

PRESS RELEASE



Awareness Programme on Meghalaya Right to Public Services Act, 2020

Held Across North Garo Hills

Resubelpara, October 7, 2026: The District Administration, North Garo Hills, Resubelpara, is conducting a week-long awareness programme on the Meghalaya Right to Public Services Act, 2020, with the objective of sensitising citizens, particularly the youth, on their rights and entitlements to notified public services.

The awareness programme is being conducted from October 6th to October 9th, across all four C&RD Blocks of the district, namely Resubelpara, Bajengdoba, Adokgre and Kharkutta, with educational institutions being covered as part of the initiative. Students from Classes IX to XII are participating in the programme.

Smti. Osamaphi Lyngdoh, MCS, Assistant Commissioner, North Garo Hills, is serving as the resource person for the awareness sessions. Interacting with the students, she highlighted the objectives and significance of the Meghalaya Right to Public Services Act, 2020, and emphasised the importance of citizens being aware of their rights in accessing government services.

She explained that the Act provides citizens with the right to receive notified public services within the stipulated time frame. It also provides for mechanisms relating to accountability and grievance redressal, including the right to appeal in cases where a notified service is delayed or not provided.

She further stated that the objective of sensitising students is to equip them with knowledge of the provisions of the Act, as the younger generation has greater familiarity with technology and digital platforms. The students, she said, can also play an important role in disseminating awareness among their families and communities, particularly among sections of society who may have limited access to technology and digital information.

Highlighting the significance of the Act, Smti. Lyngdoh stated that awareness of citizens' rights to public services can facilitate greater transparency, accountability and efficiency in the delivery of government services and enable citizens to make informed use of the services available to them.

The E-District Manager, North Garo Hills, also apprised the students about various digital services available through the e-District platform and explained how digital platforms can facilitate convenient access to government services.

The students actively participated in the sessions and were sensitised on the provisions of the Meghalaya Right to Public Services Act, 2020, as well as the various digital services available to citizens.