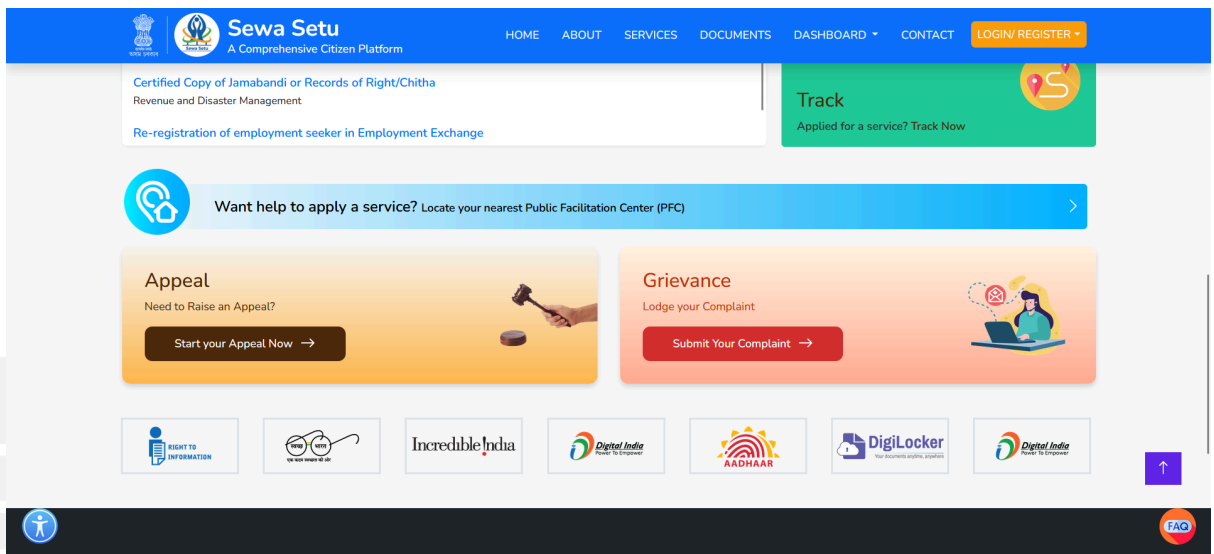
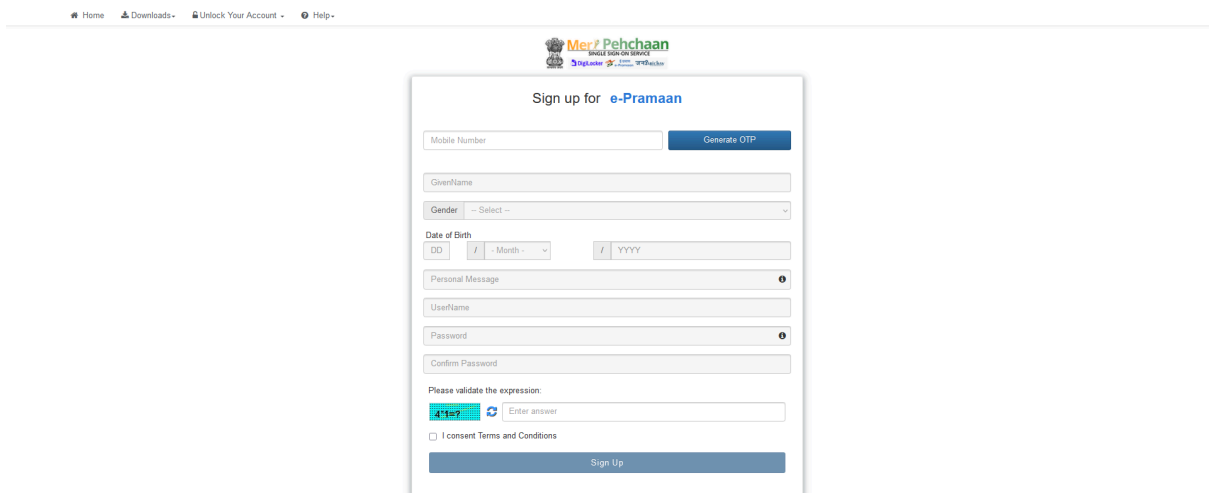


## Steps to apply First Appeal

1. 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.

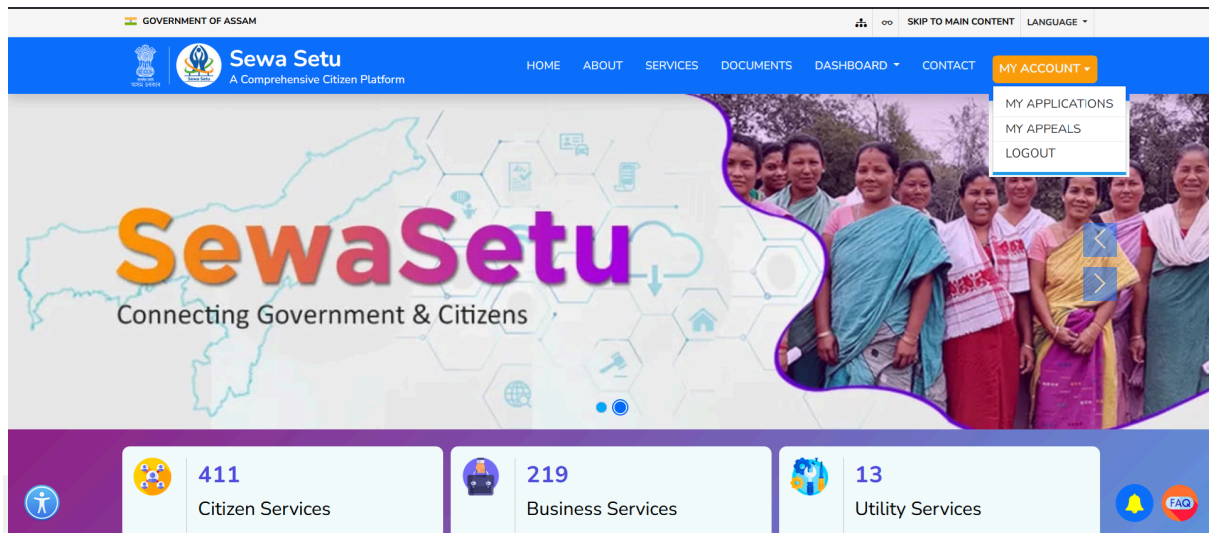


(ePramaan registration page is as shown below.)

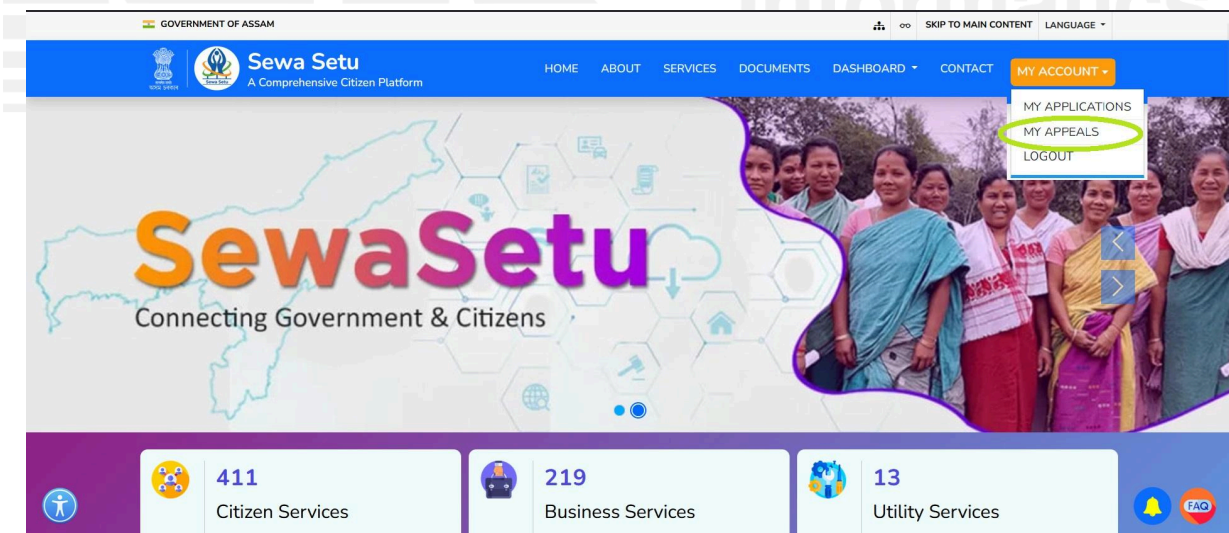


The screenshot shows the ePramaan registration page. The page title is 'Sign up for e-Pramaan'. The form includes the following fields: Mobile Number (with a Generate OTP button), GivenName, Gender (dropdown), Date of Birth (DD / Month / YYYY), Personal Message (checkbox), UserName, Password, and Confirm Password. Below the form, there is a CAPTCHA section with the text 'Please validate the expression: 4\*1\*?' and an Enter answer button. There is also a checkbox for 'I consent Terms and Conditions' and a Sign Up button at the bottom.

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



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



4. In the My appeal page, there will be 3 option as **My Applications**, **Make appeal** and **My Appeals**

5. To make a new appeal, applicant need to click on the **MAKE APPEAL** option

GOVERNMENT OF ASSAM

**SewaSetu**  
A Comprehensive Citizen Platform

MY APPLICATIONS **MAKE APPEAL** 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	<a href="#">Track Progress</a>
2	APPLD5BA2F	25-09-2024	RTPS-REESA/2021/	First Appeal	DRAFT	<a href="#">Track Progress</a>
3	APPL162F53	25-09-2024	RTPS-REESA/2021/	First Appeal	DRAFT	<a href="#">Track Progress</a>
4	APPL228989	25-09-2024	RTPS-REESA/2021/	First Appeal	Delivered	<a href="#">Track Progress</a>
5	APPL40D751	25-09-2024	RTPS-REESA/2021/	First Appeal	DRAFT	<a href="#">Track Progress</a>
6	APPLDE85721	25-09-2024	RTPS-REESA/2021/	Second Appeal	Rejected	<a href="#">Track Progress</a>
7	APPL14978B	25-09-2024	RTPS-REESA/2021/	Third Appeal	Application Forwarded	<a href="#">Track Progress</a>

## 6. Application needs to fillup the form to submit the appeal

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MY APPLICATIONS **MAKE APPEAL** MY APPEALS

### First Appeal

This first appeal form enables you to launch an appeal for any service ([click here](#) 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

Application is submitted through some other portal or in any other mode

Sewasetu Application Reference Number \*

Name of the Appellant \*

Contact Number \*

Email ID

Gender \*

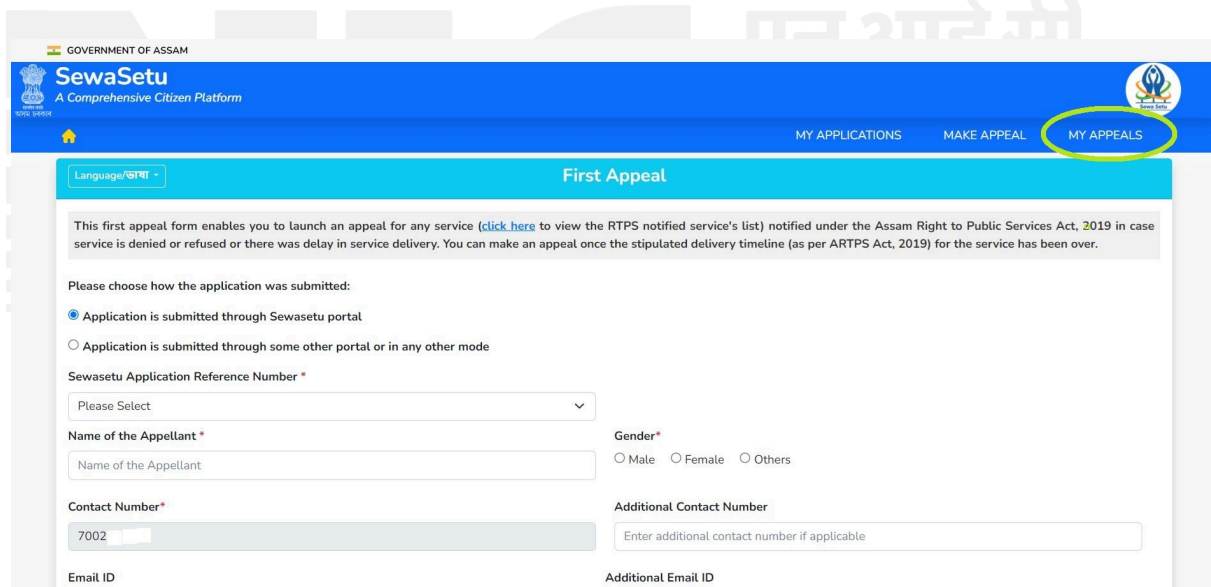
Male  Female  Others

Additional Contact Number

Additional Email ID

7. 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.**

8. Applicant need to some details like the **Reference number**, **service name**(service applied for), **submission office location**, **application submission date**, **ground of appeal**
9. 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.
10. After submitting an acknowledgement will be generated where all the details will be there along with the **Appeal ID**
11. Applicants can also track the appeal made by them by clicking on the **MY APPEALS** button.



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

GOVERNMENT OF ASSAM

**SewaSetu**  
A Comprehensive Citizen Platform

MY APPLICATIONS   MAKE APPEAL   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	<a href="#">Track Progress</a>
2	APPLD5BA2F	25-09-2024	RTPS-REESA/2021/	First Appeal	DRAFT	<a href="#">Track Progress</a>
3	APPL162F53	25-09-2024	RTPS-REESA/2021/	First Appeal	DRAFT	<a href="#">Track Progress</a>
4	APPL228989	25-09-2024	RTPS-REESA/2021/	First Appeal	Delivered	<a href="#">Track Progress</a>
5	APPL40D751	25-09-2024	RTPS-REESA/2021/	First Appeal	DRAFT	<a href="#">Track Progress</a>
6	APPLDE8572!	25-09-2024	RTPS-REESA/2021/	Second Appeal	Rejected	<a href="#">Track Progress</a>
7	APPL14978B	25-09-2024	RTPS-REESA/2021/	Third Appeal	Application Forwarded	<a href="#">Track Progress</a>

