

CITIZEN'S CHARTER

PARLIAMENTARY AFFAIRS DEPARTMENT

The Aim or the purpose of this Citizen's Charter is to provide for comprehensive and quality service and delivery thereof, and herein below in the following paragraphs are the Charters; viz:-

1.

Name of Department

Parliamentary Affairs Department, Government of Meghalaya.

2.

Office Address:

Parliamentary Affairs Department,
Room No. 301A ,
Additional Secretariat Building,
I.G.P Point, Shillong, East Khasi Hills District, Shillong 793001.

3.

Department's Contact No:

Phone No. 0364- 2224201 - 2602 (**EPABX**)

4.

Web sites:

At present all information such as the Act, Rules and amendment, O.M., Circulars, notification etc; issued from time to time relating to Parliamentary Affairs Department were uploaded and can be viewed through Government of Meghalaya portal i.e. **<https://meghalaya.gov.in>**

5.

VISION

Parliamentary Affairs Department endeavour to provide comprehensive and quality services to stake holders comprising, the Legislative Meghalaya Assembly and Members of Legislative Assembly as well as other Departments.

6.

MISSION

To act as an efficient facilitator to constantly improve Government's interaction with Legislative Assembly by: -

1. Planning, coordinating and monitoring Government's business in Legislative Assembly.
2. Assisting others Departments to effectively carry out their legislative works.
3. Responding actively and effectively on behalf of the Government in respect of assurances, directions, resolutions, motions etc. of a general nature made to the Government by the Legislative Assembly.
4. Constituting and arranging meetings of Consultative Committees of Members of Legislative Assembly.
5. Administering policies and provisions relating to Salaries, allowances to Ministers, Parliamentary Secretaries, MLAs, Ex- MLA's pension, Ex- MLA's family pension to family members.

7.

About the Department and it functioning :

The business covers numerous intricate matters such as administrative, legislative and non-legislative. The Department also deals with summoning and prorogation of the Assembly Sessions; preparation & finalisation of the Governor's Address to the Legislative Assembly; constitutions of consultative Committee; matters relating to Whips; follow up action by the concerned Departments of any assurances made by the concerned Ministers on the floor of the Legislative Assembly; and attends to matters generally concerning the Members of Legislative Assembly; such as sanction of Discretionary Grants to all MLAs; Salaries, allowances & facilities and entitlement Pension to the Members of the Meghalaya Legislative Assembly; making of rules, notification, OM, circulars that are regulated and administered under this Department.

8.

Our aim is to achieve the following service delivery/quality parameters:-

Sl. No	Nature of Service	Details of Service	Service Delivery Standard and time taken
1.	Assurances of citizen's / public importance in the House by CM, Dy. C.M. Ministers.	Forwarding the list/points of assurances to all/concerned Departments for taking actions and followup.	Submission of the Action taken Reports on assurance in prescribed formats
2.	Discretionary Grants (DG) to MLAs	Providing financial assistance to the beneficiaries in every financial year.	Sanction of the DG, the Guidelines of the Utilisation and submission of UC is provided under OM. No. O.M. No. PA.27/2000/Pt.21 dated 5.2.20110
3.	Debate on Governor's Debate	Point raised on such Public/ citizen importance/policies during the debate on the Governor's Address to the Assembly.	Submission of the replies or action taken in prescribed formats by concerned Departments.
4.	Complaint or Grievance filed	Parliamentary Affairs to follow up the complaint and redress them or take action.	1. Acknowledgment of the Complaint or grievances. 2.Necessary action or follow up action within 5 working days

Any other information and details, clarification on any other subject or matters not listed in this **Para 8**, may be obtained as in **Para 9** below by RTI application.

9. Availability of Information:- Information on the following subjects can be obtained from our Offices/Department by RTI application, as follows on;-

- (i) Governor's Address to the Legislative Assembly;
- (ii) Constitutions of consultative Committee from time to time ;
- (iii) Assurances made by the CM/ Dy CM/ Ministers on the floor of the Legislative Assembly;
- (iv) Matters generally concerning the Members of Legislative Assembly;
- (v) Sanction of Discretionary Grants to MLAs;
- (vi) Enactments and amendment relating to Salaries, allowances & facilities of Minister, Parliamentary Secretary.
- (vii) Act and amendment relating to entitlement of Pension to the EX-MLAs and Family Pension for the family members of Ex-MLAs;
- (viii) Notification of rules, notification, OM, circulars etc relating to Parliamentary Affairs Department.

10. Organisational setup of the Department:

The Organisational setup of the Parliamentary Affairs Department is as follows:-

Office/Designations Names:

Minister I/c	- Prestone Tynsong Room No.305, <i>Phone Nos Civil -0364-2224284 & EPABX -2202 (2224201)</i>
Secretary	- L.M. Sangma Room No. 326 (Main), <i>Phone Nos Civil -0364-2226422 & EPABX -2218 (2224201)</i>
Deputy Secretary	- A.K. Sangma Room No. 222 (Main), <i>Phone Nos Civil -0364-2210361 & EPABX -2691 (2224201)</i> <i>(information as on 24.10.2013)</i>

Department level –

Superintendent of the Department supported by Upper Division Assistants, Lower Division Assistants, Typist and Grade IV Staffs. (Total Strength in the Department level = 9 Nos).

11.

Stake holders:

The stakeholders are as follows -

- ☐ The Meghalaya Legislative Assembly and its Secretariats
- ☐ Members of Meghalaya Legislative Assembly
- ☐ Central Government Ministries/Departments and Organisations
- ☐ State Governments Departments
- ☐ Citizens

12.

Departmental Grievance Redressal Mechanism

There is a Grievance Redressal Mechanism in the Department for processing of the grievances of any citizen or stakeholders.

The Department's Grievances Redressal Mechanism is to look into the grievances of the of Citizens or stakeholders in matters/subjects we serve relating to the functioning of the of Parliamentary Affairs Department whereof the particulars are given below;-

Name of Grievance Redressal Officer: A.K. Sangma, Deputy Secretary, Parliamentary Affairs Department, Room No. 222, Main Secretariat Building, IGP Point, Shillong – 793001
Phone Nos Civil -0364-2210361 & EPABX -2691.

13.

Right to Information:-

Under the Right to Information Act, 2005, the Parliamentary Affairs Department is the public authorities which any public information or supply of public information can be requested/ sought by citizen on the payment of such prescribed fees and on payment of cost of supply of information as prescribed under the Act and Rules. Public Authorities namely; the Appellate Authority and the PIO (Public Information Officer) were notified by the Department.

Name of Appellate Authority : L.M. Sangma, Secretary, Parliamentary Affairs Department, Room No. 329 Main Secretariat Building, IGP Point Shillong- 793001 (Phone Nos Civil -0364-222622 & EPABX (Main Secretariat 2224201 -2218).

Name of Public Information Officer: A.K. Sangma, Deputy Secretary, Parliamentary Affairs Department, Room No. 222, Main Secretariat Building, IGP Point Shillong- 793001 (Phone Nos Civil -0364-2210361 & EPABX (Main Secretariat 2224201 - 2691).

14.

Nodal Officer for Citizen Charter:-

Name : Shri. A. K. Sangma, Deputy Secretary Parl. Affairs Department.
Room no – 222A (Main Bldg), Civil No – 0363- 2210361.

15.

Complaint/Redressal/ Acknowledgement of Complaint:

Any Complaint received shall be acknowledged immediately either in writing or over phone with the complainant either by the Nodal Officer or the Branch Officer (or any officers of the Department) immediately. And the time of taking action on such complaint shall be within 5 working days and their redressal along with such steps and position be informed to the complainant.

Time of receiving complaint – Office Hours (Monday to Friday)

Address of Complaint Officer:-

Name : Shri. A. K. Sangma, Deputy Secretary Parl. Affairs Department.
Room no – 222A (Main Bldg), Civil No – 0363- 2210361.

16.

Updating of the Citizen's Charter –

In case of any change in the subject, information, standard, delivery of service, rules, notification and any other information shall be immediately send for uploading in the Official websites and shall be made available for public information and consequently update this Citizen Charter.

17.

List of Act/ Rules/ OM under the Parliamentary Affairs Department : The following Acts, Rules, Notification available under Parliamentary Affairs Department, viz;-

Acts :

1. The Meghalaya (Minister's Salaries and Allowances) Act, 1972.
2. Legislative Assembly of Meghalaya (Members Salaries and Allowances) Act 1972.
3. The Prevention of Disqualification (Members of Legislative Assembly of Meghalaya) Act, 1972.
4. The Legislative Assembly of Meghalaya (Member's Pension) Act, 1977.
5. The Meghalaya Legislative Assembly (Leader of the Opposition) (Salaries and Allowances) Act, 1983.
6. The Legislative Assembly of Meghalaya (Member's Family Pension) Act, 2002 (with amendment).
7. The Meghalaya Parliamentary Secretaries (Appointment, Salaries, Allowances & Miscellaneous Provisions) Act 2005.

Rules:

1. The Meghalaya Legislative Assembly Members' Salaries and Allowances Rules, 1972.
2. The Legislative Assembly of Meghalaya (Members' Pension) Rules, 1979
3. The Meghalaya Ministers' Allowances and Privileges Rules, 1989.

O.Ms:

1. O.M. No. PA.27/2000/Pt.21 dated 5.2.2010 on the Guideline for implementation of the Discretionary Grant rendered to the Members of the Meghalaya Legislative Assembly.

**WE AS A TEAM OUR DEPARTMENT IS COMMITTED TO CONSTANTLY DELIVER,
REVISE AND CONTINUE TO IMPROVE THE SERVICES BEING OFFERED
UNDER THIS CITIZEN'S CHARTER**

