



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

USER MANUAL – CITIZEN/PFC OPERATOR



ARIAS SOCIETY
Copyright @ARIAS SOCIETY

Document Revision History

Date	Version	Description	Author
April, 2021	v1.0	User Manual Initial Draft	ARIAS Society
Sep, 2021	v1.1	Updated	ARIAS Society

Table of Contents

1. Introduction	5
1.1 Intended Audience:.....	5
1.2 Eligibility Criteria:	5
1.3 Process Flow:	6
1.4 Supporting Documents	7
2. Steps to avail Registration of employment seeker in Employment Exchange:	8
2.1 Login to RTPS portal	8
2.2 Apply for services	9
2.3 Online Application for Registration of employment seeker in Employment Exchange.	10
2.3.1 Guidelines	10
2.3.2 Applicant Details	10
2.3.3 Personal Information of Jobseeker	11
2.3.4 Physical Attributes	11
2.3.5 Education & Training Details.....	11
2.3.6 Other Qualification	12
2.3.7 Work Experience if any	12
2.3.8 Permanent Address & Office of jurisdiction	13
2.3.9 Job Preference/Key Skills & Languages Known.....	13
2.3.10 Book Time Slot for Physical Verification & choose Employment Exchange	13
2.3.11 Declaration:.....	14
2.4 Application Draft.....	14
2.5 ATTACH ENCLOSURE(S).....	16
2.6 Final Application Draft	17
2.7 Acknowledgement Receipt	18
3. Steps to avail Renewal of Registration Card of Employment Seeker in Employment Exchange:.....	18
3.1 Login to RTPS portal	18
3.2: Apply for services.....	19
3.3 Online Application for Renewal of Registration Card in Employment Exchange.	20
3.3.1 Instructions	20
3.3.2 Applicant Details	20
3.3.3 Application Information.....	21
4. Steps to avail Re-registration of employment seeker in Employment Exchange:.....	23

4.1 Login to RTPS portal.....	23
4.2 Apply for services.....	24
4.3 Online Application for Re-registration of employment seeker in Employment Exchange.....	25
4.3.1 Instructions & Guidelines.....	25
4.3.2 Applicant Details.....	27
4.3.3 Application Information & Types of Re-registration.....	26
5. Processing of the application by dept, checking application status and Output Certificate.....	35
5. Grievance Redressal.....	36
6. Appeal Management.....	Error! Bookmark not defined.

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.

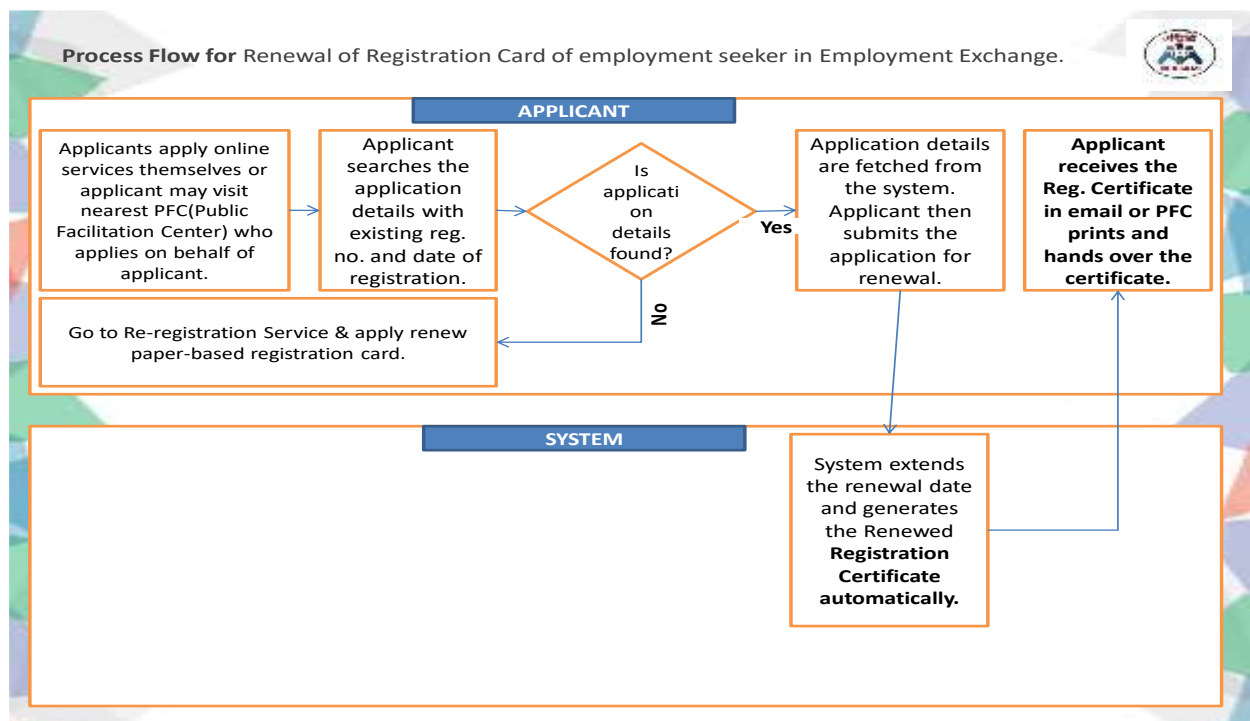
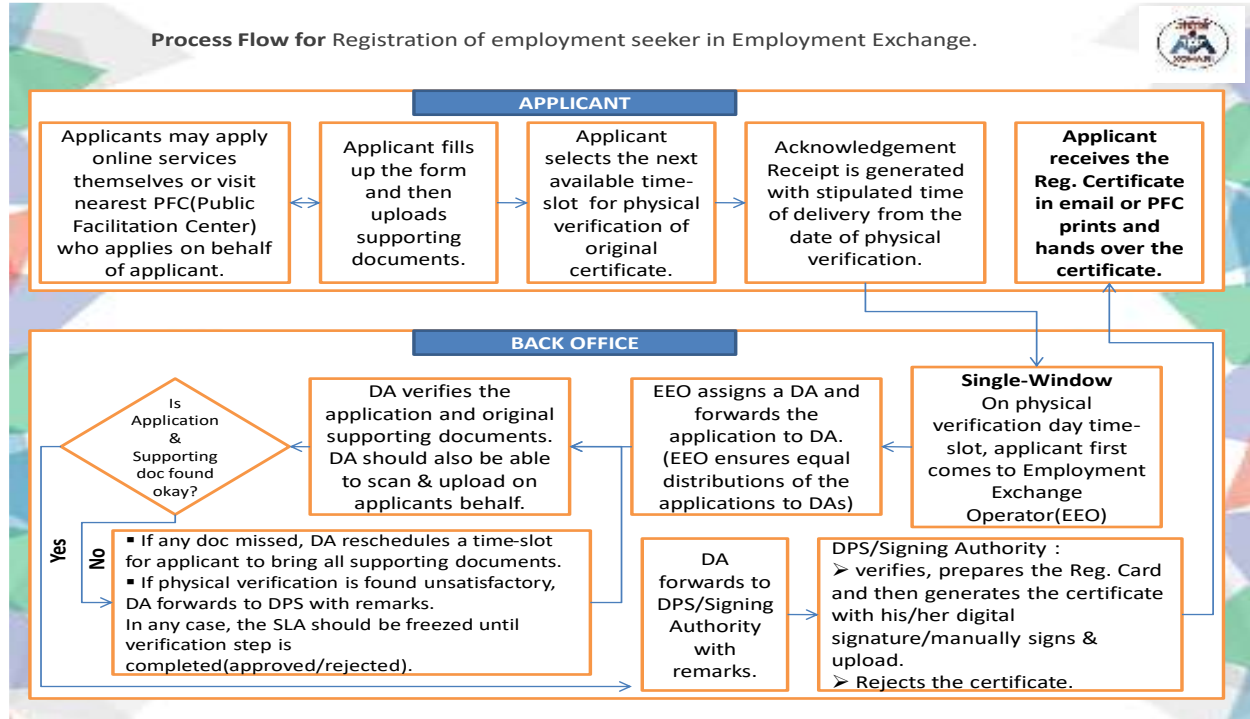
1.1 Intended Audience:

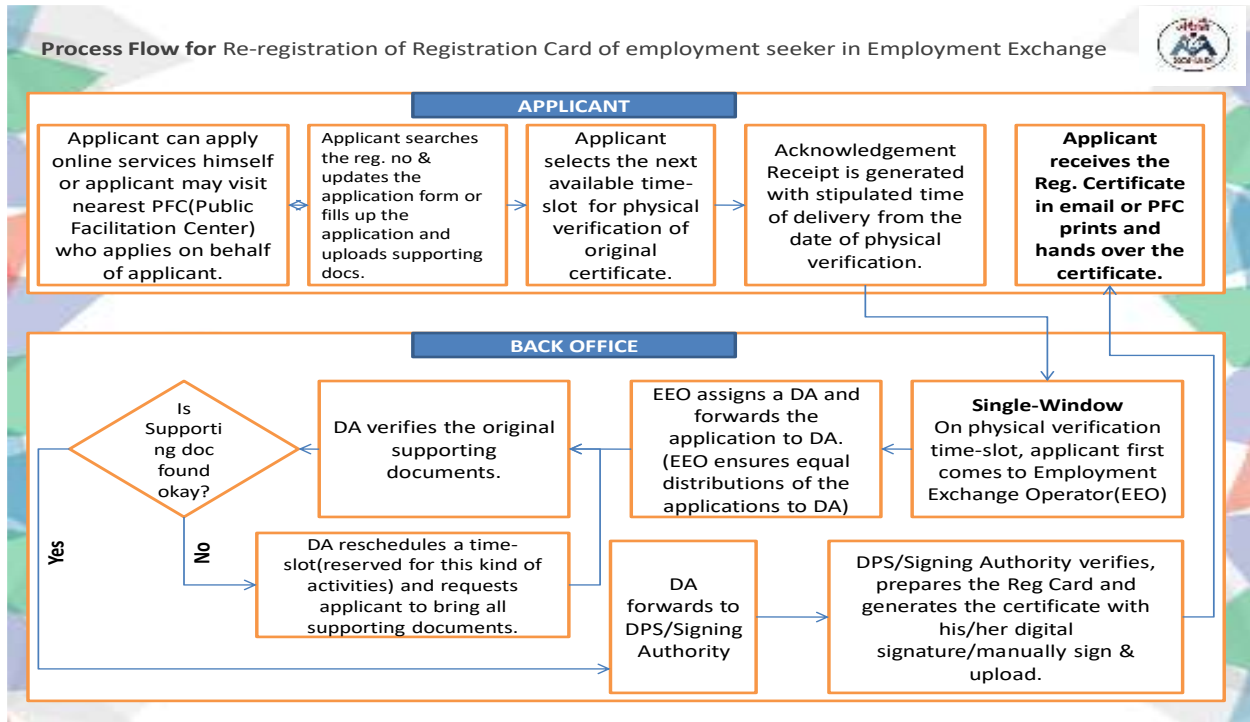
This document is intended for any citizen who wishes to apply registration in employment exchange or PFC operator who wishes to apply registration in employment exchange on applicant's behalf.

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:





1.4 Supporting Documents

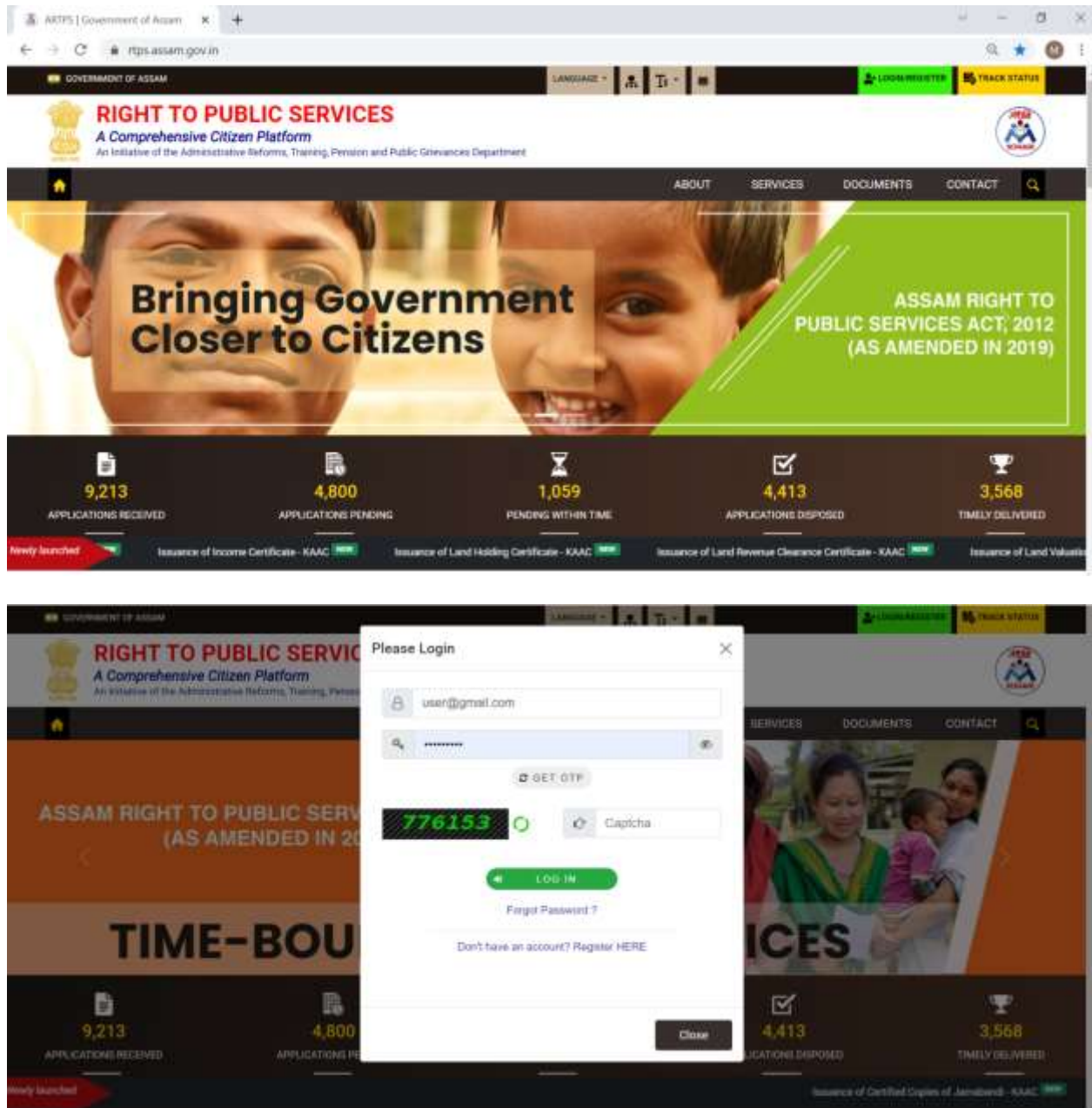
The following documents are required to be submitted.

- 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:

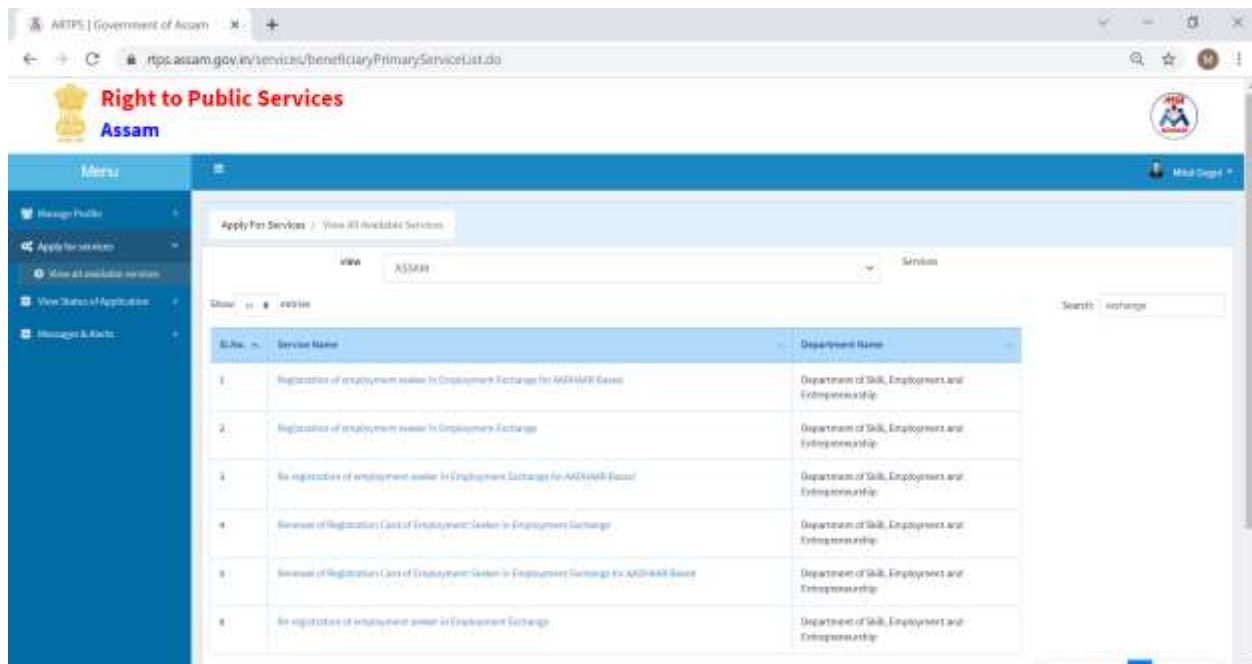
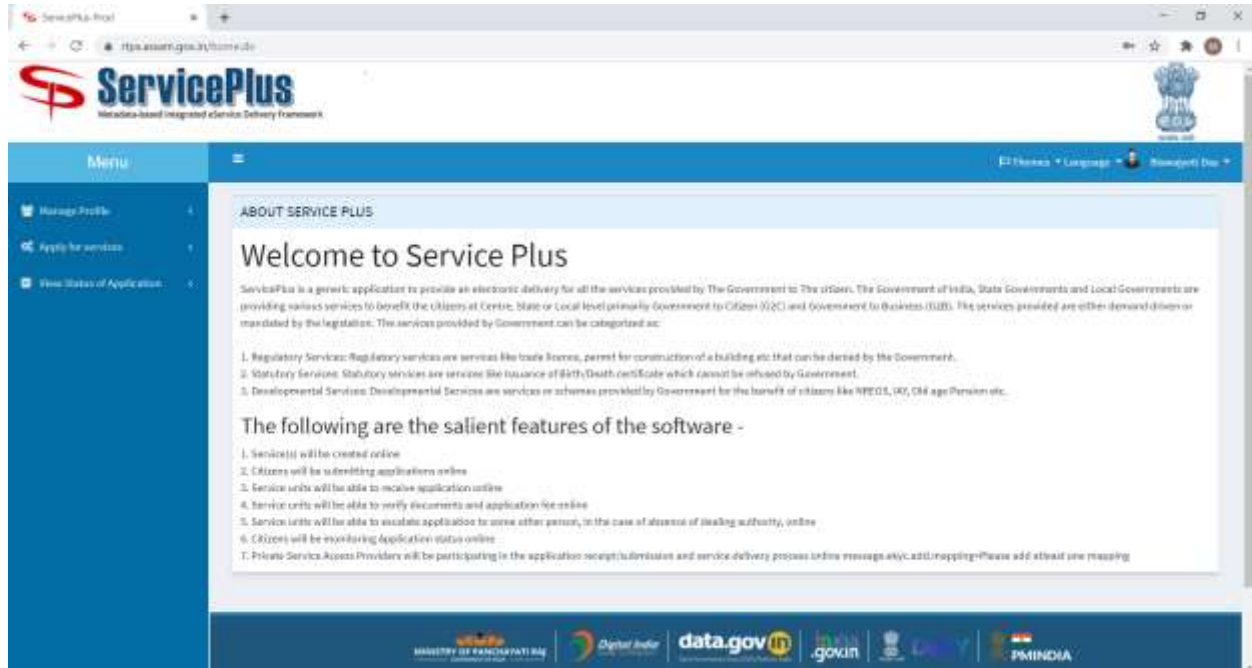
2.1: Login to RTPS portal

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.

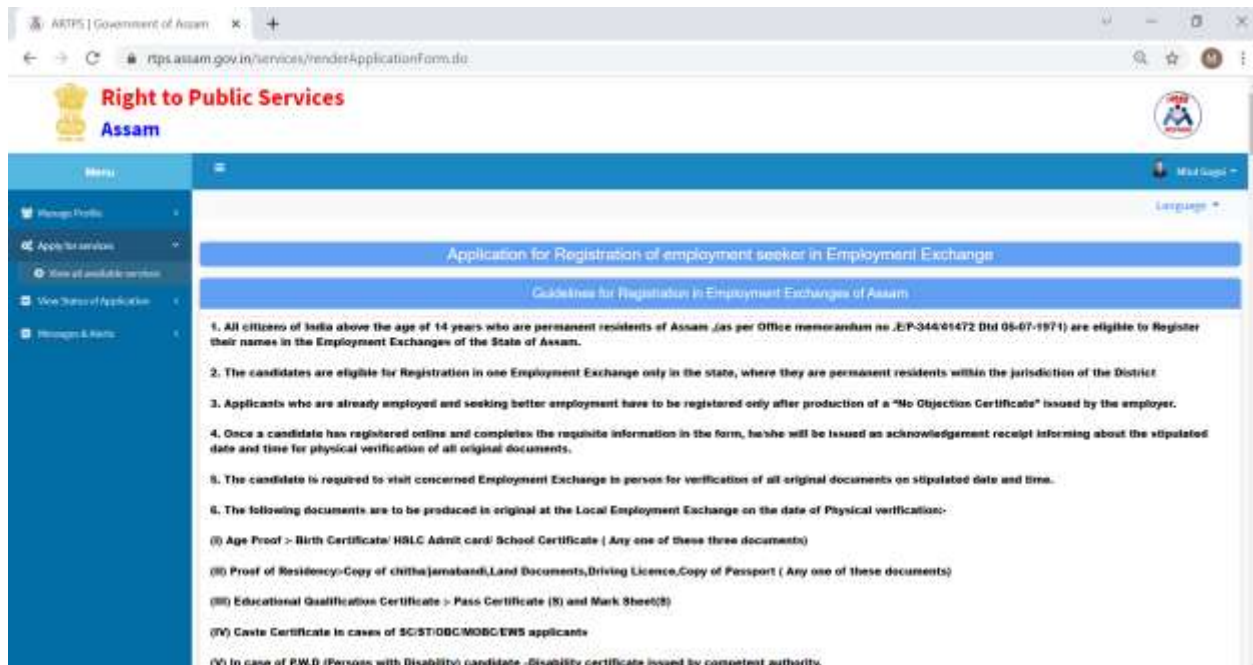


2.3: Online Application for Registration of employment seeker in Employment Exchange.

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

2.3.1 Guidelines

Please Read the Guidelines carefully before filling up the application



The screenshot shows a web browser window with the URL rtps.assam.gov.in/services/renderApplicationForm.do. The page title is "Application for Registration of employment seeker in Employment Exchange". Below the title, there is a section titled "Guideline for Registration in Employment Exchanges of Assam". The guidelines are as follows:

1. All citizens of India above the age of 14 years who are permanent residents of Assam (as per Office memorandum no .EP-344/1472 Dtd 05-07-1971) are eligible to Register their names in the Employment Exchanges of the State of Assam.
2. The candidates are eligible for Registration in one Employment Exchange only in the state, where they are permanent residents within the jurisdiction of the District
3. 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.
4. Once a candidate has registered online and completes the requisite information in the form, he/she will be issued as acknowledgement receipt informing about the stipulated date and time for physical verification of all original documents.
5. The candidate is required to visit concerned Employment Exchange in person for verification of all original documents on stipulated date and time.
6. The following documents are to be produced in original at the Local Employment Exchange on the date of Physical verification:-
 - (i) Age Proof - Birth Certificate/ HSLC Admit card/ School Certificate (Any one of these three documents)
 - (ii) Proof of Residency->Copy of Chitta/Jamabandi, Land Documents, Driving Licence, Copy of Passport (Any one of these documents)
 - (iii) Educational Qualification Certificate - Pass Certificate (S) and Mark Sheet(S)
 - (iv) Caste Certificate in cases of SC/ST/OBC/MOBC/EWS applicants
 - (v) In case of PwD (Persons with Disability) candidate -Disability certificate issued by competent authority.

2.3.2 Applicant Details

This section is for collecting RTPS related data.



The screenshot shows the "Applicant Details" form. The form has the following fields:

- Applicant Name * (Text input field with value: Surajendra Datta)
- Mobile Number * (Text input field with value: 9943880040)
- Father's Name * (Text input field with value: Anand Datta)
- Gender * (Radio buttons: Male, Female, Others. Female is selected)
- Email ID (Text input field with value: surajendra.datta@gmail.com)

2.3.3 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 (in cm)

Eye Sight

Are you Differently abled (Yes/No) *

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 – NON-AADHAAR
BASED Registration in Employment Exchange.**

Education & Training Details

Highest Educational Level ▾
Graduate

Highest Examination Passed ▾
Please Select

Please Select

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.

Please Select ▾

Subjects/ Other Subjects **Board/ U**

Date of Passing

Education & Training Details

Examination Passed	Other Board/Subject	Subject/Other Subject	Board/University	Date of Passing	Reg. No.	Grade	Year	Year of Passing
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.								

2.3.6 Other Qualification

Please enter other qualifications if any.

Other Qualification/Training Course

Other Qualification/Training Course

Certificate Name **Board/Institute** **Date of Passing**

Other Qualification

Exam Name/Certificate **Year** **Board/Institute** **Certificate No.** **Passing**

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
<input type="text"/>	Please Select ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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).

2.3.9 Job Preference/Key Skills & Languages Known

2.3.10 Book Time Slot for Physical Document Verification & choose Employment Exchange to apply:

Please select your employment exchange to apply and select date & time-slot as per your convenience.

2.3.11 Declaration:

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

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.

**USER MANUAL CITIZEN USE – NON-AADHAAR
BASED Registration in Employment Exchange.**

Education & Training Details

Highest Education Level: **SHIKSA**

Education Specifications

Examination Board	Course Name / Subject	Other Examination Name	Pass / Marks / Grade	Subject / Title / Subject	Year of Passage	Institution / School / College	Date of Passing	Reg. No.	% of Marks	Grade / Rank
B.A. Bachelor of Arts	History		80/100	Eng, 2005, 10th	2005	Shri Krishna	20050505		80	10
12th				Maths, Phy, Chem, Bio, Eng, Art	2007	B.A. Government	20070707		60	10
10th				Eng, Ma, S.S., J. Para, S. Co	2004	H. S. S. High School	20040404		60	10

Qualification Category: **Details**

Work Experience

Current Employment Status: **Unemployed**

Permanent Address

City/Town/Village: **RAIPUR**
 Post Office: **RAIPUR**
 Police Station: **RAIPUR**
 PIN Code: **767011**
 District: **MARAYASIT**
 Sub-District: **Wajant**
 Revenue Circle: **Mandi**
 Taluqa: **Jhant**

Communicative Address

State as per home's address: **WB**
 City/Town/Village: **RAIPUR**
 Post Office: **RAIPUR**
 Police Station: **RAIPUR**
 PIN Code: **767011**
 District: **MARAYASIT**

Job Preference/Key Skills

Job Preference/Key Skills: **Accountant**

Language Known

Language	Level
English	Good
Hindi	Good
Others	Good

Book This Mat for Physical Document Verification

Mat Number: **WB**
 Validity: **12/2016 - 03/2017**
 Employment Exchange: **Employment Exchange - Jhant**
 Mat Code: **22140001**
 No. of Mats: **1**
 IGD Employment Exchange: **State Employment Exchange - Jhant**

Declaration

Terms & Conditions

I, the undersigned, do hereby declare that the information furnished by me in the above form is true and correct. I understand that the information furnished by me is for the purpose of registration in the Employment Exchange and I agree to be bound by the terms and conditions of the Employment Exchange. I agree to be bound by the terms and conditions of the Employment Exchange and I agree to be bound by the terms and conditions of the Employment Exchange.

Declaration: **I agree to book for the mat and conditions**

Signature: 

Additional Details

App-in-charge: **Employment Exchange - Jhant**

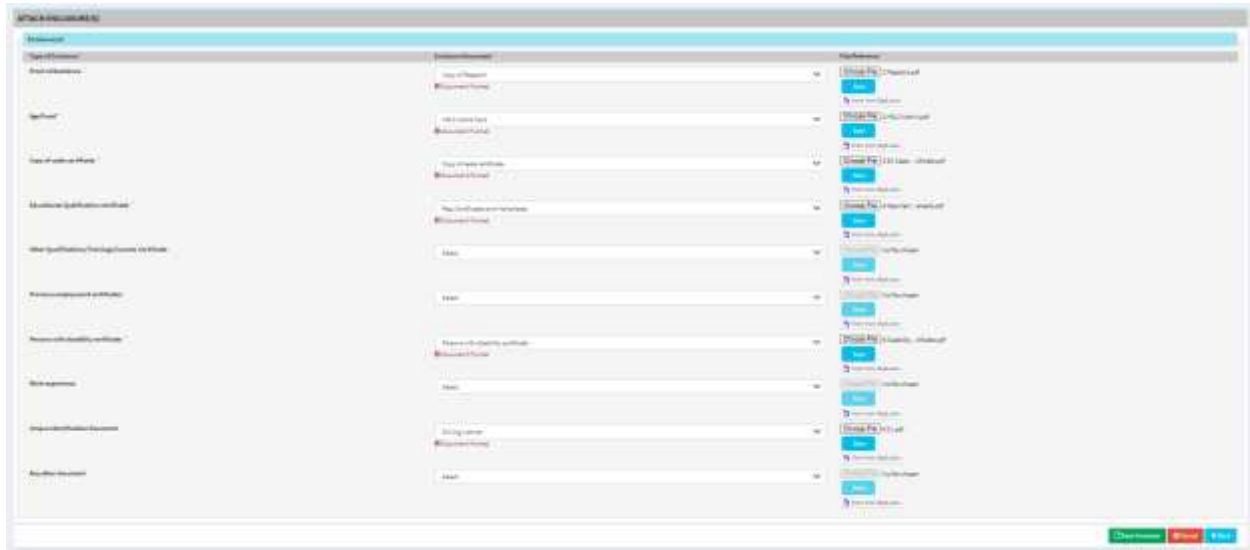
12/2016-03/2017 http://www.governmentofwb.gov.in

[Print](#) [% Mark Sheet](#) [Cancel](#) [Back](#) [Close](#) [Print Home Address Application](#)

If everything is okay, click "Attach Annexure".

2.5: ATTACH ENCLOSURE(S)

Here the supporting documents are uploaded.

A screenshot of a web application interface for document upload. The form is organized into three columns: 'Personal Information', 'Educational Information', and 'Other Information'. Each column contains several input fields with labels and dropdown menus. To the right of the form, there is a vertical list of document categories, each with a corresponding 'Upload' button. At the bottom right of the form, there are three buttons: 'Clear', 'Cancel', and 'Next'.

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.

**USER MANUAL CITIZEN USE – NON-AADHAAR
BASED Registration in Employment Exchange.**

The screenshot shows a web form titled "ATTACH ENCLOSURE(S)". It is organized into two main columns: "Enclosure(s)" and "File Reference".

Enclosure(s)	File Reference
Type of Enclosure	
Identity Proof of Owner	Employment Card/ID [Choose File] [Upload]
Employee Details such as Name, M.O. Address, etc.	Employee Details such as Name, M.O. Address, etc. [Choose File] [Upload]
Identity Proof of Manager	Driving License [Choose File] [Upload]
Trade License	Trade License [Choose File] [Upload]
A copy of the registered partnership deed in the case of a partnership firm/Establishment.	Tax/IT [Choose File] [Upload]
Appointment Letter	Appointment Letter [Choose File] [Upload]
Upload the Self Copy of Application Form	Upload the Self Copy of Application Form [Choose File] [Upload]

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

2.6: Final Application Draft

The screenshot shows a "Final Application Draft" form. It is divided into several sections:

- Applicant Details:** Includes fields for Name, Address, and Contact Information.
- Employment Details:** Includes fields for Employer Name, Address, and Contact Information.
- Personal Details:** Includes fields for Age, Sex, and Education.
- Education & Training Details:** Includes fields for Degree/Diploma and Training Details.

At the bottom right, there are four buttons: "Save", "Cancel", "Back", and "Submit" (blue).

This screenshot shows the "Final Application Draft" form with the "Terms & Conditions" section expanded. It contains a detailed list of terms and conditions for the user to accept before submitting the application.

At the bottom right, there are four buttons: "Save", "Cancel", "Back", and "Submit" (blue).

The citizen will submit the application finally to receive an acknowledgement receipt. Please download PDF for future reference.

2.7: Acknowledgement Receipt

Save the acknowledgement receipt by “Export to PDF”



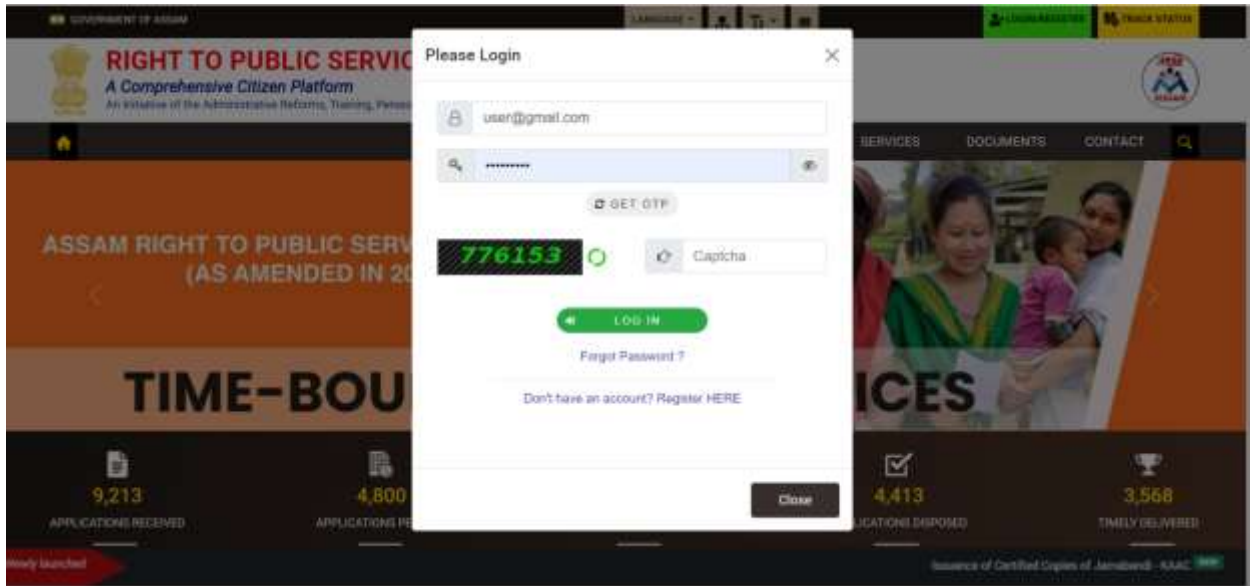
The application has now been submitted to the department. The Acknowledgement no is very important and for any query for future communication, the acknowledgement no should be referred.

3. Steps to avail Renewal of Registration Card of Employment Seeker in Employment Exchange:

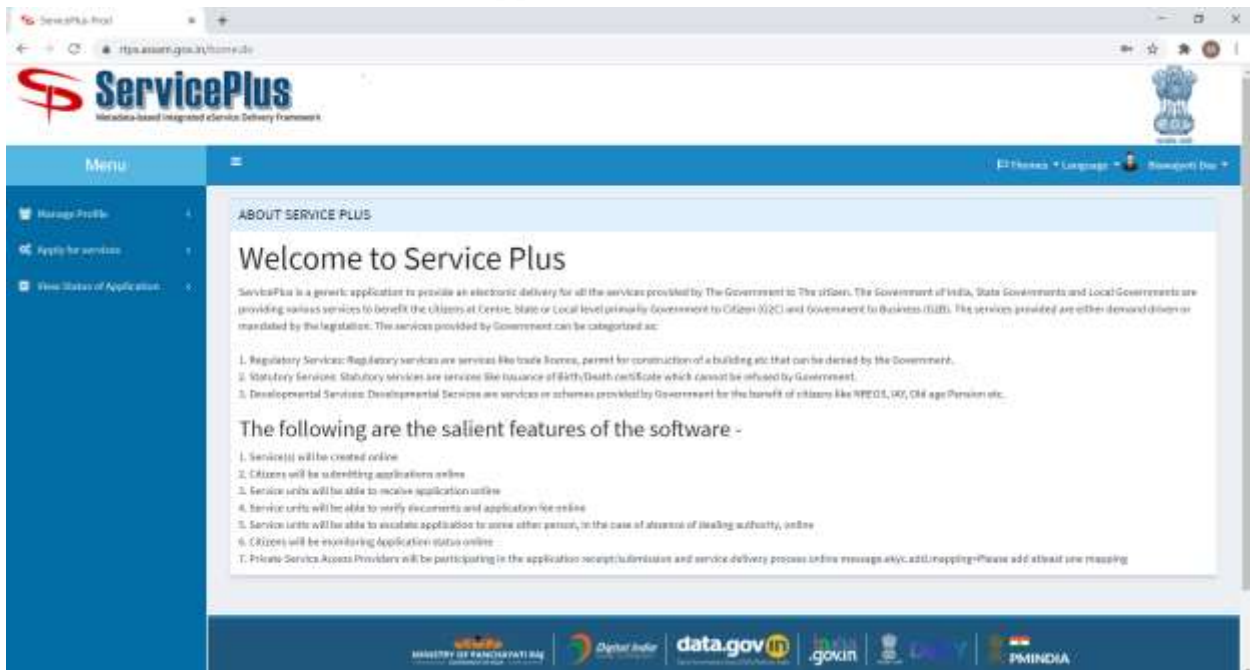
3.1: Login to RTPS portal



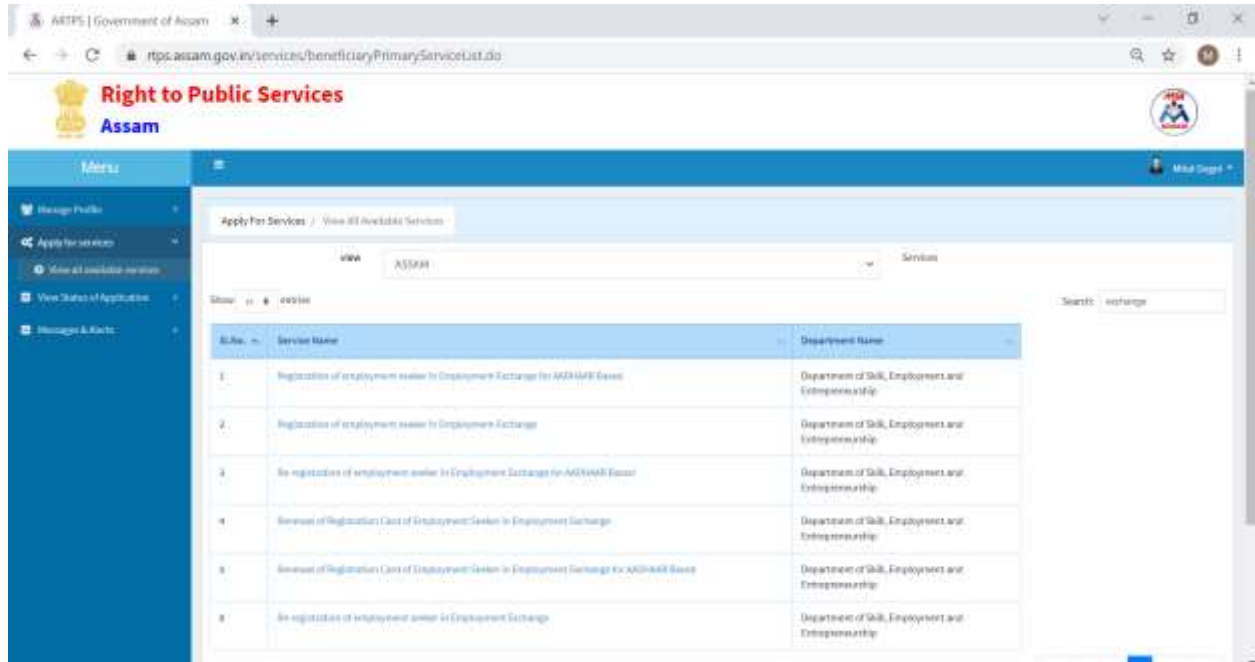
USER MANUAL CITIZEN USE – NON-AADHAAR
BASED Registration in Employment Exchange.



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



USER MANUAL CITIZEN USE – NON-AADHAAR
BASED Registration in Employment Exchange.



3.3: Online Application for Renewal of Registration Card of Employment Seeker in Employment Exchange.

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

3.3.1 Instructions

Please Read the instructions carefully before filling up the application



3.3.2 Applicant Details

This section is for collecting RTPS related data.

Applicant Details

Applicant Name *
Sangeeta Datta

Mobile Number *
9864880049

Father's Name *
Amit Datta

Gender *
 Male Female Others

Email ID:
sangeeta.datta@gmail.com

3.3.3 Application Information

For those (already digitized) registration cards which has registration number in the format <7 digit></mm></yyyy>, please enter your "Date of Registration" and "Registration No" and click "Get Previous Application Data" to fetch the existing data.

Application Information

Name of Employment Exchange *
Please Select

Date of Registration *
28/04/2021

Registration No. *
8796-48006/2021/00000

Get Previous Application Data

If it does not fetch the data, it displays an alert.

Note: In case applicant is already registered and has paper-based registration card and wish to renew, he/she will have to apply Re-registration services and select "Digitize/Renew from paper-based registration card". Please refer "4. Steps to avail Re-registration of employment seeker in Employment Exchange."

rips.assam.gov.in says
No data found against the value provided. Please provide another value and retry.

Others

OK

Application Information

Name of Employment Exchange *
Please Select

Date of Registration *
28/04/2021

Registration No. *
8796-48006/2021/00000

Get Previous Application Data

Personal Information of Jobseeker

Full Name *

Gender *
 Male Female Others

Father's Name/Guardian's Name *

Passport Photo *
Choose File

Date of Birth *

Mother's Name *

USER MANUAL CITIZEN USE – NON-AADHAAR
BASED Registration in Employment Exchange.

If it fetches the application data, click submit to generate output certificate automatically.

Activation

Terms & Conditions

Jobseekers are advised to read the following terms & conditions carefully before online registration in the ARTPS portal :

1. All the information provided by the jobseekers in the ARTPS Portal for online registration is deemed to be true & correct. The verification of the information is a continuous process. If any information at any stage is found to be wrong/false incorrect the registration will be automatically cancelled & action may be initiated against the jobseeker as per law.
2. The Directorate of Employment & Craftsmen Training (DECT), Rajasthan, Government of India reserves the right to modify the terms & conditions either partially or fully at any time.
3. The jobseekers will be solely responsible for authenticity of any information supplied by himself & also for updating it periodically. Information so removed from the jobseekers shall be removable by any employer/ placement agency/ skill provider etc.
4. The user of this service will not be able to claim any copyright or other Intellectual Property Rights over the data uploaded by himself on the portal & is expected to abide by relevant rules & regulations without from time to time.
5. The DECT reserves its right to report & delete any profile (part or whole) or information fed in by the users in case of violation of any of its stated rules & regulations.
6. The DECT is neither responsible for the selection or non-selection of any candidate by any employer or placement agency etc, nor it shall be responsible for any loss or damage caused to the jobseeker (if any) for using services of the portal.
7. Posting of irrelevant, defamatory, obscene, vexatious, racist, abusive, abusive, libelous and discriminatory contents whether explicitly or implicitly is strictly prohibited.
8. DECT reserves its right to change the look, design, processes, updates, classification of the information template on the portal in order to improve the representation of information at any time without giving any notice.
9. The jobseekers are solely responsible for maintaining the confidentiality of their online registration account & password.
10. In case of any disputes arising from & related to this content, the jurisdiction shall be the Honorable High Court, Jaipur, or its subordinate court at the same may be within the territory of state of Rajasthan.

Declaration :

I agree to abide by the terms and conditions

Signature : 

Need verification

 **jw52ka** 

Please enter the character in shown space

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

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

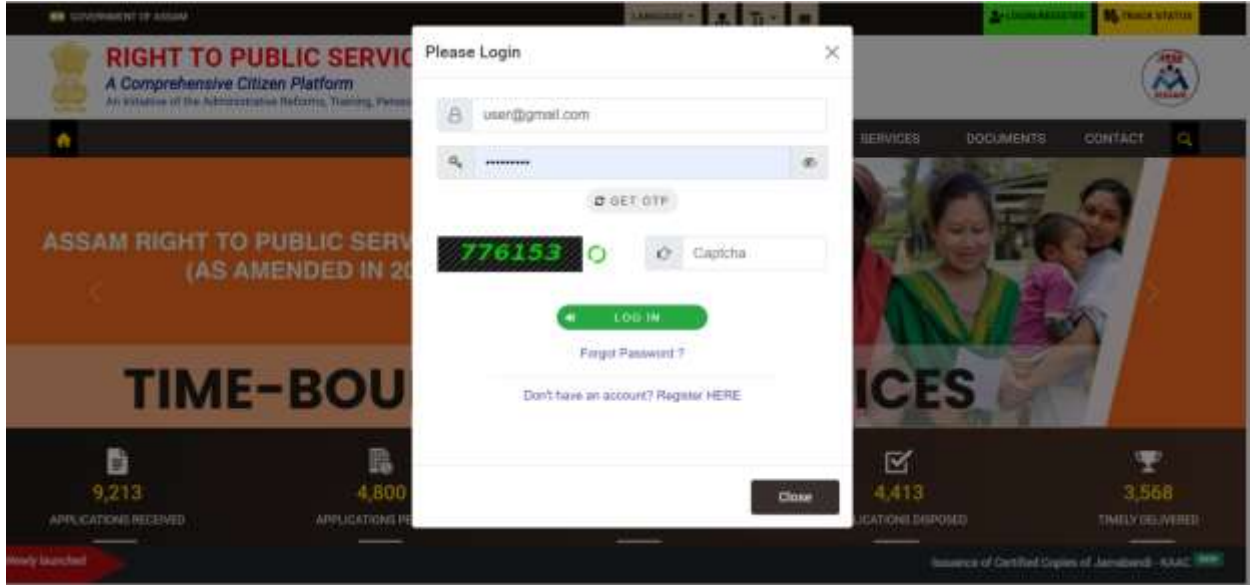
- i) An applicant who has existing paper-based registration card and the card is expired and he/she wants to renew the registration card, he/she will come to Re-registration service and select “Already Registered” as “Offline” and enter details in the textfields and select “Digitize/Renew from paper-based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

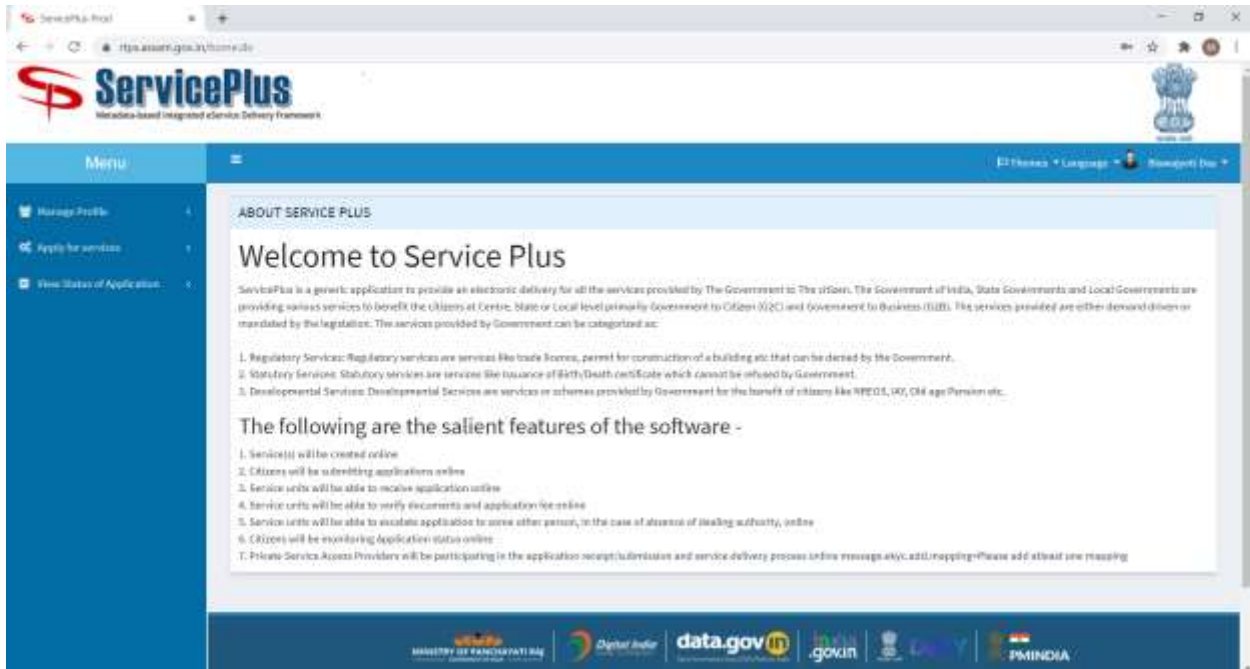
4.1: Login to RTPS portal



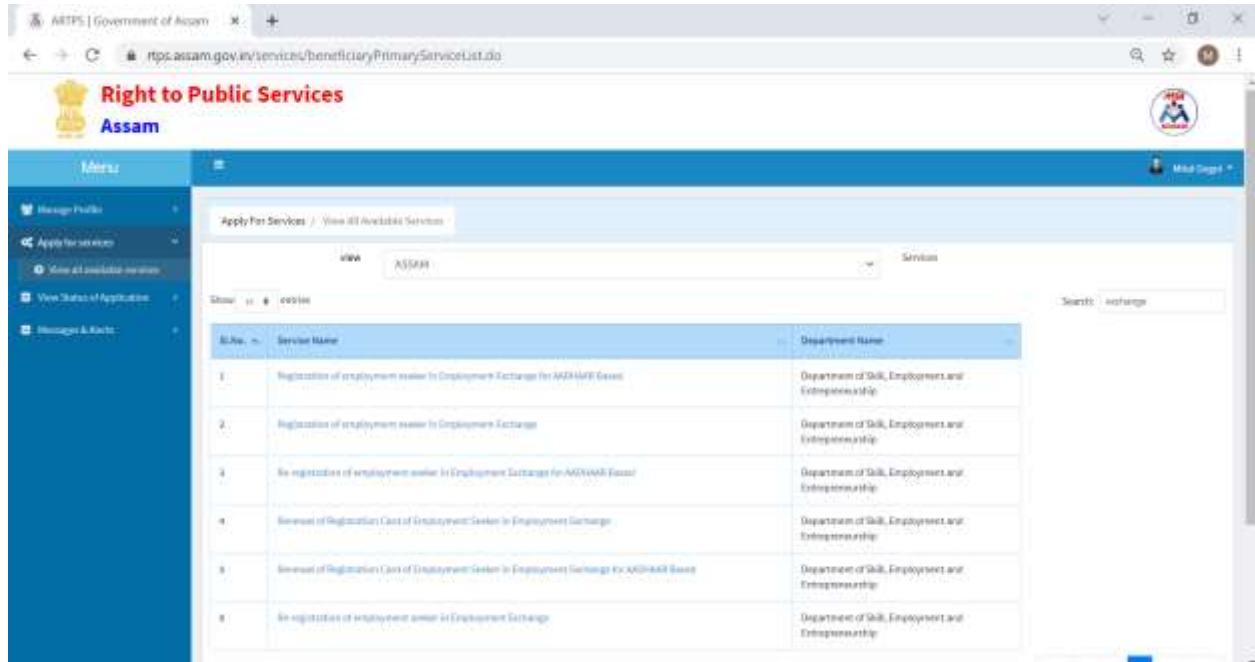
USER MANUAL CITIZEN USE – NON-AADHAAR
BASED Registration in Employment Exchange.



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



USER MANUAL CITIZEN USE – NON-AADHAAR
BASED Registration in Employment Exchange.

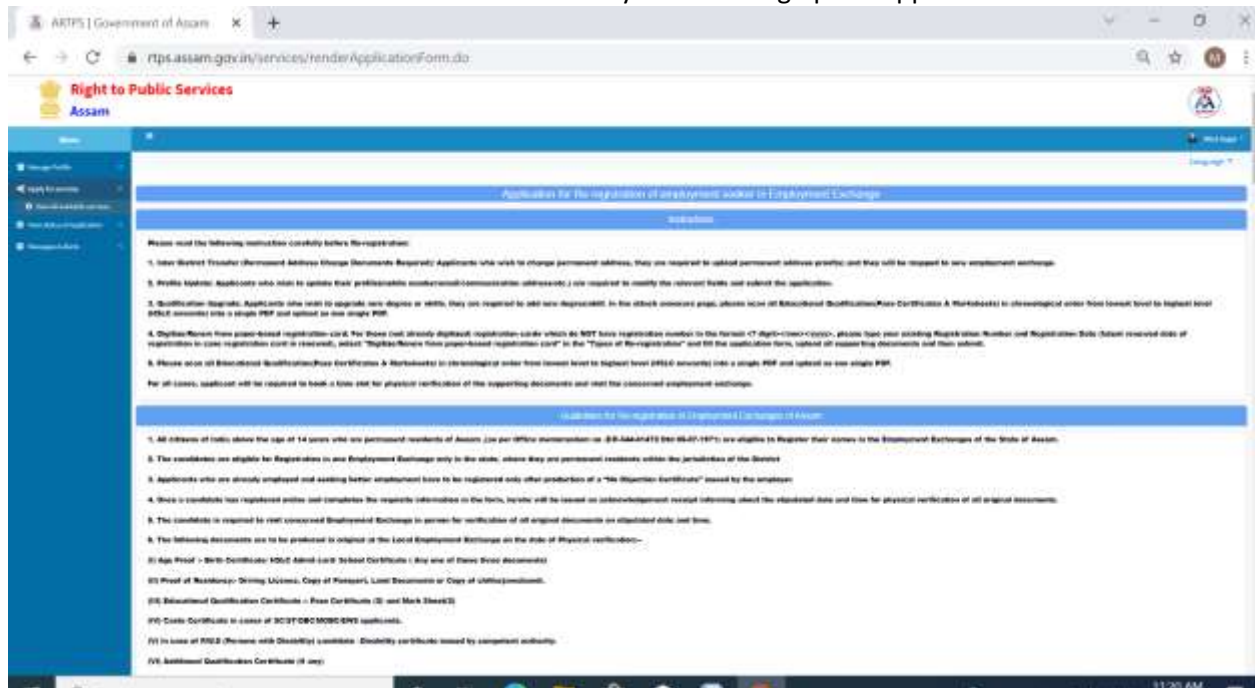


4.3: Online Application for Re-registration of employment seeker in Employment Exchange.

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 Search Registration Number & Types of Re-registration

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

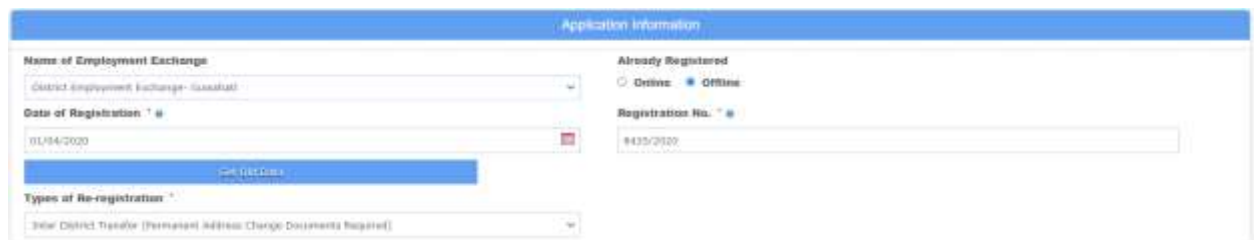
- i) **Renewal from paper-based registration card:** An applicant who has existing paper-based registration card and the card is expired and he/she wants to renew the registration card, he/she will come to Re-registration service and select “Already Registered” as “Offline” and enter details in the textfields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



The screenshot shows a web form titled "Application Information". It contains several fields: "Name of Employment Exchange" (District Employment Exchange - Gwalior), "Date of Registration" (01/04/2020), "Types of Re-registration" (Digitize/Renew from paper-based registration card), "Already Registered" (Offline selected), and "Registration No." (8435/2020). A blue "Get Old Data" button is visible below the date field.

- 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 same "Application Information" form as above, but with "Types of Re-registration" set to "Inter District Transfer (Permanent Address Change Documents Required)". The "Get Old Data" button is still visible.

- 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

fetches.

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.

Note: The rest of the application is similar to Registration process. Please refer registration process section 2.3.

4.3.3 Applicant Details

This section is for collecting RTPS related data.

4.3.4 Personal Information of Jobseeker

Please fill all the personal details.

4.3.5 Physical Attributes

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

The screenshot shows a form titled "Physical Attributes". It contains several input fields: "Height (in cm)", "Eye Sight", "Are you Differently abled (PwD)?" with radio buttons for "Yes" and "No", "Additional Disability Type", "Weight (kg)", "TT", "Chest (cm)", "Disability Category", "Disability Percentage", and "Hearing Impairment".

4.3.6 Education & Training Details

Please enter educational qualification in chronological order.

The screenshot shows the "Education & Training Details" form. The "Highest Educational Level" dropdown menu is open, showing options: Graduate, Please Select, Below 10th Pass, 8th Pass, 10th Pass, 12th Pass, Diploma After 10th, Diploma After 12th, Graduate, PO Diploma, Post Graduate, PhD, ITI, and Certificate. The form also includes fields for "Major Elective Subject", "Subjects/ Other Subjects", and "Board".

The screenshot shows the "Education & Training Details" form. The "Highest Examination Passed" dropdown menu is open, showing a list of degrees: 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. H. (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), and B. Ed. The form also includes a "Date of Passing" field.

The screenshot shows the "Education & Training Details" form. It displays a table with columns: Examination Passed, Major Elective Subject, Board, Date of Passing, and Date of Birth. The table contains one row of data with a dropdown menu open for the "Examination Passed" column.

4.3.7 Other Qualification

Please enter other qualifications if any.

4.3.8 Work Experience if any

Please enter work experience if any.

4.3.9 Permanent Address & Office of jurisdiction

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

4.3.10 Job Preference/Key Skills & Languages Known

The screenshot shows two sections of a web form. The top section, titled "Job Preference/Key Skills", has a search box containing "Accounts, IT". The bottom section, titled "Languages Known", lists "English", "Assamese", and "Hindi" under "Language". Under "Options", there are checkboxes for "Read", "Write", and "Speak" for each language. "English" has all three checked. "Assamese" has "Read" and "Write" checked. "Hindi" has "Read", "Write", and "Speak" checked. There are also small red and green icons to the right of the options.

4.3.11 Book Time Slot for Physical Document Verification & choose Employment Exchange to apply:

Please select your employment exchange to apply and select date & time-slot as per your convenience.

The screenshot shows a form titled "Book Time Slot for Physical Document Verification". It includes a "Physical Labour" section with radio buttons for "Yes" and "No". There is a "Select time slot" dropdown menu showing "11:00 pm - 1:00 pm". Below that is a "Select Date" field showing "22/04/2021". At the bottom, there is a blue button labeled "View Book Slot".

4.3.12 Declaration:

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

The screenshot shows a "Declaration" form. It contains a "Terms & Conditions" section with several numbered paragraphs. Below this, there is a "Declaration" section with a checked radio button for "I agree to abide by the terms and conditions". There is a "Signature" field with a signature image and a "Choose File" button. At the bottom, there is a "Word verification" section with a green box containing "jw6Zka" and a "jw6Zka" input field. At the very bottom, there are social media icons for Facebook, WhatsApp, Telegram, and Email.

4.4: Application Draft


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

USER MANUAL CITIZEN USE – NON-AADHAAR
 BASED Registration in Employment Exchange.

Applicant Details

Application Reference Number: **EWEL_00000000000000000000**
 Applicant Name: **Sangeeta Chola**
 Gender: **Female**
 Mobile Number: **9840999000**
 Email ID: **sangeeta.chola@gmail.com**
 Father's Name: **Arora Suresh**

Personal Information of Jobseeker

Applicant's Name: **Sangeeta Chola**
 Passport Photo: 

Gender: **Female**
 Date of Birth: **01/01/1980**
 Father's Name (Guardian's Name): **Arora Suresh**
 Caste: **SC**
 Marital Status: **UnMarried**
 Applicant ID (Registration): **NA**
 Contact No: **9840999000**
 Email ID: **sangeeta.chola@gmail.com**
 Marital Status: **Single**
 Religion: **Hinduism**
 Current Identification Type: **Driving License**
 Occupation: **Student**
 Official Identification No: **DL00000000**
 Applicant's Identification Photo: **None in the system**

Physical Attributes

Height in cm: **160**
 Weight in kg: **45**
 Eye Sight: **OK**
 Age (as of 15th March 2020): **39**
 Disability Category: **None (No Disability)**

Education & Training Details

Highest Educational Level: **GRADUATE**

Education Qualification

Examination Name	Course / Paper / Subjects	Other Examination Name	Pass / Waiver Status	Subject / Skill / Subjects	Mark / Grade	Institution / School / College	Date of Passing	Reg. No.	% of Marks	Pass Status
B.A. (Bachelor of Arts)	History		Pass	Eng, Hindi, Maths	60	J.B. College	2008/2009	2008/09	60	Pass
BAH			Pass	Maths, Phy, Chem, Bio, Eng, Ass	4000	S. J. Junior College	2010/2011	2010/11	60	Pass
BAH			Pass	Eng, Ass, S. Sc., J. Party, S. Sc.	5500	V. J. J. High School	2012/2013	2012/13	60	Pass

Qualification Date: **2013/03/01**

Work Experience

Current Employment Status: **Unemployed**

Permanent Address

Self/Spouse/Dep: **Spouse/Dep**
 Post Office: **Palamur**
 Police Station: **Palamur**
 Pin Code: **752011**
 District: **MAHARAJGARH**
 Sub-District: **Wardha**
 Revenue Code: **MA000**
 Taluqa: **Wardha**

Communicative Address

Same as permanent address: **NA**
 Self/Spouse/Dep: **Spouse/Dep**
 Post Office: **Palamur**
 Police Station: **Palamur**
 Pin Code: **752011**
 District: **MAHARAJGARH**

Job Preference Key Words

Job Preference Key Words: **Accountant**

Language Known

Language	Fluency
English	Good
Hindi	Good
Others	None

**USER MANUAL CITIZEN USE – NON-AADHAAR
BASED Registration in Employment Exchange.**

Book Your Mat for Physical Document Verification

Name: [Field]
Age: [Field]
Gender: [Field]
Address: [Field]

Declaration

[Terms & Conditions](#)

I agree to agree to the terms and conditions of the registration process.

Additional Details

Signature: [Field]
Date: [Field]

If everything is okay, click “Attach Annexure”.

4.5: ATTACH ENCLOSURE(S)

Here the supporting documents are uploaded.

Attach Enclosure(s)

Document Name	Document Type	Upload
Proof of Residence	File	Choose File
Driving License	File	Choose File
Voter ID Card	File	Choose File
Marriage Certificate	File	Choose File
Electricity Bill	File	Choose File
Passport	File	Choose File
Electoral Roll	File	Choose File
Other Documents	File	Choose File

Clear All Cancel Save

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.

USER MANUAL CITIZEN USE – NON-AADHAAR
BASED Registration in Employment Exchange.

- 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 shows a web form titled "ATTACH ENCLOSURE(S)". It is divided into two main columns: "Enclosure Document" and "File Reference".

Enclosure Document:

- 1. "Name of Establishment": Dropdown menu with "Existing License" selected. "Document Format" icon.
- 2. "Employee Details such as Name, M.C. Address, etc.": Dropdown menu with "Employee Details such as Name, M.C. Address, etc." selected. "Document Format" icon.
- 3. "Identity Proof of Manager": Dropdown menu with "Existing License" selected. "Document Format" icon.
- 4. "Trade License": Dropdown menu with "Trade License" selected. "Document Format" icon.
- 5. "A copy of the registered partnership deed in the case of a partnership firm/Establishment.": Dropdown menu with "None" selected. "Document Format" icon.
- 6. "Appointment Letter": Dropdown menu with "Appointment Letter" selected. "Document Format" icon.
- 7. "Upload the Self Copy of Application Form": Dropdown menu with "Upload the Self Copy of Application Form" selected. "Document Format" icon.

File Reference:

- 1. "Choose File" button, "12.jpg", "Scan" button.
- 2. "Choose File" button, "Employee Details.pdf", "Scan" button.
- 3. "Choose File" button, "12.jpg", "Scan" button.
- 4. "Choose File" button, "Trade License.pdf", "Scan" button.
- 5. "Choose File" button, "No file chosen", "Scan" button.
- 6. "Choose File" button, "Appointment... Form.pdf", "Scan" button.
- 7. "Choose File" button, "12.jpg (18...).pdf", "Scan" button.

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

4.6: Final Application Draft

The citizen will submit the application finally to receive an acknowledgement receipt. Please download PDF for future reference.

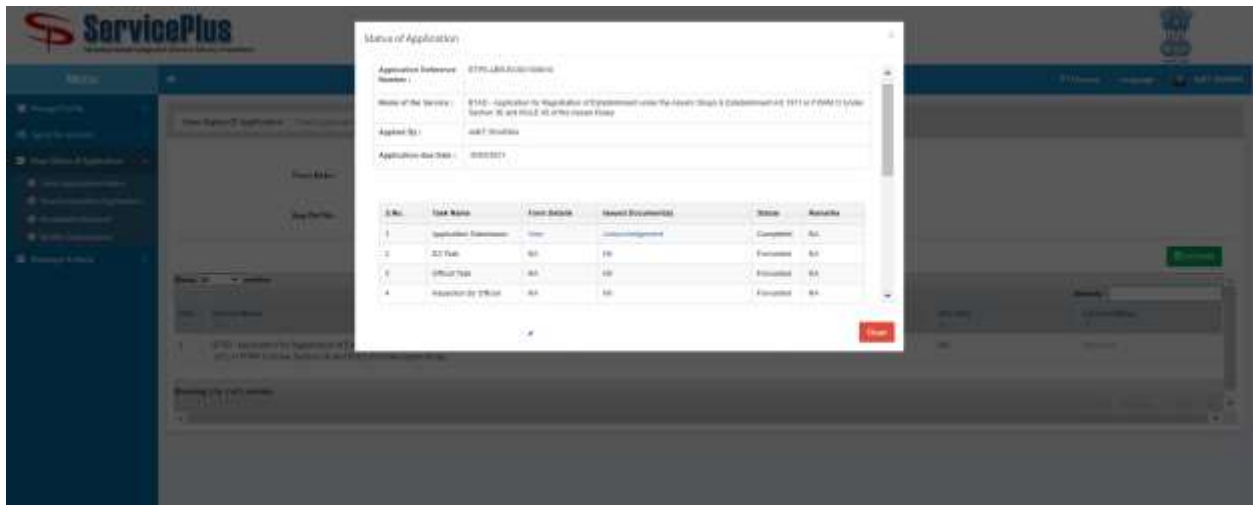
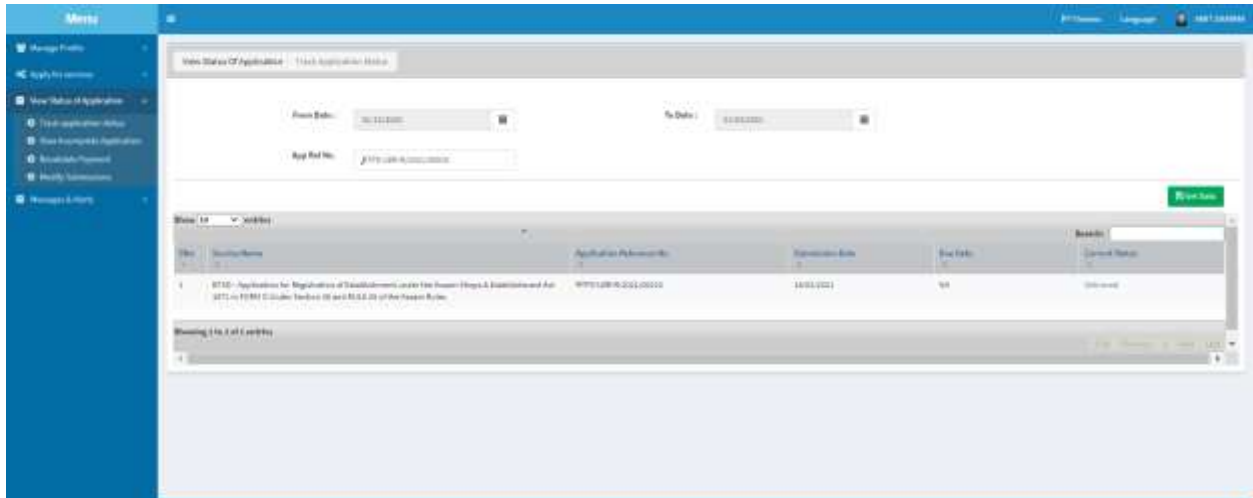
4.7: Acknowledgement Receipt

Save the acknowledgement receipt by “Export to PDF”

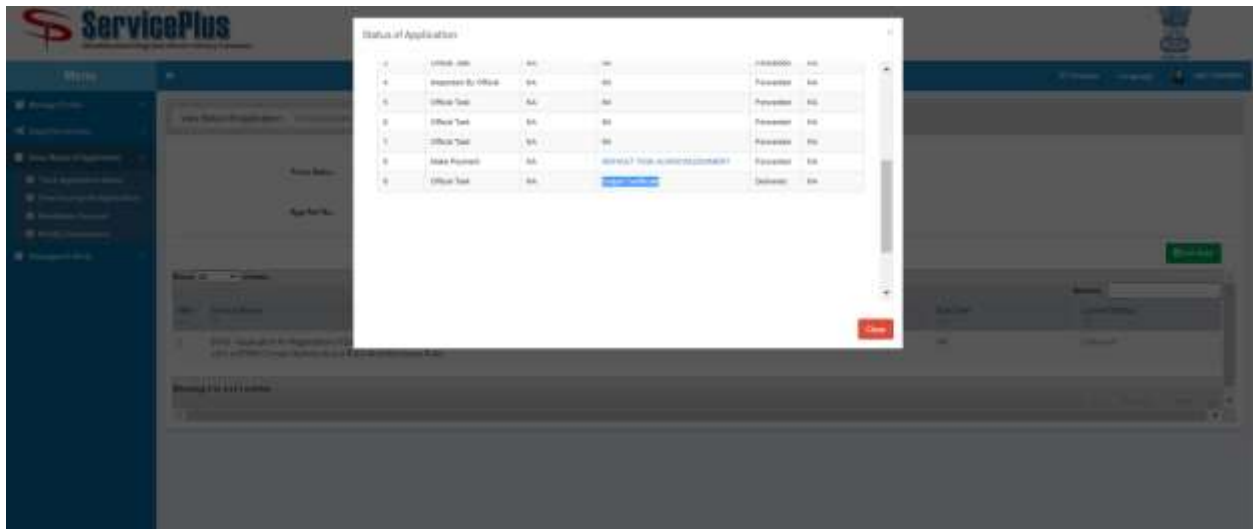
The application has now been submitted to the department. The Acknowledgement no is very important and for any query for future communication, the acknowledgement no should be referred.

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