

CHAPTER 1

Introduction

Background of the handbook

This handbook has been brought out as a first hand referral book of basic information to the public about the broad gamut of the Shillong Municipal Board.

Objectives and purpose of the handbook

A scroll through this book would provide the reader macro facet information on the Shillong Municipal Board ranging from its historical evolution, to its present day to day functions, services provided rules and regulations, laws governing the board, administrative, financial and organizational structure of the board.

Intended users

As the stakeholders of the basic services provided by the board like solid waste management for a clean environment, water supply, etc.involves cooperation right from a child to an aged citizen, any person above the age of 12 yrs who intends to seek/gather information about the Shillong Municipal Board can use this handbook

Contact Person:

Public Information Officer / APIO
Shillong Municipal Board

Procedure and fee structure for getting information not available in this handbook.

Any person who intends to gather more information about any specific topic/subject which is not covered in this manual may, as provided under the Right To Information Act 2005, shall make a request in writing or through electronic means in English/Hindi/Khasi to the Public Information Officer or APIO specifying the particulars sought by him or her. Fees as prescribed by the Government should accompany the application form.