



GOVERNMENT OF ASSAM  
ADMINISTRATIVE REFORMS AND TRAINING DEPARTMENT  
JANATA BHAWAN:: DISPUR :: GUWAHATI-6

Orders by the Governor

NOTIFICATION

No. AR. 32/2020/PT-I/28

Dated Dispur the 10<sup>th</sup> June, 2021

**Sub.:** Notification for issuance of acknowledgement slip with RTPS Number against applications for services notified under Assam Right to Public Services (ARTPS) Act, 2012 amended in 2019 and integration with ARTPS Portal

Whereas the Govt of Assam enacted the Assam Right to Public Service Act in 2012 and subsequently amended in 2019 in order to provide notified services to the citizens within stipulated time and transparent manner,

And whereas it is necessary to track the delivery of each notified service to see whether the service has been delivered within the stipulated time,

And whereas it is mandatory under the ARTPS Rules, framed in 2012, to issue acknowledgement to the citizens under Rule 3,

And whereas the citizens may like to track the status of their applications.

Now therefore, the Governor of Assam is pleased to notify the following for the purpose of tracking each and every service being delivered by departments:

**1. Definition:**

- i. 'ARTPS Act' means Assam Right to Public Services Act, 2012 and its subsequent amendments.
- ii. 'CSC-SPV/CSC' means the Common Service Centers – Special Purpose Vehicle is a Special Purpose Vehicle, which has been set up by the Ministry of Electronics & IT under the Companies Act, 1956 to oversee implementation of the CSC scheme. CSC-SPV provides a centralized collaborative framework for delivery of services to citizens through CSCs, besides ensuring systemic viability and sustainability of the Scheme.
- iii. 'CSC VLE/Operator' means Village Level Entrepreneur duly appointed by the CSC-SPV to run a particular CSC which are providing various online public utility and financial services to citizens, quality healthcare, apart from boosting entrepreneurship and employment in villages and smaller towns across the country.
- iv. 'PFC' means the Public Facilitation Centre setup at the designated Govt. offices mostly at the DC office, Circle Office, Block Office, DTO office etc. There are two (2) types of PFCs i.e.(1) PFCs established under the e-District project implemented by IT Department through AMTRON and (2) PFCs established under the Assam Citizen-Centric Service Delivery Project implemented by Administrative Reforms & Training Department through ARIAS Society.

- v. Service Delivery Department/Department means, any Department or authority of the State Govt.
- vi. Designated Public Servant (DPS) means an authority including one belonging to the local self-government who is notified under Section 4 (2) of the ARTPS Act for providing the service.
- vii. 'RTPS Portal' means Right to Public Service Portal, a web based multilingual portal providing the information on the ARTPS Act, and access to the services notified under the ARTPS Act to the citizens. The URL is [www.rtps.assam.gov.in](http://www.rtps.assam.gov.in).
- viii. 'Services' means the public services notified under ARTPS Act by the departments.
- ix. 'User Charge' means Statutory Charge fixed by a department against delivery of a service. The Notifications/Office Memorandums issued by the concerned Administrative Departments for the User Charges along with the stipulated time limit for delivery of the services and required documents for availing the services are made available at the RTPS portal.
- x. 'Service Charge' means and includes application submission charges by the PFC/CSC operators at the PFCs/CSCs locations.
- xi. 'Online Service Charges' means services charges for online submission & delivery of a service.
- xii. 'Printing Charges' means the printing charges for printing documents at the PFCs/CSCs.
- xiii. 'Scanning Charges' means the scanning charges for scanning documents at the PFCs/CSCs for uploading/attaching in an application.

## **2. The content of the Acknowledgement slip:**

The Acknowledgement slip shall contain the following information but not limited to:

- I. A unique RTPS number. The Unique RTPS number is generated at the ARTPS Portal.
- II. The name of the services applied
- III. Date of Application
- IV. Name, Gender, Age, Address (including Districts), Contact number (mobile), email id of the Applicant
- V. Name, Designation and office location of the Designated Public Servant (DPS)
- VI. Stipulated Timeline & expected date of Delivery
- VII. Statutory Charges, Services Charges, Printing Charges, Scanning charges and total amount paid by the Applicant

## **3. Manner and Procedure for issuing an Acknowledgement slip:**

- I. Citizens can apply for a notified service through RTPS Portal online or through Public Facilitation Centers(PFCs) or through Community Service Centers (CSC) as per their convenience.
- II. The Acknowledgement slip shall be generated **online** at the **ARTPS Portal** for all the services notified under the ARTPS Act.
- III. If the service is delivered offline (manually) then service delivery department shall login to the ARTPS Portal ([rtps.assam.gov.in](http://rtps.assam.gov.in)) and enter the information mentioned above in the section 2 of this notification and generate the Acknowledgement slip.
  - (a) If **all the necessary documents** for the service applied have been submitted then the Stipulated Timeline & expected date of Delivery shall be mentioned in the

Acknowledgement slip. Otherwise, it shall not be mentioned in the Acknowledgement slip.

- (b) The Designated Public Servant (DPS) of the service delivery department or his authorized assistant or the PFC operator as the case may be, shall update the status of the application after delivery or rejection of the services using the RTPS number.
- IV. If the service is delivered electronically, then the service delivery systems **shall be integrated with the ARTPS Portal** for generating the RTPS Number and share the application information for monitoring and tracking of the application **under the ARTPS Act**.
- V. The acknowledgement slip with the RTPS Number shall be automatically generated at the ARTPS Portal if the applications are submitted at the ARTPS Portal.
- VI. The service delivery department shall not allow to accept any applications through channel other than the ARTPS Portal if the application forms are made available at the ARTPS Portal or services are delivered through the ARTPS Portal.

4. **Date of taking effect of this notifications:**

The Notification shall come into force with immediate effect.

**By order and on behalf of the Governor of Assam**

**Sd/-**

**(RUBY BORAH, IAS)**

**Commissioner and Secretary to the Government of Assam**

**Administrative Reforms and Training Department**

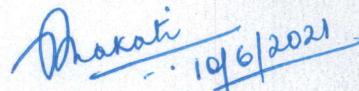
Memo No. AR.32/2020/Pt-I/28-A

Dated Dispur the 10<sup>th</sup> June, 2021

Copy to:

1. Principal Secretary to the Hon'ble Chief Minister, Assam, CM's Secretariat, Dispur.
2. Additional Chief Secretary/ Principal Secretary/Commissioner & Secretary/ Secretary to the Government of Assam, ..... Department.
3. S.O. to the Chief Secretary, Assam for information and necessary action.
4. P.P.S. to the Chief Minister, Assam for information and necessary action.
5. All Deputy Commissioners.
6. The State Project Director, ARIAS Society, Khanapara, Guwahati-22
7. All the officers concerned.
8. The Director, Directorate of Printing and Stationeries, Bamunimaidan, Guwahati. He is requested to publish the same in the next extraordinary Gazette and submit 200 copies of the same to this Department.

By Order etc.,

 10/6/2021

Joint Secretary to the Government of Assam  
Administrative Reforms and Training Department