4	1A - 06	95,528	2	3	4th month - 6th month	5,73,166
10	Database Administrator	BE/ MCA/M.Sc	4	1A - 06	95,528	2	3	3rd month - 5th month	5,73,166
11	Documentation Expert	BE/ MCA/M.Sc	4	1A - 06	95,528	2	2	5th month - 6th month	3,82,110
Total									1,69,49,326
GST									30,50,879
Grand Total									2,00,00,204
Grand Total (Rounded off)									2,00,00,000

Implementation Plan

Project Duration: 6 (six) months from the date of sanction

SN	Department	Month					
		1	2	3	4	5	6
1	Making all offline notified services online	Yellow	Yellow	Yellow	White	White	White
2	Developing new online services	Green	Green	Green	Green	Green	Green
3	Developing access to status of applications from Central Portal	White	Purple	Purple	Purple	Purple	Purple
4	New Dashboard for Services using New Service Plus APIs	White	Pink	Pink	Pink	White	White
5	Testing and deploying in the Meghalaya State Data Centre	White	Yellow	Yellow	Yellow	Yellow	Yellow
6	Fixing Issues related to Security	Light Green					
7	Drill down dashboard for the Commission to show the Pendency Status	White	Brown	Brown	Brown	White	White
8	Dashboard for the Commission and Appellate Authority	White	Brown	Brown	Brown	White	White
9	Single sign-on facility for Officials	White	White	Blue	Blue	Blue	Blue

THANK YOU

