

**GOVERNMENT OF MEGHALAYA  
FOREST AND ENVIRONMENT DEPARTMENT**

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**No.FOR.62/2020/Pt/315**

**Dated, Shillong, the 14<sup>th</sup> February, 2025**

**NOTIFICATION**

**WHEREAS**, Ease of Doing Business is a priority of the Government of Meghalaya, in line with the **Business Reform Action Plan 2024** of the **Department of Promotion of Industry and Internal Trade (DPIIT)**, **Ministry of Commerce & Industry, Government of India**;

**WHEREAS**, there is a need to simplify business regulations and ease of compliance to bring transparency in information dissemination and appropriate implementation.

The following instructions as per reform listed are hereby notified for streamlining the existing regulatory structures and create an investor friendly environment across Meghalaya: -

**I. Ensure that the following services are provided through the online single window system:-**

- **NOC for tree felling from tree authority/appropriate authority (Prior to commencement of construction activities):** The service includes 2 (two) notified services under MRTPS Act, 2020 i.e. (i) Permission for felling under Meghalaya Tree Felling (Non-Forest Areas) Rules, 2006 & (ii) Permission for tree felling under the Meghalaya Tree (Preservation) Act, 1976. Further, under the first service i.e. Permission for felling under Meghalaya Tree Felling (Non-Forest Areas) Rules, 2006, there are two categories i.e. (i) Permission for felling of isolated trees at Homesteads, Farms etc. and (ii) Tree felling in forest land (Government or Private). As on date, Permission for felling of isolated trees at Homesteads, Farms etc. is completed and operational online and the second category i.e. Tree felling in forest land (Government or Private) is under process. The second service i.e. Permission for tree felling under the Meghalaya Tree (Preservation) Act, 1976 is also under process.

**Now therefore**, it is hereby mandated that all the applications under the **Department of Forests & Environment**, are submitted online once the services has become fully operational with no requirement for submissions of a hard copy, through the **Invest Meghalaya Portal** or <https://megforest.gov.in/> for the services as listed in the reform.

The portal/(s) will enable the following features: -

1. Online application submission
2. Payment of application fees
3. Tracking the status of applications.
4. Downloading the final signed certificate.
5. Third-party verification.

**II. Information is available online in public domain for the completed service on all necessary components for availing a service, such as a comprehensive list of required documents, fees, procedures with stage-wise details, and the time for completion of each procedure/step**

**III. NOC for Tree Felling service is delivered through The Meghalaya Right To Public Services Act which defines clear timelines, with punitive provisions and a grievance**

mechanism along with the escalation matrix for instances when the stipulated timelines are not met.

**IV. Mandate to Publish an online dashboard in public domain with following features:**

- i. **Publishing the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate.**
- ii. **Highlighting that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned.**

An online dashboard has been created in the **Invest Meghalaya Portal** for the services as given in Section I. The online dashboard covers features related to service timelines prescribed as per the Public Service Guarantee Act, total number of applications received, number of applications received, number of applications approved, and average, median and minimum time taken for obtaining approvals, along with the average fee for completion of entire process. The dashboard is developed in the following format as per DPIIT mandate: -

Particulars	Details
Time Limit prescribed as per the Public Service Guarantee Act	
Total Number of applications received	
Total Number of applications approved	
Average time taken to obtain registration/renewal	
Median time taken to obtain registration/renewal	
Minimum time taken to obtain registration/renewal	
Maximum time taken to obtain registration/renewal	
*"Average fee" taken by the Department for completion of entire process of obtaining approval/ certificate	

For new registrations, application-wise details shall be updated in the online portal with regards to date of application, date of approval and breakup of fee details with the following features.

Sl no.	Application No.	Application Date	Approval Date	Fee Details	Total Fee Charged

All the dashboards are being updated on a real-time basis.

**V. Establish an Online Grievance Mechanism and define working procedures and an escalation matrix, including service timelines and procedures for reverting to businesses among others, for handling grievances.**

As per provision of Government Notification vide letter No.PER(ARC)3/2012/Pt. I/338 conferred under Section 3(2) of **The Meghalaya Right To Public Services Act, 2020**, The Forest Department, Meghalaya has designated a **Public Grievance Redressal Officer (PGRO)** for addressing a complaint.

A user can file a complaint through various mechanisms such as: -

1. Raise/file a complaint through the **Meghalaya Public Grievance Redressal & Monitoring System (MEGPRAMS)** [megpgrams.gov.in](http://megpgrams.gov.in)

2. Complaints can also be sent through **Centralized Public Grievance Redress and Monitoring System (CPGRAMS)** [pgportal.gov.in](http://pgportal.gov.in)

**Procedures for Redressal of Grievances as follows:**

The Public Grievance Redressal Officer (PGRO) designated shall transfer the Grievance directly to the Circle/Division. All the grievances should be resolved within thirty (30) days of receipt of a complaint/grievance.

The above guideline for working procedure may vary time to time as per latest amendment made by the Forest Department.

**This notification will take effect from the date of its publication in the official Gazette.**

**Sd/- (P. Bakshi, IAS)**  
**Commissioner & Secretary to the Government of Meghalaya**  
**Forest & Environment Department**

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**Memo.No.FOR.62/2020/Pt/315-A**

**Dated, Shillong, the 14<sup>th</sup> February, 2025**

**Copy to: -**

1. The P.S. to the Chief Minister, I/c Forest & Environment Department for information of the Minister.
2. The P.S. to the Chief Secretary, Govt. of Meghalaya for information of the Chief Secretary.
3. The P.A. to the Principal Secretary, Govt. of Meghalaya, Forest & Environment Department for information of the Principal Secretary.
4. The P.A. to the Commissioner & Secretary, Govt. of Meghalaya, Planning, Investment Promotion, & Sustainable Development Department for information of the Commissioner & Secretary.
5. The P.A. to the Commissioner & Secretary, Govt. of Meghalaya, Finance Department for information of the Commissioner & Secretary.
6. The P.A. to the Commissioner & Secretary, Govt. of Meghalaya, Commerce & Industries Department for information of the Commissioner & Secretary.
7. The P.A. to the Commissioner & Secretary, Govt. of Meghalaya, Personnel & Administrative Reforms Department (Administrative Reforms Cell) for information of the Commissioner & Secretary.
8. The P.A. to the Commissioner & Secretary, Govt. of Meghalaya, Forest & Environment Department.
9. The Principal Chief Conservator of Forests & HoFF, Meghalaya, Shillong.
10. All Administrative Departments.
11. The Director of Information & Public Relations for favour of issuing a press notification on the above.
12. The Director of Printing & Stationery, Meghalaya for favour of publication in the Gazette.
13. Guard File.

*By Order etc.,*



Under Secretary to the Government of Meghalaya,  
Forest & Environment Department.

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*PR Sect<sup>n</sup>  
for PR pls.  
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