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# USER MANUAL FOR DELIVERY OF NON-AADHAAR BASED REGISTRATION, RENEWAL, & RE- REGISTRATION IN EMPLOYMENT EXCHANGE

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USER MANUAL – EMPLOYMENT EXCHANGE OFFICE



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USER MANUAL OFFICE USE –  
Registration in Employment Exchange

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## Table of Contents

1. Introduction .....	4
1.1 Intended Audience:.....	4
1.2 Eligibility Criteria: .....	4
1.3 Process Flow: .....	5
1.4 Supporting Documents .....	6
2. Steps to deliver Registration of employment seeker in Employment Exchange.....	7
2.1 EEO (Employment Exchange Operator) .....	7
2.1.1 EEO logs in to RTPS portal.....	7
2.1.1 EEO Dashboard.....	8
2.1.2 Messagebox -> Inbox .....	8
2.1.3 Take Action on the application .....	9
2.2 DA (Dealing Assistant).....	11
2.2.1 DA Dashboard .....	11
2.2.2 Application Form Detail .....	11
2.2.3 Messagebox -> Inbox .....	12
2.2.4 Take Action on the application .....	13
2.3 DPS (Designated Public Servant)/Signing Authority .....	15
2.3.1 DPS Dashboard.....	15
2.3.2 Verify the system generated output certificate before final submission:.....	17
2.3.3 Digital Signature Step.....	17
3. Steps to deliver Renewal of Registration Card of Employment Seeker in Employment Exchange .....	18
4. Steps to deliver Re-registration of employment seeker in Employment Exchange .....	18

## 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.

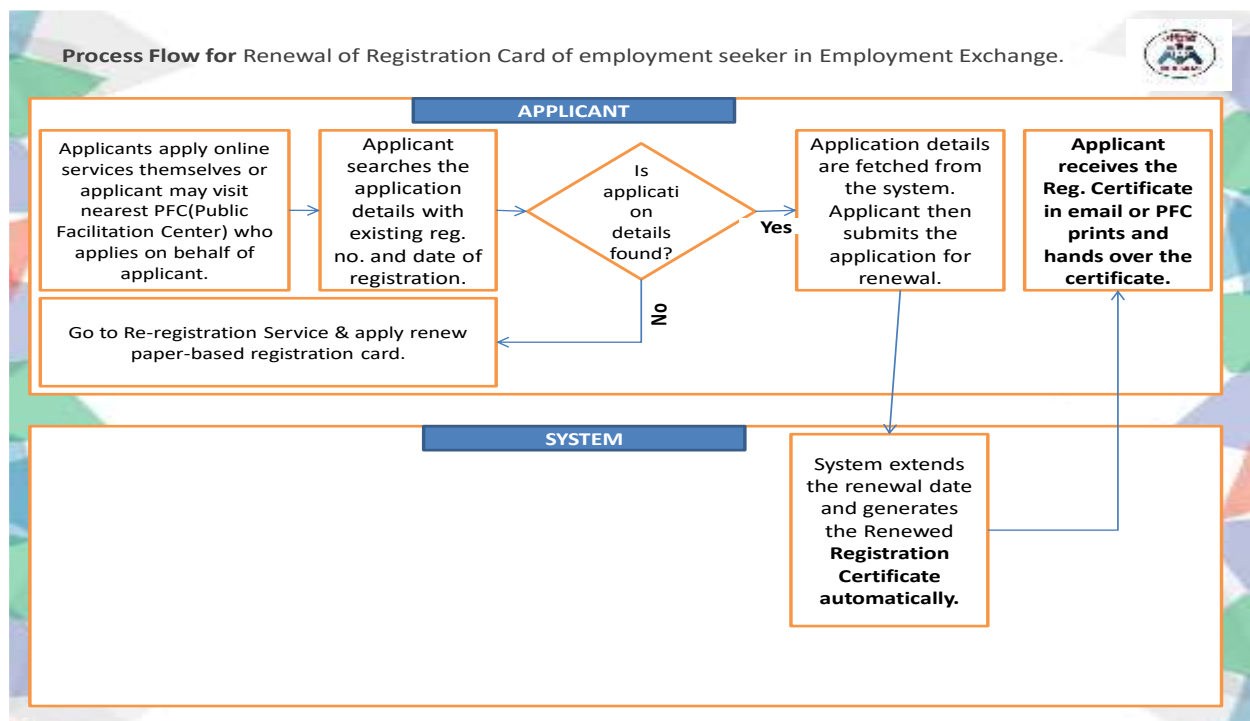
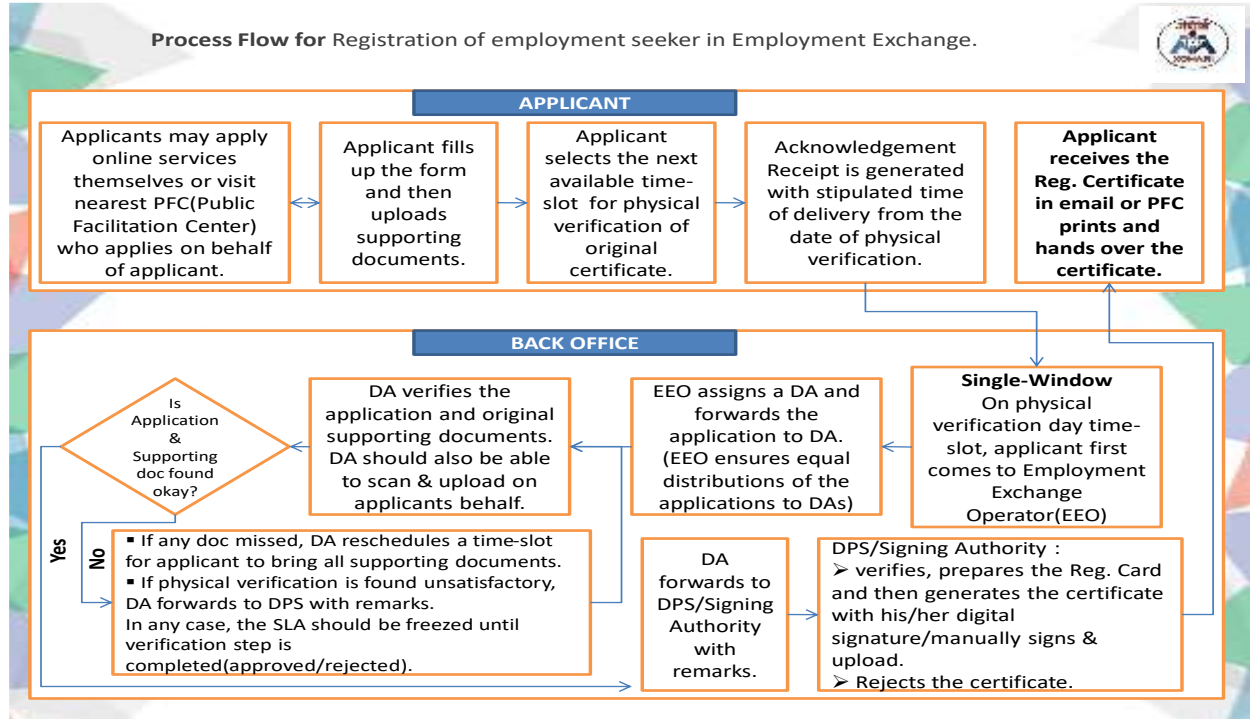
### 1.1 Intended Audience:

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.

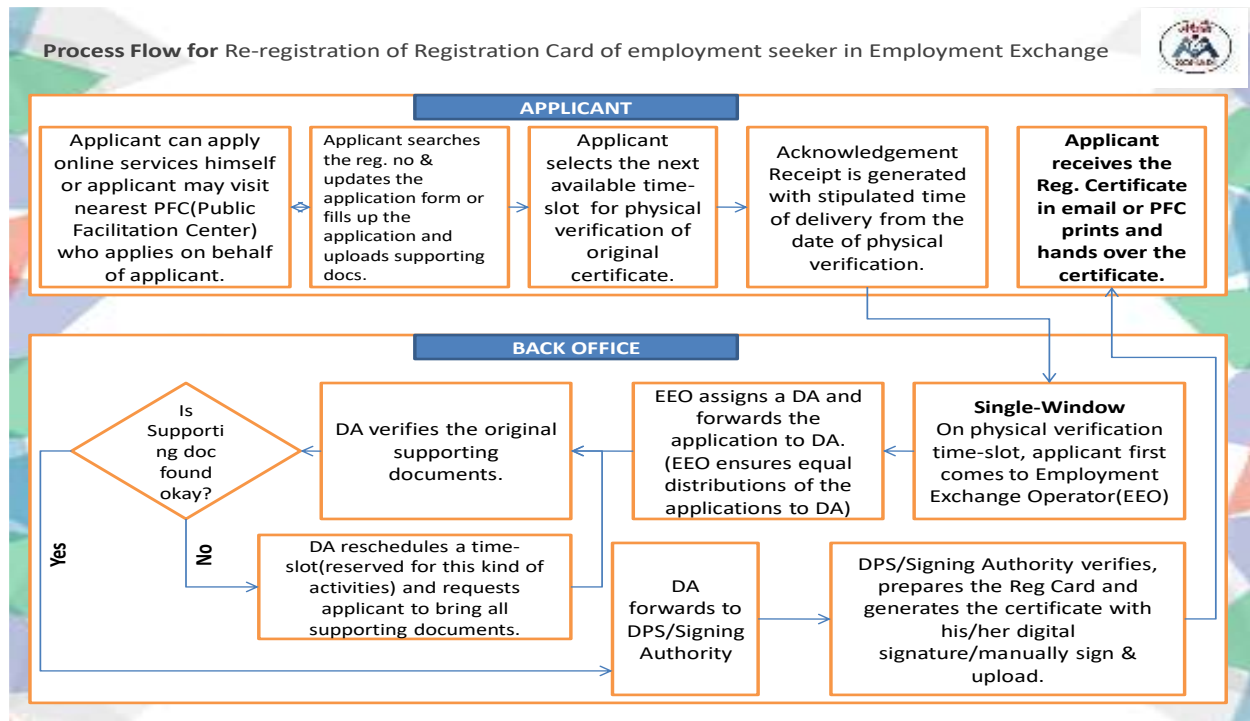
### 1.2 Eligibility Criteria:

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:



**USER MANUAL OFFICE USE –  
Registration in Employment Exchange**



## 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 deliver Registration of employment seeker in Employment Exchange


Once application is submitted by Applicant or PFC operator, the application lands into inbox of the EEO of the Employment Exchange. The application should be opened by EEO on the day of the scheduled appointment date. There are basically 3 actors involved in the delivery of the service – EEO, DA, and DPS. Everybody logs into RTPS portal. EEO opens his/her inbox. All applicants approaches EEO on the day of physical verification and hands over the acknowledgement receipt. The EEO verifies the date & time and searches the application using Application Reference Number (or Acknowledgement Number) and then pulls the application forward to DA. DA verifies the application and supporting documents and if ok, forwards to DPS for certificate generation and delivery.

### 2.1 EEO (Employment Exchange Operator)

The EEO role is introduced here only to forward application to concerned Dealing Assistant (DA), basically to manage crowds and assign applications to DAs.

***On the physical verification day (scheduled date & time slot), applicant visits a single window in the Employment Exchange, where the EEO will check the acknowledgement receipt from the applicant and EEO will not even open the application, but directly forward the application to DA. It is the job of a DA who will verify the filled up form and the supporting documents in original.***

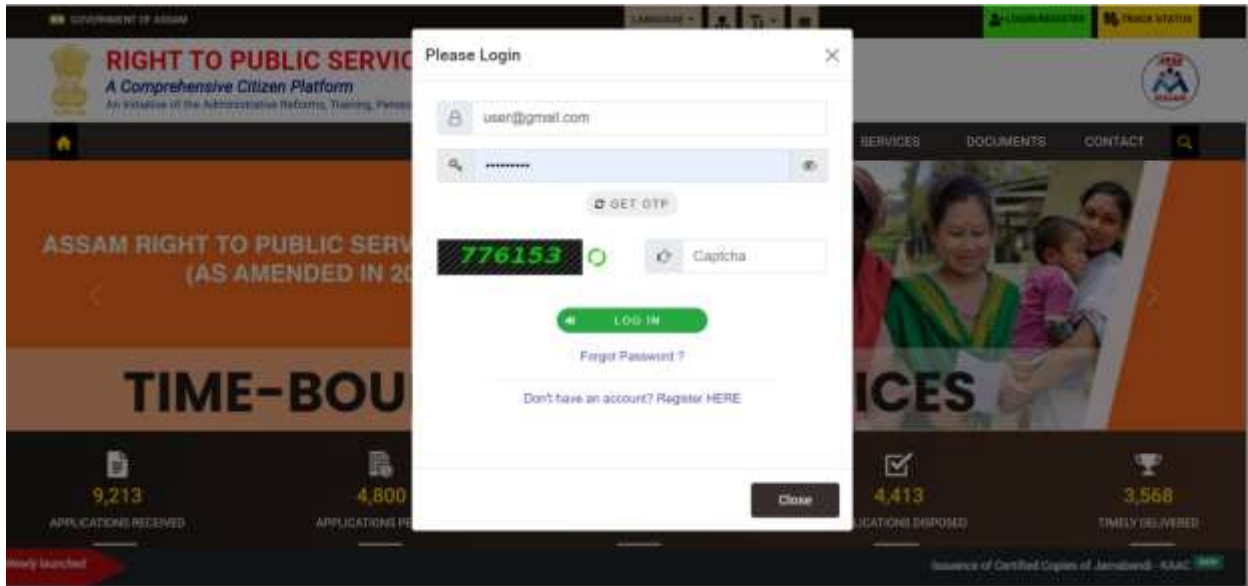
#### 2.1.1 EEO logs in to RTPS portal



The screenshot displays the RTPS portal homepage. At the top, there is a navigation bar with the text "GOVERNMENT OF ASSAM" and "RIGHT TO PUBLIC SERVICES A Comprehensive Citizen Platform". Below this, a banner features the text "Bringing Government Closer to Citizens" and "ASSAM RIGHT TO PUBLIC SERVICES ACT, 2012 (AS AMENDED IN 2019)". The main content area shows five statistics:

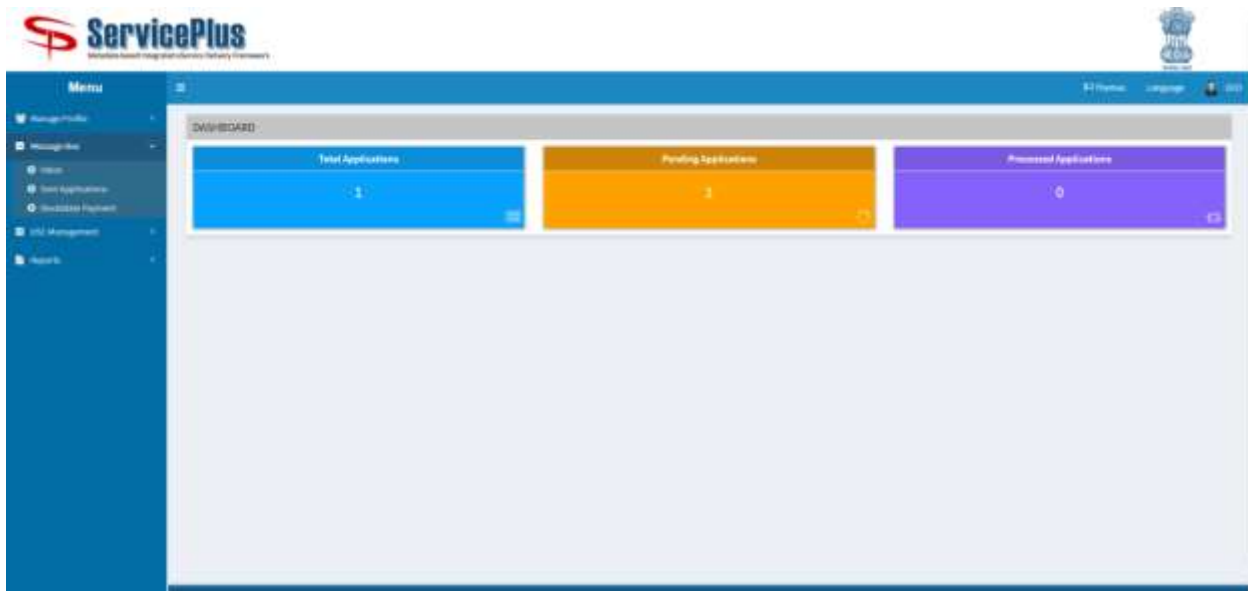
Category	Count
APPLICATIONS RECEIVED	9,213
APPLICATIONS PENDING	4,800
PENDING WITHIN TIME	1,059
APPLICATIONS DISPOSED	4,413
TIMELY DELIVERED	3,568

At the bottom, there are links for "Newly launched" services: "Issuance of Income Certificate - KAAC", "Issuance of Land Holding Certificate - KAAC", "Issuance of Land Revenue Clearance Certificate - KAAC", and "Issuance of Land Value".



### 2.1.1 EEO Dashboard

Dash board is the landing page; here EEO gets bird's eye view of all application statuses – pending/processed/rejected.

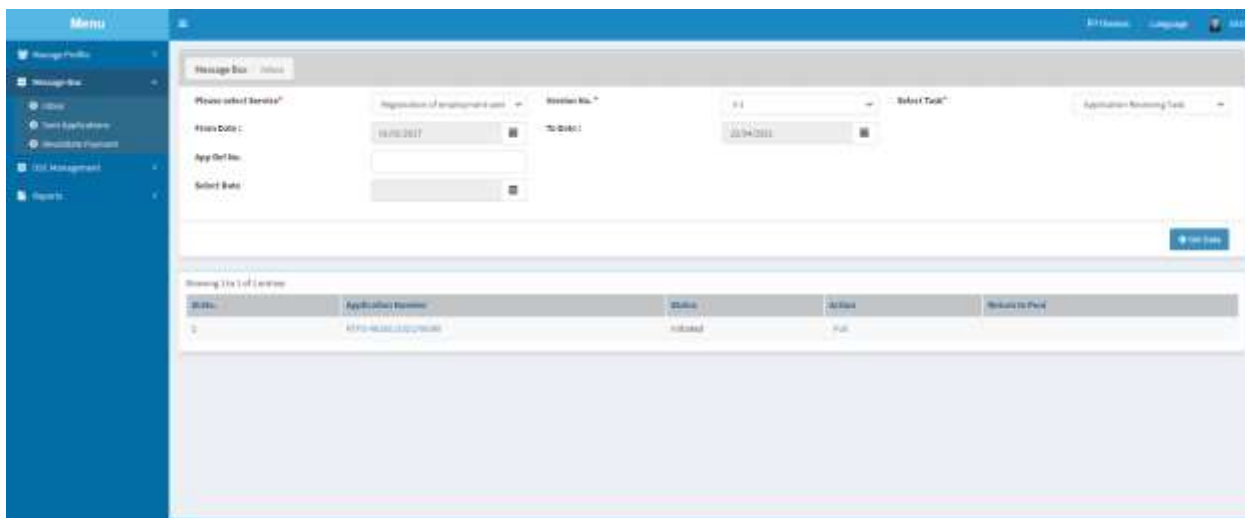


### 2.1.2 Messagebox -> Inbox

To work on an application, EEO goes to his/her Inbox.

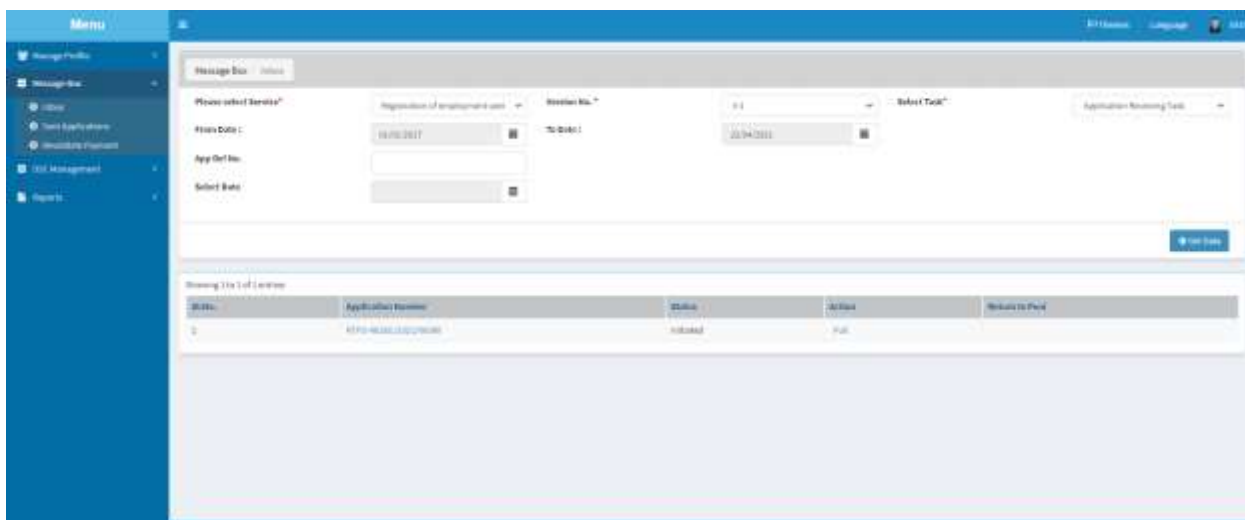


# USER MANUAL OFFICE USE – Registration in Employment Exchange



To filter out all the pending applications in his/her inbox:

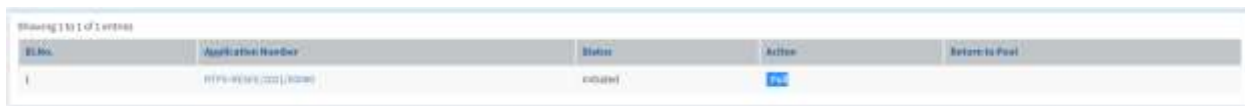
Please select service. Select Task. And click “Get Data”.



This will display all the pending applications.

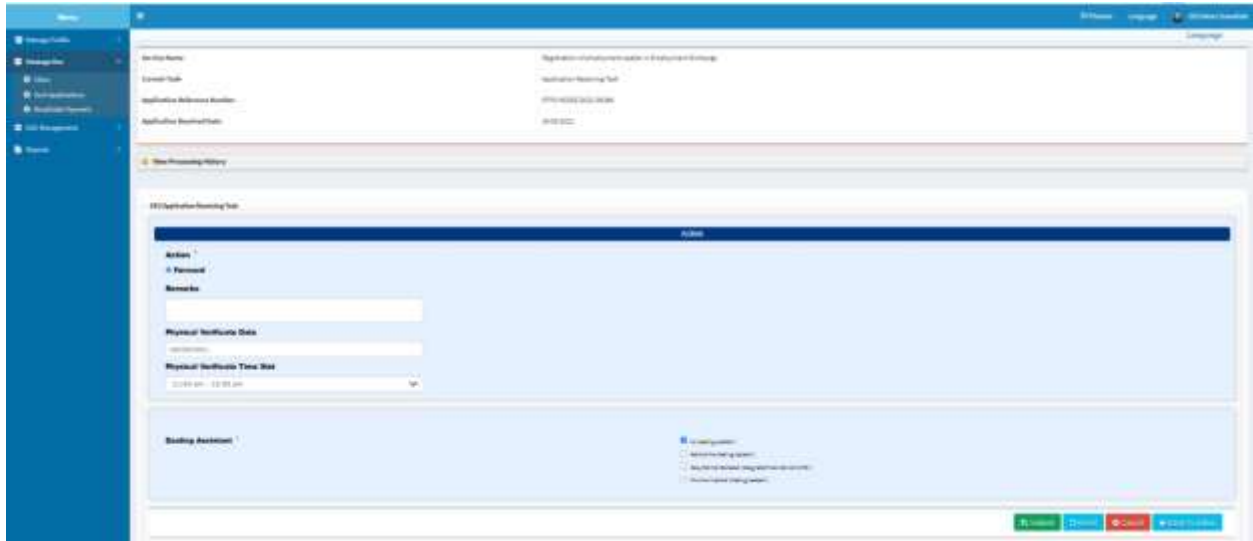
## 2.1.3 Take Action on the application

To take action (forward/return/reject) on the application, EEO clicks on the “Pull” link as shown below.



Clicking on the “Pull” link opens another page.

USER MANUAL OFFICE USE –  
Registration in Employment Exchange

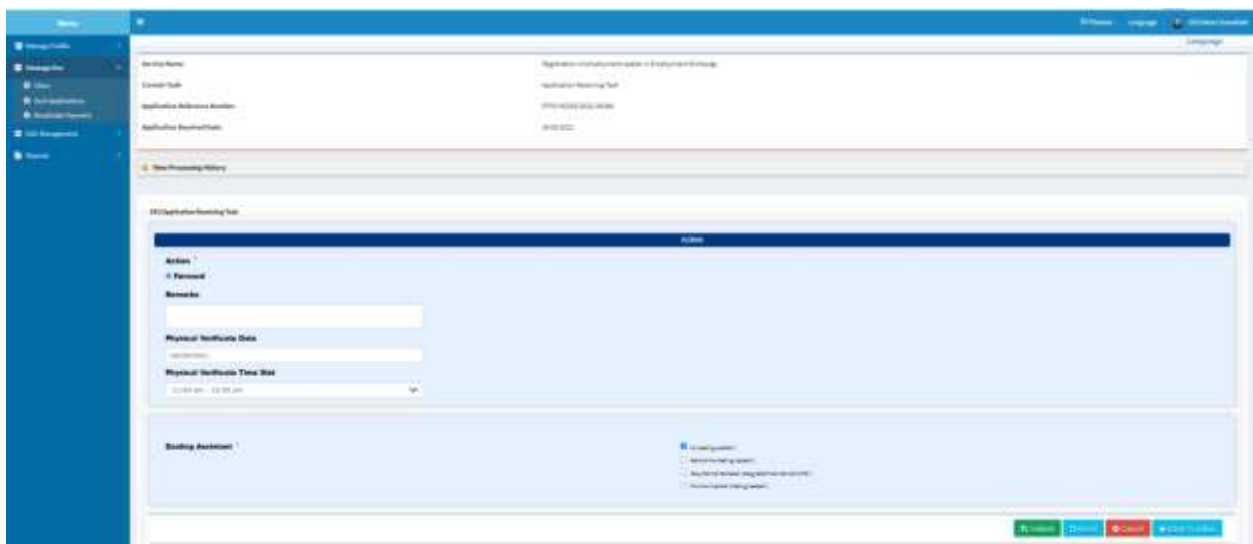


View Processing History – Click on this link to expand. It displays the history of the application it has traveled. This is very important in the sense that it also displays any remarks are forwarded by the previous officials before forwarding.

Action: There is only one action that may be taken by EEO:

- 1) Forward to DA:

Please select the DA to forward the application.



**Note:** At the end of the day, EEO forwards all the applications to DA who did not show up for physical verification. The DA will return the application back to the applicant as “No Show” with time-slot checked and remarks to rebook the time-slot again. A Maximum of two opportunities are given to reschedule. After that the application may be rejected by DPS.

## 2.2 DA (Dealing Assistant)

EEO will not even open the application, but directly forward the application to DA. It is the job of the DA who will verify the filled up application form and the supporting documents in original.

### 2.2.1 DA Dashboard

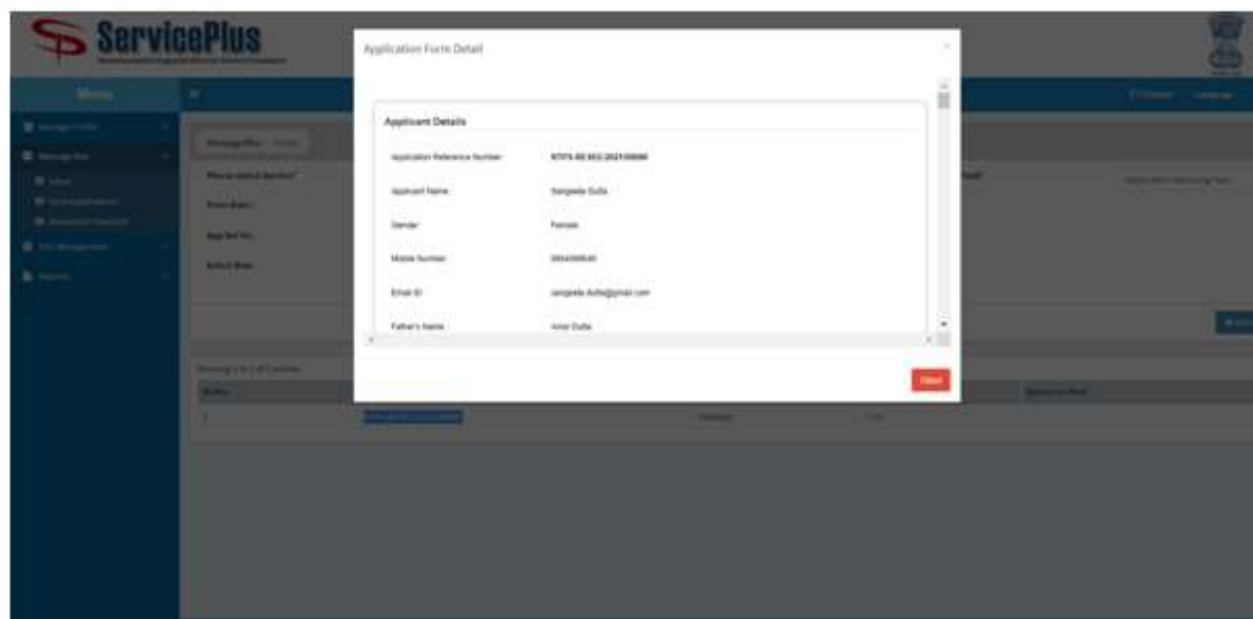


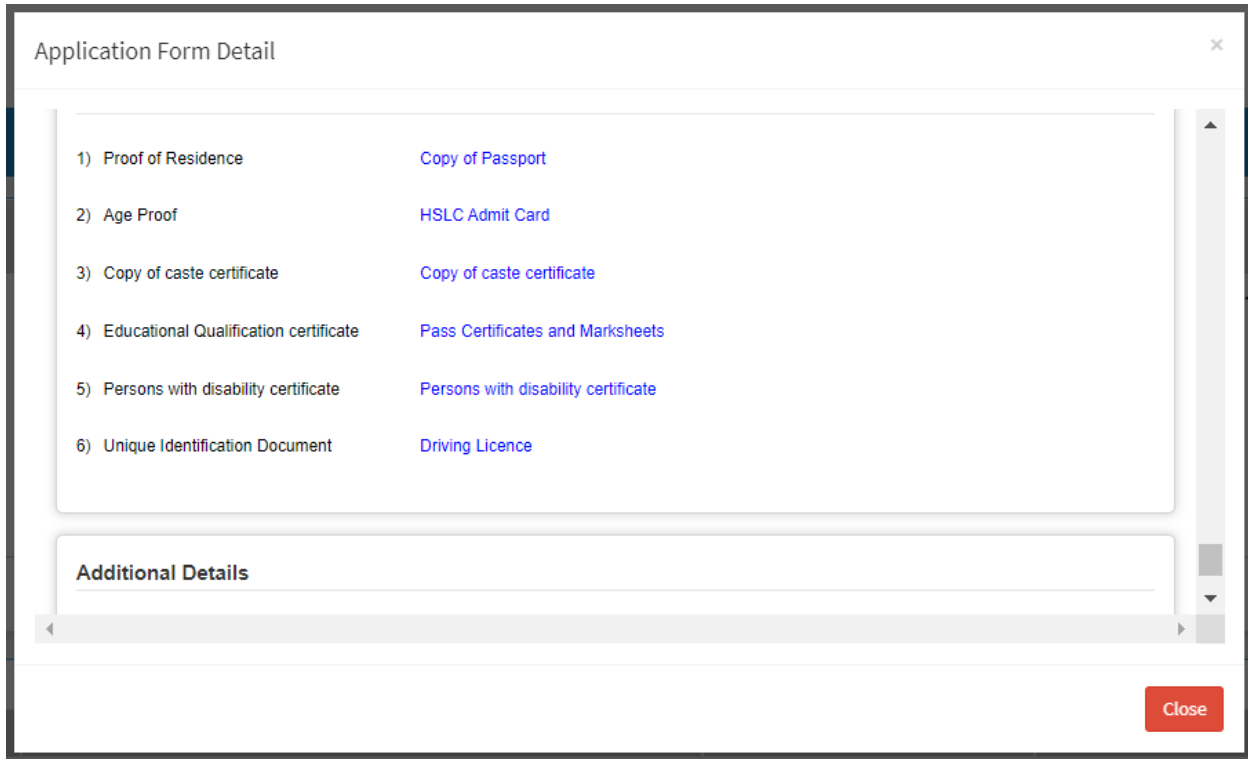
### 2.2.2 Application Form Detail

To view the application submitted by citizen/PFC operator, DA clicks on the Application Number as shown below.

Showing 1 to 1 of 1 entries

Sl.No.	Application Number	Status	Action	Returns to Pool
1	<a href="#">WTPS-RE-SEL/2021/0006</a>	Initiated	Full	

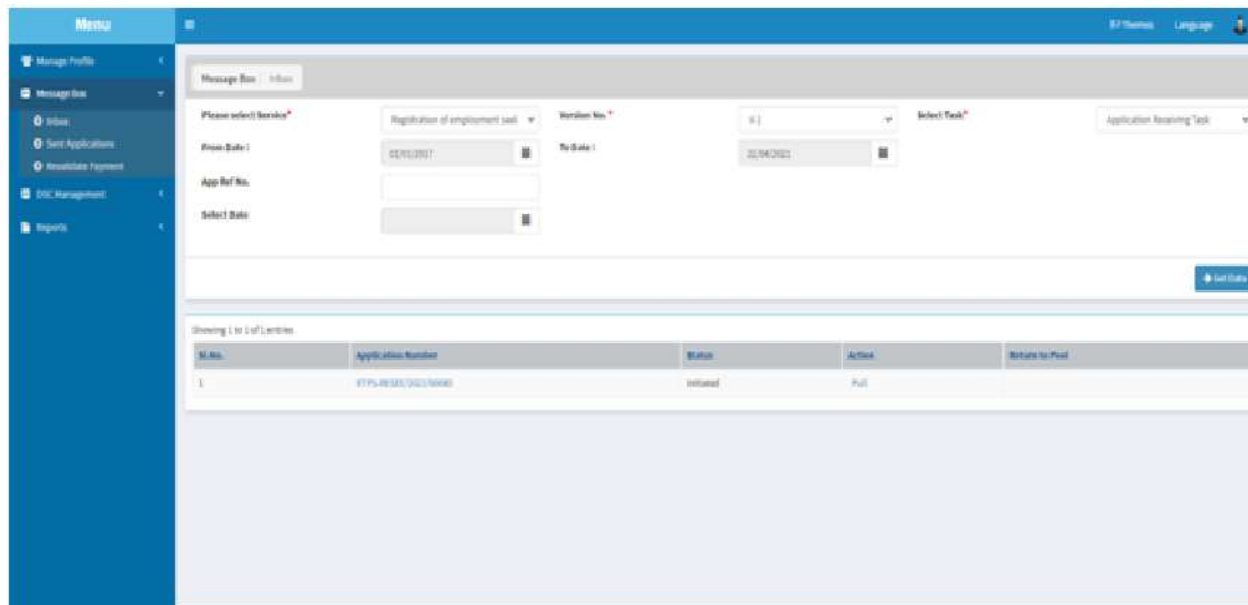




The Annexure List can be downloaded and verified.

### 2.2.3 Messagebox -> Inbox

To work on an application, DA goes to his/her Inbox.



To filter out all the pending applications in his/her inbox: Please select service. Select Task. And click "Get Data". This will display all the pending applications.

### 2.2.4 Take Action on the application

To take action (forward/return/reject) on the application, DA clicks on the “Pull” link as shown below.

Sl.No.	Application Number	Status	Action	Return to Pool
1	HTPS-REG-1221(2019)	INFORMED	<a href="#">Pull</a>	

Clicking on the “Pull” link opens another page.

DA can perform the following tasks:

1. Return to Applicant for more info in Application Form : In case application form is not complete or needs more information, DA may return back the application asking for more info in the application form.

DA Task

**Action \***

Return to Applicant for more info in Application Form  
 Forward

**Remarks \***

1. All Indian citizens who have attained the age of 18 years and who or his / her parents normally have been residing in Assam for a period ...

**Action**

2. Applicant Query: In case, DA wants the supporting documents to be re-uploaded again due to not clearly visible issue or any other issues, DA may return the application to the Applicant for re-upload of the supporting documents.

DA Task

**Action \***

Return to Applicant for more info in Application Form  
 Forward

**Remarks \***

**Action**

**Task \***

Applicant Query  
 DA Recheckable Time-Slot for Physical Verification  
 DPS Task

RETURN TO APPLICANT FOR SUPPORTING DOCUMENTS ISSUE

**Query To Applicant \***

**Enclosures**

Type of Enclosure	Attachment Enclosure	Status	Remarks	Remarks
Proof of Residence	<a href="#">View Enclosure</a>	Accepted		
Age Proof	<a href="#">View Enclosure</a>	Accepted		
Copy of Certificate	<a href="#">View Enclosure</a>	Rejected	Not Clear	No legible picture (upload again)
Educational Qualification certificate	<a href="#">View Enclosure</a>	Accepted		
Person with disability certificate	<a href="#">View Enclosure</a>	Accepted		

3. DA Reschedule Time-Slot for Physical Verification: In case, applicant misses to bring any of the supporting documents in original, DA may ask the applicant to visit again with all the original supporting documents and asks for his/her preferable time slot and DA can reschedule the time slot (preferably 4PM – 5PM).

The screenshot shows a web application interface for a DA Task. The task is titled "DA Task". Under the "Action" section, the "Forward" option is selected. Below this is a text input field for "Remarks". The "Task" section has three radio buttons: "Applicant Query", "DA Reschedule Time-Slot for Physical Verification" (which is selected), and "DPS Task". The "Book a Date for physical verification" section includes a date picker set to "11/04/2021", a time slot dropdown set to "4:00 pm - 5:00 pm (For Official Purpose)", and a text area for "Message To applicant" containing the text "Please bring all the supporting documents in original". At the bottom right, there are buttons for "Submit", "Cancel", "Cancel", and "Back to Home".

4. DPS Task: In case the application and the supporting documents are found to be correct and the applicant may be given the registration certificate, DA forwards the application to the DPS with remarks.

The screenshot shows a web application interface for a DA Task. The task is titled "Action". Under the "Task" section, the "DPS Task" option is selected. The "Forward to DPS" section includes an "Upload Supporting Document" area with an "Additional document name" field and a "Choose File" button. Below this is a "Verification Status" section with radio buttons for "Complete" (selected) and "Incomplete". There is a "Click here to take Applicant Photo" link and a placeholder image of a person. The "Verification Remarks" section has a text area containing "All okay. Physical verification done." and a "User" dropdown menu with "M. Deepak Panchan DPS" selected. At the bottom right, there are buttons for "Submit", "Cancel", "Cancel", and "Back to Home".

While forwarding to DPS, DA may upload any document is applicant misses to upload earlier, mark the verification status. The DA is required to capture the photo of the candidate using a web cam (this step ensures the applicant himself/herself comes for physical verification).

## 2.3 DPS (Designated Public Servant)/Signing Authority

DPS is the signing authority here. DPS will have DSC(digital signature) to digitally deliver the certificate or in case DPS does not have DSC, the system generated certificate may be printed, manually signed and then scanned and uploaded again to deliver. Only DPS has the right to reject an application.

### 2.3.1 DPS Dashboard

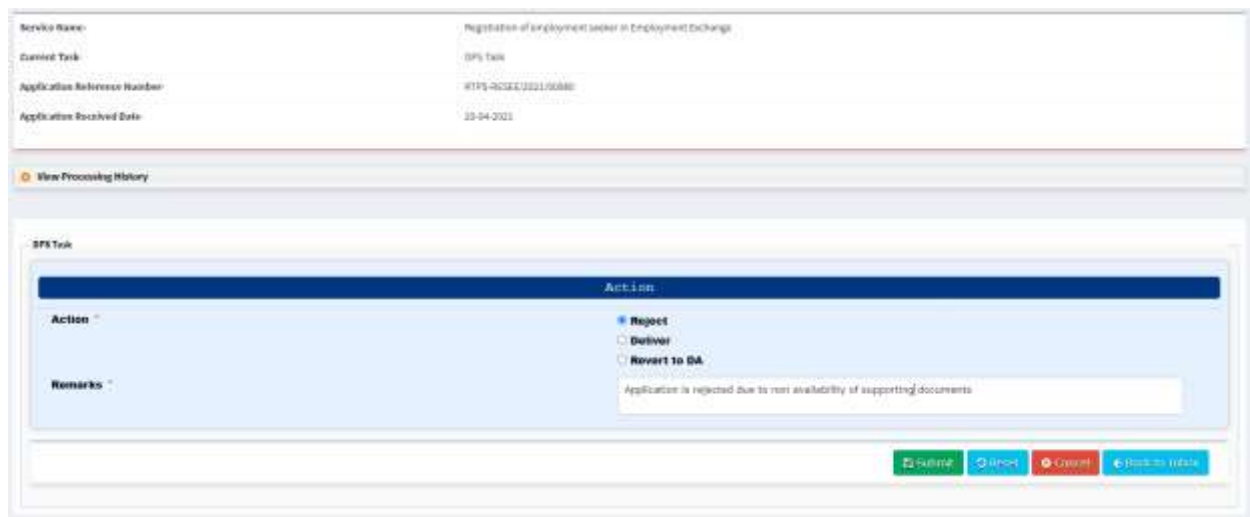


DPS opens the application from Inbox (Inbox -> Please select Service -> Select Task as “Inspection by Official” -> click Get Data.

Click pull to take action on the application.

The following actions may be taken by DPS:

1. **Reject:** In case an application needs to be rejected, DA in the previous step notes down the remarks to reject and forwards the application to DPS. DPS verifies the remarks from DA and then decides if this may be rejected. Once rejected, the process ends here and applicant receives SMS/Email alert with remarks.



2. Revert to DA : If DPS feels the application needs rework by DA in the previous step, DPS may revert back the application to DA.

3. Deliver: If everything is okay, DPS starts preparing the output certificate.

All the fields will be auto populated, except the qualification section. DPS should -

- enter the highest qualification (should get it from the application) and today's date as date of registration (In case of Registration service)
- In case of technical degrees and re-registration, enter old technical/professional degree and date of registration (from old registration card) and new technical/professional degree and today's date as date of registration. It will have multiple entries.

DPS then clicks on the submit button (not actually submitted to the applicant in this step).



### 2.3.2 Verify the system generated output certificate before final submission:

In this step, click on the system generated icon to download the system generated certificate to verify. If everything is okay, then DPS may proceed to next step.

There are two options for DPS regarding final signature on the output certificate:

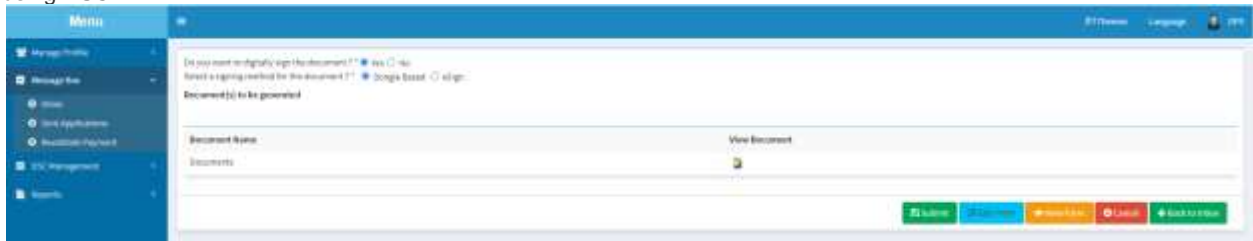
- a) DPS doesn't have DSC (**Digital Signature**): The system generated certificate is printed and then manually signed & sealed by DPS and then it is scanned and uploaded into the system in the File Upload field. Once uploaded, DPS clicks on the submit button. In case, DPS has DSC, this upload is not required.



- b) DPS has DSC (Digital Signature): In case, DPS has DSC, file upload is not required and DPS clicks on the submit button.

### 2.3.3 Digital Signature Step

Do you want to digitally sign the document? If DPS selects yes, he/she will connect DSC Dongle and signs the certificate using DSC.



In case DPS doesn't have DSC, he/she will select "No" in "Do you want to digitally sign the document?". DPS may want to download and verify the output certificate before it will be finally submitted.



If everything is okay, Application is submitted. Once DPS clicks Submit button, the output certificate is delivered to citizen's email. Also, citizen may get the print of the certificate by sharing the acknowledgement number to PFC operator.

### **3. Steps to deliver Renewal of Registration Card of Employment Seeker in Employment Exchange**

The renewal output certificate generation process is automated and does not require official intervention. Once submitted by applicant, it will be automatically generated by the system and delivered to the applicant automatically.

### **4. Steps to deliver Re-registration of employment seeker in Employment Exchange**

The delivery process of the Re-registration process is exactly similar to the registration process. Please follow the registration process **section 2**.