

CHAPTER 2

Manual 1

Particulars of the Organisation, Functions and Duties.
(As per Sections 4(1) (b) (i) of RTI Act, 2005)

Objective of the public authority

To ensure the right to public health, efficient and quality basic services to all citizens, to provide a congenial environment, to bridge the gap between the have and the have nots, in tune to a living standard of the present age.

Mission/Vision statement of Shillong Municipal Board

The SMB endeavours to provide

- Hygienic services
- Regulation of trading licence, hoardings, kiosks
- Registration of birth and death
- Facilitating upgradation of the means of livelihood and living standards of the urban poor.
- Wholesome and efficient service to all tax payers

Brief Historical Background of SMB

The Shillong Municipal Board has a long history dating back since 1878, when a proclamation was issued constituting Shillong and its suburbs, including the villages of Mawkhar and Laban, into a station under the Bengal Municipal Act of 1876. Inclusion of the villages of Mawkhar (S.E. Mawkhar, Jaiaw and part of Jhalupara and Mawprem) and Laban (Lumparing, Madan laban, Kench's Trace and Rilbong) within the Municipality of Shillong was agreed by Hain Manik Syiem of Myllem under the agreement of 15th November 1878.

The civic affairs were initially managed by a station Committee which first met on the 6th January 1879. In 1904, Shillong was divided into 5 wards, viz the European quarters, Jail Road, Police Bazar and Mawkhar.

On the 10th March 1909, the Shillong Station Committee adopted a resolution recommending that Shillong be upgraded and immediately converted into a Municipality under the Bengal Act of 1884. But this suggestion was not welcomed by the officiating Commissioner of the Surma Valley who sent a reply saying:

"I have already indicated that the conversion of the Station into a Municipalities not without a drawbacks. Shillong is the headquarters of the Government and it appears to me highly necessary that the Government should insist on the management of the place being kept at a high standard which I am afraid is very rarely maintained in the average Municipality of the Province. It is also absolutely necessary that the Lt. Governor should have the power to step in and to veto proposals of the Municipal Board or compel them to carry necessary work. Insufficient sanitary management would be intolerable at a place like Shillong which is at once a summer headquarters of the Government. Shillong would undoubtedly be notified a town of which the Commissioner as well as the Chairman are nominated by the local Government.

The pressing necessity to convert Shillong Station into a Municipality was met with a positive response from the Government which conveyed its sanction to the proposal of the Committee on the 2nd July 1910. Further, on the basis of an agreement with the Syiem of Myllem on the 6th September 1910, the village of Malki, Laitumkrah, Mawprem and

Jhalupara were brought under Municipal Authority, and Shillong was connected to a Municipality on 15th November 1910, comprising the following ten wards.

1. Ward No.1 - Laitumkhrah
2. Ward No.2 - European Quarters
3. Ward No.3 - Jail Road and Haneng Umkhrah
4. Ward No.4 - Police Bazar
5. Ward No.5 - Markhar
6. Ward No.6 - Mission compound and Jaiaw
7. Ward No.7 - Qualapatty and Southern Mawkhar
8. Ward No.8 - Jhalupara and Mawprem
9. Ward No.9 - Laban
10. Ward No.10 - Malki

During the period between 1939-1945, practically nothing was done by the Municipal Board for further expansion and development of the Shillong Municipality. Then, after India's Independence and especially after the advent of the District Council, expansion of the Shillong Municipality limits was opposed by the Council to protect tribal lands.

In 1971, the state of Meghalaya was carved out of erstwhile of Assam and the Assam Municipal Act, 1956 was replaced by the Meghalaya Municipal Act, 1973, the new Act bearing a semblance to the old one, excepting for enhancement in the rates of fines to be levied on unauthorized construction and encroachment.

Further, the Government of Meghalaya while partially modifying its modification of September 1972, and in exercise of powers conferred by Section 13 of the Meghalaya Municipal Act, 1973, had in 1974 divided the Municipality into 27 separate single member wards, each with specific boundaries.

The 27 wards, which are unaltered till date was

11. Ward No.1 - Laitumkhrah
12. Ward No.2 - Laitumkhrah
13. Ward No.3 - Laitumkhrah
14. Ward No.4 - Laitumkhrah
15. Ward No.5 - Malki
16. Ward No.6 - Malki
17. Ward No.7 - European Ward
18. Ward No.8 - European Ward
19. Ward No.9 - Police Bazar
20. Ward No.10 - Jail Road
21. Ward No.11 - Jail Road
22. Ward No.12 - Mawkhar
23. Ward No.13 - Mawkhar
24. Ward No.14 - Jaiaw
25. Ward No.15 - Jaiaw
26. Ward No.16 - Jaiaw
27. Ward No.17 - S.E.Mawkhar
28. Ward No.18 - S.E.Mawkhar
29. Ward No.19 - Mawprem
30. Ward No.20 - Mawprem
31. Ward No.21 - Mawprem
32. Ward No.22 - Kench's Trace

- 33. Ward No.23 - Kench;s Trace
- 34. Ward No.24 - Laban
- 35. Ward No.25 - Laban
- 36. Ward No.26 - Lumparing
- 37. Ward No.27 - Lumparing

Main Activities of the board

Basic Services

- Solid waste and sanitation management
- Maintenance and management of water supply.
- Street lighting.

Other Services

- Maintenance and management of Municipal markets, stalls, public utilities
- Regulation of hygienic conditions of food stalls, restaurants, hotels, milk supply, etc
- Provision of parking space
- Maintenance of footpaths, lanes, by-lanes, drainage system, public toilets
- Improving living standard of urban poor through various components of SJSRY and NSDP

Details of Business Transacted by Water Work Branch of S.M.B. for Quality and Efficient Water Supply System

- Providing water connection from both municipal line and P.H.E line.
- Provision / maintenance of public taps.
- Maintenance repair and cleaning of water sources, water tanks, water lines.
- Regulations of timings of water supply by designated key men.
- Provision of additional water supply by water tankers.
- Regulation of certified plumbers - issue of license, regulation of fees, etc.
- Inspection of wells, perennial water and declaration of closure of the same if found not fit for using.
- Tapping water resources.

Expectation from citizens

- Regular payment of tax.
- Minimizing and control of wasting of water.
- Cooperation of maintaining of water lines.
- Periodic checking of private lines and repairing leakages, etc.
- Report of theft of water supply equipments, tampering, etc. of water line.
- Cooperation and people's participation in successful delivering of services.
- Strictly adherence to terms and conditions laid in the water connection permit.

Services Provided by S.M.B in Waste Management

- Detailment of sweepers for road sweeping in all roads, lanes and bye lanes of the city
- Detailment of labourers for cleaning of drains and road side herbs etc.
- Detailment of garbage collectors for door to door collection of garbage from each household.
- Detailment of garbage vehicles for the door to door collection and transportation of garbage for disposal at the designated compost plant site.
- Providing infrastructure for solid waste and liquid waste management like the garbage collection station, transfer stations, trashcans, municipal drains, etc.

- Provision of a safe cheap and hygienic system of sewage disposal through cesspool cleaner.
- Checking and penalising violation of sanitation rule and laws through the polluters pay policy.
- Humane disposal of unclaimed dead bodies.

Expectations from Citizens

- Prompt report on violations of waste management and sanitation rule and law
- Cooperation with implementation of door to door collection of garbage.
- Proper disposal of household waste, segregation of waste, recycling of waste at household level to reduce generation of waste.
- Proper treatment and disposal of sewage through septic tank soak pit system and immediate stop direct discharge into the drain, streams, etc.
- Understanding and comprehending the importance of clean and healthy environment and importance of people'

Provision of Parking Space.

For regulation of traffic congestion and to avoid hap hazard parking the SMB provides designated parking places /lots in areas like Laitumkhrah, Jail Road, ,Police Bazar, Bara Bazar, where a nominal fee of Rs.5/- is paid for the service.

Services Provided:-

- Providing safe and clean parking space.
- Issue of receipts/tickets of payment for parking.
- Eviction of encroachers like hawkers etc. from the designated parking space.
- Removal of any destruction / nuisance in the parking space.
- providing proper signs boards and regulation there of entry and exit and parking for free moving of vehicles

Expectations from the citizens.

- To make fullest use of the designated parking lots
- To park/place their car in a proper position at the proper designated place so as not to hinder free flow of vehicles.
- Not to litter the parking lots.
- Not to use the parking lots as stops for drinking/consumption, smoking etc.
- To cooperate with persons running the parking areas.
- To company rules and directions of the parking spaces

Regulation of Movements of Carts, Animals, Rearing of Pets, etc.

Rule 117 and 128 of the Meghalaya Municipal Act.

Act provides for regulation of movement of carts, animals rearing of cattle, pets.

Services Rendered:-

Restriction of rearing certain animals like pigs, cattle, in places which is open to public view, close to Inhabitation or which will pose disturbance and inconvenience to general public.

- Issue of license to animals and carts
- Issue of permission for rearing cattle
- Inspection of cattle sheds
- Restriction and designation of route for plying of animal driven carts.
- Inspection maintenance, ownership etc of animal
- Registration of dogs
- Catching and disposing stray dogs, stray animals.

- Disposing dead animal.

Expectation from the Citizens

- Not to let their pets, animals, cattle loose into the road or neighbours place to avoid inconveniences.
- To register their dogs and not to let them astray.
- No person shall keep or leave any cattle on any road.

Other services-

- Infrastructural developmental works.
- Regulation of markets trades etc.
- Registration of birth and deaths.

Organizational Structure: See Annexure 1.

Arrangements for seeking public participation and contribution

- Involvement of traditional institutions
- Formation of various committees comprising of officials of SMB and representatives from the localities, NGOs, associations, etc.

Mechanism available for monitoring the service delivery and public grievance resolution

- Daily inspections by officers and field inspectors
- Supervision and evaluation by various adhoc committees and the general public
- Supervision and monitoring by field inspectors
- Public redressal at complaint cell

2.8 Address

SMB, Bishop Cotton Road, Opposite Sherwood Bungalow, Shillong 793001, Meghalaya

2.9 Working Hours

10 AM to 5 PM. Complaint Cell- (8 AM to 6 PM)