

## PRESS RELEASE



### Awareness Program on Meghalaya Right to Public Services Act, 2020 held across South West Khasi Hills District

**Mawkyrwat, September 21, 2026:** The District Planning Office, South West Khasi Hills District, Mawkyrwat, conducted a series of awareness programs on the Meghalaya Right to Public Services Act, 2020, at four different locations in the district with the objective of sensitizing citizens, government officials, staff, students and teachers about the importance of timely and efficient delivery of public services.



The programs were conducted at the Multipurpose Hall, DC Office Complex on 25th August 2026, the Conference Hall of the Office of the Block Development Officer, Ranikor C&RD Block on 15th September 2026, St. Xavier's College, Umoid on 16<sup>th</sup> September 2026, and St. John Bosco Higher Secondary School, Mawpat on 17<sup>th</sup> September 2026.



The awareness sessions were conducted by Resource Persons comprising Smt. N. D. Shira, MCS, Assistant Commissioner, Shri. A.S.P. Marak, MCS, Assistant Commissioner, Shri. K. Snaitang, DPM of DRDA, and Shri. A.M.D. Wanbah, Border Area Development Officer respectively.



The Resource Persons highlighted the key provisions and objectives of the Meghalaya Right to Public Services Act, 2020, with particular emphasis on citizens' rights to receive notified public services within the prescribed time limits. Participants were also sensitized on the importance of transparency, accountability and responsive public service delivery.

A key feature of all four programs was the hands-on demonstration of the Meghalaya Right to Public Services portal conducted by Shri C. Kharkongor, District Informatics Officer (DIO), NIC. The practical session provided participants with an understanding of the working of the portal and the digital mechanism for accessing public service-related information and facilities.



The programs witnessed participation from a total of around 500 participants, comprising officers, government staff, students, teachers and headmen of various villages. The Multipurpose Hall program recorded 30 participants, while around 100 participants attended the program at the Ranikor C&RD Block. The program at St. Xavier's College, Umoid, witnessed the participation of about 250 persons, while 120 participants attended the program at St. John Bosco Higher Secondary School, Mawpat.

The interaction sessions provided participants with an opportunity to seek clarification on various aspects of the Act and the practical process of accessing public services. The inclusion of students and teachers in the awareness campaign also helped promote greater awareness of citizens' rights among educational institutions and the younger generation.

The District Planning Office stated that such awareness initiatives are aimed at strengthening public awareness regarding the right to timely public services and promoting a more transparent, accountable and citizen-centric system of public service delivery in South West Khasi Hills District.