

GOVERNMENT OF MEGHALAYA
DEPARTMENT OF AGRICULTURE & FARMERS WELFARE

NOTIFICATION

Dated Shillong, the 10th February, 2025

No. AGRI(G)SS/2020/PT/03 WHEREAS Ease of Doing Business is a priority of the Government of Meghalaya, in consonance with the Business Reform Action Plan 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 & ease of compliance, eliminate/reduce physical touch points to bring transparency in information dissemination and appropriate implementation.

Whereas, Business Reform Action Plan Plus recommends establishing an Online Grievance Mechanism and defining working procedures and escalation matrix (including services timelines, reverting to business etc.) for Grievance handling.

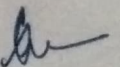
Directorate of Food Processing uses the **CM-Connect portal** for all grievance handling. The following are the working procedures and escalation matrix (including services timelines, reverting to business etc.) for Grievance handling: -

Channels to connect CM Connect:

1. Toll-Free Number – 1971 & 1800-3456-851
2. WhatsApp – 94363 94363
3. Email - cmconnect1971@outlook.com
4. Physical forms
5. Village Data Volunteers (Mobile Application)
6. CM's Block Community Interaction
7. Website (<https://meghalayaone.gov.in/>)

Procedures for Redressal of Grievances as follows:

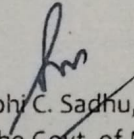
1. Registration of grievance through any of the above-mentioned modes of communication.
2. Grievances are validated by the Call centre executives which includes call back to the citizen (if required).
3. Post validation of the Grievance (ticket), It is pushed to Concerned CM Connect Nodal officer of the Department.
4. Nodal officer assigns the ticket to concerned officer of Tier III (Director / CE).
5. Tier III officer further assign the ticket to Tier II or Tier I officer with their remarks for further action.
6. Action is taken as per the SOP by the field officer (Tier II or Tier I) or field staff and action taken report is updated in the system.



- CM Connect Nodal officer review the ATR and mark the grievance as closed along with his comments.
8. Once the ticket is marked as closed, a callback is done by the Call centre team and feedback is sought from them.
 9. If caller is satisfied, ticket is closed.
 10. If caller is not satisfied, ticket is reassigned to the CM Connect nodal officer.

All grievances to be responded within **15 days** and an additional **30 days** to be taken for resolution conditional on the final clarification and verification of grievance submission put forward.

The above guideline for working procedures may vary time to time as per latest notification/GO/Circular.


(Shri Sibhi C. Sadhu, IAS)
Secretary to the Govt. of Meghalaya,
Department of Agriculture & Farmers' Welfare

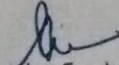
Memo No.AGRI(G)55/2020/Pt/93-A

Dated Shillong, the 10th February, 2025

Copy to:

11. The P.S. to the Chief Minister, Meghalaya for kind information of the Chief Minister.
12. The P.S. to the Minister i/c Department of Agriculture & Farmers Welfare for kind information of the Minister.
13. The P.S. to the Chief Secretary to the Govt. of Meghalaya for kind information of the Chief Secretary.
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17. The Director of Agriculture (R&T), Directorate of Research Training & Technology Induction, Meghalaya, Shillong.
18. The Officer on Special Duty, Directorate of Food Processing, Meghalaya, Shillong for information and necessary action.
3. The Director of Printing & Stationery, Meghalaya, Shillong for favour of publishing in the Meghalaya Gazette in the next issue.
19. Planning, Investment Promotion & Sustainable Development Department.
20. Commerce & Industries Department.

By orders etc.,


Joint Secretary to the Govt. of Meghalaya,
Department of Agriculture & Farmers' Welfare

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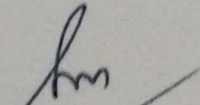
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WHEREAS there is a need to simplify business regulations & ease of compliance, eliminate/reduce physical touch points to bring transparency in information dissemination and appropriate implementation.

The Directorate of Food Processing, Agriculture & Farmers Welfare Department will act as an ODOP Facilitation Center/Agency to assist with participation in trade fairs and provide support with promotion, branding, and packaging for international markets, while also addressing challenges to enhance the export of ODOP products. The support will extend to cover the full business cycle, from raw material procurement to final trade/export.

For the purpose of enhancing branding, addressing manufacturing/processing challenges, and to increase the export of ODOP products. The center/agency will also support businesses in participating in trade fairs and preparing for international markets.

The establishment of this center/agency will come up with clear legal mandates to simplify regulatory processes and reduce compliance burdens, thereby improving the investment climate. Conduct regular and comprehensive stakeholder consultations to understand and address the issues faced by the industry and businesses, ensuring that the facilitation centers/agencies are effectively meeting their needs.

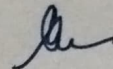


(Shri Sibhi C. Sadhu, IAS)
Secretary to the Govt. of Meghalaya,
Department of Agriculture & Farmers' Welfare.

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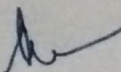
WHEREAS there is a need to simplify business regulations & ease of compliance, eliminate/reduce physical touch points to bring transparency in information dissemination and appropriate implementation.

An online dashboard for all services attached in Annexure-I created on the **Invest Meghalaya Portal** or **Directorate of Food Processing, Agriculture & Farmer's Welfare Department portal** as required. The online dashboard has been created per DPIIT Guidelines and it covers features related to service timelines prescribed number of applications received under One District One Product (ODOP), the number approved, and the average processing time, as well as the fees associated with approvals or certificates. 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 |
|--------|-----------------|------------------|---------------|-------------|-------------------|
| | | | | | |



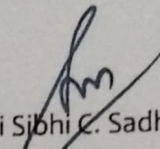
Another detailed dashboard of businesses registered under ODOP, including the type of product, location, and services utilized. The dashboard format will be as given:

| Sl no. | Business Registered under ODOP initiative | Type of Product | Location | Services Utilized |
|--------|---|-----------------|----------|-------------------|
| | | | | |

A list of upcoming trade fairs, exhibitions, and promotional events where businesses can register to participate has also been created in the following format:

| Sl no. | Event/Fairs/Exhibition | Location | Register |
|--------|------------------------|----------|----------|
| | | | |

All the dashboards are being updated on a real-time basis or at regular intervals (daily, weekly, or monthly), with the date and time of the most recent update prominently displayed for transparency.


(Shri Sibhi C. Sadhu, IAS)

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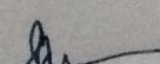
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Joint Secretary to the Govt. of Meghalaya,
Department of Agriculture & Farmers' Welfare.

Annexure-I

| Sl No. | Service name | Department |
|--------|---------------|--------------------------------|
| 1. | ODOP - PM-FME | Directorate of Food Processing |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |

