User Manual

Right To Information

(RTI)

CITIZEN MODULE

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

For submitting RTI application, submit **request** option has to be clicked.

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.

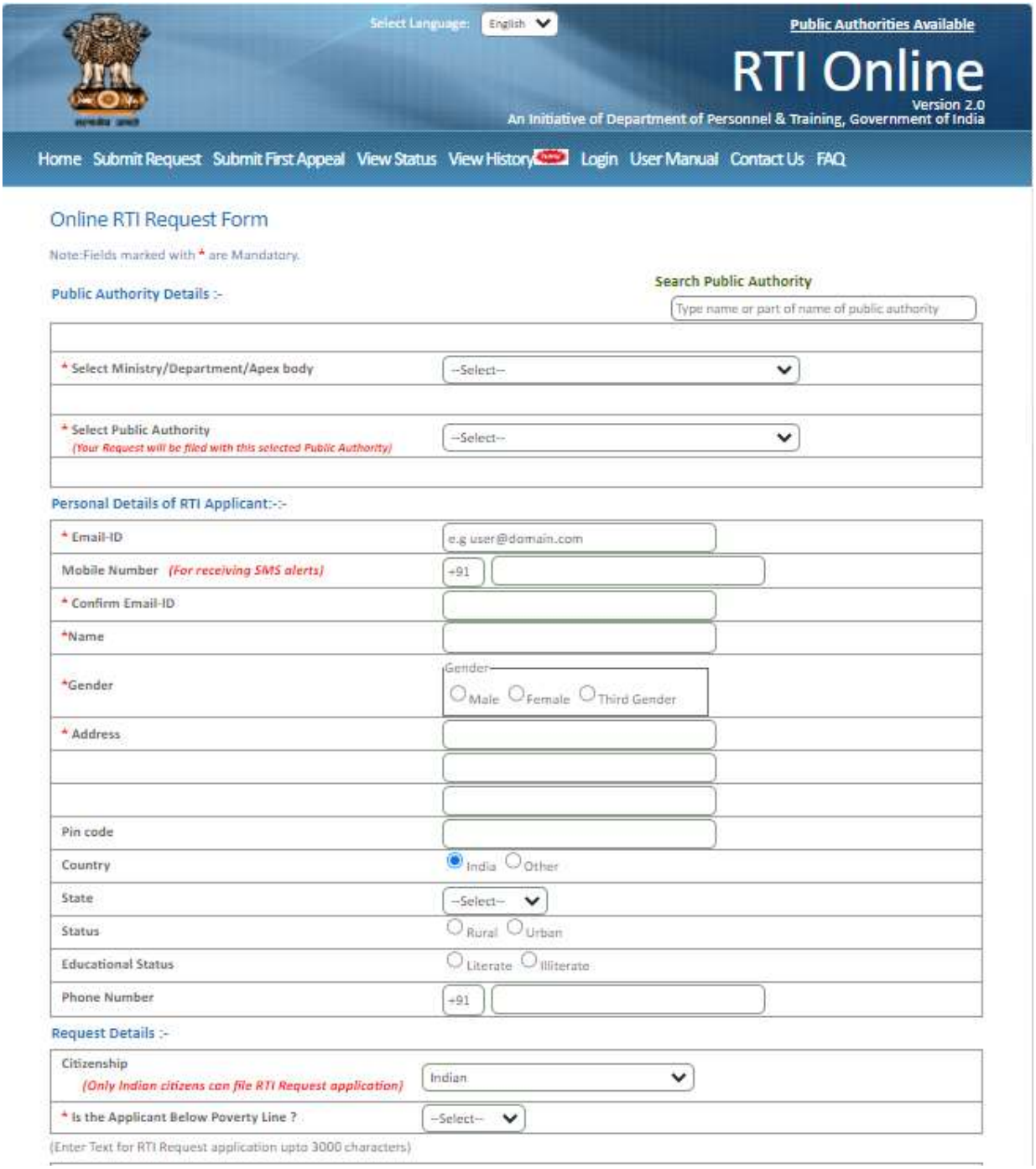
GUIDELINES FOR USE OF RTI ONLINE PORTAL

1. This Web Portal can be used by Indian citizens to file RTI application online and also to make payment for RTI application online. First appeal can also be filed online.
2. An applicant who desires to obtain any information under the RTI Act can make a request through this Web Portal to the Ministries/Departments of Government of India.
3. On clicking at "Submit Request", the applicant has to fill the required details on the page that will appear.
   The fields marked * are mandatory while the others are optional.
4. The text of the application may be written at the prescribed column.
5. At present, the text of an application that can be uploaded at the prescribed column is confined to 3000 characters only.
6. In case an application contains more than 3000 characters, it can be uploaded as an attachment, by using column "Supporting document".
7. After filling the first page, the applicant has to click on "Make Payment" to make payment of the prescribed fee.
8. The applicant can pay the prescribed fee through the following modes:
   (a) Internet banking;
   (b) Using credit/debit card of Master/Visa;
   (c) Using RuPay Card.
9. Fee for making an application is as prescribed in the RTI Rules, 2012.
10. After making payment, an application can be submitted.
11. After making payment, if applicant didn't receive the registration number then applicant is advised to wait for the 24 48 working hours as registration number will be generated after reconciliation. Please do not make additional attempt to make payment again. If it is not generated within 24 48 hours kindly send an e mail at helprtionline dopt[at]nic[dot]in with transaction details.
12. No RTI fee is required to be paid by any citizen who is below poverty line as per RTI Rules, 2012. However, the applicant must attach a copy of the certificate issued by the appropriate government in this regard, alongwith the application.
13. On submission of an application, a unique registration number would be issued, which may be referred by the applicant for any references in future.
14. 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.
15. In case additional fee is required representing the cost for providing information, the CPIO would intimate the applicant through this portal. This intimation can be seen by the applicant through Status Report or through his/her e mail alert.
16. For making an appeal to the first Appellate Authority, the applicant has to click at "Submit First Appeal" and fill up the page that will appear.
17. The registration number of original application has to be used for reference.
18. As per RTI Act, no fee has to be paid for first appeal.
19. The applicant/the appellant should submit his/her mobile number to receive SMS alert.
20. Status of the RTI application/first appeal filed online can be seen by the applicant/appellant by clicking at "View Status".
21. All the requirements for filing an RTI application and first appeal as well as other provisions regarding time limit, exemptions etc., as provided in the RTI Act, 2005 will continue to apply.

☐ *I have read and understood the above guidelines.*

Submit Cancel

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

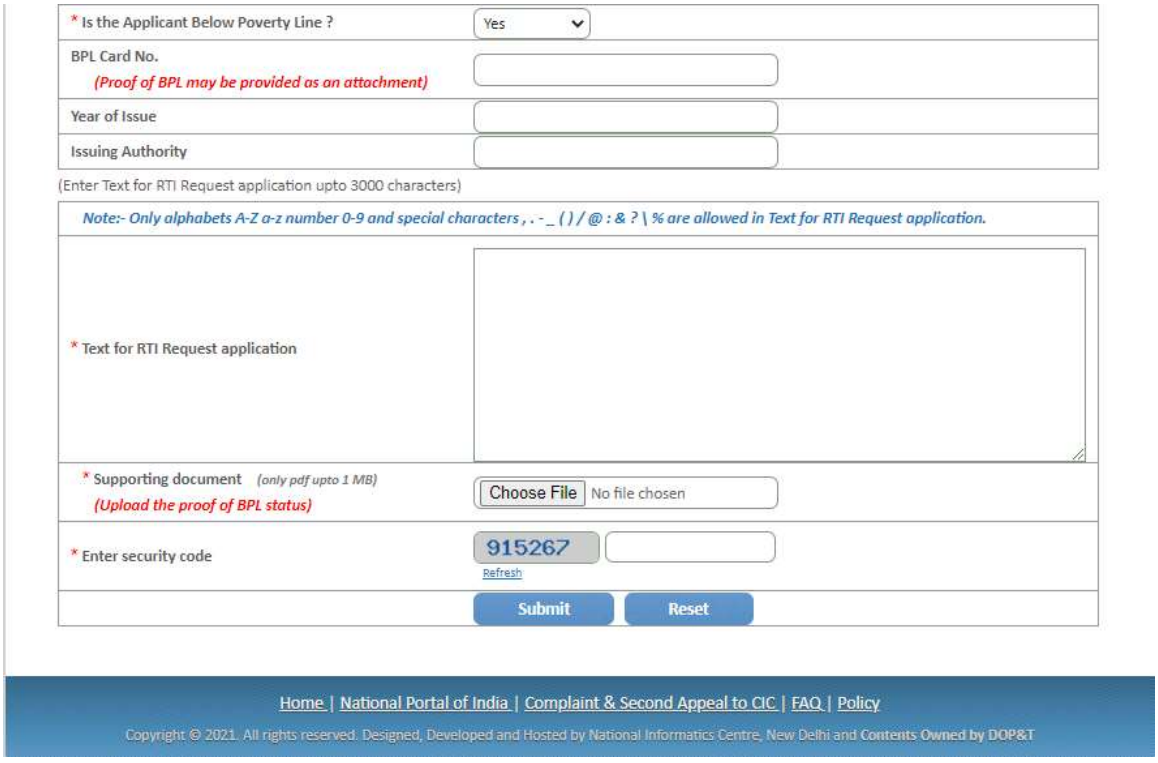


Ministry or Department for which the applicant wants to file an RTI has to be selected from **Select Ministry/Department/Apex body** dropdown field.

Applicant will receive **sms alerts** in case he/she provides mobile number. The fields marked * are mandatory while the others are optional.

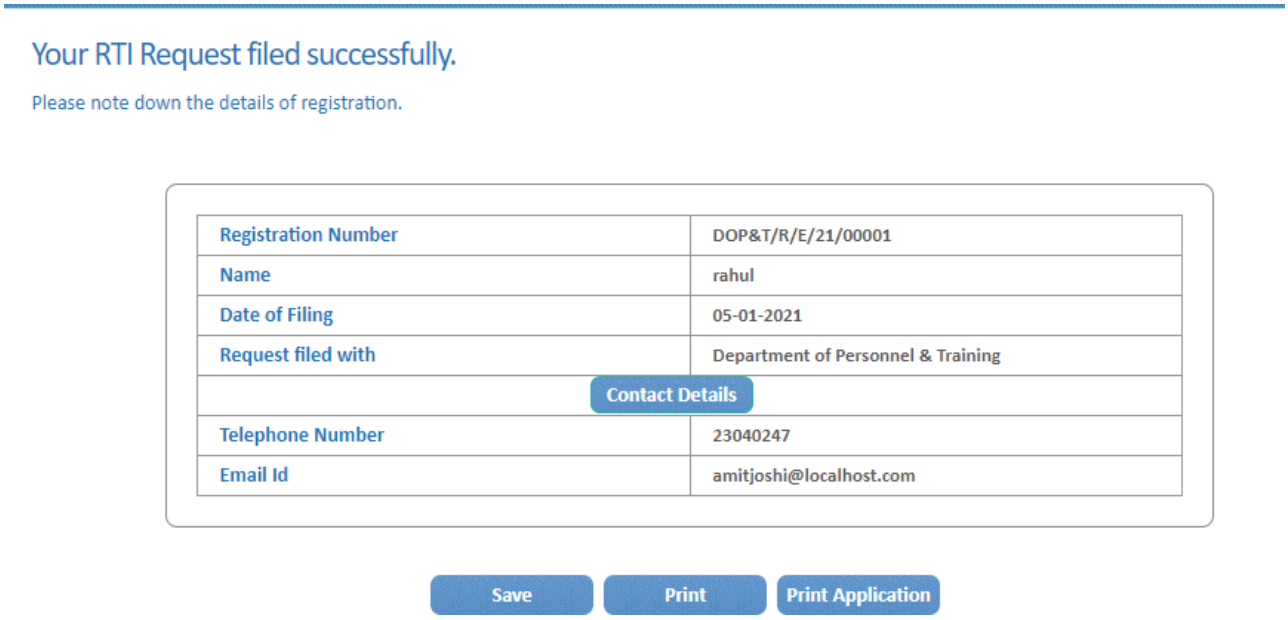
If a citizen belongs to BPL category he/she will select the option **Yes** in **"Is the Applicant Below Poverty Line?"** field and he/she has to upload BPL card certificate in **Supporting document field.**

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 has to 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.



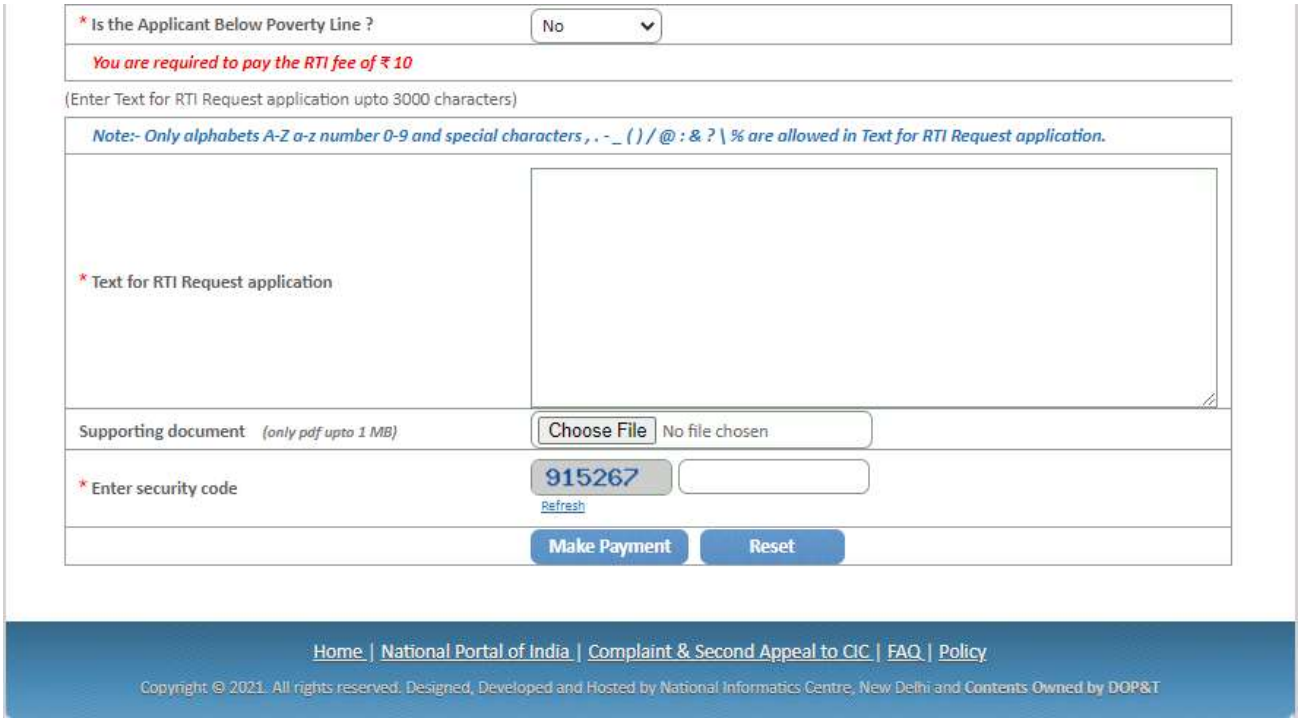
If a citizen belongs to Non BPL category, he/she will select the option **NO** in **"Is the Applicant Below Poverty Line?"** field and has to make a payment of **RS 10** as prescribed in the RTI Rules, 2012.

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

(a) Internet banking.

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

(c) UPI



"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.

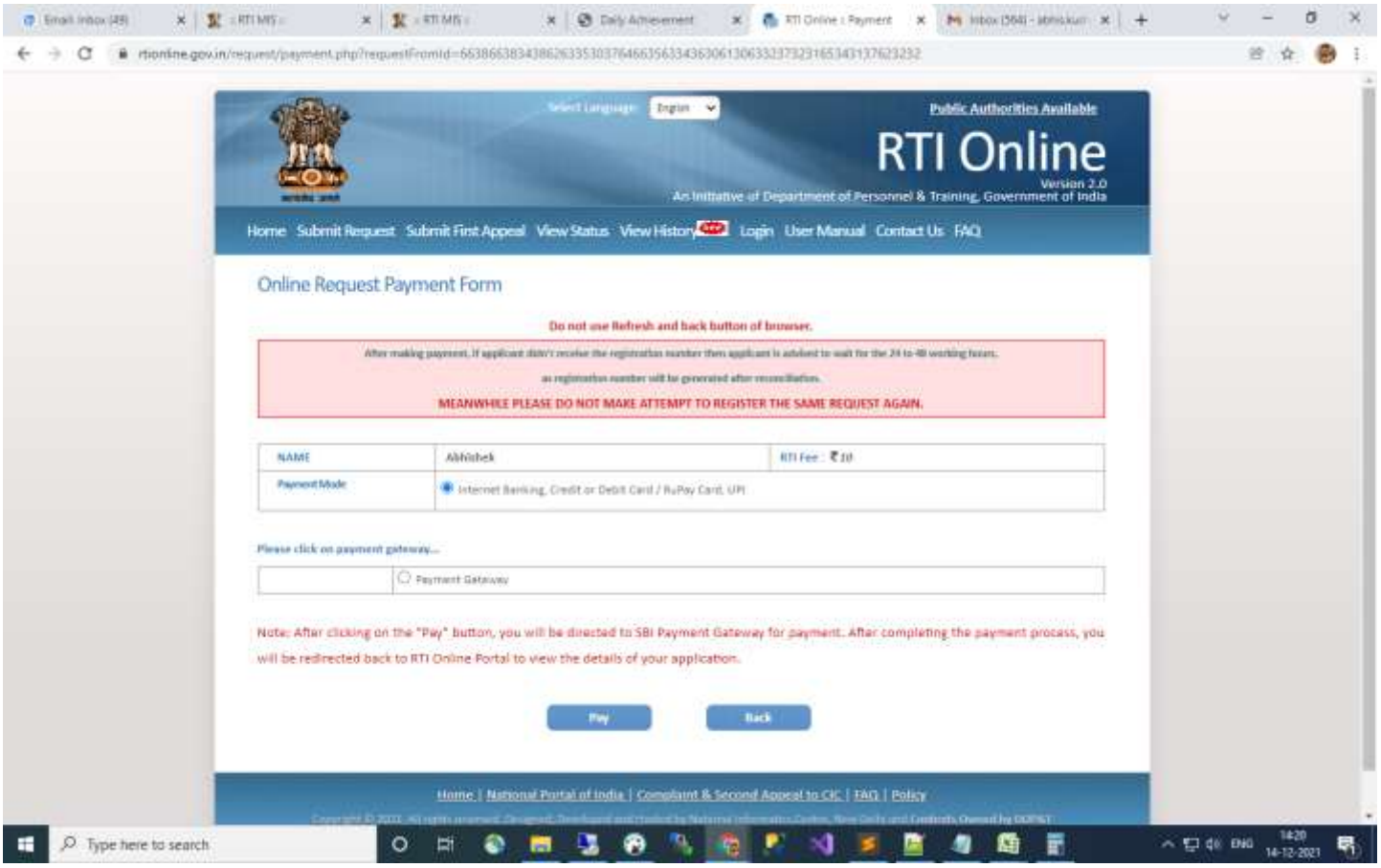
On clicking Make Payment button Online **Request Payment form** will be displayed.

The payment mode can be selected in this form.

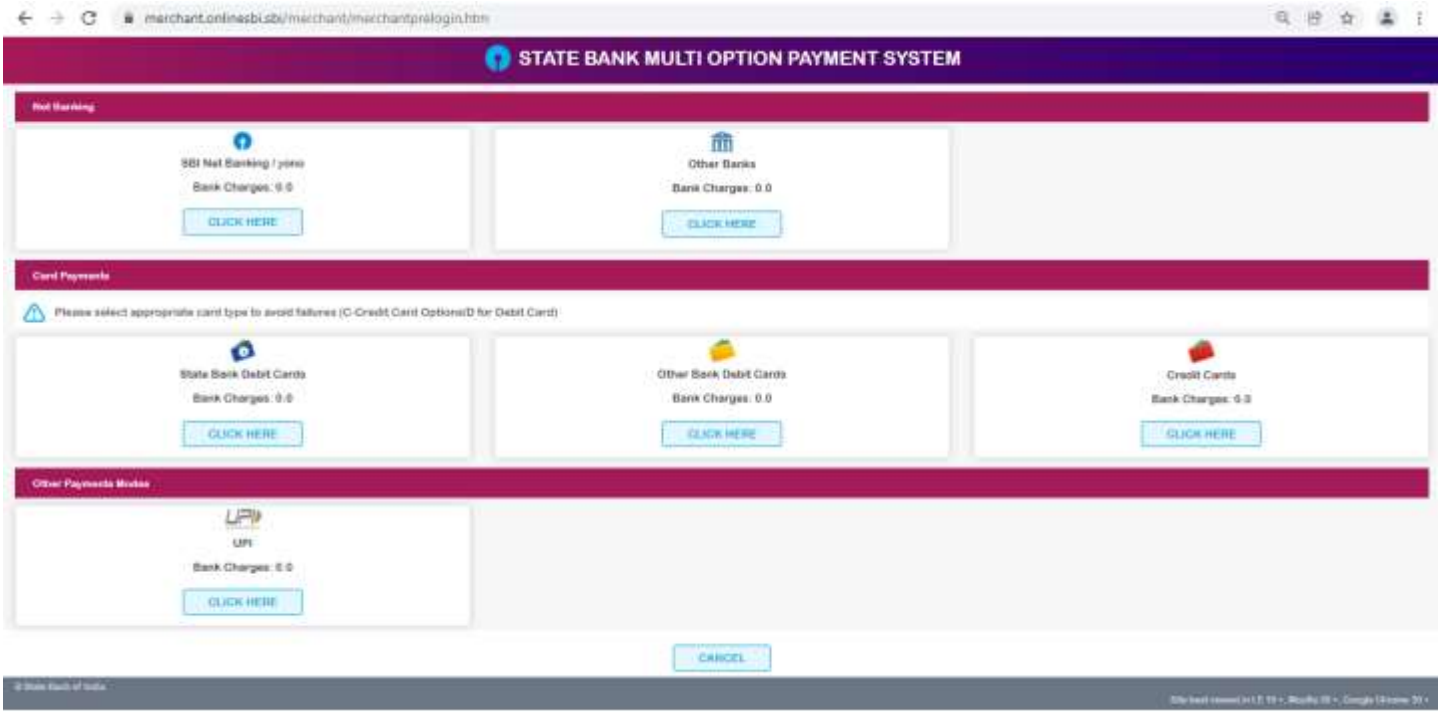
Payment mode can be:

1. Internet Banking
2. Credit or Debit Card / RuPay Card
3. UPI

Select the Internet Banking, Credit or Debit Card/RuPay Card, UPI and then click on the Payment Gateway.

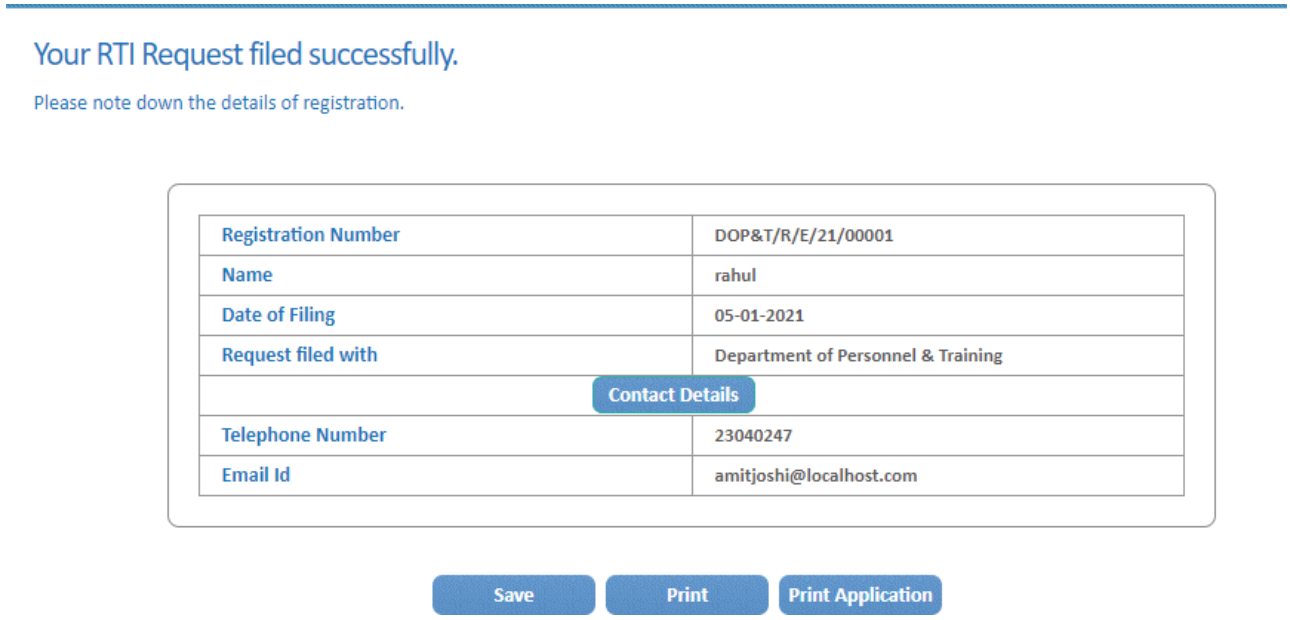


After clicking on the "**Pay**" button, applicant will be directed to Payment Gateway for payment. After completing the payment process, applicant will be redirected back to RTI Online Portal.



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, **Submit First Appeal** option has to be clicked. 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.

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18. As per RTI Act, no fee has to be paid for first appeal.
19. The applicant/the appellant should submit his/her mobile number to receive SMS alert.
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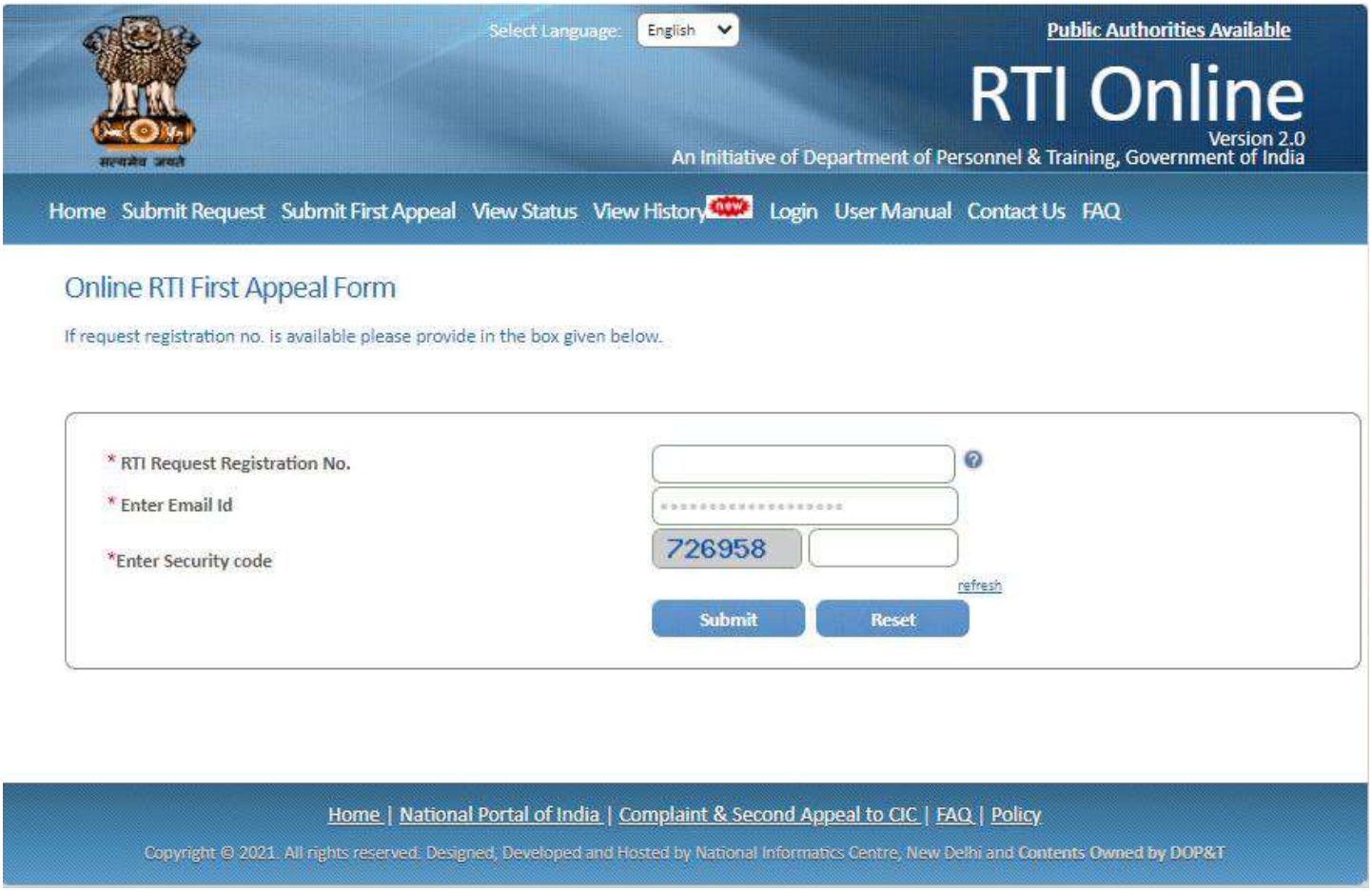
21. All the requirements for filing an RTI application and first appeal as well as other provisions regarding time limit, exemptions etc., as provided in the RTI Act, 2005 will continue to apply.

☐ *I have read and understood the above guidelines.*

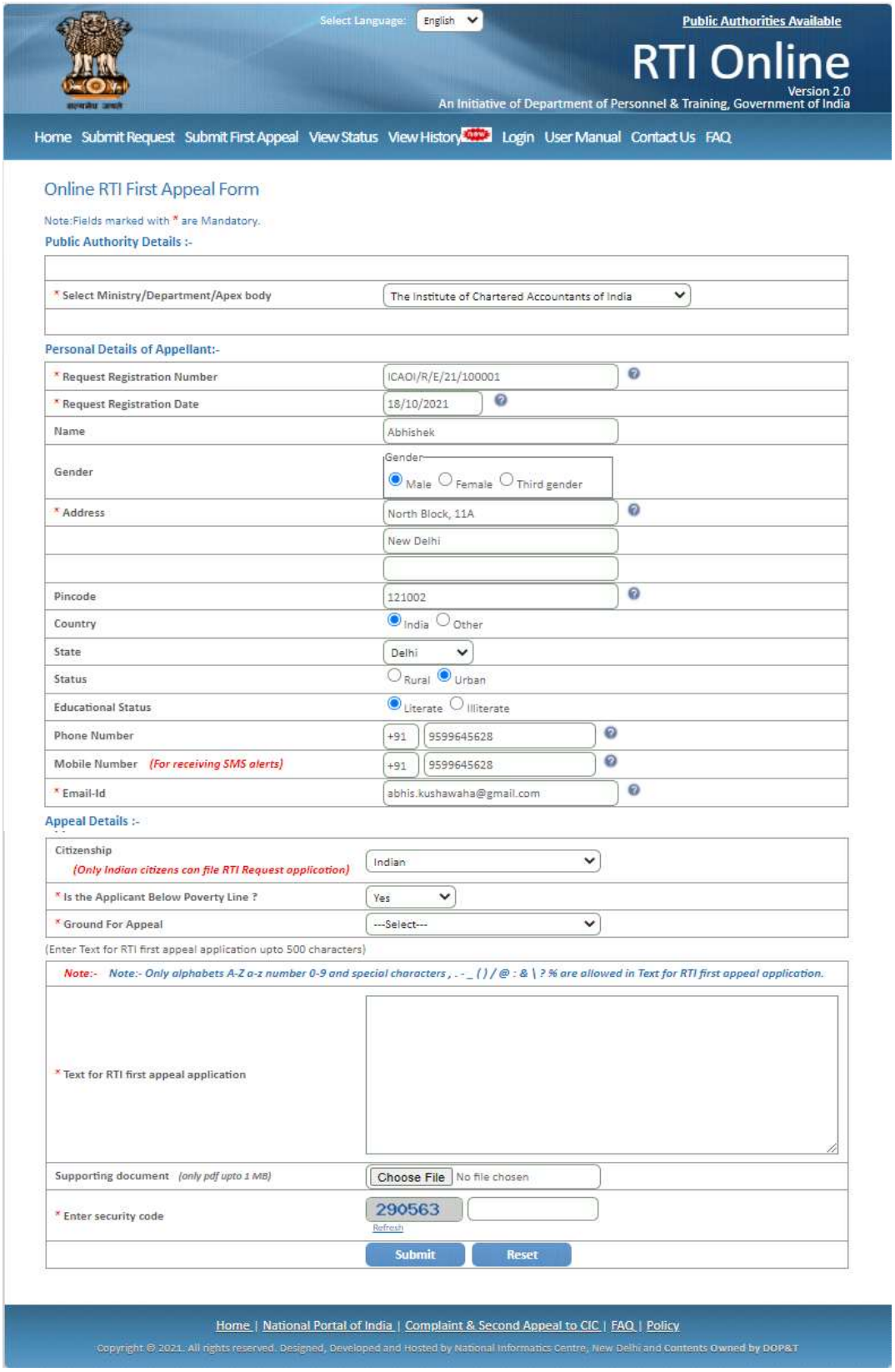
Submit Cancel

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.



Select Language: English

Public Authorities Available

RTI Online

Version 2.0

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

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Online RTI First Appeal Form

Note:Fields marked with * are Mandatory.

Public Authority Details :-

* Select Ministry/Department/Apex body	The Institute of Chartered Accountants of India

Personal Details of Appellant:-

* Request Registration Number	ICAOI/R/E/21/100001
* Request Registration Date	18/10/2021
Name	Abhishek
Gender	Gender: Male / Female / Third gender
* Address	North Block, 11A
	New Delhi
Pincode	121002
Country	India / Other
State	Delhi
Status	Rural / Urban
Educational Status	Literate / Illiterate
Phone Number	+91 9599645628
Mobile Number *(For receiving SMS alerts)*	+91 9599645628
* Email-Id	abhis.kushawaha@gmail.com

Appeal Details :-

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

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

Note:- 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	
Supporting document *(only pdf upto 1 MB)*	Choose File No file chosen
* Enter security code	290563 Refresh
	Submit Reset

Home | National Portal of India | Complaint & Second Appeal to CIC | FAQ | Policy

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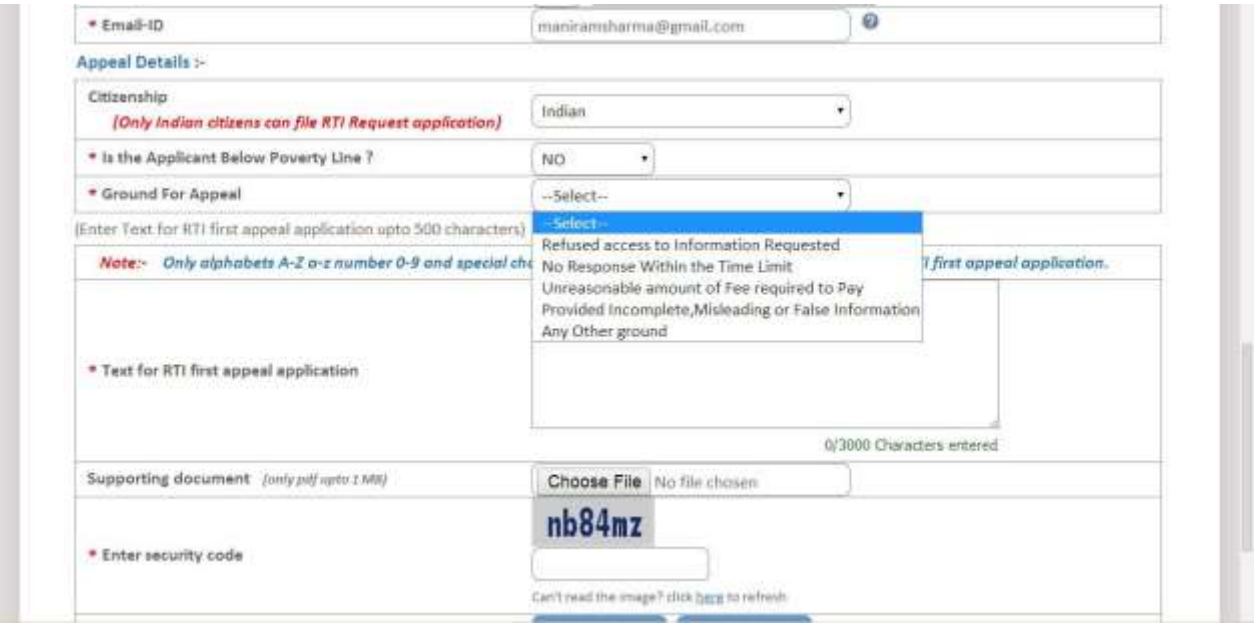
The applicant can select reason for filing appeal application from **Ground For Appeal** dropdown field.



"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.

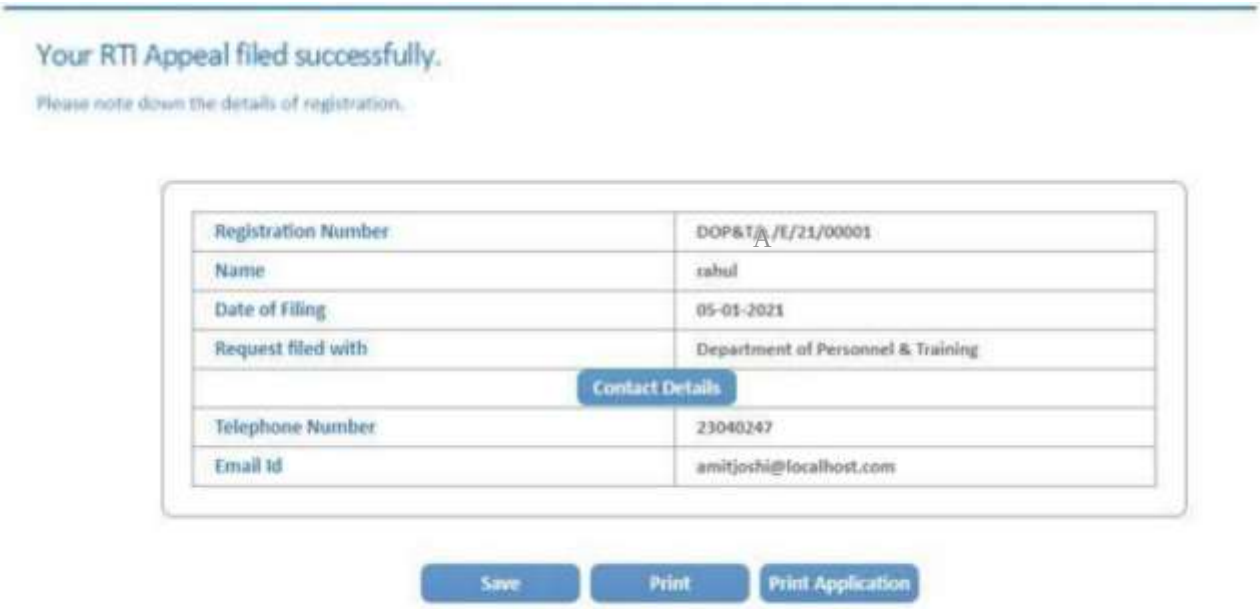
Note:

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.

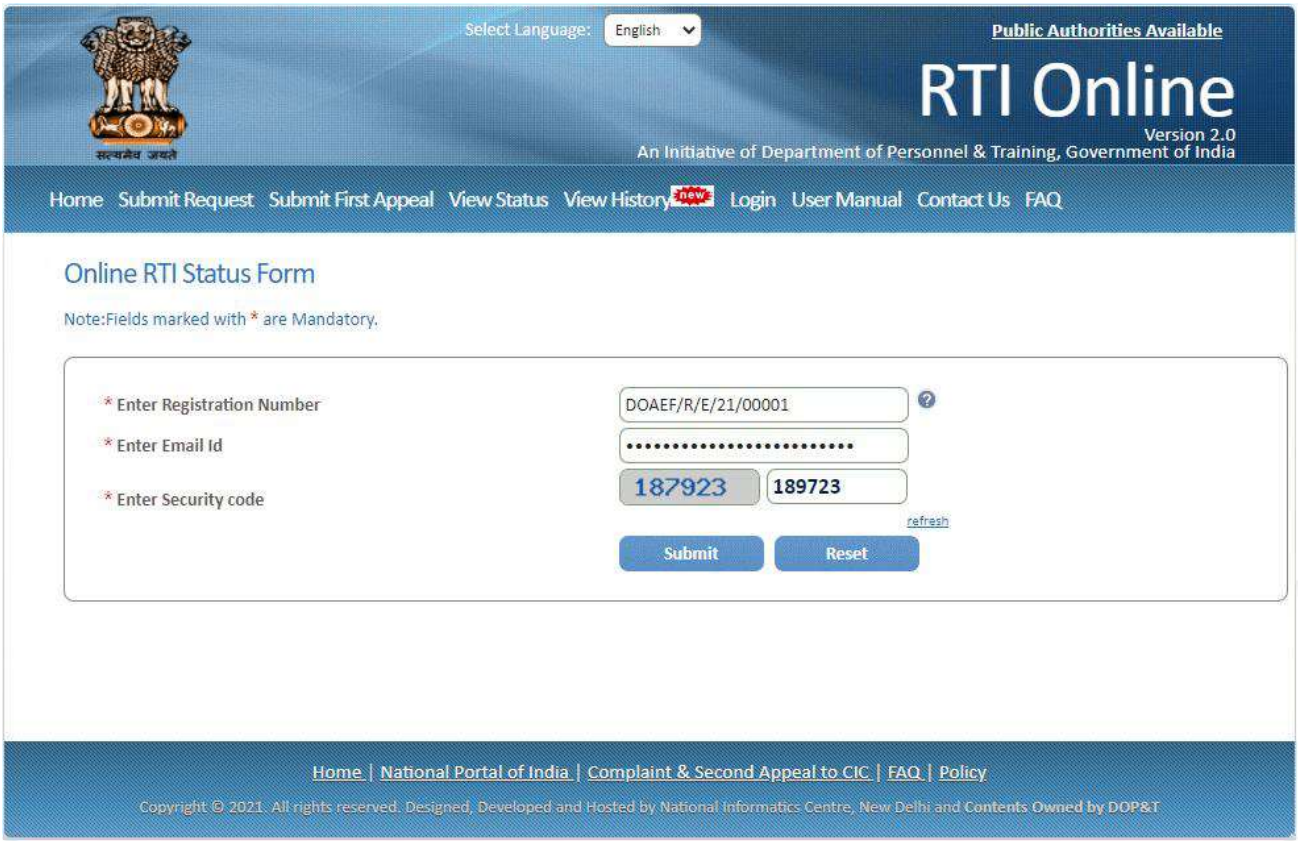


The application filed through this Web Portal will reach electronically to the **"Nodal Officer"** of concerned Ministry/Department, who will transmit the RTI application electronically to the **concerned Appellate Authority**.

VIEW STATUS

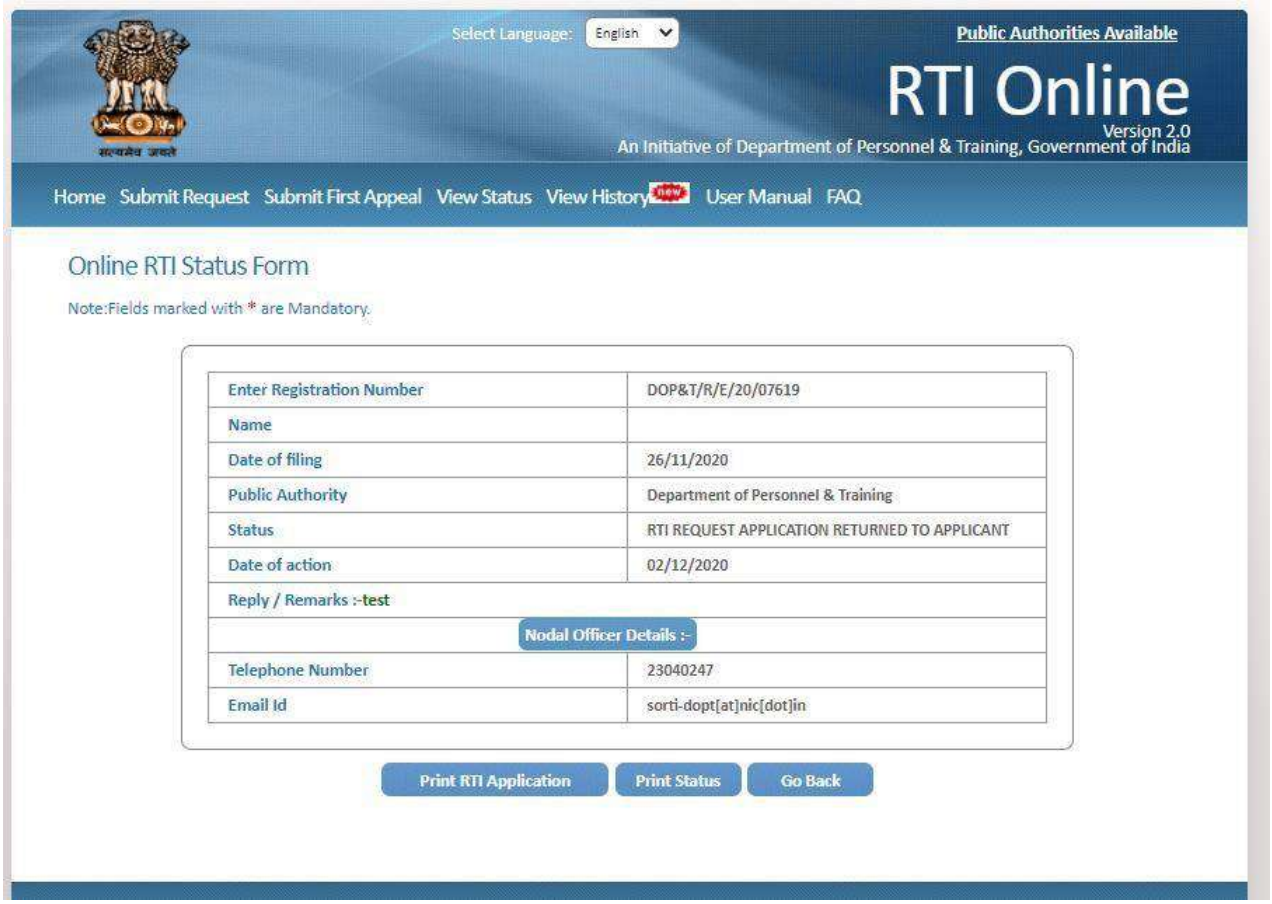
Status of the RTI application/first appeal filed online can be viewed by the applicant by clicking on **View Status**.

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

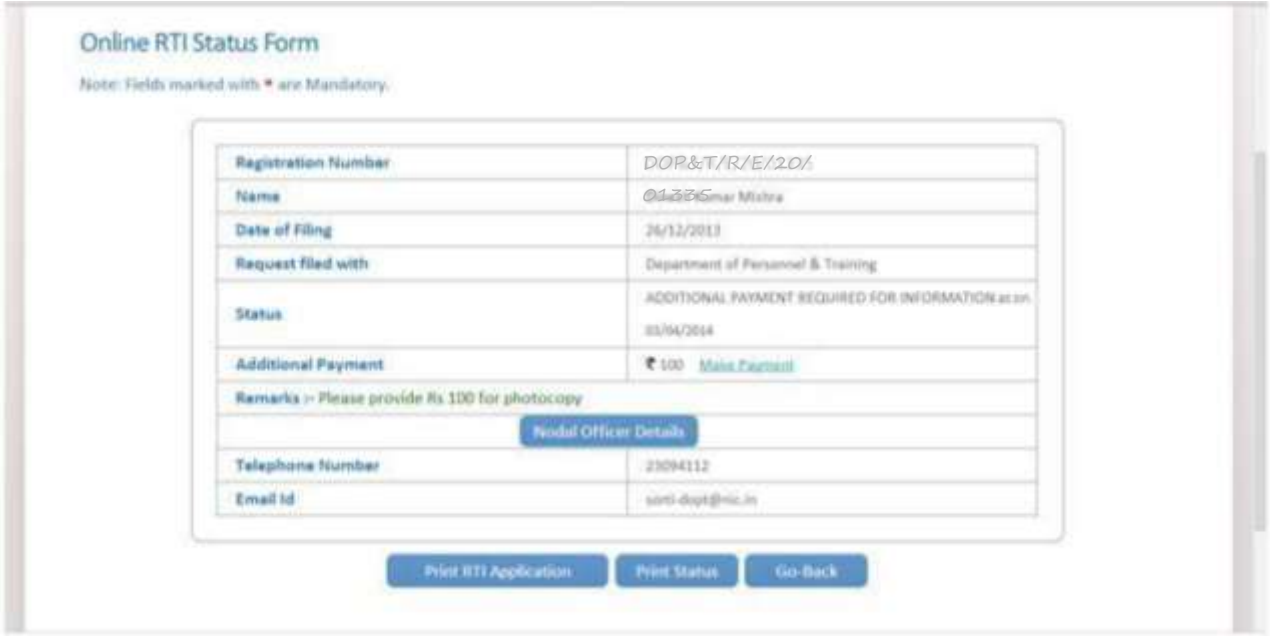


Applicant can enter Registration no., Email Id and security code in ***Online RTI Status Form.***

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

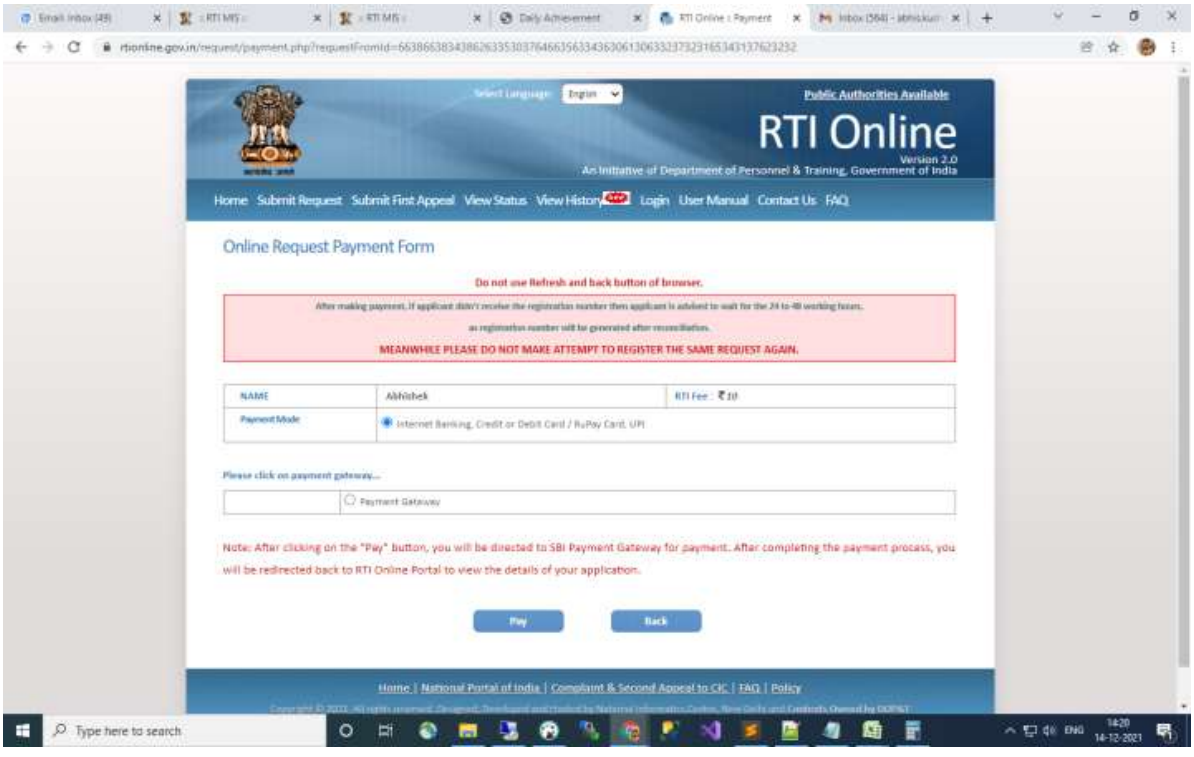


In case of additional payment following screen will be displayed.

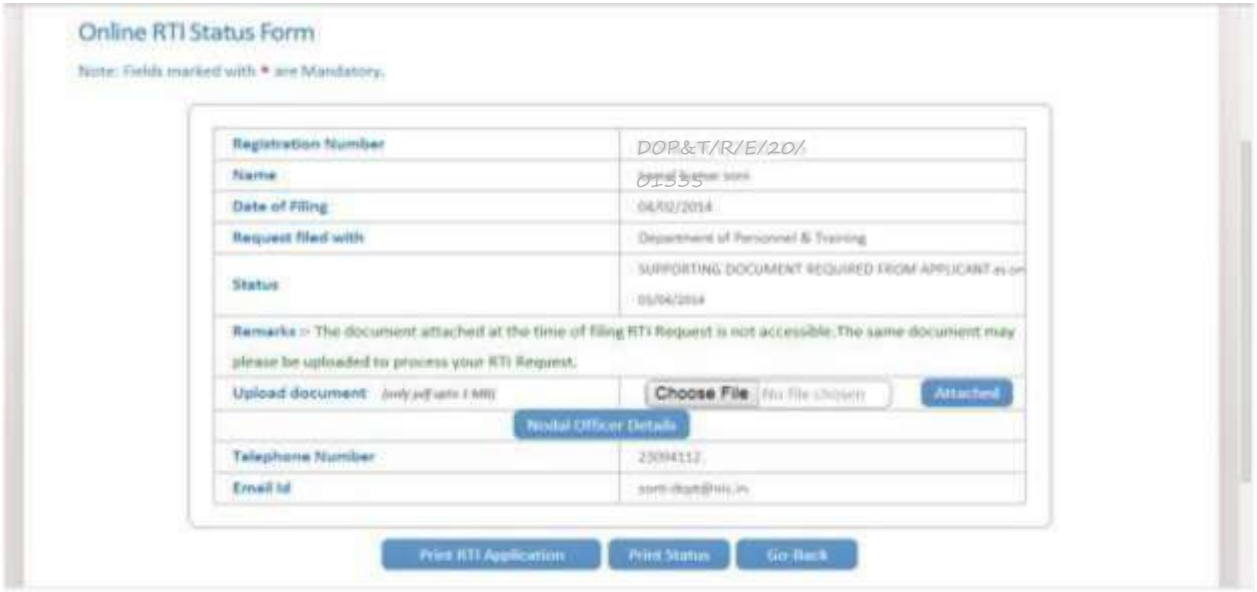


Additional payment can be made by clicking on **Make Payment** link.

Then the applicant will be directed to payment gateway.



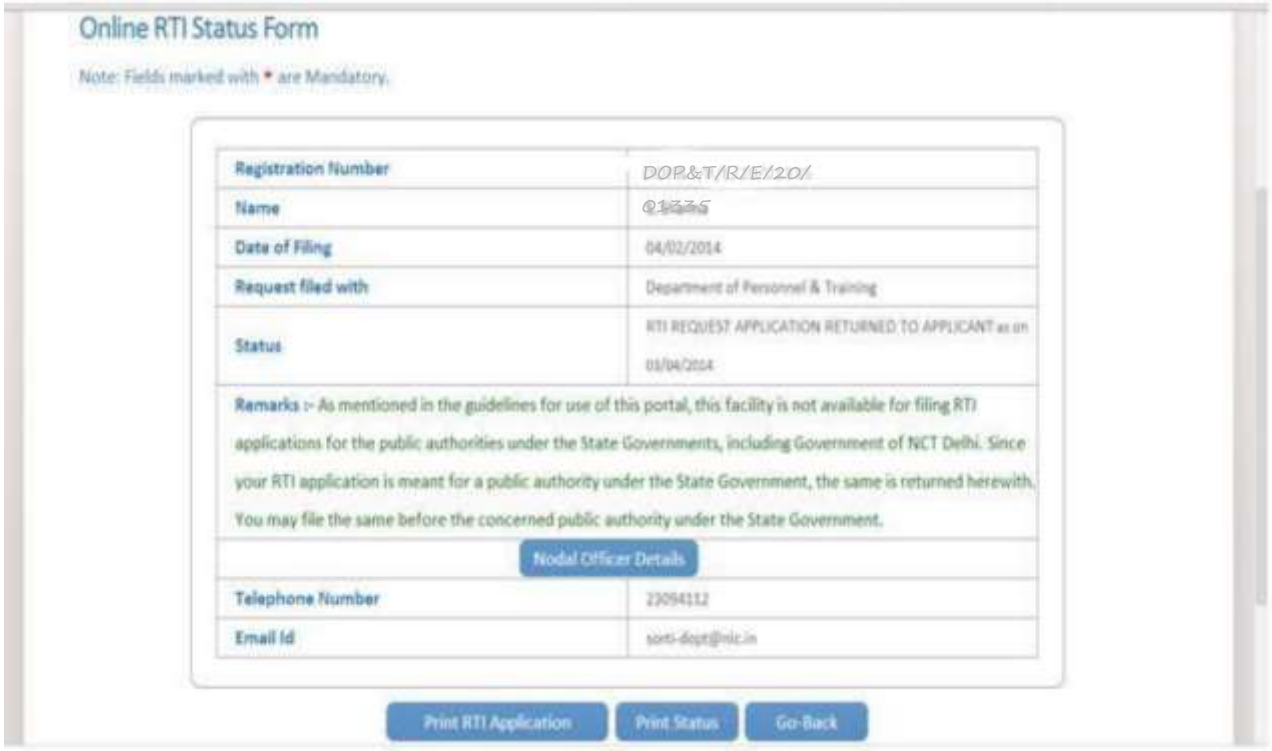
In case the document attached at the time of filing RTI Request is not accessible, then the following screen will be displayed in view status.



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



Online RTI Status Form

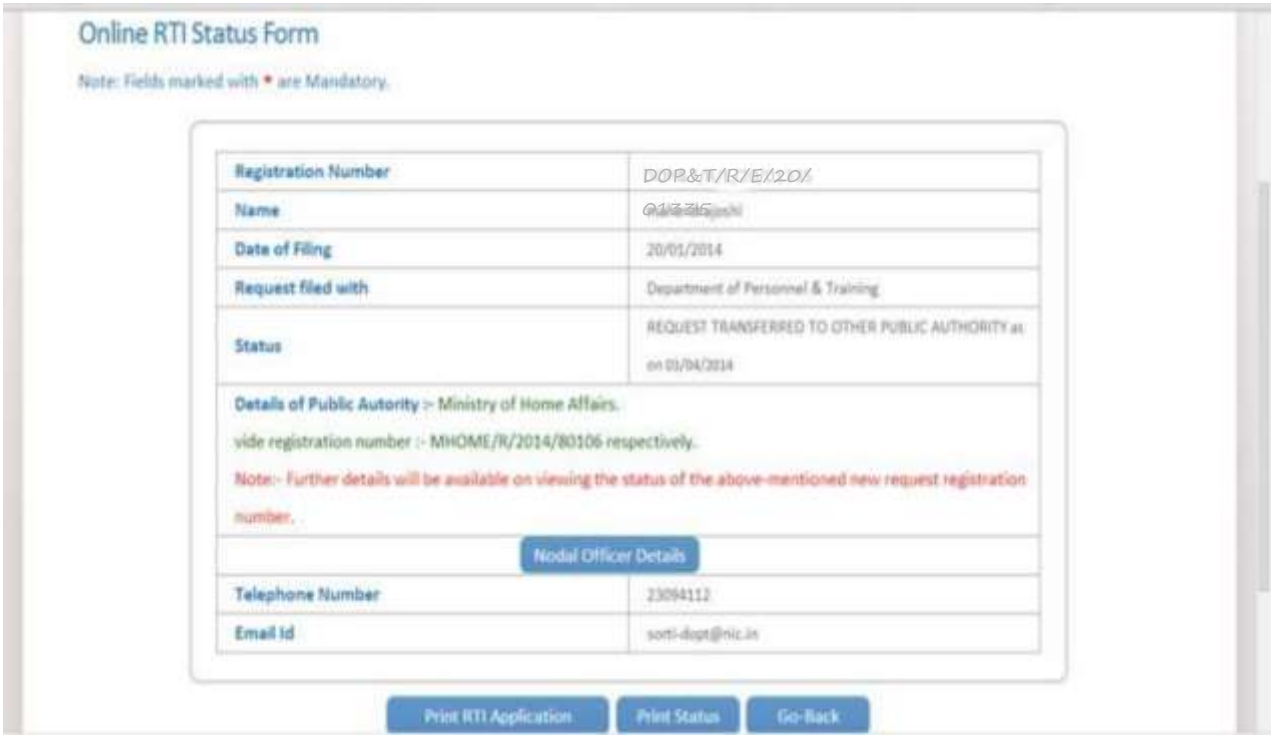
Note: Fields marked with * are Mandatory.

Registration Number	DOP&T/R/E/20/
Name	[redacted]
Date of Filing	04/02/2014
Request filed with	Department of Personnel & Training
Status	RTI REQUEST APPLICATION RETURNED TO APPLICANT as on 08/04/2014
Remarks :- As mentioned in the guidelines for use of this portal, this facility is not available for filing RTI applications for the public authorities under the State Governments, including Government of NCT Delhi. Since your RTI application is meant for a public authority under the State Government, the same is returned herewith. You may file the same before the concerned public authority under the State Government.	
Nodal Officer Details	
Telephone Number	23094112
Email Id	[redacted]

Print RTI Application | Print Status | Go Back

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.



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/E/20/07619**
2. **DOP&T/R/E/20/07619/1**
3. **DOP&T/R/E/20/07619/2**
4. **DOP&T/R/E/20/07619/3**

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

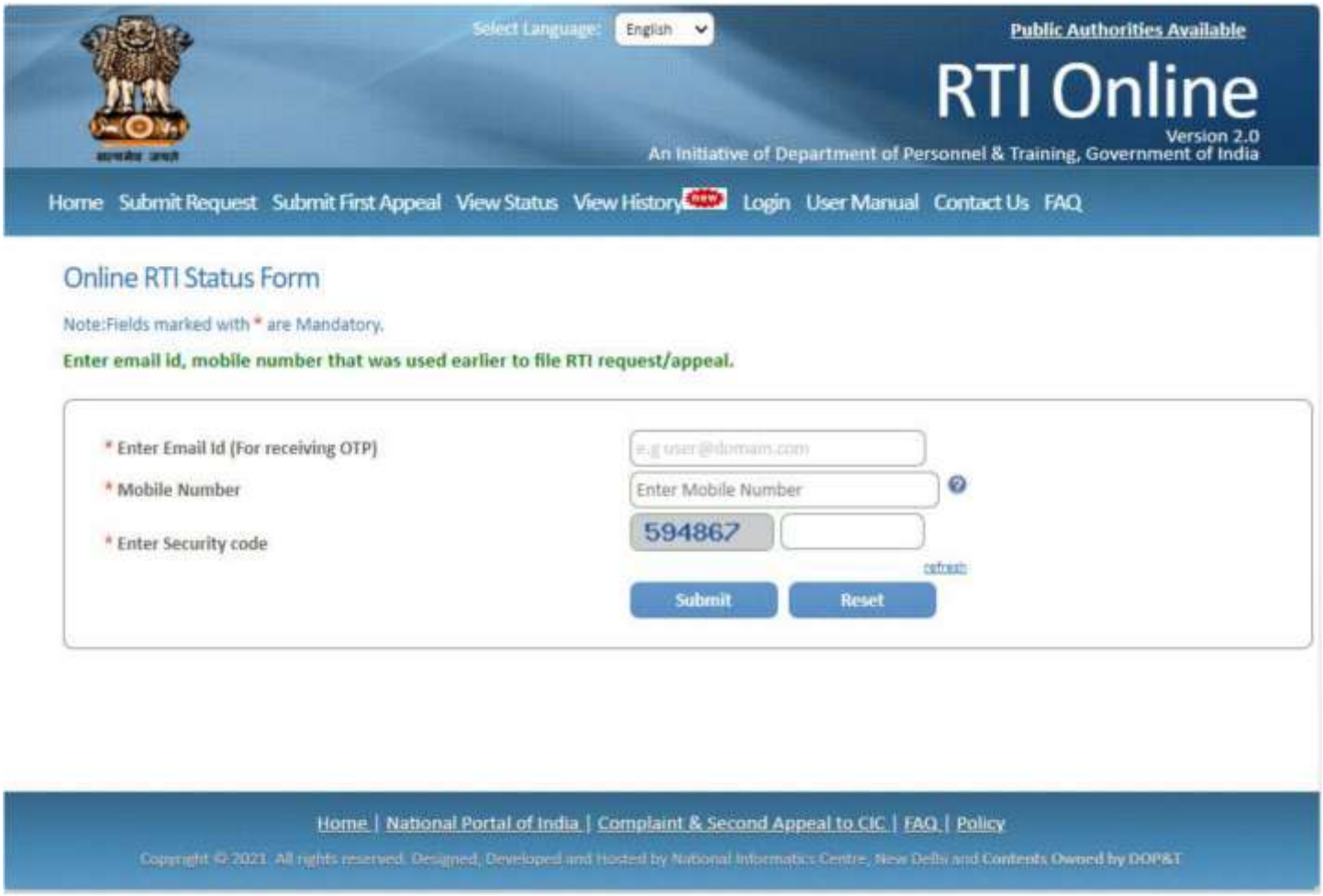
Four replies will be received by the applicant.

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.

VIEW HISTORY

On clicking View History, Online RTI Status Form will be displayed.



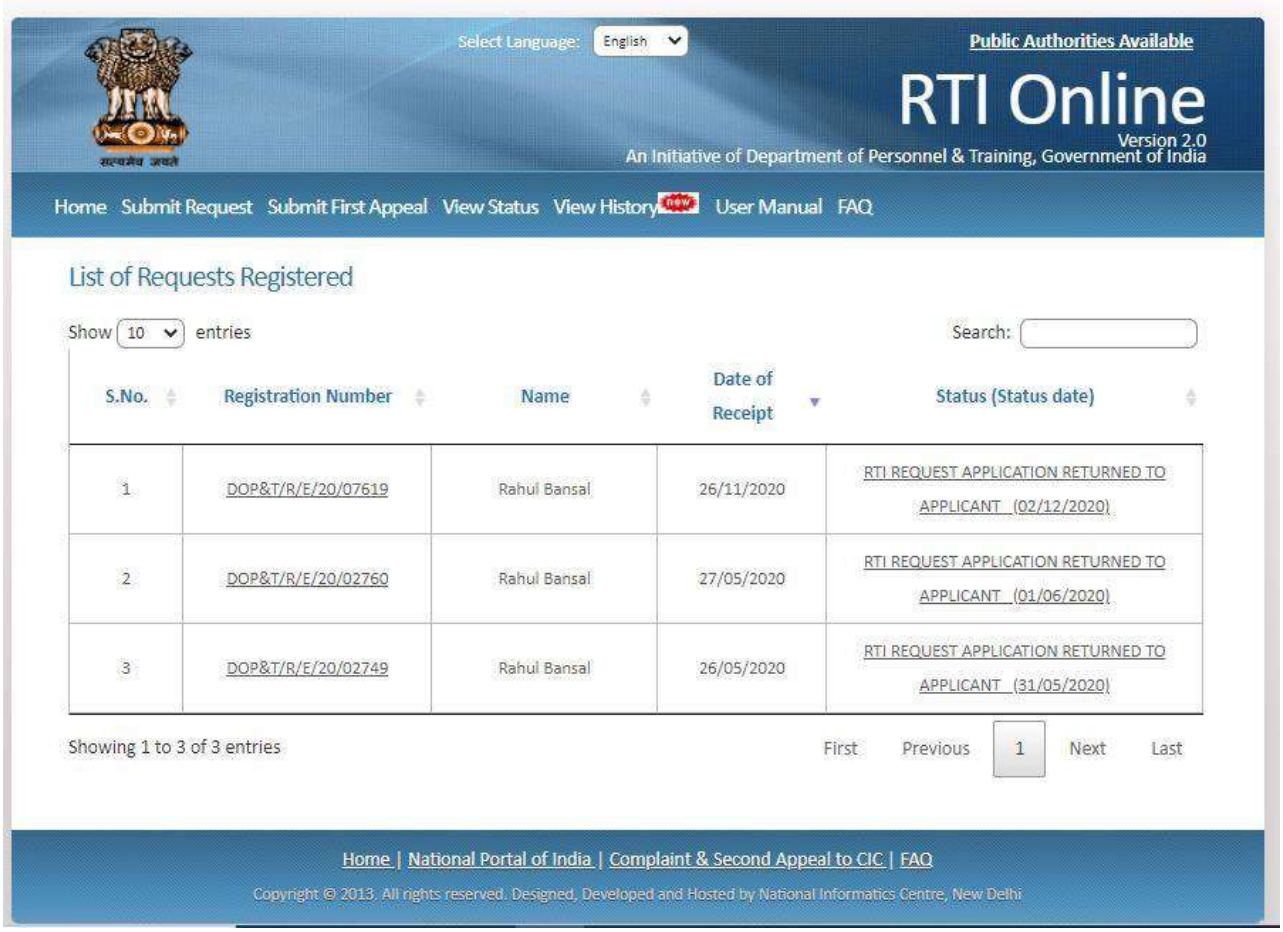
Citizens can enter Email id, Mobile number and Security code in this form and then click on **submit button.**

Then **Online RTI Status Form** will be displayed where citizen can enter **OTP** received in email & Mobile Number and click on **submit** button.

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

Citizens can see the Registered Requests, Disposed of Requests, Pending Requests, Registered Appeals, Disposed of Appeals and Pending Appeals.

i.e.: On clicking on **Registered Requests** following screen will be displayed.



Please note that the format of registration number is as follows- **AAAAA/B/C/DD/EEEEE** where

AAAAA - Public Authority Code
B – **R** for Request and **A** for Appeal
C - **E** - Online Receipt
P - Physical Receipt
T - Transfer From Other Public Authority
X - Part Transfer Cases
L - Legacy Receipt
DD - Last two digits of year
EEEEE - 5 digits serial number