



THE ASSAM GAZETTE

অসাধাৰণ

EXTRAORDINARY

প্ৰাপ্ত কৰ্তৃত্বৰ দ্বাৰা প্ৰকাশিত

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GOVERNMENT OF ASSAM

ORDERS BY THE GOVERNOR

ADMINISTRATIVE REFORMS, TRAINING,

PENSION AND PUBLIC GRIEVANCES DEPARTMENT

NOTIFICATION

The 5th August, 2026

E-650163/94.- In exercise of the powers conferred by section 15 of the Assam Right to Public Services Act, 2012, the Governor of Assam is hereby pleased to make the following rules, in the manner hereinafter appearing, namely:—

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| Short title and commencement | 1. (1) These rules may be called the Assam Right to Public Services Rules, 2026. |
| | (2) They shall come into force on the date of their publication in the Official Gazette. |
| Definitions | 2. (1) In these rules, unless the context otherwise requires,
(a) “acknowledgement receipt” means the digital or physical document generated upon the successful submission of an application, containing the Unique Identification Number (UIN);
(b) “Act” means the Assam Right to Public Services Act, 2012 (Assam Act No. IX of 2012);
(c) “department” means the concerned administrative department of the Government of Assam;
(d) “form” means a form appended to these rules;
(e) “portal” means the unified web-based platform designated by the Government by notification (such as "Sewa Setu") for the electronic delivery of public services, filing of appeals, and monitoring of status;
(f) “section” means a section of the Act; |

- (g) “timer” means the automated digital countdown mechanism embedded in the portal that tracks the stipulated time limit for a specific service or appeal.
- (2) Words and expressions used in these rules but not defined herein shall have the same meanings respectively assigned to them in the Act or the Information Technology Act, 2000.
- Manner of providing Link Officer
3. As per sub-section (4) of section 7 of the Act, the manner of providing Link Officer for delivery of public service shall be the following, namely:-
- (1) Every Public Authority shall, by standing order, designate a Link Officer for each Designated Public Servant, who shall ordinarily be an officer equivalent in rank to the Designated Public Servant, or where such officer is not available, the senior-most officer immediately subordinate to the Designated Public Servant is to discharge the functions of the Designated Public Servant.
- (2) In the event of the Designated Public Servant proceeding on leave, training, transfer, or any temporary absence, the Senior most Officer shall formally transfer the digital authority and worklist access to the Link Officer through the delegation mechanism available on the Portal.
- (3) The Link Officer shall access the Portal using their own unique login credentials but shall be authorized to perform the functions of the Designated Public Servant. The Link Officer shall be deemed to be the Designated Public Servant for the period of such delegation and shall be liable for any delay or default occurring during that period.
- Procedure for disposing third Appeal
4. As per sub-section (5) of section 8 of the Act, the procedure for disposing of third appeal shall be as follows, namely:-
- (1) All appeals under sub-section (5) of section 8 shall be heard and decided by a Bench of the Commission, which shall be constituted by the Chief Commissioner. The Chief Commissioner may constitute a Bench of one or more Commissioners. The order passed by the Bench shall be deemed to have been passed by the Commission.
- (2) The decision of the Bench in respect of all matters shall, as far as possible, be unanimous, but if unanimity cannot be reached, the opinion of the majority shall be the decision of the Commission. In the event of an equal division of decision, the Chief Commissioner shall have a casting vote.
- (3) The decision of the Commission in third appeal shall be binding on the appellant and the Designated Public Servant, First Appellate Authority and Second Appellate Authority as the case may be.
- (4) The order passed by the Commission shall be in writing and issued digitally with a digital signature or under the hand and the seal of the Commission, duly authenticated by the Registrar or any other officer authorized by the Commission for this purpose.

- (5) A copy of the order passed by the Commission shall be provided to the appellant, the Designated Public Servant, the Concerned Public Authority concerned, and the Appellate Authorities, as the case may be.
- (6) The decisions of a Bench shall be deemed to be the valid decisions of the Commission.
- (7) The Commission may recommend to the Government/Public Authority concerned for initiating departmental proceedings against the Designated Public Servant for persistent failure, delay, or non-compliance with the directions to the Appellate Authority:

Provided that before making such recommendation, the Commission shall consult the Senior most Secretary of the Department or the concerned Appellate Authority to deliver the service.
- (8) The Designated Public Servant shall be deemed to be a 'repeated defaulter' for the purpose of sub-rule (7) above, if he/she commits defaults in twenty-five percent or more of the total cases he/she receives in any consecutive six-month period.

Terms and
conditions of
service

5. As per sub-section (5) of section 8B of the Act, the terms and conditions of officers and other employees appointed for the purpose of the Act shall be as follows, namely:-
 - (1) The officers and employees of the Commission shall consist of such number of posts as may be determined by the State Government from time to time, and they shall be appointed on deputation, direct recruitment, or on a contractual basis, as determined by the Government.
 - (2) There shall be a Secretary for the Commission, who shall be an officer belonging to the Assam State Civil Service cadre not below the rank of Joint Secretary to the Government of Assam or an officer of equivalent rank, who shall be placed on deputation in the Commission by the Government.
 - (3) Subject to the ultimate supervision and control of the Chief Commissioner, the Secretary shall be the Chief Administrative and Financial Officer and administrative head of the Commission, responsible for its smooth functioning, managing its day- to-day operations, managing personnel, handling the budget, processing filings and administrative tasks, ensuring the security of commission premises, overseeing logistical aspects of the commission's work such as tender processes and contract management for procurement of manpower and equipment etc., and serving as a liaison between the Commission and the Government. The Secretary shall also be the DDO of the Commission.
 - (4) There shall be a Registrar in the Commission to assist the Commission in all appeal matters, including overseeing the registration of cases, managing records of appeal cases, assisting in the preparation of the cause list, supervising the issuance of summons and notices, procedural aspects (such

as the admission of applications and the transmission of orders for execution), and maintaining status of compliance of Commission orders.

- (5) The Registrar shall be an officer belonging to either Indian Administrative or Assam State Civil Service cadre not below the rank of Deputy Secretary to the Government of Assam or an officer of equivalent rank, who shall be placed on deputation in the Commission by the Government and shall work under direct supervision of the Chief Commissioner.

Manner of
Recovery of
Penalty

6. As per section 10 of the Act, the of recovery of penalty from the salary of the concerned Designated Public Servant or the First Appellate Authority or the Second Appellate Authority shall be in the following manner, namely:—

- (1) When a penalty is imposed under section 9 of the Act for default, delay, or refusal to receive an application for notified services, the Appellate Authority shall generate a Penalty Order through the Portal. The Order shall contain a system-generated Payment Link or QR Code integrated with the Government Receipt Accounting System (eGRAS) to facilitate immediate online payment.
- (2) A copy of the Penalty Order shall be forwarded electronically to,—
 - (a) The Designated Public Servant (DPS) or the officer penalized;
 - (b) The Public Authority concerned;
 - (c) The Competent Authority (Appointing/Disciplinary Authority); and
 - (d) The Drawing and Disbursing Officer (DDO) concerned.
- (3) The penalized officer shall deposit the penalty amount online using the Payment Link/QR Code on the Portal within 30 days.
- (4) All penalties, whether deposited directly by the officer or recovered by the Drawing and Disbursing Officer (DDO), shall be credited strictly to the Government Head of Account notified by the Finance Department for this purpose.
- (5)
 - (i) If the penalty is not deposited by the officer within 30 days as per section 10 of the Act, the Competent Authority shall issue a Recovery Direction to the Drawing and Disbursing Officer who shall take action for recovery of the amount of penalty with the approval of the Competent Authority.
 - (ii) Upon receipt of the direction from the Competent Authority, the DDO shall recover the amount from the salary, honorarium, or remuneration of the officer either from the next salary bill or in such installments as may be specified in the Recovery Direction, and deposit it into the notified Government Head of Account.

- (iii) A copy of the deduction proof shall be uploaded to the Portal to close the penalty case.
- (iv) If the Commission is of the opinion that the concerned DDO has made default in recovering the penalty within the stipulated time without sufficient cause, the Commission may take suo moto cognizance against such DDO and may recommend to the Government for initiating of departmental inquiry against such DDO.
- Measures of Monitoring
7. As per sub-section (1) of section 10B, the manner of monitoring of service delivery shall be as follows, namely:-
- (1) All applications for notified services shall primarily be submitted electronically through the Portal.
 - (2) The Acknowledgement Receipt as provided in **Form 1** shall be delivered to the applicant via SMS, email, or a downloadable link on the Portal, and shall specify:
 - (a) The UIN;
 - (b) The Stipulated Date for service delivery;
 - (c) The Names and Designations of the Designated Public Servant (DPS), First Appellate Authority (FAA), and Second Appellate Authority (SAA); and
 - (d) A clear list of the essential documents submitted by the applicant.
 - (3) In cases where an applicant submits a physical application at a Designated Facilitation Centre, Common Service Centre (CSC), or Public Facilitation Centre (PFC):
 - (i) The Designated Public Servant, authorized staff, or the authorized Village Level Entrepreneur (VLE) shall assist the applicant in filling the application in digital form and uploading documents as specified in the Citizen's Charter.
 - (ii) Upon successful submission of the data into the Portal, the Portal shall automatically generate an Acknowledgement Receipt containing the Unique Identification Number (UIN) which shall be delivered to the applicant.
 - (4) The Village Level Entrepreneur (VLE) or authorized staff shall print and hand over this system-generated Acknowledgement Receipt to the applicant immediately. The Village Level Entrepreneur (VLE) shall solely act as a facilitator for data entry, and the acceptance of the application is deemed to be by the Public Authority through the Portal.
 - (5) If the Portal rejects the application for missing the mandatory requirements or documents, the Village Level Entrepreneur (VLE) shall inform the applicant of the specific requirement or inadequacies as indicated by the Portal.

- (6) The Portal shall automatically generate a UIN after submission of a complete application (whether directly online or digitized after physical scrutiny). This UIN shall be used for all subsequent tracking, appeals, and correspondence and the stipulated time limit shall start after the successful submission of the application.
- (7) (a) Every application for a notified service shall be submitted by the applicant with a mobile number for providing information and notifications.
- (b) In case the applicant does not possess a mobile number, they may provide an alternate mobile number to which they have access shall be such that communication sent via SMS to the provided mobile number shall be received by the applicant.
- (c) In cases where the applicant has taken assistance from a Facilitator (such as a VLE or PFC staff) in filling up the form, the name and mobile number of the person providing such assistance shall be recorded in the application data on the Portal.
- Procedure for filing of digital Appeals 8. The procedure for filing of appeals shall be digitally in the following manner, namely:-
- (1) (a) If a notified service is not delivered to the applicant within the stipulated time, the Portal itself shall automatically generate a Draft first Appeal Draft application for the first appeal /second appeal/third appeal as the case may be.
- (b) An electronic intimation (SMS/Email) containing a link to the Draft Appeal shall be sent to the applicant.
- (c) The applicant may file the appeal with a single click or modify the grounds of appeal using the link provided for the said purpose.
- (d) The link shall remain active for a period of 30 days and thereafter shall expire, automatically.
- (2) Upon the registration of any appeal, the Portal shall automatically retrieve and present the complete application history, movement trail, and all previously submitted documents to the concerned Appellate Authority or Commission, eliminating the need for the appellant to resubmit existing records.
- (3) The Commission may remand appeals to any authority as deemed fit with a direction to dispose of the matter within a period not exceeding 15 (fifteen) days.
- Digital Notice and Deemed Service 9. (1) All notices, summons, or intimations regarding hearings shall be served primarily through electronic means, including:
- (a) SMS to the registered mobile number;
- (b) Email to the registered address; and
- (c) A notification on the user's Dashboard on the Portal.

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| | (2) | A notice or order shall be deemed to be effectively served on the recipient when it is made available on the User's Dashboard on the Portal and an electronic alert (SMS or Email) has been triggered. |
| Conduct of Hearings | 10. (1) | Hearings for First, Second, and Third Appeals shall ordinarily be conducted through Virtual Video Conferencing (VC) facilities integrated into the Portal. until such facilities are fully integrated or where connectivity issues arise, the Appellate Authority may conduct hearings physically or through other available electronic means, provided that the proceedings are duly recorded in the order. The date of hearing shall be communicated to the parties at least seven clear working days in advance. |
| | (2) | A physical hearing may be convened if: |
| | (a) | The appellant explicitly requests it due to lack of digital access; or |
| | (b) | The appellate authority deems it necessary for the verification of original physical records. |
| | (3) | The appellant may appear in person or through an authorized representative who is not a legal practitioner, unless the Appellate Authority, for special reasons to be recorded in writing, permits representation by a legal practitioner in a specific case. |
| Orders and Communication | 11. (1) | Every order passed by an Appellate Authority or the Commission shall be in writing and shall contain brief reasons for the decision. Where applicable, the order shall explicitly specify: |
| | (a) | Whether any penalty is imposed under Section 9 of the Act; |
| | (b) | Whether any recommendation for disciplinary action is being made; and |
| | (c) | Any specific direction to the Designated Public Servant to provide the service within a specified timeframe. |
| | (2) | Every order shall be digitally signed or authenticated and uploaded directly to the Portal. |
| | (3) | The Portal shall automatically give an intimation regarding the disposal of the appeal to the Appellant, the Designated Public Servant, and the Appellate Authority as the case may be against whose order the appeal was preferred. |
| Form of providing Incentives | 12. | As per sub-section (1) of section 10C, the State Government may, by notification frame a scheme for granting incentives or awards to Designated Public Servants who demonstrate exemplary performance in the delivery of notified public services. |
| Educational Curriculum | 13. | As per section 10E of the Act, the Government may shall take steps to introduce a chapter on the Right to Public Services in the curriculum of High School standards, in consultation with the Board of Secondary Education Assam (SEBA) or the State Council |

of Educational Research and Training (SCERT), for bringing sensitization among the students and to develop a culture of timely delivery of public service.

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| Interpretation | 14. If any question arises regarding the interpretation of these rules, the decision of the Government shall be final. |
| Repeal and Savings | 15. (1) The Assam Right to Public Services Rules, 2012 are hereby repealed.
(2) Notwithstanding such repeal:
(a) Any action taken, order issued, penalty imposed, or appeal pending under the rules so repealed shall be deemed to have been taken, issued, imposed, or pending under the corresponding provisions of these rules.
(b) All appeals filed and pending before the First Appellate Authority, Second Appellate Authority, or the Commission immediately before the commencement of these rules shall be dealt with and disposed of in accordance with these rules, unless the concerned Authority directs otherwise for reasons recorded in writing. |

PATIBANDLA ASHOK BABU,
Commissioner & Secretary to the Government of Assam,
ARTPPG Department.