

**GOVERNMENT OF MEGHALAYA
TRANSPORT DEPARTMENT**

ORDERS BY THE GOVERNOR
NOTIFICATION

Dated Shillong the, 29th September, 2025

No.TPT.34/2025/50: The Governor of Meghalaya is pleased to notify the "Standard Operating Procedure" (SOP) under Chief Minister's Regional Transport Scheme 2025, for implementing the Scheme in the State.

Sd/-

(Shri. D.D.Sangma, IAS)

Secretary to the Govt. of Meghalaya,
Transport Department.

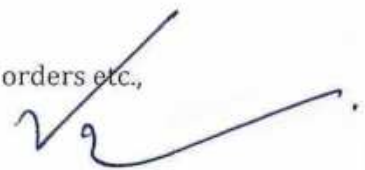
Memo.No.TPT.34/2025/50-A

Dated Shillong the 29th September, 2025.

Copy to:

1. P.S. to Hon'ble Chief Minister, Meghalaya, Shillong for kind information of Chief Minister.
2. P.S. to Deputy Chief Ministers, for kind information of Dy. Chief Ministers.
3. P.S. to All Cabinet Ministers, for kind information of Ministers.
4. P.S. to Chief Secretary, Govt. of Meghalaya for kind information of Chief Secretary.
5. P.S. to All Additional Chief Secretary/Principal Secretary/Commissioner & secretary/Secretary/Joint Secretary to the Govt. of Meghalaya for kind information.
6. The Commissioner of Transport, Meghalaya Shillong for kind information and necessary action.
7. The Executive Director, The Meghalaya Basin Management Agency (MBMA), for kind information.
8. The Director, Community & Rural Development, Government of Meghalaya, Addl. Secretariat Building, Room No. 316, Shillong-793001, East Khasi Hills District, Meghalaya. Email ID -cnrd-meg@nic.in.
9. The Managing Director, Meghalaya Transport Corporation for information.
10. All Deputy Commissioner, East Khasi Hills/West Khasi Hills/South West Khasi Hills/Eastern West Khasi Hills/Ri-Bhoi/East Jaintia Hills/West Jaintia Hills/North Garo Hills/East Garo Hills/South Garo Hills/West Garo Hills/South West Garo Hills for kind information.
11. All District Transport Officer, East Khasi Hills/West Khasi Hills/South West Khasi Hills/Eastern West Khasi Hills/Ri-Bhoi/East Jaintia Hills/West Jaintia Hills/North Garo Hills/East Garo Hills/South Garo Hills/West Garo Hills/South West Garo Hills for kind information.
12. To All Block Development Officers, for kind information.
13. The Director of Printing and Stationery (Press Wing) for favour of publication of the notification in the next gazette of Meghalaya for general information and to supply 50 (fifty) extra copies to this Department.
14. Cabinet Affairs Department for information with reference to your endorsement dated 13.06.2025 in file No. TPT. 34/2025.
15. All Administrative Departments.
16. Head of Departments.

By orders etc.,



Joint Secretary to the Govt. of Meghalaya,
Transport Department.



Chief Minister's Regional Transport Scheme (CM-RTS) - 2025

Standard Operating Procedure (SOP)

**Transport Department
Government of Meghalaya**

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1. Preamble

- i. Meghalaya, with its unique topography and dispersed settlements, faces persistent challenges in ensuring equitable access to essential services such as healthcare, education, governance, and markets.
- ii. A significant portion of the population resides in remote and rural areas where public transport options are either limited or entirely absent.
- iii. The existing transport infrastructure comprising private buses, autos, and maxi cabs is largely concentrated in urban and commercially viable regions, leaving vast areas underserved and disconnected from administrative and economic hubs.
- iv. Recognizing the critical need for inclusive mobility, the Government of Meghalaya has launched the Chief Minister's Regional Transport Scheme (CMRTS) – 2025.
- v. This initiative is a strategic intervention under the broader CM-ELEVATE Program, which aims to empower the youth of Meghalaya through entrepreneurship, skill development, and access to credit.
- vi. CMRTS is designed to bridge the connectivity gap between Block Headquarters (HQs) and District Headquarters (HQs), thereby facilitating daily access to vital services and opportunities for residents in remote regions.
- vii. The scheme adopts an innovative, entrepreneurship-driven model for public transport service delivery. It encourages individuals, registered entities, and recognized community organizations to operate bus services on designated routes, supported by substantial financial assistance from the State Government. This includes upfront subsidies, performance-based EMI support, and access to credit through partner banks.
- viii. By integrating transport development with local economic empowerment, CMRTS seeks to establish a reliable, inclusive, and sustainable public transport network across Meghalaya.
- ix. It not only enhances regional mobility but also fosters livelihood generation, strengthens community participation, and contributes to the broader goal of equitable development.
- x. This Standard Operating Procedure (SOP) outlines the operational framework, roles and responsibilities, implementation processes, and compliance mechanisms necessary for the effective execution of the CMRTS scheme. It serves as a guiding document for all stakeholders involved in the planning, execution, and monitoring of the scheme.

2. Definitions

In this SoP, unless the context otherwise requires

- i. "Scheme" means the Chief Minister's Regional Transport Scheme (CM-RTS), 2025 framed under the CM-ELEVATE Program.

- ii. "CM-ELEVATE Program" means the flagship program of the Government of Meghalaya aimed at promoting entrepreneurship by providing front-end subsidy and back-end support across multiple sectors including transport.
- iii. "Entrepreneur/Operator" means
 - a) an individual resident of Meghalaya; or
 - b) a registered entity such as an association, cooperative, or company recognised by the Transport Department; or
 - c) an unregistered entity such as a Village Organisation, Self-Help Group, or Traditional Institution recommended by the Block Development Officer.
- iv. "Block Headquarters" means the administrative headquarters of a Block as notified by the Government.
- v. "District Headquarters" means the administrative headquarters of a District as notified by the Government.
- vi. "Trip" means a one-way journey between Block Headquarters and District Headquarters.
- vii. "Round Trip" means one complete journey from Block Headquarters to District Headquarters and back.
- viii. "Beneficiary Contribution" means 5% of the on-road cost of the selected vehicle, payable upfront by the Entrepreneur.
- ix. "Government Contribution" means 35% of the on-road cost of the vehicle, credited as subsidy into the loan account of the Entrepreneur.
- x. "Loan Financing" means 60% of the on-road cost of the vehicle, sanctioned by Partner Banks, repayable in monthly instalments within 5 years.
- xi. "Performance-based EMI Support" means 30% subsidy on monthly EMI, released to the Entrepreneur subject to compliance with operational obligations.
- xii. "SLSC" means the State Level Screening Committee constituted by the Transport Department to scrutinise, recommend, and approve applicants under the Scheme.
- xiii. "CM-RTS Cell" means the dedicated Cell established under Meghalaya Transport Corporation (MTC) for training, monitoring, and compliance.
- xiv. "Tripartite Agreement" means the agreement executed between the Entrepreneur, the Transport Department, and the Partner Bank, binding all parties for a minimum of five years.
- xv. "Partner Bank" means any financial institution notified by the Government for extending loan financing under the Scheme.
- xvi. "Default" means failure by the Entrepreneur to comply with contractual or loan obligations, including service disruptions and repayment lapses.

- xvii. "Designated Route" means the route notified under the Scheme connecting a Block HQ to its respective District HQ.

3. Scheme Overview

- i. Recognizing the critical need for inclusive mobility, the Government of Meghalaya has launched the Chief Minister's Regional Transport Scheme (CM-RTS) – 2025.
- ii. This initiative is a strategic intervention under the broader CM-ELEVATE Program, which aims to empower the youth of Meghalaya through entrepreneurship, skill development, and access to credit.
 - i. The scheme aims to ensure a minimum one round trip per day between Block HQs to District HQs with the bus reaching the District HQ by 9.30 am and departing by 5.30 pm catering to office goers, students, patients visiting hospitals, and people travelling to markets.
 - ii. The Scheme emphasis on entrepreneurship driven public transport service delivery. Through this scheme, the Government provides substantial financial aid to eligible entrepreneurs who are willing to operate bus services on designated routes between Block HQ and District HQ.
- iii. The financial support includes covering up to 50% of the total cost of the vehicle, which encompasses the total interest charged by the bank on the loan.
- iv. Beneficiaries can choose from different types of buses up to 32 seater. The government will also give training and support to help them run the service properly.

4. Objectives of the scheme

- i. **Improve Accessibility to Essential Services:**

To ensure that residents in remote and underserved areas have reliable access to Governance, Healthcare, Education, and economic opportunities by enhancing public transport connectivity.
- ii. **Strengthen Regional Connectivity**

To establish seamless and dependable passenger transport service between Block Headquarters and District Headquarters, thereby improving intra state mobility and regional integration.

iii. Promote inclusive Economic Growth

Encourage inclusive economic growth by enhancing mobility, connecting markets and supporting local livelihood.

iv. Encourage local entrepreneurship

To empower individuals, cooperatives, and traditional institutions by promoting entrepreneurship in public transport services.

5. Scheme Details

I. Scheme	
II. Who can apply?	1. Individual entrepreneurs from Meghalaya 2. Any registered entities from Meghalaya such as Bus operator associations etc. registered as well as recognized with Transport Department, Government of Meghalaya. 3. Any unregistered but recognized entities such as SHGs, Village Organizations, Traditional institutions etc. Applications shall not be ordinarily considered for the following: 1. Individuals currently employed either on a full time or contractual basis under the State or Central Government, as well as those retired and receiving a Government pension, along with their immediate family members (spouse, parents,

	and unmarried sons or daughters up to 30 years of age), provided that such sons or daughters are neither dependent nor employed (full time or contractual) under the State or Central Government. - Any individual whose job is concerned with politics such MLAs, MLCs, MPs etc. or seeking to hold a similar position in government - Registered class-I contractors - Consultants who are currently engaged with State or Central Government - Pressure groups and organizations that are primarily political in nature.
III. Selection	- The verification and scrutinization of the applications will be done by a State Level Screening Committee (SLSC) headed by the Secretary, Transport Department, Government of Meghalaya. - Priority will be given to Entrepreneurs belonging to: 1st Priority: Individual entrepreneurs belonging to the respective Block/District for routes originating from that particular Block/District. 2nd Priority: Bus operators, corporations, organizations etc belonging to the respective Block/District. 3rd Priority: Non-registered organizations such as Village organizations, SHGs etc belonging to the respective Block/District.
IV. Vehicle Models	The entrepreneurs may choose any vehicle from the list of empanelled vehicle models with seating capacity ranging up to 32-seater bus, however, justifications for the seating capacity along with the demand of the route need to be provided in the application form.

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	2. Additionally, the evaluation committee may also guide the entrepreneurs to buy a vehicle from a different category based on the evaluation of the requirements with respect to the entrepreneur's location.
V. Training & Capacity Building	1. Selected individuals must undergo a mandatory training 'CM RTS - Operator Training Program' conducted by Meghalaya Transport Corporation (MTC). 2. Applicants will be required to score the minimum marks in the test conducted by the agency under supervision of Managing Director, Meghalaya Transport Corporation (MTC) to receive the Certificate of Completion of the 'CM RTS - Operator Training Program'.
VI. Nodal Department for the CM ELEVATE Program	Planning, Investment Promotion & Sustainable Development Department
VII. Nodal Department for the scheme	Transport Department
VIII. Nodal Agency for Monitoring, Training and Capacity Building	Meghalaya Transport Corporation (MTC)
IX. Financial Aid	Government of Meghalaya
X. Partner banks for credit support	1. Meghalaya Rural Bank (MRB) 2. The Meghalaya Co-Operative Apex-Bank Ltd (MCAB) 3. State Bank of India (SBI) 4. The Shillong Co-operative Urban Bank Ltd. (SCUB)

6. Nodal Agencies and Implementation framework

To ensure efficient implementation and fund disbursement, the following structure to be followed:

- i. **Commissioner of Transport, Government of Meghalaya** is designated as the **Nodal Agency** for the scheme.
- ii. A **dedicated budget head** to be created under the Commissioner of Transport for financial management of the scheme.
- iii. **Necessary funds** to be allocated by the **Finance Department** to facilitate implementation.
- iv. Funds to be routed through the **Meghalaya Basin Management Agency (MBMA)** for seamless disbursement to banks and EMI co-payment to operators.
- v. The **Meghalaya Transport Corporation (MTC)** to be notified as the **Monitoring Agency** for the scheme.
- vi. MTC will monitor adherence to the operational guidelines by entrepreneurs/operators and submit compliance reports to MBMA, based on which EMI subsidies shall be released.

7. Eligibility conditions

7.1 Eligibility

i. Individual applicants	ii. Registered entities	iii. Unregistered entities
1. Individuals who are permanent residents of Meghalaya are eligible for the scheme. 2. Eligibility criteria for Individual entrepreneurs: a. Must be above 18 years of age and below 58 years of age	1. All recognized and registered bus operators and maxi cab operators etc. based in Meghalaya can apply. 2. Eligibility conditions: a. Shall have experience in operating public transport vehicles (Buses, Maxi Cabs, Taxis etc.,).	1. Any unregistered entity such as Village Organizations, Self-Help Groups (SHGs), Traditional communities etc. based in Meghalaya can apply. 2. Eligibility conditions a. A letter of recommendation from the

b. Must have experience as a commercial driver c. Must provide valid government issued ID proof with an address which includes Aadhar Card/Voter ID/Passport/Driving license. d. Entrepreneurs shall not be credit defaulters from any bank e. Priority will be given to Individual Entrepreneur belonging to the respective Block for routes originating from that particular Block followed by the entrepreneur belonging to the corresponding District. f. Individuals currently employed either on a full time or contractual basis under the State or Central Government, as well as those retired and receiving a Government pension, along with their immediate family members (spouse, parents, and unmarried sons or daughters up to 30 years of age), provided that such sons	b. Shall not be a defaulter at any financial institution. c. Priority will be given to registered entities belonging to the respective Block for routes originating from that particular Block followed by the registered entities belonging to the corresponding District. d. Must provide an Incorporation Certificate or a registration certificate whichever is applicable e. Shall not be credit defaulters from any bank f. Pressure groups and organizations that are primarily political in nature shall not be ordinarily considered.	Block Development Officer (BDO). b. Shall not be a credit defaulter at any financial institution c. Priority will be given to unregistered entities belonging to the respective Block for routes originating from that particular Block followed by the unregistered entities belonging to the corresponding District. d. Pressure groups and organizations that are primarily political in nature shall not be ordinarily considered.
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or daughters are neither dependent nor employed (full time or contractual) under the State or Central Government. i. Employees of public sector undertakings, subsidiaries of public sector undertakings and divisions of public sector undertakings etc. ii. Any individual whose job is concerned with politics such MLAs, MLCs, MPs etc. or seeking to hold a similar position in Government. iii. Registered class-I contractors. iv. Consultants who are currently engaged with State or Central Government.		
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7.2 Submission requirements as proof of eligibility

Individuals	Registered entities	Unregistered entities
Mandatory: i. A valid photo identity with address which includes	Mandatory: i. Incorporation or Registration Certificate whichever is applicable	Mandatory: i. A valid photo identity with address of the President and Secretary which

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Aadhar Card/ Voter ID/ Passport/Driving license. ii. Valid driving license preferably commercial	ii. Valid driving license of the driver preferably commercial iii. A valid photo identity with address of the President and Secretary which includes Aadhar Card, Voter ID, Passport and driving license	includes Aadhar Card, Voter ID, Passport and driving license. ii. Valid driving license of the driver preferably commercial iii. Recommendation letter from the Block Development Officer (BDO).
Optional: i. Pan card, if available ii. CIBIL Score iii. Latest Bank account statement for minimum of 1 year, if available Any other document as specified by the department and the partner bank.	Optional: i. GST certificate, if available ii. Pan card, if available GST return for the year 2023-24, if available iii. ITR 2023-24, if available Trade License copy, if available iv. Latest bank account statement for minimum of 1 year for the organization, if available Any other document as specified by the department and the partner bank.	Optional: i. Pan card of the President and secretary, if available ii. Latest bank account statement for a minimum of 1 year President and Secretary of the organization, if available Any other document as specified by the department and the partner bank.

8. Application Procedure

All eligible entrepreneurs interested in participating in the Chief Minister's Regional Transport Scheme (CMRTS) must complete the application process online through the CM-ELEVATE

Program Portal/Meghalayaone portal. The application must be submitted along with all required documents as specified in the scheme guidelines.

i. Step -1

Visit the official CM-ELEVATE portal at <https://www.primemeghalaya.com/cm-elevate/> or access it via <https://meghalayaone.gov.in>.

ii. Step – 2

Navigate to the “**Schemes**” section and select “**Chief Minister’s Regional Transport Scheme (CM-RTS)**” from the list.

iii. Step - 3

Carefully read the **Scheme Guidelines, Eligibility Criteria, and Terms and Conditions** to ensure compliance before proceeding.

iv. Step - 4

Click on the “**Apply**” button to begin the application process.

v. Step - 5

Complete the **registration process** by submitting all requested personal and organizational details.

vi. Step - 6

Fill out the **application form** accurately, upload the required documents, choose the preferred vehicle from the list by the empanelled vendors and submit the form online.

9. Evaluation mechanism

10.1 Application assessment

a. Preliminary Scrutiny and Verification

- i. All applications submitted by the applicants shall undergo initial scrutiny and background verification by the **CM ELEVATE Team**. Upon completion of this stage, the applications shall be forwarded to the respective partner banks for assessment of the applicant’s **CIBIL score** and other loan eligibility parameters.

b. Shortlisting and Screening

- i. Applications that meet the eligibility criteria based on the CIBIL score, and other banking norms shall be shortlisted and forwarded to the **State Level Screening Committee (SLSC), Transport Department** for further evaluation.

c. Criteria for Shortlisting

Applications shall be shortlisted based on the verification of all requisite documents as prescribed under the scheme guidelines. The evaluation shall be conducted in two phases:

- **Phase I:** Verification of conformity to the scheme's eligibility criteria.
- **Phase II:** Assessment of loan eligibility as per banking norms, including CIBIL score.

d. Constitution of the State Level Screening Committee (SLSC)

- i. The SLSC shall be constituted as follows:
 1. Secretary to the Government of Meghalaya, Transport Department – Chairperson
 2. The Commissioner of Transport, Meghalaya - Member
 3. The Executive Director, Meghalaya Basin Management Agency (MBMA) - Member
 4. The Joint Secretary to the Government of Meghalaya, Transport Department - Member
 5. Managing Director, Meghalaya Transport Corporation – Member

The Chairperson of the State Level Screening Committee (SLSC) may nominate any other member to the Committee, as and when deemed necessary. Additionally, the Chairperson may recommend Transport Department to constitute a District Level Committee, if required.

The Transport Department shall issue a formal notification regarding the constitution of such Committees, as and when necessary.

e. Evaluation of the candidates by the State Level Screening Committee (SLSC)

Entrepreneur's final assessment will be done based on the following criteria

- i. Interpersonal skills of the entrepreneurs
- ii. Interest/experience on operating the public transport vehicle (Buses, Maxi Cabs, Taxis etc.,).
- iii. Entrepreneurs' ability to handle emergency situations

- iv. Their understanding of basic road safety rules as a driver
- v. First Priority will be given to Entrepreneur belonging to the respective Block for routes originating from that particular Block.
- vi. Second Priority will be given to Entrepreneur belonging to the respective District for routes from that particular District.
- vii. Third Priority will be given to registered organizations such as Bus operators, corporations, organizations etc belonging to the respective Block/District.
- viii. Fourth Priority will be given to non-registered organizations such as Village organizations, SHGs etc belonging to the respective Block/District.
- ix. Entrepreneurs' sincerity, expertise, and knowledge of the public transport operations in the particular route including the knowledge of bus stops, passenger travel needs for accessing educational, healthcare facilities, office locations and market areas and familiarity with key stoppage points.
- x. Entrepreneurs' willingness to operate minimum one round trip per day between Block HQs to District HQs with the bus reaching the District HQ by 9.30 am and departing by 5.30 pm catering to office goers, students, patients visiting hospitals, and people travelling to markets.
- xi. Entrepreneurs' business acumen and their willingness to repay the loan on time
- xii. Entrepreneurs' willingness to attend trainings, knowledge sessions and capacity building programs to be provided by the department
- xiii. Current occupations of the entrepreneurs and their immediate family members
- xiv. Pressure groups and organizations that are primarily political in nature shall not be ordinarily considered.

f. Interview assessment by the State Level Screening Committee (SLSC)

- i. The SLSC, chaired by the Secretary, Transport Department, Government of Meghalaya, shall conduct a detailed assessment and interview of the shortlisted applications. The Committee shall submit its recommendations to the Transport Department for final approval by the Competent Authority.
- ii. Upon approval, the final list of selected applicants shall be transmitted to the respective banks for disbursement of financial assistance.

10. Financing Mechanism

- i. The Government of Meghalaya will provide 35% of the on-road cost of the vehicle as down payment, while the operator will be required to contribute 5% of the on-road cost. The remaining 60% will be financed through a loan, to be repaid by the operator in monthly installments over a period of 5 years.
- ii. To support operators in meeting their EMI obligations, the State Government will subsidize 30% of the EMI amount, paid directly to the operator each month on fulfilling the below conditions:
 - a. This support will be extended to operators who completes at least one round trip per day (minimum 26 trips per month) between Block HQ and District HQ, with the bus reaching the District HQ by 9.30 Am and departing by 5.30 PM. catering to office goers, students, patients visiting hospitals and people travelling to markets.
 - b. The operator must comply with the scheduled route and timing consistently, with no more than three unexcused service disruptions per month.
 - c. The operator must not tamper with GPS device installed in the Bus.
 - d. The vehicle must be maintained in good working condition and meet safety and cleanliness standards as per the Meghalaya Transport Corporation guidelines.
 - e. Any relaxation, if required, to the prescribed conditions relating to adherence of arrival or departure timings shall be decided by the Committee constituted by the Transport Department under the Chairmanship of the Secretary, Transport Department.

11.1 Partner Banks

Entrepreneurs can choose to go with any of the mentioned bank as per their convenience.

1. Meghalaya Rural Bank (MRB)
2. The Meghalaya Co-Operative Apex Bank Ltd (MCAB)
3. State Bank of India (SBI)
4. The Shillong Co-operative Urban Bank Ltd. (SCUB)

If the State Level Screening Committee (SLCC) considers an applicant eligible under the subsidy scheme but unable to obtain a loan from any of the designated partner banks, the Committee may recommend the applicant to avail a loan from LIFCOM, a credit-lending agency under the Meghalaya Basin Management Agency (MBMA), Government of Meghalaya.

11.2 Credit details

Loan Amount	60% on the on-road price of the vehicle
Loan term	Minimum of 5 years
Moratorium period	3 – 6 months
Annual rate of interest	Variable interest rates are applicable for partner banks.

11.3 Additional support

- i. The vehicles will be installed with GPS devices with 5 years of warranty. The cost of the GPS device will be borne by the government for one time only
- ii. The branding cost of the vehicle will be borne by the government for the first time only.

11.4 Disbursement of Vehicle to the Beneficiary

- i. The vehicle selected by the beneficiary from the list of vehicles provided by the empanelled vendors of the Transport Department shall be delivered to the beneficiary upon release of the full payment by the Bank to the concerned vendor.
- ii. After completion of the branding of the vehicle and its official launch, the vehicle shall be handed over to the beneficiary for operation on the designated route.

11. Mandatory training

- a. Upon loan approval by the partner banks and disbursement of payment to the vehicle vendors, selected individuals shall be required to undergo the mandatory 'CM RTS - Operator Training Program' conducted by the Meghalaya Transport Corporation (MTC).
- b. CM RTS - Operator Training Program will primarily cover the following areas
 - i. Route knowledge and operational familiarity
 - ii. Passenger handling and Customer Service
 - iii. Ticketing, Fare collection and reporting
 - iv. Use of technology such as GPS tracking, MIS system for reporting.
 - v. Ability to perform basic first aid in case of emergency
 - vi. Basic rules of road safety
 - vii. Basic maintenance of the vehicle and cleanliness

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The selected entrepreneurs will receive a certificate of completion for the training program.

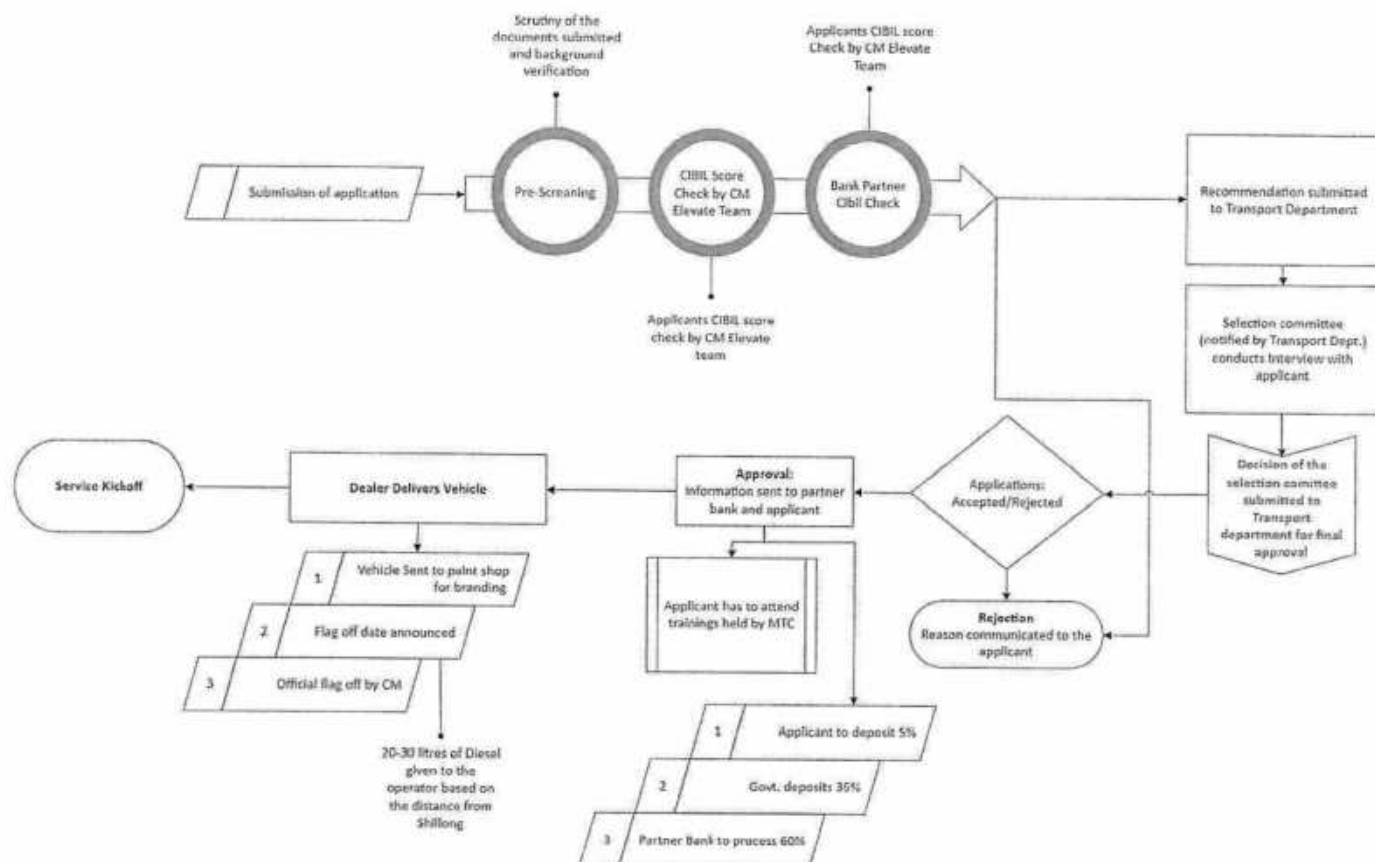


Figure 1: Application Process Flow for the Chief Minister's Regional Transport Scheme (CMRTS)

12.Phase wise Scheme Implementation

- i. The scheme will be implemented in two phases over a span of two years, with allocation of 2 buses per route connecting Block HQ to District HQ divided as one bus per route each year.

S.No	Models Under the Scheme	Subsidy by the State Government	Indicative No of Units (2 Buses per Route)
1	Upto 32-Seater Bus	50% of the Total cost of the Vehicle (incl. Interest)	Total Buses: 90 Phase I (1 Bus per Route) – 45 Buses Phase II (1 Bus per Route) – 45 Buses

13. Support and monitoring of the scheme

- i. A monitoring cell, 'CM - Regional Transport Scheme Cell (CM-RTS Cell)' will be created under Meghalaya Transport Corporation (MTC) to overlook and support the operations of the vehicles under the scheme.
- ii. The cell will
 - a. Operational Monitoring: Track daily operations of buses on designated routes (e.g., adherence to timing, frequency, punctuality, and route coverage)
 - b. Oversee GPS based monitoring for real time tracking of buses.
 - c. Ensure that operators comply with scheme norms such as fare structure, bus condition, route schedule and operators' obligations.
 - d. Grievance redressal and Feedback handling.
 - e. Act as the nodal point of contact for communication between district/ block level transport officials, operators and the Transport Department, Government of Meghalaya.
 - f. Organize training programs for the vehicle owners/drivers under the scheme
 - g. Data analysis and performance review of the operators.
- iii. The Meghalaya Transport Corporation (MTC) shall develop a centralized dashboard to monitor the operations of buses under the CMRTS scheme. This dashboard will include features such as GPS tracking, ticketing data, and other operational metrics.
- iv. MTC shall be responsible for submitting a monthly adherence report to the Meghalaya Basin Management Agency (MBMA), which will serve as the basis for the release of EMI subsidies to the operators.

Annexures

Annexure 1: Application Form-Individual

S.N.	Questions	Answers
1.	Name	
2.	Mobile Number	
3.	Email Id	
4.	Age	
5.	Gender	
6.	Address	
7.	Marital Status	1) Single 2) Married 3) Divorced 4) Widow 5) Widower
a.	If married, what is the current occupation of your spouse?	1) Employee - Government 2) Privately employed 3) Part time employed 4) Business owner 5) Farmer 6) Unemployed
8.	What is your Current occupation	1) Employee - Government 2) Privately employed 3) Part time employed 4) Business owner 5) Farmer

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S.N.	Questions	Answers
		6) Unemployed
9.	Are you involved in Public Transport sector? (Operating Bus, Maxi Cab, Taxi etc.,)	1) Yes 2) No
a.	Is working in the Public Transport (Bus, Maxi Cab, Taxi etc.,) your current livelihood?	1) Yes 2) No
b.	Select the type of your engagement with the Public Transport sector	1) Entrepreneur (full time engagement) 2) Employed under an agency/entrepreneur 3) Part time engagement
c.	If yes, please select the number of years	1) 1-3 years 2) 4- 6 years 3) > 6 years
d.	Kindly tell us about your experience in the Public Transport sector.	(maximum of 50 words)
10.	Please justify, why do you want to apply for the scheme?	(maximum of 50 words)
11.	Kindly provide your vehicle preference under the Scheme	(Select Bus)
12.	Kindly provide your vehicle model preference	(Select Bus Model)
13.	How many trips can you make in a month with the vehicle?	1) 1-10 2) 11-20 3) 21-30 4) >30

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S.N.	Questions	Answers
14.	Which route you are willing to operate? (Preference will be given to beneficiaries from the respective Blocks)	(Select Route)
15.	Proposed timings of the Bus operations	
16.	What are the tentative Stoppage points? (Mention name of the locations)	
17.	How much would you charge the passengers per trip in a day?	
18.	Are you willing to operate minimum one round trip per day between Block HQs to District HQs with the bus reaching the District HQ by 9.30 am and departing by 5.30 pm.	1) Yes 2) No
19.	What would you do if your Bus is involved in an emergency with passengers onboard? (Multiple choice)	1) Will report local police 2) Will contact District Transport Officer (DTO) 3) Will provide passengers all necessary support 4) Will seek support from the locals from the area 5) Will leave the passengers to find their own solutions

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S.N.	Questions	Answers
		6) Will reassure the passengers of finding necessary help and assistance 7) Emergency will never occur with my vehicle
20.	What would you do if your Bus operations business fails to make any profit? (Multiple choice)	1) Will inform the Transport Department 2) Will use the vehicle for personal use 3) Will sell off the vehicle 4) I am confident of the success with my experience 5) I will seek suggestions from the local bus operator association. 6) I will seek suggestions from Meghalaya Transport Corporation (MTC) 7) I do not know
21.	Are you a beneficiary under the first phase of the Scheme?	1) Yes 2) No
22.	Do you have a commercial driving license?	1) Yes 2) No
a.	How many years of experience do you have as a commercial passenger vehicle driver? (As an employee or as a driver-cum-owner)	1) 1-3 years 2) 4- 6 years 3) > 6 years
23.	Who will be the driver of the vehicle in case you are one of the selected beneficiaries?	1) Self (Owner) 2) Will hire a driver on salary
a.	Languages spoken by you if you are the driver (based on the selection of driver)	1) English 2) Hindi 3) Khasi 4) Garo 3) Pnar

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S.N.	Questions	Answers
b.	Languages spoken by your driver (based on the selection of driver)	1) English 2) Hindi 3) Khasi 4) Garo 4) Pnar
c.	Driving license of the driver of the Vehicle? (Based on the selection of the driver)	"UPLOAD LINK"
24.	Do you have a parking space at home?	1) Yes 2) No
a.	If Yes, kindly upload a photo of the parking space.	"UPLOAD LINK"
25.	Do you have a bank account?	1) Yes 2) No
26.	If yes, kindly upload latest Bank Statement of minimum one year	"UPLOAD LINK"
27.	Are you a defaulter of any bank loan?	1) Yes 2) No
28.	Kindly upload your Pan Card (optional)	"UPLOAD LINK"
29.	Kindly upload any of the following officially valid documents (OVDs)	1. Voter ID 2. Aadhar 3. Passport 4. Driving license
30.	Since it is a bank linked scheme, would you like to apply loan from the bank as required for the scheme?	1. Yes 2. No
31.	If yes, what is your preferred bank for credit for the scheme?	1. Meghalaya Rural Bank (MRB) 2. The Meghalaya Co-Operative Apex Bank Ltd (MCAB)

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S.N.	Questions	Answers
		3. State Bank of India (SBI) 4. HDFC Bank 5. Northeast Small Finance Bank 6. The Shillong Co-operative Urban Bank Ltd.
32.	Would you agree to sign a tripartite agreement for 10 years with Transport Department and your preferred bank?	1. Yes 2. No

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Annexure 2: Application form – Registered Entity

S.N.	Questions	Answers
1)	Name of the organization	
2)	Type of organization	1) Bus/ Maxi Cab Operator 2) Corporative Society 3) Society 4) Others
3)	Type of firm (Operator)	1) Sole Proprietorship 2) Partnership 3) Limited Liability Partnership 4) Company 5) Cooperation 6) Any other
4)	Name of the Owner (s)/Society President	
5)	Mobile number	
6)	Proof of registration	Upload link
7)	Email id	
8)	How many vehicles does your agency own?	1) 0 2) 1 3) 2 4) 3 5) >3
9)	Are you beneficiary under the first phase of the Scheme?	1) Yes 2) No
10)	How many drivers are currently employed under your organization? (Kindly mention)	1) Permanent _____ 2) Temporary _____
11)	Do you have a driver for the vehicle?	1) Yes

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S.N.	Questions	Answers
		2) No
a.	Commercial Driving license of the driver for the vehicle	"UPLOAD LINK"
b.	How many years of experience does your driver have as a commercial passenger vehicle driver?	1) 1-3 years 2) 4- 6 years 3) > 6 years
c.	What are the languages the driver can speak?	1) English 2) Hindi 3) Khasi 4) Garo 5) Pnar 6) Any other _____
12)	How many years of experience does the driver of the vehicle have in the Public Transport sector? (Operating Bus, Maxi Cab, Taxi etc.,)	1) 1-3 years 2) 4- 6 years 3) > 6 years
13)	Number of years of experience of your organization in the Public Transport sector	1) 1-3 years 2) 4- 6 years 3) > 6 years
14)	Kindly tell us about your experience in the Public Transport sector.	(maximum of 50 words)
15)	Please justify, why do you want to apply for the vehicle scheme?	(maximum of 50 words)
16)	Kindly provide your vehicle preference under the Scheme	(Select Bus)
17)	Kindly provide your vehicle model preference	(Select Bus Model)
18)	How much would you charge the passenger per trip in a day?	
19)	How many trips can you make in a month with the Bus?	1) 1-10

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S.N.	Questions	Answers
		2) 11-20 3) 21-30 4) >30
20)	Which route you are willing to operate? (Preference will be given to beneficiaries from the respective Blocks)	1) (Select Route)
21)	Proposed timings of the Bus operations	
22)	What are the tentative Stoppage points? (Mention name of the locations)	
23)	Are you willing to operate minimum one round trip per day between Block HQs to District HQs with the bus reaching the District HQ by 9.30 am and departing by 5.30 pm.	1) Yes 2) No
24)	What would you do if your Bus is involved in an emergency with passengers onboard? (Multiple choice)	1) Will report local police 2) Will contact District Transport Officer 3) Will provide passengers all necessary support 4) Will seek support from the locals from the area 5) Will leave the passengers to find their own solutions 6) Will reassure the passengers of finding necessary help and assistance 7) Emergency will never occur with my vehicle
25)	What would you do if your Bus operations business fails to make any profit?	1) Will inform the Transport Department 2) Will use the vehicle for personal use 3) Will sell off the vehicle

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S.N.	Questions	Answers
		4) I am confident of the success with my experience 5) I will seek suggestions from the Bus operator associations 6) I will seek suggestions from Meghalaya Transport Corporation (MTC) 7) I do not know
26)	Do you have a parking space at your office for the vehicles?	1) Yes 2) No
a.	If Yes, kindly upload a photo of the parking space.	"UPLOAD LINK"
27)	Do you have a bank account?	1) Yes 2) No
a.	If yes, kindly upload latest Bank Statement of minimum one year	"UPLOAD LINK"
b.	Are you a defaulter of any bank loan?	1) Yes 2) No
28)	Kindly upload Pan Card of the organization (Optional)	"UPLOAD LINK"
29)	Kindly upload of the following officially valid documents (OVDs) of the • Owner/ Co-owner of the Bus operator • President of the Bus operator agency Whichever is applicable	1. Voter ID 2. Aadhar 3. Passport 4. Driving license
30)	Kindly upload of the following officially valid documents (OVDs) of the Secretary	1. Voter ID 2. Aadhar

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S.N.	Questions	Answers
		3. Passport 4. Driving license
31)	Since it is a bank linked scheme, would you like to apply loan from the bank as required for the scheme?	1. Yes 2. No
32)	If yes, what is your preferred bank for credit for the scheme?	1. Meghalaya Rural Bank (MRB) 2. The Meghalaya Co-Operative Apex Bank Ltd (MCAB) 3. State Bank of India (SBI) 4. The Indian Bank
33)	Would you agree to sign a tripartite agreement for 10 years with Transport Department and your preferred bank?	1. Yes 2. No

Annexure 3: Application form – Un-registered Entity

S.N.	Questions	Answers
1.	Name of the organization	
2.	Type of organization	1) Village organization 2) Self-Help Group 3) Dorbar Shnong 4) Traditional community 5) Any other
a.	If any other, kindly mention	
3.	Name of the Organization's President	1) 0 2) 1 3) 2 4) 3 5) >3
4.	Name of the Organization's Secretary	

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S.N.	Questions	Answers
5.	Mobile number of the organization	
6.	Email id, if available	
7.	Would you like to register your organization with Transport Department?	1) Yes 2) No
8.	How many vehicles does your agency own?	1) 0 2) 1 3) 2 4) 3 5) >3
9.	How many members are there in your organization?	1) <10 2) 10-15 3) >15
10.	Are you beneficiary under the first phase of the Scheme?	1) Yes 2) No
11.	Do you have a driver for the scheme in your organization?	1) Yes 2) No
a.	Commercial Driving license of the driver for the scheme	"UPLOAD LINK"
b.	How many years of experience does your driver have as a commercial passenger vehicle driver?	1) 1-3 years 2) 4- 6 years 3) > 6 years
c.	What are the languages the vehicle driver speaks?	1) English 2) Hindi 3) Khasi 4) Garo 5) Pnar 6) Any other _____

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S.N.	Questions	Answers
d.	How many years of experience does the driver of the vehicle have in the public transport sector? (Operating Bus, Maxi Cab, Taxi etc.,)	1) 1-3 years 2) 4- 6 years 3) > 6 years
12.	Number of years of experience of your organization in the Public Transport sector	1) 1-3 years 2) 4- 6 years 3) > 6 years
13.	Kindly tell us about your experience in the Public Transport sector.	(maximum of 50 words)
14.	Please justify, why do you want to apply for the vehicle scheme?	(maximum of 50 words)
15.	Kindly provide your vehicle preference under the Scheme	1) Mini Bus 2) Midi Bus
16.	Kindly provide your vehicle model preference	1)
17.	How much would you charge the passengers per trip in a day?	
18.	How many trips can you make in a month with the Bus?	1) 1-10 2) 11-20 3) 21-30 4) >30
19.	Which route you are willing to operate? (Preference will be given to beneficiaries from the respective Blocks)	1) (Select Route)
20.	Proposed timings of the Bus operations	
21.	What are the tentative Stoppage points? (Mention name of the locations)	

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S.N.	Questions	Answers
22.	Are you willing to operate minimum one round trip per day between Block HQs to District HQs with the bus reaching the District HQ by 9.30 am and departing by 5.30 pm.	1) Yes 2) No
23.	What would you do if your Bus is involved in an emergency with passengers onboard? (Multiple choice)	1) Will report local police 2) Will contact District Transport Officer 3) Will provide passengers all necessary support 4) Will seek support from the locals from the area 5) Will leave the passengers to find their own solutions 6) Will reassure the passengers of finding necessary help and assistance 7) Emergency will never occur with my vehicle
24.	What would you do if your Bus operations business fails to make any profit? (Multiple choice)	1) Will inform the Transport Department 2) Will use the vehicle for personal use 3) Will sell off the vehicle 4) I am confident of the success with my experience 5) I will seek suggestions from the Bus operator associations 6) I will seek suggestions from Meghalaya Transport Corporation. 7) I do not know
25.	Do you have a parking space at your office for the vehicles?	1) Yes 2) No
a.	If Yes, kindly upload a photo of the parking space.	"UPLOAD LINK"
26.	Do you have a bank account?	1) Yes 2) No
a.	If yes, latest Bank Statement of minimum one year	"UPLOAD LINK"
b.	Are you a defaulter of any bank loan?	1) Yes

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S.N.	Questions	Answers
		2) No
27.	Latest Bank Statement of the President, if available	"UPLOAD LINK"
28.	Latest Bank Statement of the Secretary, if available	"UPLOAD LINK"
29.	Pan Card of the President (Optional)	"UPLOAD LINK"
30.	Pan Card of the Secretary (Optional)	"UPLOAD LINK"
31.	Kindly upload of the following officially valid documents (OVDs) of the President	1. Voter ID 2. Aadhar 3. Passport 4. Driving license
32.	Kindly upload of the following officially valid documents (OVDs) of the Secretary	1. Voter ID 2. Aadhar 3. Passport 4. Driving license
33.	Since it is a bank linked scheme, would you like to apply loan from the bank as required for the scheme?	1. Yes 2. No
34.	If yes, what is your preferred bank for credit for the scheme?	1. Meghalaya Rural Bank (MRB) 2. The Meghalaya Co-Operative Apex Bank Ltd (MCAB) 3. State Bank of India (SBI) 4. The Indian Bank
35.	Would you agree to sign a tripartite agreement for 10 years with Transport Department and your preferred bank?	1. Yes 2. No

Annexure 4: Tentative Routes

S.No	Block HQ	Route	Distance KM
	Tura - WGH		
1	Selsella	Tura - Selsella	55.2
2	Dadenggre	Tura - Dadenggre	29.3
3	Tikrikilla	Tura - Tikrikilla	92.9
4	Gambegre	Tura - Gambegre	32.3
5	Batabari	Tura - Batabari	60.7
6	Dalu	Tura - Dalu	49.1
7	Rongram	Tura - Rongram	14.8
8	Demdema	Tura - Demdema	67.7
	Williamnagar - EGH		
9	Dambo Rongjeng	Williamnagar - Dambo Rongjeng	37.2
10	Songsak	Williamnagar - Songsak	27.6
11	Samanda	Williamnagar- Samanda	22.4
	Baghmara - SGH		
12	Chokpot	Baghmara - Chokpot	55.9
13	Rongara	Baghmara - Rongara	34.5
14	Siju	Baghmara - Siju	31.7
15	Gasuapara	Baghmara - Gasuapara	49
	Ampati - SWGH		
16	Zikzak	Ampati - Zikzak	12
17	Purakhasia	Ampati - Zikzak - Mahendraganj - Purakhasia	54.8
18	Damalgre	Ampati - Damalgre	34.9
	Resubelpara - NGH		
19	Kharkutta	Resubelpara - Kharkutta	49.9
20	Adokgre	Resubelpara - Adokgre	67.2
21	Bajengdoba	Resubelpara - Bajengdoba	16.4
	Shillong - EKH		
22	Mawsynram	Shillong - Mawsynram	62.8
23	Shella Bholaganj	Shillong - Khatarshnong Laitkroh - Sohra - Shella Bholaganj	58.7
24	Pynursla	Shillong - Pynursla	59.8
25	Mawryngkneng	Shillong - Mawryngkneng	34
26	Mawphlang	Shillong - Mawphlang	25.8
27	Mawkynrew	Shillong - Mawkynrew	35.1

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28	Khatarshnong Laitkroh	Shillong - Khatarshnong Laitkroh	31.4
29	Sohiong	Shillong - Sohiong	29.8
	Nongstoin - WKH		
30	Mawshynrut	Nongstoin – Mawshynrut	43.9
31	Rambrai	Nongstoin – Rambrai	20.8
32	Shallang	Nongstoin – Shallang	77.6
33	Ri - Muliang	Nongstoin – Ri Muliang	48
	Mawkyrwat - SWKH		
34	Ranikor	Mawkyrwat - Ranikor	47.3
	Nongpoh - Ri Bhoi		
35	Jirang	Nongpoh - Umling - Jirang	70.8
36	Umsning	Nongpoh – Umsning	21.4
37	Umling	Nongpoh - Umling	20.4
38	Bhoirymbong	Nongpoh - Bhoirymbong	49.8
	Jowai - WJH		
39	Laskein	Jowai - Laskein	30.8
40	Amalrem	Jowai - Amalrem	27.7
41	Namdong	Jowai - Namdong	43.7
42	Thadlaskein	Jowai - Thadlaskein	18.6
	Khliehriat – EJJ		
43	Saipung	Khliehriat - Saipung	45.4
44	Lumshnong	Khliehriat - Lumshnong	27.1
	Mairang - EWKH		
45	Mawthadraishan	Mairang – Mawthadraishan - Nongstoin	22.2

Annexure 5: Indicative list of Vehicles

S.N.	Vehicle models	Ex-Show room Price (Rs)	Vehicle Type & transmission
1.	MiTR Bus 23+D STD (2x2), 8 Mtrs, Push back, AC	32,16,162	23 Seater, AC Bus
2.	MiTR Bus 23+D STD (2x2), 8 Mtrs, Push back, Non-AC	26,75,562	23 Seater, Non-AC Bus
3.	MiTR Bus 27+D STD (2x2), 7 Mtrs, AC	32,21,568	27 Seater, AC Bus
4.	MiTR Bus 27+D STD (2x2), 7 Mtrs, Non-AC	26,80,968	27 Seater, Non-AC Bus
5.	MiTR Bus 31+D STD (2x2), 8 Mtrs, AC	33,35,094	31 Seater, AC Bus
6.	MiTR Bus 31+D STD (2x2), 8 Mtrs, Non-AC	27,94,494	31 Seater, Non-AC Bus
7.	Force Traveller T1 BSVI 3350 WB (13+D) AC	17,65,366	13 seater, AC Bus
8.	Force Traveller T1 BSVI 3350 (14+D) Non-AC	16,69,175	14 seater, Non-AC Bus
9.	Force Traveller T1 BSVI 3700 (17+D) Non-AC	16,52,718	17 seater, Non-AC Bus
10.	Force Traveller T2 BSVI 4020 (25+D) Non-AC	18,95,448	25 seater, Non-AC Bus
11.	Winger Deluxe FL 3200 FR 13S AC	18,56,485	13 Seater, AC Bus
12.	Winger Deluxe FL 3200 FR 13S Non-AC	16,95,801	13 Seater, Non-AC Bus
13.	Winger Deluxe FL 3488 HR 15S AC	19,96,160	15 Seater, AC Bus
14.	Star Bus Prime 24+D LP412/36 Non-AC	26,82,794	24 Seater, Non-AC Bus

Disclaimer:

1. Ex-showroom prices may vary based on the decisions of the manufacturers
2. Ex-showroom prices do not include other components of on-road cost of the vehicle such as registration, insurance etc.