

**GOVERNMENT OF MEGHALAYA  
URBAN AFFAIRS DEPARTMENT**

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Dated, Shillong, the 15<sup>th</sup> October, 2024.

**NOTIFICATION**

**No.UAU.110/2020/Pt/10 – 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 and ease of compliance to bring transparency in information dissemination and appropriate implementation.

The following instructions as per reform listed are hereby notified for streamlining the existing regulatory structures and create an investor friendly environment across Meghalaya: -

- I. Mandate to Publish an online dashboard in public domain with following features:**
- i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate**
  - ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned**

Now therefore, an online dashboard has been developed in the **Invest Meghalaya Portal** for the following services: -

- 1. Obtaining Water Connection**
- 2. Trade License**
- 3. Construction Permit Approval**
  - a. Building Plan approval**
  - b. Permission for Alteration and Addition/Revision/Revalidation of Building Plan/Permission for Demolition and Reconstruction of Building**
  - c. Plinth Approval**
  - d. Completion/Occupancy certificate**

The online dashboard covers features related to service timelines prescribed as per the Public Service Guarantee Act, total number of applications received, number of applications received, 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: -

<b>Particulars Details</b>	<b>Details</b>
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.

**II. Mandate Water Supply authority (Such as ULB, Panchayats among others) to design and publish an online dashboard in public domain to provide information on quality of Water being supplied\* to consumers area wise having following parameters and updated on real time basis:**

- i. **Water Pressure**
- ii. **Water Quality – TDS (Total Dissolve Solids), PPM**

*(\*Water quality to be monitored at the Central Water Supplying Station/ point of distribution.)*

**Now therefore**, to comply with the above recommendations, it is hereby notified to all consumers and stakeholders that the above information will be available on the website **Invest Meghalaya Portal** or <https://megurban.gov.in/>

**III. Recommend/ Mandate ULB's to include sustainable water use practices such as Rainwater harvesting and Solid waste/ bio-sludge management as a mandatory requirement while providing construction permits for new buildings and as a mandatory requirement for availing utility connections in existing buildings.**

In exercise of powers of under the **Meghalaya Building Bye Laws, 2021** and under the recommendation of reform of the **Business Reforms Action Plan (BRAP) 2024:-**

- i. ULB's to include sustainable water use practices such as Rainwater harvesting as a mandatory requirement while providing construction permits for new buildings and as a mandatory requirement for availing utility connections in existing buildings.
- ii. ULB's to include sustainable water use practices such as Solid waste/ bio-sludge management as a mandatory requirement while providing construction permits for new buildings and as a mandatory requirement for availing utility connections in existing buildings.

All concerned are requested to adhere to the above instructions thoroughly.

**IV. Mandate Water Supply Authority to notify customers of planned outages (maintenance and repair) for next 1 month in advance**

**NOW THEREFORE**, under recommendation of the Business Reforms Action Plan (BRAP) 2024 recommends Water Supply Authority to notify customers of planned outages (maintenance and repair) for next 1 month in advance.

Now therefore, to comply with the above recommendations, it is hereby notified to all consumers and stakeholders that the above information will be available in the **Invest Meghalaya Portal** or [www.megurban.gov.in](http://www.megurban.gov.in)

**V. Establish an Online Grievance Mechanism and define working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling.**

Now therefore, to comply with the above recommendations, it is hereby notified to all consumers

and stakeholders, a user can file a complaint through various mechanisms such as **Invest Meghalaya Portal** and **CM-Connect**.

**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/portal(s).
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.
7. 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 user is satisfied, ticket is closed.
10. If user is not satisfied, ticket is reassigned to the CM Connect nodal officer.

**Escalation Matrix for Urban Affairs Grievances:**

Escalation Matrix		TA (Turned Around Time) (Tentative)
1 <sup>st</sup> Level	Nodal Officer (Urban Affairs)	7 days
2 <sup>nd</sup> Level	Assistant Engineer of respective sub-divisions ((Urban Local Bodies's or Meghalaya Urban Development Agency)	7 days

3 <sup>rd</sup> Level	Executive Engineer of respective division (Urban Local Bodies's or Meghalaya Urban Development Agency)	7 days
4 <sup>th</sup> Level	Superintending Engineer of respective circle (Urban Local Bodies's or Meghalaya Urban Development Agency)	7 days
5 <sup>th</sup> Level	CEO/Secretary (Urban Local Bodies's or Meghalaya Urban Development Agency)	7 days

**VI. External & Internal water installations: -**

- i. Mandate external and internal water installation works typically carried out by a licensed professional/ company
- ii. Mandate the frequency of the following:
  - a. Inspection by contractor/company that performed external installations
  - b. Issuance of certificate of compliance by contractor/company
  - c. Check quality of external installation works by contractor/company

- iii. Mandate the quality check or final inspection by a third party to ensure the quality and safety of external water installations.

In exercise of the powers conferred under **Meghalaya Building Bye Laws, 2021** and it is to be notified the instructions to be followed by Industry/Firm/Company with respect to internal and external water installations:

1. Internal and External water installations typically shall be carried out by the licensed professional /company / contractor, or a person licensed in this behalf by the State Government and on its behalf under the direct supervision of a person holding a certificate of competency and by a person holding a permit issued or recognized by the State Government as per **Meghalaya Building Bye Laws, 2021**.
2. Inspection of internal and external water installations is to be carried out at least once in every 5 years by Contractor / Company/ Owner/ Supplier or a person having a Certificate of competency in the relevant field as per **Meghalaya Building Bye Laws,2021**.
3. Certificate of compliance by Contractor/Company/ Owner/ Supplier must be issued and submitted to the **Urban Local Bodies's or Meghalaya Urban Development Agency**.
4. Quality check of intimal and external electricity installation works shall be carried out by the Contractor Company /Owner/ Supplier or any Person having Supervisory License obtained from the **Urban Local Bodies's or Meghalaya Urban Development Agency** or in the relevant field.
5. Quality check or final inspection shall be done by a third-party having requisite qualification to ensure the quality and safety of internal and external water installations.

**VII. Mandate qualification of third party carrying-out the water installation works:**

- i. Minimum number of years of experience
- ii. Education qualification (for example, university degree/ diploma/ certificate in the relevant field)
- iii. Pass a qualification exam.

Now, therefore, it to be notified qualification of third party carrying-out the electrical wiring installation work to be: -

1. Minimum number of years of experience: Three years
2. Education qualification (for example, university degree/ diploma/ certificate in the relevant field): BE/B.Tech in Civil or Mechanical Engineering
3. Pass a qualification exam: Registered member of the National Association of Engineers i.e. Institution of Engineers (India)/ Institute of Public Health Engineers (India)/ Indian Water Works Association

**This notification will take effect from the date of its publication in the official Gazette.**

Sd/-

(Dr. Vijay Kumar D., IAS)

**Commissioner & Secretary to the Government of Meghalaya  
Urban Affairs Department**

**Memo No.UAU.110/2020/Pt/10-A**

**Dated, Shillong, the 15<sup>th</sup> October, 2024.**

Copy to:

1. The Commissioner & Secretary to the Governor of Meghalaya.
2. The P.S. to the Hon'ble Chief Minister, Govt. of Meghalaya for kind information of the Chief Minister.
3. The P.S. to the Deputy Chief Minister, Govt. of Meghalaya i/c Urban Affairs, etc./District Council Affairs, etc. Department for kind information of the Deputy Chief Minister.
4. The P.S. to all Ministers to the Govt. of Meghalaya for kind information of the Minister.
5. The P.S. to the Chief Secretary to the Govt. of Meghalaya for kind information of the Chief Secretary.
6. The P.S. to the Additional Chief Secretary to the Govt. of Meghalaya for kind information of the Additional Chief Secretary.
7. The P.S. to the Principal Secretary/ Commissioner & Secretary/ Secretary to the Govt. of Meghalaya, Department for kind information of the Principal Secretary/ Commissioner & Secretary/ Secretary.
8. The P.A. to the Commissioner & Secretary to the Govt. of Meghalaya, Urban Affairs Department for kind information of the Commissioner & Secretary.
9. The P.A. to the Secretary to the Govt. of Meghalaya, Urban Affairs Department for kind information of the Secretary.
10. All Deputy Commissioners for information.
11. The Director, Urban Affairs, Meghalaya, Shillong with reference to letter No. DUA(U)R/13/2019/306 Dated 10.10.2024.
12. All Administrative Departments.
13. The Secretary, Meghalaya Urban Development Authority, Shillong for information.
14. All Municipal Boards/ Shillong Cantonment Board.
15. The Deputy Secretary, Department for Promotion of Industry and Internal Trade, Room No. 204, Vanijya Bhawan, New Delhi - 11011, Ministry of Commerce & Industry, Government of India.
16. The Under Secretary, Ministry of Housing & Urban Affairs, Government of India, Nirman Bhawan, New Delhi - 11011.
17. The Director, Printing & Stationery, Meghalaya, Shillong for information and necessary action.
18. The SIO, National Informatics Centre, Meghalaya, Shillong for information and necessary action.

By order etc.,



**Joint Secretary to the Government of Meghalaya  
Urban Affairs Department**