

**GOVERNMENT OF MEGHALAYA**  
**PLANNING, INVESTMENT PROMOTION & SUSTAINABLE DEVELOPMENT DEPARTMENT**  
**\*\*\*\*\***

**NOTIFICATION**

**Dated Shillong the 30<sup>th</sup> October, 2024.**

**No.PLR.22/2024/Pt-I/49:** The Governor of Meghalaya is pleased to notify the implementation of the Invest Meghalaya Portal which is an online single window system to facilitate ease of doing business in the State with immediate effect.



**[Dr. Vijay Kumar D, IAS]**

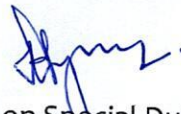
Commissioner & Secretary to the Government of Meghalaya  
Planning, Investment Promotion & Sustainable Development  
Department.

**Memo No.PLR.22/2024/Pt-I/49-A**  
Copy to:

**Dated Shillong, the 30<sup>th</sup> October, 2024.**

1. The Commissioner & Secretary to the Governor of Meghalaya, Raj Bhavan, Shillong for kind information.
2. P.S. to the Chief Minister of Meghalaya for kind information of the Hon'ble Chief Minister.
3. P.S. to the Speaker, Meghalaya Legislative Assembly for kind information of the Hon'ble Speaker.
4. P.S. to the Leader of Opposition, Meghalaya Legislative Assembly for kind information of the Leader of Opposition.
5. P.S. to the Cabinet Ministers, Meghalaya for kind information of the Ministers.
6. P.S. to the Chief Secretary to the Government of Meghalaya for kind information of the Chief Secretary.
7. P.S. to the Additional Chief Secretary to the Government of Meghalaya for kind information of the Additional Chief Secretary.
8. All Principal Secretaries / Commissioner & Secretaries / Secretaries to the Government of Meghalaya for kind information and necessary action.
9. The Commissioner & Secretary to the Government of Meghalaya, Planning Investment Promotion & Sustainable Development Department for kind information.
10. The Chief Executive Officer, Invest Meghalaya Authority, Shillong for kind information.
11. All Heads of Development Departments for kind information and necessary action.
12. The Chief Administrative Officer, Invest Meghalaya Authority, Shillong for kind information.
13. The Director of Printing & Stationery, Shillong for favour of kind information and printing the Notification in the Meghalaya Gazette.

By order etc.,



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

**GOVERNMENT OF MEGHALAYA**  
**PLANNING, INVESTMENT PROMOTION & SUSTAINABLE DEVELOPMENT DEPARTMENT**  
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No.PLR.22/2024/Pt-I/50

Dated Shillong the 30<sup>th</sup> October, 2024.

**OFFICE MEMORANDUM**

The State Government has implemented the Invest Meghalaya Portal, an online single window system in order to facilitate ease of doing business in the State vide Notification No. PLR 22/2024/Pt-I/49 dt: 30-10-2024. Creation of this portal is 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 where the State Government has prioritized the need to simplify business regulations & ease of compliances, eliminate/reduce physical touchpoints to bring transparency in information dissemination and program implementation.

The following are the features of the Invest Meghalaya Portal:

1. The portal shall provide the facility for online applications submission, payment, tracking and monitoring, downloading the final signed certificate/licenses/document & Third-Party verification for the purpose of the authenticity of the approval or registration. No physical/manual application shall be requested by the concerned authority in addition to the online application.
2. Documents uploaded with online applications should be sufficient and no physical copies shall be requested by the competent authority. Certificate(s) downloaded from the official website/portals of various Central/State Ministries/Departments/Agencies shall be accepted as valid. Physically signed/stamped certificate(s) shall not be required.
3. There shall be no physical touch points between applicant & Department from the time of application process till the final decision except in cases where inspection/site visit is required under the concerned Act/Rules. Applicant need not be physically present for submission and verification of documents before the certificate/license/approval/ permit is issued.
4. Notification(s) at every critical stage of application processing shall be sent to the applicant through SMS/ email.
5. All queries/clarifications related to industrial applicants shall be sought once and within 7 days of receiving the application from such applicant by concerned authority and resolution shall be given within 15 days.
6. An online dashboard for all services indicated in **Annexure-I** has been created as per DPIIT Guidelines and it covers features related to service timelines prescribed as per the Public Service Guarantee Act, 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 is developed in the following format as per DPIIT mandate:

Particulars Details	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

All the dashboards are being updated on a real-time basis.

7. A Service Desk in consonance with Meghalaya State Investment Promotion Facilitation Act, 2024 to improve the business ecosystem is created for the facilitation of the Queries/Grievances raised by investors. The Service Desk shall have a dedicated team operating and facilitating the departments. Therefore, the Service Desk will be responsible for all inbound emails or calls to investmeghalayaauthority@gmail.com and +91-7085741695. The Service desk functions & standard procedures are given as per **Annexure-II**.
8. A Decriminalization online wizard/system is created for the purpose of providing the detailed descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector. The online wizard/system will provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This online wizard/system will have an intuitive and user-friendly comprehensive database that details offences, event, and corresponding punishments. The goal is to foster trust and encourage compliance through support rather than penalties.
9. Any new services for businesses under State Government Departments, Directorates and State Boards are to be onboarded in the online wizard/system Portal within 30 days of its introduction. This will ensure that all services are in line with Business Reform Action Plan 2024 mandated by the Department of Promotion Industry and Internal Trade, Ministry of Commerce & Industries, Government of India, therefore, providing a seamless environment for investors/applicants to access information regarding the approvals/clearances/licenses.

The list of services as per **Annexure-I** and any updated features of the portal shall be updated from time to time either by Planning, Investment Promotion & Sustainable Development Department or concerned departments through a notification or office

order or circular.

Additionally, any updated features will be updated from time to time by Planning, Investment Promotion & Sustainable Development Department through a notification or office order or circular.



[K. Hynniewta]

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

**Memo No.PLR.22/2024/Pt-1/50-A**

**Dated Shillong, the 30<sup>th</sup> October, 2024.**

Copy to:

1. P.S. to the 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	Department
1.	Registration of Partnership Firms	ERTS
2.	Registration of Societies	
3.	Excise Verification Certificate	
4.	License for local sale, Import and export permit of export permit of Spirit and Indian-made IMFL	
5.	Brand & Label Registration	
6.	Licence To Store RS, DS	
7.	Excise License For Wholesale, Retail, Bottling, Distillery Plant	
8.	Registration Of Societies Having Area Of Operation In More That One District Or Covering Whole Of Meghalaya / North East	
9.	Registration Of Firm Under The Indian Partnership Act,1932	
10.	Profession Tax	
11.	Investors' Facilitation Center/ Investment Promotion Agency	Planning
12.	Intent to Invest Application Form - MIIPP 2024	
13.	Registration under MIIPP 2024	
14.	Online single window system-Incentives	Commerce & Industries
15.	Online single window system-Land Allotment	
16.	Registration Under The Meghalaya Procurement Preference Policy For Micro And Small Enterprises, 2020	
17.	Application For Allotment Of Land/Industrial Shed	
18.	Common Application Form (CAF) for Single Window Agency (SWA) Clearance	
19.	Change in Land Use	Revenue & Disaster Management
20.	Consent to Establish under "The Water (Prevention and Control of Pollution) Act, 1974 & Air (Prevention and Control of Pollution) Act, 1981"	Meghalaya State Pollution Control Board
21.	Consent to Operate under "The Water (Prevention and Control of Pollution) Act, 1974 & Air (Prevention and Control of Pollution) Act, 1981"	
22.	Registration/Renewal under Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	
23.	Registration/Renewal under Plastic Waste Management Rules, 2016	
24.	Registration/Renewal under E-waste (Management and Handling) Rules, 2011	
25.	Registration/Renewal under Bio medical waste Management Rules, 2016	

Sl. No.	Service Name	Department
26.	Registration/Renewal under Solid waste Management Rules, 2016	
27.	Registration/Renewal under Construction and demolition waste management rules 2016	
28.	Registration/Renewal for Refurbishers & Recyclers under Battery Waste Management Rules 2022	
29.	Meghalaya Energy Corporation Limited (MeECL) Electric Connection	MeECL
30.	Obtaining Drawing Approval from Electrical Inspectorate	
31.	Obtaining Power feasibility certificate or sanction of power supply	
32.	Approval for DG set installation	
33.	Water connection for the Municipal Area	PHE
34.	Grant of Water Connection for the non-Municipal urban areas	
35.	Certificate of non-availability of Water from Water Supply Agency	
36.	Permission to draw water from river/public tanks or NOC for surface water abstraction from state authority	
37.	Compliance Inspection by Department of Labour/ Department of Factories	Labour, Employment & Skill Development
38.	Certificate of Registration to Work a Motor Transport Undertaking	
39.	Renewal-Registration of Migrant Workers under The Meghalaya Identification, Registration of Migrant Workers Act, 2020	
40.	Registration/ Renewal/Autorenewal of establishment under the Inter State Migrant Workmen (RE&CS) Act,1979	
41.	Registration of Boiler	
42.	Registration of Manufacturers / Repairers/Erectors of Boilers	
43.	Renewal of Certificate for use of Boiler	
44.	Auto renewal - Registration under the Meghalaya Shops & Establishments Act, 2003	
45.	Application for Registration of Establishments/Principal Employer Employing Contract Labour Act 1970 (Registration-Renewal)	
46.	License/ Renewals/Autorenewals for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	
47.	Registration of Shops and Establishment - FORM - A	
48.	License to Work as a Factory	
49.	Auto Renewal - License for contractors under the Interstate Migrant Workmen Act 1979	
50.	Auto renewal – Factories License	

Sl. No.	Service Name	Department	
51.	Registration/Renewals of Establishments employing Building Workers under the Building and Other Construction Work Act 1996		
52.	Approval of plan and permission to construct/extend/or take into use any building as a factory		
53.	NoC for Ground Water Abstraction for Commercial Connection	Department of Water Resources	
54.	Application For Water Tanker - Shillong Municipal Board	Urban Affairs	
55.	Water Connection for the Municipal Area		
56.	Renewal - Application for grant of Business License		
57.	Application for Fresh Registration of Plumbing License Under Urban Local Bodies		
58.	Permission of Movie Shooting- Municipal Board		
59.	Trade License/ Business License		
60.	Construction Permit approval		
61.	Property Registration		
62.	Property Registration (Mutation)		
63.	Property Registration (Land Dispute)		
64.	Provisional Fire Safety Certificate		Home (Meghalaya Police Fire Services)
65.	Fire Safety Certificate/ Fire License		
66.	Application For The Grant /Renewal Of License To Manufacture For Sale Or For Distribution Of Drugs That Are Specified In Schedule C, C (1) Excluding Those Specified In (Part Xb And) Schedule X		Health & Family Welfare
67.	Application For The Grant /Renewal Of License To Manufacture For Sale Or For Distribution Of Drugs Other Than That Specified In Schedule C, C1, X		
68.	Application For The Grant /Renewal Of License To Repack For Sale Or For Distribution Of Drugs Other Than That Specified In Schedule C, C(1) Excluding Those Specified In Schedule X		
69.	Application For The Grant /Renewal Of License To Repack For Sale Or For Distribution Of Drugs Specified In Schedule X		
70.	Application For The Grant/Renewal Of License To Manufacture Drugs For Purpose Of Examination, Test Or Analysis		
71.	Application For The Grant /Renewal Of License To Manufacture For Sale Or For Distribution Of Large Volume Parenterals/Sera And Vaccines Excluding Those Specified In Schedule X		
72.	Application For The Grant /Renewal Of License To Manufacture For Sale Or For Distribution Of Drugs Specified In Schedule X and not specified in Schedule C and C(I)		

Sl. No.	Service Name	Department	
73.	Application For The Grant Of A Loan License To Manufacture For Sale Or For Distribution Of Drugs Other Than That Specified In Schedule C, C(1), X		
74.	License for Retail and Wholesale Drug license		
75.	Change of Constitution of License for Retail and Wholesale Drug license		
76.	Registration Of Clinical Establishments Under The Meghalaya Nursing Homes (Licensing And Registration) Act 1993		
77.	Registration Under PC&PNDT Act, 1994 (Amended Subsequently) (For 5 Years) & Its Renewal		
78.	Auto-retention of Drugs		
79.	License As Manufacturer Of Weights & Measures		Legal Metrology
80.	License As Dealers In Weights & Measures		
81.	License As Repairers Of Weights & Measures		
82.	Initial Verification And Stamping Of Weighing And Measuring Instrument		
83.	License As Dealers In Weights & Measures-Auto Renewal		
84.	License As Repairers Of Weights & Measures-Auto Renewal		
85.	License As Manufacturer Of Weights & Measures-Auto Renewal		
86.	Mobile Tower Approval	Information Technology & Communication	



**Functions of Service Desk:**

1. Receiving of Grievances/Queries through email, phone or otherwise. All queries to be recorded in a database with the following particulars: -
  - Name:
  - Email ID:
  - Phone No:
  - Grievance/Query:
2. Forward relevant queries & grievance to relevant authorities
3. Support in resolving basic queries and technical issues in applying for various service online.
4. Any other functions as required.

**Standard Operating Procedures for Query Recording: -**

1. Any query that is raised by an investor, through email, phone or otherwise, shall be duly recorded and sought within 7 days from the date of receiving details from the investor.
2. Attempt shall be made to address queries as soon as possible.
3. In case of queries specific information from a department or pertain to an application submitted by the investor to any department of the State, the designated relationship manager is required to take action as permissible.

**Standard Operating Procedures for Grievance Handling: -**

1. Any feedback/grievance of the investors shall be collected in the feedback form as displayed in Annexure I.
2. On receipt of grievance, timelines/actions would be applicable.
3. Resolution of query and grievance to be solved within 15 days from the date of receiving complete details from the investor.
4. No reaction to negative feedback shall be displayed by any one privy to the contents of the feedback.
5. No designated employee shall be displayed by any one privy to the contents of the feedback.
6. No designated employee shall refuse giving a receipt for the feedback.
7. Investor shall be allowed to give anonymous feedback and complaints.

**Maintaining Relationship: -**

1. One designated employee or any other designated relationship manager shall be assigned to one or more investors.

2. Relationship shall endeavour to keep in touch with the investors and shall remain constant throughout the investor life cycle.
3. Relationship Manager shall endeavour to act as a single point of contact for the investor for all the queries.
4. In case any designated employee received a complaint about a Relationship Manager, an officer, not below the rank of Joint Director, shall examine the complaint.
5. If the officers examining the complaint so feels, the officer may allot a different relationship manager to the investor.

**In order to make the grievance redressal process more effective, relationship managers are appointed: -**

Sl no.	Name	Designation	Qualification	Mobile No.
1.				
2.				
3.				
4.				
5.				

**Functions of a Relationship Manager: -**

1. Answering queries asked by Investors/Businesses/Entrepreneurs.
2. Ensuring access to relevant departments.
3. Provide resolution of queries/complaints within stipulated timelines.

**Additionally, to encourage investment in various sectors in the State. Sectoral Experts are appointed as follows: -**

Sl no.	Name	Designation	Sector	Mobile No.
1.				
2.				
3.				
4.				
5.				