

User Manual

Right To Information

(RTI)



CITIZEN MODULE

Department of Personnel & Training, National Informatics Centre D/o
M/o Personnel, Public Grievances & Pensions, Information Technology M/o
North Block, New Delhi-110001 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.





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.

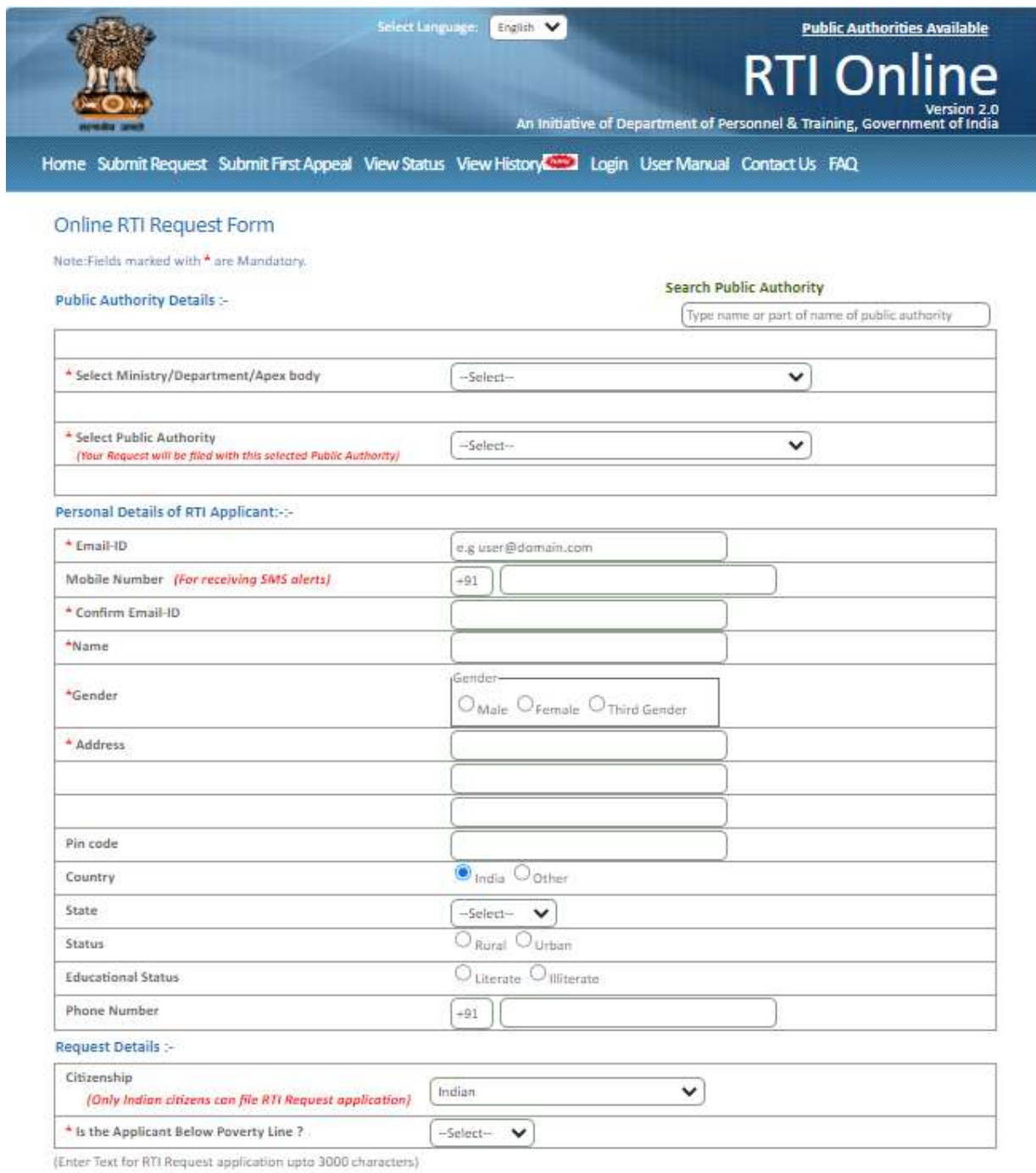
Citizen has to click on the checkbox *“I have read and understood the above guidelines.”* and then click on submit button.

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 [help@rtionline.dopt\[at\]nic\[dot\]in](mailto:help@rtionline.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.

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



The screenshot displays the 'RTI Online' portal interface. At the top, there is a header with the Government of India emblem, a language selector set to 'English', and a link for 'Public Authorities Available'. The main title 'RTI Online' is prominently displayed, along with the version 'Version 2.0' and the text 'An Initiative of Department of Personnel & Training, Government of India'. A navigation bar includes links for Home, Submit Request, Submit First Appeal, View Status, View History, Login, User Manual, Contact Us, and FAQ.

The 'Online RTI Request Form' section begins with a note: 'Note: Fields marked with * are Mandatory.' Below this, the 'Public Authority Details :-' section contains a search bar and two dropdown menus: '* Select Ministry/Department/Apex body' and '* Select Public Authority' (with a sub-note: '(Your Request will be filed with this selected Public Authority)').

The 'Personal Details of RTI Applicant:-' section follows, featuring several input fields: '* Email-ID' (with example 'e.g user@domain.com'), 'Mobile Number' (with a '+91' prefix), '* Confirm Email-ID', '* Name', '* Gender' (with radio buttons for Male, Female, and Third Gender), '* Address' (with three stacked input fields), 'Pin code', 'Country' (with radio buttons for India and Other), 'State' (dropdown), 'Status' (radio buttons for Rural and Urban), 'Educational Status' (radio buttons for Literate and Illiterate), and 'Phone Number' (with a '+91' prefix).

The 'Request Details :-' section includes 'Citizenship' (dropdown, with a sub-note: '(Only Indian citizens can file RTI Request application)') and '* Is the Applicant Below Poverty Line ?' (dropdown). At the bottom, a text area is provided for the RTI request application, with a note: '(Enter Text for RTI Request application upto 3000 characters)'.

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.

* Is the Applicant Below Poverty Line ?	Yes
BPL Card No. (Proof of BPL may be provided as an attachment)	
Year of Issue	
Issuing Authority	

(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	
------------------------------------	--

* Supporting document (only pdf upto 1 MB) (Upload the proof of BPL status)	Choose File No file chosen
* Enter security code	915267 Refresh

Submit Reset

[Home](#) | [National Portal of India](#) | [Complaint & Second Appeal to CIC](#) | [FAQ](#) | [Policy](#)

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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.

Your RTI Request filed successfully.

Please note down the details of registration.

Registration Number	DOP&T/R/E/21/00001
Name	rahul
Date of Filing	05-01-2021
Request filed with	Department of Personnel & Training
Contact Details	
Telephone Number	23040247
Email Id	amitjoshi@localhost.com

Save

Print

Print Application

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

* Is the Applicant Below Poverty Line ?		No
You are required to pay the RTI fee of ₹ 10		
(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		
Supporting document (only pdf upto 1 MB)	Choose File	No file chosen
* Enter security code	915267	
	Refresh	
Make Payment		Reset

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“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.

The screenshot shows the RTI Online Payment Gateway interface. At the top, there is a header with the RTI Online logo and navigation links. Below the header, the main content area displays the 'Online Request Payment Form'. A red box contains instructions: 'Do not use Refresh and back button of browser. After making payment, If applicant didn't receive the registration number then applicant is advised to wait for the 24 to 48 working hours, as registration number will be generated after reconciliation. MEANWHILE PLEASE DO NOT MAKE ATTEMPT TO REGISTER THE SAME REQUEST AGAIN.' The form includes fields for 'NAME' (Akhil), 'RTI Fee' (₹ 10), and 'Payment Mode' (Internet Banking, Credit or Debit Card / RuPay Card, UPI). Below the form, there is a section for 'Please click on payment gateway...' with a 'Payment Gateway' button. A note states: 'Note: After clicking on the "Pay" button, you will be directed to SBI Payment Gateway for payment. After completing the payment process, you will be redirected back to RTI Online Portal to view the details of your application.' At the bottom, there are 'Pay' and 'Back' buttons. The footer contains links to 'Home', 'National Portal of India', 'Complaint & Second Appeal to CIC', 'FAQ', and 'Policy'.

rtionline.gov.in/request/payment.php?requestFromId=6638663834386263353037646635633436306130633337323165343137623232

Select Language: English

Public Authorities Available

RTI Online

Version 2.0
An Initiative of Department of Personnel & Training, Government of India

Home Submit Request Submit First Appeal View Status View History Login User Manual Contact Us FAQ

Online Request Payment Form

Do not use Refresh and back button of browser.

After making payment, If applicant didn't receive the registration number then applicant is advised to wait for the 24 to 48 working hours, as registration number will be generated after reconciliation.

MEANWHILE PLEASE DO NOT MAKE ATTEMPT TO REGISTER THE SAME REQUEST AGAIN.

NAME	Akhil	RTI Fee: ₹ 10
Payment Mode	☒ Internet Banking, Credit or Debit Card / RuPay Card, UPI	

Please click on payment gateway...

Note: After clicking on the "Pay" button, you will be directed to SBI Payment Gateway for payment. After completing the payment process, you will be redirected back to RTI Online Portal to view the details of your application.

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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.

The screenshot displays the 'STATE BANK MULTI OPTION PAYMENT SYSTEM' interface. It is organized into three main sections: 'Not Banking', 'Card Payments', and 'Other Payments Modes'. The 'Not Banking' section includes options for 'SBI Net Banking / yono' and 'Other Banks', both with 'Bank Charges: 0.0' and a 'CLICK HERE' button. The 'Card Payments' section features a warning icon and text: 'Please select appropriate card type to avoid failures (C-Credit Card Options/D for Debit Card)'. It contains three options: 'State Bank Debit Cards', 'Other Bank Debit Cards', and 'Credit Cards', all with 'Bank Charges: 0.0' and 'CLICK HERE' buttons. The 'Other Payments Modes' section includes 'UPI' with 'Bank Charges: 0.0' and a 'CLICK HERE' button. A 'CANCEL' button is located at the bottom center. The footer shows '© State Bank of India' on the left and 'Site last viewed: 11/11/19 - Mozilla/5.0 - Google Chrome 72' on the right.

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.

Your RTI Request filed successfully.

Please note down the details of registration.

Registration Number	DOP&T/R/E/21/00001
Name	rahul
Date of Filing	05-01-2021
Request filed with	Department of Personnel & Training
Contact Details	
Telephone Number	23040247
Email Id	amitjoshi@localhost.com

Save

Print

Print 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**.

A rectangular button with a light orange gradient and a subtle shadow, featuring the text "SUBMIT FIRST APPEAL" in bold black capital letters.

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.

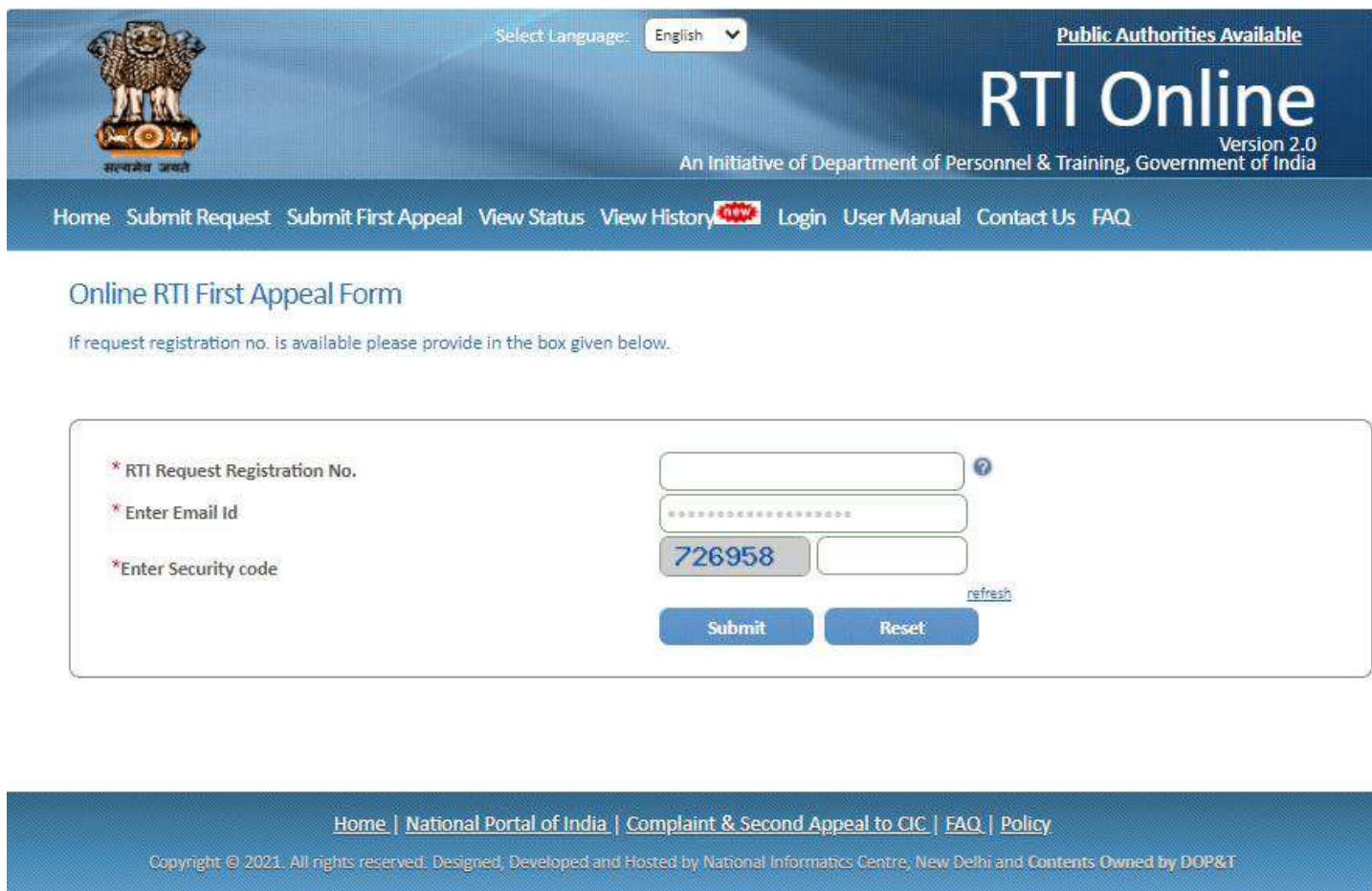
Citizen has to click on the checkbox *“I have read and understood the above guidelines.”* and then click on submit button.

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.
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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 help@rtionline.doi.gov.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, along with 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.

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



The screenshot shows the 'Online RTI First Appeal Form' page. At the top, there is a header with the Government of India emblem, a language selector set to 'English', and the text 'Public Authorities Available'. The main title 'RTI Online' is displayed in large font, with 'Version 2.0' and 'An Initiative of Department of Personnel & Training, Government of India' below it. A navigation bar contains links: Home, Submit Request, Submit First Appeal, View Status, View History, Login, User Manual, Contact Us, and FAQ. The main content area is titled 'Online RTI First Appeal Form' and includes a note: 'If request registration no. is available please provide in the box given below.' Below this is a form with three input fields: '* RTI Request Registration No.', '* Enter Email Id', and '*Enter Security code'. The security code field is pre-filled with '726958'. There are 'Submit' and 'Reset' buttons at the bottom of the form. A footer bar contains links: Home | National Portal of India | Complaint & Second Appeal to CIC | FAQ | Policy, and a copyright notice: 'Copyright © 2021. All rights reserved. Designed, Developed and Hosted by National Informatics Centre, New Delhi and Contents Owned by DOP&T'.

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

Home Submit Request Submit First Appeal View Status View History new Login User Manual Contact Us FAQ

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

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

The screenshot shows a web form for filing an RTI first appeal. At the top, there is an 'Email-ID' field with the value 'maniramsharma@gmail.com'. Below this is the 'Appeal Details :-' section. It includes a 'Citizenship' dropdown set to 'Indian' with a note '(Only Indian citizens can file RTI Request application)'. Next is a field 'Is the Applicant Below Poverty Line ?' set to 'NO'. The 'Ground For Appeal' dropdown is open, showing options: '--Select--', 'Refused access to Information Requested', 'No Response Within the Time Limit', 'Unreasonable amount of Fee required to Pay', 'Provided incomplete, Misleading or False Information', and 'Any Other ground'. Below the dropdown is a large text area for 'Text for RTI first appeal application' with a note '(Enter Text for RTI first appeal application upto 300 characters)' and a character count '0/3000 Characters entered'. To the right of the text area is a note 'I first appeal application.'. Below the text area is a 'Supporting document' field with a note '(only pdf upto 1 MB)' and a 'Choose File' button. At the bottom, there is a security code field showing 'nb84mz' and a note 'Can't read the image? click here to refresh'.

“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.

Your RTI Appeal filed successfully.

Please note down the details of registration.

Registration Number	DOP&T/A/E/21/00001
Name	rahul
Date of Filing	05-01-2021
Request filed with	Department of Personnel & Training
Contact Details	
Telephone Number	23040247
Email Id	amitjoshi@localhost.com

Save

Print

Print Application

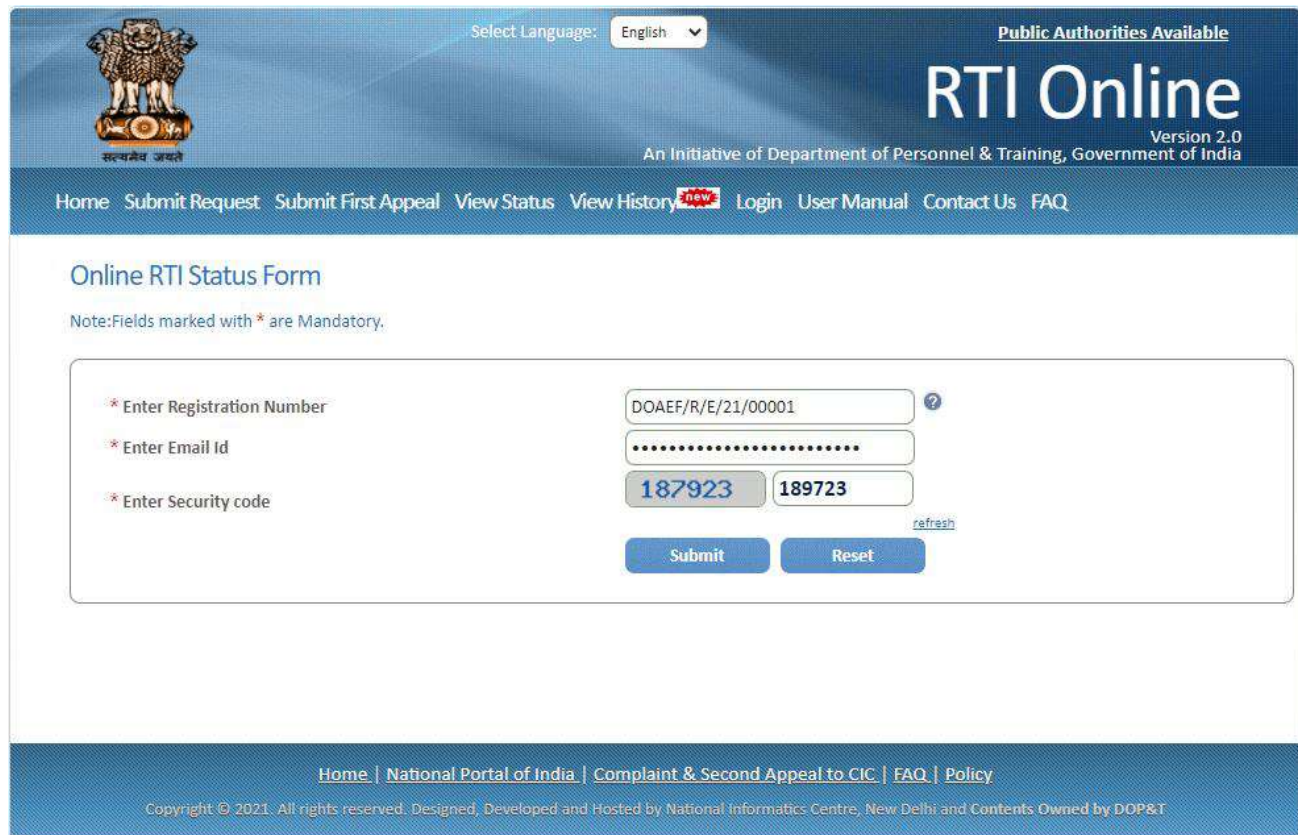
1

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**.

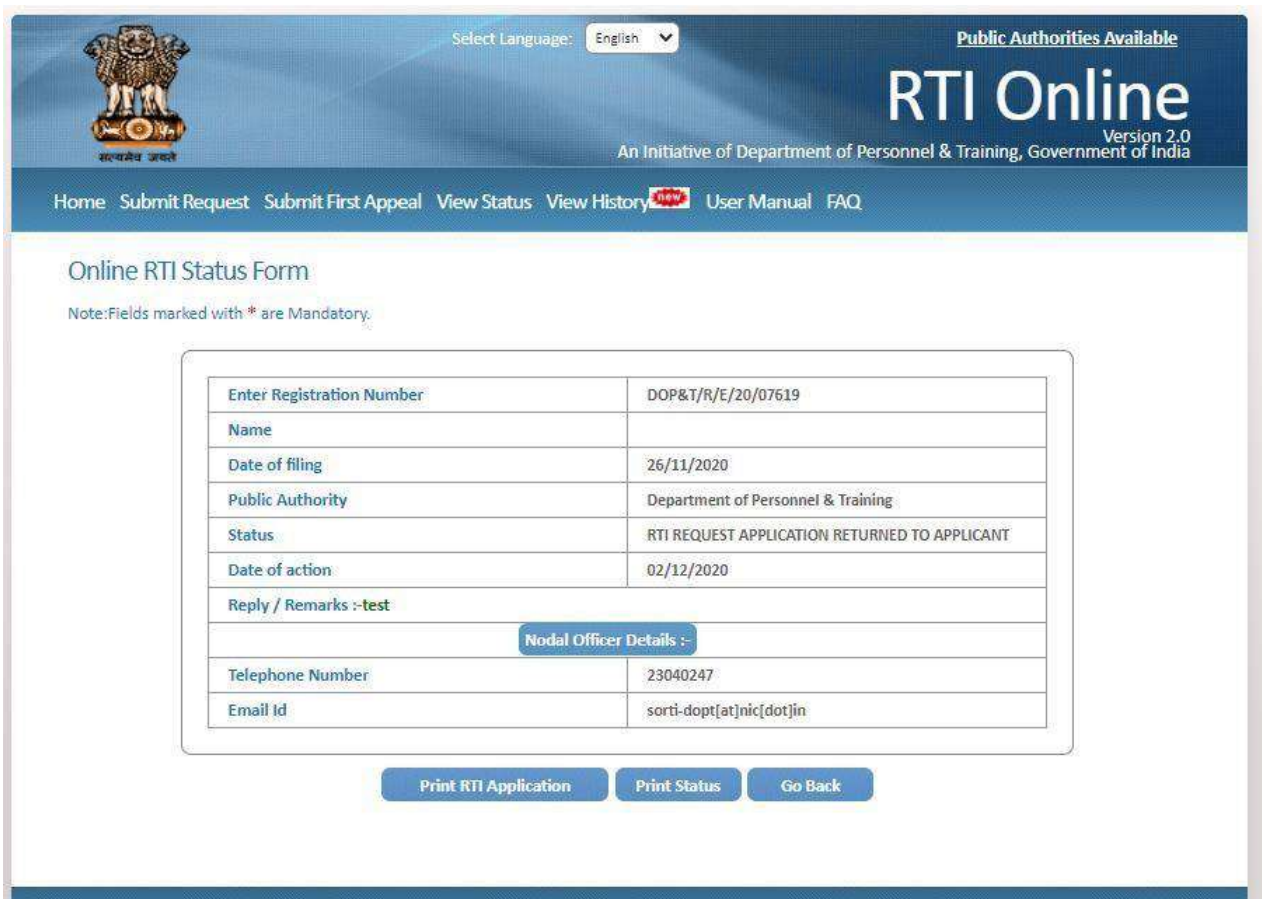
On clicking this option **Online RTI Status Form** will be displayed.



The screenshot shows the 'RTI Online' portal interface. At the top, there is a header with the Government of India emblem, a language selector set to 'English', and the text 'Public Authorities Available'. The main title 'RTI Online' is displayed in large blue letters, with 'Version 2.0' and 'An Initiative of Department of Personnel & Training, Government of India' below it. A navigation bar contains links: Home, Submit Request, Submit First Appeal, View Status, View History (marked with a 'new' tag), Login, User Manual, Contact Us, and FAQ. The main content area is titled 'Online RTI Status Form' and includes a note: 'Note: Fields marked with * are Mandatory.' Below this, there is a form with three mandatory fields: 'Enter Registration Number' (with the value 'DOAEF/R/E/21/00001'), 'Enter Email Id' (with a masked email address), and 'Enter Security code' (with the value '187923'). A 'refresh' link is next to the security code field. At the bottom of the form are 'Submit' and 'Reset' buttons. The footer contains links for Home, National Portal of India, Complaint & Second Appeal to CIC, FAQ, and Policy, along with a copyright notice for 2021.

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.



The screenshot displays the RTI Online portal interface. At the top, there is a header with the Government of India emblem, a language selection dropdown set to 'English', and the text 'Public Authorities Available'. The main title 'RTI Online' is prominently displayed, along with 'Version 2.0' and 'An Initiative of Department of Personnel & Training, Government of India'. A navigation bar includes links for Home, Submit Request, Submit First Appeal, View Status, View History (marked with a 'new' icon), User Manual, and FAQ.

The main content area is titled 'Online RTI Status Form'. Below this title, a note states: 'Note: Fields marked with * are Mandatory.' The form itself is a table with the following data:

Enter Registration Number	DOP&T/R/E/20/07619
Name	
Date of filing	26/11/2020
Public Authority	Department of Personnel & Training
Status	RTI REQUEST APPLICATION RETURNED TO APPLICANT
Date of action	02/12/2020
Reply / Remarks :-test	
Nodal Officer Details :-	
Telephone Number	23040247
Email Id	sorti-dopt[at]nic[dot]in

At the bottom of the form, there are three buttons: 'Print RTI Application', 'Print Status', and 'Go Back'.

In case of additional payment following screen will be displayed.

Online RTI Status Form

Note: Fields marked with * are Mandatory.

Registration Number	DOP&T/R/E/20/
Name	01335umar Mishra
Date of Filing	26/12/2013
Request filed with	Department of Personnel & Training
Status	ADDITIONAL PAYMENT REQUIRED FOR INFORMATION as on: 03/04/2014
Additional Payment	₹ 100 Make Payment
Remarks	>> Please provide Rs 100 for photocopy
Nodal Officer Details	
Telephone Number	23094112
Email Id	soti-dopt@nic.in

[Print RTI Application](#) [Print Status](#) [Go Back](#)

Additional payment can be made by clicking on [Make Payment](#) link.

Then the applicant will be directed to payment gateway.

RTI Online

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

Home | Submit Request | Submit First Appeal | View Status | View History | Login | User Manual | Contact Us | FAQ

Online Request Payment Form

Do not use Refresh and back button of browser.

After making payment, if applicant didn't receive the registration number then applicant is advised to wait for the 24 to 48 working hours,
as registration number will be generated after reconciliation.
MEANWHILE PLEASE DO NOT MAKE ATTEMPT TO REGISTER THE SAME REQUEST AGAIN.

NAME	Ahishbek	RTI Fee - ₹ 10
Payment Mode	☒ Internet Banking, Credit or Debit Card / RuPay Card, UPI	

Please click on payment gateway--

[Payment Gateway](#)

Note: After clicking on the "Pay" button, you will be directed to SBI Payment Gateway for payment. After completing the payment process, you will be redirected back to RTI Online Portal to view the details of your application.

[Pay](#) [Back](#)

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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.

Online RTI Status Form

Note: Fields marked with * are Mandatory.

Registration Number	DOP&T/R/E/201
Name	OTIS System
Date of Filing	04/02/2014
Request filed with	Department of Personnel & Training
Status	SUPPORTING DOCUMENT REQUIRED FROM APPLICANT as on 05/04/2014
Remarks :- The document attached at the time of filing RTI Request is not accessible. The same document may please be uploaded to process your RTI Request.	
Upload document: (only pdf upto 1 MB)	Choose File Attached
Nodal Officer Details	
Telephone Number	23094112
Email Id	sorti-dop@nic.in

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.

Online RTI Status Form

Note: Fields marked with * are Mandatory.

File upload successfully

* Enter RegistrationNo.

* Enter Email Id

* Enter Security code

Can't read the image? click [here](#) to refresh

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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	Q1335
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	22054112
Email Id	sorti-dopr@nic.in

[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.

Online RTI Status Form

Note: Fields marked with * are Mandatory.

Registration Number	DOR&T/R/E/20/
Name	Q13315
Date of Filing	20/01/2014
Request filed with	Department of Personnel & Training
Status	REQUEST TRANSFERRED TO OTHER PUBLIC AUTHORITY at on 01/04/2014
Details of Public Authority :- 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-dept@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.

Online RTI Status Form

Note: Fields marked with * are Mandatory.

Registration Number	DOP&T/R/E/20/
Name	01335 Sandeep Gupta
Date of Filing	26/04/2013
Request filed with	Department of Personnel & Training
Status	REQUEST FORWARDED TO CPIO on 03/04/2014
Details of CPIO - Telephone Number, Email Id:-	
Note :- You are advised to contact the above mentioned officer for further details.	
Your RTI application has been forwarded to multiple CPIOs	Click here to view details
Nodal Officer Details	
Telephone Number	23004112
Email Id	sanj-dopt@nic.in

[Print RTI Application](#)
[Print Status](#)
[Go Back](#)

On clicking on link [Click here to view details](#) following screen will be displayed.

Status of RTI Request

S.No.	Registration Number	CPIO Telephone Number & Email	Current Status	Status Date	Remarks (If any)	Document (If any)
1	DOP&T/R/E/20/07619/1 DOP&T/R/E/20/07619		REQUEST FORWARDED TO CPIO	03/04/14		
2	DOP&T/R/E/20/07619/1 DOP&T/R/E/20/07619/1	23004112 dopta1@nic.in	REQUEST FORWARDED TO CPIO	03/04/14		
3	DOP&T/R/E/20/07619/2 DOP&T/R/E/20/07619/2	011-24624722 dwelfare-dopt@nic.in	REQUEST FORWARDED TO CPIO	03/04/14		
4	DOP&T/R/E/20/07619/3 DOP&T/R/E/20/07619/3		REQUEST FORWARDED TO CPIO	03/04/14		

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.

The screenshot displays the RTI Online portal interface. At the top, there is a header with the Government of India emblem, a language selector set to 'English', and the text 'Public Authorities Available'. The main title 'RTI Online' is prominently displayed, along with 'Version 2.0' and 'An Initiative of Department of Personnel & Training, Government of India'. A navigation bar includes links for Home, Submit Request, Submit First Appeal, View Status, View History (highlighted with a red 'NEW' tag), Login, User Manual, Contact Us, and FAQ.

The 'Online RTI Status Form' section contains a note: 'Note: Fields marked with * are Mandatory.' Below this, a green instruction states: 'Enter email id, mobile number that was used earlier to file RTI request/appeal.'

The form fields are as follows:

- * Enter Email Id (For receiving OTP): A text input field containing the placeholder 'e.g user@domain.com'.
- * Mobile Number: A text input field with the placeholder 'Enter Mobile Number' and a help icon (?) to its right.
- * Enter Security code: A field containing the security code '594867' and an empty input box for a second code, with a 'captcha' label below.

At the bottom of the form are two buttons: 'Submit' and 'Reset'.

The footer of the page includes links for Home, National Portal of India, Complaint & Second Appeal to CIC, FAQ, and Policy. It also contains a copyright notice: 'Copyright © 2021. All rights reserved. Designed, Developed and Hosted by National Informatics Centre, New Delhi and Contents Owned by DOP&T'.

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.



The screenshot displays the RTI Online portal interface. At the top, there is a header with the Government of India emblem, a language selector set to 'English', and the text 'Public Authorities Available'. The main title 'RTI Online' is prominently displayed, along with 'Version 2.0' and 'An Initiative of Department of Personnel & Training, Government of India'. A navigation bar includes links for Home, Submit Request, Submit First Appeal, View Status, View History, Login, User Manual, Contact Us, and FAQ. Below the navigation bar, the page title is 'Online RTI Status Form (इतिहास देखने के लिए ओटीपी फॉर्म)'. The central form area contains a label for the OTP (received via email only) and a text input field for the OTP number. Below the input field are 'Submit' and 'Reset' buttons. The footer contains links to Home, National Portal of India, Complaint & Second Appeal to CIC, FAQ, and Policy, along with a copyright notice for 2021.

Select Language: English

Public Authorities Available

RTI Online

Version 2.0
An Initiative of Department of Personnel & Training, Government of India

Home | Submit Request | Submit First Appeal | View Status | View History | Login | User Manual | Contact Us | FAQ

Online RTI Status Form (इतिहास देखने के लिए ओटीपी फॉर्म)

* OTP (ओटीपी)
(Received in Email ONLY):

Submit Reset

Home | National Portal of India | Complaint & Second Appeal to CIC | FAQ | Policy
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After clicking on **submit** button following screen will be displayed.

The screenshot displays the RTI Online portal interface. At the top, there is a header with the Government of India emblem, a language selection dropdown set to 'English', and the text 'Public Authorities Available'. The main title 'RTI Online' is prominently displayed, along with 'Version 2.0' and 'An Initiative of Department of Personnel & Training, Government of India'. A navigation bar includes links for Home, Submit Request, Submit First Appeal, View Status, View History, Login, User Manual, Contact Us, and FAQ. Below the navigation bar, the user's login details are shown: 'UserName :- [redacted]' and 'Email :- [redacted]'. A central box indicates the 'Request/Appeal Status as on 15-12-2021'. This is followed by a table summarizing the status of requests and appeals. The table has two main columns: 'Requests' and 'Appeals'. Under 'Requests', there are three rows: 'Registered' with a count of [2], 'Disposed of' with a count of [5], and 'Pending' with a count of [3]. Under 'Appeals', there are three rows: 'Registered' with a count of [3], 'Disposed of' with a count of [2], and 'Pending' with a count of [0]. At the bottom of the page, there is a footer with links for Home, National Portal of India, Complaint & Second Appeal to CIC, FAQ, and Policy. A copyright notice states 'Copyright © 2011. All rights reserved. Designed, Developed and Hosted by National Informatics Centre, New Delhi and Easiteests Owned by DOP&T'.

Requests		Appeals	
Registered	[2]	Registered	[3]
Disposed of	[5]	Disposed of	[2]
Pending	[3]	Pending	[0]

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.

The screenshot displays the RTI Online portal interface. At the top, there is a header with the Government of India emblem, a language selector set to 'English', and the text 'Public Authorities Available'. The main title 'RTI Online' is prominently displayed, along with 'Version 2.0' and 'An Initiative of Department of Personnel & Training, Government of India'. A navigation bar includes links for 'Home', 'Submit Request', 'Submit First Appeal', 'View Status', 'View History', 'User Manual', and 'FAQ'. Below this, the section 'List of Requests Registered' is shown, featuring a search bar and a table of requests. The table has columns for 'S.No.', 'Registration Number', 'Name', 'Date of Receipt', and 'Status (Status date)'. Three entries are listed, all for 'Rahul Bansal'. The status for all entries is 'RTI REQUEST APPLICATION RETURNED TO APPLICANT'. Pagination controls at the bottom show 'Showing 1 to 3 of 3 entries' and buttons for 'First', 'Previous', '1', 'Next', and 'Last'. A footer contains links to 'Home', 'National Portal of India', 'Complaint & Second Appeal to CIC', and 'FAQ', along with a copyright notice for 2013.

S.No.	Registration Number	Name	Date of Receipt	Status (Status date)
1	DOP&T/R/E/20/07619	Rahul Bansal	26/11/2020	RTI REQUEST APPLICATION RETURNED TO APPLICANT (02/12/2020)
2	DOP&T/R/E/20/02760	Rahul Bansal	27/05/2020	RTI REQUEST APPLICATION RETURNED TO APPLICANT (01/06/2020)
3	DOP&T/R/E/20/02749	Rahul Bansal	26/05/2020	RTI REQUEST APPLICATION RETURNED TO APPLICANT (31/05/2020)

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

EEEE - 5 digits serial number

No. 1/8/2007-IR
Government of India
Ministry of Personnel, Public Grievances & Pensions
(Department of Personnel & Training)

New Delhi, the 8th November, 2007

OFFICE MEMORANDUM

Subject: Guidelines for information seekers under the Right to Information Act, 2005.

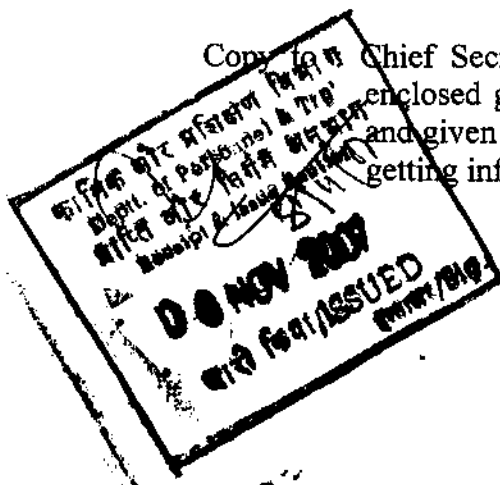
The undersigned is directed to say that this Department, soon after the enactment of the Right to Information Act, 2005, had posted reply to some 'Frequently Asked Questions' regarding implementation of the Act on its website (<http://righttoinformation.gov.in/>) so as to enable smooth exercise of the right to information by persons who wish to do so. A number of references have since been received which would show that there is a need to issue further guidelines elaborating some provisions of the Act and method of its use by the general public. The guidelines have, accordingly, been prepared for the information seekers, a copy of which is enclosed. It is requested that these guidelines may be given wide publicity.


(K.G. Verma)
Director
Tel: 23092158

To

1. All Ministries / Departments of Govt. of India
2. Union Public Service Commission / Lok Sabha Secretariat / Rajya Sabha Secretariat / Cabinet Secretariat / Central Vigilance Commission / President's Secretariat / Vice-President's Secretariat / Prime Minister's Office / Planning Commission
3. Staff Selection Commission, CGO Complex, Lodi Road, New Delhi.
4. Office of the Comptroller & Auditor General of India, 10, Bahadur Shah Zafar Marg, New Delhi.
5. Central Information Commission/State Information Commissions.

Copy to Chief Secretaries of all the States/UTs – It is requested that the enclosed guidelines may be translated into the regional language(s) and given wide publicity. They may also issue similar guidelines for getting information from the public authorities under them.



GUIDE FOR THE INFORMATION SEEKERS

HOW TO GET INFORMATION FROM THE PUBLIC AUTHORITIES OF THE CENTRAL GOVERNMENT UNDER THE RIGHT TO INFORMATION ACT, 2005

**Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Personnel & Training
North Block, New Delhi**

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FOREWORD

The Right to Information Act, 2005 has converted the prevailing culture of secrecy into a culture of openness and transparency in the working of the Government. It will go a long way in strengthening our democratic institutions, empowering the public, removing corruption and greater involvement of citizens in the development of the nation.

This compilation explains the method of making application for seeking information from the public authorities under the Central Government, the procedure for preparing appeals and the steps for filing complaints in the matter and other related issues. The contents of this document would apply mostly in connection with getting information from the public authorities of the State Governments as well. Nevertheless, since there are different fee rules and appeal rules in different States, the States may like to bring out their own guide on the subject on similar lines.

I wish the Right to Information Act is made use of by the public for larger public good.



(Satyananda Mishra)

Secretary
Department of Personnel & Training,
Ministry of Personnel, Public
Grievances and Pensions

New Delhi

Dated: the 8th November, 2007

A GUIDE FOR THE INFORMATION SEEKERS UNDER THE RIGHT TO INFORMATION ACT, 2005.

Object of the Right to Information Act

The basic object of the Right to Information Act is to empower the citizens, promote transparency and accountability in the working of the Government, contain corruption, and make our democracy work for the people in real sense. An informed citizenry will be better equipped to keep necessary vigil on the instruments of governance and make the government more accountable to the governed. The Act has created a practical regime through which the citizens of the country may have access to information under the control of public authorities.

What is Information

2. Information is any material in any form. It includes records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form. It also includes information relating to any private body which can be accessed by the public authority under any law for the time being in force.

Right to Information under the Act

3. A citizen has a right to seek such information from a public authority which is held by the public authority or which is held under its control. This right includes inspection of work, documents and records; taking notes, extracts or certified copies of documents or records; taking certified samples of material held by the public authority or held under the control of the public authority.

4. The public authority under the RTI Act is not supposed to create information; or to interpret information; or to solve the problems raised by the applicants; or to furnish replies to hypothetical questions. Only such information can be had under the Act which already exists with the public authority.

5. A citizen has a right to obtain information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through print-outs provided

information is already stored in a computer or in any other device from which the information may be transferred to diskettes etc.

6. The information to the applicant shall ordinarily be provided in the form in which it is sought. However, if the supply of information sought in a particular form would disproportionately divert the resources of the public authority or may cause harm to the safety or preservation of the records, supply of information in that form may be denied.

7. The Act gives the right to information only to the citizens of India. It does not make provision for giving information to Corporations, Associations, Companies etc. which are legal entities/persons, but not citizens. However, if an application is made by an employee or office-bearer of any Corporation, Association, Company, NGO etc. who is also a citizen of India, information shall be supplied to him/her, provided the applicant gives his/her full name. In such cases, it will be presumed that a citizen has sought information at the address of the Corporation etc.

Exemptions from Disclosure

8. The right to seek information from a public authority is not absolute. Sections 8 and 9 of the Act enumerate the categories of information which are exempt from disclosure. At the same time Schedule II of the Act contains the names of the Intelligence and Security Organisations which are exempt from the purview of the Act. The exemption of the organisations, however, does not cover supply of information relating to allegations of corruption and human rights violations.

9. The applicants should abstain from seeking information which is exempt under Section 8 and 9 and also from the organizations included in the Second Schedule except information relating to allegations of corruption and human rights violations.

Central Public Information Officers

10. Application for seeking information should be made to an officer of the public authority who is designated as Central Public Information Officer (CPIO). All the public authorities have designated their Central Public Information Officers and have posted their particulars on their respective web-sites. This information is also available on the 'RTI PORTAL' (www.rti.gov.in). Persons seeking information are advised to refer to the web-site of the concerned public authority or the 'RTI PORTAL' for

ascertaining the name of the concerned CPIO. If it is found difficult to identify or locate the concerned Central Public Information Officer of a public authority, application may be sent to the Central Public Information Officer without specifying the name of the CPIO at the address of the public authority.

Assistance Available From CPIOs

11. The Central Public Information Officer shall render reasonable assistance to the persons seeking information. If a person is unable to make a request in writing, he may seek the help of the CPIO to write his application. Where a decision is taken to give access to a sensorily disabled person to any document, the Central Public Information Officer, shall provide such assistance to enable access to information, including providing such assistance to the person as may be appropriate for the inspection.

Suo Motu Disclosure

12. The Act makes it obligatory for every public authority to make suo-motu disclosure in respect of the particulars of its organization, functions, duties etc. as provided in section 4 of the Act. Besides, some public authorities under the Central Government have published other information and have posted them on their websites.

Method of Seeking Information

13. A citizen who desires to obtain any information under the Act, should make an application to the Central Public Information Officer (CPIO) of the concerned public authority in writing in English or Hindi or in the official language of the area in which the application is made. The applicant can send the application by post or through electronic means or can deliver it personally in the office of the public authority. The application can also be sent through a Central Assistant Public Information Officer appointed by the Department of Post at sub-divisional level or other sub-district level.

Fee for Seeking Information

14. The applicant, along with the application, should send a demand draft or a banker's cheque or an Indian Postal Order of Rs.10/- (Rupees ten), payable to the Accounts Officer of the public authority as fee prescribed for seeking information. The payment of fee can also be made by way of cash to the Accounts Officer of the

public authority or to the Central Assistant Public Information Officer against proper receipt.

15. The applicant may also be required to pay further fee towards the cost of providing the information, details of which shall be intimated to the applicant by the CPIO as prescribed by the Right to Information (Regulation of Fee and Cost) Rules, 2005. Rates of fee as prescribed in the Rules are given below:

- (a) rupees two (Rs. 2/-) for each page (in A-4 or A-3 size paper) created or copied;
- (b) actual charge or cost price of a copy in larger size paper;
- (c) actual cost or price for samples or models;
- (d) for inspection of records, no fee for the first hour; and a fee of rupees five (Rs.5/-) for each subsequent hour (or fraction thereof);
- (e) for information provided in diskette or floppy rupees fifty (Rs.50/-) per diskette or floppy; and
- (f) for information provided in printed form at the price fixed for such publication or rupees two per page of photocopy for extracts from the publication.

16. If the applicant belongs to below poverty line (BPL) category, he is not required to pay any fee. However, he should submit a proof in support of his claim to belong to the below poverty line. The application not accompanied by the prescribed fee of Rs.10/- or proof of the applicant's belonging to below poverty line, as the case may be, shall not be a valid application under the Act and therefore, does not entitle the applicant to get information.

Format of Application

17. There is no prescribed form of application for seeking information. The application can be made on plain paper. The application should, however, have the name and complete postal address of the applicant. Even in cases where the information is sought electronically, the application should contain name and postal address of the applicant.

18. The information seeker is not required to give reasons for seeking information.

Disposal of the Request

19. The CPIO is required to provide information to the applicant within thirty days of the receipt of a valid application. If the information sought for concerns the

life or liberty of a person, the information shall be provided within forty-eight hours of the receipt of the request. If the CPIO is of the view that the information sought for cannot be supplied under the provisions of the Act, he would reject the application. However, while rejecting the application, he shall inform the applicant the reasons for such rejection and the particulars of the appellate authority. He would also inform the applicant the period within which appeal may be preferred.

20. If an applicant is required to make payment for obtaining information, in addition to the application fee, the Central Public Information Officer would inform the applicant about the details of further fees alongwith the calculation made to arrive at the amount payable by the applicant. After receiving such a communication from the CPIO, the applicant may deposit the amount by way of cash against proper receipt or by Demand Draft or by Banker's cheque or by Indian Postal Order in favour of the Accounts Officer of the concerned public authority. The CPIO is under no obligation to make available the information if the additional fee intimated by him is not deposited by the applicant.

21. Where an additional fee is required to be paid, the period intervening between the dispatch of the intimation regarding payment of additional fee and payment of fee by the applicant shall be excluded for the purpose of computing the period of thirty days within which the CPIO is required to furnish the information.

22. If the CPIO fails to send decision on the request on the information within the period of thirty days or forty-eight hours, as the case may be, the information may be deemed to have been refused.

First Appeal

23. If an applicant is not supplied information within the prescribed time of thirty days or 48 hours, as the case may be, or is not satisfied with the information furnished to him, he may prefer an appeal to the first appellate authority who is an officer senior in rank to the CPIO. Such an appeal, should be filed within a period of thirty days from the date on which the limit of 30 days of supply of information is expired or from the date on which the information or decision of the CPIO is received.

24. The appellate authority of the public authority shall dispose of the appeal within a period of thirty days or in exceptional cases within 45 days of the receipt of the appeal.

Second Appeal

25. If the appellate authority fails to pass an order on the appeal within the prescribed period or if the appellant is not satisfied with the order of the first appellate authority, he may prefer a second appeal with the Central Information Commission within ninety days from the date on which the decision should have been made by the first appellate authority or was actually received by the appellant. The appeal made to the Central Information Commission should contain the following information: -

- (i) Name and address of the appellant;
- (ii) Name and address of the Central Public Information Officer against the decision of whom the appeal is preferred;
- (iii) Particulars of the order including number, if any, against which the appeal is preferred;
- (iv) Brief facts leading to the appeal;
- (v) If the appeal is preferred against deemed refusal, particulars of the application, including number and date and name and address of the Central Public Information Officer to whom the application was made;
- (vi) Prayer or relief sought;
- (v) Grounds for prayer or relief;
- (vi) Verification by the appellant; and
- (vii) Any other information, which the Commission may deem necessary for deciding the appeal.

26. The appeal made to the Central Information Commission should be accompanied by the following documents:

- (i) Self-attested copies of the orders or documents against which appeal is made;
- (ii) Copies of the documents relied upon by the appellant and referred to in the appeal; and
- (iii) An index of the documents referred to in the appeal.

Complaints

27. If any person is unable to submit a request to a Central Public Information Officer either by reason that such an officer has not been appointed by the concerned public authority; or the Central Assistant Central Public Information Officer has refused to accept his or her application or appeal for forwarding the same to the Central Public Information Officer or the appellate authority, as the case may be; or he has been refused access to any information requested by him under the RTI Act; or he has not been given a response to a request for information within the time limit specified in the Act; or he has been required to pay an amount of fee which he considers unreasonable; or he believes that he has been given incomplete, misleading or false information, he can make a complaint to the Central Information Commission.

Disposal of Appeals and Complaints by the CIC

28. The Central Information Commission decides the appeals and complaints and conveys its decision to the appellant/complainant and first appellate authority/CPIO. The Commission may decide an appeal/complaint after hearing the parties to the appeal/complaint or by inspection of documents produced by the appellant/complainant and CPIO or such senior officer of the public authority who decided the first appeal. If the Commission chooses to hear the parties before deciding the appeal or the complaint, the Commission will inform of the date of hearing to the appellant or the complainant at least seven clear days before the date of hearing. The appellant/complainant has the discretion to be present in person or through his authorized representative at the time of hearing or may opt not to be present.

Important Web-sites

29. Given below are the addresses of some important web-sites which contain substantial information relevant to the right to information:

- (i) Portal of the Government of India (<http://indiaimage.nic.in>).
- (ii) Portal on the Right to Information (www.rti.gov.in).
- (iii) Website of the Central Information Commission (<http://cic.gov.in>).