



ANNUAL REPORT
OF
DIRECTORATE OF HOUSING

**GOVERNMENT OF
MEGHALAYA**


2024-2025

Shri Marcuise N Marak
Minister I/C Housing Department,
Public Health Engineering, Soil &
Water Conservation Department.



Message

I am happy that the Housing Department is presenting Annual e-report for 2024-25, highlighting their achievements, challenges, and future vision. This report showcases the department's commitment to transparency, accountability, and sustainability. The report provides an overview of key initiatives, successes, and failures. I am delighted to explore the report and discover how the Housing Department is working towards the goal and commitment for bringing the citizens affordable and environment friendly houses and a future policy related to Housing. Hope this report will fill the gaps for improvement of the Housing Department in coming years.


Shri Marcuise N Marak 3/25
Minister,
i/c PHE, Soil & Water Conservation
and Housing, Meghalaya.

Shri F. M Doph

Commissioner & Secretary
to Govt. Meghalaya.
Housing Department



Message

As we reflect on the past year, during my tenure, the Housing Department has made significant strides in fulfilling its mission to provide quality housing solutions and services that foster community growth and well-being. This year, we focused on enhancing housing accessibility, improving infrastructure, and ensuring sustainable development practices across all our projects. Through collaborative efforts and innovative approaches, we have successfully addressed the housing needs of the citizens belonging to the lower income groups and meeting the requirements of the Government employees posted at different districts through Rental House Scheme while ensuring affordability and quality.

Our continued commitment to excellence, transparency, and responsiveness has been central to the progress. We remain dedicated to improving the lives of our residents and building stronger, more resilient neighbourhoods. As we move forward, we are excited to implement new initiatives and strategies that will further enrich the housing landscape and support the aspirations of our State.

Thank you to all the officers, and staffs of Housing Department for their unwavering support and dedication. We look forward to another year of progress, partnership, and positive impact.


(Shri F. M. Doph)

Smti. Mary T. Sangma
MCS Director of Housing,
Shillong, Meghalaya



Message

It is my privilege to present the Annual Report 2024 of the Directorate of Housing, Meghalaya Shillong, our first-ever Electronic Annual Report. To start with, the rapidly evolving digital landscape, the Housing Department is committed to embracing new technologies and developments in this field. This report shows our significant accomplishments, innovative initiatives and steadfast progress throughout the calendar year.

Over the past years, we have successfully implemented various housing schemes and provided housing units to beneficiaries and strengthen partnerships with stakeholders to enhance service delivery to the public.

Moving forward, we aim to expand housing options of various income to our population categories, leveraging technological integration and to enhance service delivery and foster collaborative efforts for holistic development. We are committed to transparency, accountability and continuous improvement in our services. I envision a brighter future for the people of Meghalaya, where every individual has access to safe, affordable and dignified housing accommodation.

A handwritten signature in blue ink, appearing to be "Mary T. Sangma".

Smti. Mary T Sangma

Shri. Marcel Thabah

Assistant Director of Housing,
Meghalaya, Shillong



Message

It is my pleasure to acknowledge with great appreciation, the initiative taken by our office to prepare the Electronic-Report pertaining to the achievements of our department for 2024-25. The Report provides appraisal on the progress of implementation and achievement of the Department of Housing. It showcases our significant accomplishments, innovative initiatives and steadfast progress throughout the year which also acts as a self-reflection for development and improvements we need to exercise to improve our service delivery and citizen centred as our main objective and thrust.

Such report tends to have a wider perspective and consistently stress on inter lineage with concerned Departments to obtain a desired result to further the cause of uplifting the economical need of the public and the Government goals are accomplished.

I appreciate the National Informatics Centre for taking this initiative in advising our department to prepare this e-report to highlight the progress and achievements. Such reports give a plethora of bird's eye view and linkages of the progress of the e-governance made in our state.



Shri Marcel Thabah

Smti. Bernadine Susngi,
Assistant Research Officer,
Directorate Housing.



Message

It is my pleasure to acknowledge with great appreciation the initiative taken by the Directorate of Housing in having the office e-Report. Such Reports tend to have wider perspective in showcasing the Departments targets and Objectives also the success and achievement that the Department have crossed through various Barriers in reaching a great Milestone throughout its journey.

We are pleased to inform you all that the office e-Report has been successfully finalized and is now ready for Publication. The Report provides a detailed analysis of our department's goals, yearlong programmes, activities and the achievements so far.

This Report is now Published and accessible to all. We encourage everyone to support in sharing views, insights, feedback and suggestions. Your feedback will also help us grow and shape our future reporting.

A handwritten signature in blue ink, appearing to read 'Bernadine Susngi'.

Smti Bernadine Susngi

PURPOSE OF THE ANNUAL REPORT

This Annual e-Report-2024 of the Directorate of Housing, Meghalaya, is an initial attempt to document electronically and serve as a significant milestone in the Department's initiative to highlight the Department's activities and achievements till date. Through this report, the Housing department aims to support the Government through its various welfare initiatives and to exhibit the Housing department's commitments towards integrity, efficiency, accountability in implementing schemes of the Government and to provide inclusive services to the community belonging to different categories. The report provides a brief overview of the department's history, highlighting its journey over the decades in promoting welfare schemes for the state's citizens. These welfare schemes are designed to support the well-being and development of the people addressing various aspects of their lives.

This report is a sincere attempt to provide a clear account of the department's activities, decision and operation throughout the year in maintaining accountability to its citizens. It is not just to provide retrospective insights which would be a crucial source of information in future, but also it can guide in **'future policy decisions'** for improvements in the Department. In short, the Annual Report is not merely a bureaucratic exercise but also a vital tool for transparency, citizen engagement and informed decision-making.

Through the report, an attempt is being made to articulate the department's visions for the future. Adapting to the changing times, a new multi-pronged and multifaceted approach which is being planned while fostering inclusivity, equity and responsiveness to the evolving needs of the present. The Department's mission is to ensure financial stability to support the successful continuation of housing projects aimed at providing numerous housing projects for the citizens of Meghalaya across diverse income groups.

INTRODUCTION

Meghalaya, established as a separate state in the year 1972 after bifurcation from the erstwhile state of Assam. The department was then known as the Town and Country Planning Department (T&CP), which had begun as early as 1950's. The then T&CP department, Assam Government had schemes for building houses which were specifically meant for the Low-Income and Middle-Income Group by disbursing housing loans known as LIGH and MIGH schemes to the eligible individuals. Post statehood, it was bifurcated into two departments i.e. Housing Department and Urban Affairs Department in the year 1982.

During the 1970's, it was observed that a majority of the households especially in rural areas were mostly of temporary nature and people lived in 'kuccha houses and a substantial proportion resided in Assam- type houses which are 'semi-pucca' in nature. In the present scenario, a lot of changes are seen in housing. Both in the rural and urban areas, one can find different types of houses of various types and styles due to improved standard of living and income, however, there still remain a large number of poor families who live in kuccha houses who cannot afford a permanent shelter. Although homelessness is a global problem, however, the number of shelters less people in Meghalaya is comparatively low.

The previous schemes for the Low- and Middle-Income Groups inherited from the T&CP department were continued by the Housing Department, Meghalaya. In the later years, new schemes like EWS and LIG-NHP were also introduced in the year 1988-89 with comparatively lower interest rate. The aim of the scheme was to up-grade the house with more durable building materials, CGI sheets roofing materials were also provided to the beneficiaries in rural areas as majority are still economically unsound and to help cater to the housing requirements of the people to help improve the standard of living of the people.

The department had even introduced another scheme the **EWS-HIRE PURCHASED** scheme which was to improve the EWS category by purchasing land and build the house and allot to the deserving beneficiaries at an affordable rate and interest.

Rural Housing Scheme (RHS): This scheme was started since 1981-82 with the aim of providing durable roofing to the BPL/EWS families living in the stabilized rural villages of Meghalaya. Under this scheme, 3 bundles of CGI sheets were given as grant-in-aid to those who are able to construct their own houses up to roof frame level with their own resources. However, this scheme was discontinued from 2013 onwards as it was found in a study conducted by Program Implementation Department (PID), Govt of Meghalaya that the scheme was not viable for rural areas as the beneficiaries were not in a position to construct new house up to the roof level with their own resources. Later, another new scheme the CMHAP was introduced in the year 2017 which is still continuing till date.

Rental Housing Schemes (for Govt employees): - Understanding that many govt. employees posted in different district headquarters of the state do not have access to Govt. quarters due to scarcity and hence faced the problems of accommodation, this scheme was launched with the aim to bridge this gap. The department constructed Rental buildings in different districts to cater to the needs of the state employees. Besides, by way of the meagre rent collected from these rental units, it has also

served to contribute to income generation for the State exchequer too.

Meghalaya State Housing Board (MSHB): - Meghalaya State Housing Board (MSHB) was set up on the 26th January 1986 under the provisions of the Meghalaya State Housing Board Act 1986 with the aim to achieve the housing objectives by providing shelter to the poor and needy of the state. The Board was an autonomous body which was headed by the Housing Commissioner. External financial support was a necessity to enable the housing schemes to function well. Financial assistance was availed for the purpose by MSHB from external agencies like HUDCO, GIC, NIC and LIC with the sole aim of providing Shelter to the needy through the different schemes. From 1989-1990 onwards, housing loans were then being solely disbursed by the board. Through the years, many have benefitted from the MSHB loans. However, with the banks giving housing loans with higher loan amount at comparatively attractive interest rates, disbursement of loans by MSHB had gradually came down. Therefore, starting from the year 2000 onwards loans disbursement was discontinued and this has further led to the decline of the board too. As the board then became defunct the State felt that maintaining the board is not viable. Culmination in the PAC the MSHB was wound up effectively from the 28th August, 2024.

ONGOING SCHEMES OF HOUSING DEPARTMENT

With the rapid pace of urbanization, one of the biggest challenges is the availability of affordable housing in urban areas. The purchasing power, tenure of land, unavailability of flexible Housing finance system, lack of awareness about building technologies and paucity of public fund are results in inadequate housing habitat conditions especially for poor Economically Weaker Section. As a result, the gap between housing demand and supply has increased considerably. Keeping in view the importance of Housing in promoting health and status of living conditions of Meghalaya, the following are the ongoing schemes of the Housing Department:

I. Chief Minister Housing Assistant Program Scheme (CMHAP):

The improvement of the condition of the people also includes the provision of decent housing. The Chief Minister's Housing Assistance Program is divided into two components:

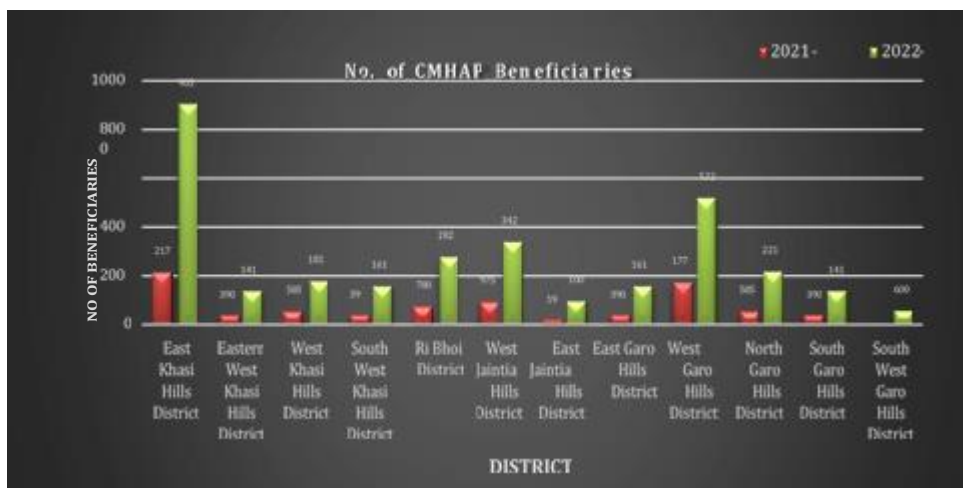
Component 1- in which 3 bundles of aluminum roofing materials are given as grant-in-aid to the Economically Weaker Section (EWS) families to improve their existing houses and

Component 2- is to provide a durable house to the Low-Income Group (LIG) families of the State, who are not in a position to build their own houses with their limited resources by providing financial assistance of ₹ 75,000/- (**Rupees Seventy-Five Thousand**) only to the eligible beneficiaries.

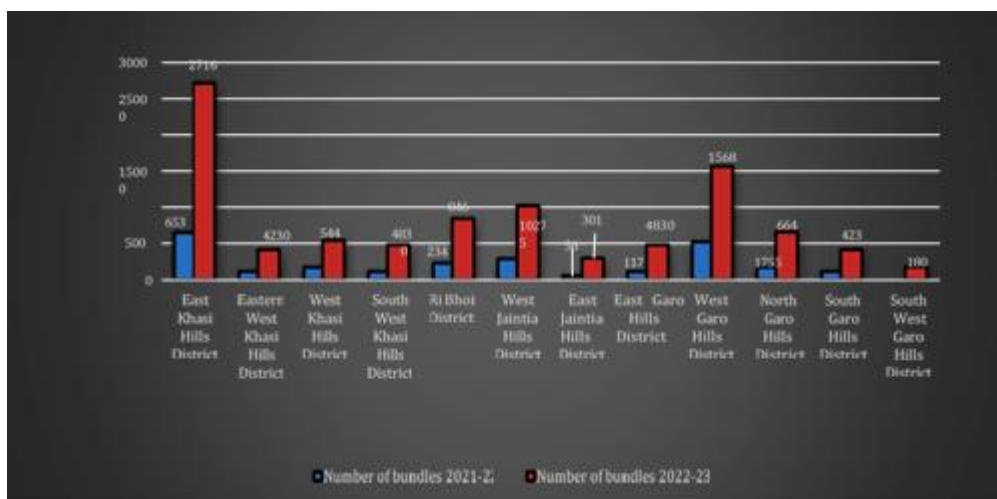
Objectives of CMHAP:

- To provide durable roofing materials to improve their existing houses to the
- Economically Weaker Section (EWS) and
- To provide dwelling houses for the Low-Income Group (LIG) families living in the State.

The scheme is implemented in both rural & urban areas of the State. Allocation of funds among the districts is based on the State Budget Allocation for the year. During the year **2022-2023**, an amount of **₹163.00 crore** only was earmarked under this program, of which, a total of **32,203** numbers beneficiaries had benefitted from this scheme. Further, during current financial year **2023- 2024** an amount of **₹69.50 crore** only has been earmarked under this particular program. Tentatively, around **7400** numbers of beneficiaries will be covered during this financial year.



Graph 1: Total No of CMHAP beneficiaries District -wise in the last 3 years.



Graph 2: District wise total number of roofing sheet bundles distributed during the year 2021-22 & 2022-23

Picture: Showing the distribution of roofing materials to the selected beneficiaries under Component 1 of CMHAP



I. RENTAL HOUSING SCHEME:

The Rental Housing scheme was launched in the year 1991. The Rental Housing Scheme provides affordable, quality rental housing for government employees. Till date there are a total of around 37 buildings with a total of 65 units that were constructed in different districts of the state. (Graph 3). Based on the different categories of govt. employees, EWS/LIG & MIG buildings are allotted accordingly.

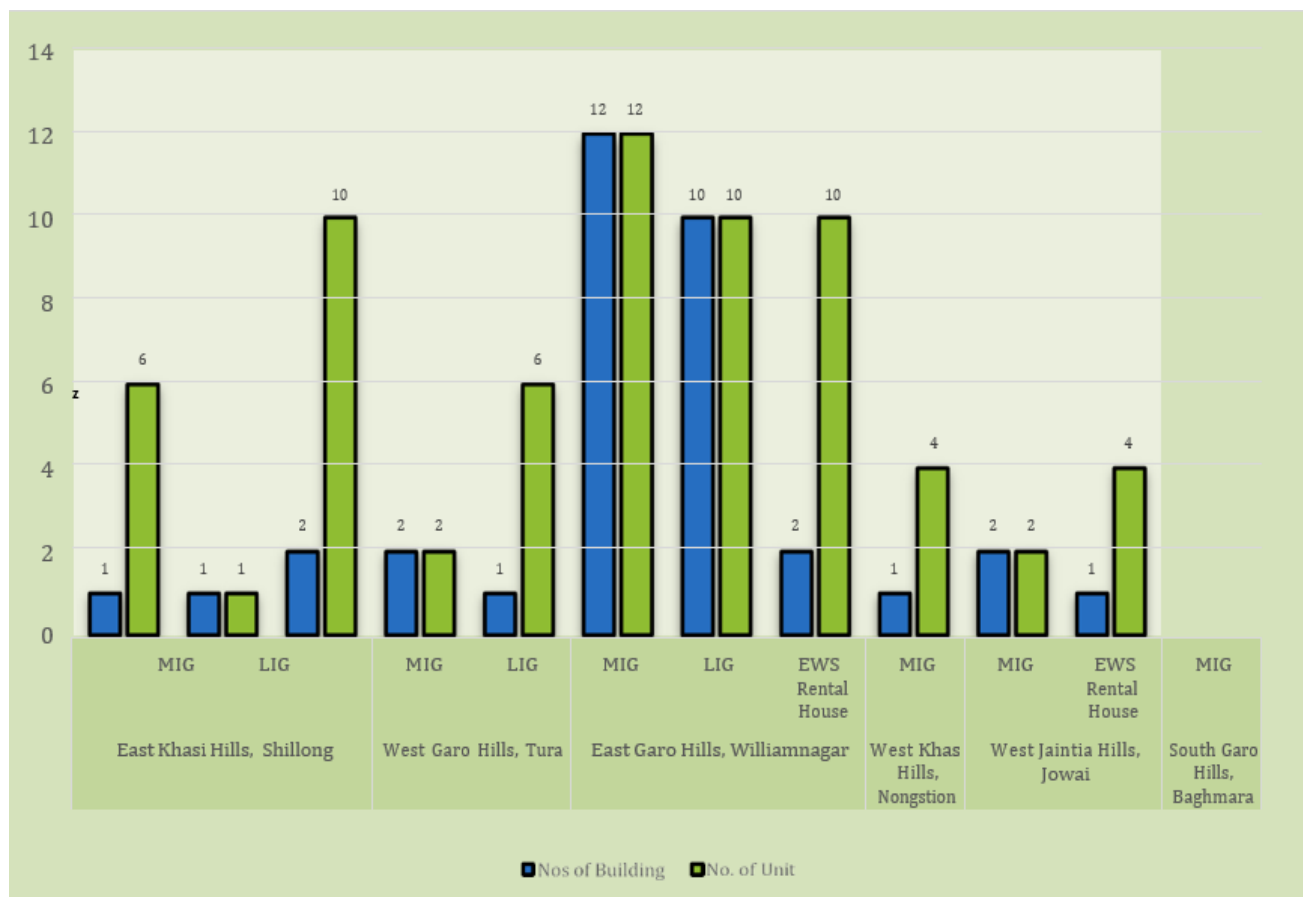
Picture: Showing the Rental Houses of Housing Department



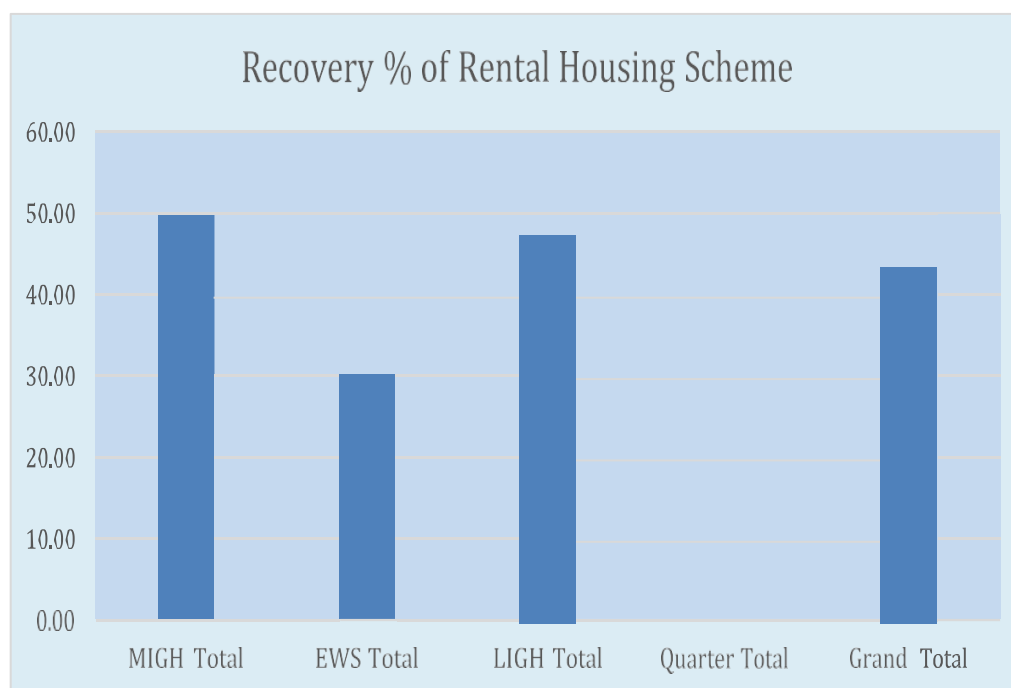
During this financial, the branch an amount of **Rs. 4,98,400/- (Four lakh ninety-eight thousand and four hundred)** only was collected for which represents rent recovery rate is only 43.74% **(Graph 4)**. A significant number continues to default on rent payment, the branch could not take proper legal action against the defaulter since there was no standing Rules in the Rental Housing Scheme before 2024. The department with the approval of Housing Rental Rules 2024, we hope to see improvement in rental collections.

The Research Branch (Rental) is responsible for monitoring the rent payments, identifying defaulters and informing the District Housing Officers to take necessary action to recover the outstanding dues. Now with the rules in place, the department would be able to streamline the allotment and ensure a proper control of the units. As rental buildings are in high demand, the Govt is planning even to extend the facility to the general public too and would include another category namely the High-Income Group too who are bonafide citizens of the state as part of the Housing Mission to be implemented in the future.

With the introduction of the new Housing Rental Rule 2024, the department expects to streamline and monitor more efficiently and work hard for timely recovery of rent. As the Department's goal is to achieve 100% recovery in coming years, this in turn would contribute to the revenue generation to the State's exchequer.



Graph 3: Showing the Total no of Rental Houses in the different districts



Graph 4: Scheme-wise Annual Turnover of Rental Housing Scheme during the year.

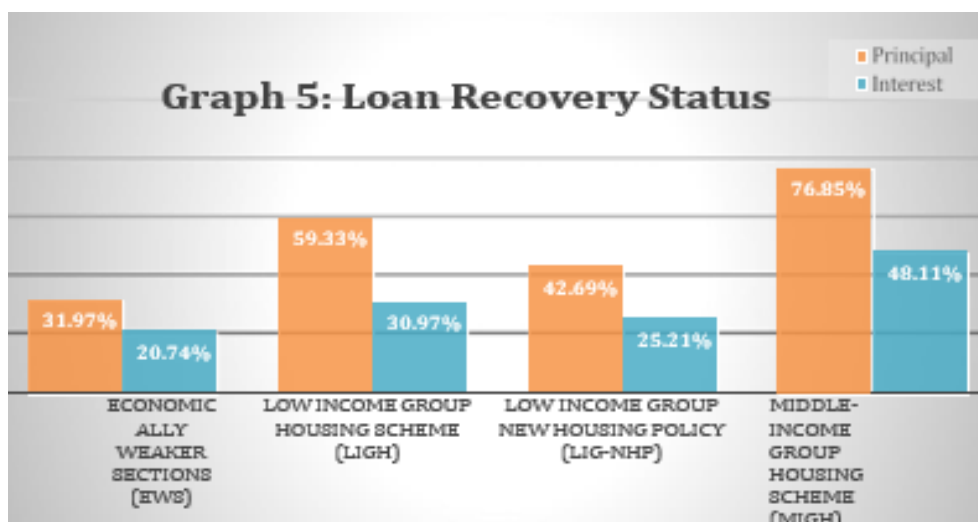
****Rent collected from quarters goes to the SAD's Govt. of Meghalaya exchequer**

II. LOANS: The **Loan recovery branch (LRB)**, a specialized unit within the Housing Department, is entrusted with the critical responsibility of recovering outstanding loans and debts associated with various housing schemes in Meghalaya. The housing schemes under the LRB's purview includes loans of the:

- i. **Economically Weaker Sections (EWS)**
- ii. **Low Income Group New Housing Policy (LIG-NHP)**
- iii. **Low Income Group Housing Scheme (LIGH)**
- iv. **Middle-Income Group Housing Scheme (MIGH)**

DIFFERENT SCHEMES (since inception till date):

The current performance of loan recovery, both for principal and interest, across the four major schemes till date is outlined in Graph 5 below



****the above graph does not represent loans that were being collected by the MSHB**

As per records at the Directorate, recovery made during the year is shown in the Table 2 below:

TABLE 2: SHOWING LOAN RECOVERY DURING THE YEAR 2024

SL.NO.	CATEGORY	PRINCIPAL	INTEREST
1	EWS	63527	52011
2	LIGH	-	25222
3	LIG-NHP	35316	105757
4	MIGH	28000	173771
TOTAL		1,26,843	3,56,761

Currently, there is a total of 1132 number of loanees remaining.

Table 2 shows the status of loanees under different schemes.

TABLE 3: STATUS OF NO. OF LOANEES UNDER DIFFERENT SCHEMES
(SINCE INCEPTION TILL 2024)

Sl. No	Scheme	Total No. of Loanees	Released	Current No. of Loanees
1	Low Income Group Housing Scheme (LIGH)	664	251	413
2	Middle Income Group Housing Scheme (MIGH)	836	568	268
3	Economically Weaker Sections (EWS)	327	69	258
4	Low Income Group New Housing Policy (LIG-NHP)	237	44	193
TOTAL		2064	932	1132

CHALLENGES:

Despite the diligent efforts of the Loan Recovery Branch, several challenges continue to impede the timely and efficient recovery of loans:

- **Borrower Resistance:** Resistance from loanees regarding repayment, often due to economic difficulties or lack of understanding of their financial obligations, remains a significant hurdle.
- **Economic Instability:** Economic challenges, including inflation and low-income levels, make it difficult for loanees to maintain consistent repayments.
- **Resource Constraints:** The branch continues to operate under limited resources and manpower which restricts the scope of recovery efforts.
- **Manual System Issues:** The existing manual system of loan tracking is slow, prone to errors, and can affect the recovery of loan.

Deceased Beneficiaries: During the recovery drives there were many instances whereby the loanees have expired and the successors/children were not aware of the loans taken by the deceased beneficiaries and hence are not willing to shoulder the burden of not paying the loan.

ACTIVITIES UNDERTAKEN BY THE BRANCHES DURING THE FINANCIAL YEAR.

I. TECHNICAL BRANCH:

The Technical Branch of the Directorate of Housing is responsible for overseeing and managing the technical aspects of housing and infrastructure projects. It ensures the successful execution of housing projects by providing expertise in design, construction, quality control, and maintenance, while ensuring compliance with regulatory and financial requirements.

During the year, there were a number of tours that were conducted in different districts for site inspection of various minor and major construction works as shown in **Table 4 below**:

Table 4: Showing activities of Technical Branch.

Sl. no	District	Date	Type of Work	Estimate amount (in lakhs)	Status
1	West Garo Hills, Tura.	17 th -19 th May, 2024	i.) Inspection of ongoing construction work of boundary retaining wall at Arai mile, Tura	₹158.00	40 %Completed
			ii.) Survey of Departmental land for construction of internal road at Machakolgre, Tura.	₹105.00	Awaiting for Govt's approval & sanction
2	South Garo Hills, Baghmara.	22 nd -23 rd August, 2024	Inspection of the Renovation work of Inspector of Housing Quarter.	₹ 9.00	90% completed
3	West Khasi Hills, Nongstoin.	5-6 th September, 2024.	i.) Inspection of Minor repairing works of MIG Rental Houses &	₹10.00	Completed
			ii.) Inspection of Renovation work of staff quarter & office building		
4	West Jaintia Hills District, Jowai	18 September, 2024	i.) Site visit & supervision of boundary fencing construction of DHO, Jowai.	₹6.00	Detail Project yet to be prepared
			ii.) Site visit at Mihmyntdu for land survey of the proposed MIG Rental houses Construction of Recreation center & Other developmental works.		

5	South West Khasi Hills, Mawkyrwat.	24 th -25 th October, 2024.	i.) Visit to the newly allotted departmental land in Mawkyrwat.	₹30.00	Work to start
			ii.) Plan layout of the Departmental Godown & instructed contractor to start the work early.		
6	East Khasi Hills, Shillong.	5 th - 7 th November, 2024.	i.) Construction of retaining wall & parking place for MIG Rental House at Nongmynsong.	₹89.00	Completed
			ii.) Repairing of side Drains.		
			iii.) Apron of departmental go down etc. at Nongmynsong		
7	Ri-Bhoi district, Nongpoh.	11 th November, 2024.	Construction of Rain Harvesting at Nongpoh	Completed.	₹11.00

I. RESEARCH BRANCH:

The Research Branch plays a crucial role in improving existing programs and identifying the challenges faced by the state of department.

The following were the activities undertaken during the year 2024:

- i. **Preparation of the Housing Mission Document:** In view of the emerging requirements for housing, the department is on a mission to start a housing mission which is in the preparatory stage of formulating the Meghalaya Integrated State Housing Mission (MISHOM).
- ii. **Preparation of the Vision Document 2032:** As the government is moving with a new perspective to achieve the Mission 10 billion economy target for the state, the Housing department too, in achieving affordable housing for all eligible beneficiaries and future needs of the general public of the state which are sustainable, inclusive and innovative ways in attracting investors which would bring about a transformation to the economy and promoting social welfare to the society at large. Thus, it will help to strengthen, expand the old schemes and widen the perspective of the mission.
- iii. **16th Finance Commission:** The write-up and necessary proposals were submitted by to the Housing department to the Planning Department for the 16th Finance Commission.
- iv. **Meghalaya State Housing Board:** The board was closed down on the 27th August, 2024 and 18 employees were given the 'Golden Handshake Scheme' by way of VRS.
- v. **Housing Rental Rules:** The Housing Rental Rules 2024 have been approved by the Govt. after in-depth study, survey and scrutinization. With the new rule it would bring about conformity and uniformity in selection, allotment, rent fixation, rent recovery and penalization for non-payment of rent by allottees.
- vi. **E-Report:** Preparation of Annual e-report.
- vii. **Right to Information:** A total of 17 numbers of RTI's were received and 15 were disposed off during the year.

MAJOR ACHIEVEMENTS BY THE DIRECTORATE OF HOUSING DURING YEAR 2024

Loan Recovery Drive: As the MSHB had been defunct and through the years the recovery rate was almost ‘NIL’ hence as suggested by the PAC since 2014 for its closure, the Director of Housing had therefore directed the Housing Commissioner to restart the recovery drive and it was conducted during the month of December 2023 – March 2024 in all the districts of the state under the supervision of the District Housing Officers/ Housing Inspectors to sanitize the loan defaulters to repay back the loans which were taken during the year 1989 onwards.

As per the schedule planned by the Director of Housing, an ‘aggressive loan recovery drive’ which was headed by the district officers along with the staff of MSHB was conducted. Through this exercise, it revealed that most of the loanees responded positively and were willing to repay back the loan which the loanees/family members have barrowed. As per the records received at the Directorate, a substantial amount of **₹ 34,07,982/- (Rupees Thirty-Four Lakhs, Seven Thousand, Nine Hundred & Eighty-Two)** only was recovered after the recovery drive (w.e.f December 2023 till date).

East Khasi Hills



Jaintia Hills



Ri-Bhoi



North Garo Hill



East Garo Hills



South Garo Hills



VOLUNTARY RETIREMENT SCHEME OF MEGHALAYA STATE HOUSING BOARD (MSHB)

The Cabinet had approved the closure of the Meghalaya State Housing Board in July, 2024 as suggested by the PAC. Voluntary Retirement Scheme (VRS) was granted to all the 18 employees of the board. On the 27th August, 2024 a 'Felicitation Ceremony' was organized at the Office Premises of the Meghalaya State Housing Board (MSHB), Madan Laban, Shillong by the Director of Housing for granting the Voluntary Retirement Scheme (VRS) to the Employees of the board for having voluntarily and gracefully accepting the winding up of the Meghalaya State Housing Board. The function was graced by Shri. Damanbait Lamare, MLA, Chairman of Meghalaya State Housing Board in the presence of other members of the Board, the Co- Chairman Shri. Kunal Ch. Momin and the Vice-Chairperson Smti. Hasina Yasmine Mondal.

The Housing Commissioner delivered her welcome address and introductory speech wherein she also briefed on the journey of the Meghalaya State Housing Board and the final winding up of the Board. Others who spoke on the occasion include Shri. F.M. Dophth, IAS Secretary to the Government of Meghalaya, Housing Department.



APPROVAL OF THE RENTAL RULES 2024:

The government had accepted the introduction of the ‘**Rental Rules 2024**’ in the month of October 2024 to cope up with the difficulties faced by the department in Rent recovery. Till then, there were no proper rules for the allocation of flats/units to the beneficiary. Rent rate fixation has also been framed along with rules for the process of eviction in case of non- clearance of rent or any other reasons.

- **Meghalaya Right to Service Acts 2020:** As mandated by the Meghalaya State Public Service Delivery (MSPSDC) Commission, the Housing department too have included the “**Issuance of Non- receipt of Loan**” Certificate for the timely service delivery to the public service to the citizen.
- **RTI 2024:** In compliance with the RTI Act the numbers of RTI’s received during the year by the department is shown in the table below:

Table 3: RTI received during the year

Sl. No	Number of RTI received	Online	Offline	Delivered
1.	17	4	13	15

- **Floating of Tender:** To continue with the CMHAP Scheme for the year 2024, the office had floated a Tender on 10th September 2024 for a value of **Rs.69.50 crores**. The tender floating process was conducted in a transparent and competitive manner. Despite the challenges the department faced, the department is committed to expand the mission and is working tirelessly to overcome many obstacles it encounters from time to time and achieve the objectives.

TRAININGS /WORKSHOPS/ CONFERENCE UNDERTAKEN DURING THE YEAR:

i. Digitalization of Department: The Directorate of Housing on verge of making the citizen friendly website “meghousing.gov.in” in getting the information of the department’s schemes and Tenders and other activities of the department. In having a website is essential for department in today's digital age. It provides numerous benefits, including **increased visibility, credibility, citizen friendly at the reach**. Additionally, to improve government efficiency, access to services, transparency, and accountability to citizens. The Meghalaya State also aims to become one of the top 10 States in the country in the next 10 years in IT / ITeS. Meghalaya is committed to promote the IT /ITeS sector in the State, provide increased employment opportunities

So, to cope with the fast growing of digitalization the National Informatics Centre Coordinators and Meghalaya Administrative Training Institute are key roles in imparting the government employees the importance of digitalization, frequently organizing various kind of workshops and trainings on digitalization and increasing productivity and efficiencies of the employees: Workshop cum Training with National Informatics Center held on 22nd July 2024, at 12:00 p.m. – 2:00 p.m. at NIC MSC Shillong-Conference Hall.

ii. Minutes of WORKSHOP cum Training with National Informatics Centre held on 22nd July, 2024, at 12:00 p.m. – 2:00 p.m. at NIC MSC Shillong-Conference Hall.

Sl. No	Participants:	Sl. No	Resource persons:
1.	Shri. Marcel Thabah (Assistant Director of Housing	1.	Shri. Sekhar Dey (ASIO), NIC Meghalaya
2.	Smti. B. Susngi (Assistant Research Officer)	2.	Shri. Roberthan Nongtraw, website expert, NIC Meghalaya
3.	Smti. Jennifer Khyriem (Research Assistant)	3.	Shri. Manoj Sarmah, Network and Email expert, NIC Meghalaya
4.	Smti. T.N. Sangma (Investigator)	4.	Smti. K. Olga J.N Nongrum Housing project GOM NIC Coordinator – Director(IT) NIC Meghalaya
5.	Shri. J.S. Mawlong (Upper Divisional Assistant)		
6.	Shri. V.C. Sangma (Upper Divisional Assistant)		
7.	Shri. T.D.M. Sangma (Lower Divisional Assistant)		
8.	Smti. Eliza Salri A. Sangma (Lower Divisional Assistant)		
9.	Smti. R. Warjri (Lower Divisional Assistant)		

The meeting was chaired by Madam Olga K. Nongrum web coordinator of Housing Department after a brief introduction, she welcomed Shri. Sekhar Dey, ASIO N.I.C Shillong who in turn welcomed all the participants and initiated the meeting to discuss on the Official website of the Directorate of Housing and other related matters as follows: -

Points of discussion: -

1. **Emails and emailing System-eForms by Shri. Manoj Sharma** - introduced the importance of Government E-mail account to the government employees and the methods and steps for creating the email IDs via registering for Government email ID's through eForms (Login with EForms and Login with Parichay). He step-wise trained the officials present on how to avail the facility and create an email id for all.
2. **Web Content management by Shri. Robertson Nongtraw** – introduced the Government of Meghalaya State Portal and also explained its working process as maintained, designed, developed and overall managed by the NIC Meghalaya. The information provided to this Government portal is done through the information received from all GOM Department and uploaded accordingly. Sometimes there is delay or no updated information while sometimes the information received from the concerned Depts, is not the latest – which the resource explained is misleading therefore to the general public. It was also instructed that updated information of the Department has to be sent in time – for updation on the State web portal <https://meghalaya.gov.in>
3. **Security Basics & Website Detailings by Smt. K. Olga J.N Nongrum** - who appraised about the basic security of Government data like keeping data private, ensuring data is accurate and unaltered. Data are to be accessible when needed with proper verification of Identity etc. Data is information – it should be the responsibility of the USER Dept. to ensure the security & authenticity of the data that is sent for updations/ deletions – for public viewing. Also a view of the <https://meghousing.gov.in> website was showcased to all present – seeking updation of every single page **by October 2024**. Data must be either updated/ deleted/ Archived – for which a Policy must be enforced for WIM (web information manager) to follow in coordination with the NIC Coordinator for Housing Projects and Website (Smt. K. Olga J.N. Nongrum).
4. **WIM Re-selection and Nodal official selection for email ID creation and approval by the competent authority:** - Regarding the re-selection of WIM and Nodal Officer it was decided to be selected by the competent authority – **by October 2024**. The same shall be provided for updation in the <https://meghousing.gov.in> website.
5. **Miscellaneous:** - For the creation of websites, the pages have to reflect the Department's information and should be USER FRIENDLY too. From time to time a request is to be sent to NIC Coordinator Meghalaya - for updating of all the pages in the websites. Hence, reflecting the activities and works undertaken by the Department from time to time as part of the NEWS/ NOTIFICATIONS tab present in the website <https://meghousing.gov.in>

Thereafter, all the participants agreed to follow the instruction for the improvement of the official website and working scenario at workplace Housing Dept/Directorate GOM.

The Meet ended with vote of thanks from the chair.



Assistant Director of Housing, Meghalaya, Shillong.



i. One day Workshop on Digital Government & Data management (Digital India) held on 7th August 2024 from 10 am to 5 pm at MATI.

Participant were Smti. Jennifer B. Khyriem R.A, Smti Runisa Khyndiah UDA and Kum Tengchina N Sangma, Investigator and with the various department's employees. The following were the Resource Persons: 1. Shri Santosh VT, SIO, NIC Meghalaya, 2. Shri Aiborlang Wanswett, Sr. Director (IT), NIC. Meghalaya 3. Shri Sekhar Dey, Sr. Director (IT)

- a. Digital Transformation in India by Shri Santosh VT, SIO, NIC Meghalaya** brief the evolution of e-Governance to Digital Governance be trace seen through i) Computerization Government offices began using personal computers and programs for data and word processing. ii) Networking Government offices were connected through a network to facilitate information sharing and data flow. iii) Online presence Government departments created websites to provide basic information to citizens. iv) Some of the benefits of e-governance include: Easy access, saves time and money, makes things faster, online systems help provide services quicker and without unnecessary delays, helps you understand online systems provide access to information and policies, which makes it easier to understand what the government is doing. Online inter activity to improve government efficiency, access to services, transparency, and accountability to citizens.
- b. Emerging Technologies in Digital India:** India is now prepping for cutting-edge technologies including 5G, AI, blockchain, augmented reality & virtual reality, machine learning & deep learning, robots, natural language processing, etc. These will be critical in the government and industry, for planning or decision- making, expediting development or analyzing deployment, issue solving or product creation, detecting new trends or drawing out linkages and associations. The Emerging Technologies Division of MeitY is responsible for fostering and promoting the utilization of cutting-edge technologies in the country.
- c. Data Governance, Data Regulations & laws, Data Driven Decision Making Transformation from IT Act 2000 to Digital India Act (DIA) by Shri A. Wanswett, Sr. Director (IT), NIC Meghalaya:** Data governance is a comprehensive approach that comprises the principles, practices and tools to manage an organization's data assets throughout their lifecycle. By aligning data-related requirements with business strategy, data governance provides superior data management, quality, visibility, security and compliance capabilities across the organization. Techno-regulation is a prominent mechanism for regulating human behaviors.
- d. Data Security, Digital Privacy, Cyber Safety by Sekhar Dey, Sr Director (IT), NIC Meghalaya:** Data security is the process of safeguarding digital information throughout its entire life cycle to protect it from corruption, theft, or unauthorized access. It covers everything—hardware, software, storage devices, and user devices; access and administrative controls; and organizations' policies and procedures. Cybersecurity aims to protect computer systems, applications, devices, data, financial assets and people against ransomware and other malware, phishing scams, data theft and other cyber threats.



**iv. One Day Orientation Program-cum-workshop on “Mission Karmayogi & iGOT Platform”
11th September 2024 at State Convention Centre organize by the MATI:**

Participants were Smti Jennifer B Khyriem R.A, Kum T.N Sangma and DHO, East Jaintia Hills district, Khlierhriat.

Mission Karmayogi is a significant initiative by the Government of India aimed at transforming the training and development of Civil Servants. It replaces traditional training methods with a continuous learning framework that is dynamic and competency based. Through the iGOT Karmayogi platform, Civil servants can access to wide range of learning of modern governance through digitally. The core aspect of the Mission is to emphasize ethics, accountability and integrity within the government employee. Collaboration and knowledge sharing are also integral to the Mission. This kind of initiative promotes cooperation across government departments and ministries, breaking down silos and fostering a culture of collective problem solving. This approach is vital for addressing the complex, cross-cutting challenges India face today, making governance more effective, responsive and aligned with the needs of its citizens. The main essence of Mission Karmayogi seeks to build a future-ready civil service that is not only skilled but also deeply committed to serving the public.

IGOT Platform is an online learning platform launched under Mission Karmayogi, aimed at enhancing the skills of Indian civil servants. It combines five functional hubs for online learning, competency management, career management, discussions, and networking. The platform provides continuous learning opportunities through curated courses from global institutions. It is part of the Digital India stack for capacity building of all government employees. It will provide ‘anytime-anywhere-any device’ learning to train the government employees.



v. Satellite in your hand: A 2(Two) day capacity building residential program was organized by the National Commission for Women (NCW) in collaboration with Mhalgi Prabodhini (RMP), NESAC (ISRO), and Earth Sight Foundation (ESF) at NESAC Umiam, Shillong on the topic “Satellite in your hand” on the 30th May 2024 to impart Geo-Spatiality Technology skills for women. Knowledge in Geo- spatiality Technology and Remote sensing technology will help the Department in identifying the types of soil and geographical condition of the area. Its application helps in minimizing cutting down of trees and hills for construction of houses, its boundaries and space. By using these technologies, it helps in identifying areas that will prevent probable soil erosion and landslides in the area where construction of houses and building will be developed. Smt. B. Susngi, ARO and Smt. M. Kharmalki, UDA attended the program from Housing Department.



vi. Participation in the “Tomorrow. Building World Congress- Barcelona”

Under the Smart Cities program, the Department had the privilege of attending an International Exposure Tour to Barcelona, Spain “Tomorrow. Building World Congress” held on 5th to 7 November 2024.

The congress meet was attended by Shri F.M. Doph, Secretary to the Govt. Housing Department, Shri. L.C. Marak, Jt. Secretary Housing Department, Smti. Mary T. Sangma, Director of Housing and Shri Mathew S. Kharmalki, Assistant Engineer, Directorate of Housing.

Organized by Fira de Barcelona under the slogan ‘Build better’, the event, which took place at the Gran Via venue, showcased new ideas, projects, and construction systems that are key to the planning, construction, and rehabilitation of buildings and urban infrastructures worldwide under sustainability criteria. 3D printing, Internet of Things (IoT), Drones, virtual reality (VR), Building Information Modelling (BIM), Digital Twins.

These are some of the tools with which new technologies are transforming the construction sector into a more sustainable and efficient one and feature leading innovation companies and prominent national and international speakers.

vii. SUSTAINABLE DEVELOPMENT GOAL (SDG) CONFERENCE:

The Planning Investment Sustainable Development Department, Govt of Meghalaya in collaboration with GIZ, an Indo-German Cooperation hosted a conference on SDG on the 27th November 2024 in Courtyard by Marriott which was attended by different departments including the Directorate of Housing. The program was attended by Smti. B. Susngi, ARO, Smti. B. Khyriem, RA and Smti. B. Kyndiah, UDA. The conference was a significant event that brought together experts, policy makers and stakeholders from around the world to discuss the progress and challenges in achieving SDGs localization. The conference emphasized the need for collaboration among government departments to achieve the localization of SDGs. The conference highlighted the progress made in achieving the SDGs from different districts. During the event, there was an icebreaking session and group activity, discussion on how to achieve the different Sustainable Goals which concerns the departments. Ideas, views and visions were exchanged to help in bringing out the best local practices that could be implemented and targeting to achieve the objective of SDGs. The group activity helped us understand each other's challenges and in identifying the steps to overcome them.

The conference concluded with a call of action to accelerate the progress towards achieving the SDGs. Overall, the conference was a valuable opportunity to learn from experts from different departments and to discuss the challenges and opportunities in achieving the SDG's goals.



VISION FOR THE FUTURE

As Meghalaya is approaching 60 years of its statehood by 2032, there are many aspirations and targets to be achieved by the Government through its welfare schemes and ease the Governance to its citizens. To achieve Meghalaya's Mission 10 targets and put Meghalaya among the Top 10 states of the country in 10 years, 10 critical guarantees to every citizen of the State which includes - road connectivity, water supply, power supply, housing, affordable healthcare, quality education, social security, internet and telecom services, doorstep service delivery, and community infrastructure like playfields and community halls even in the remotest parts of the State. is being targeted.

The “**Smart City**” concept has been engaged in cities around the world in recent times in housing, waste management, transportation, security, water management, maintenance management system, and energy management. In comparatively smaller areas (Peri-urban, Semi-urban and Sub-urban) with lesser population, the concept of a ‘**Smart Town**’ mimicking the “**Smart City**” concept is another new approach which can help in bringing a systematic transformation to meet the sustainable development goals and cope with the increasing demands and challenges created by urbanization.

As Meghalaya is progressing into the future through its expansion processes, especially in creating ‘new townships’ across Meghalaya in the coming years, the department is eager to shoulder its responsibility and be part in this transformation process and in being instrumental in matters relating to housing sectors. The Housing department strives to achieve its objectives in future by planning to acquire Central schemes in implementing the upcoming schemes in addition to the other state budget allocation schemes.

In line with the above, the Department's Vision is to ensure that current schemes of the Department are being strengthen and that expansion of the delivery service is achieved so that the poor and deserving gets maximum benefit from the Department's welfare scheme. Furthermore, new welfare schemes with a perspective that targets beneficiaries of different categories and groups with an aim to introduce schemes that are holistic, inclusive, sustainable and affordable are in the offing. In meeting the demands of the wider category, the Housing Department is very eager to evolve with the current times.

In this regard, the Research branch, in close collaboration with the technical branch currently has been tirelessly working hard and with an aim to bring out a new housing mission in the near future to be called as “Meghalaya Integrated State Housing Mission- MISHOM” for the welfare and development of the public.

FEEDBACKS:

1. SUPERINTENDENT: “With the passage of time and with the introduction of the Information and technology in the workplace/office, the employees are entering into the fast-paced environment. To enable the employees to cope with the challenging times they require an extra additional effort and must ensure their performance to maintain a high level of efficiency in the office. Entering the new era of IT system, the employees must put on new ideas to take on new responsibility and it is necessary to attend training for improving and developing their skills”.

2. RESEARCH BRANCH:

- i. With emerging technologies and the rising demand for accountability with efficiency, the workload has also greatly increased. Hence necessity for more skilled manpower is required.
- ii. District offices functions with amalgamated staff. The process of data collection, maintenance of records & regular monitoring has been a challenge for the Research Branch due to this which has led to insufficient data.
- iii. As far as Rental recovery is concerned, there have been many instances whereby payment have been irregular and errors regarding head of accounts has been committed many a times which is also the same problem being faced by the loan recovery branch. Perhaps it is felt that one of the reasons is that it is made through treasury challans & a time consuming process.
- iv. With the winding up of MSHB, the onus of recovery of loans is being shouldered on the Director of Housing adding more responsibility.
- v. In order to strengthen the department, Capacity building measures are required to meet the objectives to help in managing, meeting of priorities and tight deadlines that arises from time to time.
- vi. Review the Housing Policies

3. LOAN RECOVERY BRANCH:

To further enhance the Loan Recovery Branch’s performance and ensure greater success in loan recovery, the following recommendations are made:

- i. **Implementation of an Automated Loan Tracking System:** The transition from manual to digital systems will greatly improve the accuracy and efficiency of loan monitoring and recovery. Real-time tracking of loans will facilitate more proactive interventions and reduce human errors.
- ii. **Public Awareness Campaigns:** A concerted effort to raise public awareness about the importance of loan repayment and the associated responsibilities through outreach programs, media campaigns, and community engagement initiatives.
- iii. **Incentive Programs for Timely Repayment:** Introducing reward systems for loanees who make timely repayments, such as reduced interest rates or eligibility for preferential treatment in future schemes. This will encourage loanees to adhere to repayment schedules.
- iv. **Review and Revision of Loan Policies:** A comprehensive review of current loan policies and procedures is essential. Recommendations include revisiting repayment terms, revising eligibility criteria, and introducing flexible options for loanees facing genuine financial difficulties.

4. TECHNICAL BRANCH:

- a. Lack of manpower
- b. Need to acquire more Departmental lands
- c. Need for Modern Technology to apply.

Conclusion:

The Directorate of Housing despite many challenges and constraints has made significant strides in fulfilling and achieving its goals to provide better shelter and accommodation to communities across the state. Over the past years, we have successfully completed several large-scale Housing programmes, ensuring that more families have access to quality houses. Our efforts have also extended to improving infrastructure, promoting environmental sustainability, and fostering community development to the citizen of the state.

Despite facing challenges such as budget constraints and evolving market conditions, we have remained focused on our mission to enhance the quality of life for all residents. We are proud of the progress made, but we acknowledge that there is still a lot of room for improvement in the future. The Department is committed to addressing ongoing challenges, including the growing demand for housing, ensuring equitable access, and meeting the goals set out in our plans and mission.

Looking ahead, our priorities will include expanding our housing programs and leveraging innovation and technology to improve our services. We will continue to focus on delivering value for money and knowing that housing remains a key pillar in the social and economic development of the state.

Sd/- Director of Housing Meghalaya, Shillong