

GOVERNMENT OF MEGHALAYA
PLANNING, INVESTMENT PROMOTION & SUSTAINABLE DEVELOPMENT DEPARTMENT

No. PLR.44/2020/Pt – IV/58

Dated: Shillong, the 13th February 2025.

OFFICE MEMORANDUM

The State Government has implemented the Invest Meghalaya Portal also named as Unified Investment Portal (UIP), an online single window system in consonance with the Business Reform Action Plan Plus (BRAP+) 2024 mandated by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India to simplify business regulations & ease of compliances, eliminate/reduce physical touch points to bring transparency in information dissemination and program implementation vide Notification No.PLR.22/2024/Pt-1/49 dated 30th October, 2024 and O.M. No.PLR.22/2024/Pt-1/50 dated 30th October, 2024.

The following additional features have been upgraded in the Invest Meghalaya Portal as mandated by DPIIT:

1. IT features for learning & feedback - Provision for user ratings based on the Likert scale, as well as feedback form.
2. The portal is translated to vernacular languages like Khasi/Garo/Pnar for the aim of eliminating language barriers in the single window system, thereby increasing its accessibility and ensuring that all users, regardless of their language proficiency, can navigate the approval and clearance processes with ease.
3. Meghalaya Startup tab where information on hackathons, ideathons, summits and other events are listed. Additionally, information on mentors, incubators, co-working spaces and other resources that support startup growth, including a defined framework for onboarding sector-specific mentors, publishing profiles, and arranging online/offline meetings with a complete fee structure. Information on grants, incentives/ subsidies available for Startups along with detail procedure, timelines, fees, and documents are also included.
4. Feedback & Grievance System with the purpose of bolstering accountability and service quality by openly sharing user feedback, allowing for public insight into the service delivery process, system performance and user satisfaction for all services onboarded in the portal.

The Feedback & Grievance Mechanism has the following working procedures:

- i. Applicants/Investors shared their Feedback/Grievance through the online system and it will be sent to the concerned department.
- ii. Department officials will review the feedback/Grievance.
- iii. Remarks or Solution to be shared with the applicant.
- iv. Status to be updated in the portal accordingly.

5. Best practices repository to foster a culture of inspiration and cross-learning among various agencies.
6. The Service desk will provide support for technology collaborations, Research & Development, Model Project Reports, and financial services within **90 days** of the investor's/applicant's request and an additional **90 days** after the submission of the final documents by the investor.
7. Additional new services are added in Annexure – I as per Business Reform Action Plan Plus 2024 and all features as notified vide. O.M. No.PLR.22/2024/Pt-I/50 dated 30th October, 2024 are implemented.



[Dr. Vijay Kumar D, IAS]

Commissioner & Secretary to the Government of Meghalaya,
Planning, Investment Promotion & Sustainable Development
Department

Memo No.PLR.44/2020/Pt – IV/58-A

Dated: Shillong, the 13th February, 2025.

Copy to:

1. P.S. to the Hon'ble Chief Minister of Meghalaya for kind information of the Hon'ble Chief Minister.
2. P.S. to the Chief Secretary to the Government of Meghalaya for kind information of the Chief Secretary.
3. P.S. to the Additional Chief Secretary to the Government of Meghalaya for kind information of the Additional Chief Secretary.
4. All Principal Secretaries / Commissioner & Secretaries / Secretaries to the Government of Meghalaya for kind information and necessary action.
5. The Commissioner & Secretary to the Government of Meghalaya, Planning Investment Promotion & Sustainable Development Department for kind information.
6. The Chief Executive Officer, Invest Meghalaya Authority, Shillong for kind information.
7. All Heads of Development Departments for kind information and necessary action.
8. The Chief Administrative Officer, Invest Meghalaya Authority, Shillong for kind information.

By order etc.,



Officer on Special Duty & *ex-officio*,
Joint Secretary to the Government of Meghalaya,
Planning, Investment Promotion & Sustainable Development
Department.

Annexure – I

Sl. No.	Service Name	Departments/Directorates etc.
1.	Service Sector Approvals	Planning, Investment Promotion & Sustainable Development Department
2.	Entrepreneur Registration – PRIME ID	PRIME
3.	ODOP - PMFME	Directorate of Food Processing
4.	Online Single Returns	Labour, Employment and Skill Development
5.	Tree Transit Permission	Forests & Environment
6.	Temporary Electricity Connection	Power
7.	NOC for increase in load	