



# The Meghalaya Right to Public Services Act, 2020

Meghalaya State Public Services Delivery Commission

M. S. Rao



# 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

+65 Services Notified  
(Total 146)

*Notified Subsequently*

**Amendments**

*Notified as required*

For details please visit MSPSDC Website:  
<https://mспsdс.meghalaya.gov.in>



# RIGHT TO PUBLIC SERVICES ACT, 2020

Provides for the delivery of notified public services to the citizens within the stipulated time limit.

146\* Services Notified across 29 Departments / Offices.

\* 154 Sub-Services

120 notified services available online and 34 offline (4 DC-level services)

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.



# MEGHALAYA Vs. TOP 5 STATES

## Number of Services Notified

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Rank	State & Enactment Year	Number of Services Notified
1	Karnataka (2012)	1022
2	Haryana (2014)	656
3	Gujarat (2013)	563
4	Delhi (2011)	561
5	Maharashtra (2015)	511
	<b>Meghalaya (2020)</b>	<b>146</b>

In terms of improving delivery of citizen-centric services,  
we still have a long way to go...



# The Responsibility – Section 4, MRTPSA

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Every Designated Officer shall be duty bound to deliver services within the time period as notified.

- The Designated Officer shall display all relevant information about the notified services on the notice board and 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**



# Filing an Appeal – Section 7, MRTPSA

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- A person may file an Appeal with the Appellate Authority within 30 days for any services delayed or rejected.
- 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



# 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**



# Services with DCs as Designated Officer (22)

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SN	Service + SLA	Department / Office
1	Cinematic license & License for Screening a Films (60 days for license 30 days for renewal)	DC Office
2	Income Certificate (14 days / PV-30 days - <b>Offline</b> )	DC Office
3	Issuance of Birth Certificate (14 days) - <b>Offline</b>	DC Office
4	Issuance of Death Certificate (14 days) - <b>Offline</b>	DC Office
5	License for Sale of crackers (60 days)	DC Office
6	Marriage certificate (30 days or 60 days) - <b>Offline</b>	DC Office
7	NOC required for setting up of explosives manufacturing, storage, sale, transport (90 days)	DC Office
8	NOC required for setting up of petroleum, diesel & Naphtha manufacturing, storage, sale transport (60 days)	DC Office
9	Non-encumbrance Certificate (30 days)	DC Office





# Services with DCs as Designated Officer (22)

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SN	Service + SLA	Department / Office
10	Grant of New Arms License (90 days)	Home (Police)
11	Renewal of Arms License (60 days)	Home (Police)
12	Certificate for recruitment in Armed/ Paramilitary/ Police Forces (45 days)	Home (Political)
13	Issuance of Schedule Caste certificate (45 days)	Home (Political)
14	Issuance of Schedule Tribe certificate (30 days)	Home (Political)
15	Permanent Resident Certificate	Home (Political)
16	Permission for Events (5 days)	Home (Political)



# Services with DCs as Designated Officer (22)

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SN	Service + SLA	Department / Office
17	Claim of Ration Card for PHH/AAY and NON-NFSA (30 days)	Food & Civil Supplies & CA
18	Grant of License for 'Fair License for Fair Price Shops' under the relevant act and its renewal	Food & Civil Supplies & CA
19	Register of Deeds (30 days)	Revenue & Disaster Management
20	Measurement/ Demarcation of Land (106 days → <b>60 days</b> )	Revenue & Disaster Management
21	Mutation in undisputed cases/ Deletion- Inclusion/Renewal (6 months → <b>30 days</b> )	Revenue & Disaster Management
22	Recommendation of License of Bottling Plant, Distillery, Breweries, Retail / Wholesale, Shops for liquor at Districts (120 days → <b>90 days</b> )	ERTS



# Services with DCs as Appellate Authority (7)

SN	Service + SLA	Department / Office
1	Income Certificate (14 days / PV - 30 days - <b>Offline</b> )	DC Office
2	Issuance of Birth Certificate (14 days) - <b>Offline</b>	DC Office
3	Issuance of Death Certificate (14 days) - <b>Offline</b>	DC Office
4	Non-encumbrance Certificate (30 days)	DC Office
5	Recommendation for Export Permit of liquor (spirit, foreign liquor, etc) (7 days)	ERTS
6	Transit Permit of Liquor by individual (3 days)	ERTS
7	Import Permit of liquor (Spirit, Foreign Liquor, etc) for retail licenses) (7 days)	ERTS



# Offline Services under the DC Office

- 1. Registration of Marriage under the Meghalaya Compulsory Registration of Marriage Act, 2012**
- 2. Income Certificate with Police Verification**
- 3. Application for Birth and Death Certificate from the following Municipal Boards:**
  - i. East Garo Hills District, Williamnagar**
  - ii. South Garo Hills District, Baghmara**
  - iii. West Khasi Hills District, Nongstoin**
  - iv. West Jaintia Hills District, Jowai**
  - v. Ri- Bhoi District, Nongpoh**



# Identified e-Services proposed to be Notified High Volume & NeSDA

FY 2023-24 State Target: 188 Services (86)

## Services related to DC Office

1. Application for cancellation of license / deletion of firearms from the license
2. Application Form B-2 for permission to sell firearm or ammunition
3. Application Form B-2 for Permission to transfer firearm or ammunition
4. Registration of Weapons dealers / sellers
5. Senior Citizen Certificate
6. Appointment for Registrations under Indian Registrations Act



# Other e-Services of DC Office yet to be Notified

## Services related to DC Office\*

1. Appointment with SRO for Land Registration
2. Change of Address in Ration Card
3. Grant of License for Fair Price Shop
4. Inclusion of names in Ration Card
5. Registration of Societies (District level)
6. Registration of Cyber Cafe under Meghalaya Cyber Cafe Rule 2012
7. Residence Certificate
8. Retailer Permit (for Canteens)
9. Temporary License for Possession and Sale of Fire Crackers during Festivals Rule No 84 of Explosives Rules 2008

**\* Total e-services provided by NIC for DC Office = 34**



# Log-in for Appellate Authority & Designated Officer

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## Log-in Procedure

- 1. Login in to the MSPSDC portal <https://mспsdс.meghalaya.gov.in> with the Username and Password shared.**
- 2. Update your details such as your Designation, Mobile Number, Email-Address etc and change your Login Password**

### Note:

**Instructions Manual to assist you has been emailed and also available online in the Commissions' Website**


## Features

- Monitor the status of online applications and appeals received for Notified Services under the Act.**
- Receive email alerts for applications that are pending beyond the stipulated time**



# Steps to be taken by DCs (1)

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1. Encourage citizens to use the Commission's Portal to apply for notified services as it **facilitates tracking of status by citizens and monitoring by officials.** ([Provide a link to MSPSDC Portal](#))
  2. Sensitize all Designated Officers (DOs) on the MRTPS Act, 2020 and notified services under the Act.
  3. Ensure that all DOs use the Commissions' Portal to monitor applications for notified services for disposal.
  4. Ensure timely delivery of services to all.





## Steps to be taken by DCs (2)

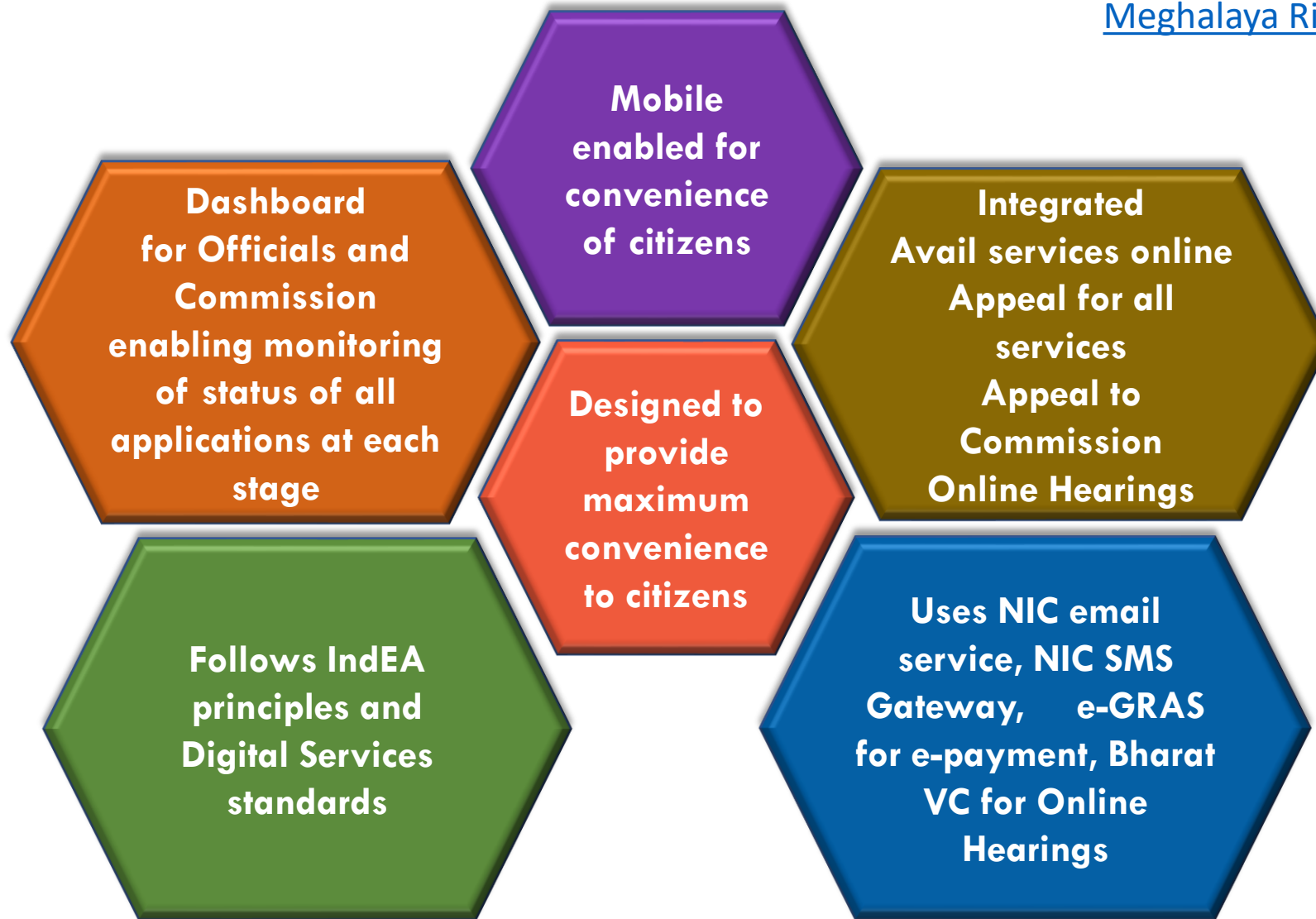
17

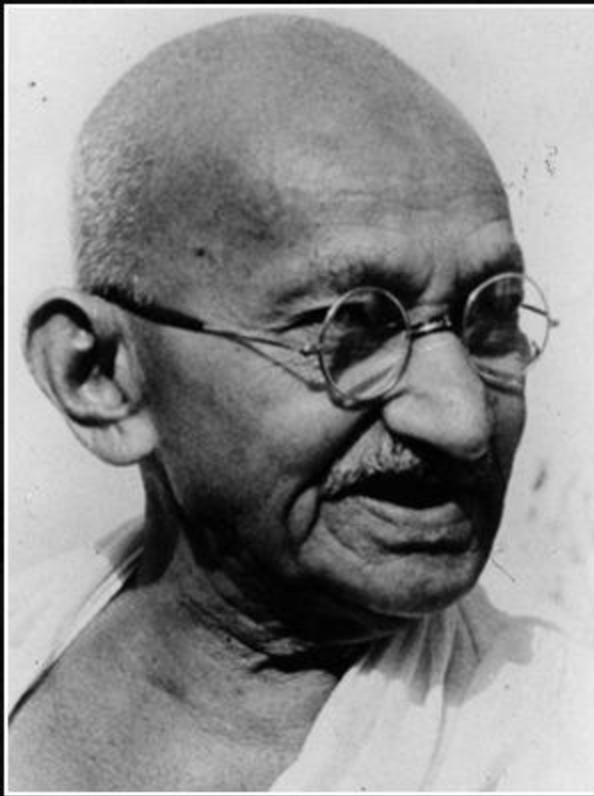
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5. Use the Commissions' Portal to monitor service delivery of notified services as Appellate Authorities (AAs).
  6. Facilitate early notification of the identified high volume online citizen services under the Act in coordination with Administrative Department.
  7. Identify offline services to be notified under the Act and write to SIO NIC to make them online services with a copy to the Commission.



# MSPSDC Portal

Meghalaya Right To Public Service Act





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

— *Mahatma Gandhi* —

**Thank you**