

PRESS RELEASE



Training-cum-Awareness Camp

on Meghalaya Right to Public Services Act, 2020 Held in Ampati

AMPATI, August 28: A Training-cum-Awareness Camp on the Meghalaya Right to Public Services Act, 2020, was held at the DRDA Conference Hall, Ampati, on August 28 to sensitise citizens and government officials on the timely, transparent and efficient delivery of notified public services.

The programme was organised by the Meghalaya State Public Services Delivery Commission (MSPSDC), Shillong, in collaboration with the District Administration, South West Garo Hills, under the motto “Efficiency & Transparency – Empowering Citizens, Ensuring Delivery.”

At the outset, South West Garo Hills Deputy Commissioner, Kum. Anendya Raajsshre, IAS,



stated that the camp aimed to sensitise citizens and government officials about their rights under the Meghalaya Right to Public Services Act, 2020, particularly the entitlement to receive notified public services within prescribed timelines. She also highlighted the appeal mechanisms available to

citizens in cases of delay or denial, stressing the importance of timely, transparent and accountable service delivery.

The programme included a detailed reading and discussion on the Meghalaya Right to Public Services Act, 2020, followed by a session on the online application system and the MSPSDC portal. Shri. Elliber A. Marak, District Informatics Officer, demonstrated the online application process and highlighted the portal’s role in facilitating access to notified services.

Participants were also briefed on the Meghalaya Right to Public Services Rules, 2021, by Shri. Saljong R. Marak, MCS, Additional Deputy Commissioner. A departmental session on the delivery of public services was subsequently conducted with representatives from various government departments, followed by an interactive question-and-answer session.

The MSPSDC portal provides citizens access to 220 notified services, including Scheduled Tribe Certificates, Scheduled Caste Certificates, Permanent Residence Certificates, Income Certificates, Farmer ID registration and certificates required for recruitment in Armed, Paramilitary and Police Forces, each with specified service-delivery timelines.



The programme emphasised that citizens can apply for notified services online and, in cases of delay or denial, avail themselves of the prescribed First Appeal mechanism and subsequently approach the Commission where applicable.



The camp reinforced the commitment of the State Government and District Administration towards accountable, citizen-centric and time-bound delivery of public services.