

USER MANUAL FOR AADHAAR BASED ONLINE APPLICATION OF REGISTRATION, RENEWAL, & RE-REGISTRATION IN EMPLOYMENT EXCHANGE

USER MANUAL - CITIZEN/PFC OPERATOR



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Document Revision History

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1. Introduction

The Employment Service is included in the concurrent list of the Constitution of India and it is the joint responsibility of the central government and the state government. While central government is responsible for lying down of the policies, standards and procedures, the State Government is entrusted with the administrative control and day to day functioning of the employment exchanges. The policies, standards and procedures are laid down by central government in the National Employment Services Manual (N.E.S.M.). The administration of the Directorate of National Employment Service which was under the control of the Government of India was transferred to the State Government and tagged with the Department with effect from 1st November, 1956. The "Craftsmen Training Scheme" which was formerly under Education (CTM) Department was transferred to the Labour Department on 1st April 1964 and constituted as a wing of the Directorate of Employment and Craftsmen Training, Assam (DECT) is under the newly created Skill, Employment and Entrepreneurship Department, Govt. of Assam having two wings – (1) Employment Service Wing and (2) Craftsmen Training Wing.

1.1 Intended Audience:

This document is intended for any citizen who wishes to apply registration in employment exchange or PFC operator who wishes to apply registration in employment exchange on applicant's behalf.

1.2 Eligibility Criteria:

Any citizen who is domicile of Assam for more than 20 years or whose parents and forefathers has/have continuously resided in Assam for a minimum period of 50 years. The applicant must be having 14 years of age or more.

1.3 Process Flow:





1.4 Supporting Documents

The following documents are required to be submitted.

- Proof of residency(the candidates or their parent's residence/place of residence should be for about 20-25 years within the State of Assam/Ex Land documents/Passport/DL/Voter ID Card, etc)
- 2) Age proof(Birth Certificate/HSLC Admit Card/School Certificate, etc)
- 3) Recent passport size photograph
- 4) Cast certificate if any
- 5) All educational certificates
- 6) Additional Qualification Certificates, if any(Computer diploma, skill training, etc)
- 7) Previous employment certificates
- 8) Persons with disability certificate, if any
- 9) Ex-servicemen certificate, if any.

2. Steps to avail Registration of employment seeker in Employment Exchange:

2.1: Login to RTPS portal

The applicant or PFC operator logs into the RTPS portal.



2.2 Apply for services

Once logged in, the applicant or PFC operator goes to "View all available services" from the left menu pane and clicks on the service he/she wishes to apply from the right hand side list of services.



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2.3: Online Application for Registration of employment seeker in Employment Exchange for AADHAAR Based.

All mandatory fields are marked with red colored asterisk (*)

2.3.1 Guidelines

Please Read the Guidelines carefully before filling up the application

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2.3.2 AADHAAR Details of the Applicant

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2.3.3 Applicant Details

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2.3.4 Personal Information of Jobseeker

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2.3.5 Education & Training Details

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Registration in Employment

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2.3.8 Permanent Address & Office of jurisdiction

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2.3.11 Select Employment Exchange to apply:

Please select your employment exchange to apply.

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Registration in Employment

2.3.12 Declaration:

Read the Terms & Conditions; check "I agree", upload signature and submit.



Clicking on the "Submit" button, it will popup an OTP dialog box.

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An OTP will be sent to your mobile number which is attached with aadhaar.

Enter the OTP and click "Validate".

If applicant's aadhaar belong to Assam and OTP is correct, then aadhaar authentication is successful.

Click on the "Submit" button to go to the next page.

2.4: Application Draft

After submission, the system shows Application Draft to verify the input details; if there is anything to be modified, applicant can edit the application.

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If everything is okay, click "Attach Annexure".

2.5: ATTACH ENCLOSURE(S)

Here the supporting documents are uploaded.

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The following supporting documents should be uploaded:

1) Proof of Residence : This is mandatory and any one of the document (Land Documents/Driving License/Certified Copy of electoral rolls/Copy of passport/Electricity Bill/Marriage Certificate/ Voter ID Card) must be scanned and uploaded.

- 2) Age Proof : This is mandatory and any one of the document (HSLC Admit Card/School Certificate/Age Certificate) must be scanned and uploaded.
- 3) Copy of caste certificate: This is mandatory if caste is selected other than General category and caste certificate must be scanned and uploaded, otherwise an optional field.
- 4) Educational Qualification certificate : This is mandatory and all pass certificate and mark sheets must be scanned in chronological order into a single PDF and uploaded.
- 5) Other Qualifications/Trainings/Courses Certificate: This is an optional field.
- 6) Previous employment certificates: This is an optional field.
- 7) Persons with disability certificate: This is mandatory if disability category is selected, otherwise optional.
- 8) Ex-servicemen certificate: This is mandatory if ex-servicemen is selected as yes, otherwise optional.
- 9) Work experience: This is an optional field.
- 10) Unique Identification Document: This is an optional field.
- 11) Any other document: If you want to upload any other document not listed here. This is an optional field.

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Registration in Employment

2.6: Final Application Draft

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The citizen will submit the application finally to receive the final registration certificate.

Registration in Employment

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2.7: Final Registration Certificate

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		CATEGORY:Gen				
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1. Name	: Renu Saikia					
2. Date of Birth	: 31/01/1970	/				
3. Date of Registration	: 11/09/2021					
4. Registration No.	: 6080094/09/2021	× .	×			
5. Permanent Address	: Guwahati, PO: Six	Mile, PS: Six Mile, DISTRICT: CAMPLE A	METRO			
6. Qualification						
	S. No.	Qualification	Date of Registration			
	1.	B. A. (Bachelo, of Arts)	11/09/2021			
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4. Steps to avail Re-registration of employment seeker in Employment Exchange AADHAAR Based:

An applicant may carry out the following from re-registration service:

- An applicant who has existing paper-based registration card and the card is expired and he/she wants to renew the registration card, he/she will come to Re-registration service and select "Already Registered" as "Offline" and enter details in the textfields and select "Digitize/Renew from paper-based registration card"
- ii) An applicant who has existing paper-based registration card and the card is not expired and he/she wants to upgrade new qualification:
- iii) An applicant who has existing paper-based registration card and the card is not expired and he/she wants to transfer (new permanent address):
- iv) An applicant who has existing paper-based registration card and the card is not expired and he/she wants to update mobile number & profile:
- v) An applicant who is digitally registered and he/she wants to upgrade new qualification or update mobile number & profile or transfer (new permanent address):

Please refer section 4.3.3.

4.1: Login to RTPS portal



Registration in Employment

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4.2: Search for the service in "Apply for services" menu

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Registration in Employment



4.3: Online Application for Re-registration of employment seeker in Employment Exchange for AADHAAR Based.

All mandatory fields are marked with red colored asterisk (*)

4.3.1 Instructions & Guidelines

Please Read the instructions and Guidelines carefully before filling up the application

Application for Re-registration of employment seeker in Employment Exchange
1 matutions 1
ame read the following instruction carefully before Re-registration:
Inter District Transfer (Permanent Address Clange Documents Required): Applicants who wish to change permanent address, they are required to uplead permanent address proof(s) and they will be apped to new employment exchange.
Profile Update: Applicants who wish to update their profile(nobile number/email/communication address/olc.) are required to modify the relevant fields and submit the application.
Qualification Upgrade: Applicants who wish to upgrade new degree or skills, they are required to add new degree/skill. In the attach annexure page, please scan all Educational Qualification/Pass prificates & Marksheets) in chronological order from lowest level to highest level (HSLC onwards) into a single PGP and upload as one single PGP.
Digitize Renew from paper-based registration card: For those (not already digitized) registration cards which do NOT have registration number in the termat <7 digit=(imm)=initing Registration Number and Registration Date (latest renewed date of registration in case registration card is renewed), select "Digitize Renew from paper-based registration card" in the "Types -registration" and fill the application form, upload all supporting documents and then submit.
Please scan all Educational Qualification(Pass Contrificates & Marksheets) in chronological order from lowest level to highest level (HSLC onwards) into a single PDF and upload as one single PDF.
r all cases, applicant will be required to book a time slat for physical verification of the supporting documents and visit the concerned employment exchange.
Guidenines for Re-registration in Employment Exchanges of Assem
All critizens of india above the age of 14 years who are permanent residents of Assam are eligible to register their sumes in the Employment Exchange of the State of Assam.
The candidates are nigible for Registration in one Employment Eschange only in the state, where they are permanent residents within the jurisdiction of the District.
Applicants who are already employed and seeking better employment have to be registered only after production of a "No Objection Certificate" issued by the employer.
The following documents are to be submitted:

- Age Proof > Birth Certificate HSLC Admit card School Certificate (Any one of these three documents)

- Proof of Residency:- A) Applicants having AADHAAR Card with permanent address within the state of Assam will be allowed to Register Online without visiting the Employment Exchange as per Office

Language *

4.3.2 AADHAAR Details of the Applicant

Please enter Aadhaar Number and full name as specified in aadhaar card.

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4.3.3 Application Information & Types of Re-registration

Applicant may be able to apply for the following services from Re-registration:

i) Renewal from paper-based registration card: An applicant who has existing paper-based registration card and the card is expired and he/she wants to renew the registration card, he/she will come to Re-registration service and select "Already Registered" as "Offline" and enter details in the textfields and select "Types of Re-registration" as "Digitize/Renew from paper-based registration card"

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- ii) Upgrade qualification from paper-based Registration Card: An applicant who has existing paper-based registration card and the card is not expired and he/she wants to upgrade new qualification, he/she will come to Re-registration service and select "Already Registered" as "Offline" and enter details in the textfields and select "Types of Re-registration" as "Qualification Upgrade"
- iii) Inter-district transfer from paper-based Registration Card: An applicant who has existing paper-based registration card and the card is not expired and he/she wants to update the permanent address as new address and wish district transfer, he/she will come to Reregistration service and select "Already Registered" as "Offline" and enter details in the textfields and select "Types of Re-registration" as "Inter District Transfer (Permanent Address Change Documents Required)"

Application Information							
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iv) Update mobile number or profile from paper-based Registration Card: An applicant who has existing paper-based registration card and the card is not expired and he/she wants to update mobile number & profile, he/she will come to Re-registration service and select

"Already Registered" as "Offline" and enter details in the textfields and select "Types of Reregistration" as "Update Profile"

Re-registration for already digitized registration card: An applicant who is digitally registered and he/she wants to upgrade new qualification or update mobile number & profile or transfer (new permanent address), he/she will come to Re-registration service and enter "Date of Registration" and "Registration No." and click "Get Old Data". The application details will be fetched.

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Applicant will be able to apply for –

- a) Inter District Transfer (Permanent Address Change Documents Required): Here, the permanent address will be updated and the application will be applied to the corresponding Employment Exchange.
- b) Profile Update: This is for updating mobile number/email and personal profile.
- c) Qualification Upgrade: In case application needs to update the qualification, he/she may do so by selecting this.

4.3.4 Applicant Details

This section is for collecting RTPS related data.

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Note: The rest of the application is similar to aadhaar based Registration process. Please refer registration process section "2.3.4 Personal Information of Jobseeker" onwards.

5. Processing of the application by dept, checking application status and Output Certificate

Once application is submitted by applicant, the application is landed into corresponding employment exchange office. The status of the application can be checked by login into RTPS portal and checking "View Status of Application -> Track application status".

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Output Certificate: Once Registering Officer has delivered the certificate, applicant is notified by SMS/Email and the certificate will be delivered to his/her email. The output certificate could also be downloaded from RTPS portal in the "Track application status".

Registration in Employment

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Click on the Output Certificate link to download the certificate.

5. Grievance Redressal

Public Grievance Redressal is at the heart of Service Delivery. Public redress of grievances as a cornerstone of 'Minimum Governance' is envisaged as one of the key aspects for New India 2022. The Department of Administrative Reforms and Public Grievances (DARPG) has developed a framework called 'Sevottam', which essentially means Excellence in Public Service wherein every Government Department must have a Citizens' Charter outlining the main services with service standards and timelines, a Public Grievance Redress Mechanism, and a system with assessment and improvement of public service delivery standards. The Government of India has established an internet based Centralised Public Grievances Redress and Monitoring System (CPGRAMS) to facilitate all citizens to lodge grievances for redressal. Along with alternate dispute redressal mechanism like, lokadalat, jansunwais and social audit, CPGRAMS can be an effective tool for addressing public grievances in a centralized, transparent, accountable and efficient manner. CPGRAMS does not cover topics/ subjects like RTI Matters, Court related / Subjudice matter and Religious matters.

The World Bank financed Assam Citizen-Centric Service Delivery Project (ACCSDP) has put special emphasis on receiving and responding adequately to key grievances of citizens particularly relevant with service delivery. A mechanism has been developed in the RTPS Portal wherein the grievances lodged in the Portal will be forwarded to the concerned Public Grievance Officer of the Service Delivery Department/Line Department for redressal. The GRM has been integrated with CPGRAMS at the backend for processing of the grievance smoothly.

The project has supported in establishment of a Call Centre with a Toll Free Helpline No: 1800-345-3574 that would register, collate and forward any reported grievances to the RTPS Portal for further processing. Ease of use of the channels which will be receiving grievance namely, the departments, field offices, call centre and the RTPS Portal would be the key drivers of the Grievance Redressal Mechanism (GRM), so that it can be easily accessed by the people of the state, specially living in remote areas. All

grievances received through any of the above mechanisms would then be routed to the CPGRAMS portal for redressal of the grievances within its existing mechanism.



6. Appeal Management

ARTPS Act 2012 and the amendment 2019 mentions that any person, whose application is rejected under subsection (2) of section 7 or who has not been provided the notified service within the stipulated time limit, may file an appeal to the Appellate Authority within thirty days from the date of rejection of application or the expiry of the stipulated time limit. In case the applicant is not satisfied with the verdict made in 1st Appeal, he can also make a 2nd Appeal. However, the decision of the 2nd Appeal shall be binding on both the applicant and DPS. 1st Appeal is mainly handled at the Department level with Appellate Authority having the powers to make the decision on the appeal. 2nd Appeal is addressed at the RTPS Commission with the Chairman having all the powers and authority to make the final verdict. As per the notification vide no. AR.39/2017/149, it has been mentioned that Assam Administrative Tribunal will exercise the powers and perform the functions of the Assam State Commission for Right to Public Services. The ARTPS Act also mentions about levying penalty of Rs.250 per day for the number of days of delay from the stipulated date for the delivery of service/ disposal of grievance to the DPS in case he/ she is found responsible for service delivery delay or rejections.

The manual details out the pre-conditions and the workflow of Appeal as per the provisions of ARTPS Act, 2012 (as amended in 2019). It also details out the technical flow of the Appeal Management system developed to handle and maintain the online appeals.

For further information on the grievance system, the following portals can be used.

https://www.rtps.assam.gov.in/

Thank You.

For any queries, please contact:

ARTPS Helpline Ph. No.: 1800-345-3574

Email: rtps-assam@assam.gov.in