



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

USER MANUAL – CITIZEN/PFC OPERATOR



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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 laying 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 (DECT) under the Labour and Employment Department. Now, 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.

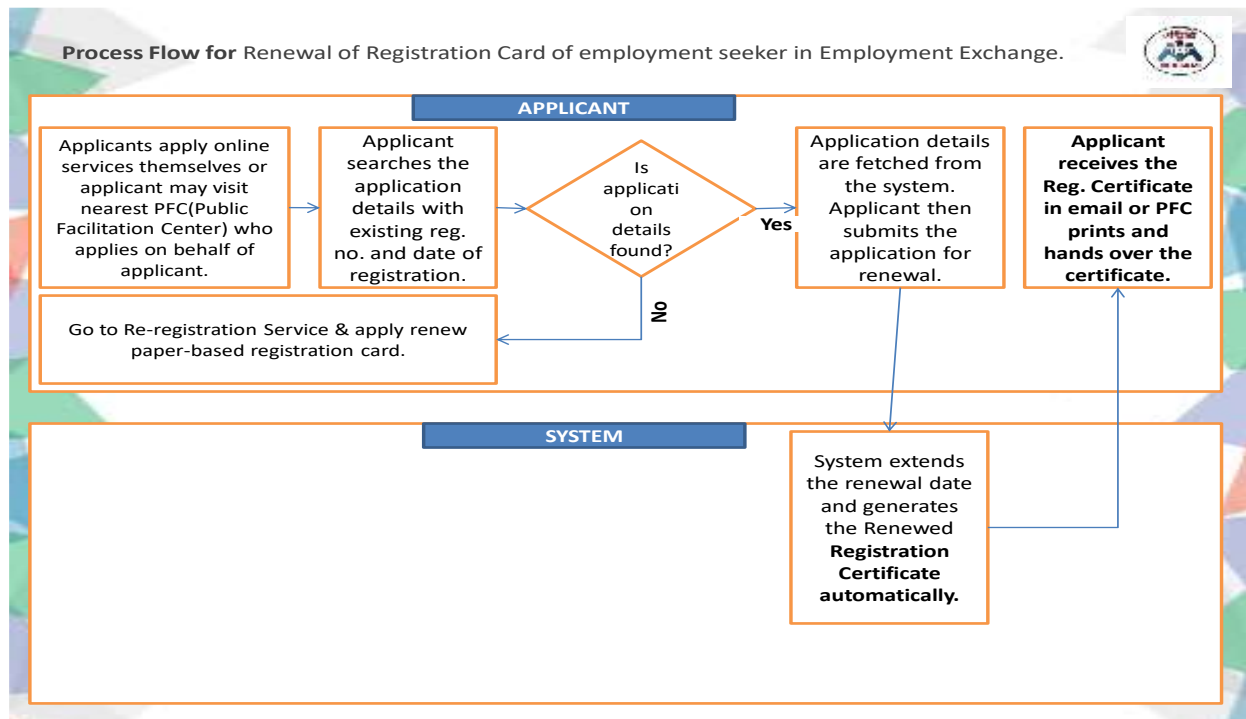
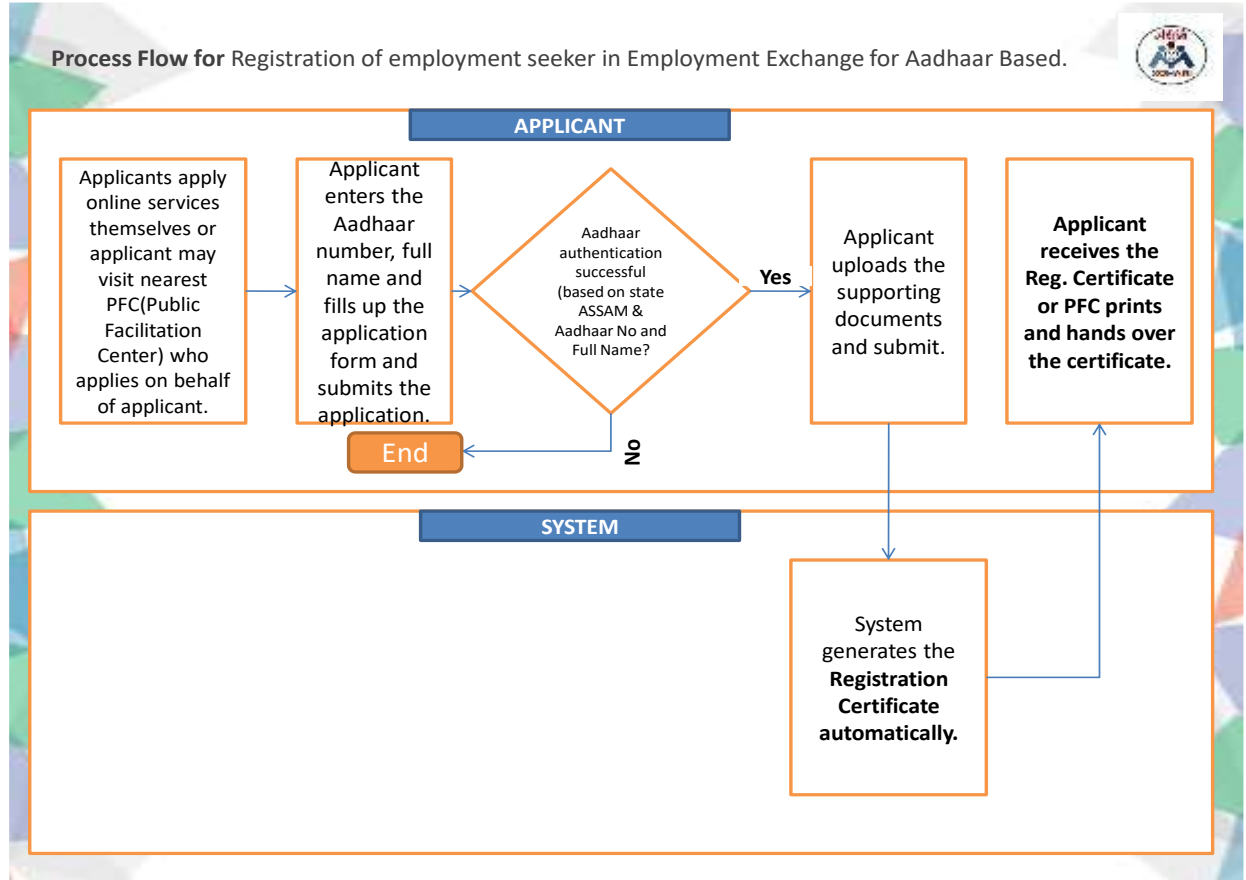
1.1 Intended Audience:

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.

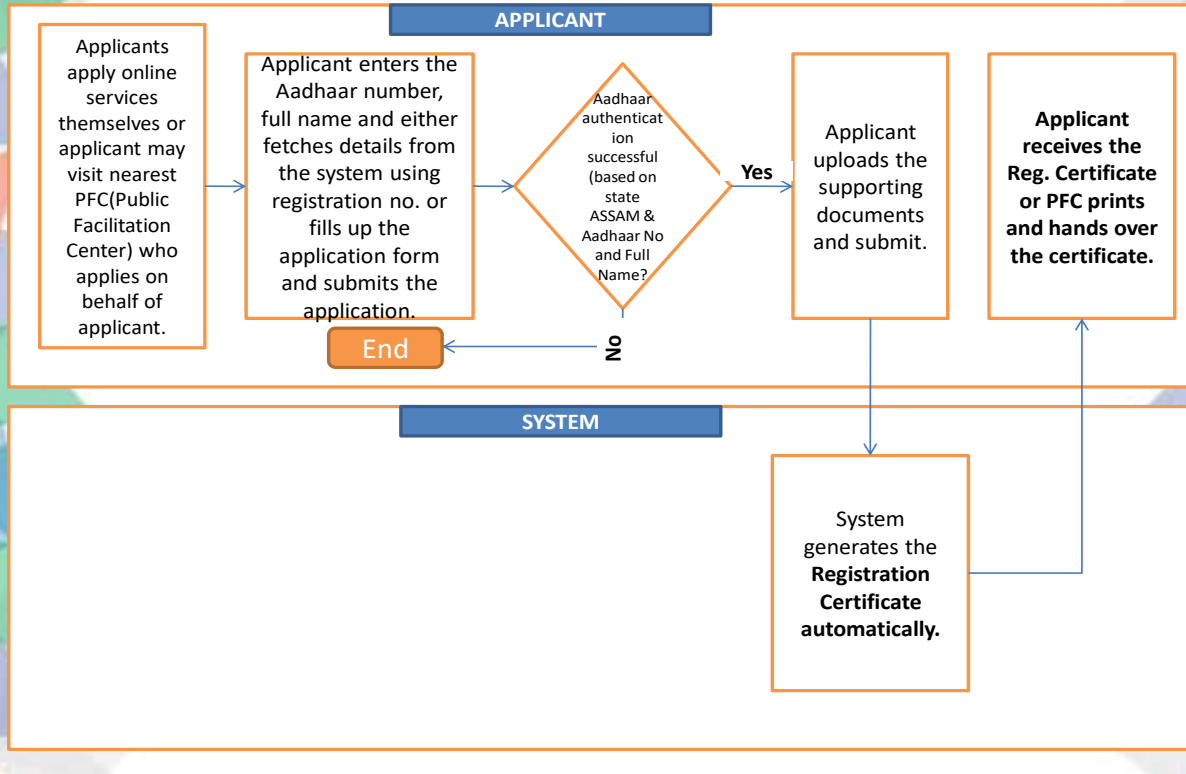
1.2 Eligibility Criteria:

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:



Process Flow for Re-Registration of employment seeker in Employment Exchange for Aadhaar Based.



1.4 Supporting Documents

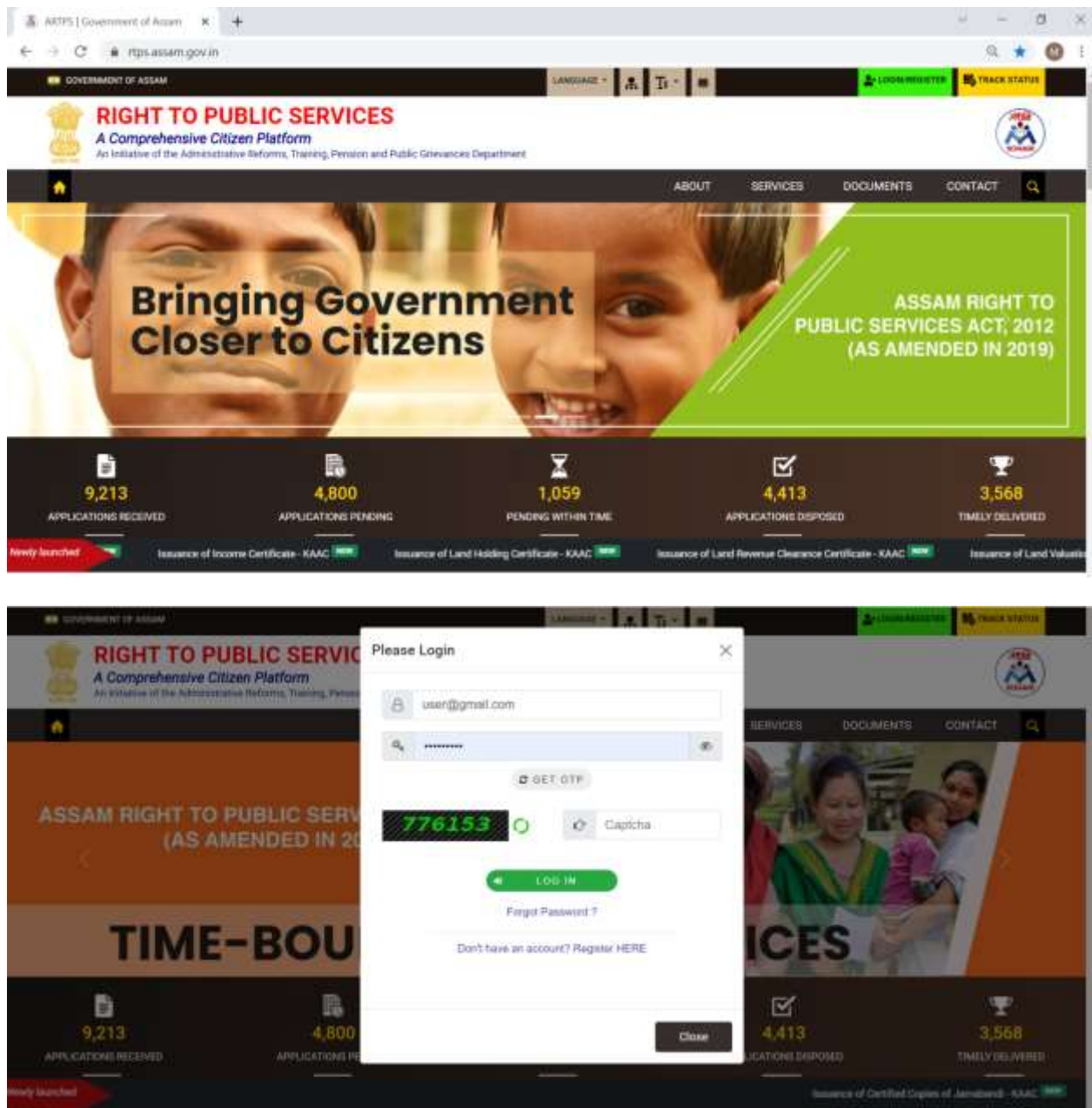
The following documents are required to be submitted.

- 1) 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:

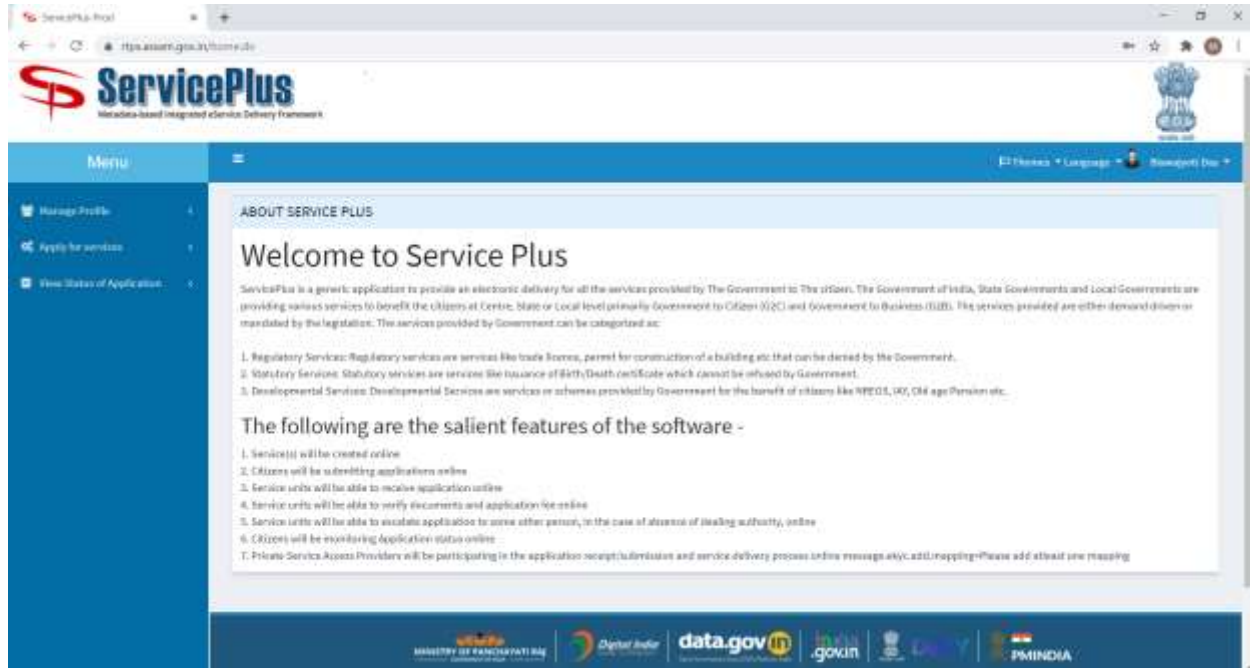
2.1: Login to RTPS portal

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.



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

2.3.2 AADHAAR Details of the Applicant

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

2.3.3 Applicant Details

This section is for collecting RTPS related data.

2.3.4 Personal Information of Jobseeker

Please fill all the personal details.

Personal Information of Jobseeker

Applicant's Name *

Gender *

Father's Name/ Gender's Name *

Mother's Name *

Husband's Name

Contact No. *

Email ID *

Religion *

Occupation *

Prosthetic Identification Mark *

Applicant Photo *

Date of Birth *

Caste *

Whether Co-Sponsor *

Marital Status *

Unique Identification Type *

Unique Identification No. *

2.3.4 Physical Attributes

Please fill all the physical attributes and also mention if the applicant is differently abled and enter the categories.

Physical Attributes

Height (cm) *

Weight (kg) *

Eye Sight *

Are you Differently abled (PwD)? *

Additional Disability Type *

Weight (kg) *

Chest (cm) *

Disability Category *

Disability Percentage *

2.3.5 Education & Training Details

Please enter educational qualification in chronological order.

Education & Training Details

Highest Educational Level *

Major/ Elective Subject

Subjects/ Other Subjects

Board

USER MANUAL CITIZEN USE –
Registration in Employment

Education & Training Details

Highest Educational Level *
Graduate

Highest Examination Passed *
Please Select

Please Select
B.A.S.L.P.(Bachelor of Audiology and Speech Language Pathology)
B. A. (Bachelor of Arts)
B. A. B. Ed. (Bachelor of Arts Bachelor of Education)
B. A. M. S. (Bachelor of Ayurveda, Medicine and Surgery)
B. A. M. (Bachelor of Applied Mathematics)
B. Agr. (Bachelor of Agriculture)
B. Arch. (Bachelor of Architecture)
B. B. A.
B. B. H.
B. B. S.
B. C. A.
B. C. L. (Bachelor of Civil Law)
B. Ch. E. (Bachelor of Chemical Engineering)
B. Chem. Tech. (Bachelor of Chemical Technology)
B. Com. (Bachelor of Commerce)
B. D. S.
B. Dance
B. E. (Bachelor of Engineering)
B. Ed.

Subjects/ Other Subjects
Board/ U

Date of Passing

Education & Training Details

Education Level	Highest Examination Passed	Education Qualifier	Board/Other Subjects	Board/Other Subjects	Board/Other Subjects	Date of Passing	Reg No.	Grade	Year	Year
B.A.	B.A. (Bachelor of Arts)	B.A. (Bachelor of Arts)	B.A. (Bachelor of Arts)	B.A. (Bachelor of Arts)	B.A. (Bachelor of Arts)					
B.A. B. Ed.	B.A. B. Ed. (Bachelor of Arts Bachelor of Education)	B.A. B. Ed. (Bachelor of Arts Bachelor of Education)	B.A. B. Ed. (Bachelor of Arts Bachelor of Education)	B.A. B. Ed. (Bachelor of Arts Bachelor of Education)	B.A. B. Ed. (Bachelor of Arts Bachelor of Education)					
B.A. M. S.	B.A. M. S. (Bachelor of Ayurveda, Medicine and Surgery)	B.A. M. S. (Bachelor of Ayurveda, Medicine and Surgery)	B.A. M. S. (Bachelor of Ayurveda, Medicine and Surgery)	B.A. M. S. (Bachelor of Ayurveda, Medicine and Surgery)	B.A. M. S. (Bachelor of Ayurveda, Medicine and Surgery)					
B.A. M.	B.A. M. (Bachelor of Applied Mathematics)	B.A. M. (Bachelor of Applied Mathematics)	B.A. M. (Bachelor of Applied Mathematics)	B.A. M. (Bachelor of Applied Mathematics)	B.A. M. (Bachelor of Applied Mathematics)					
B. Agr.	B. Agr. (Bachelor of Agriculture)	B. Agr. (Bachelor of Agriculture)	B. Agr. (Bachelor of Agriculture)	B. Agr. (Bachelor of Agriculture)	B. Agr. (Bachelor of Agriculture)					
B. Arch.	B. Arch. (Bachelor of Architecture)	B. Arch. (Bachelor of Architecture)	B. Arch. (Bachelor of Architecture)	B. Arch. (Bachelor of Architecture)	B. Arch. (Bachelor of Architecture)					
B. B. A.	B. B. A.	B. B. A.	B. B. A.	B. B. A.	B. B. A.					
B. B. H.	B. B. H.	B. B. H.	B. B. H.	B. B. H.	B. B. H.					
B. B. S.	B. B. S.	B. B. S.	B. B. S.	B. B. S.	B. B. S.					
B. C. A.	B. C. A.	B. C. A.	B. C. A.	B. C. A.	B. C. A.					
B. C. L.	B. C. L. (Bachelor of Civil Law)	B. C. L. (Bachelor of Civil Law)	B. C. L. (Bachelor of Civil Law)	B. C. L. (Bachelor of Civil Law)	B. C. L. (Bachelor of Civil Law)					
B. Ch. E.	B. Ch. E. (Bachelor of Chemical Engineering)	B. Ch. E. (Bachelor of Chemical Engineering)	B. Ch. E. (Bachelor of Chemical Engineering)	B. Ch. E. (Bachelor of Chemical Engineering)	B. Ch. E. (Bachelor of Chemical Engineering)					
B. Chem. Tech.	B. Chem. Tech. (Bachelor of Chemical Technology)	B. Chem. Tech. (Bachelor of Chemical Technology)	B. Chem. Tech. (Bachelor of Chemical Technology)	B. Chem. Tech. (Bachelor of Chemical Technology)	B. Chem. Tech. (Bachelor of Chemical Technology)					
B. Com.	B. Com. (Bachelor of Commerce)	B. Com. (Bachelor of Commerce)	B. Com. (Bachelor of Commerce)	B. Com. (Bachelor of Commerce)	B. Com. (Bachelor of Commerce)					
B. D. S.	B. D. S.	B. D. S.	B. D. S.	B. D. S.	B. D. S.					
B. Dance	B. Dance	B. Dance	B. Dance	B. Dance	B. Dance					
B. E.	B. E. (Bachelor of Engineering)	B. E. (Bachelor of Engineering)	B. E. (Bachelor of Engineering)	B. E. (Bachelor of Engineering)	B. E. (Bachelor of Engineering)					
B. Ed.	B. Ed.	B. Ed.	B. Ed.	B. Ed.	B. Ed.					

2.3.6 Other Qualification

Please enter other qualifications if any.

Other Qualification/Training Course

Other Qualification/Training Course
Certificate Name
Board/Other Subjects
Date of Passing

Other Qualification
Exam Name/Qualification
Year
Board/Other Subjects
Certificate No.
Examination

2.3.7 Work Experience if any

Please enter work experience if any.

Work Experience

Work Experience

Employer	Nature of Work	From	To	Duration	Highest Designation	Last Salary Draw
	Please Select					

Current Employment Status *
Unemployed

Total Work Experience

Years	Months

2.3.8 Permanent Address & Office of jurisdiction

Please enter permanent address as per address proof (supporting documents to be provided).

Permanent Address

Name of the House/Apartment <input type="text"/> Building No/Block No. <input type="text"/> Vill/Town/Ward/City * <input type="text"/> Police Station * <input type="text"/> District * <input type="text"/> Revenue Circle * <input type="text"/>	House No/Apartment No. <input type="text"/> Address (Locality/Street/No.) <input type="text"/> Post Office * <input type="text"/> PIN Code * <input type="text"/> Sub-Division <input type="text"/> Revenue * <input checked="" type="radio"/> Urban <input type="radio"/> Rural
---	---

Current/Work Address

Name of permanent address <input checked="" type="checkbox"/> Yes	
Name of the House/Apartment <input type="text"/> Building No/Block No. <input type="text"/> Vill/Town/Ward/City * <input type="text"/> Police Station * <input type="text"/> District * <input type="text"/>	House No/Apartment No. <input type="text"/> Address (Locality/Street/No.) <input type="text"/> Post Office * <input type="text"/> PIN Code * <input type="text"/>

2.3.9 Job Preference/Key Skills & Languages Known

Job Preference/Key Skills

Job Preference/Key Skills

Language Known

Language Known Language <input type="text" value="English"/> <input type="text" value="Assamese"/> <input type="text" value="Hindi"/>	Options <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write <input checked="" type="checkbox"/> Speak <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write <input checked="" type="checkbox"/> Speak <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write <input checked="" type="checkbox"/> Speak <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
---	--

2.3.11 Select Employment Exchange to apply:

Please select your employment exchange to apply.

Employment Exchange Office

Provisional Labour *
 Yes No

Employment Exchange *

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.

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.

Applicant Details

Application Reference Number: 0000_0000000000000000
 Applicant Name: Sangeeta Choudhary
 Gender: Female
 Mobile Number: 9898989898
 Email ID: sangeeta.choudhary@gmail.com
 Family Name: ABCD

Personal Information of Jobseeker

Applicant Name: Sangeeta Choudhary
 Applicant Photo: 

Gender: Female
 Date of Birth: 01/01/1988
 Father's Name (Standard Name): Anil Choudhary
 Caste: SC
 Mother's Name: Vidya Choudhary
 Marital Status: Single
 Contact No: 9898989898
 Email ID: sangeeta.choudhary@gmail.com
 Marital Status: Single
 Religion: Hinduism
 Unique Identification Type: Driving License
 Identification: 1234567890
 Applicant's Identification Mark: None in the system

Physical Attributes

Height in cm: 160
 Height in ft: 5-3
 Eye Sight: BR
 Age (as of 01/01/2020): 32
 Disability Category: Hearing Impaired (Mild)

Education & Training Details

Highest Educational Level: Graduate

Education Qualification

Examination Name	Qualification	Other Examination Name	Major Subject	Subject	Grade	Examination Board	Year of Passing	Reg. No.	% of Marks	Grade
B.A. Bachelor of Arts	Graduate		Political Science	Political Science	B	University of Delhi	2010	12345678	75	2B
MCA	Post Graduate		Maths, Phy, Chem, Bio, Eng, Ass	Maths	A	B. U. Government	2012	98765432	85	1A
MBA	Post Graduate		Eng, Ass, Bio, Chem, Phys, Maths	Eng	B	M. U. Government	2015	54321098	70	2A

Qualification Category: Graduate

Work Experience

Current Employment Status: Unemployed

Present Address

Pin/Postcode: 110001
 Post Office: Paschimpothi
 Police Station: Paschimpothi
 PIN Code: 110011
 State: MARIHAT
 Sub-District: Wazirpur
 District: Meerut
 Taluqa: Jhat

Communication Address

Name as per PAN Card: ABCD
 Pin/Postcode: 110001
 Post Office: Paschimpothi
 Police Station: Paschimpothi
 PIN Code: 110011
 State: MARIHAT

Job Preference/Key Skills

Job Preference/Key Skills: Accounts IT

Languages Known

Language	Level
Hindi	Fluent
English	Good
Other	None

**USER MANUAL CITIZEN USE –
Registration in Employment**

The screenshot shows a registration form with the following sections:

- Personal Details:** Includes fields for Name, Date of Birth, Gender, and Address.
- Book Your Mat for Physical Document Verification:** A section for scheduling a verification appointment, including fields for Mat Number, Appointment Date, and Appointment Time.
- Declaration:** A section where the user must agree to the terms and conditions.
- Terms & Conditions:** A scrollable area containing the legal terms of service.
- Additional Details:** A section for providing further information, including a field for the user's signature.

If everything is okay, click “Attach Annexure”.

2.5: ATTACH ENCLOSURE(S)

Here the supporting documents are uploaded.

The screenshot displays the document upload interface with the following details:

- Document List:** A table with columns for Document Name, Document Type, and Upload button.
- Document Types:** Includes fields for Proof of Residence, Proof of Income, and other supporting documents.
- Upload Buttons:** Each document type has a corresponding “Upload” button.

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.

The screenshot displays a web form titled "ATTACH ENCLOSURE(S)" with a light blue header. The form is organized into two main columns: "Enclosure Document" and "File Reference".

Enclosure Document	File Reference
Identity Proof of Owner [Dropdown: Driving License] [Document Format]	[Choose File] [ID Card] [Scan]
Employee Details such as Name, M.C. Address, etc. [Dropdown: Employee Details such as Name, M.C. Address, etc.] [Document Format]	[Choose File] [Employee Details Card] [Scan]
Identity Proof of Manager [Dropdown: Driving License] [Document Format]	[Choose File] [ID Card] [Scan]
Trade License [Dropdown: Trade License] [Document Format]	[Choose File] [Trade License Card] [Scan]
A copy of the registered partnership deed in the case of a partnership firm/Establishment. [Dropdown: Select] [Document Format]	[Choose File] [No file chosen] [Scan]
Appointment Letter [Dropdown: Appointment Letter] [Document Format]	[Choose File] [Appointment... Form Card] [Scan]
Upload the Self Copy of Application Form [Dropdown: Upload the Self Copy of Application Form] [Document Format]	[Choose File] [Self Copy of Application Form Card] [Scan]

At the bottom of the form, there are three buttons: "Save & Advance" (green), "Cancel" (red), and "Back" (blue).

2.6: Final Application Draft

This screenshot displays the 'Final Application Draft' form. It is divided into several sections:

- Registration Details:** Includes fields for registration number, date, and status.
- Personal Information:** Contains fields for name, date of birth, gender, and address.
- Identification:** Features a photo of the applicant, a signature, and fields for identification number and type.
- Employment Details:** Includes fields for employer name, address, and contact information.
- Declaration:** A section for the applicant to declare the accuracy of the information provided.
- Footer:** Contains navigation buttons for 'Back', 'Save', and 'Submit'.

This screenshot displays the 'Final Application Draft' form, focusing on the declaration and signature section. It includes:

- Declaration:** A large text area for the applicant to declare the accuracy of the information provided.
- Signature:** A field for the applicant's signature.
- Declaration:** A section for the applicant to declare the accuracy of the information provided.
- Footer:** Contains navigation buttons for 'Back', 'Save', and 'Submit'.

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


2.7: Final Registration Certificate

GOVERNMENT OF ASSAM
SKILL, EMPLOYMENT & ENTREPRENEURSHIP DEPARTMENT
District Employment Exchange- Guwahati
CATEGORY:Gen
IDENTITY CARD
(Not an Introduction Card for Interview with employer)

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: CAMRUP METRO						
6. Qualification	<table border="1"><thead><tr><th>S. No.</th><th>Qualification</th><th>Date of Registration</th></tr></thead><tbody><tr><td>1.</td><td>B. A. (Bachelor of Arts)</td><td>11/09/2021</td></tr></tbody></table>	S. No.	Qualification	Date of Registration	1.	B. A. (Bachelor of Arts)	11/09/2021
S. No.	Qualification	Date of Registration					
1.	B. A. (Bachelor of Arts)	11/09/2021					
7. Occupation	: service						
8. Prominent Identification Mark :	: Nil						

Next Renewal Due On : 10/09/2024

Employers shall be responsible for verification of Permanent Address/Educational Qualification/Age proof/ Caste etc. of the applicant.



4. Steps to avail Re-registration of employment seeker in Employment Exchange AADHAAR Based:

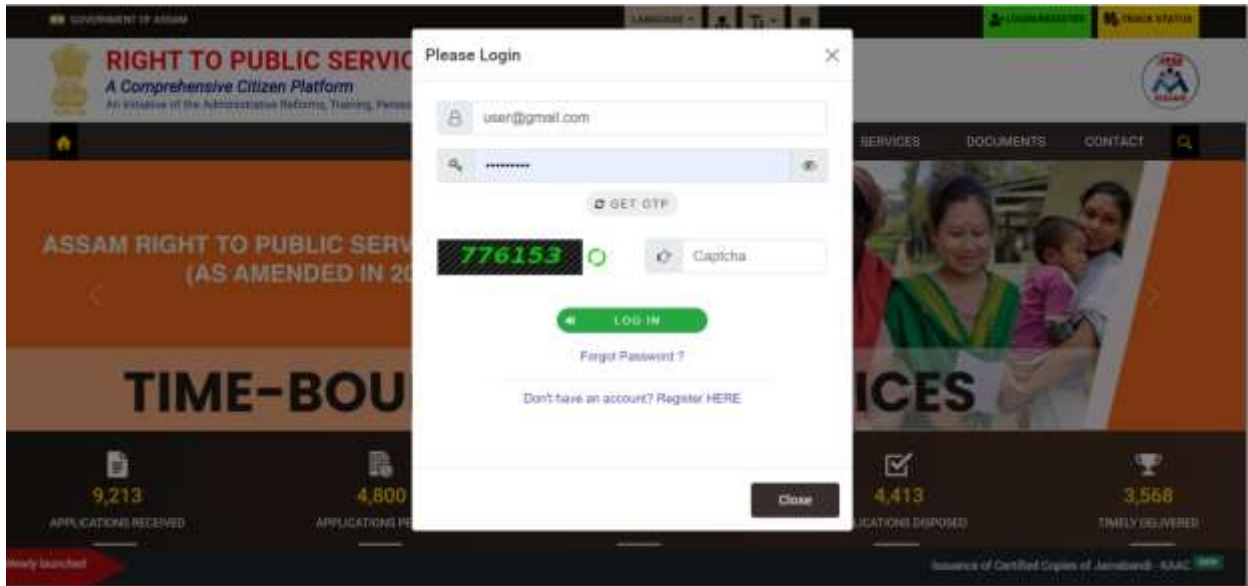
An applicant may carry out the following from re-registration service:

- i) 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.

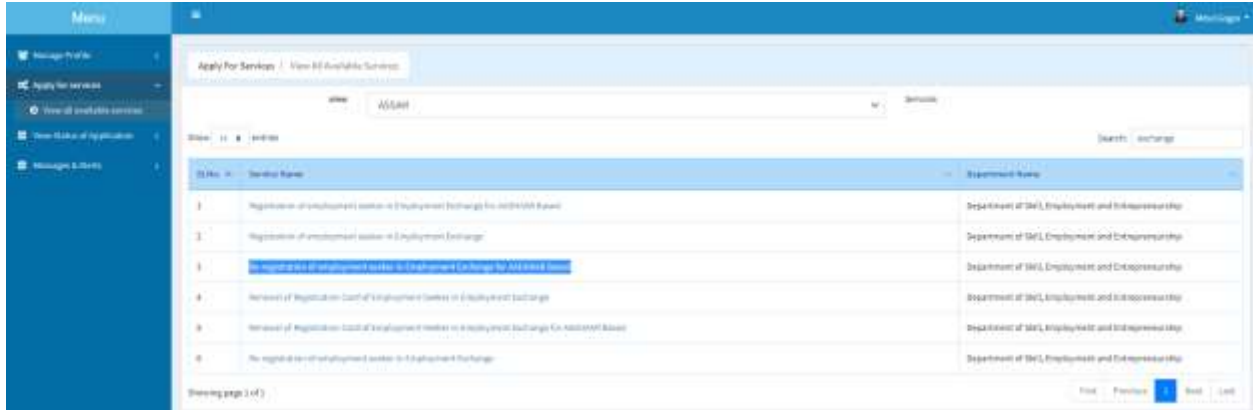
4.1: Login to RTPS portal





4.2: Search for the service in “Apply for services” menu





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



4.3.2 AADHAAR Details of the Applicant

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



The screenshot shows a web form titled "AADHAAR Details of the Applicant". It contains the following fields:

- AADHAAR Number / Virtual ID: 1234567890
- State (Only Details of Assam can apply): Assam
- Full Name as in AADHAAR Card: Full Name

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”



The screenshot shows the "Application Information" form with the following details:

- Name of Employment Exchange: District Employment Exchange - Guwahati
- Date of Registration: 01/04/2020
- Types of Re-registration: Digitize/Renew from paper-based registration card
- Already Registered: Offline (selected)
- Registration No.: 993019

- 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 Re-registration 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)**”



The screenshot shows the "Application Information" form with the following details:

- Name of Employment Exchange: District Employment Exchange - Guwahati
- Date of Registration: 01/04/2020
- Types of Re-registration: Inter District Transfer (Permanent Address Change Documents Required)
- Already Registered: Offline (selected)
- Registration No.: 9435/2120

- 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 Re-registration**” as “**Update Profile**”

- v) **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.

The screenshot shows a web form titled "Application Information". It contains several input fields and a button. On the left, there is a dropdown menu for "Name of Employment Exchange" with the text "Please Select". Below it is a date field for "Date of Registration" with the value "31/04/2022". Underneath the date field is a blue button labeled "GET OLD DATA". At the bottom left is another dropdown menu for "Types of Re-registration" with the text "Please Select". On the right side, there are two radio buttons under the heading "Already Registered": "Online" (which is selected) and "Offline". Below these is a text field for "Registration No." containing the value "ETFG-44582/2021/00382".

Applicant will be able to apply for –

- 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.
- Profile Update: This is for updating mobile number/email and personal profile.
- Qualification Upgrade: In case application needs to update the qualification, he/she may do so by selecting this.

4.3.4 Applicant Details

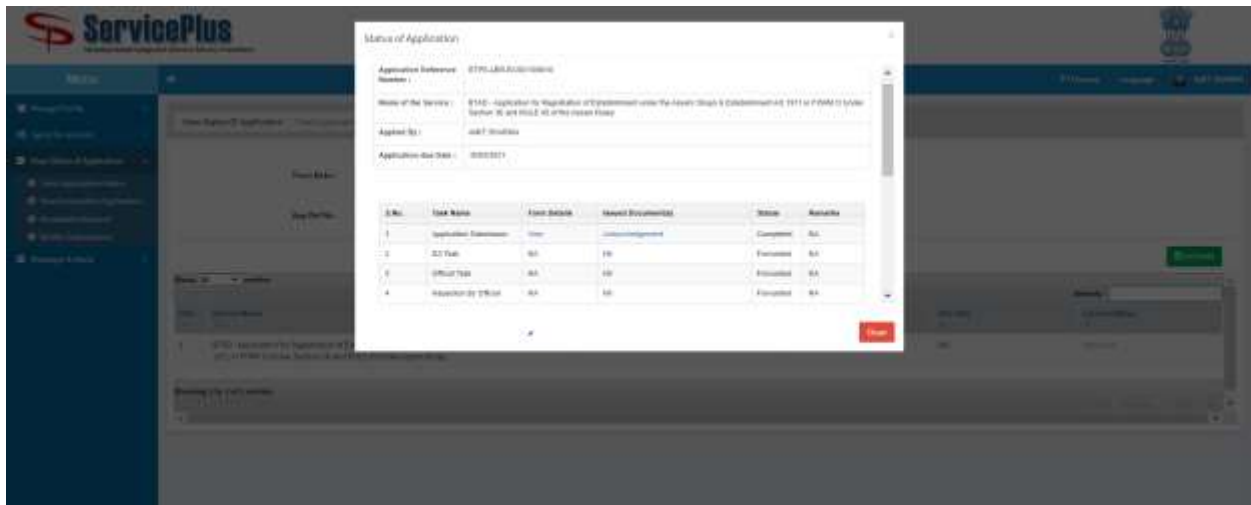
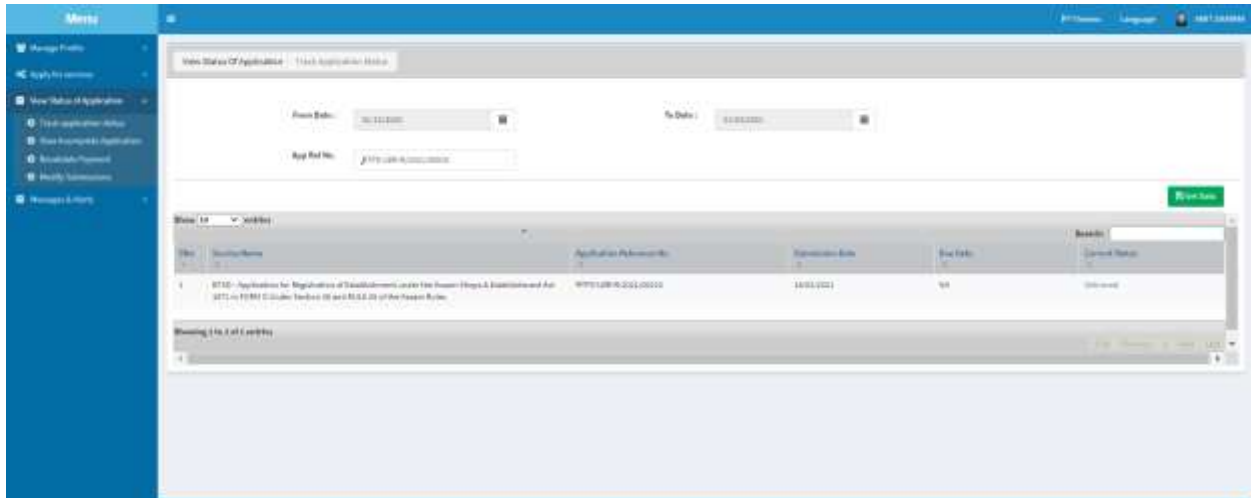
This section is for collecting RTPS related data.

The screenshot shows a web form titled "Applicant Details". It contains several input fields and radio buttons. On the left, there are three text fields: "Applicant Name" with the value "Sangeeta Gupta", "Mobile Number" with the value "986-888042", and "Father's Name" with the value "Amit Gupta". On the right, there are three radio buttons under the heading "Gender": "Male", "Female" (which is selected), and "Others". Below these is a text field for "Email ID" containing the value "sangeeta.krtr@gmail.com".

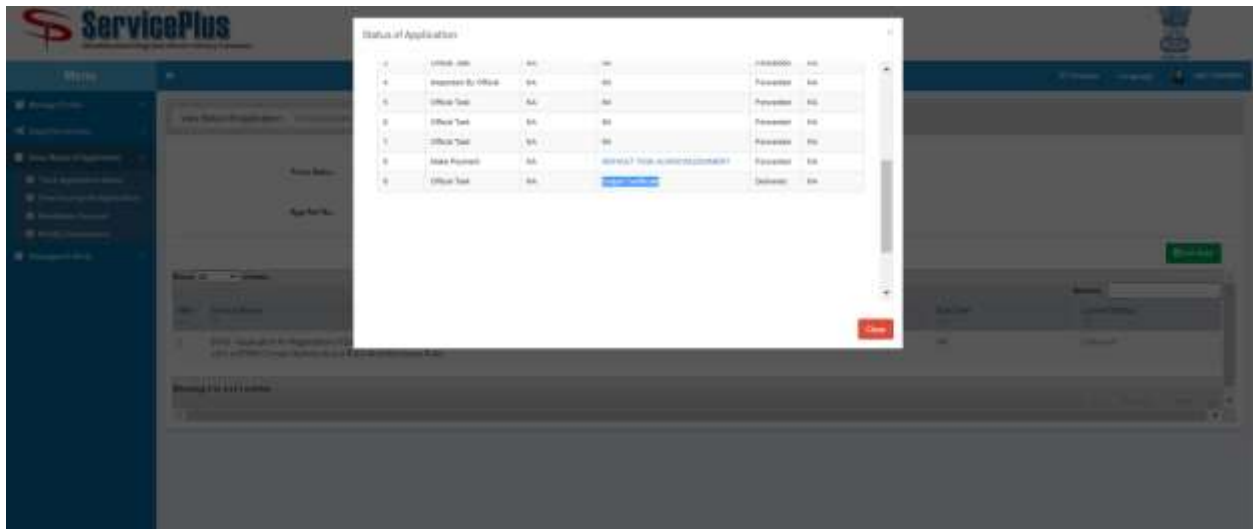
Note: The rest of the application is similar to aadhaar based Registration process. Please refer registration process section “2.3.4 Personal Information of Jobseeker” onwards.

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”.



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”.



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