



**GOVERNMENT OF ASSAM
ADMINISTRATIVE REFORMS, TRAINING, PENSION AND PUBLIC GRIEVANCES
DEPARTMENT**

BLOCK-A, FOURTH FLOOR, JANATA BHAWAN :: DISPUR :: GUWAHATI-6

Website: art.assam.gov.in :: Email: artassamdept@gmail.com

**ORDERS BY THE GOVERNOR
NOTIFICATION**

No. AR 39/2017/Pt/44

Dated Dispur, the 31st Aug, 2022

The Governor of Assam is pleased to notify the following in respect of citizen-centric service delivery:

1. All grievances lodged for services notified under The Right To Public Services Act, 2012 are to be resolved within 15 days from the date of receipt of all the details from applicants.
2. The applicant shall not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ physical visit of applicant is mandated by law.
3. Assam RTPS Portal i.e. <https://rtps.assam.gov.in> shall act as a Single Window Platform for all citizen-centric services under the State of Assam.

On behalf of the Governor of Assam,

Sd/- Smt. Archana Varma, IAS
Principal Secretary to the Government of Assam
Administrative Reforms, Training,
Pension & Public Grievances Department

Memo No. AR 39/2017/Pt/44-A

Dated Dispur, the 31st Aug, 2022

Copy to :

1. All Additional Chief Secretary/ Principal Secretary/Commissioner and Secretary/Secretary to the Government of Assam.....Department
2. Principal Secretary to the Hon'ble Chief Minister, Assam
3. Secretary to the Hon'ble Governor of Assam, Raj Bhawan, Guwahati-1.
4. Principal Secretary to the Assam Legislative Assembly
5. Staff Officer to the Chief Secretary for kind appraisal of the Chief Secretary.
6. P.S. to Ministers/Ministers of State, Assam
7. P.S to the Commissioner & Secretary, Administrative Reforms, Training, Pension and Public Grievance Department for kind information.
8. Director, IPR for publishing the Notification in at least two (2) nos. of English and Assamese local Daily Newspapers and at least one (1) English national newspaper.

By Order etc.

Joint Secretary to the Govt. of Assam
Administrative Reforms, Training,
Pension & Public Grievances Department

o/c