

**GOVERNMENT OF MEGHALAYA**  
**PLANNING, INVESTMENT PROMOTION & SUSTAINABLE DEVELOPMENT**  
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Dated, Shillong, the 14<sup>th</sup> February, 2025.

**NOTIFICATION**

**No.C&S/CORR-PLNG/2020/99** - 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 touchpoints to bring transparency in information dissemination and appropriate implementation.

NOW THEREFORE, it is to be noted that an Online System has been created on the PRIME Meghalaya Portal and the following features are incorporated for the service “**Entrepreneur Registration – PRIME ID**”: -

1. The portal shall provide the facility for online application submission, tracking, and monitoring, certificate is not required as confirmation is given digitally through email & Third-Party verification for the authenticity of the approval or registration. No physical/manual application shall be requested by the concerned authority in addition to the online application. As the PRIME ID registration is free of charge, no payment feature is included.
2. Applicants will receive notifications on the status of their applications through SMS and email.
3. An online dashboard to be created as per DPIIT Guidelines and it shall cover features related to service timelines prescribed as per the Public Service Guarantee Act/ Meghalaya Rights to Public Service Act 2020, total number of applications received, total number of applications approved, average, median and minimum time taken for obtaining approvals, along with the average fee for completion of entire process. The dashboard to be developed in the following format as per DPIIT mandate: -

<b>Particulars</b>	<b>Details</b>
Time Limit prescribed as per the Public Service Guarantee Act/ Meghalaya Rights to Public Service Act, 2020	
Total Number of applications received	

Particulars	Details
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

All the dashboards are updated on a real-time basis or updated regularly (daily/weekly/fortnightly/monthly)

Whereas, Business Reform Action Plan Plus 2024 recommends establishing an Online Grievance Mechanism and defining working procedures and escalation matrix (including services timelines, reverting to business etc.) for Grievance handling.

PRIME Meghalaya has also constituted three level/tier complaint registration complaint mechanism as under: -

Procedures for Redressal of Grievances as follows:

**Standard – Level 1: Program Heads, PRIME Meghalaya (within 30 days).**

After submitting a grievance, the program Head will register the complaint, evaluate it for further addressing. In few cases, the grievance will be forwarded to the respective sector, department or location for further processing and resolution.

**Escalation – Level 2: Executive Director, MBMA (within 30 days).**

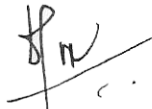
If no resolution could be found within the first level, the grievance will be escalated to the Executive Director, MBMA for further addressing. A time frame of 30 days is allocated for this escalation process.

**Escalation – Level 3: CEO, MBMA (within 60 days).**

If no resolution could be found within the first two levels, the grievance will be escalated in the last instance to the CEO, MBMA for final addressing. A time frame of 60 days is allocated for this escalation process.

Therefore, to comply with the above recommendations of BRAP Plus 2024, it is hereby notified for information to all consumers and other stakeholders that any consumer having a grievance can submit online application for redressal to the respective forum in the website <https://www.primemeghalaya.com/>

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



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