



Meghalaya Right to Public Services Act, 2020

2023



THE ACT, RULES & NOTIFICATIONS

The Meghalaya Right to Public Services Act, 2020

MEGHALAYA ACT NO. 18 OF 2020

24th November, 2020

81 Services Notified

14th January, 2021

Meghalaya Right to Public Services Delivery Rules, 2021

29th January, 2021

**+66 Services Notified
(Total 147)**

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)



147 Services Notified*
across 29 Departments / Offices

* 155 Sub-Services

Online

121

34*

Offline

*1 to be deleted (Instant)

Department-wise Number of Services

147

Transport Commissioner	39
ERTS Department	17
Labour	11
Health & Family Welfare	9
Forest & Environment	8
Pollution Control Board	7
Home (Political)	5
Boilers & Factories	5
Urban Affairs	5

Commissioner of Division	4
Deputy Commissioners	4
Home (Police)	4
Legal Metrology	4
Revenue & Disaster Mngt	4
Mining & Geology	3
Public Works Department	3
Agriculture	3
Education Department	2
Food Civil Supplies & C. A	2

Registrar of Coop Societies	1
Inspectorate of Electricity	1
Arts & Culture	1
GAD (B)	1
IT & C	1
PHE Department	1
Public Grievance	1
Social Welfare	1
Tourism	1

33 Offline Notified Services

Application Forms Available

12

SERVICE	DEPARTMENT / OFFICE
<ol style="list-style-type: none"> 1. Mining lease / Composite License / Non-exclusive Reconnaissance Permit 2. Mining Lease for Minor Minerals 3. Quarry Permit for Minor Minerals 	Mining and Geology
<ol style="list-style-type: none"> 4. Transit Permit of Liquor by Individual 5. Permission for Temporary Bar License 6. Recommendation for Temporary Bar License 	ERTS
<ol style="list-style-type: none"> 7. Registration under State Cinema Regulations/Rules 	GAD
<ol style="list-style-type: none"> 8. Permission for Movie Shooting related to State Protected Monument 	Arts & Culture
<ol style="list-style-type: none"> 9. Construction Permit 	Urban Affairs
<ol style="list-style-type: none"> 10. Pregnant Women assistance (including Benefit transfers) 	Social Welfare
<ol style="list-style-type: none"> 11. NOC for field survey and investigation work for Hydro Project 	Forest & Environment
<ol style="list-style-type: none"> 12. PMJAY State Health Card (Partially online) 	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

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



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.



Display of Information

**Total number of Services
under MRTPS Act, 2020 = 146***

* CPGRAMS not included

56

relevant information displayed in MSPSDC Portal

90

relevant information yet to be displayed in any Portal

Departments yet to Display Information

90

Transport	36 (13)
Excise Registration Taxes & Stamps	14 (3)
Labour	9 (1)
Meghalaya State Pollution Control Board	7 (0)
Health & Family Welfare	5 (3)
Forest & Environment	4 (3)
Mining & Geology	3 (3)
Urban Affairs	3 (1)

Agriculture	2 (1)
Home (Police)	2 (0)
Legal Metrology	2 (0)

Arts & Culture	(1)
GAD (B)	(1)
Social Welfare	(1)

ONLINE - 61

OFFLINE - 29



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

Currently, Form I & Form II are not being issued by DOs though it is mandatory under the Act.



Form I – the Gist

I hereby acknowledge your application referred above.

The Unique Identification Number for the Application is _____.

The application along with all the documents have been submitted complete in all aspects and the time limit notified for providing such service is _____ days from the date of issue of this acknowledgement form.

Place :

Date :

Yours sincerely,

(Designated Officer / Authorised Officer)
(Office Seal)



Form II – the Gist

The following defects in the application may be rectified, urgently:
(Specify defects, if any)

(1)

(2)

(3)

The following required documents may please be submitted immediately: -

(1)

(2)

(3)

Place :

Date :

Please note that the stipulated time limit for the above service as notified under sub-section (2) of Section 3 of the Meghalaya Right to Public Service shall start from the date on which the application is received complete in all respects by the Designated Officer.

Yours sincerely,

(Designated Officer / Authorised Officer)
(Office Seal)



Notified Services

Form I & Form II Available



Agriculture & Farmers' Welfare (1)

1. Registration of Farmers and Issuance of Farmer ID Card

Commissioner of Division (4)

2. Cinematograph License and License for Screening a Film (as applicable)
3. License for Sale of Crackers
4. NOC required for setting up of explosives manufacturing, storage, sale, transport
5. NOC required for setting up of petroleum, diesel & Naphtha manufacturing, storage, sale transport

Deputy Commissioner (2)

6. Registration of Societies - District Level
7. Senior Citizen Certificate



Notified Services

Form I & Form II Available



Excise Registration Taxes & Stamps (5)

8. Recommendation for Grant of License by Commissioner Office
9. Recommendation of License of Bottling Plant, Distillery, Breweries, Retail / Wholesale, Shops for Liquor at district.
10. State Excise - Label Registration.
11. Registration of Partnership Firms
12. Registration of Societies - State Level

Forest & Environment (2)

13. Issue of Non - Forest Land Certificate
14. Permission for tree felling under the Meghalaya Tree Felling (Non-Forest Areas) Rules



Notified Services

Form I & Form II Available



Health & Family Welfare (5)

15. Granting and Renewal of Drug Manufacturing License
16. Granting and renewal of Retails Drug License
17. Granting and renewal of Wholesale Drug License
18. Registration under “The Meghalaya Nursing Homes (Licensing and Registration), Act 1993 and the Meghalaya Nursing Home (Licensing and Registration Rules 2015”
19. Registration under PC&PNDT Act, 1994 (Amended, 2003) (For 5 years) & its Renewal

Home (Police) (2)

20. Grant of Fire Safety Certificate
21. NOC from Fire Department (prior to commencement of construction activities)



Notified Services

Form I & Form II Available



Labour (11)

22. Approval of plan and permission to construct/extend/or take into use any building as a factory
23. License for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
24. Registration and Grant of Certificate for Boilers under the Boilers Act, 1923
25. Registration and Grant of Factories License
26. Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979
27. Registration under Meghalaya Shops and Establishment Act, 2003
28. Registration/Renewal of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
29. Registration/Renewal under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996
30. Renewal of Certificate for Boilers under the Boilers Act, 1923
31. Renewal of Factory License
32. Registration and Licensing - Motor Transport Workers Act



Notified Services

Form I & Form II Available



Legal Metrology (4)

- 33. Issue of Fresh Licenses of Manufacturer, Dealer, Repairer in weights and measures
- 34. Issue of Verification and reverification Certificate of in weights and measures
- 35. Registration of Manufacturer in weights and measures
- 36. Renewal of Licenses of Manufacturers in weights and measures

PWD (3)

- 37. Registration of Contractors for works and services (Buildings)
- 38. Registration of Contractors for works and services (Roads)
- 39. Road Cutting Permission.

Water Resources (1)

- 40. Certificate of non-availability of water from water supply agency required for NoC for water abstraction from Relevant Authority



Notified Services

Form I & Form II Available



Revenue & Disaster Management (2)

- 41. Measurement / Demarcation of Land
- 42. Non-encumbrance

Meghalaya State Pollution Control Board (5)

- 43. Authorization under Bio Medical Wastes (Management and Handling) Rules 2016
- 44. Authorization under Solid-Wastes (Processing, recycling, treatment and disposal of solid waste) Rules 2016
- 45. Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016.
- 46. Registration/ Renewal under Plastic Waste (Management and Handling) Rules, 2011
- 47. Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012).



Notified Services

Form I & Form II Available



Registrar of Cooperative Societies (1)

48. Registration of Cooperative Society

Tourism (1)

49. Travel Agency / Tour Operator (Registration and Renewal)

Inspectorate of Electricity (1)

50. NOC for Installation DG Set

Food Civil Supplies & Consumer Affairs (1)

51. Grant of license for Fair Price Shops under the relevant act and its renewal



Notified Services

Form I & Form II Available



Education (2)

- 52. NoC for setting up CBSE School
- 53. Registration of schools under Right to Education

Urban Affairs (4)

- 54. Business License and Renewal thereof by Shillong Municipal Board
- 55. Obtaining Water Connection from Shillong Municipal Board
- 56. Birth Certificate (Birth Registration)
- 57. Issuance of Death Certificate



Notified Services Pending Incorporation of Form I & Form II – In Progress Phase I



24

1. Certificate for Recruitment in Armed/ Paramilitary/ Police Forces
2. Income Certificate (Without Police Verification)
3. Issuance of Schedule Tribe Certificate
4. Issuance of Schedule Caste Certificate
5. Permanent Residence Certificate (PRC)
6. Permission for Public Events
7. Registration of marriage the Special Marriage Act, 1954



Notified Services Pending Incorporation of Form I & Form II – In Progress Phase II



25

Department	Number of Services
Transport	39
Excise Registration Taxes & Stamps	8
Labour	4
Agriculture	2
Forest & Environment	2
Health & Family Welfare	2
Home (Police)	2
Meghalaya State Pollution Control Board	2
Revenue & Disaster Management	2
Food Civil Supplies & Consumer Affairs	1
Home (Political)	1
Information Technology & Communications	1
Social Welfare	1



Delivery of Service

26

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

29

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** with meaning of Section 193 and 228; IPC
4. Deemed a **Civil Court** for the purpose of Section 345 and 346; CCP, 1973



“No civil court shall have jurisdiction to settle, decide or deal with any question or to determine any matter which is by or under this Act required to be settled, decided or dealt with or to be determined by the State Public Service Delivery Commission”.



Penal Provisions

30

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



Case Study

The Application

Date	Action	Remarks
07.08.2023	Application submitted by 20 year old Applicant	Submitted: 1. Birth Certificate 2. Self EPIC 3. Guardian EPIC
03.10.2023	Applicant asked to furnish additional documents	1. No Objection from Clan 2. ST from other State
04.10.2023	Applicant furnished additional documents	1. No Objection from Uncle 2. Certificate from village Gram Sorder
04.10.2023	Application rejected by DO	Order: “Kindly apply with proper supporting proofs”



Furnished Documents Vs Requirement as per e-District Portal

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SN	Documents Required	Remarks	Furnished (Yes / No)
1	Birth Certificate	SSLC Admit Card, Other Birth Proof (These docs may be accepted if born before 1989)	Yes
2	Residential Proof	EPIC/Voter's Card, Electricity Bill, Patta, Ration Card or any other	Yes
3	Self/Parent/Guardian EPIC Card		Yes
4	ST Certificate of Parent/Siblings	Mandatory only for children below 18 years	NA
5	NOC from clan	Mandatory only in case of mixed marriage (of parents)	NA
6	Court Order/Registered Adoption Deed	Mandatory only in case of adopted child	NA
7	ST Proof of either parent	Mandatory in case the parents have obtained ST proof from other State	NA

The First Appeal

Service Name: Issuance of Schedule Tribe Certificate

Designated Officer: Deputy Comissioner North Garo Hills

Appeal Ground: Public services not provided within stipulated time

Relief Sought: I want to know why it is being delayed to issue the certificate.

Other information necessary for filling appeal:

Identification Proof: [View](#)

List of Supporting document to avail the service:

[View Document](#)

Hearing Type : Online

FORM I: [View](#)

View Application Details : [View](#)



Date File: 13th September, 2023

Date Disposed: 11th October, 2023

ORDER

Mandatory documents are not submitted hence, rejected. DC May ask applicant to reapply with correct documents.

The Second Appeal

Second Appeal

Appeal Ground: Aggrieved by decision of the Appellate Authority

Relief Sought-II: I want my application to recheck and issue me the ST Certificate.

Other information necessary for filling appeal-II: My application was unfairly rejected by the issuing authority. They asked me to submit the No Objection Certificate from Clan which is only required in case the applicant is married but I am unmarried man. The authority also asked me to submit my parent's ST Certificate from other State but both my parents was from the state of Meghalaya only. For further processing I had no option but to submit these document anyway. So I had submitted the NOC signed by my uncle and Certification from my village Solder/Headman.

Additional Document:

[View Document](#)

Date File: 18th October, 2023

Date Processed: 25th October, 2023



The Commissions' Interim Order

Issued Direction To Designated Officer:

1

Prima facie, the contention of the Appellant seems to be correct. Clan certificate is mandatory only for mixed marriage which does not apply in his case. ST Proof of other State also does not apply in his case.

2

In your remarks for rejection, you have not specified the document(s) that the applicant needs to provide in addition to the documents already furnished by him. Hence your rejection seems to be prima facie incorrect.

3

You are hereby directed to furnish your comments on the Appeal made by the applicant to the Commission on or before 30th October 2023 (Monday).



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
	Meghalaya (2020)	147

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



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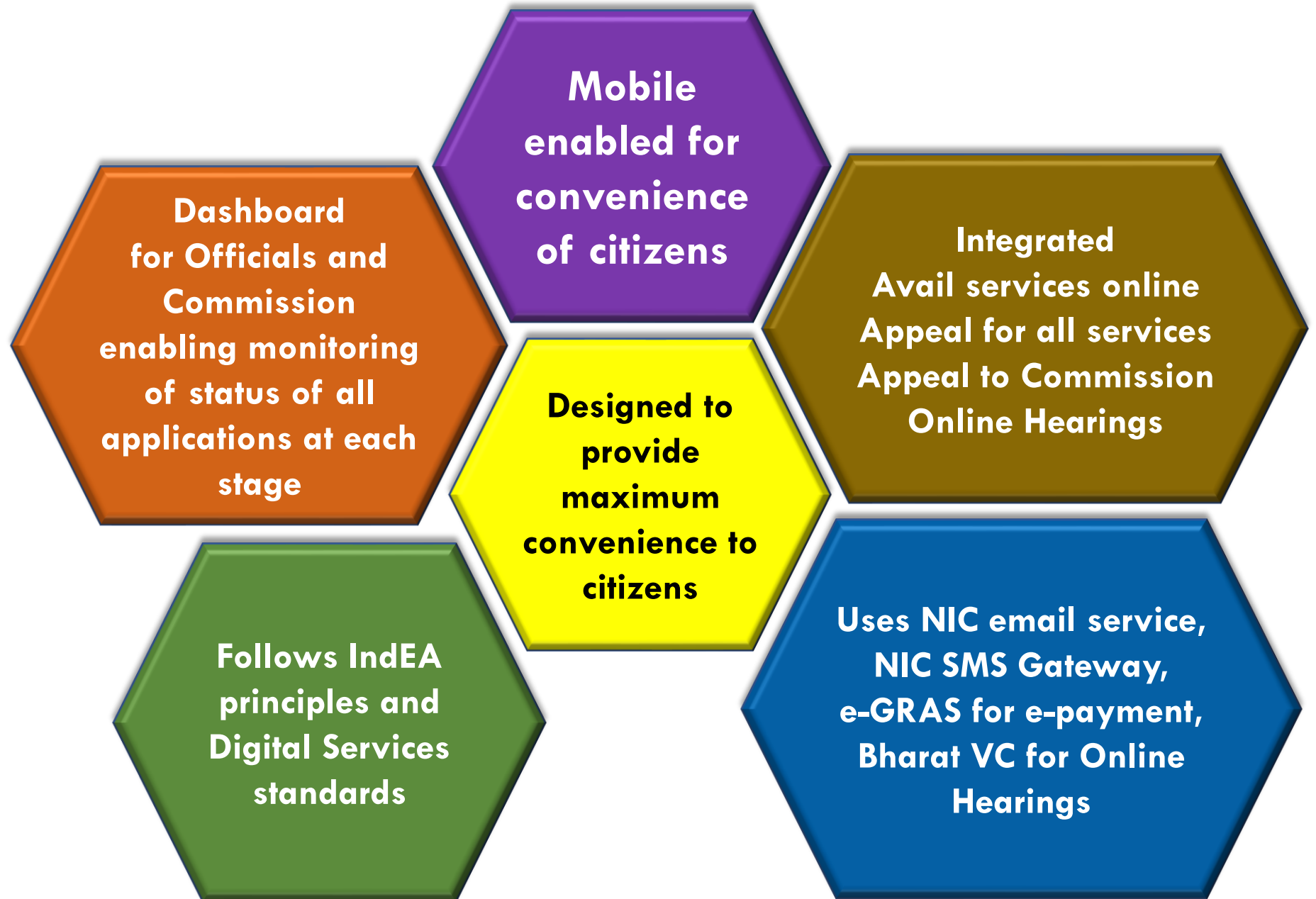
Way Forward for Departments

38

1. Initiate steps to notify all online public services under the Act
2. Identify high volume offline public services **(G2C & G2B)** immediately and notify the services under the Act through the Personnel ARC Department
3. Provide Application Forms for notified offline public services
4. Notified offline public services to be made online at the earliest
5. Review SLAs to make them more citizen-friendly
6. Deliver timely-services to all
7. Provide information for display of relevant information for the notified services



MSPSDC Integrated Web Portal



Contact persons

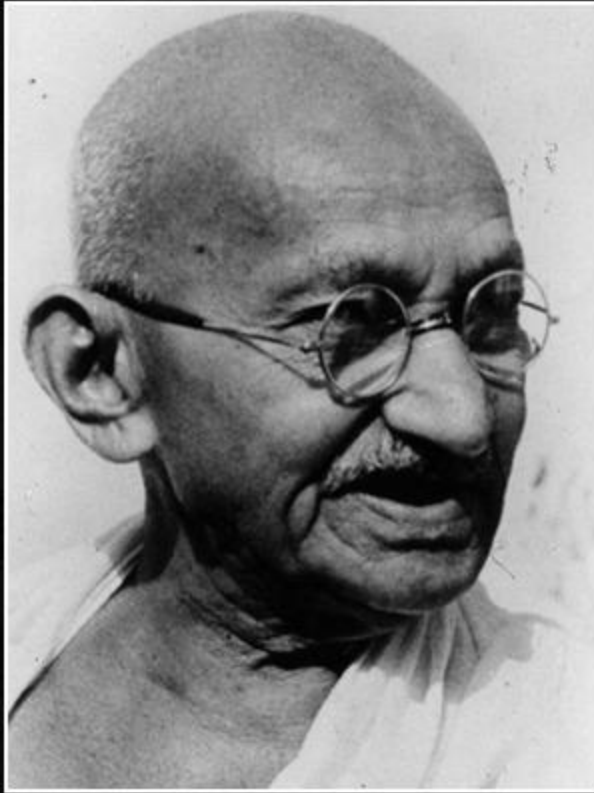
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NIC

- Shri. Aiborlang Wanswett,
Technical Director
Ph: +91 943 610 7621
Email: aiborlang.wanswett@nic.in
- Shri. Suraj Neupane,
Scientist D
Ph: +91 825 900 1614
Email: suraj.neupane@nic.in

MSPSDC

- Ms. B. M. Rani
Ph: +91 708 506 2355
Email: cc.mspsdc@gmail.com



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

— *Mahatma Gandhi* —

Thank you