GOVERNMENT OF MEGHALAYA
DIRECTORATE OF ANIMAL HUSBANDRY & VETERINARY
MEGHALAYA :::::: SHILLONG

No. MVD/E-776/2020-21/68

Dated Shillong, the 24th March 2021

From:

Dr. K.B. Sahkhar

Director A.H. & Veterinary

Meghalaya, Shillong

To,

1. All District A.H. & Veterinary Officer's

2. All Sub-Divisional A.H. & Veterinary Officer's

Sub

The Meghalaya Right to Public Services Act 2020 - matters relating to

Sir/Madam,

Enclosed please find herewith a copy of letter from the Deputy secretary to the Govt. of Meghalaya, Personnel & Administration Reforms (B) Department & Administration Reforms Cell vide letter No. PER(ARC)3/2012/363, dt 12th March 2021, enclosing herewith a Booklet comprising of the Meghalaya Right to Public Services Act 2020, along with the Meghalaya Right to Public Services Rule, 2021 and the Notification of Services.

This is for your information and ready reference.

Yours faithfully,

Director A.H. & Veterinary Meghalaya, Shillong

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GOVERNMENT OF MEGHALAYA PERSONNEL & ADMINISTRATIVE REFORMS (B) DEPARTMENT & ADMINISTRATIVE REFORMS CELL

No.PER(ARC)3/2012/363

Dated Shillong, the 12th March, 2021.

From:

Shri. T.S. Pyngrope,
Deputy Secretary to the Government of Meghalaya,
Personnel & Administrative Reforms (B) Department
& Administrative Reforms Cell.

To,

- 1. All Administrative Departments.
- 2. All Heads of Department.
- 3. All Deputy Commissioners.

Subject: - The Meghalaya Right To Public Services Act, 2020 - matters relating to.

Sir / Madam,

I am directed to enclose herewith a Booklet comprising of the Meghalaya Right to Public Services Act, 2020 along with the Meghalaya Right to Public Services Rules, 2021 and the Notification of Services for favour of your kind information and ready reference.

Yours faithfully,

(T. S. Pyngrope)

Deputy Secretary to the Government of Meghalaya, Personnel & Administrative Reforms (B) Department & Administrative Reforms Cell.

& Administrative

Director,

Husbandry & Veterinary

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GOVERNMENT OF MEGHALAYA

The Meghalaya Right To Public Services Act, 2020

(Act No. 18 of 2020)

alongwith the Meghalaya Right To Public Services Rules, 2021

and

Notification of Services dated 14th January, 2021

Personne and Administrative Reforms (B) Department and Administrative Reforms Cell

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The Gazette of Meghalaya

EXTRAORDINARY PUBLISHED BY AUTHORITY

No. 223

Shillong, Tuesday, November 24, 2020

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PART-IV GOVERNMENT OF MEGHALAYA LAW (B) DEPARTMENT

NOTIFICATION

No.LL(B)55/2013/50.—The Meghalaya Right to Public Services Act, 2020 (Act No. 18 of 2020) is hereby published for general information.

.0202 TO 81.ON TOA AYAAHDAM of the State Public Service

sub-section (2) of section 3 of this Act

Ormen chared refyldest include the services

Received the assent of the Governor on the 20th November, 2020.

Published in the Gazette of Meghalaya Extra-Ordinary issue dated 24th November, 2020.

THE MEGHALAYA RIGHT TO PUBLIC SERVICES ACT, 2020.

An

Act

to provide for the delivery of notified public services to the citizens in the State of Meghalaya within the stipulated time limit including liabilities of the government servants, in case of default and for matters connected therewith or incidental thereto.

Be it enacted by the Legislature of the State of Meghalaya in the Seventy First Year of the Republic of India as follows: -

CHAPTER - I

PRELIMINARY

Short title, extent application and commencement.

- 1. (1) This Act may be called the Meghalaya Right To Public Services Act, 2020.
 - (2) This Act shall extend to the State of Meghalaya and shall apply to all State Government employees and any other person or Public Authority or Agency providing services on behalf of the State.
 - (3) It shall come into force on such date as the Government may, by notification in the Official Gazette, appoint.

Definitions.

- 2. In this Act, unless the context otherwise requires : -
 - (a) "Act" means the Meghalaya Right to Public Services Act, 2020;
 - (b) "Appellate Authority" means an officer appointed by notification by the Government and who is above the rank of the Designated Officer, and invested with the powers to hear appeals against the orders passed by a Designated Officer under this Act;
- (c) "Chief Commissioner" means the Chief Commissioner of the State
 Public Service Delivery Commission appointed under clause (a) of
 sub-section (2) of section 9;
 - (d) "Citizen related services" include the services as notified under sub-section (2) of section 3 of this Act;
- - (f) "Designated Officer" means an officer appointed by notification by the Government for providing the service as per the provisions of this Act;
 - (g) "Gazette" means the Gazette of the State of Meghalaya;
 - (h) "Government" means the Government of Meghalaya;
 - (i) "Governor" means the Governor of Meghalaya;
 - (j) "Government servant" means a person appointed to any civil service or post in connection with the affairs of the State Government

including a person working on deputation; and a person appointed in a Public Authority which is owned, controlled or substantially financed by the Government:

- "Notification" means a notification published in the Official Gazette;
- "Rule" means a rule under this Act;
- (m) "State Public Service Delivery Commission" means the Commission constituted under sub-section (1) of section 9; and
- Year" means a financial year commencing on the 1st Day of April and ending on the 31st day of March of the succeeding year.

eleant their particle of theire Zi i ne Açı III: RATRAHO, may arect this Designated Officer to provide

109006 91 CITIZEN'S RIGHT TO TIME BOUND DELIVERY OF SERVICES, AND PROCEDURE GOVERNING FIXING OF LIABILITY IN CASES OF DEFAULT.

time bound delivery of services.

Right of citizen to obtain 3 (1). Every citizen shall have the right to obtain citizen related services in Meghalaya as notified under sub-section (2) of section 3 of this Act.

Public Service Delivery Commission may the appear in time but such period shall not exceed a period of sixty

bedrozeig ad vernes as (2) The State Government may, from time to time, notify the services and the time period within which the services shall be provided, including the Designated Officer who shall provide the service and the Appellate and the repellate Authority who shall hear appeals in accordance with the provisions of

vihorituA etsileggA er(3) While computing the stipulated time for providing services, a public or bettengted the Designated Commission may direct the Designated

designated officer to deliver services no salinancy Conversion (2) Where the State Public Set 154 Delivery Connection (2) Where the State Public Set 154 Delivery Connection (2) of the service baseling the service base

ent toeler yam to borred believed a nucliw solvies entrebivor of recall O. Vion Liability of the 4. (1) Every Designated Officer shall be 4. (1) Every Designated Officer shall be duty bound to deliver services within the time period as notified sub-section (2) of section 3 of this

period mi edivide ant abivorq of norto(2) a The Designated Officer shall, for the convenience of the general public, abilition and to the notified public series and the Designated Officer. services on the notice board of his office and upload it on the official s ninfirw to berogaib ad lists evods (1) website. This notice shall also include the list of documents required to . League 4th to tries or to electe furnished along with the application.

(5) Where the Designated Officer does not comply with the direction

Commission may impose a lump

Duty of the 16 (2) notice due .50n(1) in The Designated Officer shall, on receipt of an application for service by Designated Officer. on sonsigmod non any person, without prejudice to the provisions of any law for the time and individually some solves of the service of the service of the service of the application within the beneat reage as remem emes enting time period as notified under sub-section (2) of section 3 of this Act.

- notices and to (4) n(2) an case of rejection, he shall state the reasons for the same in writing and shall intimate it to the applicant forthwith.
- replicant about the period within which an appeal vitered mus diput rous beting si against such denial or delay may be preferred.
- of ou tins abhasian tail and is 299(4) The shall furnish the particulars of the Appellate Authority. MeBIY Invisend rupees for repeated metances which shall be recovered

The stipulated time limit as notified under sub-section (2) of section 3 of this Act shall start from the date on which the application is received complete in all respects by the Designated Officer.

Appeal.

Any person, who does not receive the required service within the stipulated time period or whose application is rejected under sub-section (1) and (2) of section 5 of this Act may file an appeal to the Appellate Authority within thirty days from the date of rejection of the application or on the expiry of the stipulated time limit, in such manner and on payment of such fee, as may be prescribed:

> Provided that the Appellate Authority may admit the appeal after the expiry of the period of thirty days if the authority is satisfied that the appellant had sufficient cause for not filing the appeal in time.

- The Appellate Authority may direct the Designated Officer to provide the service within a specified period or may reject the appeal.
- An appeal under sub-section (1) shall be disposed of within a period of thirty days from the date of receipt of the appeal.

Filing a Complaint.

Any person aggrieved by a decision of the Appellate Authority may 7. (1) prefer an appeal to the State Public Service Delivery Commission within thirty days from the date of decision of the Appellate Authority, in such manner and on payment of such fee, as may be prescribed:

> Provided that the State Public Service Delivery Commission may admit the appeal after the expiry of the period of thirty days if that authority is satisfied that the appellant had sufficient cause for not filing the appeal in time but such period shall not exceed a period of sixty days from the date of decision of the Appellate Authority.

- (2) The State Public Service Delivery Commission may direct the Designated Officer to provide the service within a specified period or may reject the CONTINS AT WEAR CO. TO LOUR AIM POR HE appeal.
 - Where the State Public Service Delivery Commission finds that sufficient reason does not exist for not providing the service within the stipulated time limit, it may, along with the direction to provide the service, impose out behalf of the start as penalty as provided in section 8 of this Act, on the Designated Officer.
- five mr sparting a standard) An appeal under sub-section (1) above shall be disposed of within a period of thirty days from the date of receipt of the appeal.
- Where the Designated Officer does not comply with the direction e i kantiga ko na Brustopa a aku tu kispera given by the Appellate Authority under sub-section (2) of section 6 the person aggrieved by such non-compliance may file an application directly to the State Public Service Delivery Commission and such an application shall be disposed of in the same manner as appeal referred to in sub-section (1) and sub-section (4) of this section.

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to the immediate of the street is trade to Penalty and compensation 8. (1) The State Rublic Service Delivery Commission may impose a lump sum penalty against the Designated officer for failure to deliver or render services to which the applicant is entitled. Such lump sum penalty may extend up to five thousand rupees at the first instance and up to twenty thousand rupees for repeated instances which shall be recovered

from the officer against whom the penalty has been imposed:

Provided that before imposing any penalty under this sub-section, the officer on whom the penalty is proposed to be imposed shall be given a reasonable opportunity of being heard.

On receiving the order of imposition of penalty under sub-section (1) above the Drawing and Disbursing Officer or the Treasury Officer, as the case may be, shall recover the amount of penalty from the salary of the Designated Officer and deposit the same in the government account and shall send a copy of the challan to the State Public Service Delivery Commission

CHAPTER - III

Constitution of a State Public Service Delivery Commission. The second of th

Constitution of a State Public Service Delivery Commission

- 9. (1) The State Government shall, by notification in the Officia Gazette, constitute a Commission to be known as the "State Public Service Delivery Commission" to exercise the jurisdiction, powers and functions conferred under this Act.
 - The State Public Service Delivery Commission shall consist
 - (a) One Chief Commissioner; and
 - (b) One Commissioner.
- The Chief Commissioner and Commissioner shall be appointed on Shill Bath leav Hone of the me Cone (3). the recommendation of a two Member Selection Committee consisting satisfied by the Commission of the rie of the Chief Minister and a Cabinet Minister nominated by him. ets and ito at such acts which has be

Qualification for Appointment and and reacture to the topic Term of office of Chief Commissioner and Son of High of and Commissioner.

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managerness of each shall

- e Public Source Celivers Ochemission The Chief Commissioner and Commissioner shall be persons of eminence in public life with wide knowledge in public administration and governance, social service, management and science and technology, with at least 25 years of experience in their respective fields to be eligible for the post of the Chief Commissioner and 15 years for the post of the Commissioner.
- The Chief Commissioner or a Commissioner shall not be a sitting Member of Parliament or Member of Legislature of any State or Union territory, or Member of Autonomous District Council or hold any other office of profit, or be connected with any political party, or carrying on any business, or pursuing any profession.
 - (3) The Chief Commissioner and Commissioner shall hold office for a term of five years from the date on which they enter office or until they attain the age of sixty- five years; whichever is earlier:
 - (4) The Chief Commissioner and Commissioner shall not be eligible for re appointment to the second seco
 - The salaries and allowances payable to and other terms and conditions of service of :-

- (a) the Chief Commissioner shall be equivalent to that of the Chief Secretary to the Government;
- (b) a Commissioner shall be equivalent to that of the Principal Secretary to the Government:

Provided that if the Chief Commissioner or Commissioner, at the time of his appointment is in receipt of a pension, other than a disability or war injury pension in respect of any previous service under the Government of India or the Government of State, his salary in respect of the service as Chief Commissioner or Commissioner shall be proportionately reduced by the amount of pension, including portion of pension commuted and additional pension if any:

Provided further, that where the Chief Commissioner or Commissioner, if at the time of his appointment, is in receipt of retirement benefits in respect of any previous service rendered in a Corporation established by or under any Central Act or State Act or a Government company owned or controlled by the Central Government or the State Government, his salary in respect of the service as a Chief Commissioner or Commissioner shall be reduced by the amount of pension equivalent to the retirement benefits.

- State
 Government to
 provide officers
 and employees
 to the State
 Public Service
 Delivery
 Commission and
 their functions.
- 11. (1) The State Government shall provide the State Public Service Delivery Commission with such officers and employees as may be required for the discharge of its functions under this Act.

Service Delivery

- (2) The officers and employees so appointed under sub-section (1) above shall discharge their functions under the general superintendence, control and discipline of the Chief Commissioner.
- (3) The general superintendence, direction and management of the affairs of the State Public Service Delivery Commission shall vest in the Chief Commissioner who shall be assisted by the Commissioner and he may exercise all such powers and do all such acts which may be exercised or done by the State Public Service Delivery Commission.
- Powers of the 12.(1)
 State Public
 Service Delivery
 Commission to be deemed civil
 Court under the
 Code of Civil
 - 2. (1) For the purposes of its functions under this Act, the State Public Service Delivery Commission shall have the same powers as are vested in a Civil Court under the Code of Civil Procedure, 1908 in respect of the following matters; namely:-
 - (a) summoning and enforcing the attendance of any person and examining him on oath;
- Procedure, 1908. (b) discovery and production of any document or other material object liable to be produced as evidence;
 - (c) receiving evidence on affidavits;

Calings Curamission to exert

(d) requisitioning of any public record;

of service of

- (e) issuing summons for examination of witnesses;
- (f) reviewing its decisions, direction and orders; and
- (g) any other matter which may be prescribed.

(2) The State Public Service Delivery Commission shall not be bound by the procedure laid down in the Code of Civil Procedure, 1908 but shall be guided by the principles of natural justice and subject to the other provisions of this Act and of any rules made thereunder. The State Public Service Delivery Commission shall have the powers to regulate its own procedure.

Proceedings of the State Public Service Delivery Commission to be judicial proceedings.

All proceedings before the State Public Service Delivery Commission shall be deemed to be judicial proceedings within the meaning of section 193 and section 228 of the Indian Penal Code and the State Public Service Delivery Commission shall be deemed to be a civil court for the purposes of section 345 and section 346 of the Code of Criminal Procedure, 1973.

CHAPTER - IV MISCELLANEOUS

Jurisdiction to settle, decide or deal.

14. 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.

Officers & Staffs of State Public Service Delivery Commission to be public servants. 15. The staff and officers of the State Public Service Delivery Commission shall be deemed to be public servants within the meaning of section 21 of the Indian Penal Code, 1860 and clause (c) of section 2 of the Prevention of Corruption Act, 1988.

Acts done in good faith.

16. No suit, prosecution or other legal proceeding shall lie against any person for anything which is done in good faith or intended to be done under this Act or any rule made thereunder.

Monitoring of Implementation. 17 The State Government may introduce a system for centralized monitoring of the timely delivery of notified services, including service delivery through use of Information Communication Technology (ICT) and for monitoring various provisions of this Act.

Dissemination & Training.

- 18. The State Government or the State Public Service Delivery Commission may take steps to :-
 - (i) develop and organize campaigns and programmes to advance the understanding of the citizens, as to how to exercise the rights contemplated under the Act;
 - (ii) encourage public authorities as deemed appropriate to participate in the development and organization of programmes referred to in clause (i) above and also to undertake such programmes themselves;
 - (iii) promote timely and effective dissemination of accurate information by public authorities about the notified services and timelines and the processes for applications, and penalties therein;

- train the nodal officers and designated officers and other public servants. as the case may be, of their duties under the Act;
- compile a guide containing such information, in an easily (v) comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right specified under this Act;
- update and publish guidelines referred to in clause (v) above at regular intervals which shall, in particular and without prejudice to the generality of the clause (v) above, include:-
 - (a) the objectives of the Act;

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- (b) the manner and the form in which application for the services shall be made to the Designated Officer or appeal shall be filed to the Appellate Authorities;
- (c) any additional regulations or circulars made or issued for obtaining services in accordance with the Act.
- (d) measures to improve the efficiency in the delivery of citizen related services.

Power to make rules.

- 19. (1) The Government may, by notification in the Official Gazette, make rules for carrying out the purposes of this Act.
 - Without prejudice to the generality of the foregoing powers the rules may provide for : -
 - (a) the amount of fees to be provided under sub-section: (1) of section 6 and sub-section (1) of section 7 of this Act;

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- (b) any other matter which may by rule be prescribed.
- (3) Every rule made under this section shall, as soon as after it is made, be laid before the Meghalaya Legislative Assembly. Act of distribution in the contract of the Act of the contract of the Act of

Power to remove difficulty.

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If any difficulty arises in giving effect to the provisions of this Act, the Government may, by order, published in the Official Gazette, make such provisions not inconsistent with the provisions of this Act as may appear to be necessary for removing the difficulty for a period of two vears from the date of notification of the Act.

> L. A. LYNDEM, Under Secretary to the Govt. of Meghalaya, Law (B) Department.

The 29th January, 2021.

No.PER(ARC)3/2012/350. – In exercise of the powers conferred by Section 19 of the Meghalaya Right to Public Services Act, 2020 (Act No.18 of 2020), the Governor of Meghalaya is hereby pleased to make the following rules, namely;

- 1. Short title and Commencement.—(1) These rules may be called the Meghalaya Right To Public Services Rules, 2021.
- (2) They shall come into force on the date of publication in the official Gazette.
- 2. Definitions.—(1) In these rules, unless the context otherwise requires,—
 - (a) "Act" means "The Meghalaya Right To Public Services Act, 2020";
 - (b) "Form" means the forms appended to these rules;
 - (c) "Rule" means The Meghalaya Right To Public Services Rules, 2021;
 - (d) "Scheduled" means the Scheduled appended with these Rules;
 - (e) "Section" means Section of the Act; and
 - (f) "State Government" means the State Government of Meghalaya.
- (2) Words and expressions used, but not defined in these rules and defined in the Act, shall have the same meanings, respectively, assigned to them in the Act.

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- 3. <u>Display of information on notice board and website.</u>—(1) Every designated officer shall display or cause to display the list of public services to be rendered by the department or office concerned including the stipulated time limit, name of Designated Officer, Appellate Authority, form and fee, if any, on the notice-board of the office and also on the website of the Government or Department or office.
- (2) List of documents that are required to be enclosed with the application form or forms for receiving the service and the forms appended to these rules shall also be displayed on the notice board of its office and also on website or portal of the Government or Department or office.
- 4. Extending stipulated time limit during period of election as well as natural calamities.— The concerned administrative department, with the concurrence of the Personnel and A.R. (B) Department may, by an order, extend the stipulated time limit for citizen related services notified under sub-section (2) of Section 3 of the Act for specific period of time mentioned in the order, if necessary, during elections of local authorities, State Legislature, Parliament or in the event of natural calamities like earthquake, flood, fire or any other such natural calamity.
- 5. Authorisation by Designated Officer for receiving application.—The Designated Officer may authorise, by order, any subordinate officer or any employee (by whatever designation be called) of the Department or Office concerned to receive the applications made by the citizens to obtain any citizen related services as notified under sub-section (2) of Section 3 of the Act and issue the acknowledgment thereof to the applicant. The name of such subordinate officer or employee who is duly authorised to receive the applications shall also be displayed on the notice board or website of the Department or office.
- 6. Format of application, necessary documents to be attached thereto:—(1) Every Department or office providing citizen related services shall prepare a form of application for obtaining citizen related service in case the same is not provided under the provisions of the concerned Act, Rules, Notifications, Orders, Government Resolutions or any other Instrument.
- (2) The application form shall be in English language. The list of documents to be furnished along with the Application Form should be mentioned in the form itself.

- (3) The application forms shall be easily available at Departments or Offices or any other location as the Department concerned may by order notify. Copy of the said application forms shall also be made available on the website of the Department or Office which can be downloaded by the applicant.
- (4) Department and offices providing citizen related services shall, as far as possible, ensure that the services can be submitted by the applicant online and delivered to the applicant online through a website or portal. Application submitted online shall also be accepted by the Designated Officer.
- 7. <u>Issue of acknowledgement to applicant.</u>— (1) The Designated Officer or any subordinate officer or employee of the Department or office concerned, duly authorized by the Designated Officer to receive the application, shall issue acknowledgment to the applicant.
- (2) In case the application is received complete in all respects, the time limit as notified for receiving the citizen related service shall also be mentioned and the acknowledgement shall be issued as per Form I appended to this Rule.
- (3) In case, any document or documents required for providing the service has not been enclosed with the application, the same shall be clearly mentioned in the acknowledgement and the stipulated time limit for providing such service shall start only from the date of production of all the required documents as per subsection (5) of Section 5 of the Act. For incomplete applications the acknowledgement shall be issued as in Form II appended to this Rule.
- (4) If the application is received manually the acknowledgement of the same shall be given manually. If the application is received through a website or online portal or any other electronic means like mobile app, the acknowledgement shall be given or through email or any other electronic means. Online acknowledgement will also be treated as acknowledgement given to the applicant.
- 8. <u>Appeal Fee.</u>— Any appeal to the Appellate Authority or appeal to the State Public Service Delivery Commission under the Act, shall be accompanied by a fee of rupees ten by way of cash or through online payment.
- 9. <u>Intimation of rejection of application</u>.—(1) In case, where the concerned Designated Officer, for valid reasons comes to the conclusion that the citizen related services cannot be provided to the applicant, the same shall be intimated to the applicant in writing with the reasons, within the stipulated time limit notified for providing the particular citizen related service.
- (2) Along with the above order, the Designated Officer shall also provide to the applicant the details of the Appellate Authority, including the name, designation and the office address, along with the time period for filing the appeal.
- 10. <u>Mechanism to monitor status of application</u>.—(1) The Public Authority shall, as far as possible, create a mechanism for monitoring the status of applications using the unique identification number provided to the applicant.
- (2) The Public Authority shall, as far as possible, create a mechanism through which timely updates on the status of application can be sent to the applicant through SMS or email or through any other means so that the person who has applied for the services will be able to monitor the status of his application.
- 11. <u>Procedure for appeal.</u>——(1) An appeal to the Appellate Authority under sub-section (1) of Section 6 of the Act shall be filed in Form III, either manually or online.

- (2) An appeal to the State Public Service Delivery Commission under sub-section (1) of Section 7 or under sub-section (5) of Section 7 of the Act shall be filed in Form IV appended to this Rule, either manually or online.
- 12. <u>Documents to be attached with appeal.</u>— While filing an appeal to the Appellate Authority, or the State Public Service Delivery Commission, as the case may be, the appellant shall enclose the following documents, namely:
 - (1) Self attested copy of the order passed by the Designated Officer against which the appeal is being made.
 - (2) Self attested copy of the order passed by the Appellate Authority in case of appeal before the State Public Service Delivery Commission
 - (3) Copies of the documents relied upon and referred to by the appellant and copies of any other documents as per Form III or Form IV appended to this Rule of the Rules as the case may be.
- 13. <u>Service of notice of hearing</u>.— The notice of hearing of the appeal before the Appellate Authority or the State Public Service Delivery Commission, shall be served in any of the following manners:—
 - (i) by hand delivery through special messenger or process server, or
 - (ii) by registered post or speed post with due acknowledgement; or
 - (iii) online through email or electronic mode like SMS or Mobile App.
- 14. Procedure for deciding appeal to Appellate Authority or the State Public Service Delivery Commission.— (1) While deciding an appeal filed under sub-section (1) of Section 6 of the Act to the Appellate Authority or an appeal filed under sub-section (1) of Section 7 of the Act to the State Public Service Delivery Commission, the Appellate Authority or the State Public Service Delivery Commission may:
 - (i) summon the Designated Officer and appellant at the time of hearing of Appeal;
 - (ii) scrutinise the relevant documents or copies thereof;

- (iii) hear the appellant and the Designated Officer at the time of hearing of the appeal;
- (iv) call for records from the Designated Officer or the Public Authority as the case may be and if original copies are sought then the records shall be returned to the Designated Officer or Public Authority after the disposal of the appeal.
- (2) In appeal filed to the Appellate Authority or to the State Public Service Delivery Commission as the case may be, the date of hearing shall be communicated to the appellant and the Designated Officer at least seven clear days in advance.
- (3) If any party remains absent after due service of notice of the fixed date of hearing, then the appeal may be disposed of ex-parte or dismissed for non-appearance of party.
- (4) Where circumstances exist due to which the appellant or the Designated Officer is unable to be present during the hearing, the Appellate Authority or the State Public Service Delivery Commission may provide another chance to the appellant or the Designated Officer to be heard before passing any order.
- (5) While computing the stipulated time period for deciding the appeal as prescribed in sub-section (3) of Section 6 of the Act or in sub-section (4) of Section 7 of the Act, public holidays shall not be counted.
- (6) The Appellate Authority or the State Public Service Delivery Commission may decide to also hear the appeals through the use of virtual video conferencing facilities.
- 15. Order in appeal to Appellate Authority or State Public Service Delivery Commission.—(1) The order passed by the Appellate Authority or the State Public Service Delivery Commission on an appeal from an appellant, shall be in writing.

(2) Copy of the order in appeal shall be given to the appellant who has filed the appeal, the Designated Officer and the Public Authority, as the case may be free of charge:

Provided that in all cases decided by the State Public Service Delivery Commission, a copy of the order shall also be given to the Appellate Authority.

- 16. Maintenance of register of cases under Act.— The register of cases shall be maintained by the Designated Officer, the Appellate Authority and the State Public Service Delivery Commission, either manually or in electronic form, the format given in Form V appended to this Rule, which may be modified, from time to time, by the State Government, through a notification published in the Official Gazette.
- 17. Strength and composition of the Officers and Staff of the State Public Service Delivery Commission.

 (1) As per sub-section (1) of Section 11 of the Act, the officers and employees of the State Public Service Delivery Commission shall consist of such number of posts as may be determined by the State Government from time to time.
- (2) The officers and employees shall be placed with the State Public Service Delivery Commission on either partial or full deputation from the State Government, as may be determined by the State Government.
- (2) At the commencement of these rules, the number of posts and the pay levels, shall be as specified in Schedule-I appended to these rules.
- 18. <u>Directions by State Government.</u>— Subject to the provisions of the Act and these Rules, the State Government may issue directions for effective implementation of the Act.

Form I [See sub-rule (2) of Rule 7]

Acknowledgement for Complete Application

From	1:		
	(The Designated	Officer / Authorised Officer with full office address,	amail and
other	contact details)	Officer / Authorisea Officer with full office address,	emaii ana
	compos desame)		
		•	
To:			
	(Name and addre	ess of the applicant	
	Email:	iss of the applicant)	
	Mobile:		•
		Double អាចមួយ « បាច្ចាន	1501 (8)
Ref:	Your application dated	for	
	Name of the Service		
	I hereby acknowledge your application	referred above.	
The l	Unique Identification Number for the A	polication is	
1110	omque resimilation riamber for more	pprioation is	•
The	application along with all the documen	its have been submitted complete in all aspects and	the time limi
		days from the date of issue of this ack	nowledgemen
form	•		, ,
			1007 271
Place	5T	gers fatti in in in septim gest, etnem sok besinden g	Granning co.)
Date	:	· ·	
		Vours sin coraly	. (2)
		Yours sincerely,	
		•	1
	•	(Designated Officer / Authorised Officer)	21
		(Office Seal)	50871
	,		
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		established in our filt	I di vaci Mi
		avec med like in the state of	
- 1	Market and the control of the contro		•

Form II [See sub-rule (3) of Rule 7]

From	Acknowledgement for incomplete Application	
other		address, email and
То:		
Ref:	Your application dated for Name of the Service	-
	following defects in the application may be rectified, urgently: (Specify defects, if any)	
	(1)	
	(2)	
	(3)	•
The f	following required documents may please be submitted immediately: -	
	(1)	. 171 ht
	(2)	
	(3)	
Place		
Date		
Pleas	e note that the stipulated time limit for the above service as notified under sub-sec	tion (2) of Section 3 c

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)

FORM III [See Rule 12]

Form of appeal to the Appellate Authority.

Before the	•••••
(Designation and office addre	ess of the Appellate Authority)
Date of Filing the Appeal	
	·
1. Details of the Appellant:	(2) 1 3 7 2 3 13 13 1
1. Details of the Appenant.	
(i) Name of the person filing the Appeal:	
(ii) Address of the person filling the Appeal:	·
(iii) Mobile Number: 10 - 1111	
(iv) Email:	•
(IV) Chiant	•
2. Details of the Designated Officer against whom the Appeal is Filed	
(i) Name of the Designated Officer and Designation:	
(ii) Office Address of the Designated Order Officer:	
3. Details of public service required:	
4. Stipulated time limit for providing the service:	
5. List of supporting documents to avail the service, if any (To enclose copy as required)	
6. Date of Decision of the Designated Officer and Copy of the Order (To be enclosed):	
7. Grounds of Appeal:	
21. Any other reformation accounts are	1 H
(i) Public services not provided within	•
stipulated time; or (ii) Rejection of Application	
8. Relief sought	
9. Any other information necessary for filling appeal	

(1)		
(3)		
	e e e e e e e e e e e e e e e e e e e	
	Declaration	
I,are true and correct to the best of my l	(Name of the Appellant) declare that the particulars given above mowledge, information and belief.	
Date:		
Place:	e activity lights of the street of	
	8-2	
	Signature of the Appellant	
	2 for air of the Descriptor from	
	(i) Forme of the interacted children and a Destantion.	
•	the contract to see the Acuito (di)	200
	Confidence of the Confidence o	
• • • •	3. Details of pointe service required	
	4. Signification function providing the second	The state of
	7 September 28 VERNS SECTION 6.1.1 (20)	
•	6. The of Decision of the Dalesgnanesi (Fire, r. pn.). (C. 17) of the Order (Fo be enclosed).	
	Coounds of Appent:	
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	to test Romeoperate Application in	
	Balkierie lategal al visalique et la	
in the second se	West 18	
	90.00 (1.10 to 1.10 to	

List of Documents enclosed.

FORM IV [See Rule 12]

Form of appeal to the State Public Service Delivery Commission.

Date of Filing the Appeal

I. Details of the Appellant:	
(i) Name of the person filing the Appeal:	
(ii) Address of the person filling the Appeal:	
(iii) Mobile Number:	
(iv) Email:	
2. Date of order of the Appellate Authority and copy of order (to be enclosed)	was in a Philippine
3. Date of application produced before Designated Officer for providing service:	The second of th
4. Date of acknowledgment and copy of acknowledgement (To be enclosed):	Postrucia Sec. 145
5. List of supporting documents to avail the service, if any (To enclose copy as required)	
6. Details of public service required:	National Nation
7. Stipulated time limit for providing the service:	
8. Date of Decision of the Designated Officer and Copy of the Order (To be enclosed):	
9. Grounds of Appeal:	MANUT
(i) Aggrieved by decision of the Appellate Authority,	feetig this call Deposit is

Designated Officer did not provide the service after direction of Appellate Authority under subsection 2 of section 6 of the Act

11. Any other information necessary for filling appeal

10. Relief sought

List of Documents enclosed.	
(1) (2) (3)	· .
	Declaration
1	(Name of the Appellant) declare that the particulars given above are information and belief.
l, true and correct to the best of my knowled	lge, information and belief.
The and confect to the observe	stant (ii)
- Date:	
	2 Date of order of on the relation and
Place:	(feedlanged 61)
	Or saves of the Appellant stages and two Id
•	Signature of the Appellant
·	1 De 2 De 19 Constant de 19 De
	4 Dare on teknowless now and supp
	S blat of supporting a second of the second
	11.4
•	June col pentaying tol with well Lymington
	2. Supplied and that the providing the larving State of Decision of the Designated Officer and Committee of Order (10 in enclosed):
	9. Greants of Appeal
	The state of the s
	(1) Applies on the Manager of the American in
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	Compared (Name of the Property of the Compared to the Compared
	effer direction of A opening to the section 2 of a opening to the section 2 of are time.
`	1. Person 2 of security 2 of the contract of t
	The first to the comment of the first to the
	THE CONTRACTOR OF THE CONTRACT
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Form V [See Rule 16]

Register of cases

A. To be maintained by the Designated Officer.

Sr. No.	Date of receipt of	Date of acknowledgement	Name and address of	Public service	Date of which application /is disposed
	application	of the application	the applicant	requested	of / If rejected the reasons thereof. (6)
(1)	(2)	(3)	(4)	(5)	
	}				

B. To be maintained by the Appellate Authority.

Sr. No.	Date of receipt of the appeal	Date of acknowledgement of appeal	Name and address of the appellant	Public service requested	Date of decision of the Designated Officer	Date on which appeal is disposed of / If rejected the reasons thereof
(1)	(2)	(3)	(4)	(5)		(6)
	Negi all	ShCInterfor, with Obvernment of after Relbergs (C) , for	valore ".	ACHLESIA Fostiva 194		

C. To be maintained by the State Public Service Delivery Commission.

Sr.	Date of	Date of	Name and	Public	Date on	Details of
No.	receipt of	acknowledgement	address of the	service	which	fine, if
ł	appeal	of appeal	applicant/	requested	appeal is	any.
· .			Designated		disposed	imposed
}			Officer/Appellate		of/ If	
}			Authority		rejected	
}			,		the	}
		,			reasons	
	(0)	(2):		(5)	thereof	(5)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
}	}				1	
)					1	
	}					
		,				`

Schedule I [See rule 17]

SI. No.	Name of Post	No. of Post	Level of Pay
t	Deputy Secretary	1	(Level-19)
2	Registrar	1	(Level-16)
3	Accountant	1	(Level-11)
4	Upper Division Assistant	l	(Level-11)
5	Lower Division Assistant	2	(Level-8)
6	Stenographer Grade - I	1	(Level-16)
7	Stenographer Grade - II	1	(Level-8)
8	Data Entry Operator	2	(Level-7)
9	Driver	2	(Level-3)
10	Duftry	1	(Level-2)
11 -	Peon	4	(Level-1)
12	Chowkidar	1	(Level-1)
13	Cleaner	1	(Level-I)

R. V. SUCHIANG,

Additional Chief Secretary to the Government of Meghalaya,
Personnel & Administrative Reforms (B) Department,
& Administrative Reforms Cell.

The 14th January, 2021.

No.PER(ARC)3/2012/Pt. I/ 338 - In the exercise of the powers conferred under Section 3(2) of The Meghalaya Right to Public Services Act, 2020 the Governor of Meghalaya is pleased to notify the Services from various Departments w.e.f 29th January, 2021 which are as follows:

SL					7
No	Name of Service.	Number of working days for service delivery after receipt of application	Department / Organization.	Designated Official.	Appellate Authority.
1.	Register of Deeds:	30 days.	O/O the Deputy		
	Deed of Declaration.		Commissioner / Sub Divisional Officer (Civil).	Deputy Commissioner concerned, or Officer specifically authorized by Deputy Commissioner.	Principal Secretary / Commissioner & Secretary / Secretary, Revenue & Disaster Management Department.
	2. Sale Deed.	£344		2. Deputy Commissioner concerned, or Officer specifically authorized by Deputy Commissioner/ Sub Divisional Officer	2. Principal Secretary/ Commissioner & Secretary / Secretary, Revenue & Disaster Management Department
	3. Gift Deed.		9(6) 2 (2007) (2007) (2007)	(Civil). 3. Deputy Commissioner concerned or Officer specifically authorized by Deputy Commissioner/ Sub Divisional Officer	3. Principal Secretary/ Commissioner & Secretary / Secretary, Revenue & Disaster Management Department.
	4. Other Deeds viz. Power of Attorney, Agreement of Sale, Deed of Relinquishment etc.			(Civil). 4. Deputy Commissioner concerned or Officer specifically authorized by Deputy Commissioner /Sub Divisional Officer (C).	4. Principal Secretary/ Commissioner & Secretary / Secretary, Revenue & Disaster Management Department.
2.	Mutation in undisputed cases / Deletion – Inclusion / Renewal. 1. Mutation case by way of	6 Months.	O/O the Deputy Commissioner / Sub Divisional Officer	Deputy Commissioner concerned or Officer specifically authorized by Deputy Commissioner / Sub Divisional Officer	Principal Secretary/ Commissioner & Secretary / Secretary, Revenue & Disaster Management Department.
	Inheritance. 2. Mutation case by way of Clear Sale. 3. Mutation — Inclusion/		(Civil).	(Civil).	alest engin i troi di dige i dilia effectif de d di respondon i eni dadirrio di mak

SL. No	Name of Service,	Number of working days for service delivery after receipt of application.	Department/ Organization.	Designated Official	Appellate Authority.
3.	 Claim of Ration Card for PHH / AAY and NON - NFSA. Correction of name(s). Deletion of name(s). Change of Head of Family. Duplicate card. 	30 Days *	O/O the Deputy Commissioner / Sub Divisional Officer (Civil).	Deputy Commissioner concerned or Officer specifically authorized by Deputy Commissioner / Sub Divisional Officer (Civil).	Principal Secretary/ Commissioner & Secretary/ Secretary, Food Civil Supplies & Consumer Department.
	Transfer from one Shop / Centre to another.				
4.	Events.	5 days.	O/o the Deputy	Deputy	Additional Chief
	1. Religious Meeting and		Commissioner/	Commissioner	Secretary/ Principal
	Services.		Sub Divisional	concerned or	Secretary/
	2. Events without selling		Officer (Civil).	Officer	Secretary
	of Tickets.			specifically	Home (Political)
	3. Events like Concert(s)			authorized by	Department.
	etc. if there is Selling	. Trans	best i	Deputy	[Demonstration]
	of Tickets.			Commissioner	Value 1 v t
	4. Events involving use			/Sub	lung to the control of the control o
	of Drone.	25.000		Divisional	
~		100275			
	5. Events with temporary construction of Pandal /	i, ingan San sebagai da	* 52 Br C	Officer (Civil)	
	stage etc. 6. Fete/ Raffle Draw.	Care 24112, 20 15748	(A.177)		Niw above toods 12
	7. Trade Fair / Mela.	- 44			To seems.
	The second secon	75.0	REPORT		Approxime 1
	8. Awareness Programs /	32.1.521.38	24.7		To a wasser.
,	Flash Mob / Road	ijis jahanya	0-100		Release to the first
	Show / Street Play.	March Court	3,5,00	*	A make the second of the
	9. Fishing Competition.	५०.वृषे	1.01	1	1
	10. Jumble Sale/ Sale of	-4.2115	#0.407	1	
- 1	Work/ Housie game.	T. Marrie	W.11	1 6	
	11. Car Mela / other events				
ı	to set up Canopy.	7.74	91001 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	e GVO	- Charles
	12. Collection Donation/	100 Miles		Great Assessing	tradian continue
	Procession /Rally/	noti	on a contract	0.001	The second of the second of
	Marathon / Walkathon.	11118	remendent of the second	disa in the	
	13. Puja (Other than	1003	10 15 M		
	Durga, Kali,	0.58	354) 13.24 2		
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	consultations with	.		1.5	7 / 7 / 50 St. 7/
-	the Government and	· .	Constitution of the second	Action to the second	and an arrange of the second
	Non-Government	•	The state of the s		blem or or management of the
		l l	and the second s		a think and the second and the secon
	Authority.				in a tarrenti.

^{*}Notified vide No.PER (ARC) 3/2012/Pt-I/352-A, dated 5th February, 2021.

SL No	Name of Service.	Number of worlding days for service delivery after receipt of application.	Department / Organization.	Designated Omcial	Appellate Authority.
5.	Registration under Meghalaya Value Added Tax (MVAT) and Central Sales Tax Act.	15 days.	O/O the Commissioner of Taxes.	Commissioner of Taxes.	Commissioner & Secretary/ Secretary, Excise Registration Taxes & Stamps.
6.	e-Registration (Online application for dealer registration for IMFL products).	15 days.	O/O the Commissioner of Taxes.	Superintendent of Taxes.	Assistant Commissioner of Taxes.
7.	e-Payment of tax for IMFL products, HSD and Petrol.	Instant (through GRAS).	O/O the Commissioner of Taxes.	Superintendent of Taxes.	Commissioner & Secretary Excise Registration Taxes & Stamps.
8.	o-Returns (online filing of Return for dealer registration for IMFL products.	Instant.	O/O the Commissioner of Taxes.	Superintendent of Taxes.	Commissioner & Secretary Excise Registration Taxes & Stamps.
9.	e - C Forms (online application for C Forms by dealer in IMFL Products, petrol and diesel).	15 days.	O/O the Commissioner of Taxes.	Superintendent of Taxes.	Assistant Commissioner of Taxes.
10	e - Dealer profile (for dealer registered for IMFL products).	Instant.	O/O the Commissioner of Taxes.	Superintendent of Taxes.	Commissioner & Secretary Excise Registration Taxes & Stamps.
11	Issuance of Learner's Driving License.	7 days.	O/O the District Transport Officer.	District Transport Officer concerned.	Commissioner of Transport.
12	Issuance of Permanent Driving License.	30 days.	O/O the District Transport Officer.	District Transport Officer concerned.	Commissioner of Transport.

SL No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official	Appellate Authority.
13.	Renewal of Permanent Driving License	10 days.	O/O the District Transport Officer.	District Transport Officer concerned.	Commissioner of Transport.
14.	Transfer of Ownership of Vehicle.	30 days.	٠.	District Transport Officer concerned.	Commissioner of Transport.
15.	Issuance of Certificate of Vehicle Fitness.	15 days.		District Transport Officer concerned.	Commissioner of Transport.
16.	Issuance of Registration Certificate of Vehicle.	21 days.		District Transport Officer concerned.	Commissioner of Transport.
17.	Implementation of the Food Safety and Standards Act, 2006. 1. Licence for Food Business. 2. Registration for Food Business.	1. 60 days. 2. 30 days.	Commissioner of: Food Safety (Health & Family Welfare Department).	1. Designated Officer/ Licensing Authority. 2. Designated Officer/ Registering Authority.	Commissioner of Food Safety, Meghalaya, Shillong,
. ·	3. Analysis of Food Samples drawn by Food Safety Officers.	3. 14 days.	10000	3. Food Analyst,	(d) rec - 1 (d)
18.	Registration of Cooperative Society.	90 days.	Office of the Registrar of Cooperative Societies.	i. Assistant Registrar of cooperative societies at the District Level; & ii. Sub - registrar of Cooperative Societies at the Civil Sub - Division	Registrar of Cooperative Societies.

SL	Name of	Number of working days for service	Damassas	Destanted	Appellate
No	Service.	delivery after receipt of application.	Department/ Organization.	Designated Official	Anthority.
19.	Grant of Fire Safety Certificate	a. After Receipt of Application, Fire Safety Audit /Inspection of the Building / Premises is conducted within 10 days.	Meghalaya Fire & Emergency Services	Station Officer and above	Superintendent of Police, (F & ES), Meghalaya, Shillong
		b. On completion of Fire Safety Audit / Inspection, notice is served to the Owner/ occupier of the Building to adopt and implement the Fire Safety Measures within 60 days.			
		c. 90 days extension of time can be granted by the authority depending upon the satisfied of the work progress. On completion of installation of Fire Safety Measures on the given time, Fire Safety Certificate is issued for a time period of 1 year.			
20.	NOC from Fire Department (prior to commencement of construction activities).	30 days.	Meghalaya Fire & Emergency Services.	Station Officer and above.	Superintendent of Police, (F & ES), Meghalaya, Shillong.
21. 1d 080	Issue of Non - Forest Land Certificate.	(i) 30 days when the application is in complete form for recommending to the PCCF & HoFF. (ii) 15 days for further	Forest & Environment Department	Divisional Forest Officer.	Principal Secretary/ Commissioner & Secretary/ Secretary,
		rectification of deficiencies and clarification of queries, etc. if any from PCCF & HoFF.		P-D6-	Forests & Environment Department.
		by PCCF & HoFF when the application, document and recommendation of the DFO are complete in all respect and need no further rectification as at (ii) above.	e de la la ende la las distribuirs de la las distribuirs de la las distribuirs de la las distribuirs de la las distribuirs en calabat de la las distribuirs de la las distribuir	Principal Chief Conservator of Forests & Head of Forest Force.	Pood
		(iv) 5 days for final disposal by PCCF & HoFF if there is a Need for further Rectification by the DFO at (ii) above, after both the application &		- Do	
		both the application & relevant documents and replies / clarification are found in order and satisfactory.	ATTENDED	traular	S.C.

SL	Name of Service.	Number of working days for service delivery	Department/	Designated	Appellate
4o.		after receipt of application.	Organization.	Official.	Authority.
22.		(2)		5 1.1.11	Principal
_,	Permission for	(i) 30 days when the application	Forest &	Divisional	
	tree felling	is in complete form for	Environment	Forest	Secretary /
	under the	recommending to the PCCF	Department	Officer.	Commissioner
	Meghalaya	& HoFF.			& Secretary /
	Tree Felling			- Do -	Secretary,
	(Non-Forest	(ii) 15 days for further rectification			Forests &
	Areas) Rules.	of deficiencies and clarification			Environment
	Areas) Kules.	of queries, etc if any from PCCF			Department.
		& HoFF.			Department
		(iii) 10 Days for final disposal by the		Principal	
	}	PCCF & HoFF when the		Chief	
		application, documents and		Conservator	
		recommendation of the DFO are		of Forests &	
		complete in all respect and need	,	Head of	
		no further rectification as at (ii)	34773 529	Forest Force.	
		above.	454	stakni	
			n . His	- Do -	
		(iv) 5 days for final disposal by PCCF	200000000000000000000000000000000000000	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
		& HoFF if there is a need for	400,000,000	AND SE	
		further rectification by the DFO			}
		at (ii) above, after all the		42.0	·
		application, relevant documents	.		
		and replies/clarification are found	¹		
		in order and satisfactory.			
		in the state of th			Principal Chief
3.	Tree felling in	20 days after Stage II clearance	Forest &	Divisional	Conservator of
	forest land	under FC Act has been obtained.	Environment	Forest	The second of the second secon
	(Government		Department.	Officer.	Forests & Head
	or private).	,		- 413/	of Forest Force
	or private).			1	
Ä.	Permission for	(1) 20 days for final disposal when the	Forest &	Divisional	Principal Chief
	tree felling	application is in complete form of		Forest	Conservator of
	under the	for recommending to the	Department:	Officer.	Forests & Head
	Meghalaya	Conservator of Forest(Territorial)	and the second second		of Forest Force
	Y 163:00		Tetranut roll the	5 - Do -	1 1
	Tree	(2) 5 days for further rectification of	istes transpead	1507	
	(Preservation)	deficiencies and clarification	S Promision	ENTE	
	Act	queries, etc if any from Conservator of Forest(Territorial)	The there is not	Hold	
		Conscivator of Forest Torritorial		1.000	
	The American	(3) 10 Days for final disposal by the	a of Tarkerstory	Conservator	
	- 70 AS	CF (T) when the application,	A PERSON	of Forest	1.1
		documents and recommendation	emers invola, andido	(Territorial).	1.1
		of the DFO are complete in	de to constitution	19000	
		all respect and need no further	The state of the s		2
		all respect and need no turner	Charles and the party	F 43 197	
		rectification as at (ii) above.			
		(4) 5 days for final disposal by CF(T)	Territoria	Conservator	·
		if there is a need for further		of Forest	
		rectification by the DFO at (ii)	September 1	(Territorial).	
		rectification by the DFO at (it)	Total II	Crainonai).	装 漫
	l ₁	above, after all the application,	STATE A SE	f drad	
		relevant documents and replies /	CHOOLING NO.	CABINA Papar	143
	[* · · · · · · · · · · · · · · · · · · ·	clarification are found in order	CLEAR THE STATE OF THE STATE OF	er Erigia	1.
		and satisfactory.	1044-156-116	terreil Antes	1

SL No. 25.	Name of Service	after receipt of app	g days for service deliver:	Organization		Appellate Authority.
25.	NOC for field survey and investigation	(1) 40 days wh	en the application is	Forest &	Divisional ent Forest Officer	Principal Secretary/
	work for Hydro Project,	(2) 15 days for deficiencie	further rectification of	. }	- Do -	& Secretary/
ino.	and off a contract	queries, etc Hoff	if any from PCCF &		E received the second	Forests & Environment
ja Mai	Matrice Section 1.	PCCF & Ho	final disposal by	FL 63	Principal Chief Conservator of	Department.
200	The state of the s	recommenda complete in	documents and ation of the DFO are all respect and needs etification as at (ii)		Forests & Head of Forest	State Provide
- 1	Director, Director of Fauturn.	(4) 5 days for fir	nal disposal by PCCF	S. Crown	ov Tour	C Travet Agra Operator GR
	Common Direct &	& HoFF if d further rectif (ii) above, a	here is a need for ication by the DFO at fter both the			and Renow
EL SQ	Secretary to Covernment of Mechalasa, Min	application, r	elevant documents larification are found	stays SD T	Licensol	N. Mining less Composite Non-exclu
	Wildlife Clearance through the National Board for Wildlife.	(1) 5 days for pre- completeness and communi shortcomings (2) 30 days for pr	examination to check of the application	Environment Department		Chief Wildlife Warden.
lsc	Director of Minu Lesources	inspections. (3) 20 days for pro	cluding field cools			Principal
	नास क्री ३००	Warden.	bess aniei	Department.	WAIGEL	Chief Conservator of Forests &
	Sirector of Min	(4) 90 days for cor	isultation with the	Forest &	Secretary in-	Head of Forest Force.
1	(hief fragmer	State Board for	Wildlife.	Environment Department.	charge Forests and Environment	Secretary.
In	OC for 3	0 days. Tochigus		Inspectorate of	Department. 1. Deputy Electrical	Senior
	chief Engineer			Electricity.	Inspector; Tura (If the	Electrical Inspector.
	(3Hf)	Concerned Superintendin g Engineer	blic Health gineering partment	a	Hills	is Confiscate availabilit from wat-
		(PHE)			2. Deputy Electrical	e wit Skill
	X 5			11 5-14		Central Or
200		4		S STEAT	ALL CONTRACTOR	Authority
7 7 15	Chamicsioner	Deputy Commissioner	I. 7.S.	y sky	the installation is in Khasi	Authority Authority Silve traci

		·		Designated	Appellate Authority.
St.	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Official.	
28.	Registration under State Cinema Regulations/ rules.	180 days.	Arts and Culture Department,	Audio Visual Archivist.	Director, Arts and Culture Department.
29.	Permission for Movie Shooting related to State Protected Monument.	180 days.	Arts and Culture Department.	Archaeologist	Director, Arts and Culture Department.
30.	Travel Agency / Tour Operator (Registration and Renewal).	60 days.	Directorate of Tourism.	Assistant Director, Directorate of Tourism.	Director, Directorate of Tourism.
31.	Mining lease / Composite License / Non-exclusive Recommissance Permit.	90 days.	Mining and Geology Department	Joint Secretary to Government of Meghalaya, Mining and Geology Department	Commissioner & Secretary to Government of Meghalaya, Mining and Geology Department.
32.	Mining Lease for minor minerals.	6 months.	Mining and Geology Department.	D.F.O (Territorial)/ Division Mining Officer.	PCCF & HoFF / Director of Mineral Resources.
33.	Quarry Permits for minor minerals.	15 days.	Mining and Geology Department.	D.F.O (Territorial)/ Division Mining Officer.	PCCF & HoFF / Director of Mineral Resources.
34.	NoC for water abstraction from Central Ground Water Authority/ Relevant Authority.	180 days.	Water Resources Department	Concerned Executive Engineer (WR).	Chief Engineer (WR).
35.	Certificate of non- availability of water from water supply agency required for NoC for water abstraction from Central Ground Water Authority/ Relevant Authority.	30 days.	Public Health Engineering Department.	Concerned Superintendin g Engineer (PHE).	Chief Engineer (PHE).
36.	State Excise - Label 100 Registration		E.R.T.S Department	Deputy Commissioner of Excise.	Commissioner of Excise.

	St. Name of Service. No. Recommendation of	Number of working days for service delivery after recei of application	Organization.	Designated Official	Appellate Authority.
	License of Bottling Plant, Distillery, Breweries, Retail / Wholesale, Shops for Liquor at district.	120 days	E.R.T.S Department	Deputy Commissioner of concerned districts.	Commissioner of Excise.
31	Liquor (Spirit, Foreign Liquor etc.) for retail licenses.	7 days.	E.R.T.S Department.	Assistant Commissioner of Excise/ Superintendent of Excise.	Deputy Commissioner of concerned districts
39.	Recommendation for Export permit of Liquor (Spirit, Foreign Liquor etc.).	7 days.	E.R.T.S Department.	Assistant Commissioner of Excise/ Superintendent of Excise.	Deputy Commissioner of concerned districts
40.	Transit Permit of Liquor by Individual.	3 days.	E.R.T.S Department	Assistant Commissioner of Excise/ Superintendent	Deputy Commissioner of concerned districts.
1.	Recommendation for Temporary Bar License.	7 days in A	ER.T.S Department.	Deputy Commissioner of Excise.	Commissioner of Excise.
2.	Recommendation for Grant of License by Commissioner Office.	A special of the spec	Department. John Klasii Statio W. Conn't	Commissioner of Excise.	Commissioner & Secretary/ Secretary, Excise Registration Taxation Stamps Department.
Side of the last	Import and Export Permit for Wholesale, Hospital etc. of Spirits, Liquor.	7 days	E.R.T.S Department.	Deputy Commissioner of Excise.	Commissioner of Excise.
	Permission for Temporary Bar Licenses.	7. Days **	E.R.T.S Department diles is graded with the property of the p	THE RESIDENCE OF THE PARTY OF T	Commissioner & Secretary/ Secretary, Excise Registration Taxation Stamps Department.
o D	ssue of Fresh Licenses f Manufacturer, caler, Repairer in reights and measures.	27 days.	Legal Metrology Department	Controller of Legal Metrology.	Secretary to Government of Meghalaya, Legal Metrology Department.

^{**}Notified vide No.PER (ARC) 3/2012/Pt-1/352-A, dated 5th February, 2021.

				a ted Official.	Appellate Authority.
L io	Name of Service.	Number of working days for	Department / Organization.	Designated Official.	
		service delivery after receipt of			
- 1	<u></u>	application.	Legal Metrology	Controller of	Secretary to Government of
5.	Renewal of Licenses of Manufacturer, Dealer, Repairer in weights and measures.	14 days.	Department.	Legal Metrology.	Meghalaya, Legal Metrology Department.
- {)		Controller of	Secretary to
7.	Registration of	14 days.	Legal Metrology	Legal Metrology.	Government of
٦	Manufacturer, Dealer,	1	Department.	ag and	Meghalaya, Legal
	Repairer in weights and measures.	Bru JE 10	Departmen	fiere	MCHOIOP
		Superaness	To take	1	2 2 2 2 2 2
	1	30 days.	Legal Metrology	Controller of	Secretary to Government of
8.	Issue of Verification &	a month of the second of the s	Department	Legal Metrology.	Meghalaya, Legal
	Reverification Certificate of weights	I inegarit A	Department		Metrology
Į,	and measures.	unios I to		- Light	Department.
		Superintends			A CONTRACTOR SOURCE
		-230	Health and	Licensing	DHS(MI) in
9.	Granting and renewal	90 days.	Health and Family Welfare	Authority &	consultation with
	of Wholesale Drug	- Institute	Department.	Controlling	Department.
	License.	Commission	Department	Authority.	Берагинена
	rolntelb beencongs	of Excise!		a pograficante de la	DHS(MI) in
	Granting and renewal	90 days	Health and	Licensing Authority &	consultation with
0.	of Retail Drug License.	THE PROPERTY AND A SECOND	Family Welfare	Controlling	Administrative
1	263821.36	Deputy	Department.	Authority.	Department
	Commissioner of	Commissione	Department	LOUIS L	Temporary Bar
	.000.000	90 days	Health and	Licensing	DHS(MI) is consultation with
3.	Granting and renewal		Family Welfare	Authority &	And the second s
-	of Drug Manufacturing		Department. 1 8 3	Controlling Authority.	Department
	License.	of Excise.	Health and	Member **	DHS(MI) inio
52	Registration under The Meghalaya Nursing Homes (Licensing and	90 days.	Family Welfare Department.	Secretary, Meghalaya Nursing Home Licensing and	consultation with Administrative Department.
1	Registration), Act 1993	Contract of	8.8.7.5	Every the last of the property of the control of the control of the	Import and Export
-	and the Meghalaya	" Same	41	Authority.	Pennit for Wholesale
	Nursing Home	Commissioner			Nospital etc. of Spiri
-	(Licensing and	of Excise.			Liquor
1	Registration Rules 2015".		The second secon		Permission force
1	The state of the s	To later come	Health and	Director of Healt	
53.	(Amended, 2003) (For 5 years) & its Renewal	90 days	Family Welfare Department.	Service (MCH&FW).	Commissioner & Secretary/ Secretar Health and Family Welfare Department.
1	anonquego.1	· ·	Diversion	District School	Director of School
54.	Registration of schools	tega	This in the state of the state	Education	Education & lo
. 3	Education Education	(saloan)		Dissipation of	assessment from and a sur
1		60 days.	Education	District School Education	Director of School
	Education 1			LANGERON	Ludeauon &
55.	Not for setting up	and garden	Department.	Officer.	- Literacy
55.	NoC for setting up CBSE School:	A CONTRACTOR OF	· 化二氢甲酰胺及及甲基基苯基		Literacy:
55.	Not for setting up	A CONTRACTOR OF	· 化二氢甲酰胺及及甲基基苯基		SAA) RETOVENED DELL
15.	Not for setting up	A CONTRACTOR OF	· 化二氢甲酰胺及及甲基基苯基		Hiteracy:

SL No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority.
56.	Registration of Contractors for works and services (Roads).	60 days.	Public Works Department,	Deputy Chief Engineer, PWD (Roads).	Chief Engineer, PWD (Roads).
57.	Registration of Contractors for works and services (Buildings).	60 days	Public Works Department	Deputy Chief Engineer, PWD (Buildings).	Chief Engineer, PWD (Buildings).
58.	Road Cutting Permission.	60 days.	Public Works Department	Deputy Chief Engineer, PWD (Roads).	Chief Engineer, PWD (Roads).
59.	License for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970.	10 days.	Office of Labour Commissioner	The Deputy Labour Commissioner and The Assistant Labour Commissioner	Labour Commissioner.
. 60	Common Allag	Elépsely Commisse	Supplied & Accident	(District Head Office).	demonition menting the design and liver day secretorists
60.	Registration under Meghalaya Shops and Establishment Act, 2003.	A Chicago Constitution Constitution and Constitution of the Consti	Office of Labour Commissioner	The Deputy Labour Commissioner and The Assistant Labour Commissioner (District Head	Labour Commissioner.
61.	Registration/Renewal of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970.	Prooffice 10 days, recently, Visiterated	Office of Labour Commissioner	Office). The Deputy Labour Commissioner and The Assistant Labour Commissioner (District Head	Labour Commissioner,
62.	Registration/Renewal under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996.	10 days.	Office of Labour Commissioner	The Deputy Labour Commissioner and The Assistant Labour Commissioner (District Head Office).	Labour Commissioner & Secretary, Meghalaya Building & Other Construction Workers Welfare Board.
63.	Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979.	-10 days.	Office of Labour Commissioner	The Deputy Labour Commissioner and The Assistant Labour Commissioner (District Head Office).	Labour Commissioner.

SL No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority. Principal Secretary/
64.	Business License and Renewal thereof by Shillong Municipal Board.	7 days.	Urban Affairs Department.	CEO, Shillong Municipal Board.	Commissioner & Secretary/ Secretary, Urban Affairs Department.
65.	Obtaining Water Connection from Shillong Municipal Board.	7 days.	Urban Affairs Department.	CEO, Shillong Municipal Board.	Principal Secretary/ Commissioner & Secretary/ Secretary, Urban Affairs Department.
66.	Goods Carriage Permit.	7 days.	Transport Department.	RTA/STA Secretary.	Commissioner & Secretary of Transport.
67.	Grant of license for 'Fair Price Shops' under the relevant act and its renewal.	45 days.	Food Civil Supplies & Consumer Affairs Department	Concerned Deputy Commissioners/ Sub-divisional Officers.	Director of Food Civil Supplies & Consumer Affairs.
68.	Licenses / Authorizations required for sale / storage of commodities (other than fertilizers).	45 days	Food Civil Supplies & Consumer Affairs Department.	Concerned Deputy Commissioners/ Sub-divisional Officers.	Director.
69.	(Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974.	120 days.	Moghalaya State Poliution Control Board.	Member Secretary.	Chairman. Shire Shire is Short shire is a second shire is a seco
70.	Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974.	120 days.	Meghalaya State Pollution Control Board.	lo nosik	Chalman. bunseril testil u(ah) mobow us mounvolged. 2 loversimological and
		120 days.	Meghalaya State Pollution Control Board.	Member Secretary.	Chairman.

Department / Organization. Mechalaya State Pollution Control Board Meghalaya State Pollution Control Board. S. Concerned Department /	e Member	Appellate Authority. Chairman Chairman.
s. Meghalaya State Pollution Contro Board. S. Concerned	e Member Secretary.	Chairman.
s. Meghalaya State Pollution Contro Board. s. Concerned	Secretary.	ALLIN of FARETY
Pollution Contro Board.	Secretary.	ALLIN of Fools of
	Public Grievance	gel seremietal :
Office.	Redressal Officer (PGRO) as designated by the concerned Department / Directorate / Office.	Additional Chief Secretary/ Principal Secretary / Commissioner & Secretary / Secretary (as applicable).
vs. Office of Deputy Commissioner.	Additional Deputy Commissioner – Revenue.	Principal Secretary/ Commissioner and Secretary / Secretary, Revenue and Disaster Management Department.
Office of Deputy Commissioner.	Sub-registrar.	Registrar.
Commissioner.	Additional Deputy Commissioner - Municipal.	Commissioner of Division.
Office of Deputy Commissioner,	Additional Deputy Commissioner -Municipal.	Commissioner of Division.
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lo		working days for service delivery after receipt of	Organization.	Designated Official.	Appelate Autsonty.
ō.	License for Sale of	application.			
	Crackers.	60 days.	Office of Deputy Commissioner.	Additional Deputy Commissioner, Municipal.	Commissioner of Division.
31.	Telecom Infrastructure	60 days.	Information	Senior	Principal Secretary/
	Approval by various	,	Technology &	Informatics	Commissioner &
	Local Authorities as	Homets	Communications.	Officer I/C	Secretary/
	defined in MTIP 2018	Sementary	Felhation Coppul	Telecom	Secretary,
	for various	Page 1	Thought Duck	Directorate of IT	Information
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