



सत्यमेव जयते

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

**Personnel and Administrative Reforms (B) Department
and Administrative Reforms Cell**

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PART-IV
GOVERNMENT OF MEGHALAYA
LAW (B) DEPARTMENT

NOTIFICATION

The 24th November, 2020.

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.

MEGHALAYA ACT NO. 18 OF 2020.

(As passed by the Meghalaya Legislative Assembly)

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;
 - (e) "Commissioner" means Commissioner of the State Public Service Delivery Commission appointed under clause (b) of sub-section (2) of section 9;
 - (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;

- (k) "Notification" means a notification published in the Official Gazette;
- (l) "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
- (n) "Year" means a financial year commencing on the 1st Day of April and ending on the 31st day of March of the succeeding year.

CHAPTER - II

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

Right of citizen to obtain time bound delivery of services.

- 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.
- (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 Authority who shall hear appeals in accordance with the provisions of the Act.
- (3) While computing the stipulated time for providing services, a public or official holiday shall not be counted.

Liability of the designated officer to deliver services within the stipulated period

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 Act.
- (2) The Designated Officer shall, for the convenience of the general public, cause to 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.

Duty of the Designated Officer.

5. (1) The Designated Officer shall, on receipt of an application for service by any person, without prejudice to the provisions of any law for the time being in force, provide the service or reject the application within the time period as notified under sub-section (2) of section 3 of this Act.
- (2) In case of rejection, he shall state the reasons for the same in writing and shall intimate it to the applicant forthwith.
- (3) He shall inform the applicant about the period within which an appeal against such denial or delay may be preferred.
- (4) He shall furnish the particulars of the Appellate Authority

- (5) 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.

6. (1) 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.

- (2) The Appellate Authority may direct the Designated Officer to provide the service within a specified period or may reject the appeal.
- (3) 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.

7. (1) Any person aggrieved by a decision of the Appellate Authority may 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 appeal.
- (3) 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 penalty as provided in section 8 of this Act, on the Designated Officer.
- (4) 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.
- (5) Where the Designated Officer does not comply with the direction 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.

Penalty and compensation

8. (1) The State Public 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.

- (2) 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.

Constitution of a State Public Service Delivery Commission.

9. (1) The State Government shall, by notification in the Official 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.
- (2) The State Public Service Delivery Commission shall consist of :-
 - (a) One Chief Commissioner ; and
 - (b) One Commissioner.
- (3) The Chief Commissioner and Commissioner shall be appointed on the recommendation of a two Member Selection Committee consisting of the Chief Minister and a Cabinet Minister nominated by him.

Qualification for Appointment and Term of office of Chief Commissioner and Commissioner.

10. (1) 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.
- (2) 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.
- (5) 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.
- (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 State Public Service Delivery Commission to be deemed civil court under the Code of Civil Procedure, 1908.

- 12. (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;
 - (b) discovery and production of any document or other material object liable to be produced as evidence;
 - (c) receiving evidence on affidavits;
 - (d) requisitioning of any public record;
 - (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.

13. 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;

- (iv) train the nodal officers and designated officers and other public servants, as the case may be, of their duties under the Act;
- (v) compile a guide containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right specified under this Act;
- (vi) 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;
 - (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.
- (2) 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 (l) of section 6 and sub-section (1) of section 7 of this Act;
 - (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.

Power to remove difficulty.

20. 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 years 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.

3. Display of information on notice board and website.— (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. Issue of acknowledgement to applicant.— (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 sub-section (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. Appeal Fee.— 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. Intimation of rejection of application.—(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. Mechanism to monitor status of application.—(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. Procedure for appeal.— (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. Documents to be attached with appeal.— 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. Service of notice of hearing.— 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. Directions by State Government.— Subject to the provisions of the Act and these Rules, the State Government may issue directions for effective implementation of the Act.

Form 1
[See sub-rule (2) of Rule 7]

Acknowledgement for Complete Application

From:

.....

.....

..... (The Designated Officer / Authorised Officer with full office address, email and other contact details)

To:

.....

.....

..... (Name and address of the applicant)

Email:

Mobile:

Ref: Your application dated for

Name of the Service

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

Acknowledgement for Incomplete Application

From:

.....
.....
..... (The Designated Officer / Authorised Officer with full office address, email and other contact details)

To:

.....
.....
..... (Name and address of the applicant)

Email:

Mobile:

Ref: Your application dated for
Name of the Service

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)

FORM III
[See Rule 12]

Form of appeal to the Appellate Authority.

Before the

.....(Designation and office address of the Appellate Authority)

Date of Filing the Appeal

<p>1. Details of the Appellant:</p> <p>(i) Name of the person filing the Appeal:</p> <p>(ii) Address of the person filing the Appeal:</p> <p>(iii) Mobile Number:</p> <p>(iv) Email:</p>	
<p>2. Details of the Designated Officer against whom the Appeal is Filed</p> <p>(i) Name of the Designated Officer and Designation:</p> <p>(ii) Office Address of the Designated Officer:</p>	
<p>3. Details of public service required:</p>	
<p>4. Stipulated time limit for providing the service:</p>	
<p>5. List of supporting documents to avail the service, if any (To enclose copy as required)</p>	
<p>6. Date of Decision of the Designated Officer and Copy of the Order (To be enclosed):</p>	
<p>7. Grounds of Appeal :</p> <p>(i) Public services not provided within stipulated time; or</p> <p>(ii) Rejection of Application</p>	
<p>8. Relief sought</p>	
<p>9. Any other information necessary for filling appeal</p>	

List of Documents enclosed.

- (1)
- (2)
- (3)

Declaration

I, (Name of the Appellant) declare that the particulars given above are true and correct to the best of my knowledge, information and belief.

Date:

Place:

Signature of the Appellant

FORM IV
[See Rule 12]

Form of appeal to the State Public Service Delivery Commission.

Date of Filing the Appeal

<p>1. Details of the Appellant:</p> <p style="padding-left: 40px;">(i) Name of the person filing the Appeal:</p> <p style="padding-left: 40px;">(ii) Address of the person filling the Appeal:</p> <p style="padding-left: 40px;">(iii) Mobile Number:</p> <p style="padding-left: 40px;">(iv) Email:</p>	
2. Date of order of the Appellate Authority and copy of order (to be enclosed)	
3. Date of application produced before Designated Officer for providing service:	
4. Date of acknowledgment and copy of acknowledgement (To be enclosed):	
5. List of supporting documents to avail the service, if any (To enclose copy as required)	
6. Details of public service required:	
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 :	
(i) Aggrieved by decision of the Appellate Authority, or	
(ii) Designated Officer did not provide the service after direction of Appellate Authority under sub-section 2 of section 6 of the Act	
10. Relief sought	
11. Any other information necessary for filling appeal	

List of Documents enclosed.

- (1)
- (2)
- (3)

Declaration

I, (Name of the Appellant) declare that the particulars given above are true and correct to the best of my knowledge, information and belief.

Date:

Place:

Signature of the Appellant

Form V
[See Rule 16]

Register of cases

A. To be maintained by the Designated Officer.

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

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

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

Schedule I
[See rule 17]

Sl. No.	Name of Post	No. of Post	Level of Pay
1	Deputy Secretary	1	(Level-19)
2	Registrar	1	(Level-16)
3	Accountant	1	(Level-11)
4	Upper Division Assistant	1	(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-1)

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. 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: 1. Deed of Declaration. 2. Sale Deed. 3. Gift Deed. 4. Other Deeds viz. Power of Attorney, Agreement of Sale, Deed of Relinquishment etc.	30 days.	O/O the Deputy Commissioner / Sub Divisional Officer (Civil).	1. Deputy Commissioner concerned, or Officer specifically authorized by Deputy Commissioner. 2. Deputy Commissioner concerned, or Officer specifically authorized by Deputy Commissioner/ Sub Divisional Officer (Civil). 3. Deputy Commissioner concerned or Officer specifically authorized by Deputy Commissioner/ Sub Divisional Officer (Civil). 4. Deputy Commissioner concerned or Officer specifically authorized by Deputy Commissioner /Sub Divisional Officer (C).	1. Principal Secretary / Commissioner & Secretary/ Secretary, Revenue & Disaster Management Department. 2. Principal Secretary/ Commissioner & Secretary / Secretary, Revenue & Disaster Management Department. 3. Principal Secretary/ Commissioner & Secretary / Secretary, Revenue & Disaster Management Department. 4. Principal Secretary/ Commissioner & Secretary / Secretary, Revenue & Disaster Management Department.
2.	Mutation in undisputed cases / Deletion – Inclusion / Renewal. 1. Mutation case by way of Inheritance. 2. Mutation case by way of Clear Sale. 3. Mutation – Inclusion/ Deletion case.	6 Months.	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, Revenue & Disaster Management Department.

Sl. No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority.
3.	<ol style="list-style-type: none"> 1. Claim of Ration Card for PHH / AAY and NON – NFSA. 2. Correction of name(s). 3. Deletion of name(s). 4. Change of Head of Family. 5. Duplicate card. 6. Transfer from one Shop / Centre to another. 	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.
4.	<p>Events.</p> <ol style="list-style-type: none"> 1. Religious Meeting and Services. 2. Events without selling of Tickets. 3. Events like Concert(s) etc. if there is Selling of Tickets. 4. Events involving use of Drone. 5. Events with temporary construction of Pandal / stage etc. 6. Fete/ Raffle Draw. 7. Trade Fair / Mela. 8. Awareness Programs / Flash Mob / Road Show / Street Play. 9. Fishing Competition. 10. Jumble Sale/ Sale of Work/ Housie game. 11. Car Mela / other events to set up Canopy. 12. Collection Donation/ Procession /Rally/ Marathon / Walkathon. 13. Puja (Other than Durga, Kali, Vishwakarma & Chatt Puja as these requires District level consultations with the Government and Non-Government Authority. 	5 days.	O/o the Deputy Commissioner/ Sub Divisional Officer (Civil).	Deputy Commissioner concerned or Officer specifically authorized by Deputy Commissioner /Sub Divisional Officer (Civil)	Additional Chief Secretary/ Principal Secretary/ Secretary Home (Political) Department.

ified vide No.PER (ARC) 3/2012/Pt-I/352-A, dated 5th February, 2021.

Sl. No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	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.	e>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.		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. 3. Analysis of Food Samples drawn by Food Safety Officers.	1. 60 days. 2. 30 days. 3. 14 days.	Commissioner of Food Safety (Health & Family Welfare Department).	1. Designated Officer/ Licensing Authority. 2. Designated Officer/ Registering Authority. 3. Food Analyst.	Commissioner of Food Safety, Meghalaya, Shillong.
	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 Level.	Registrar of Cooperative Societies.

SL No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority.
19.	Grant of Fire Safety Certificate	<p>a. After Receipt of Application, Fire Safety Audit / Inspection of the Building / Premises is conducted within 10 days.</p> <p>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.</p> <p>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.</p>	Meghalaya Fire & Emergency Services	Station Officer and above	Superintendent of Police, (F & ES), Meghalaya, Shillong
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.	Issue of Non – Forest Land Certificate.	<p>(i) 30 days when the application is in complete form for recommending to the PCCF & HoFF.</p> <p>(ii) 15 days for further rectification of deficiencies and clarification of queries, etc. if any from PCCF & HoFF.</p> <p>(iii) 10 days for final disposal 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.</p> <p>(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 & relevant documents and replies / clarification are found in order and satisfactory.</p>	Forest & Environment Department.	<p>Divisional Forest Officer.</p> <p>- Do -</p> <p>Principal Chief Conservator of Forests & Head of Forest Force.</p> <p>- Do -</p>	Principal Secretary/ Commissioner & Secretary/ Secretary, Forests & Environment Department.

Sl. No.	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority.
22.	Permission for tree felling under the Meghalaya Tree Felling (Non-Forest Areas) Rules.	<p>(i) 30 days when the application is in complete form for recommending to the PCCF & HoFF.</p> <p>(ii) 15 days for further rectification of deficiencies and clarification of queries, etc if any from PCCF & HoFF.</p> <p>(iii) 10 Days for final disposal by the PCCF & HoFF when the application, documents and recommendation of the DFO are complete in all respect and need no further rectification as at (ii) above.</p> <p>(iv) 5 days for final disposal by PCCF & HoFF if there is a need for further rectification by the DFO at (ii) above, after all the application, relevant documents and replies/clarification are found in order and satisfactory.</p>	Forest & Environment Department.	<p>Divisional Forest Officer.</p> <p>- Do -</p> <p>Principal Chief Conservator of Forests & Head of Forest Force.</p> <p>- Do -</p>	Principal Secretary / Commissioner & Secretary / Secretary, Forests & Environment Department.
23.	Tree felling in forest land (Government or private).	20 days after Stage II clearance under FC Act has been obtained.	Forest & Environment Department.	Divisional Forest Officer.	Principal Chief Conservator of Forests & Head of Forest Force.
24.	Permission for tree felling under the Meghalaya Tree (Preservation) Act.	<p>(1) 20 days for final disposal when the application is in complete form or for recommending to the Conservator of Forest(Territorial).</p> <p>(2) 5 days for further rectification of deficiencies and clarification queries, etc if any from Conservator of Forest(Territorial).</p> <p>(3) 10 Days for final disposal by the CF (T) when the application, documents and recommendation of the DFO are complete in all respect and need no further rectification as at (ii) above.</p> <p>(4) 5 days for final disposal by CF(T) if there is a need for further rectification by the DFO at (ii) above, after all the application, relevant documents and replies / clarification are found in order and satisfactory.</p>	Forest & Environment Department.	<p>Divisional Forest Officer.</p> <p>- Do -</p> <p>Conservator of Forest (Territorial).</p> <p>Conservator of Forest (Territorial).</p>	Principal Chief Conservator of Forests & Head of Forest Force.

Sl. No.	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority.
25.	NOC for field survey and investigation work for Hydro Project.	<p>(1) 40 days when the application is in complete form for recommending to the PCCF & HoFF.</p> <p>(2) 15 days for further rectification of deficiencies and clarification of queries, etc if any from PCCF & HoFF.</p> <p>(3) 15 Days for final disposal by PCCF & HoFF when the application, documents and recommendation of the DFO are complete in all respect and needs no further rectification as at (ii) above.</p> <p>(4) 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, relevant documents and replies/ clarification are found in order and satisfactory.</p>	Forest & Environment Department.	<p>Divisional Forest Officer.</p> <p>- Do -</p> <p>Principal Chief Conservator of Forests & Head of Forest Force.</p> <p>- Do -</p>	Principal Secretary/ Commissioner & Secretary/ Secretary, Forests & Environment Department.
26.	Wildlife Clearance through the National Board for Wildlife.	(1) 5 days for pre-examination to check completeness of the application and communication of shortcomings to the applicant.	Forest & Environment Department.	Divisional Forest Officer.	Chief Wildlife Warden.
		(2) 30 days for processing of an application which is complete in all respect including field inspections.			
		(3) 20 days for processing of application by the Chief Wildlife Warden.	Forest & Environment Department.	Chief Wildlife Warden.	Principal Chief Conservator of Forests & Head of Forest Force.
		(4) 90 days for consultation with the State Board for Wildlife.	Forest & Environment Department.	Secretary in-charge Forests and Environment Department.	Chief Secretary.
27.	NOC for Installation DG Set.	30 days.	Inspectorate of Electricity.	<p>1. Deputy Electrical Inspector, Tura (If the installation is in Garo Hills region).</p> <p>2. Deputy Electrical Inspector, Shillong (If the installation is in Khasi Jaintia Hills region).</p>	Senior Electrical Inspector.

Sl. No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority.
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.
11.	Mining lease / Composite License / Non-exclusive Reconnaissance 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.
2.	Mining Lease for minor minerals.	6 months.	Mining and Geology Department.	D.F.O (Territorial) Division Mining Officer.	PCCF & HoFF / Director of Mineral Resources.
3.	Quarry Permits for minor minerals.	15 days.	Mining and Geology Department.	D.F.O (Territorial) Division Mining Officer.	PCCF & HoFF / Director of Mineral Resources.
	NoC for water abstraction from Central Ground Water Authority/ Relevant Authority.	180 days.	Water Resources Department.	Concerned Executive Engineer (WR).	Chief Engineer (WR).
	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 Superintending Engineer (PHE).	Chief Engineer (PHE).
	State Excise - Label Registration.	15 days.	E.R.T.S Department.	Deputy Commissioner of Excise.	Commissioner of Excise.

Sl. No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority.
37.	Recommendation of 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.
38.	Import permit of 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 of Excise.	Deputy Commissioner of concerned districts.
41.	Recommendation for Temporary Bar License.	7 days.	E.R.T.S Department.	Deputy Commissioner of Excise.	Commissioner of Excise.
42.	Recommendation for Grant of License by Commissioner Office.	30 days.	E.R.T.S Department.	Commissioner of Excise.	Commissioner & Secretary/ Secretary, Excise Registration Taxation Stamps Department.
43.	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.
44.	Permission for Temporary Bar Licenses.	7 Days **	E.R.T.S Department.	Commissioner of Excise.	Commissioner & Secretary/ Secretary, Excise Registration Taxation Stamps Department.
45.	Issue of Fresh Licenses of Manufacturer, Dealer, Repairer in weights 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-I/352-A, dated 5th February, 2021.

Sl. No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority.
46.	Renewal of Licenses of Manufacturer, Dealer, Repairer in weights and measures.	14 days.	Legal Metrology Department.	Controller of Legal Metrology.	Secretary to Government of Meghalaya, Legal Metrology Department.
47.	Registration of Manufacturer, Dealer, Repairer in weights and measures.	14 days.	Legal Metrology Department.	Controller of Legal Metrology.	Secretary to Government of Meghalaya, Legal Metrology Department.
48.	Issue of Verification & Reverification Certificate of weights and measures.	30 days.	Legal Metrology Department.	Controller of Legal Metrology.	Secretary to Government of Meghalaya, Legal Metrology Department.
49.	Granting and renewal of Wholesale Drug License.	90 days.	Health and Family Welfare Department.	Licensing Authority & Controlling Authority.	DHS(MI) in consultation with Administrative Department.
50.	Granting and renewal of Retail Drug License.	90 days.	Health and Family Welfare Department.	Licensing Authority & Controlling Authority.	DHS(MI) in consultation with Administrative Department.
51.	Granting and renewal of Drug Manufacturing License.	90 days.	Health and Family Welfare Department.	Licensing Authority & Controlling Authority.	DHS(MI) in consultation with Administrative Department.
	Registration under "The Meghalaya Nursing Homes (Licensing and Registration), Act 1993 and the Meghalaya Nursing Home (Licensing and Registration Rules 2015".	90 days.	Health and Family Welfare Department.	Member Secretary, Meghalaya Nursing Home Licensing and Registering Authority.	DHS(MI) in consultation with Administrative Department.
	Registration under PC&PNDT Act, 1994 (Amended, 2003) (For 5 years) & its Renewal.	90 days.	Health and Family Welfare Department.	Director of Health Service (MCH&FW).	Principal Secretary/ Commissioner & Secretary/ Secretary Health and Family Welfare Department.
	Registration of schools under Right to Education.	60 days.	Education Department.	District School Education Officer.	Director of School Education & Literacy.
	NoC for setting up CBSE School.	60 days.	Education Department.	District School Education Officer.	Director of School Education & Literacy.

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 (District Head Office).	Labour Commissioner.
60.	Registration under Meghalaya Shops and Establishment Act, 2003.	10 days.	Office of Labour Commissioner	The Deputy Labour Commissioner and The Assistant Labour Commissioner (District Head Office).	Labour Commissioner.
61.	Registration/Renewal of principal employer's establishment 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 (District Head Office).	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.
64.	Business License and Renewal thereof by Shillong Municipal Board.	7 days.	Urban Affairs Department.	CEO, Shillong Municipal Board.	Principal Secretary/ 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.	Consent to Establish 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.	Member Secretary.	Chairman.
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.	Member Secretary.	Chairman.
71.	Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016.	120 days.	Meghalaya State Pollution Control Board.	Member Secretary.	Chairman.

Sl. No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority.
72.	Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012).	120 days	Meghalaya State Pollution Control Board	Member Secretary	Chairman
73.	Registration/ Renewal under Plastic Waste (Management and Handling) Rules, 2011.	90 days.	Meghalaya State Pollution Control Board.	Member Secretary.	Chairman.
74.	Disposal of Grievances through Meghalaya Public Grievances Redress and Monitoring System (MEGPGRAMS).	30 days.	Concerned Department / Office.	Public Grievance Redressal Officer (PGRO) as designated by the concerned Department / Directorate / Office.	Additional Chief Secretary/ Principal Secretary / Commissioner & Secretary / Secretary (as applicable).
75.	Measurement / Demarcation of Land.	106 days.	Office of Deputy Commissioner.	Additional Deputy Commissioner – Revenue.	Principal Secretary/ Commissioner and Secretary / Secretary, Revenue and Disaster Management Department.
76.	Non-encumbrance.	30 days.	Office of Deputy Commissioner.	Sub-registrar.	Registrar.
77.	Cinematograph License & License for Screening a Films (as applicable).	60 days for license. 30 days for renewal.	Office of Deputy Commissioner.	Additional Deputy Commissioner - Municipal.	Commissioner of Division.
78.	NOC required for setting up of explosives manufacturing, storage, sale, transport.	90 days.	Office of Deputy Commissioner.	Additional Deputy Commissioner -Municipal.	Commissioner of Division.
79.	NOC required for setting up of petroleum, diesel & Naphtha manufacturing, storage, sale transport.	60 days.	Office of Deputy Commissioner.	Additional Deputy Commissioner - Municipal.	Commissioner of Division.

Sl No	Name of Service.	Number of working days for service delivery after receipt of application.	Department / Organization.	Designated Official.	Appellate Authority.
80.	License for Sale of Crackers.	60 days.	Office of Deputy Commissioner.	Additional Deputy Commissioner, Municipal.	Commissioner of Division.
81.	Telecom Infrastructure Approval by various Local Authorities as defined in MTIP 2018 for various Departments including Public Works, Power, Urban Affairs, Forest & Environment etc.	60 days.	Information Technology & Communications.	Senior Informatics Officer I/C Telecom Directorate of IT & C, Government of Meghalaya.	Principal Secretary/ Commissioner & Secretary/ Secretary, Information Technology & Communications Department.

(C. V. D. Diengdoh)
Secretary to the Government of Meghalaya,
Personnel & A.R. (B) Department (ARC)