



THE ASSAM RIGHT TO PUBLIC SERVICES (AMENDMENT) ACT, 2024 & RULES, 2026

Two-Day Capacity Building Programme on CPGRAMS, ARTPS & Service Delivery (Sewa Setu)

Organised by:

Assam Administrative Staff College (AASC) for Govt. Officials

RESOURCE PERSON:

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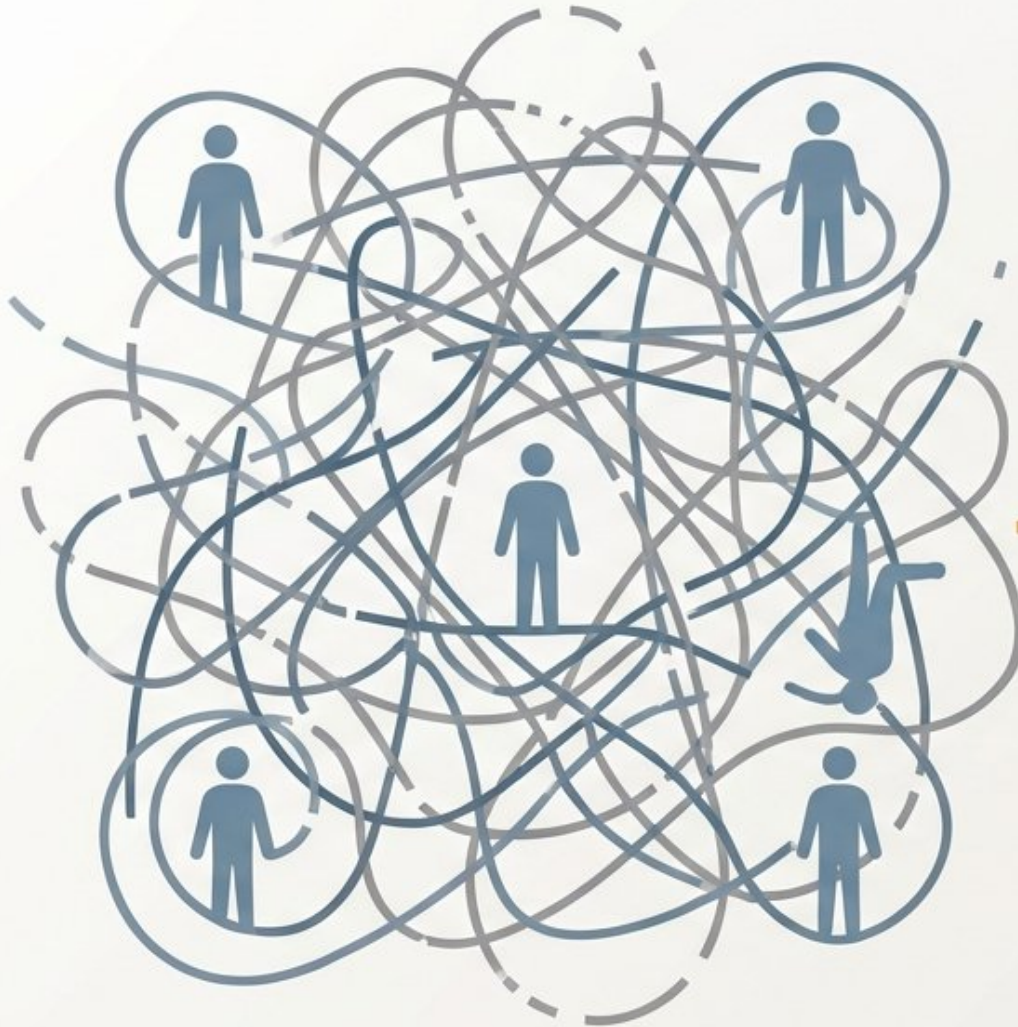
Building the Digital Bridge for Assam



A comprehensive operational blueprint of the Sewa Setu ecosystem and the ARTPS (Amendment) Act 2024.



THE ERA OF ARBITRARY TIMELINES AND ZERO ACCOUNTABILITY



INDEFINITE DELAYS

No fixed time limits meant service delivery relied entirely on the arbitrary will of department officials.



THE MIDDLEMAN ECONOMY

A lack of transparency created breeding grounds for middlemen and unethical practices.



ZERO CONSEQUENCES

An absence of high-level monitoring meant there was no systemic penalty when a service was denied or indefinitely delayed.

Legislative Shift: Strengthening Public Service Guarantees in Assam (2012 vs 2024)

Core Objectives of the 2024 Amendment

- Enacted as Assam Act No. XXII of 2024 (Assent: 25th Sept 2024; Notification: 27th Sept 2024).
- Amends the principal 'Assam Right to Public Services Act, 2012' (Assam Act IX of 2012).
- Establishes binding accountability across Local Bodies, Autonomous Councils, and State Authorities.
- Integrates Sewa Setu portal digital governance with mandatory auto-escalations.
- Strengthens penalty enforcement and appellate timelines to protect citizen rights.

Key Pillars of the 2024 Legislative Overhaul

- **Fast-Track Delivery:** Enables public authorities to notify expedited service tiers with dedicated user charges.
- **Mandatory Link Officers:** Requires official backup officers to prevent service delays during staff absence.
- **3-Tier Appeals & Auto-Escalation:** 60-day limits for 2nd Appeal; auto-escalation to State Commission after 30/60 days.
- **Financial Penalty Escalation:** Fines up to ₹5,000 for DPS/FAA, ₹7,000 for SAA, and ₹10,000 for non-compliance.
- **Performance Incentives:** Annual cash incentives and service record appreciations for zero-default officers.

Expanded Scope: Redefined Institutional Roles & Local Authority Inclusions

Designated Public Servant (DPS)

[Section 3(c)]

Any authority/officer including those in Local Authorities and Local Self Govt/Organisations receiving financial assistance (tangible or intangible) from State Govt, notified under Sec 4(2).

First & Second Appellate Authorities

[Section 3(a) & 3(o)]

First Appellate Authority (FAA): Officer superior in rank to DPS.
Second Appellate Authority (SAA): Head of Administrative Department as notified under Sec 4(3).

Local Authority Broadening

[Section 3(p)]

Includes Universities, Municipal Corporations/Boards, Industrial Townships, Planning Authorities, Zila Parishads, Gaon Panchayats, and statutory/non-statutory grant-in-aid bodies.

Link Officer & Time Exclusions

[Section 3(k) & 3(q)]

Link Officer: Designated officer holding charge during DPS absence. Stipulated Time Exclusion: Excludes applicant waiting time when additional information is sought.

Mandatory Duties: Notification, Public Displays & Fast-Track Tiers (Sec 4)

SECTION 4(1)

1. Service Notification

Public Authorities must periodically notify rendered services, exact delivery time limits, user charges, and fast-track service delivery options.

SECTION 4(1A)

2. Public Transparency

Mandatory display on physical Office Notice Boards and Departmental Websites detailing notified services, DPS, FAA, and SAA names & designations.

SECTION 4(3)

3. Hierarchy & Escalation

Notification of superior officers as First Appellate Authority (FAA) and Second Appellate Authority (SAA) to hear appeals following due procedure of law.

Operational Timelines: Application Tracking, Extensions & Link Officers (Sec 7)

01

Step 1: Next-Day Rule

[Sec 7(1)]

Stipulated time limit starts from the next working day following application receipt by DPS or authorized subordinate.

02

Step 2: Unique ID Number

[Sec 7(1)]

Immediate physical or portal-generated (Sewa Setu) Unique Identification Number provided to every applicant for real-time tracking.

03

Step 3: Disaster Extensions

[Sec 7(3) Proviso]

Time limit extensions permitted during Elections, Natural Calamities, or Disasters (under Disaster Management Act, 2005) as notified in Official Gazette.

04

Step 4: Link Officer Backup

[Sec 7(4)]

Public Authority must assign a Link Officer during temporary absence of DPS to ensure continuous, uninterrupted public service delivery.

Strengthened Citizen Redressal: 3-Tier Appeals Workflow & Civil Court Powers

Appellate Level	Authority	Filing & Disposal Limits	Key Powers & Provisions
1st Appeal [Sec 8(1)]	First Appellate Authority (FAA) (Superior to DPS)	Filed within 30 days of rejection/expiry. Disposed in 30 days.	Can direct DPS to render service or impose fine (₹100-₹5,000).
2nd Appeal [Sec 8(4), 8(4a)]	Second Appellate Authority (SAA) (Head of Admin Dept)	Filed within 60 days of FAA order. Disposed within 60 days (ext. to 75 days).	Vary FAA order; impose penalty on DPS (₹100-₹7,000).
3rd Appeal [Sec 8(4b), 8(7)]	Assam State Commission (Chief Comm. & Comm.)	Filed within 90 days of SAA order (ext. to 120 days). Binding decision.	Penalize DPS (up to ₹10,000), FAA (up to ₹5,000), SAA (up to ₹5,000). Vested with Civil Court Powers.

Commission Restructuring: Selection, Qualifications & Reduced Tenure (Sec 8A, 8B)

High-Level Selection & Ranks (Sec 8A)

Appointment Committee (Governor's Rec):

- Chief Minister (Chairperson)
 - Leader of Opposition in Legislative Assembly (or leader of single largest opposition group)
 - Cabinet Minister (nominated by CM)
-
- Chief Commissioner: Retired officer not below Principal Secretary (Rank of Chief Secretary).
 - Commissioners: Min. 1 retired officer not below Commissioner & Secretary; others from Law, Science & Tech, Management, Social Services, Journalism.

Tenure & Non-Partisan Safeguards (Sec 8B)

- Tenure Reduction: Term reduced from 5 years to 3 years (or till attaining 65 years of age, whichever is earlier).
- Re-appointment Bar: Not eligible for re-appointment as Commissioner (except appointment of Commissioner as Chief Commissioner up to 5 yrs max aggregate).
- Deemed Retirement: Serving officers appointed to Commission are deemed retired from government service on appointment date.
- Strict Independence: Shall not be MP/MLA, hold office of profit, connect with political parties, carry on business, or pursue any profession.

Proactive Governance: Suo-Moto Cognizance, Field Inspections & Inquiries (Sec 8D)

1. Suo-Moto Cognizance

[Section 8D(1)(f)]

Commission can issue suo-moto notices and take suo-moto cognizance of public service delivery failures in matters of grave nature without waiting for formal appeals.

2. Field Visits & Enquiries

[Section 8D(1)(g)]

Empowered to conduct suo-moto enquiries and conduct physical field visits/inspections across department offices for better implementation of the Act.

3. Departmental Inquiries & Reform

[Section 8D(1)(b), (c), (e)]

Recommend departmental inquiry against erring DPS/FAA/SAA; recommend procedural improvements to government for seamless service delivery.

Accountability Architecture: Multi-Tier Penalty Matrix & Salary Recovery

(Sec 9, 10)

Imposing Authority	Erring Authority	Penalty Range	Legal Safeguard & Recovery
First Appellate Authority	Designated Public Servant (DPS)	₹100 to ₹5,000	Reasonable opportunity of being heard; burden of proof on DPS.
Second Appellate Authority	Designated Public Servant (DPS)	₹100 to ₹7,000	Vary FAA decision; burden of proof on DPS.
State Commission	Designated Public Servant (DPS)	₹100 to ₹10,000	Vary lower decisions; mandatory penalty on default.
State Commission	First (FAA) / Second (SAA) Appellate Authority	FAA: ₹500 - ₹5,000 SAA: ₹1,000 - ₹5,000	Penalty for failing to decide appeal or protecting erring DPS. Salary recovery in 30 days under Sec 10.

Institutional Innovations: Sewa Setu Integration, Incentives & Curriculum (Sec 10A-10E)

Auto-Escalation Engine

[Sec 10B(2)(iv)]

Digital portal (Sewa Setu) automatically escalates appeals to the Commission if FAA/SAA take no action within 30 and 60 working days respectively.

Incentives & Awards

[Sec 10C]

Cash incentives & appreciation certificates for DPS with zero defaults in a year + official entry in Service Record. Best performing Public Authorities receive State Awards.

Training & Certification

[Sec 10B(2)]

Mandatory organized training and certification programmes for DPS, FAA, and SAA to equip officials with Act & Rules compliance.

False Info Penalty & Textbooks

[Sec 10D, 10E]

Action under penal laws against citizens submitting false/frivolous info. High School textbooks to include dedicated chapter on Right to Public Services.

Actionable Compliance Roadmap for Departmental Officers

Immediate Departmental Action Items for Implementation

- ✓ **Update Office Display Boards & Portals:** Ensure physical notice boards and official websites display notified services, DPS, FAA, SAA names, designations, and time limits.
- ✓ **Issue Link Officer Designations:** Formally notify Link Officers for all Designated Public Servants to prevent service interruption during leave/absence.
- ✓ **Integrate Unique ID Generation:** Ensure all physical counter applications immediately receive a Unique ID Number linked to Sewa Setu portal tracking.
- ✓ **Monitor Appellate Timelines:** FAAs and SAAs must track pending appeals to avoid 30/60-day digital auto-escalation to the Commission and statutory salary penalties.
- ✓ **Participate in Capacity Building:** Nominate officers for mandatory ARTPS & Sewa Setu certification modules organized by Assam Administrative Staff College & AITEC&CSD Society, IT Dept.



Assam Right to Public Services Rules, 2026

Administrative Reforms, Training, Pension &
Public Grievances Department

A Framework for Efficiency, Transparency, and Accountability.

This document outlines the operational transformation superseding the 2012 Rules, notified under Section 15 of the ARTPS Act, 2012.

Objectives of the 2026 Rules

Moving beyond manual processes to a digitally-driven service culture.



Time-Bound Delivery

Services delivered within notified timelines.



Digital Governance

End-to-end digital processing ecosystem.



Accountability

Automated monitoring and strict liability.



Simplified Appeals

Barrier-free grievance redressal.



Transparency

Full visibility for every citizen.

Note: Supersedes the Assam Right to Public Services Rules, 2012 upon publication in the Official Gazette.

The Four Pillars of the 2026 Framework



1. Unified Digital Platform

Centralized service delivery via the 'Sewa Setu' Portal; mandatory e-applications for all notified services.



2. Automated Timers

Algorithm-based countdowns for service delivery that exclude holidays and automatically pause for queries.



3. Proactive Accountability

Penalties for delay, salary deductions for non-compliance, and the 'Link Officer' system to prevent stalled files.



4. Simplified Redressal

Auto-generated appeals, one-click filing mechanisms, and deemed delimed delivery protocols.

The Ecosystem of Digital Delivery

Designated Public Servant (DPS)

The specific officer legally responsible for delivering the service.



The Timer

An automated system clock that tracks the lifespan of a file.



The Portal (Sewa Setu)

The single unified platform for all service interactions.

Acknowledgement Receipt

System-generated proof of application containing a Unique Identification Number (UIN).



Appellate Authorities

The First and Second authorities designated to hear grievances if the DPS fails.

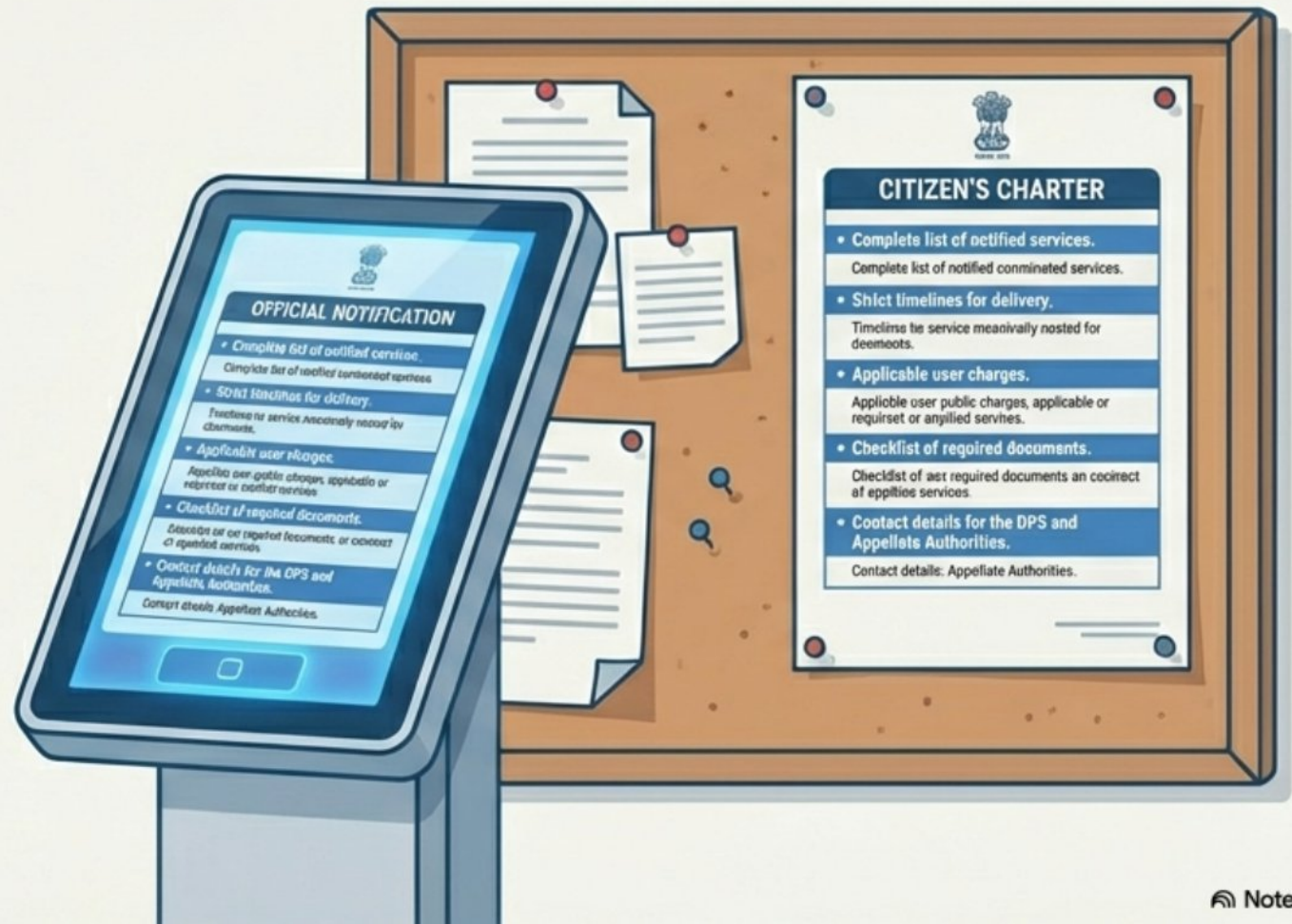


The Citizen's Charter & Transparency Mandates

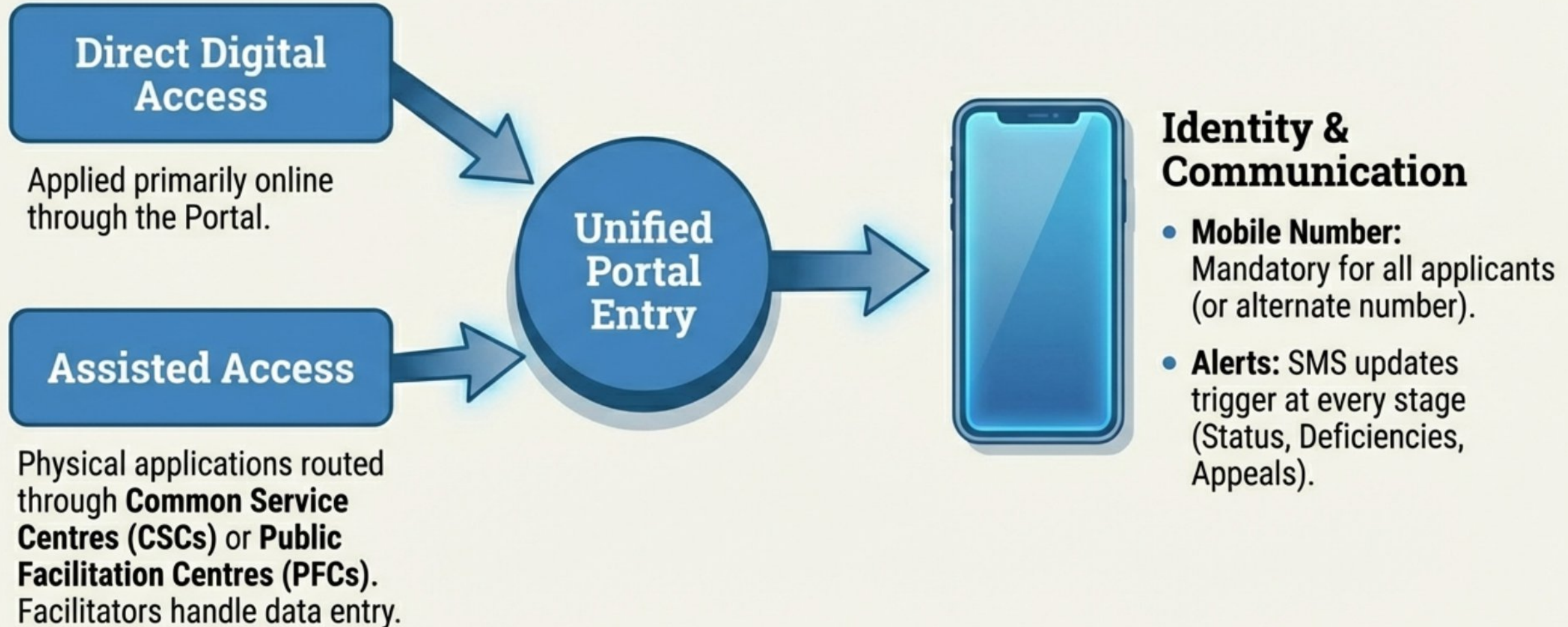
Transparency is the first step of accountability. Details must be published on the Portal and physical office notice boards.

Mandatory Disclosures

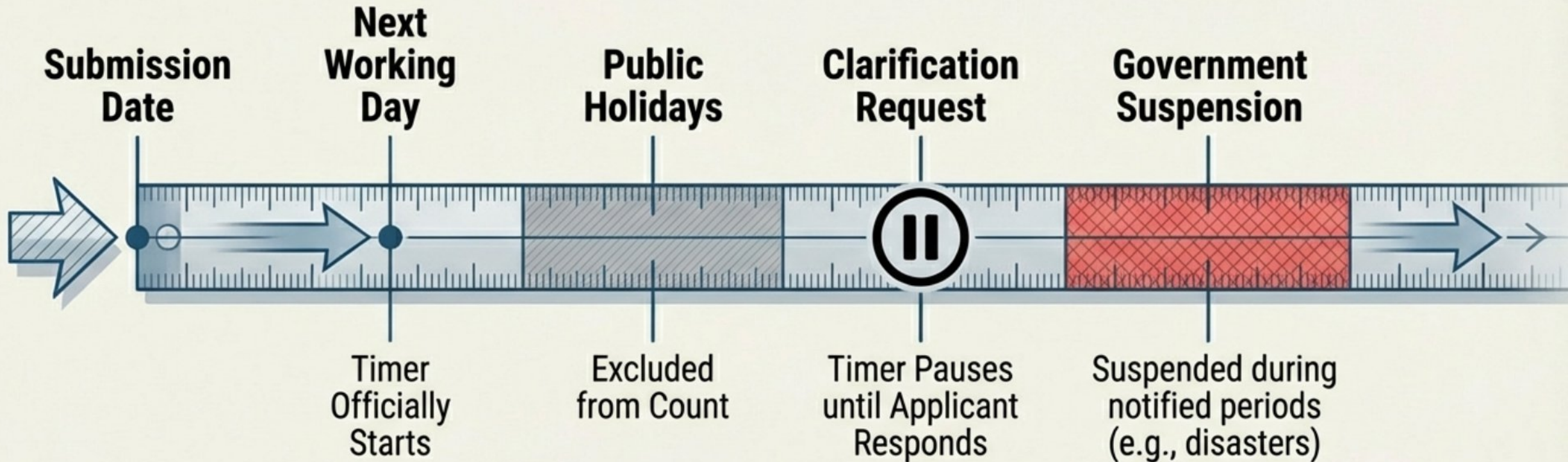
- Complete list of notified services.
- Strict timelines for delivery.
- Applicable user charges.
- Checklist of required documents.
- Contact details for the DPS and Appellate Authorities.



The Digital Application Workflow



The 'Timer' and Calculation of Time



The clock is automated. It removes ambiguity about when a service is late.

Ensuring Continuity: Deficiencies & The 'Link Officer'

Handling Deficiencies



DPS may request clarification online.

Applicant Response Window: 15 working days (services ≤ 30 days) or 30 days (other services).

Consequence: Failure to respond results in automatic cancellation (requiring fresh application).

The Link Officer Mechanism

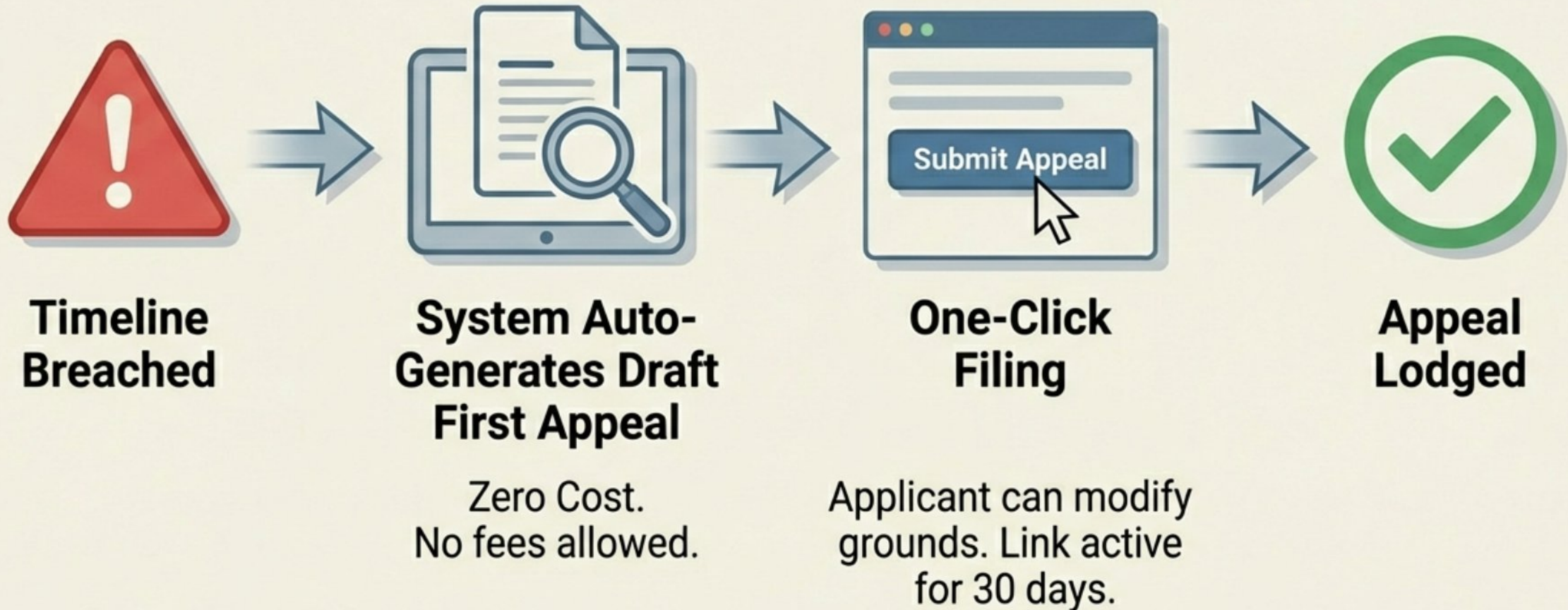


Every DPS must have a designated 'Link Officer'.

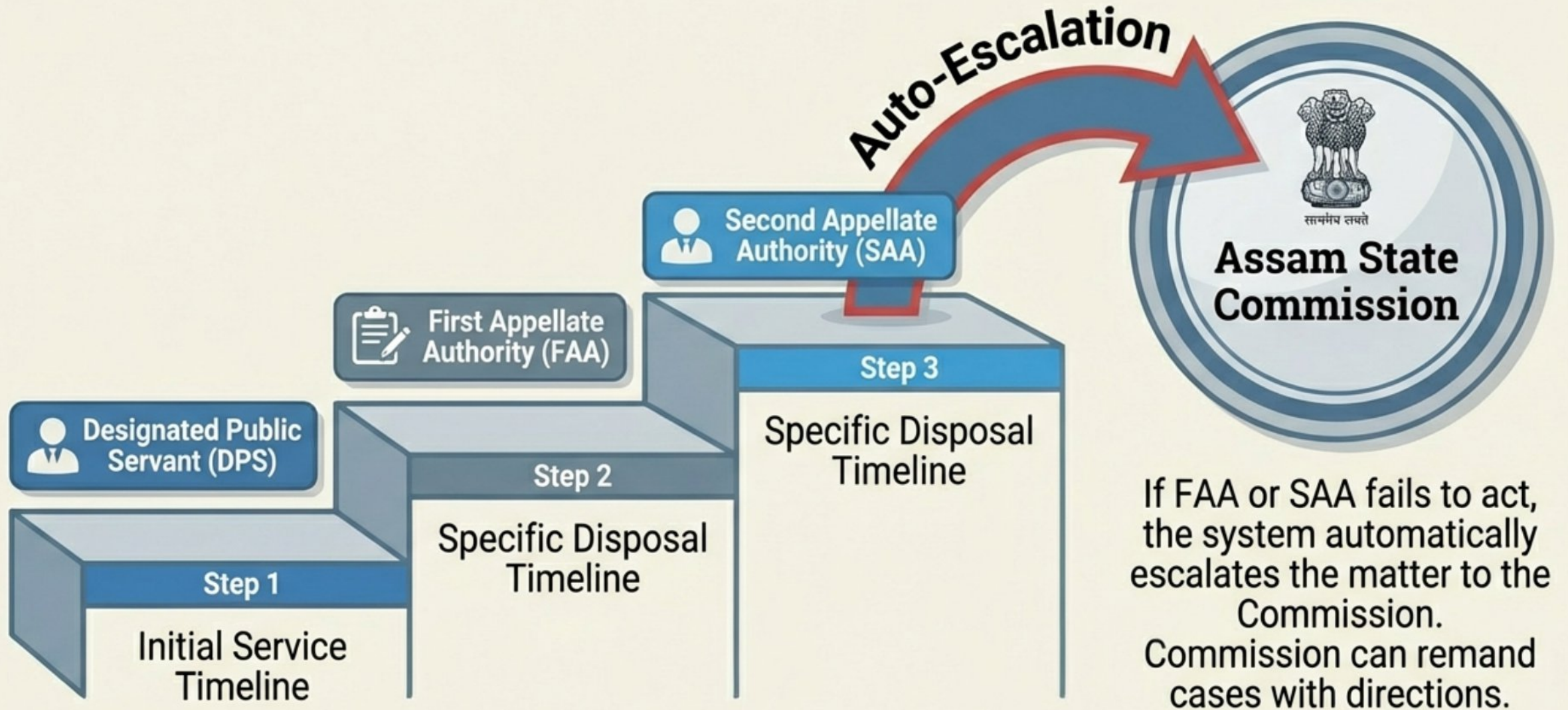
Auto-Delegation: If DPS is on leave/transfer/training, responsibility delegates to Link Officer via Portal.

Liability: The Link Officer bears full responsibility during the delegation period.

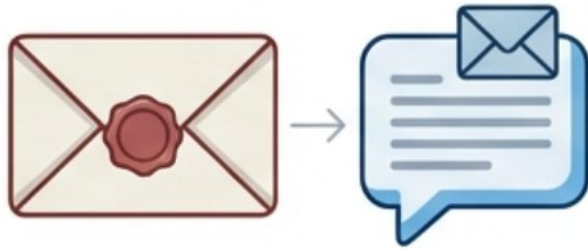
The Automated Appeal Framework



Timelines & Auto-Escalation



Digital Adjudication: Notices, Hearings & Orders



Notices

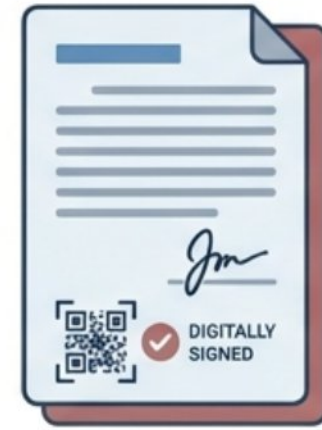
Served digitally via SMS, Email, and Portal Dashboard.

Dashboard notification constitutes 'deemed service'.



Hearings

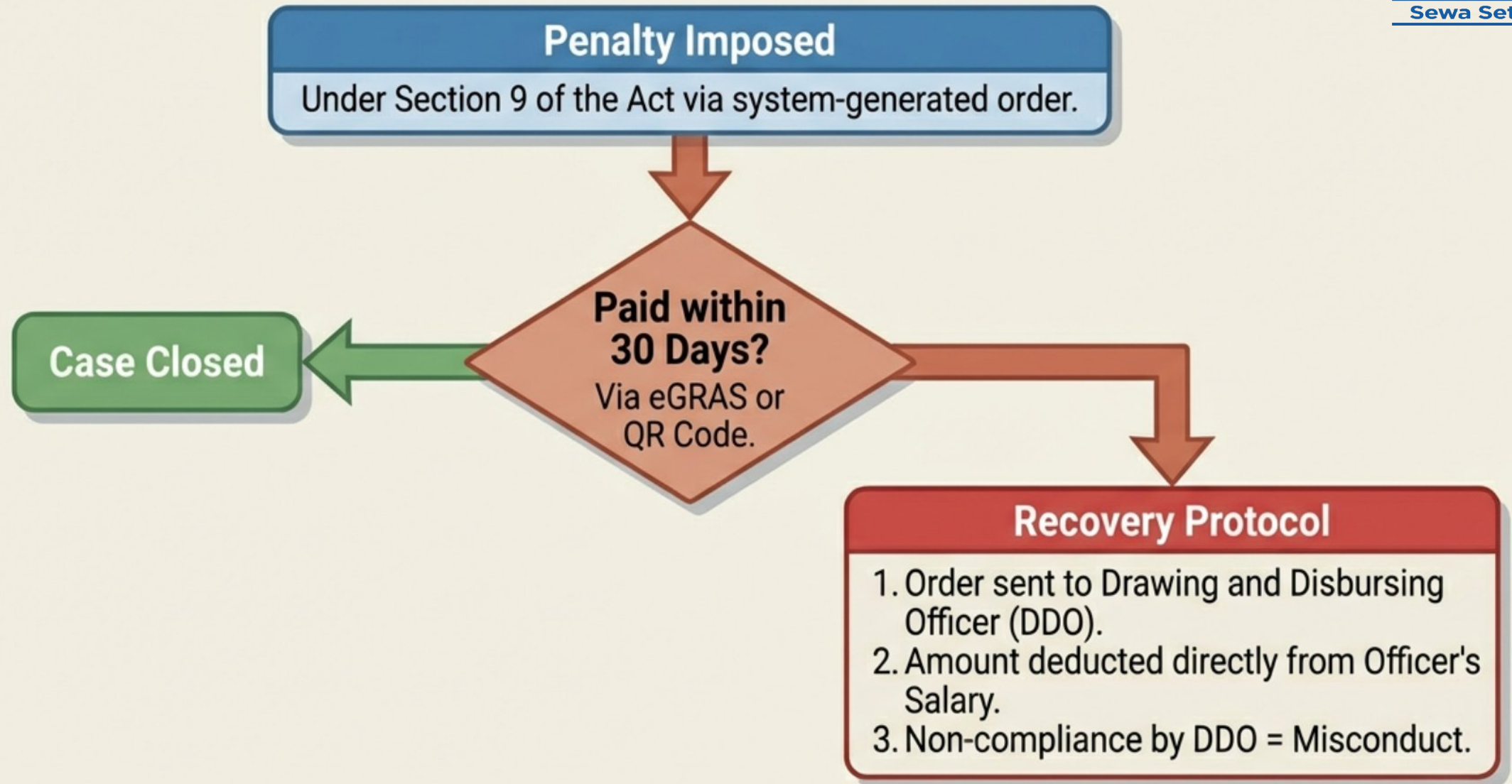
Preferred Mode: Virtual Video Conferencing
Physical hearings only in exceptional cases.



The Order

Must be a 'Reasoned Order'.
Digitally signed and uploaded.
Auto-intimated to Applicant and Authorities.

Penalties & Financial Recovery



The State Commission for Right to Public Services



Staffed via deputation, direct recruitment, or contract.

System Health: Monitoring & Incentives

Reporting



Annual Report laid before the Assam Legislative Assembly. Covers disposal rates, pendency, and penalties.

Incentives



Recognition for exemplary performance by Designated Public Servants.

Culture



Inclusion of Right to Public Services in school curriculum to build long-term awareness.

Transition & Implementation

Status: The Assam Right to Public Services Rules, 2012 are repealed. Pending cases and appeals continue under the new 2026 framework.

Form-1



Government of
Right to Public Services

Acknowledgement Receipt

Unique Identification Number (UIN):
AS-RTPS-2026-XXXX

Service Name: [Service Name]
Target Date: [Date]
Documents Submitted: [List]
Contact: [DPS Name & Phone]

Timestamp:
21 mpr 2024 12:15 AM



[Download PDF](#)

The Proof of Accountability.

Raise your hand

If You have any question





Thank You

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