



# Meghalaya Right to Public Services Act, 2020



# 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)

# Progress Report

## Right to Public Services Act, 2020



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



**2** Review Meetings held by the Chief Secretary



**1** Orientation Meeting held & **5** VCs scheduled with DCs & SDOs



Notified Public Services increased from 81 to **147 services**



Online Public Services increased from 72 to **122 services**



**2** Intensive Publicity Campaigns through FM, AIR & Newspaper & Social Media Handles



147 Services Notified\*  
across 29 Departments / Offices

\* 155 Sub-Services

Online

**122**

**33**

Offline

# Department-wise Number of Services

147

Transport Commissioner	38
Deputy Commissioner	20
ERTS Department	11
Forest & Environment	8
Health & Family Welfare	8
Pollution Control Board	7
Commissioner of Taxes	6
Labour Commissioner	6
Boilers & Factories	5
Urban Affairs	5






Legal Metrology	4
Mining & Geology	3
Public Works Department	3
Agriculture	3
Directorate of Employment	3
Education Department	2
Fire & Emergency Services	2
Food Civil Supplies & C. A	1
Commissioner of Food Safety	1
Registrar of Cooperative Societies	1

Arts & Culture	1
Directorate of Tourism	1
GAD (B)	1
IT & C	1
Inspectorate of Electricity	1
Employment Exchange	1
PHE Department	1
Public Grievance	1
Social Welfare	1
Transport Department	1

# Review Meetings by CS

## Immediate Action Items

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ACTION POINT	Status
<b><u>ACTION 1:</u></b> To enhance the number of services to be notified under the purview of the MRTPS Act, 2020	 <u>Target to notify 184 identified e-Services</u>
<b><u>ACTION 2:</u></b> Making the Offline Notified Services to Online mode	 <u>33 Notified Services to be made online</u>
<b><u>ACTION 3:</u></b> Signing of MoU with Banks and enabling UPI in eGRAS.	 <u>Pending implementation</u>
<b><u>ACTION 4:</u></b> Departments/ Offices to revisit the timelines on Notified Services with unduly long SLAs	 <u>5 more Services with unduly long SLAs</u>
<b><u>ACTION 5:</u></b> Amendments and Corrigendum	 <u>Personnel ARC Department to issue</u>

# Identified e-Services proposed to be Notified

DEPARTMENT / OFFICE	SERVICE & VOLUME	
<b>MBOCWWB (12)</b> <b>Labour Department</b>	1. Registration of the Building and Construction Worker 2. Scholarship Benefit Application 3. Maternity Benefit 4. Marriage Assistance 5. Medical Benefit 6. Cash Award	7. Welfare Pension 8. Disability Pension 9. Family Pension 10. Death Benefit 11. Instrument Grant 12. Funeral Benefit
<b>ERTS (9)</b> <b>Excise</b>	13. Export Permit for Beer 14. Export Permit for IMFL 15. Import Permit (Zero IPF) 16. Import Permit	17. Export Permit for ENA Outside State 18. Export Permit for ENA Within State 19. Export Permit for ENA (Overseas) 20. Export Permit for Beer (Overseas) 21. Retailer permits for canteens
<b>Community &amp; Rural Development (4)</b>	22. Indira Gandhi National Old Age Pension Scheme (IGNOAPS) 23. Indira Gandhi National Widow Pension Scheme (IGNWPS) 24. Indira Gandhi National Disability Pension Scheme (IGNDPS) 25. National Family Benefits Scheme (NFBS)	
<b>Taxation (2)</b>	26. Online Returns under VAT/CST 27. E-Amendment of Dealer Registration	

# Mandatory e-services in NeSDA proposed to be Notified

DEPARTMENT / OFFICE	SERVICE
<b>Deputy Commissioner (4) Home (Police) Department</b>	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
<b>Education (2)</b>	5. Online application for Scholarship 6. Scholarships for students
<b>Health and Family Welfare (2)</b>	7. Patient Registration 8. Online Registration System for OPD Appointment
<b>Tourism (1)</b>	9. Registration of Hotels Guest houses/ tourist Accommodation units/ etc.
<b>ERTS (1) Registration</b>	10. Appointment for Registrations under Indian Registration Act

**Total Services that can be notified immediately**

$$(147 + 27 + 10) = 184$$



# 33 Offline Notified Services

## Application Forms Available (12)

SERVICE	DEPARTMENT / OFFICE
1. Mining lease / Composite License / Non-exclusive Reconnaissance Permit 2. Mining Lease for Minor Minerals 3. Quarry Permit for Minor Minerals	Mining and Geology
4. Transit Permit of Liquor by Individual 5. Permission for Temporary Bar License 6. Recommendation for Temporary Bar License	ERTS
7. Registration under State Cinema Regulations/Rules	GAD
8. Permission for Movie Shooting related to State Protected Monument	Arts & Culture
9. Construction Permit	Urban Affairs
10. Pregnant Women assistance (including Benefit transfers)	Social Welfare
11. NOC for field survey and investigation work for Hydro Project	Forest & Environment
12. PMJAY State Health Card ( <a href="#">Partially online</a> )	MHIS

# 33 Offline Notified Services

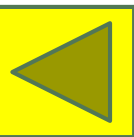
## Application Forms Pending (21)

SERVICE	DEPARTMENT / OFFICE
13. Mining Lease for Minor Minerals for uses other than in industry under Schedule III of MMMCR, 2016	Forest & Environment
14. Quarry permits for Minor Minerals for uses other than in industry under Schedule III of MMMCR, 2016	
15. Permission for tree felling under the Meghalaya Tree (Preservation) Act	
16. Marriage Certificate: Registration of Marriage under the Meghalaya Compulsory Registration of Marriage Act, 2012	DC/ SDO (Civil)
17. Income Certificate with Police Verification	
18. Birth Certificate	Director of Health Services (MCH)
19. Death Certificate	
20. Employer Registration (under CNV Act)	Directorate of Employment & Craftsmen Training
21. Farm Mechanization	Agriculture

# 33 Offline Notified Services

## Application Forms Pending (21)

SERVICE	DEPARTMENT / OFFICE
22. Change of Name in Driving License 23. Endorsement to drive in hill region 24. Issuance of 3 states AITP (CMV Rules 82-85) 25. Issuance of Driving School License 26. Issuance of Duplicate Permit 27. Issuance of Special Permit 28. Permit Restore 29. Permit Surrender (Cancellation/ Replacement of Vehicle) 30. Re-assignment of Registration No (RMA) 31. Renewal of 3 states AITP (CMV Rules 82-85) 32. Retention of Registration No. 33. Surrender of COV(s)/PSV Badge(S)	Commissioner of Transport



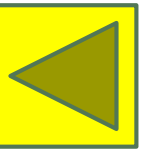
# UPI-enabled DIGITAL PAYMENT through e-GRAS

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- MoUs signed with Bank of Baroda, Yes Bank & IDFC
- MoU with HDFC, Axis & ICICI Banks pending
- SBI to be also onboarded after addressing the deficiencies identified during previous onboarding



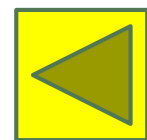
**UPI needs to be operationalized in eGRAS on priority**



# Services with unduly Long SLAs > 90 days

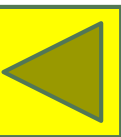


SERVICE	DEPARTMENT / OFFICE	TIMELINE
1. Mining Lease for minor minerals under Scheduled II of MMMCR, 2016	Mining & Geology	180 days
2. Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974.	Meghalaya State Pollution Control Board	120 days
3. Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974.	Meghalaya State Pollution Control Board	120 days
4. Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016.	Meghalaya State Pollution Control Board	120 days
5. Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012).	Meghalaya State Pollution Control Board	120 days



# Amendments & Corrigendum

Notification & Service	Amendment / Corrigendum Required
1. Mutation in undisputed cases / Deletion - Inclusion / Renewal (02)	<b>Revision of Timeline from 180 to 30 days</b>
2. Recommendation of License of Bottling Plant, Distillery, Breweries, Retail / Wholesale, Shops for Liquor at district (37)	<b>Revision of Timeline from 120 to 90 days</b>
3. Measurement / Demarcation of Land (75)	<b>Revision of Timeline from 106 to 60 days</b>
4. Telecom Infrastructure Approval (81)	<b>Insertion of sub-services as requested by IT Department</b>
5. e-Payment of tax for IMFL products, HSD & Petroal (07)	<b>Deletion</b>
6. Amendment of Rule 7: Timeline for Issue of Form I & II	<b>Amendment Pending</b>
7. Permission for installation / erection of boiler	<b>New services to be notified as requested by Chief Inspector of Boilers &amp; Factories</b>



# Review Meetings with CS

## Identifying High-Volume Offline Services

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### ACTION POINT

Departments/ Offices to furnish the details of high volume offline citizen services (**G2C & G2B**) along with their timelines to be notified under the MRTPS Act, 2020

### STATUS

**Departments yet to identify High Volume Offline Public Services to be notified under the Act.**

# Central Services - Integration with State Portal

Ministry	Number of Services
Ministry of Road Transport & Highways	27
Ministry of Environment, Forest and Climate Change	02
Department of Land Resources	02
Ministry of Home Affairs	02
Department of Telecommunications	01
Ministry of Agriculture and Farmers Welfare	01
Ministry of Health & Family Welfare	01
<b>TOTAL</b>	<b>36</b>



# MEGHALAYA Vs. TOP 5 STATES

## Number of Services Notified

Rank	State	Number of Services Notified
1	Karnataka (2012)	1181
2	Jammu & Kashmir (2011)	1028
3	Haryana (2014)	656
4	Gujarat (2013)	563
5	Delhi (2011)	561
	<b>Meghalaya (2020)</b>	<b>147</b>

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

the way  
**FORWARD** 

# MRTPS – Annual Targets

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1

## 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)

2

## 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**

3

## March 2026:

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

# Way Forward 1

20

## ALL DEPARTMENTS

1. Identify high volume offline public services immediately and notify the services under the Act through the Personnel ARC Department
2. Notified offline public services to be made online at the earliest
3. Initiate steps to notify all online public services under the Act
4. Review SLAs to make them more citizen-friendly
5. Deliver timely-services to all

# Way Forward 2

21

## ADMINISTRATIVE DEPARTMENT

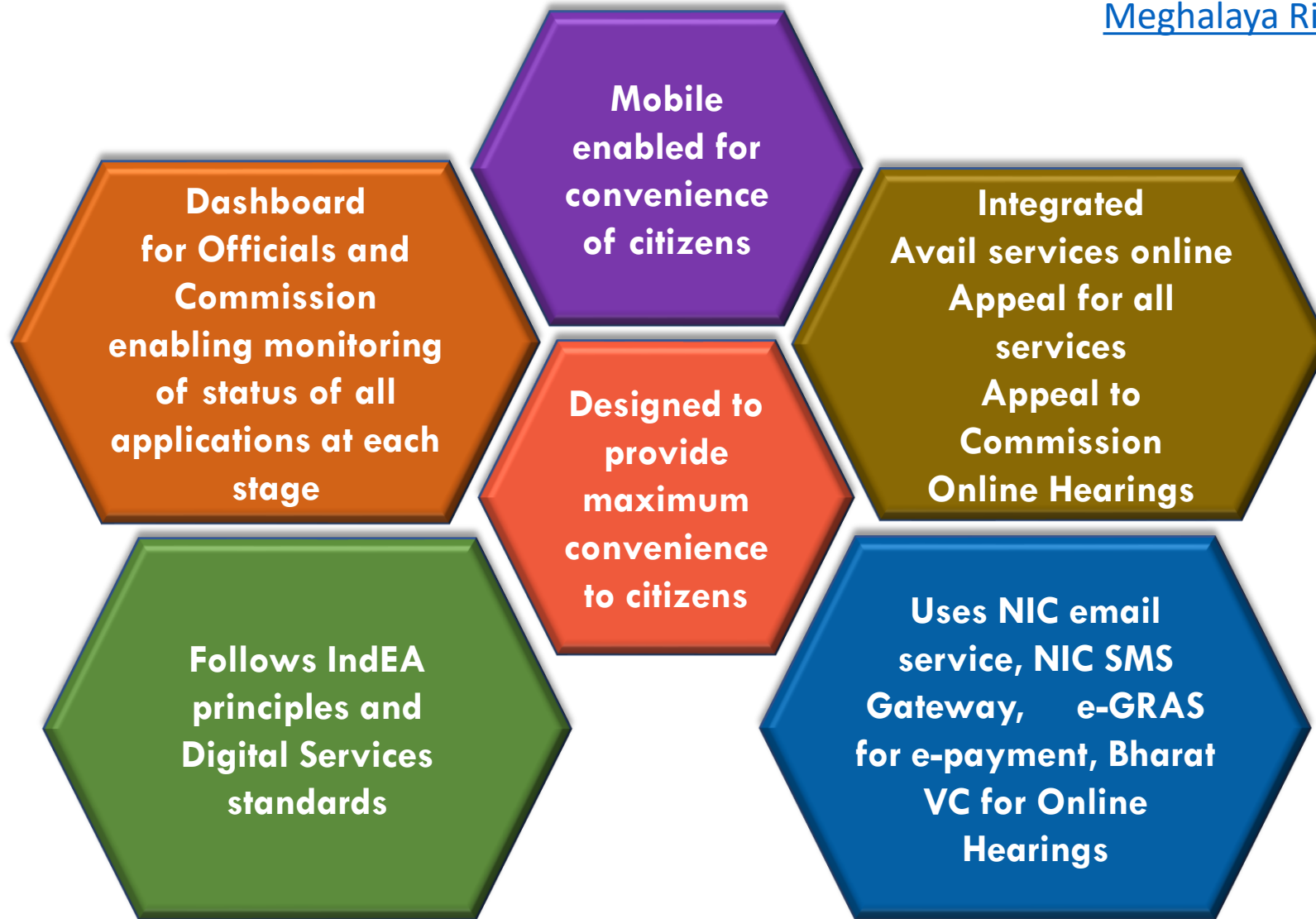
1. Liaise with Departments / Offices to bring more services under the purview of the Act
2. Liaise with Finance Department to operationalize UPI Payments facility in eGRAS
3. Coordinate with Departments / Offices to set citizen-friendly SLAs for services
4. Issue Amendments and Corrigendum
5. Notify services under the Act

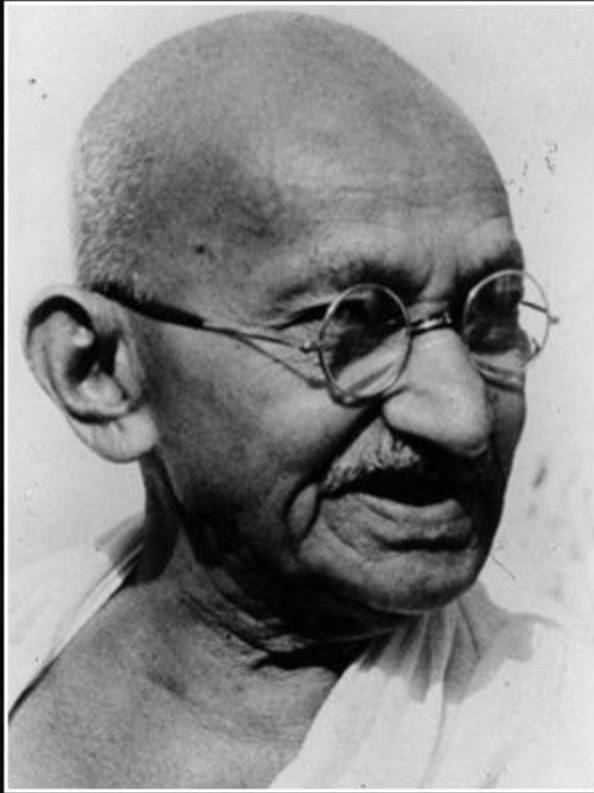
# Way Forward 3

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## THE COMMISSION

1. Liaise with NIC and Departments to make all notified public services online
2. Increase the number of online public services to 500 with assistance of DARPG & NICSI
3. Coordinate with NIC & NICSI to provide single sign-on facility for citizens and officials
4. Facilitate capacity building of officials across the State
5. Conduct more Mass Awareness programmes on the rights of citizens as per the MRTPS Act, 2020





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

— *Mahatma Gandhi* —

Thank you