User Manual

RTI Online

(CITIZEN INTERFACE)

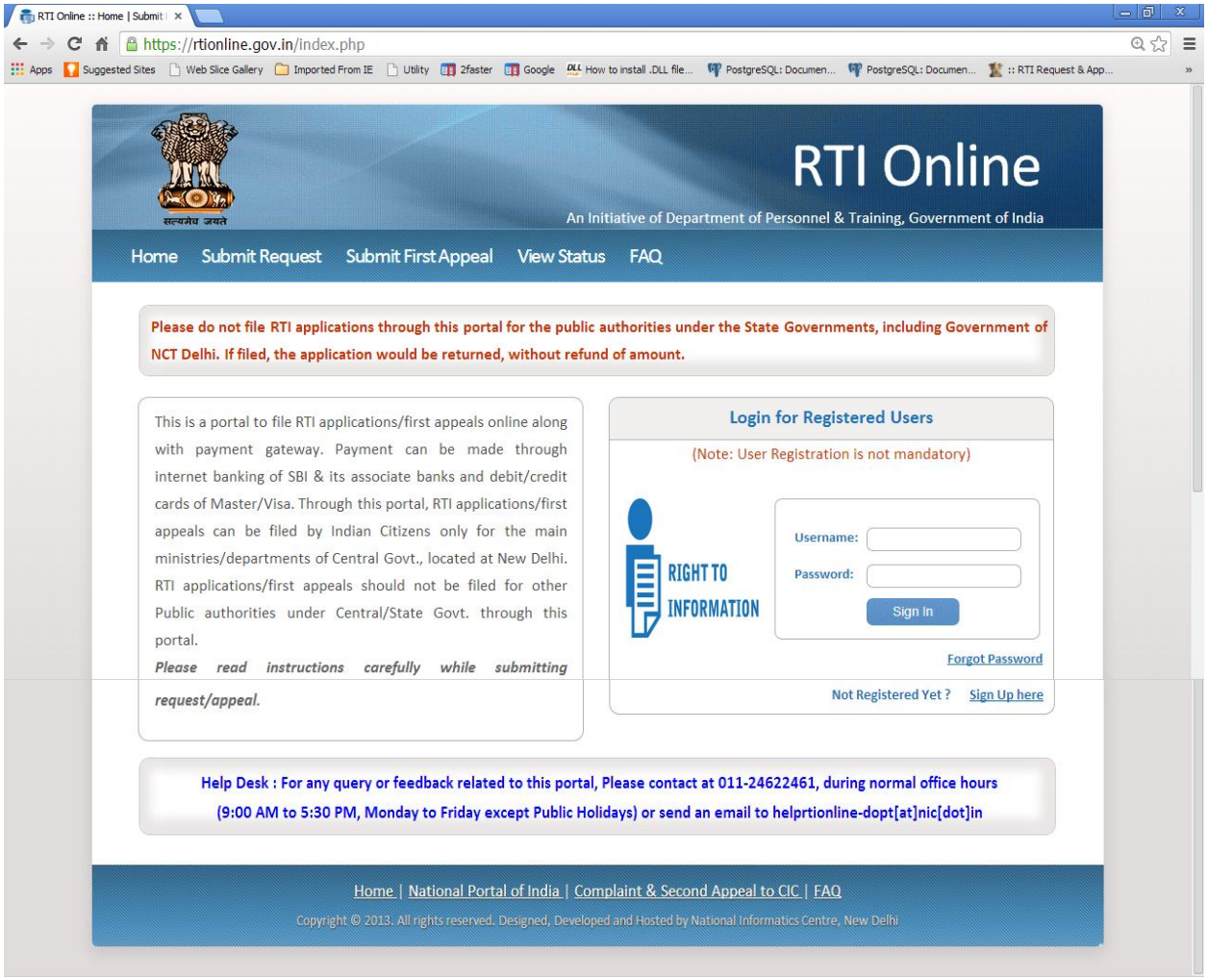
Department of Personnel & Training,
M/o Personnel, Public Grievances & Pensions,
North Block, New Delhi-110001

National Informatics Centre
D/o Information Technology
M/o Comm. & IT, Govt. of India

The url of the RTI software is : https://rtionline.gov.in

Citizen Module

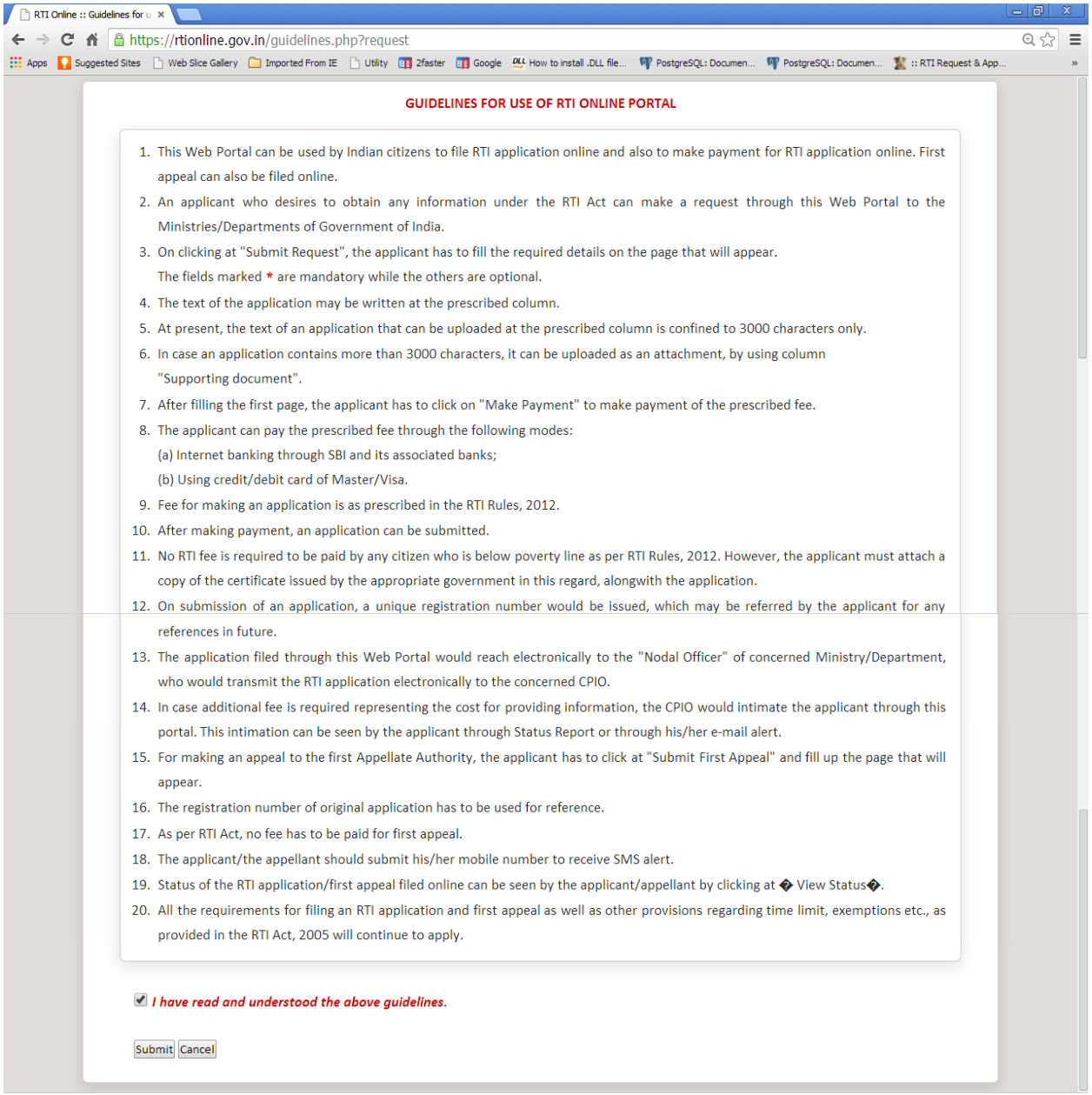
This is the home screen of citizen module.



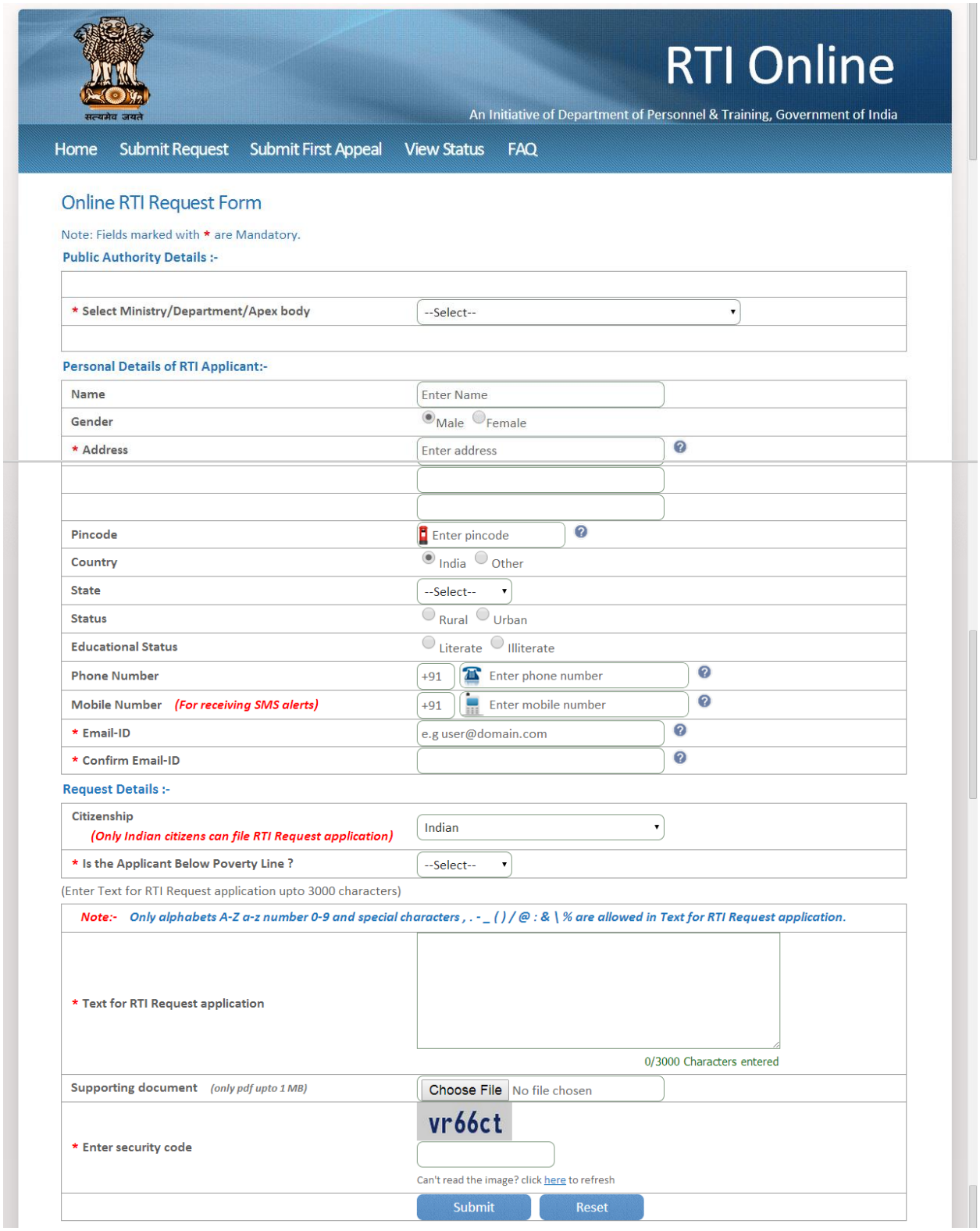
SUBMIT REQUEST

For submitting RTI application click on **submit request** option.
On clicking on submit request option **"GUIDELINES FOR USE OF RTI ONLINE PORTAL"** screen will be displayed. This screen contains various guidelines for using RTI online portal.

Citizen has to click on the checkbox ***"I have read and understood the above guidelines."*** and then click on submit button.



Then **Online RTI Request Form** screen will be displayed. This form can be used to file an online RTI.



RTI Online

An Initiative of Department of Personnel & Training, Government of India

Home | Submit Request | Submit First Appeal | View Status | FAQ

Online RTI Request Form

Note: Fields marked with * are Mandatory.

Public Authority Details :-

* Select Ministry/Department/Apex body	--Select--

Personal Details of RTI Applicant:-

Name	Enter Name
Gender	Male / Female
* Address	Enter address
Pincode	Enter pincode
Country	India / Other
State	--Select--
Status	Rural / Urban
Educational Status	Literate / Illiterate
Phone Number	+91 Enter phone number
Mobile Number *(For receiving SMS alerts)*	+91 Enter mobile number
* Email-ID	e.g user@domain.com
* Confirm Email-ID	

Request Details :-

Citizenship *(Only Indian citizens can file RTI Request application)*	Indian
* Is the Applicant Below Poverty Line ?	--Select--

(Enter Text for RTI Request application upto 3000 characters)

Note:- Only alphabets A-Z a-z number 0-9 and special characters , . - _ ( ) / @ : & \ % are allowed in Text for RTI Request application.

* Text for RTI Request application	0/3000 Characters entered
Supporting document *(only pdf upto 1 MB)*	Choose File No file chosen
* Enter security code	vr66ct Can't read the image? click here to refresh
	Submit Reset

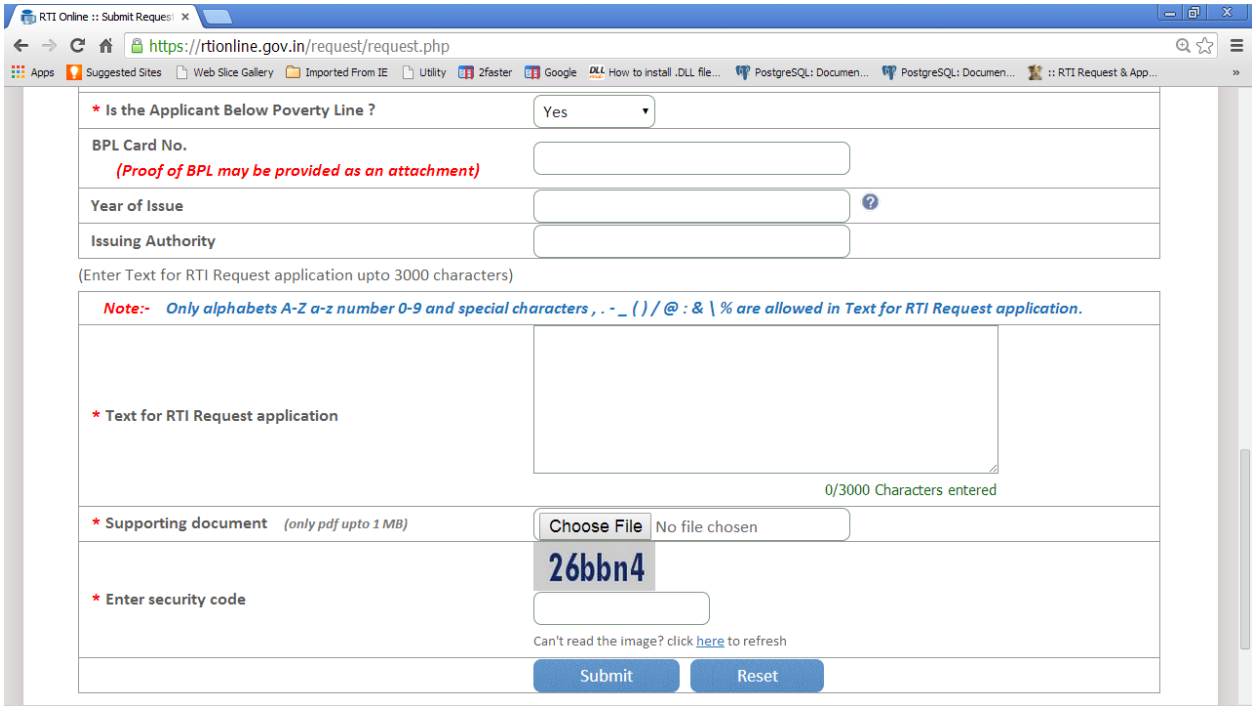
Ministry or Department for which the applicant wants to file an RTI can be selected from **Select Ministry/Department/Apex body** dropdown.

Applicant will receive **sms alerts** in case he/she provides mobile number .

The fields marked * are mandatory while the others are optional.

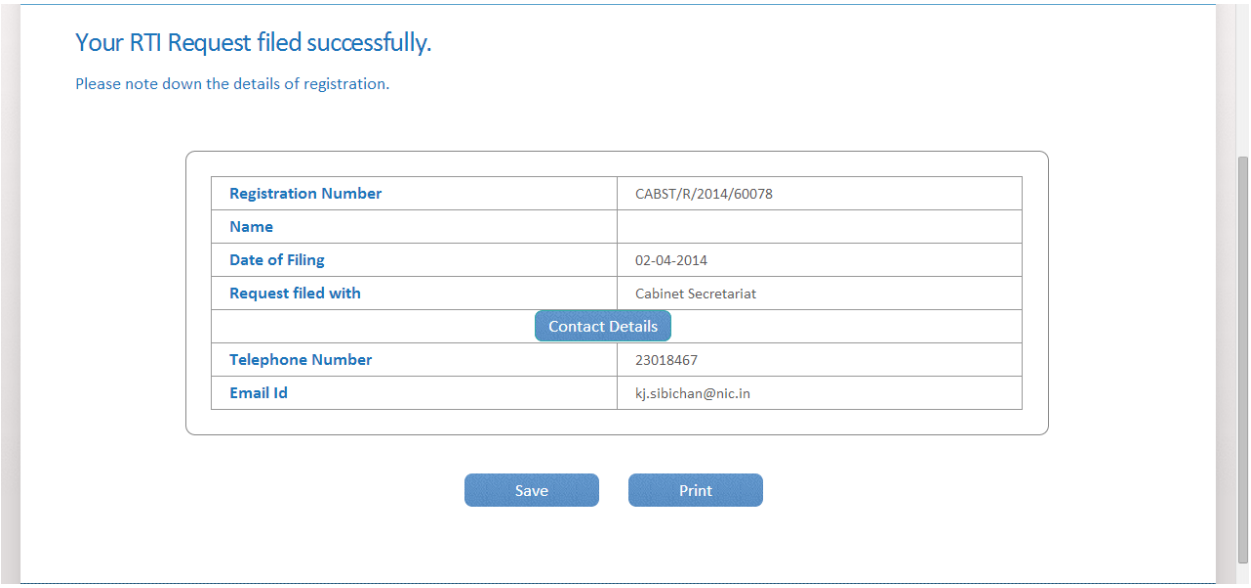
If a citizen belongs to BPL category he will select the option **Yes** in **" Is the Applicant Below Poverty Line ?"** field and he has to upload BPL card certificate in **Supporting document** field.

1. **Supporting document** should be in **PDF** format and upto **1MB**.
2. No RTI fee is required to be paid by any citizen who is below poverty line as per RTI Rules,2012.



In **case of BPL category** the applicant can click on submit button to submit the RTI application.

On submission of the application, a unique registration number would be issued, which may be referred by the applicant for any references in future.

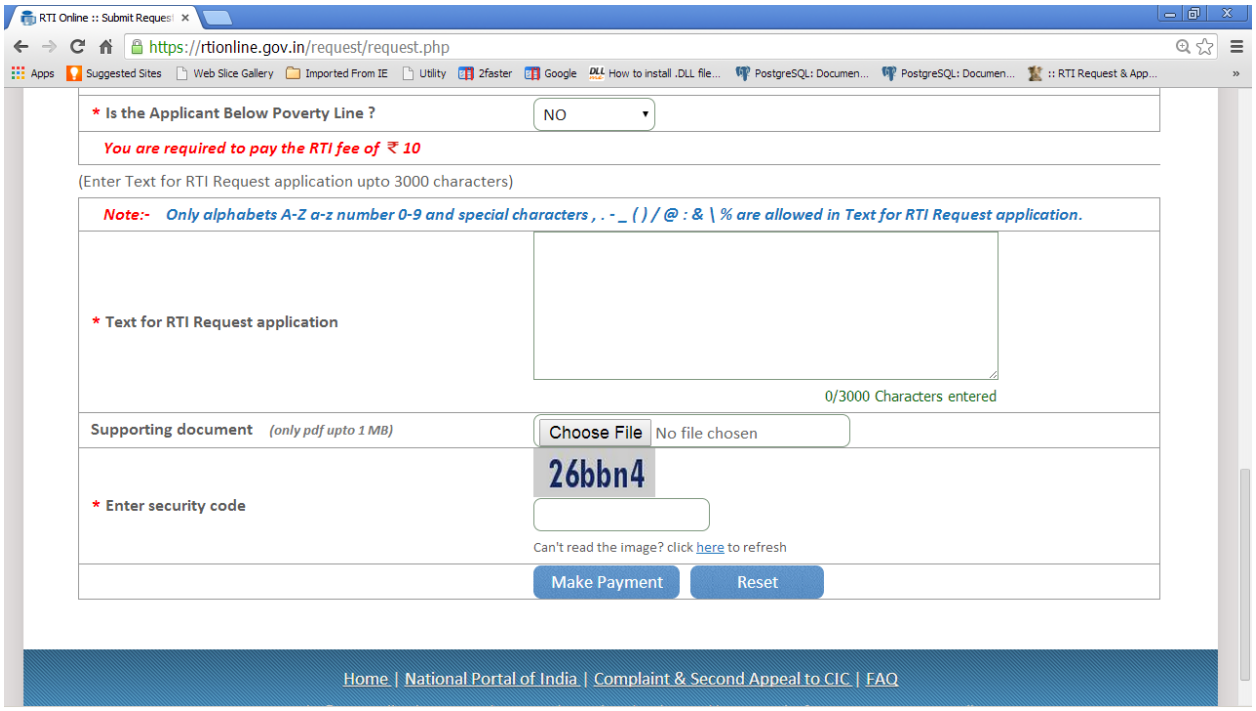


If a citizen belongs to Non BPL category he will select the option **NO** in **" Is the Applicant Below Poverty Line ?"** field and has to make a payment of **RS 10** as prescribed in the RTI Rules, 2012.

The applicant can pay the prescribed fee through the following modes:

(a) Internet banking through SBI and its associated banks;

(b) Using credit/debit card of Master/Visa.



"Text for RTI Request application" should be upto **3000 characters**. If the text of RTI application is more than 3000 characters then RTI application can be uploaded in **Supporting document** field.

Note:- Only alphabets A-Z a-z number 0-9 and special characters , . - _ ( ) / @ : & \ % are allowed in Text for RTI Request application.

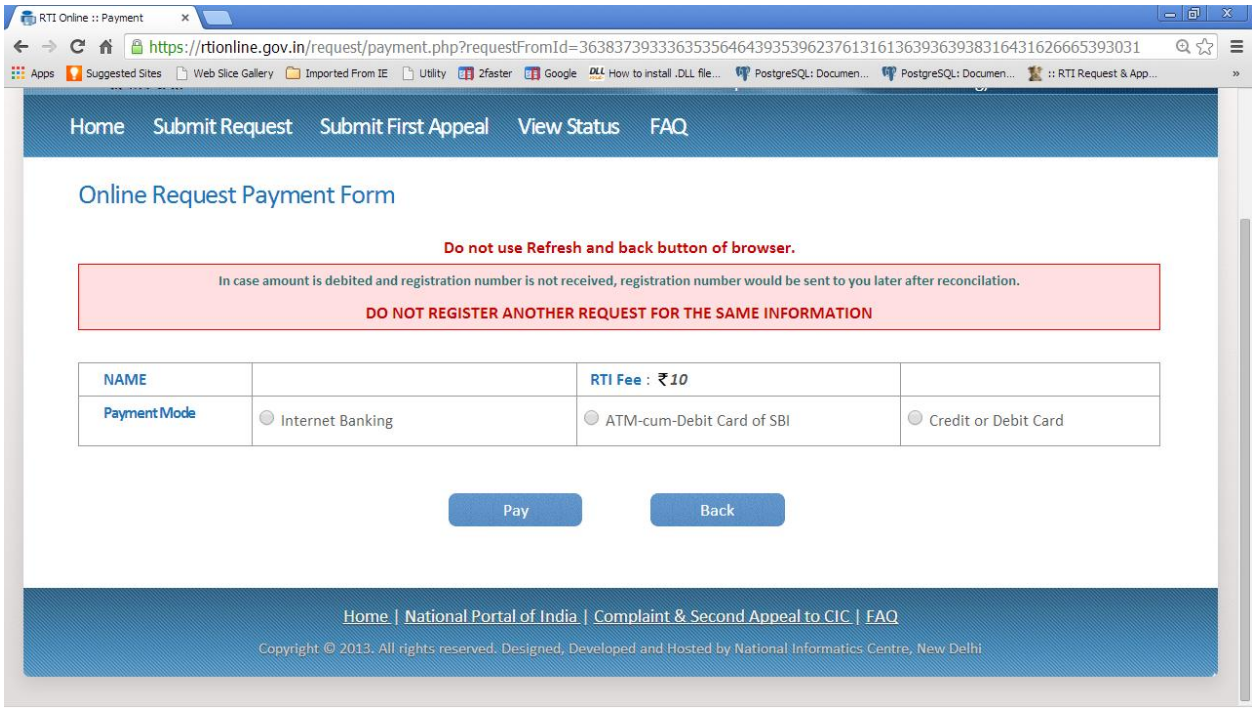
After filling all the details in the form click on **Make Payment** button.

On clicking Make Payment button **Online Request Payment form** will be displayed.

The payment mode can be selected in this form.

Payment mode can be :

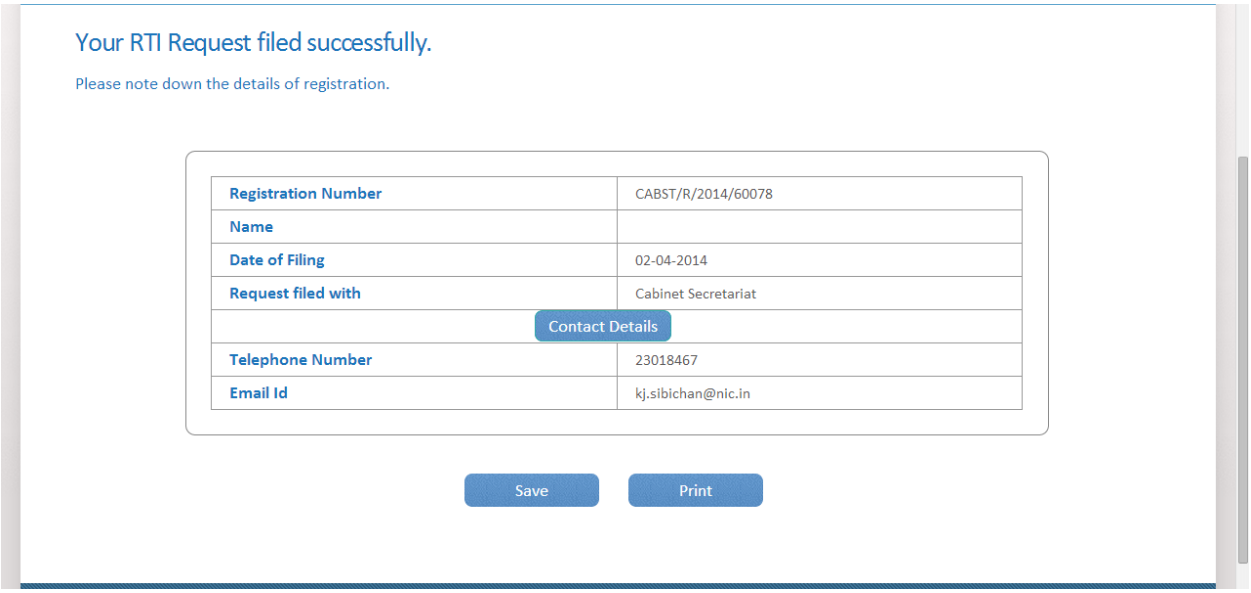
1. Internet Banking
2. ATM-cum-Debit Card
3. Credit Card



After clicking on the **"Pay"** button, applicant will be directed to SBI Payment Gateway for payment. After completing the payment process, applicant will be redirected back to RTI Online Portal.

On submission of the application, a unique registration number would be issued, which may be referred by the applicant for any references in future.

The applicant will get an email and sms alert(if mobile no. provided) on submission of application.

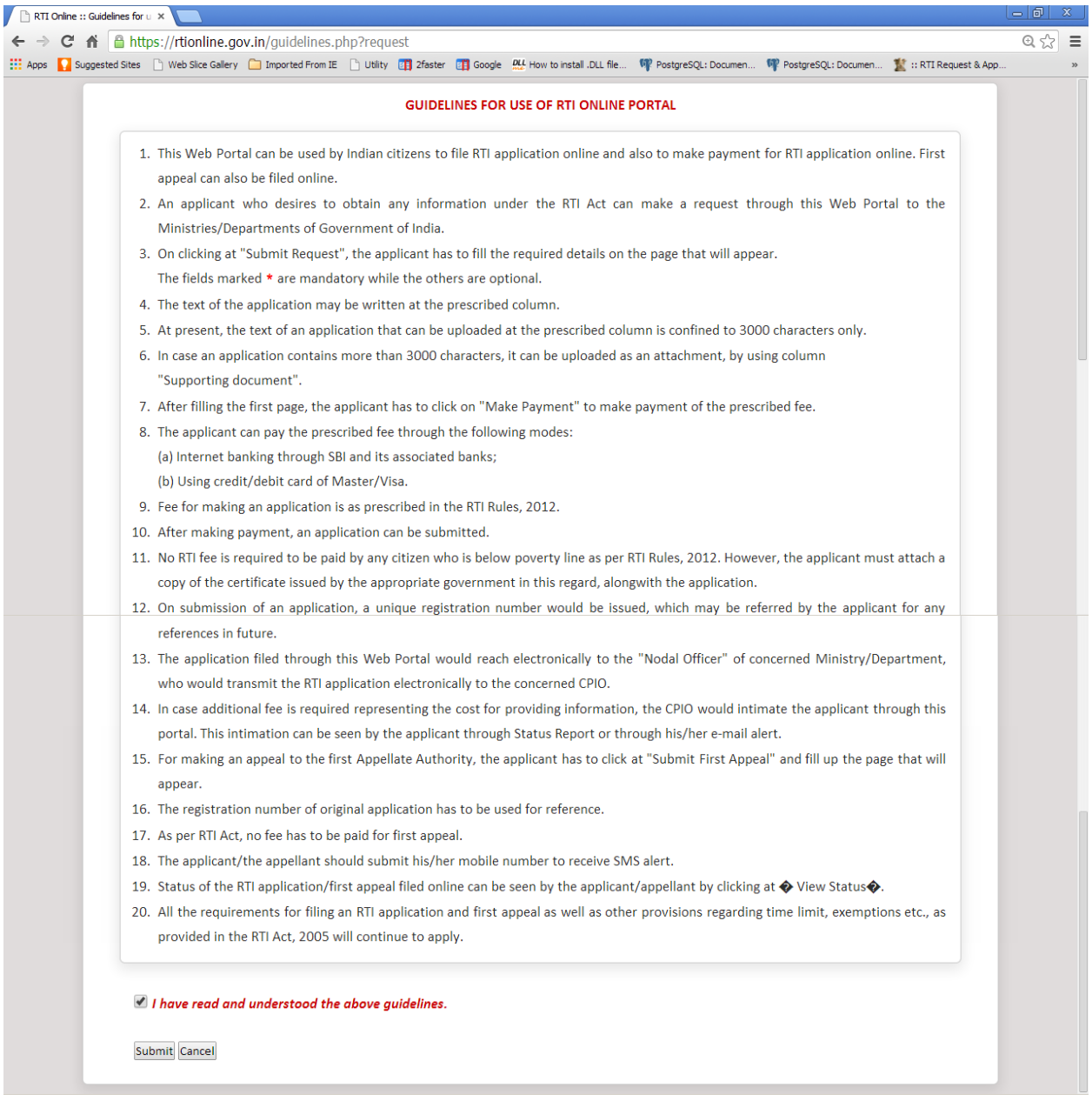


The application filed through this Web Portal would reach electronically to the **"Nodal Officer"** of concerned Ministry/Department, who would transmit the RTI application electronically to the **concerned CPIO**.

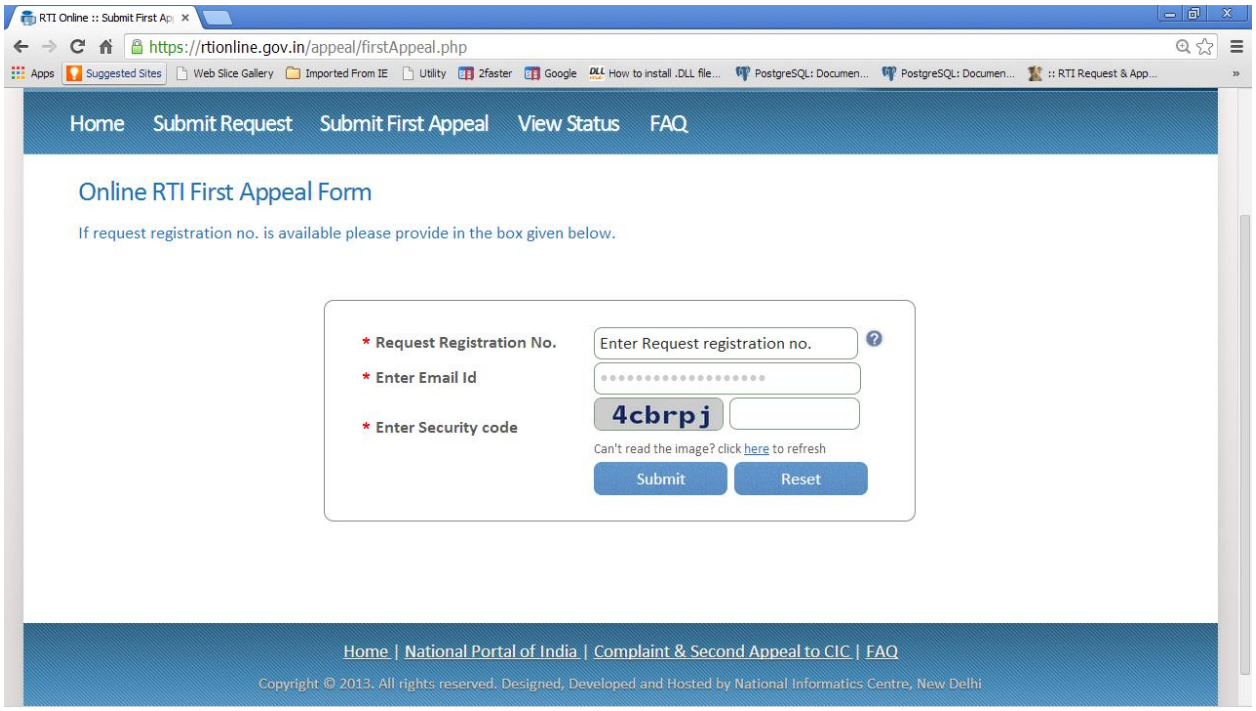
SUBMIT FIRST APPEAL

For submitting First Appeal application click on **Submit First Appeal** option.
On clicking on this option **"GUIDELINES FOR USE OF RTI ONLINE PORTAL"** screen will be displayed. This screen contains various guidelines for using RTI online portal.

Citizen has to click on the checkbox ***"I have read and understood the above guidelines."*** and then click on submit button.

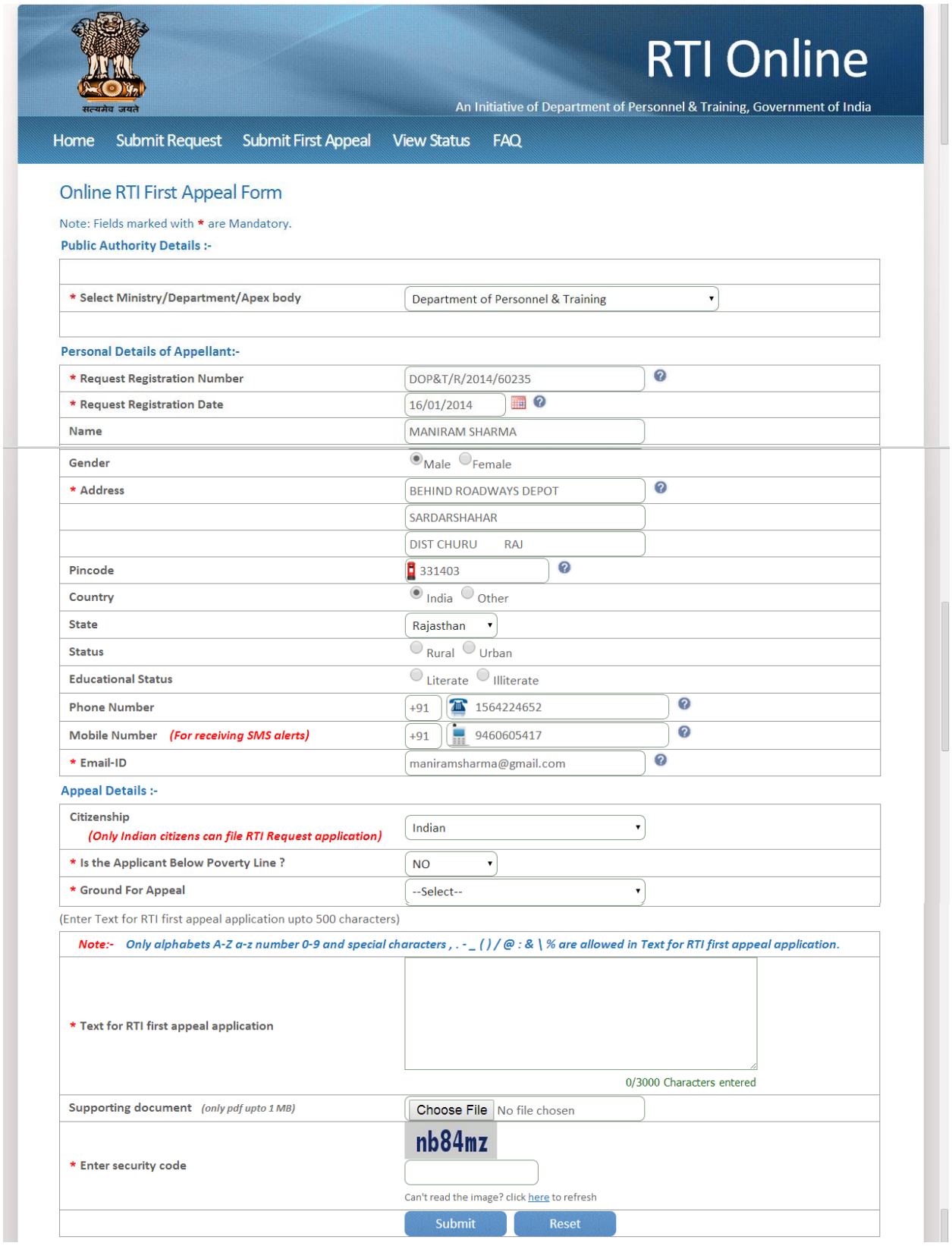


Then ***Online RTI First Appeal Form*** screen will be displayed.



Applicant can enter Request Registration no., Email Id and security code in ***Online RTI First Appeal Form.***

On clicking on submit button ***Online RTI First Appeal Form*** will be displayed.



RTI Online

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Home | Submit Request | Submit First Appeal | View Status | FAQ

Online RTI First Appeal Form

Note: Fields marked with * are Mandatory.

Public Authority Details :-

* Select Ministry/Department/Apex body	Department of Personnel & Training

Personal Details of Appellant:-

* Request Registration Number	DOP&T/R/2014/60235
* Request Registration Date	16/01/2014
Name	MANIRAM SHARMA
Gender	Male / Female
* Address	BEHIND ROADWAYS DEPOT SARDARSHAHAR DIST CHURU RAJ
Pincode	331403
Country	India / Other
State	Rajasthan
Status	Rural / Urban
Educational Status	Literate / Illiterate
Phone Number	+91 1564224652
Mobile Number *(For receiving SMS alerts)*	+91 9460605417
* Email-ID	maniramsharma@gmail.com

Appeal Details :-

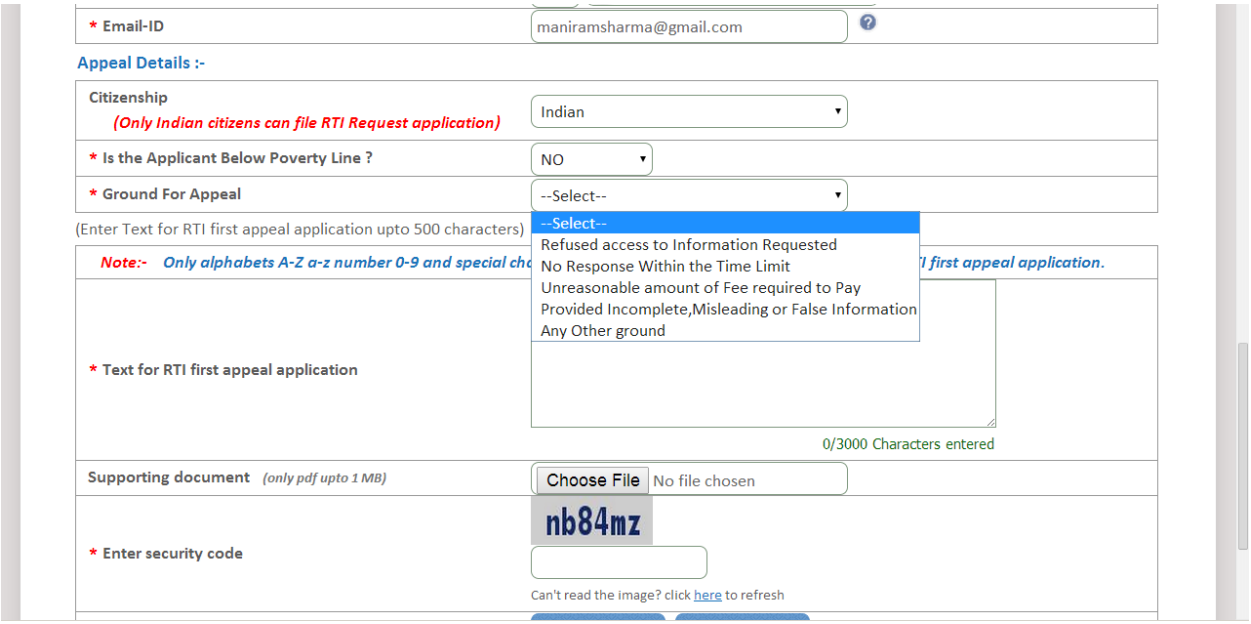
Citizenship *(Only Indian citizens can file RTI Request application)*	Indian
* Is the Applicant Below Poverty Line ?	NO
* Ground For Appeal	--Select--

(Enter Text for RTI first appeal application upto 500 characters)

Note:- Only alphabets A-Z a-z number 0-9 and special characters , . - _ ( ) / @ : & \ % are allowed in Text for RTI first appeal application.

* Text for RTI first appeal application	0/3000 Characters entered
Supporting document *(only pdf upto 1 MB)*	Choose File No file chosen
* Enter security code	nb84mz Can't read the image? click here to refresh
	Submit Reset

The applicant can select reason for filing appeal application from **Ground For Appeal** dropdown field.

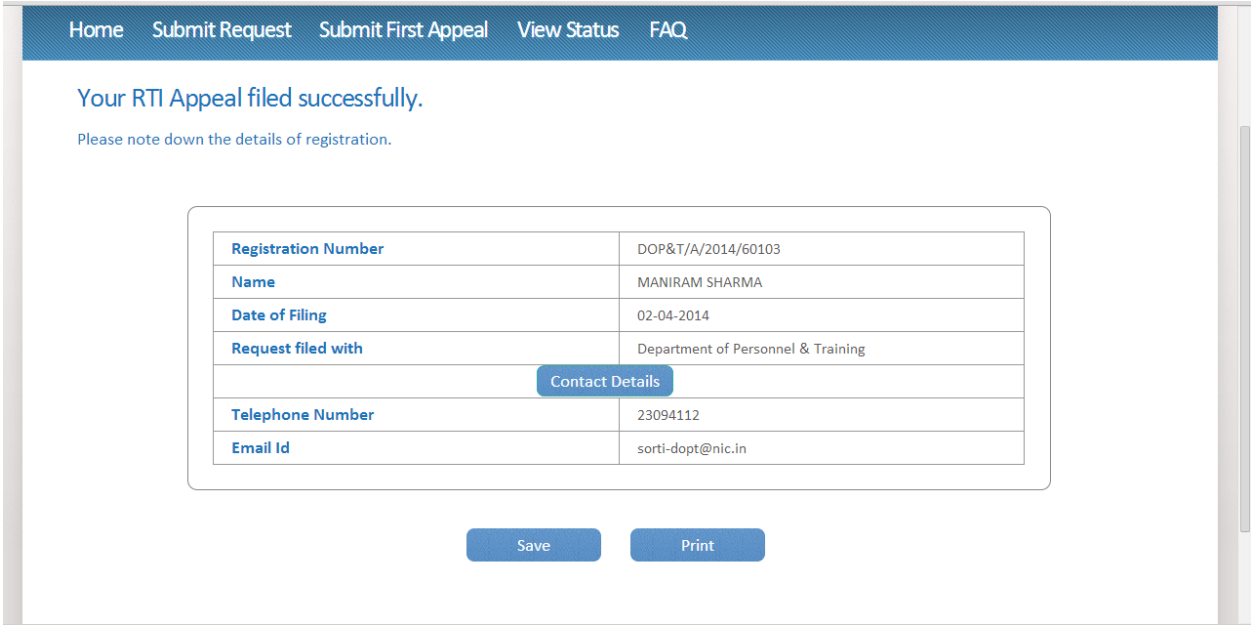


"Text for RTI first appeal application" should be upto **3000 characters**. If the text of RTI first appeal application is more than 3000 characters then RTI appeal application can be uploaded in **Supporting document** field.

Note:

1. Only alphabets **A-Z a-z** number **0-9** and special characters **, . - _ () /** **@ : & \ %** are allowed in Text for RTI Request Application.
2. Supporting document should be in **PDF** format upto **1MB**.
3. As per RTI Act, no fee has to be paid for first appeal.

On submission of the application, a **unique registration number** would be issued, which may be referred by the applicant for any references in future.

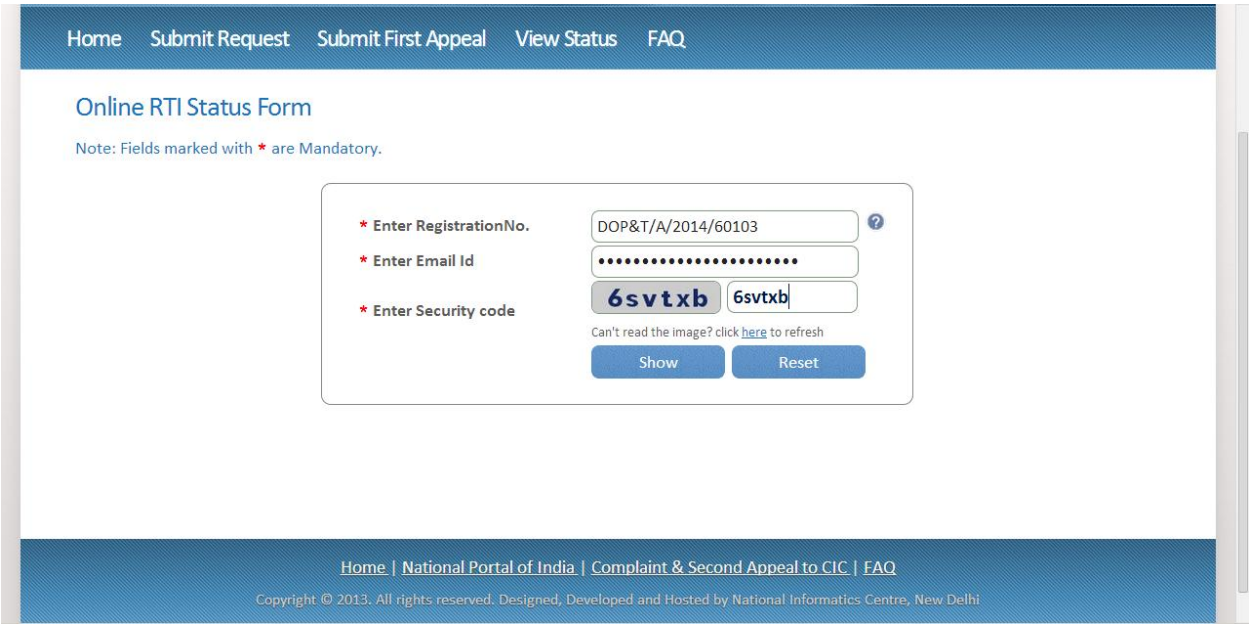


The application filed through this Web Portal would reach electronically to the **"Nodal Officer"** of concerned Ministry/Department, who would transmit the RTI application electronically to the **concerned Appellate Authority**.

VIEW STATUS

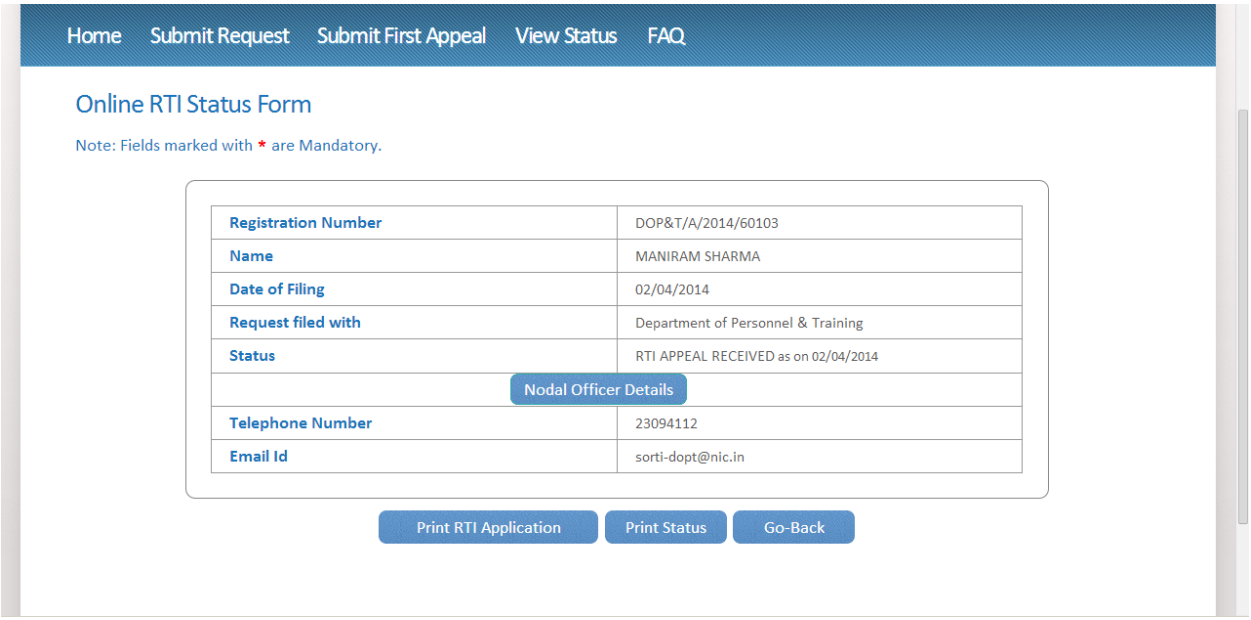
Status of the RTI application/first appeal filed online can be viewed by the applicant by clicking on **View Status**.

On clicking this option ***Online RTI Status Form*** will be displayed.

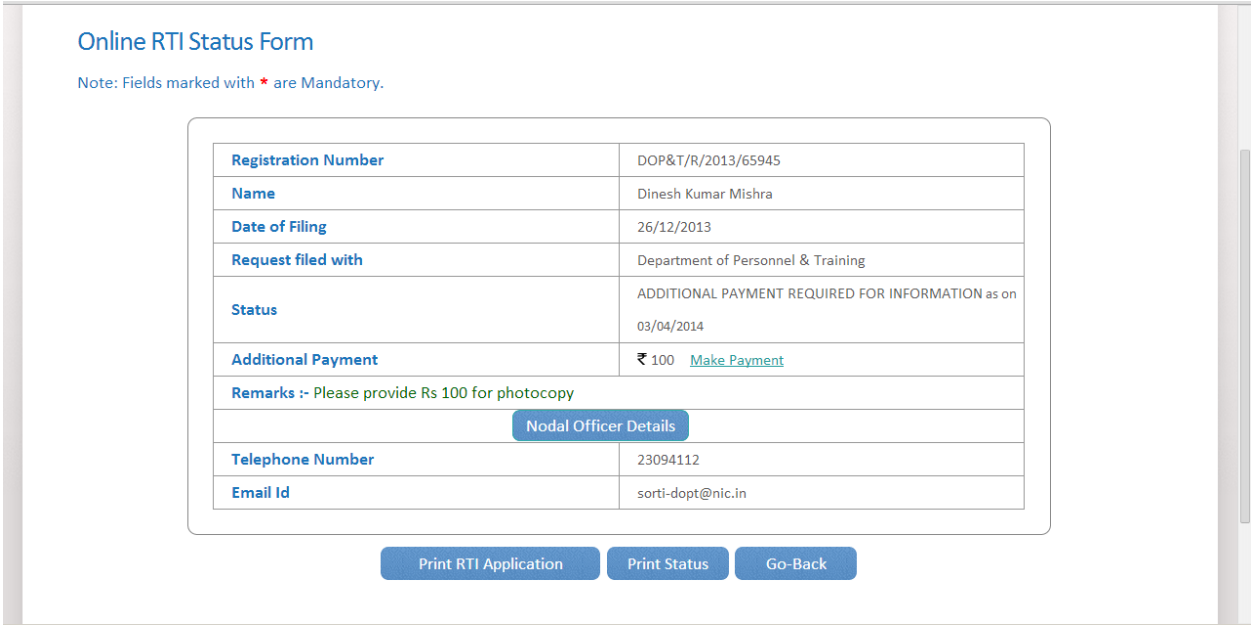


Applicant can enter Registration no., Email Id and security code in ***Online RTI Status Form.***

On clicking on show button ***Online RTI Status Form*** will be displayed .

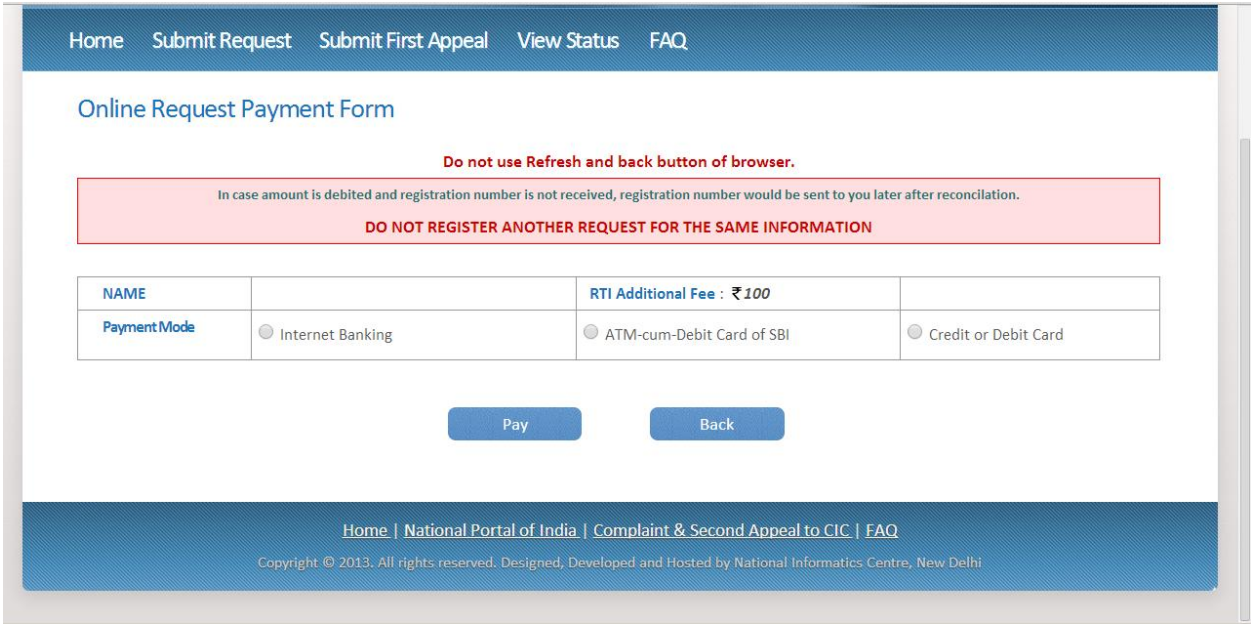


In case of additional payment is demanded by CPIO following screen will be displayed.

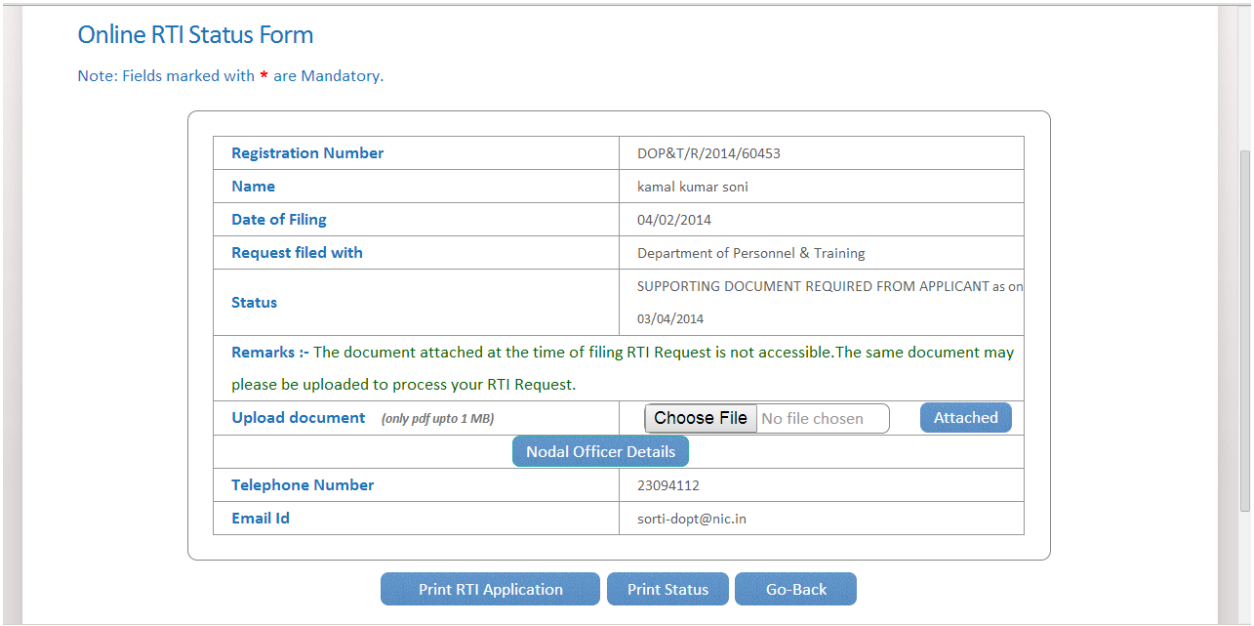


Additional payment can be made by clicking on **Make Payment** link.

Then the applicant will be directed to payment gateway.

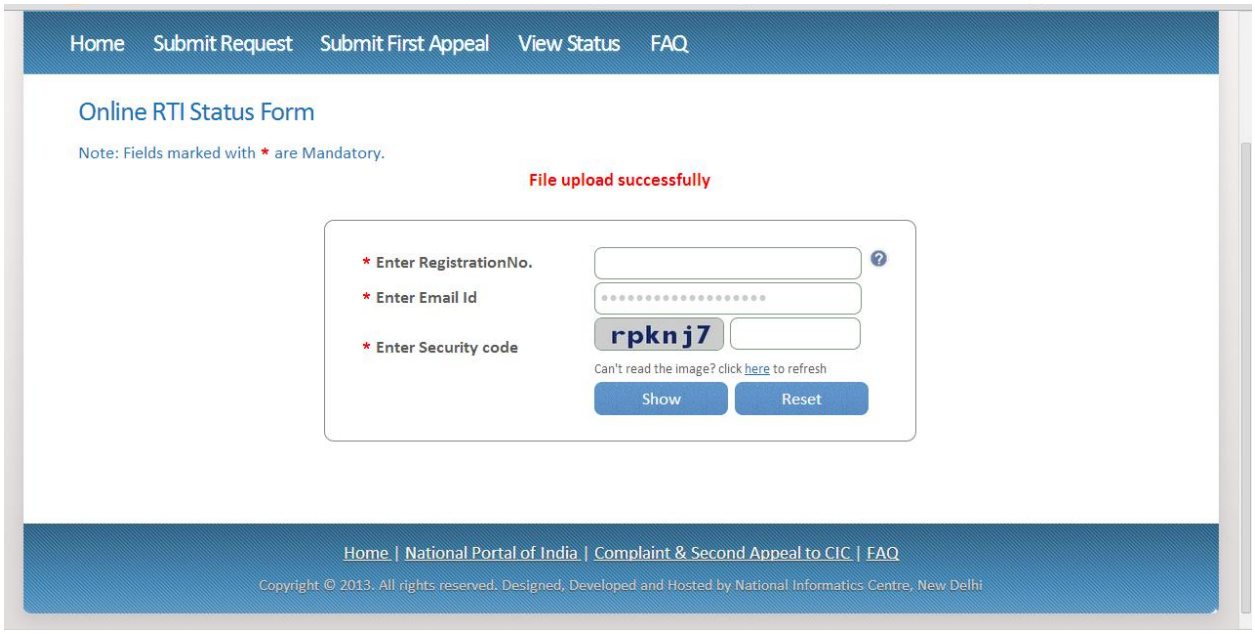


In case the document attached at the time of filing RTI Request is not accessible, then the following screen will be displayed in view status.

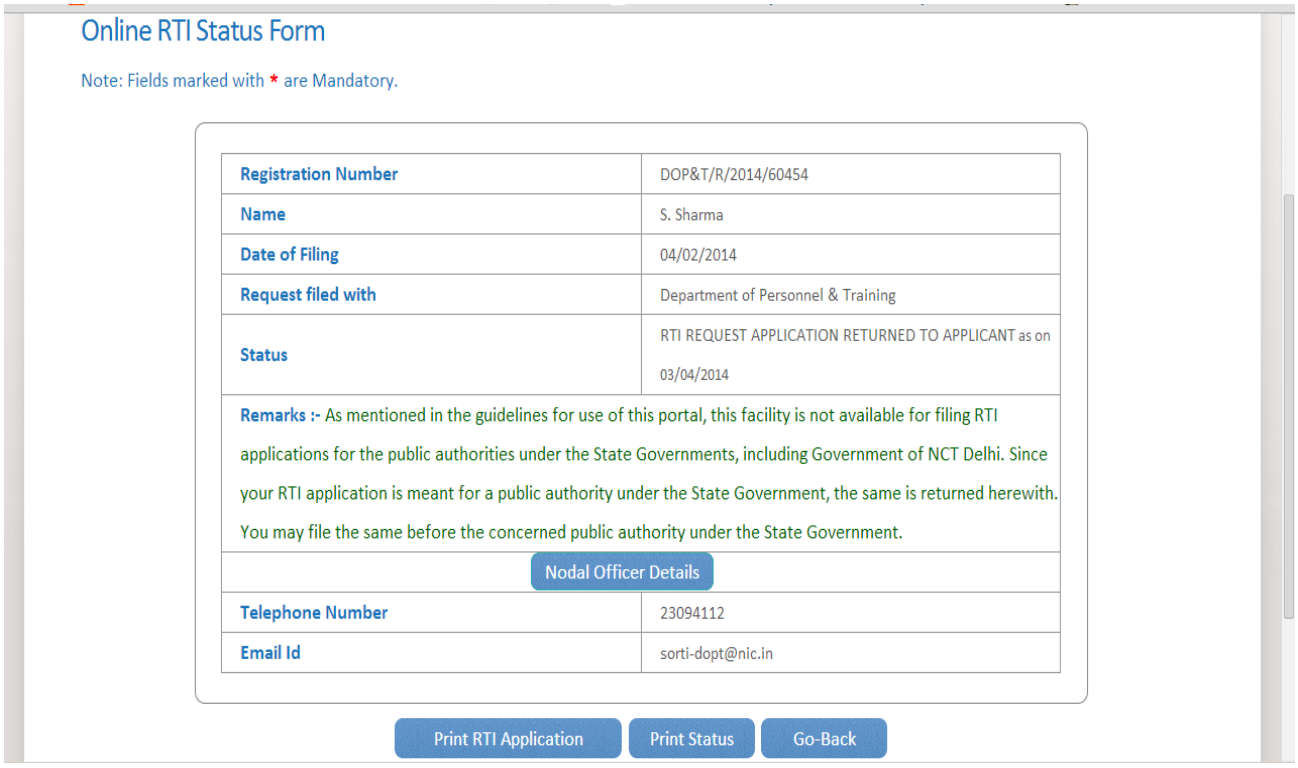


Document can be uploaded by clicking on **choose file** option and then click on **Attached button.**

The following screen will be displayed when file gets uploaded successfully.

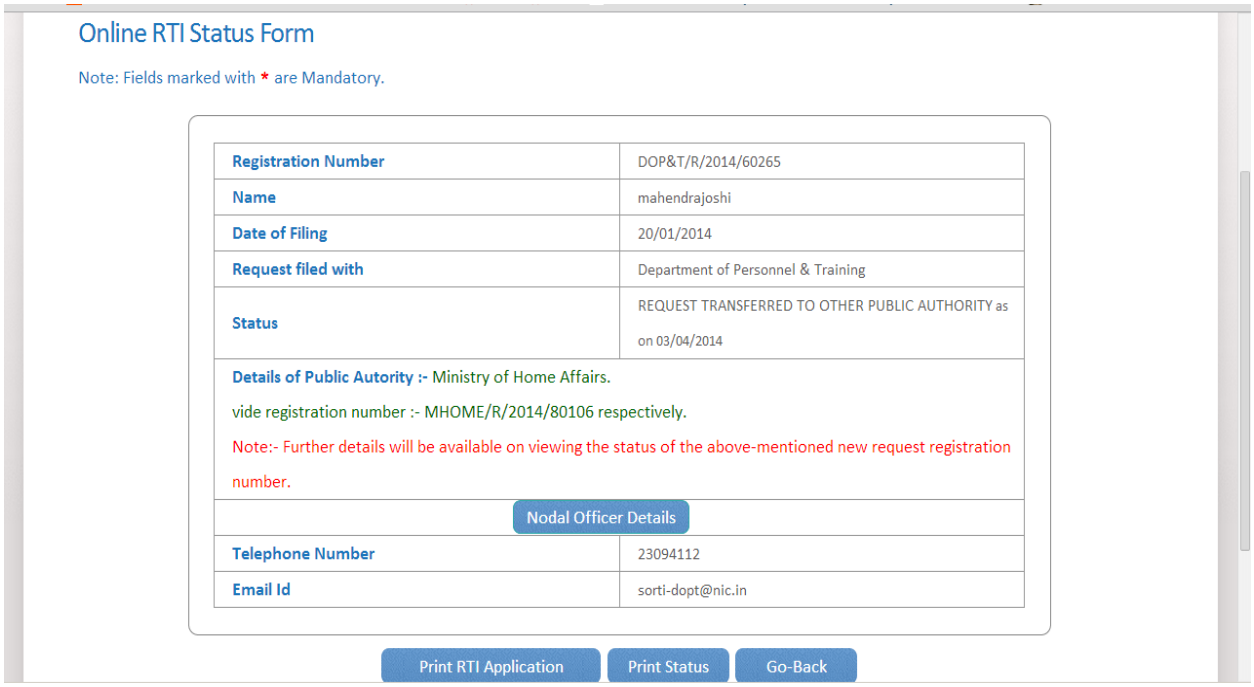


In case RTI Request Application is returned to applicant following screen will be displayed.



RTI application will be returned to applicant without refund of amount in case RTI applications are filed for public authorities under the state governments including Government of NCT, New Delhi.

In case RTI Request Application is transferred to other public authority following screen will be displayed.



Online RTI Status Form

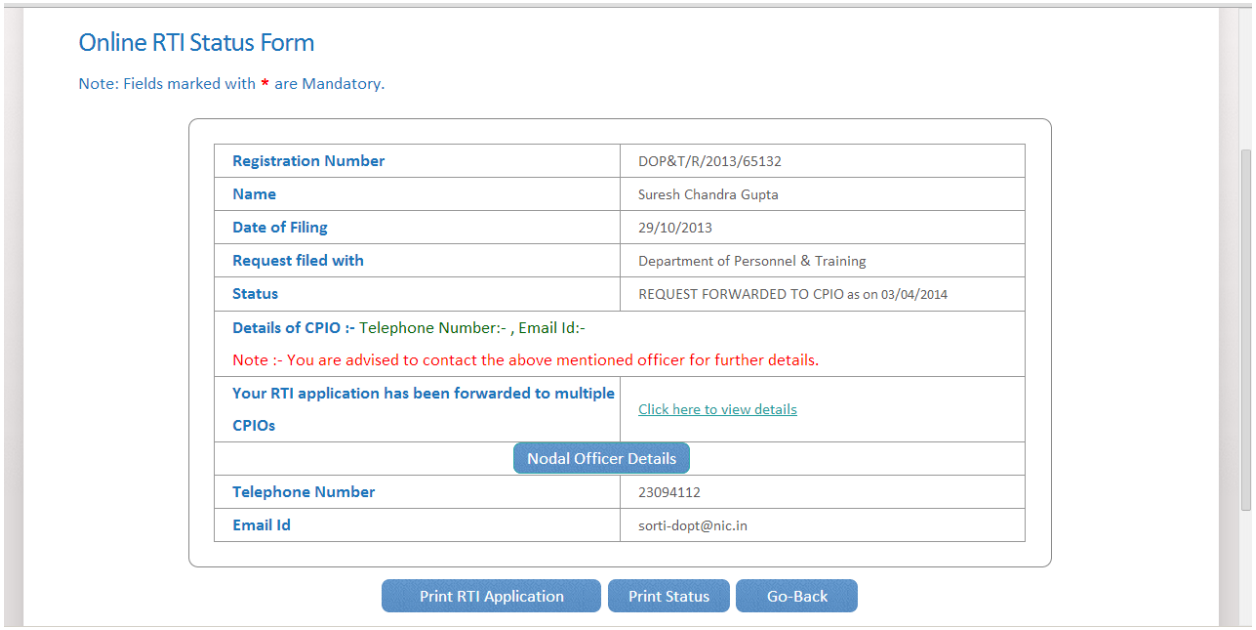
Note: Fields marked with * are Mandatory.

Registration Number	DOP&T/R/2014/60265
Name	mahendrajoshi
Date of Filing	20/01/2014
Request filed with	Department of Personnel & Training
Status	REQUEST TRANSFERRED TO OTHER PUBLIC AUTHORITY as on 03/04/2014
Details of Public Autority :- Ministry of Home Affairs. vide registration number :- MHOME/R/2014/80106 respectively. Note:- Further details will be available on viewing the status of the above-mentioned new request registration number.	
Nodal Officer Details	
Telephone Number	23094112
Email Id	sorti-dopt@nic.in

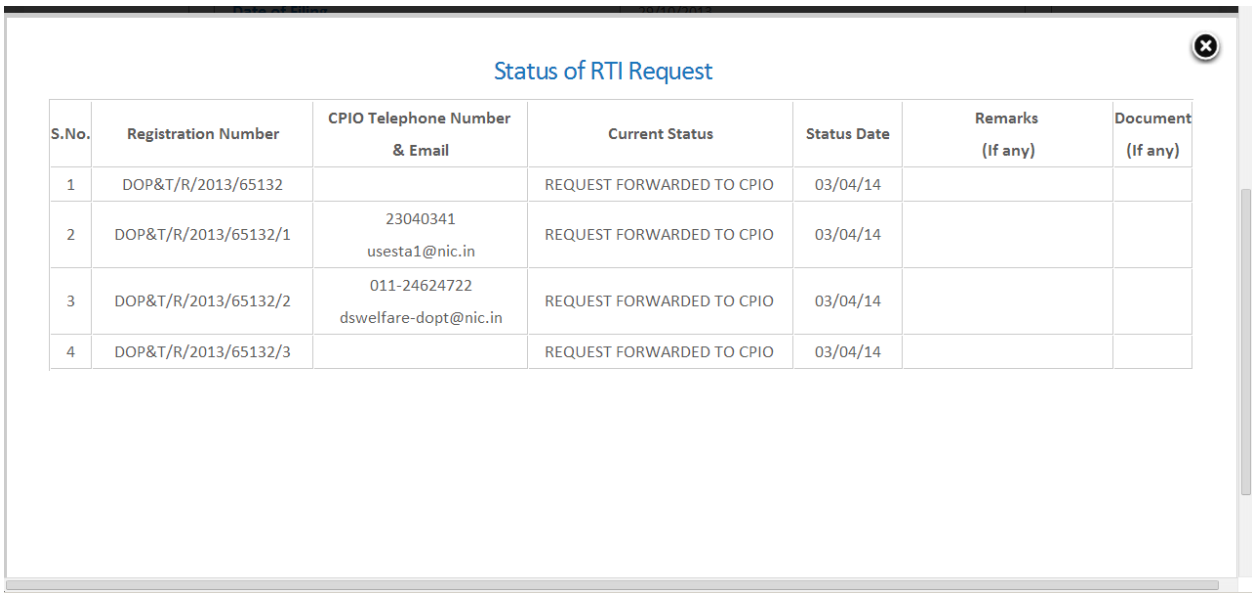
Print RTI Application | Print Status | Go-Back

New Registration no will be generated in this case and applicant can see the status of his application by using this new registration no.

In case RTI Request Application is forwarded to multiple CPIOs following screen will be displayed.



On clicking on link **Click here to view details** following screen will be displayed.



For eg.

If RTI application is forwarded to four CPIOs by Nodal officer, four registration numbers will be generated.

i.e

1. **DOP&T/R/2013/65132**
2. **DOP&T/R/2013/65132/1**
3. **DOP&T/R/2013/65132/2**
4. **DOP&T/R/2013/65132/3**

The application gets divided in four parts and the applicant can see status of these 4 parts by using four different registration numbers .

Four replies will be received by the applicant.

In case the applicant is not satisfied with the reply of a particular CPIO, then appeal needs to be filed for that particular registration no.

Eg.

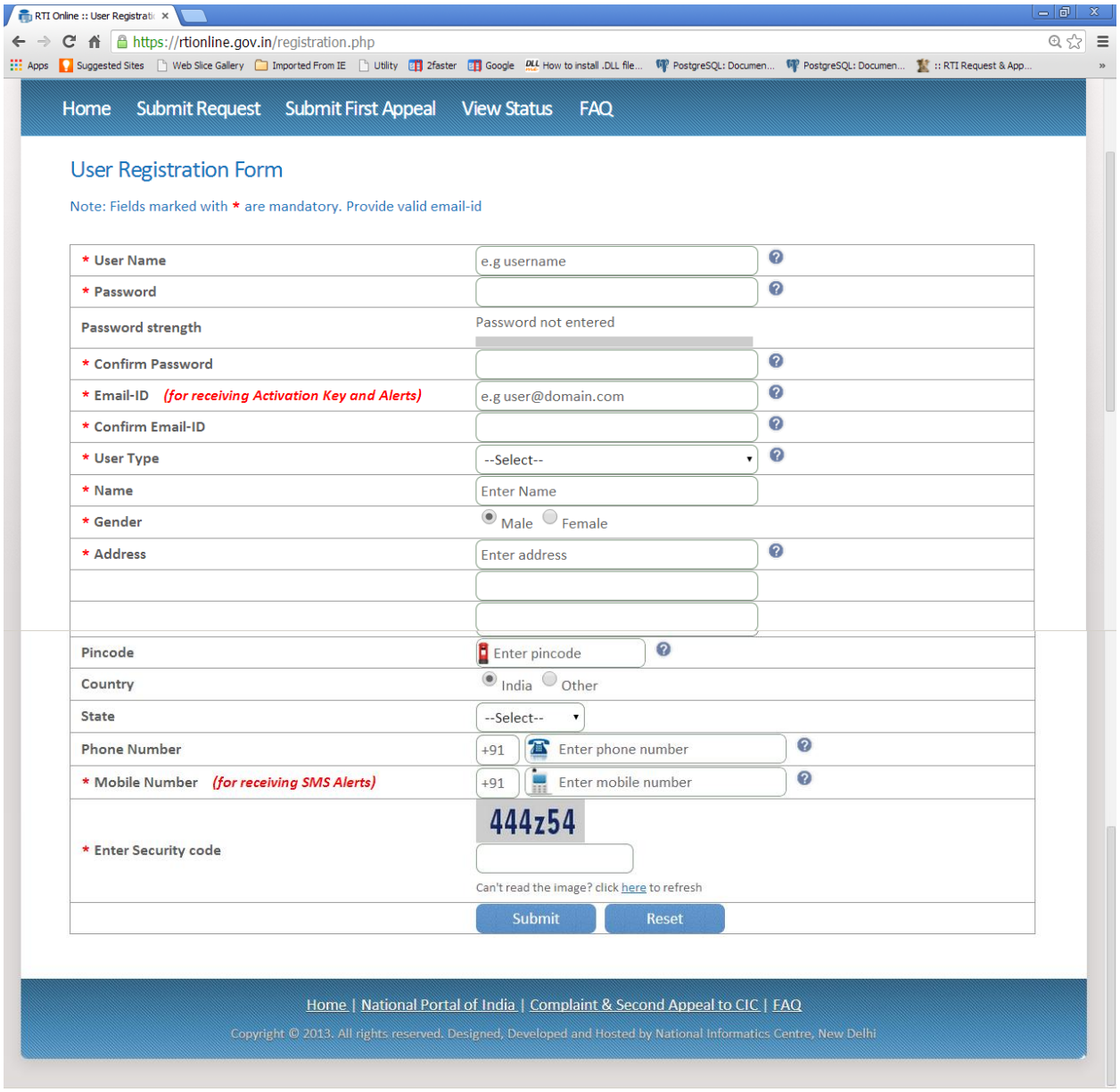
If the applicant is not satisfied with reply of registration no DOP&T/R/2013/65132/1 then he/should file an appeal for registration no DOP&T/R/2013/65132/1 and not for original registration no DOP&T/R/2013/65132.

User Registration

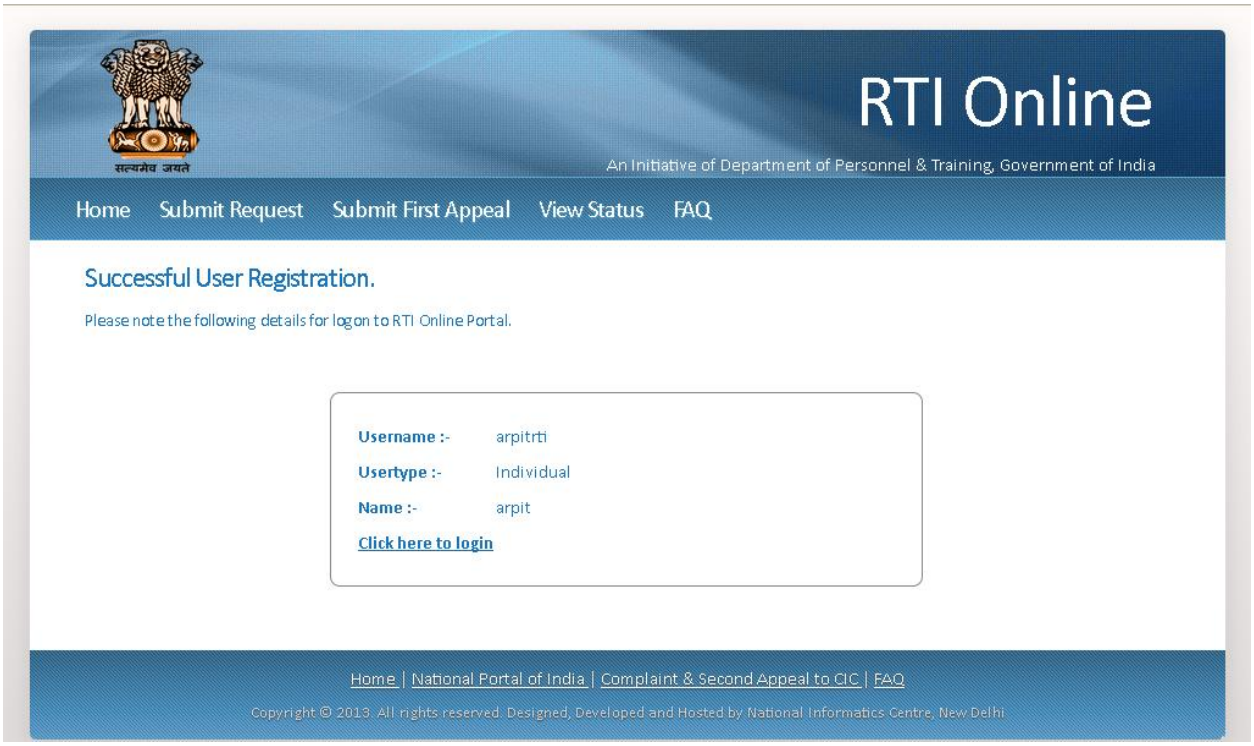
On clicking sign up here link User Registration Form will be displayed.

Citizens can register for rti account by filling this User Registration Form.

Note: User Registration is not mandatory.

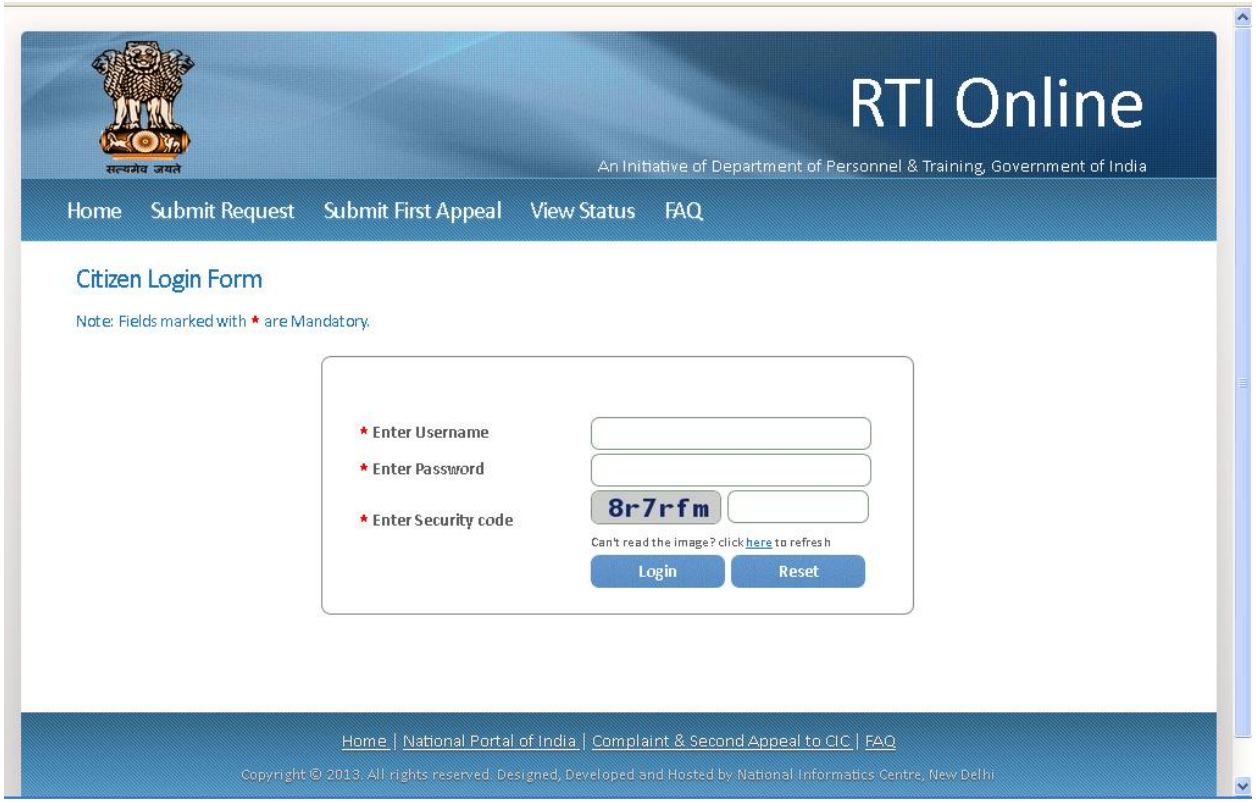


On successful registration following screen will be displayed.



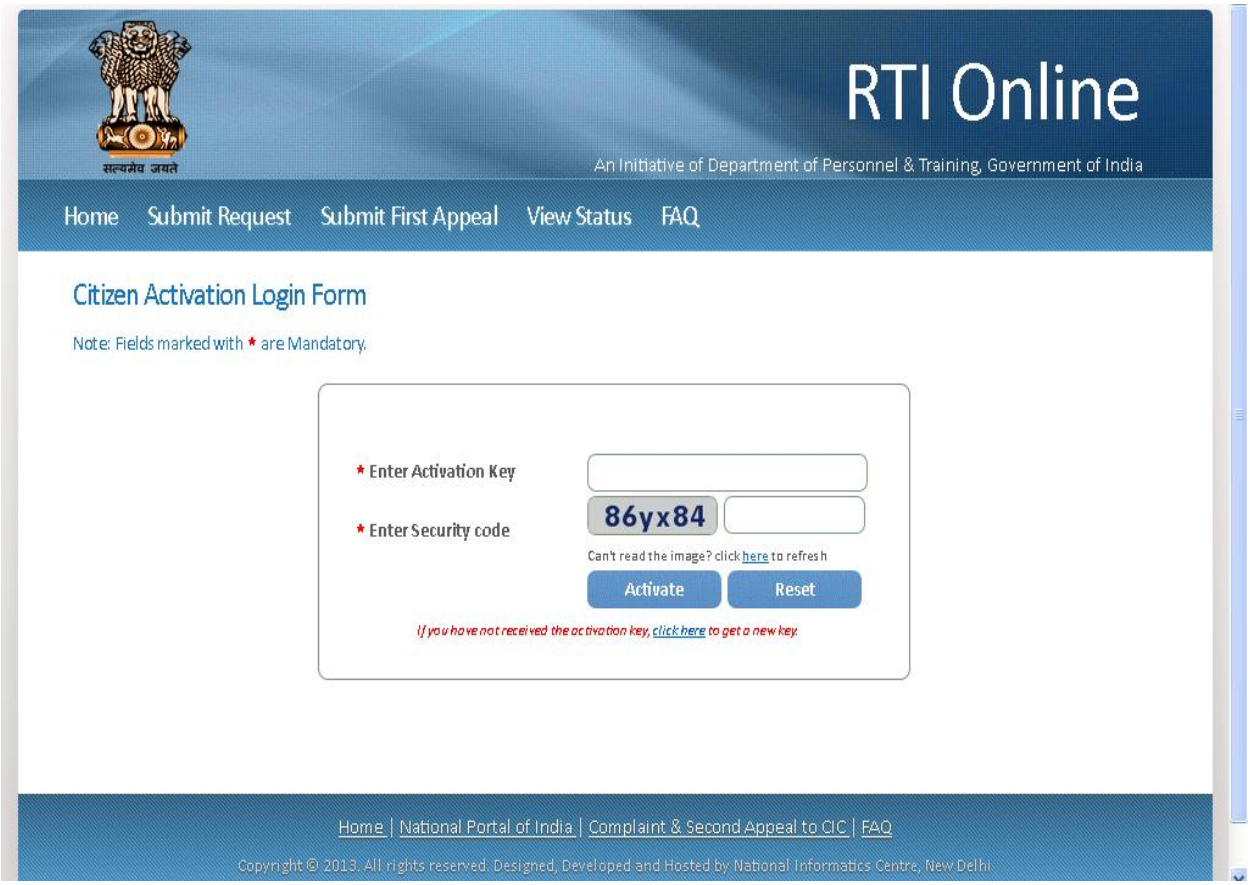
After that citizen has to click on the link **Click here to login.**

Then **citizen login form** will be displayed.

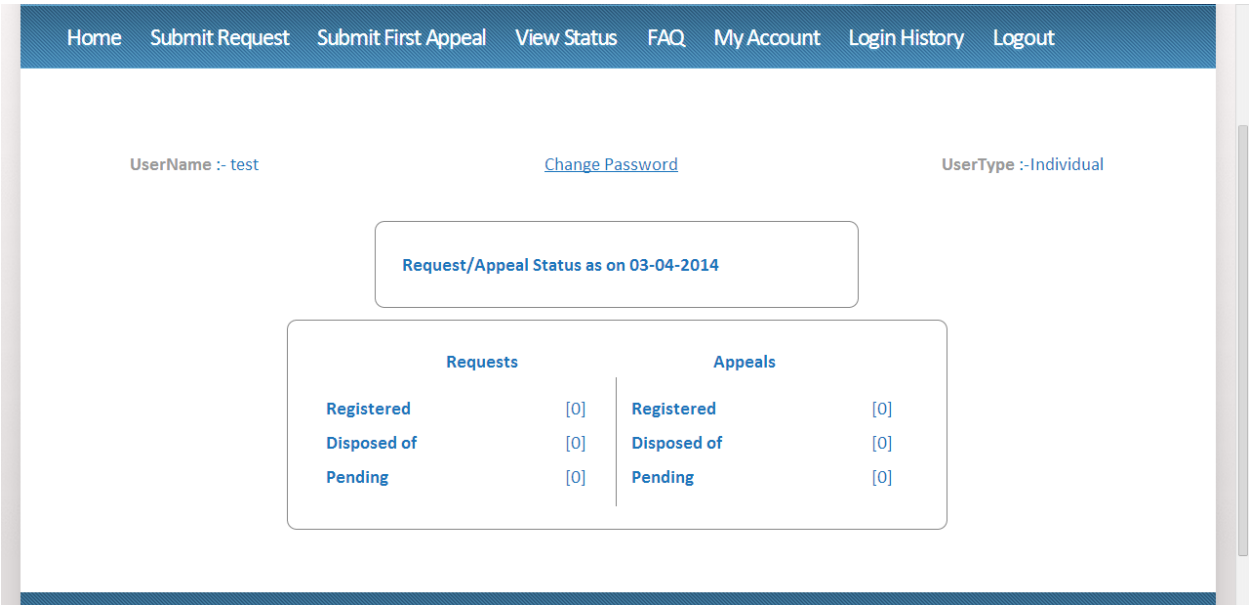


Citizen can enter **username, password and security code** in this form and then click on **login button.**

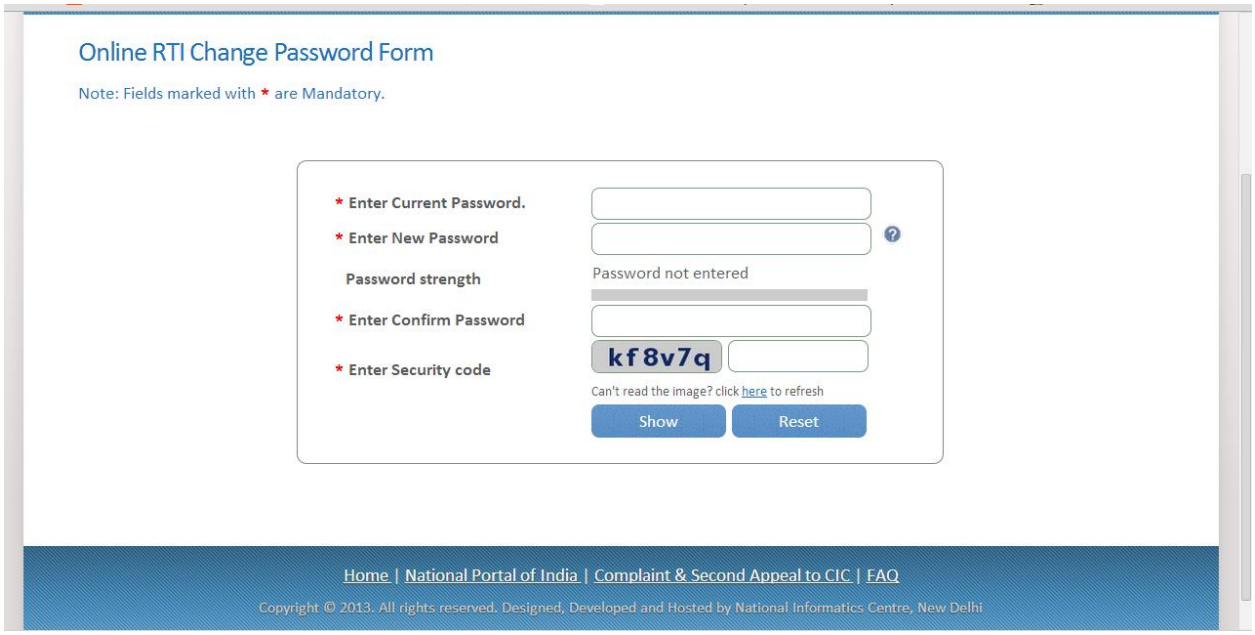
Then **Citizen Activation Login Form** will be displayed where citizen can enter **Activation Key** received in email and click on **Activate** button.



After clicking on **Activate** button following screen will be displayed.

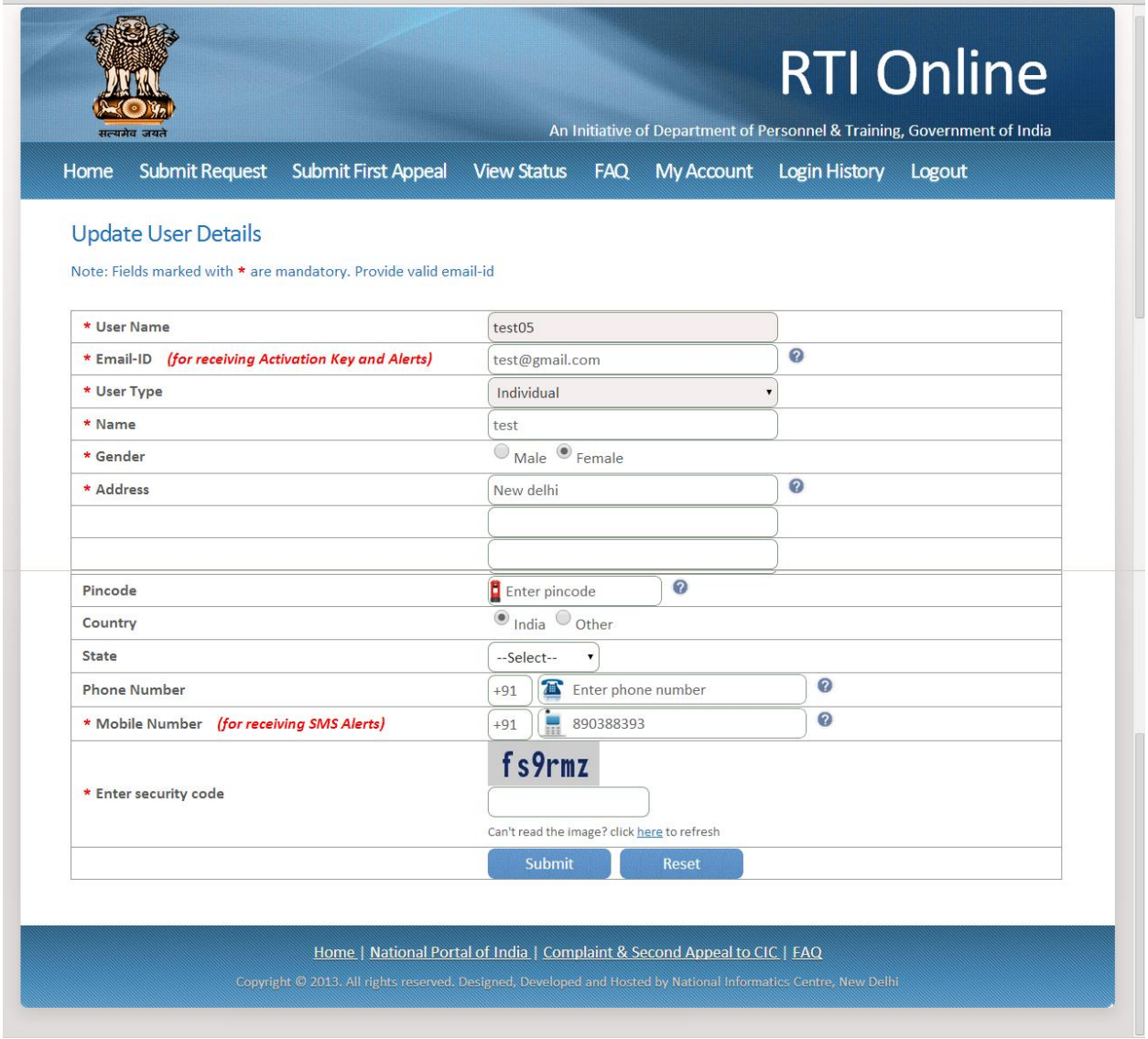


Citizen can **change password** of his/her account by clicking on link **Change Password**.



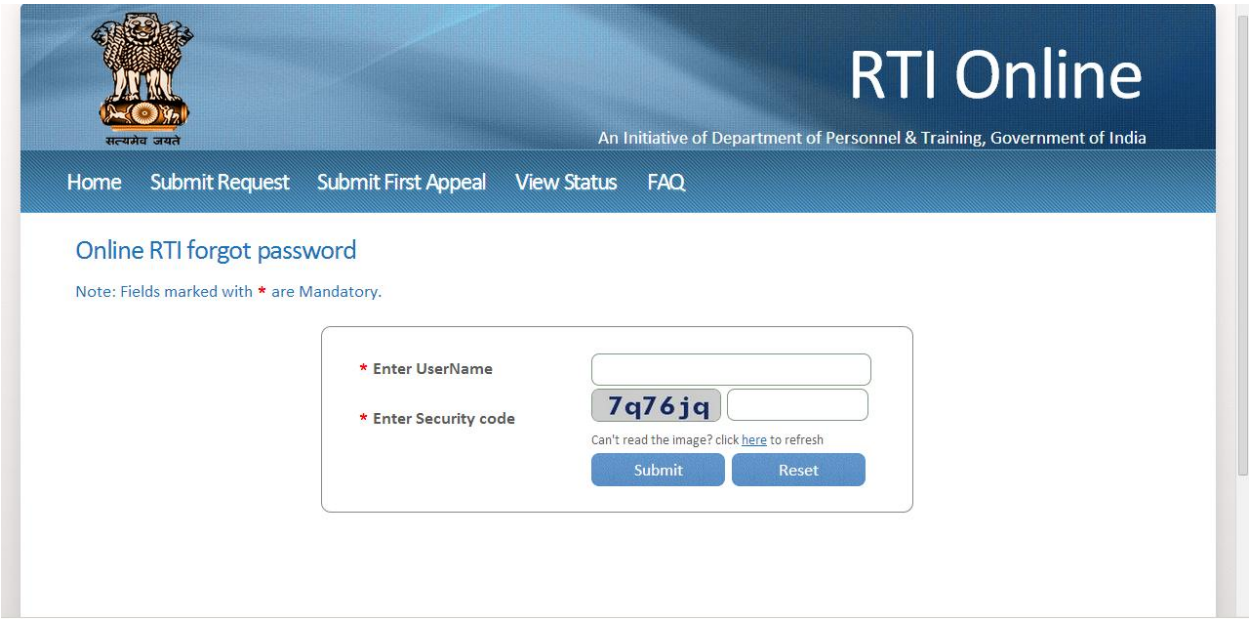
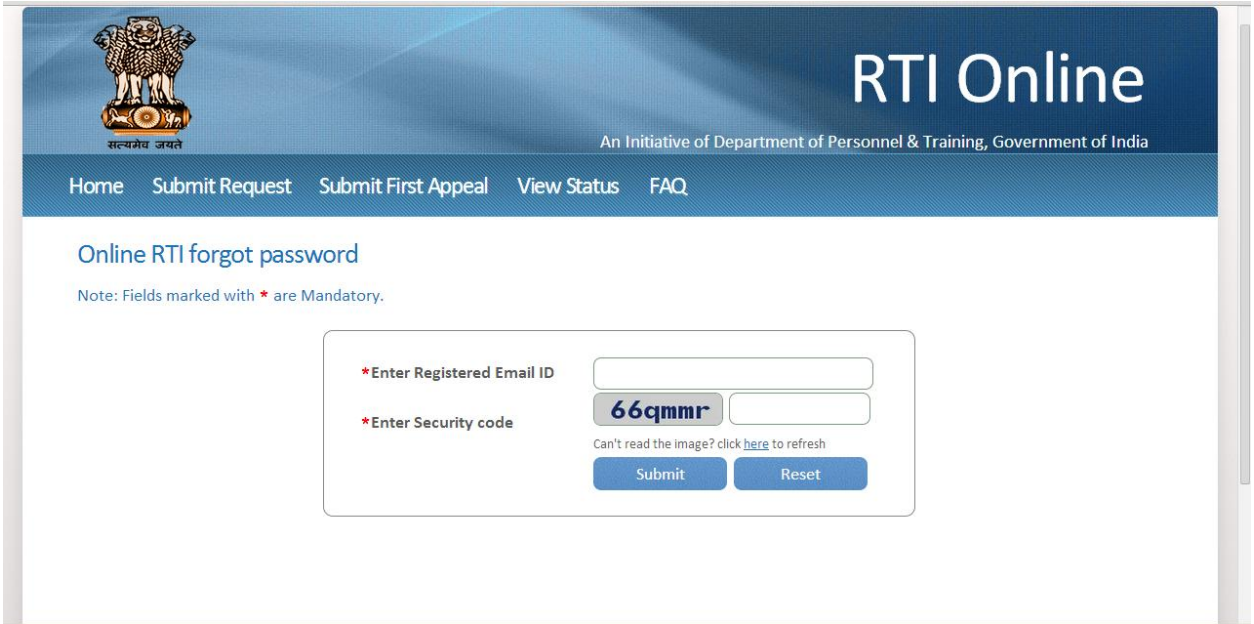
Update User Details

Account details of the citizen can be updated by clicking on link **My Account**.



Forgot Password

On clicking on **Forgot Password** link **Online RTI forgot password** screen will be displayed.

This form can be used to get the password of applicant's RTI account.

The password is sent on **applicant's Email ID**.