



Steps to apply First Appeal

- To begin, the applicant needs to log in to the SewaSetu portal using their registered mobile number. If the applicant is not already registered on SewaSetu via ePramaan, they must first complete the registration process through ePramaan. Only then can the applicant proceed to make an appeal.
- 2. The image below shows the home page of the Sewa Setu portal. As you scroll down the page, the Appeal option becomes visible. Click on the 'Start Your Appeal Now' option to proceed with submitting an appeal.









(ePramaan registration page is as shown below.)

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Sign up for e-Pramaan	
Mobile Number Generate OTP	
GivenName	
Gender Select	
DD I - Month - · · / I YYYY Personal Message 0	
UserName	
Password 0 Confirm Password	
Please validate the expression:	
I consent Terms and Conditions	
Sign Up	

3. After login in the home page, under MY ACCOUNT option there is a option for MY APPEALS







4. Applicant needs to click on the **MY APPEALS** button



- In the My appeal page, there will be 3 option as My Applications, Make appeal and My Appeals
- 6. To make a new appeal, applicant need to click on the MAKE APPEAL option

-	GOV	ERN	MENT OF ASSAM					
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	ŵ					MY AF		MY APPEALS
Appeal List								
Show 10 🗸 entries Search:								
	#	÷	Appeal ID	Appeal Date	Application Reference Number	Appeal Type	Status 🛓	Action
	1		APPLB08ECF	24-09-2024	RTPS-REESA/2021/	First Appeal	Application Forwarded	Track Progress
	2		APPLD5BA2F	25-09-2024	RTPS-REESA/2021/	First Appeal	DRAFT	Track Progress
	3		APPL162F53	25-09-2024	RTPS-REESA/2021/	First Appeal	DRAFT	Track Progress
	4		APPL228989	25-09-2024	RTPS-REESA/2021/.	First Appeal	Delivered	Track Progress
	5		APPL40D751	25-09-2024	RTPS-REESA/2021/	First Appeal	DRAFT	Track Progress
	6		APPLDE8572!	25-09-2024	RTPS-REESA/2021/	Second Appeal	Rejected	Track Progress
	7		APPL14978B	25-09-2024	RTPS-REESA/2021/.	Third Appeal	Application Forwarded	Track Progress





7. Application needs to fillup the form to submit the appeal

GOVERNMENT OF ASSAM						
SewaSetu A Comprehensive Citizen Platform						
6		MY APPLICATIONS	MAKE APPEAL	MY APPEALS		
Language/STAT >	First	Appeal				
This first appeal form enables you to launch an appeal for any service (<u>click here</u> to view the RTPS notified service's list) notified under the Assam Right to Public Services Act, 2019 in case service is denied or refused or there was delay in service delivery. You can make an appeal once the stipulated delivery timeline (as per ARTPS Act, 2019) for the service has been over.						
Please choose how the application was submitted:						
Application is submitted through Sewasetu portal						
O Application is submitted through some other portal or in any other mode						
Sewasetu Application Reference Number *						
Please Select	~					
Name of the Appellant *		Gender*				
Name of the Appellant		○ Male ○ Female ○ Others				
Contact Number*		Additional Contact Number				
7002		Enter additional contact number if applicable				
Email ID		Additional Email ID				

- 8. If the application was not applied from SEWASETU, applicants need to select the option as Application is submitted through some other portal or in any other mode.
- 9. Applicant need to some details like the **Reference number**, **service name**(service applied for), **submission office location**, **application submission date**, **ground of appeal**
- 10. After filling up all the details, click on the SUBMIT button then a preview page will appear, if all the details are found correct then click on SUBMIT button.
- 11. After submitting an acknowledgement will be generated where all the details will be there along with the **Appeal ID**
- 12. Applicants can also track the appeal made by them by clicking on the **MY APPEALS** button.





Comprehensive Citizen Platform					
÷.	MY APPLICATIONS MAKE APPEAL MY APPEAL				
Language/ভাষা •	First Appeal				
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Please choose how the application was submitted:					
Application is submitted through Sewasetu portal					
• Application is submitted through some other portal or in	any other mode				
 Application is submitted through some other portal or in Sewasetu Application Reference Number * 	any other mode				
O Application is submitted through some other portal or in Sewasetu Application Reference Number * Please Select	any other mode				
 Application is submitted through some other portal or in Sewasetu Application Reference Number * Please Select Name of the Appellant * 	any other mode				
Application is submitted through some other portal or in Sewasetu Application Reference Number* Please Select Name of the Appellant Name of the Appellant	any other mode				
Application is submitted through some other portal or in Sewasetu Application Reference Number* Please Select Name of the Appellant* Name of the Appellant Contact Number*	any other mode				
Application is submitted through some other portal or in Sewasetu Application Reference Number Please Select Name of the Appellant Name of the Appellant Contact Number 7002	any other mode Gender* Male O Female O Others Additional Contact Number Enter additional contact number if applicable				

13. Applicant can track an appeal by clicking on the Track Progress button shown below-

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A Comprehensive Citizen Platform								
	ŵ				MY AF	PLICATIONS MAKE APPEAL	MY APPEALS	
	Appeal List Show 10 v entries Search:							
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