ENGLISH

User Manual for the Mutual Transfer Portal

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1. Introduction

Swagata Satirtha is a user-friendly online platform designed to facilitate mutual transfers for government employees in Assam. The portal simplifies the application process, making it easy to manage and track transfer requests. This guide outlines the features and steps needed to use the portal effectively.

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2. Home Page

The Home Page is the entry point to the portal. It provides:

- Mutual Transfer Process: A brief overview of the steps involved in completing a mutual transfer.

- Quick Links: Access important sections like login, registration, FAQs, and support.

- Notifications: Displays updates, important announcements, and alerts related to transfers.

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3. About Us

This section explains the purpose of the portal, the goals it aims to achieve, and the government authorities responsible for its management and operation.

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4. FAQ Page

The FAQ Page answers common questions about the portal and transfer process, including:

- Who can apply for transfers.

- Steps for registration and profile verification.

- How to resolve technical or procedural issues.

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5. Registration Process

To use the portal, you must first create an account. It is mandatory to read the Standard Operating Procedure (SOP) available in English, Assamese, Bengali, and Bodo before registering to the portal and proceeding with the registration process.

Step 1: Register Your Account

- Fill in your personal and contact details.
- Complete OTP verification sent to your registered phone number.

Step 2: Obtain Your Registration ID

- After successful registration, the system generates a unique Registration ID for future use.

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6. Login Process

Log in to your account using:

- The phone number registered during the sign-up process.
- The password created during registration.

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7. Identity Verification

Verify your identity by submitting your PAN number registered with FINASSAM. This step ensures that only eligible employees can access the portal.

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8. Profile Completion

Once your PAN is verified, complete your profile by providing essential details:

Enter Details:

- Personal Information: Name, Date of Birth, Contact Information, etc.
- Employment Information: Department, designation, and employment history.
- Preferences: Indicate up to five transfer preferences based on location(district).

Document Upload:

1. Photo (Passport size)

2. Signature

3. Valid PAN Card

4. Department ID Card

5. Additional Supporting Documents (if any)

Note: All fields marked with an asterisk (*) are mandatory.

Save Progress:

Save your progress anytime and return later to complete the remaining sections.

Review and Submit:

- Double-check all entered details for accuracy.

- It is mandatory to read the Standard Operating Procedure (SOP) available in English, Assamese, Bengali, and Bodo before final submission.

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9. Profile Verification

- Authorities will review your submitted profile.

- If any issues are found, you will be notified to make corrections and resubmit.

- Once certified, the applicant becomes eligible for the mutual transfer process.

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10. Transfer Request Process

Step 1: Check Eligibility

- Use the Recommended by Preference section to find other employees eligible for transfer based on your preferences.

Step 2: Send a Request

- Select a suitable applicant and send a mutual transfer request.

Step 3: Manage Requests

- Only one active request is allowed at a time.

- Cancel a request manually if needed, or it will be cancelled automatically after 15 days of inactivity.

Step 4: Joint Application

- If the other applicant accepts, a Joint Application is created and sent to the authorities.

- Once submitted, cancellation is no longer allowed.

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11. Approval Process

- The Head of Department (HOD) reviews the application.

- If approved, the HOD can generate the transfer order and the transfer moves forward to the final stage.

- If rejected, the applicant will be eligible to request another mutual transfer with other applicants.

- The HOD may also block the applicant from participating in the mutual transfer process if deemed necessary.

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12. Notification and Transfer Order

SMS Notifications:
Applicants will receive SMS notifications at key stages of the process, including:

- Profile Verification: Notification upon successful profile verification.

- Transfer Approval: Notification when the transfer is approved.

- Order Generation: Notification when the transfer order has been generated and is ready for download.

Approval Notification:

- You will also receive an approval notification on your portal dashboard.

Transfer Order:

- The HOD issues the transfer order.

- You can download the transfer order from the portal.

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13. Additional Notes

- Editing Profiles: If your profile is rejected, update the necessary details and resubmit it.

- Active Request Limit: You can only have one active transfer request at a time.

- Cancellation Policy: Requests inactive for 15 days are automatically cancelled.

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14. Support

For assistance:

- Visit the FAQ section for quick answers to common questions.

- Use the helpdesk phone number and email in the top of the portal to reach the support team for further help.