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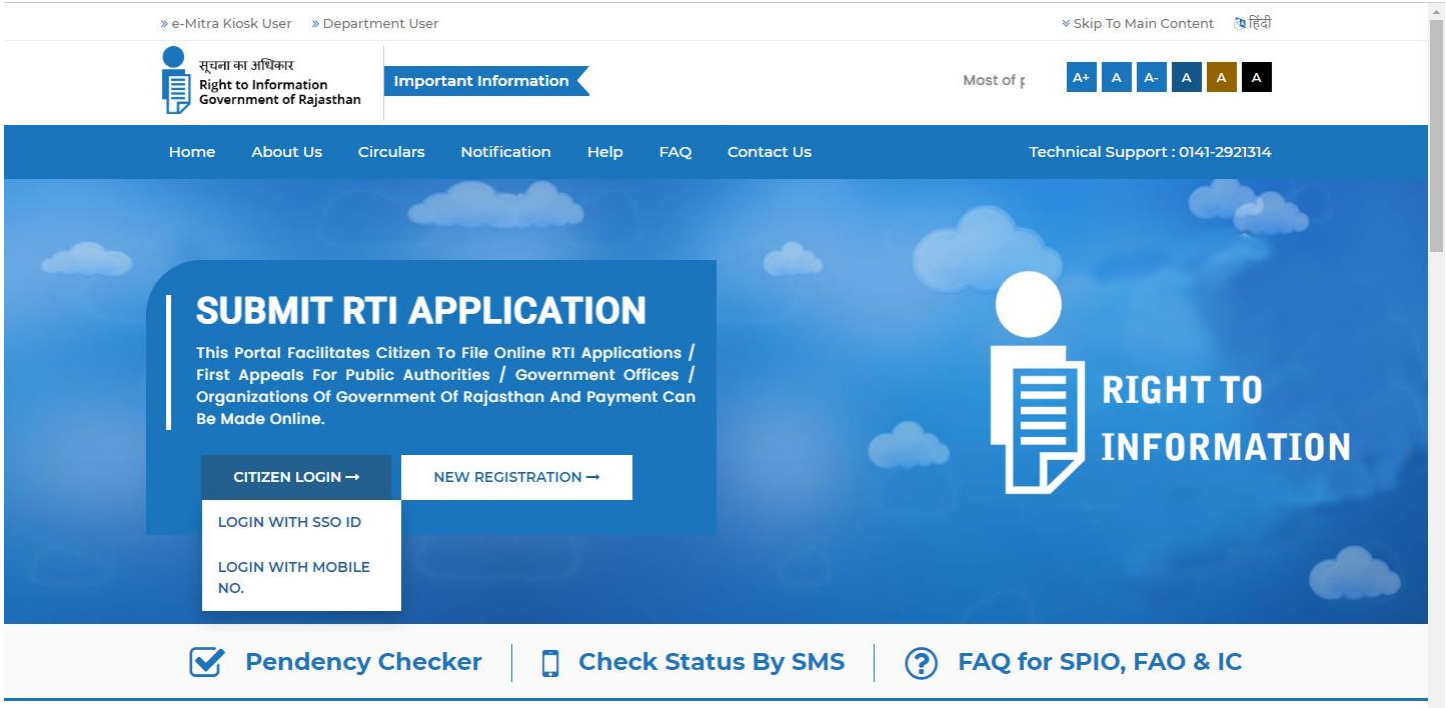
RTI Application process by Citizen

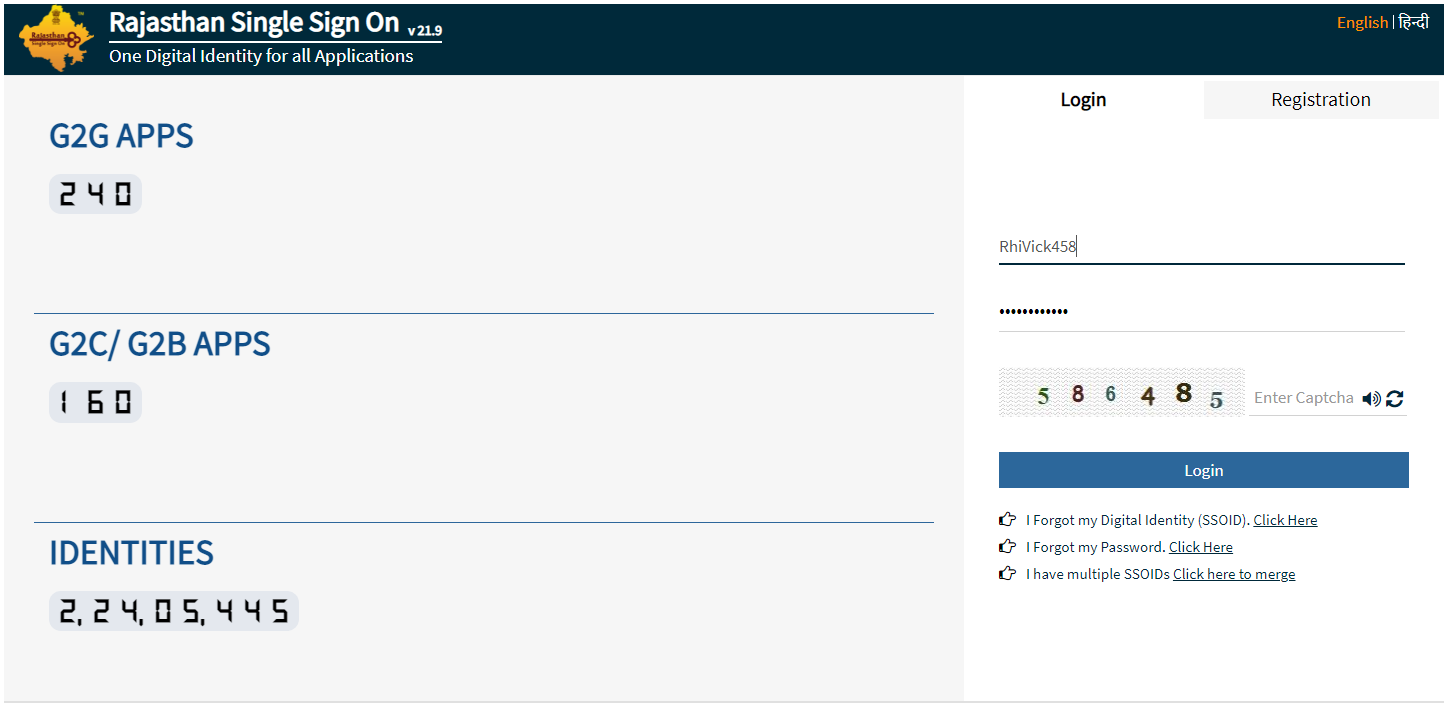
Enter URL http://rti.rajasthan.gov.in/ in the web browser and following home page of the Portal forRight To Information Act, 2005 will appear on the screen.



For Filling RTI user can login through SSO ID and registered Mobile no. both login process in the following way

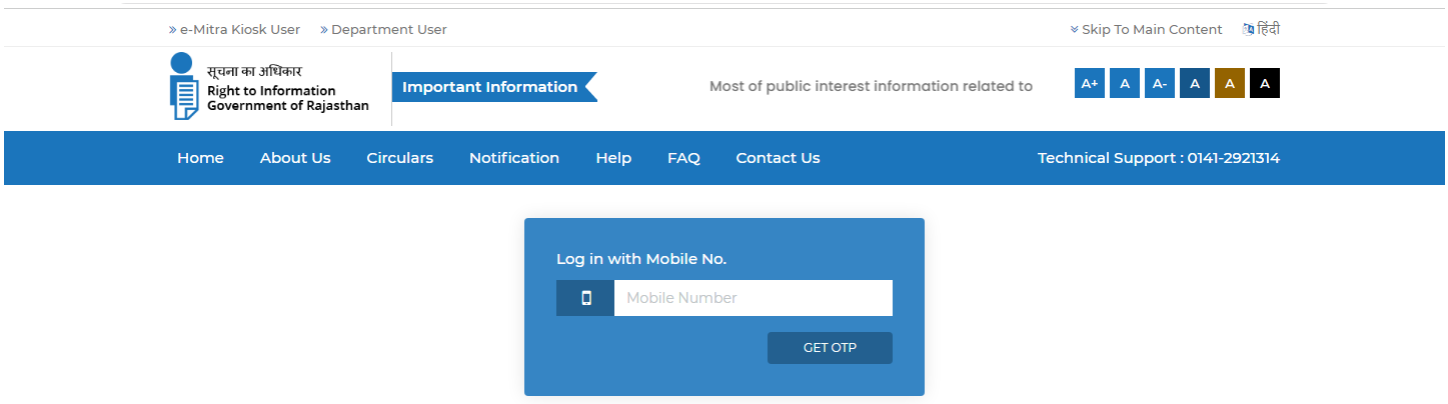
Citizen Login through SSO ID

Filling a RTI user Citizen must have valid SSO ID, for this further process



1. Citizen has to enter registered SSO ID
2. Citizen has to enter Password of SSO ID
3. Citizen has to enter Captcha Code as mention
4. Click on login Button

After successful registration, citizen will be land on SSO citizen dashboard.



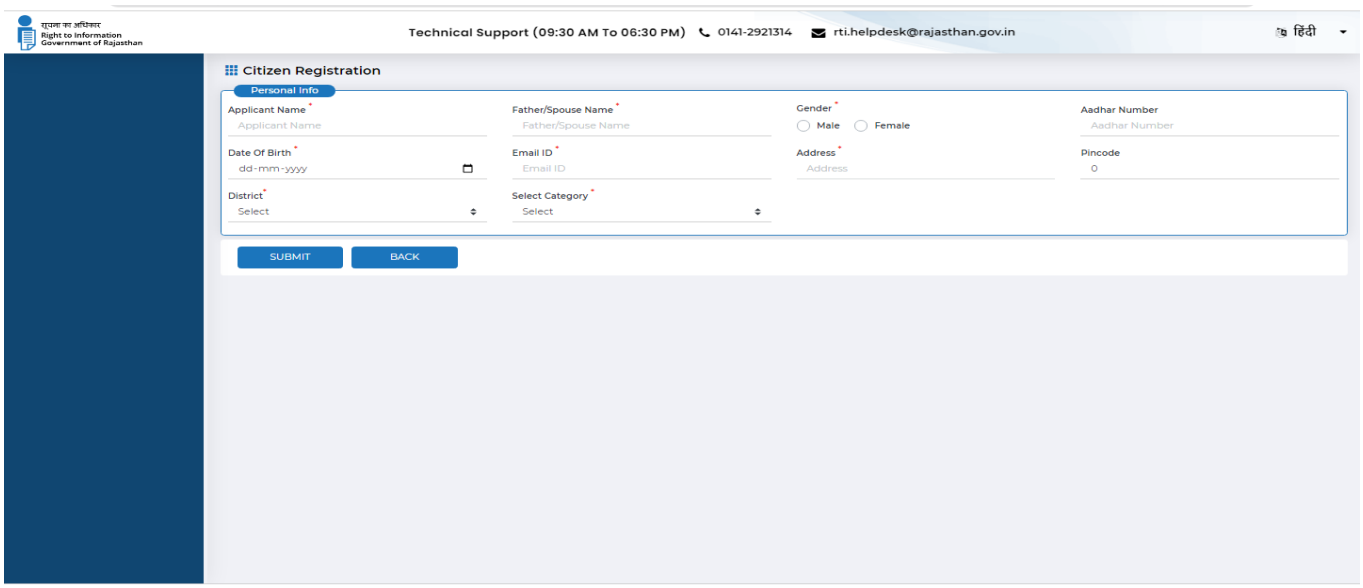
Login through Mobile No .

1. Go to rti.rajasthan.gov.in. On the Middle, click on Citizen.
2. Citizen has to select Mobile no.
3. Citizen has to registered Mobile No.

4. Citizen has to click on GET OTP
5. Citizen has to entered OTP receive on Mobile No.
6. Citizen has to enter captcha Code
7. And Click on Login to enter

User Can Resend OTP If required and Citizen can attempt to login only 3 unsuccessful attempts

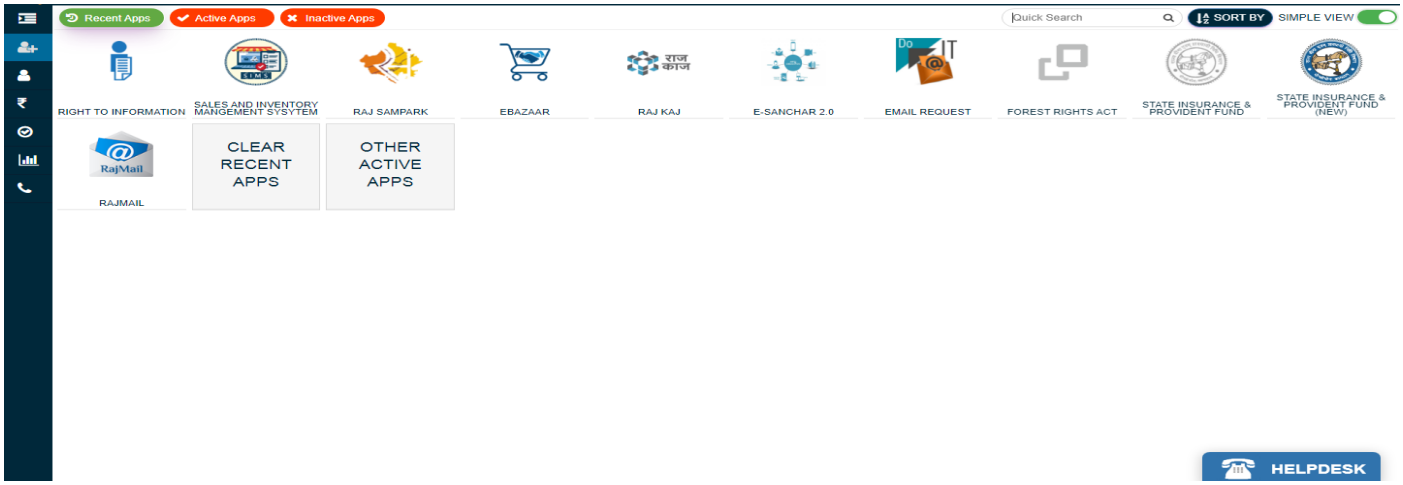
If citizen has not registered yet on RTI Portal, he has to click on **new user registration**. This is one time activity. Details auto fill from the SSO after filling form Citizen has to submit button and page will be redirected to RTI portal dashboard.



Log In

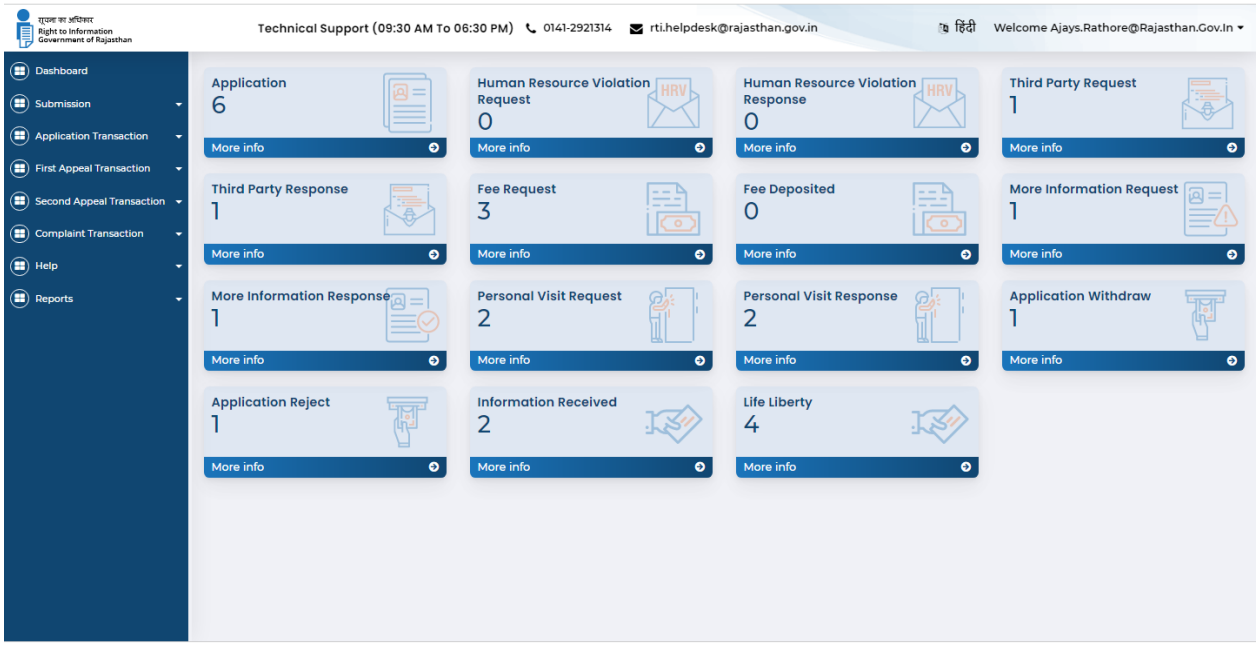
After successful registration, citizen will be land on SSO citizen dashboard and User has to click on RTI Icon as displayed as.

SSO Dashboard



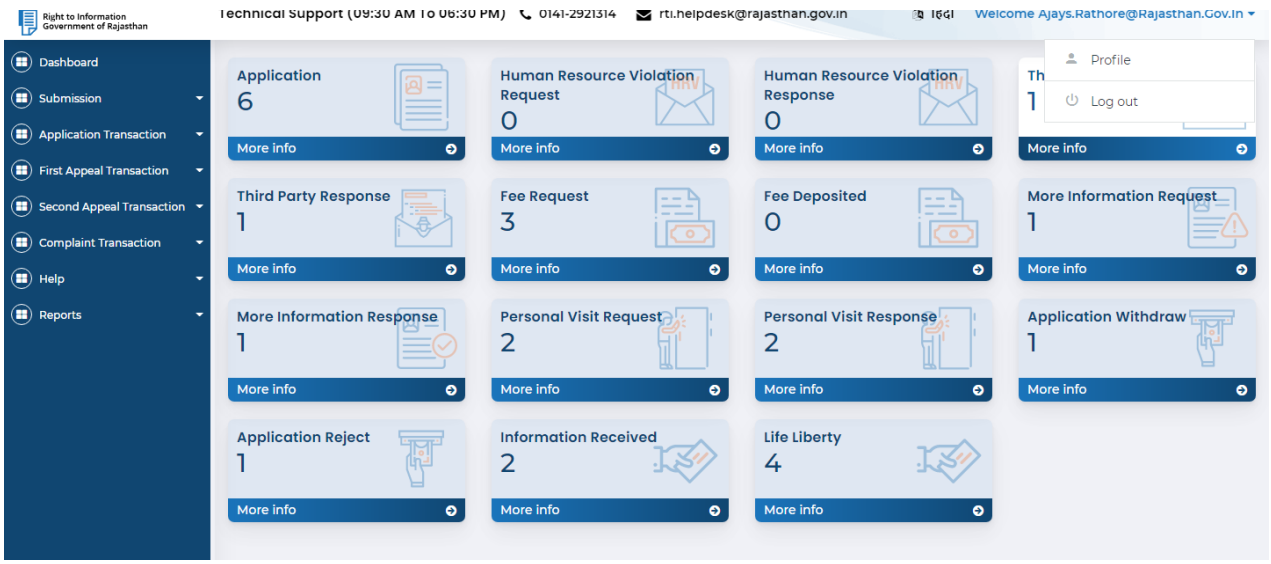
Citizen Dashboard

Following dashboard will be displayed when citizen lands on RTI Portal:

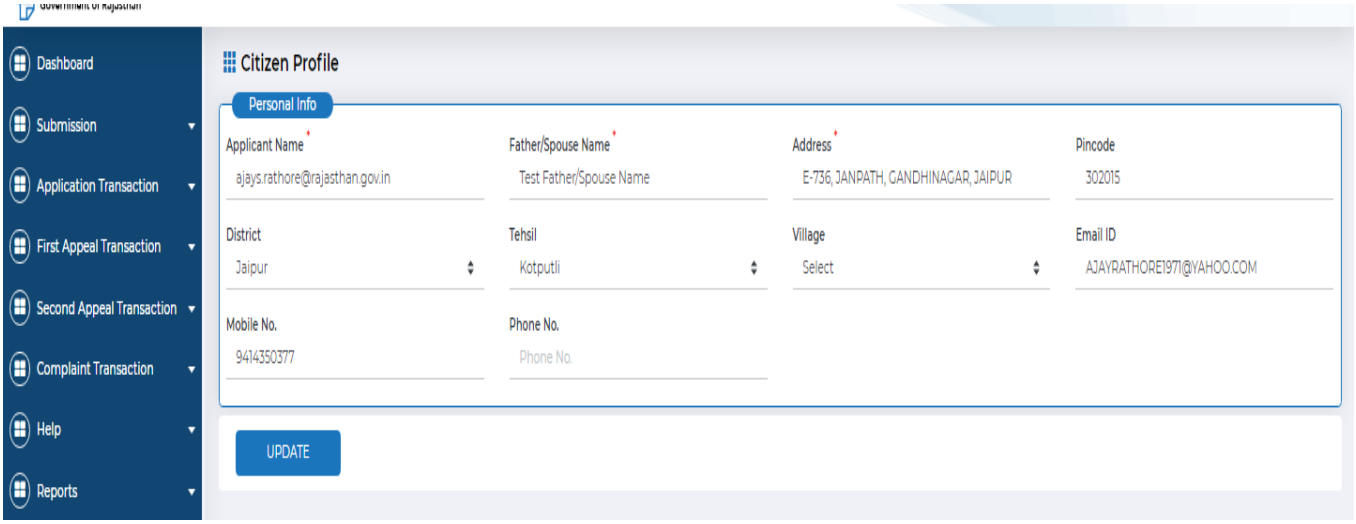


Profile

On the Right hand side of the Dashboard, citizen can view his details by clicking on Profile under the “Profile” . On clicking he can see the following page:



After Click on Profile Link Next screen will appear as shown given below



On the screen there are filed details change, Edit, and Update. The details

User can change the language of the page by clicking on

on the upper part of the page.

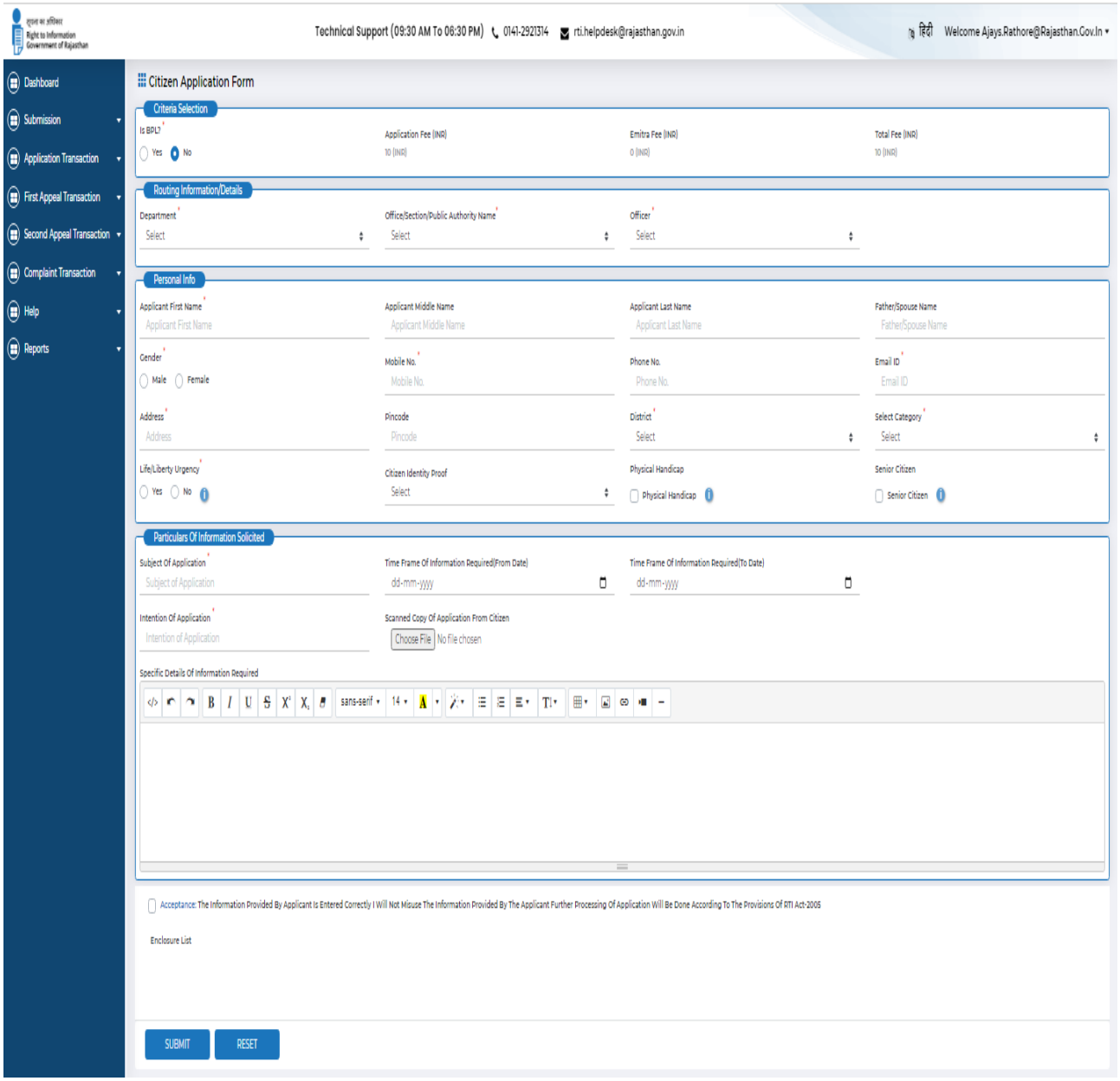
It welcomes the Citizen and shows the dashboard of the citizen.

Application Submission

Person has to click on **Application Submission** Button. After clicking on it, a screen will appear which will ask that if the citizen is a BPL member or not?

If the citizen is a BPL member then he has to select **YES** and enter his BPL number and Upload BPL Proof in the text box, then click on **I Verify** button to validate the card. After validation, citizen has to fill all the details regarding application.

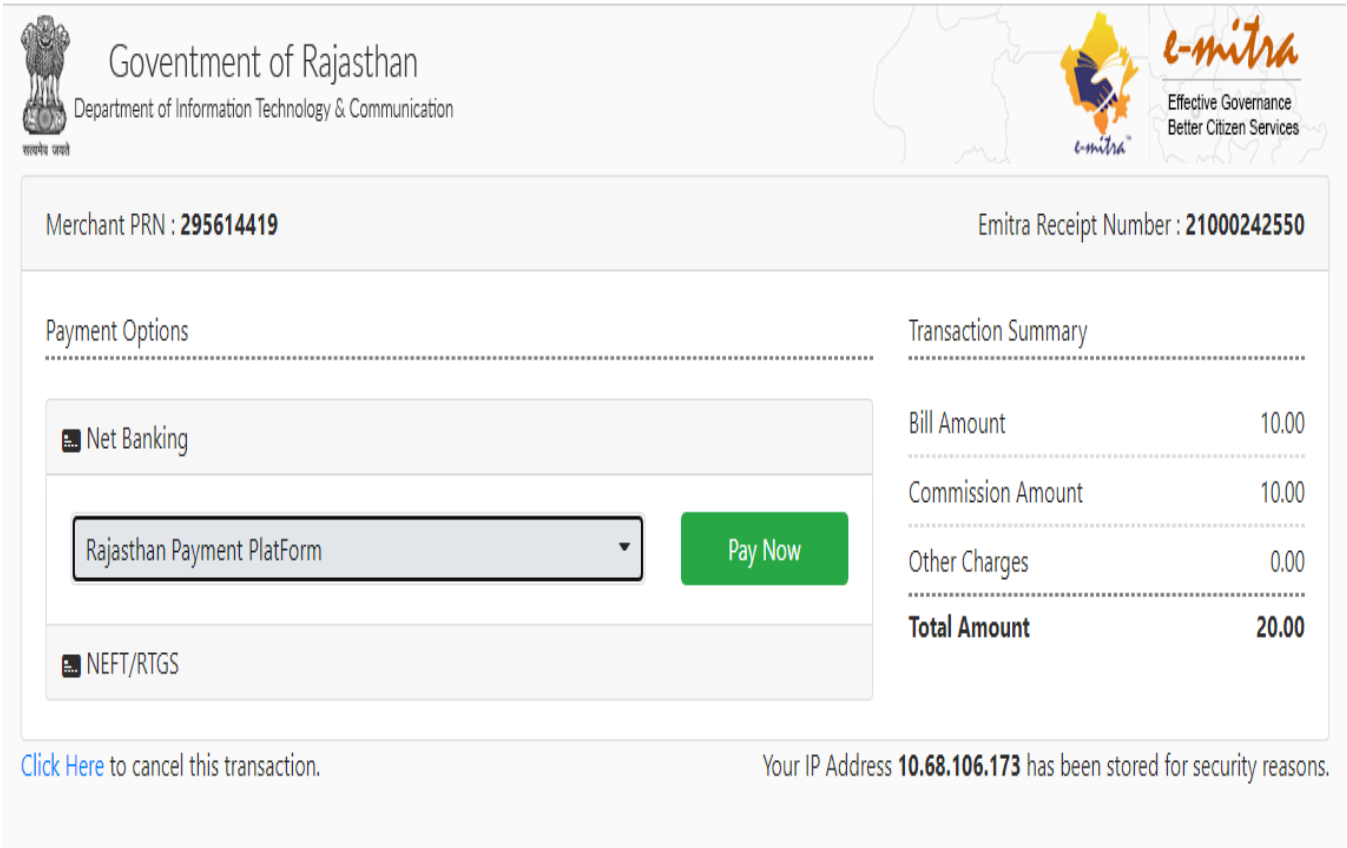
If the citizen is not a BPL member, then he has to select **NO** and proceed to fill the form. The form window will be displayed as:



1. Select Department from the Drop down List.
2. Select from whom Information is to be required, either from Office/Public Authority/Section.
3. Select Office/Public Authority/Section from the Drop down list.
4. Enter the Applicant's Name.
5. Enter Father/Spouse name.
6. Select Gender.
7. Enter valid Mobile Number.
8. Enter Phone Number if he has.
9. Enter valid email address if he has.
10. Enter Postal address in English and Hindi.
11. Enter Pin code.
12. Select District from the drop down list. If applicant belongs to the district that is not given in the list, he has to select **other** option from

the drop down list and enter name of the district in the text box given.

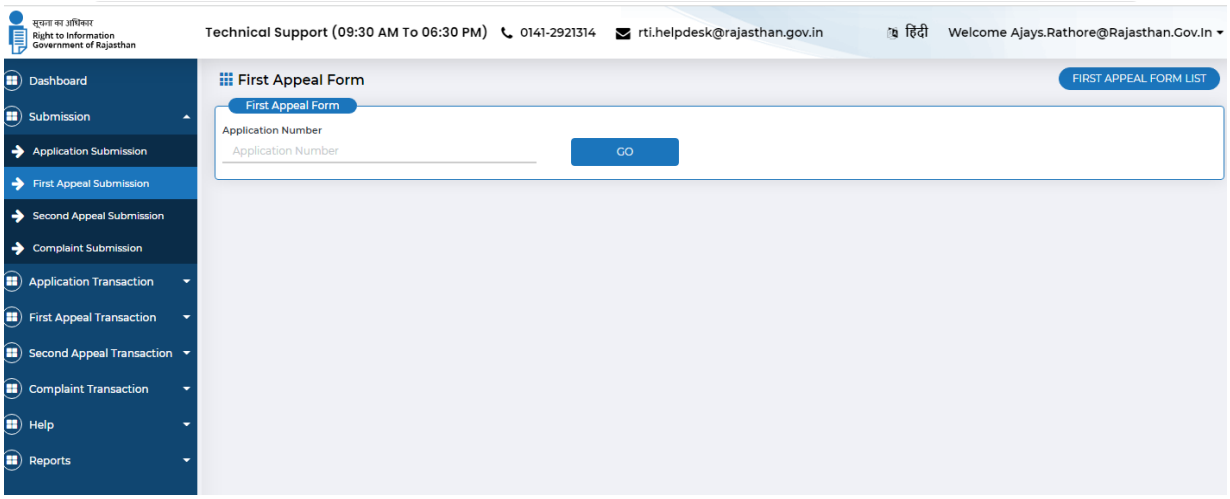
13. If citizen belongs to Rural area, then select the **Rural** radio button and Name of **Tehsil** and Village are to be entered, and if citizen belongs to Urban area, then select the **Urban** radio button and Name of the **City** and **Ward** are to be entered.
14. If there is Life/Liberty Urgency then select the **yes** radio button otherwise not.
15. Citizen Identity Proof select from the drop down menu.
16. Identity Proof No. entered by the person related to the identity.
17. Upload Identity Proof after click on browse button.
18. Enter the Subject of Application (what information is to be asked)
19. Select the time frame of which information is required.
20. If citizen wants, then person can also give details of the information required.
21. Scanned copy of application from Citizen uploaded by citizen.
22. Check the checkbox of **Acceptance,** and accept that all information provided by citizen iscorrect**.**
23. Click on **Submit** Button if you are sure to submit the application or click on **Reset** to reset or **Cancel** to cancel.
24. After clicking on submit button, applicant will be redirected to payment gateway.



25. After successful payment, application will be submitted and application no. gets generated. If fees is deducted from bank but transaction is not successful at portal due to any reason, applicant can see his/her payment status at Payment Transaction history page.

सूचना का अधिकार
Right to Information
Government of Rajasthan
Technical Support (09:30 AM To 06:30 PM) 0141-2921314 rti.helpdesk@rajasthan.gov.in हिंदी Welcome Ajays.Rathore@Rajasthan.Gov.In
Dashboard
Submission
Application Transaction
First Appeal Transaction
Second Appeal Transaction
Complaint Transaction
Help
Reports
Application Report
First Appeal Report
Second Appeal Report
Complaint Report
View Transaction History
Report
EXPORT EXCEL
District
Department
Select
Filter Criteria
From Date
dd-mm-yyyy
To Date
dd-mm-yyyy
VIEW
SR. NO.
REQUEST ID
APPLICATION NO.
REQUEST DATE
AMOUNT
FEE TYPE
PAYMENT STATUS
1
20210503165341016
RTI/2021/2
05-05-2021
10
APPLICATION FEE
Success
Items per page: 500
1 - 1 of 1

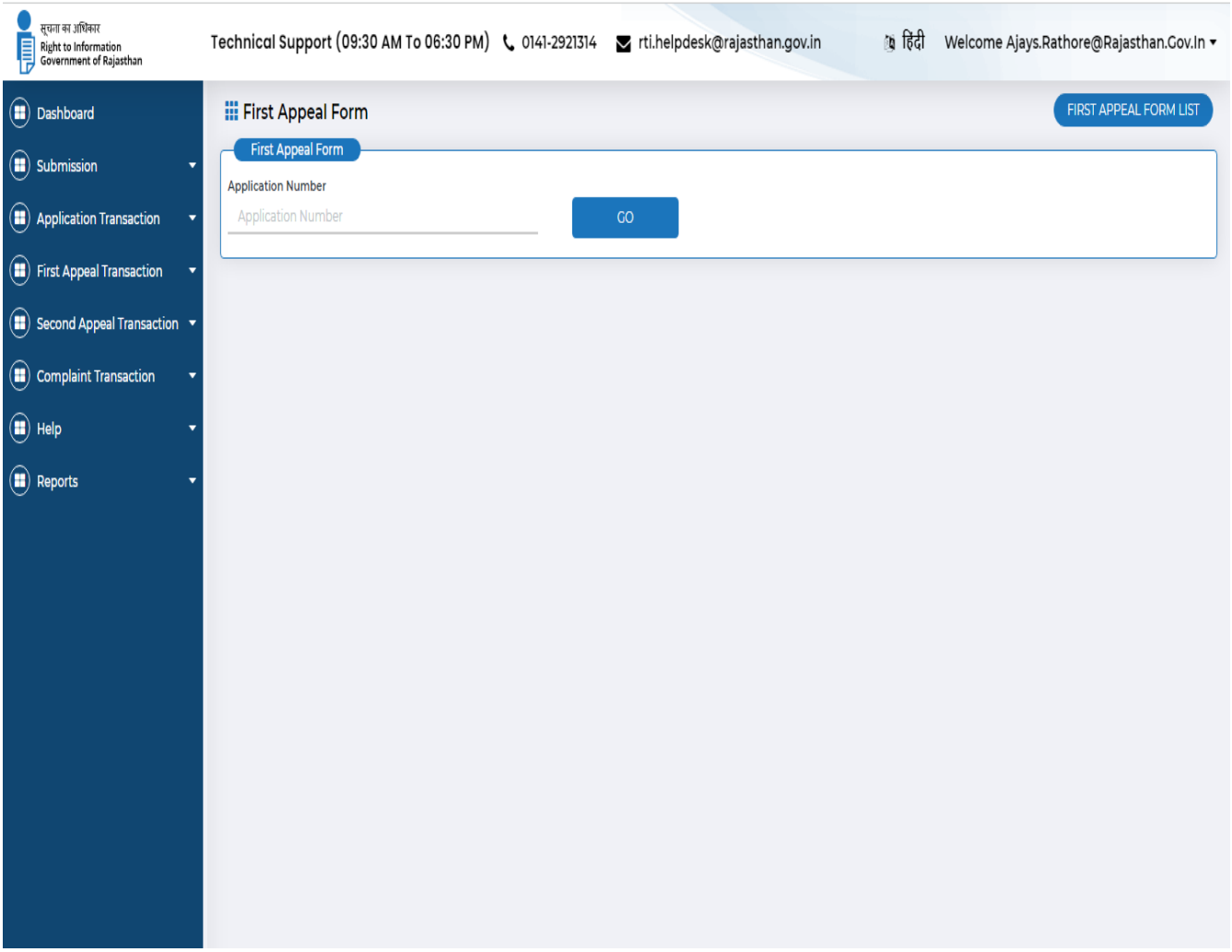
First Appeal Submission



Citizen can submit first appeal for their submitted application to relevant FAO .First appeal can besubmitted for following reasons:

I. PIO did not provide information within specified time period (48 hrs/ 30 days/ 35 days/ 40days/ 45 days).
II. PIO provided incomplete or wrong information.
III. PIO intimated more fees for providing information.

Citizen has to click on **First Appeal Submission** link under Submission section which will showfollowing screen.



Then citizen will enter his application number and click on **Go** button. This process takes him to the next process where a form has to be filled by him.

Appellant Information

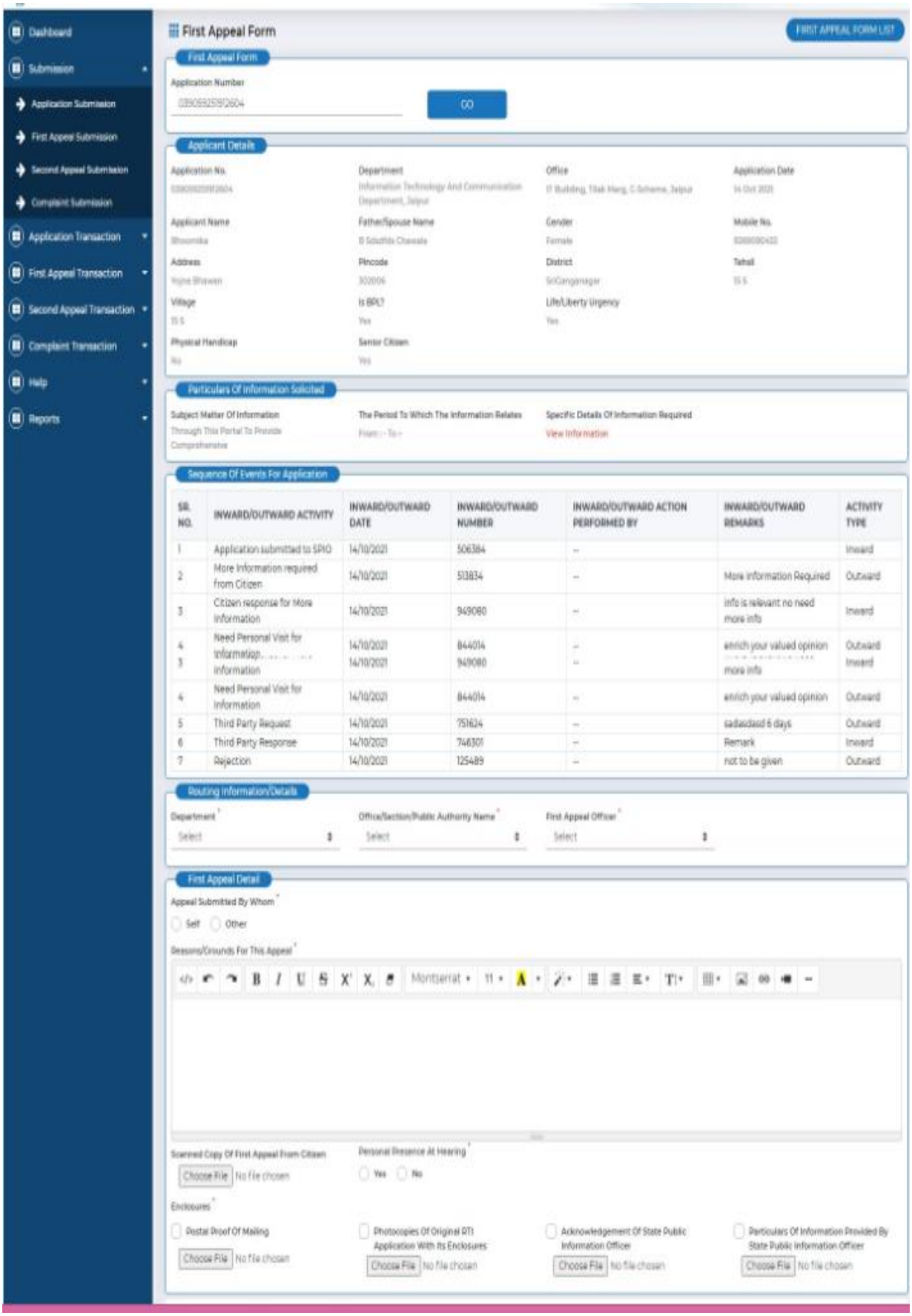
(Application Date, Applicant First Name, Applicant Middle Name, Applicant last Name, Father/Spouse Name, Gender, Mobile No. Phone No. Email ID, Address, Pincode, District, Select Category, Life/Liberty Urgency, Citizen Identity proof, Physical Handicap and Senior Citizen) displayed

Particulars of Information Solicited

1. Particulars of information solicited and sequence of events on application will be shown.

First Appeal Detail

2. Select one option from the Appeal Submitted by Whom? Options are Self/Other.
3. Enter the complete description in Reasons/grounds for this appeal field.
4. Now choose options from Personal Presence at hearing option in form of Yes/ No.
5. Upload any one of document out of four which are Photocopies of original RTI Appeal with its enclosures, Postal proof of mailing, Acknowledgement of SPIO, and Information provided by SPIO.
6. Click on Submit button for submitting the forms.


Dashboard
Submission
Application Submission
First Appeal Submission
Second Appeal Submission
Complaint Submission
Application Transaction
First Appeal Transaction
Second Appeal Transaction
Complaint Transaction
Help
Reports
First Appeal Form
FIRST APPEAL FORM LIST
First Appeal Form
Application Number
03905925912604
GO
Applicant Details
Application No.
Department
Office
Application Date
Applicant Name
Father/Spouse Name
Gender
Mobile No.
Address
Pincode
District
Tehsil
Village
Is BPL?
Life/Liberty Urgency
Physical Handicap
Senior Citizen
Particulars Of Information Solicited
Subject Matter Of Information
Through This Portal To Provide Comprehensive
The Period To Which The Information Relates
Specific Details Of Information Required
View Information
Sequence Of Events For Application
SR. NO.
INWARD/OUTWARD ACTIVITY
INWARD/OUTWARD DATE
INWARD/OUTWARD NUMBER
INWARD/OUTWARD ACTION PERFORMED BY
INWARD/OUTWARD REMARKS
ACTIVITY TYPE
1 Application submitted to SPIO 14/10/2021 506384 -- Inward
2 More Information required from Citizen 14/10/2021 513834 -- More Information Required Outward
3 Citizen response for More Information 14/10/2021 949080 -- info is relevant no need more info Inward
4 Need Personal Visit for Information 14/10/2021 844014 -- enrich your valued opinion Outward
3 Citizen response for More Information 14/10/2021 949080 -- more info Inward
4 Need Personal Visit for Information 14/10/2021 844014 -- enrich your valued opinion Outward
5 Third Party Request 14/10/2021 751624 -- sadasdasd 6 days Outward
6 Third Party Response 14/10/2021 746301 -- Remark Inward
7 Rejection 14/10/2021 125489 -- not to be given Outward
Routing Information/Details
Department *
Select
Office/Section/Public Authority Name *
Select
First Appeal Officer *
Select
First Appeal Detail
Appeal Submitted By Whom *
Self
Other
Reasons/Grounds For This Appeal *
Montserrat
11
Scanned Copy Of First Appeal From Citizen
Choose File
No file chosen
Personal Presence At Hearing *
Yes
No
Enclosures *
Postal Proof Of Mailing
Choose File
No file chosen
Photocopies Of Original RTI Application With Its Enclosures
Choose File
No file chosen
Acknowledgement Of State Public Information Officer
Choose File
No file chosen
Particulars Of Information Provided By State Public Information Officer
Choose File
No file chosen

Second Appeal Submission

Filling of Second Appeal User has to First Appeal, Application No or to select "No" option to submit

(Application Date, Applicant First Name, Applicant Middle Name, Applicant last Name, Father/Spouse Name, Gender, Mobile No. Phone No. Email ID, Address, Pincode, District, Select Category, Life/Liberty Urgency, Citizen Identity proof, Physical Handicap and Senior Citizen) displayed.

These details auto filled when to submit second appeal with first appeal no. or Application No.

Particulars of Information Solicited

Particulars of information solicited and sequence of events on application will be shown.

These details auto filled when to submit second appeal with first appeal no.

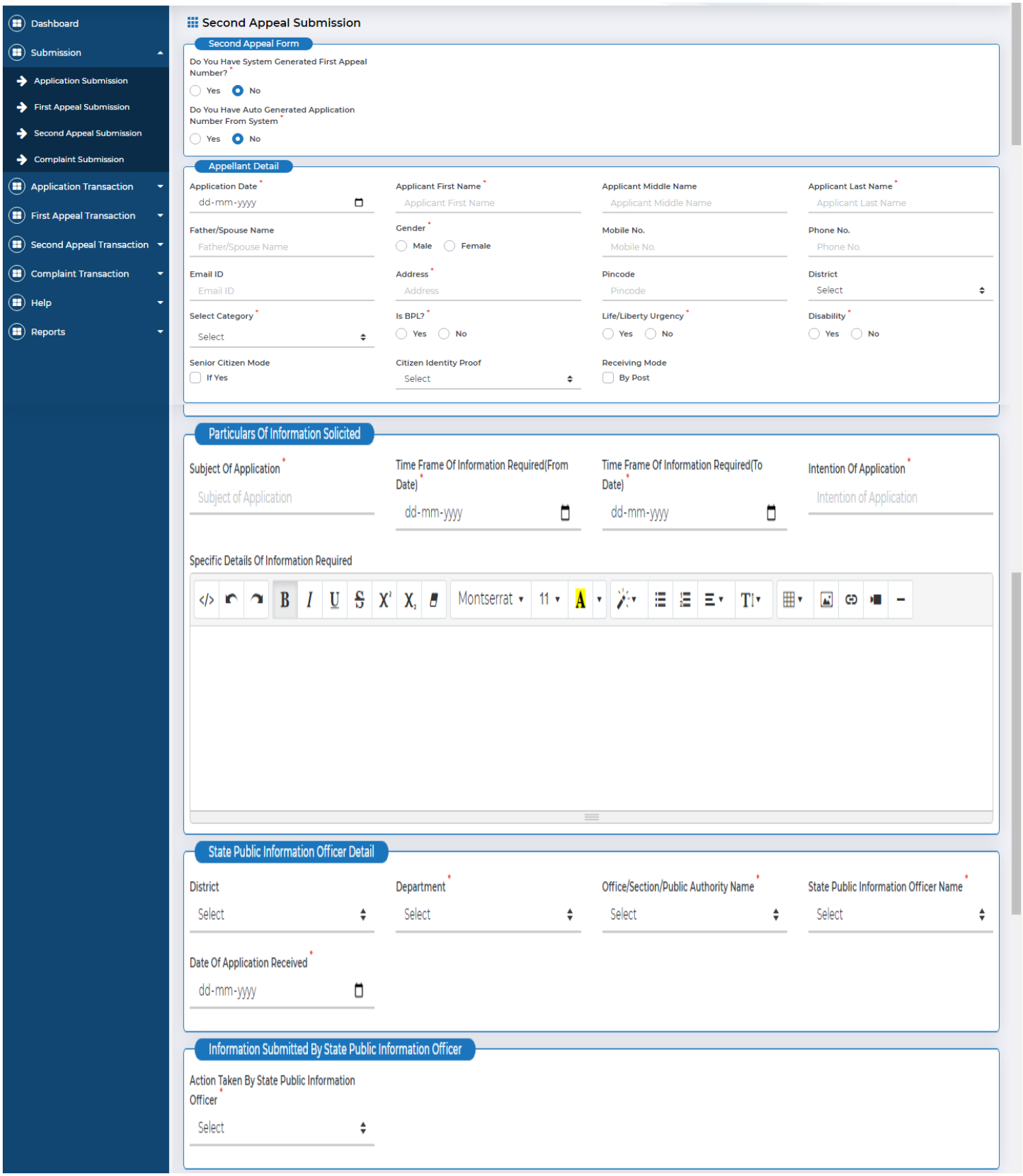
First Appeal Detail

1. Select one option from the Appeal Submitted by Whom? Options are Self/Other.
2. Enter the complete description in Reasons/grounds for this appeal field.
3. Now choose options from Personal Presence at hearing option in form of Yes/ No.
4. Upload any one of document out of four which are Photocopies of original RTI Appeal with its enclosures, Postal proof of mailing, Acknowledgement of SPIO, and Information provided by SPIO.
5. Click on Submit button for submitting the forms.

These details auto filled when to submit second appeal with first appeal no.

Second Appeal Detail

1. Select one option from the **Appeal Submitted by Whom?** Options are **Self/Other**.
2. Enter the complete description in **Reasons/grounds for this appeal field**.
3. Now choose options from **Personal Presence at hearing option** in form of **Yes/ No.**
4. **Inward number** will be shown automatically.
5. **Inward date** have to be entered in the field.
6. **Remark** has to be entered if required.
7. Upload all attachments such as **Photocopies of original RTI Appeal with its enclosures, Postalproof of mailing, Acknowledgement of SPIO**, **and Information provided by SPIO**.
8. Click on **Submit button** for submitting the forms.


Dashboard
Submission
Application Submission
First Appeal Submission
Second Appeal Submission
Complaint Submission
Application Transaction
First Appeal Transaction
Second Appeal Transaction
Complaint Transaction
Help
Reports
Second Appeal Submission
Second Appeal Form
Do You Have System Generated First Appeal Number?
Yes
No
Do You Have Auto Generated Application Number From System
Yes
No
Appellant Detail
Application Date
dd-mm-yyyy
Applicant First Name
Applicant First Name
Applicant Middle Name
Applicant Middle Name
Applicant Last Name
Applicant Last Name
Father/Spouse Name
Father/Spouse Name
Gender
Male
Female
Mobile No.
Mobile No.
Phone No.
Phone No.
Email ID
Email ID
Address
Address
Pincode
Pincode
District
Select
Select Category
Select
Is BPL?
Yes
No
Life/Liberty Urgency
Yes
No
Disability
Yes
No
Senior Citizen Mode
If Yes
Citizen Identity Proof
Select
Receiving Mode
By Post
Particulars Of Information Solicited
Subject Of Application
Subject of Application
Time Frame Of Information Required(From Date)
dd-mm-yyyy
Time Frame Of Information Required(To Date)
dd-mm-yyyy
Intention Of Application
Intention of Application
Specific Details Of Information Required
Montserrat
11
State Public Information Officer Detail
District
Select
Department
Select
Office/Section/Public Authority Name
Select
State Public Information Officer Name
Select
Date Of Application Received
dd-mm-yyyy
Information Submitted By State Public Information Officer
Action Taken By State Public Information Officer
Select

First Appeal Detail

Action Taken By FAO *
Select

Action *
Select

Letter Reference Number *
Letter Reference Number

Date Of First Appellate Authority Decision
dd-mm-yyyy

Decision
Decision

Reason For Appeal
Reason For Appeal

Receiving Mode
- [ ] By Post

Second Appeal Detail

Appeal Submitted By Whom *
- ( ) Self
- ( ) Other

Reasons/Grounds For This Appeal
Reasons/grounds for this appeal

Personal Presence At Hearing *
- ( ) Yes
- ( ) No

Inward No. *
468733

Inward Date *
dd-mm-yyyy

Remarks
Remarks

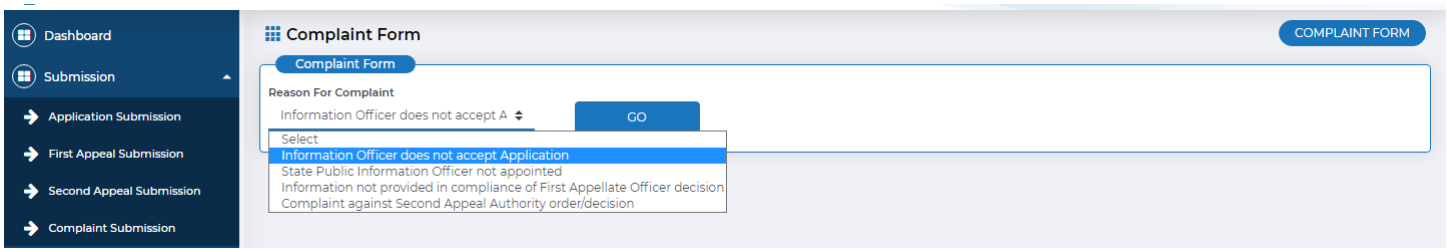
Enclosures *

- [ ] Copy Of RTI Application — Choose File — No file chosen
- [ ] Proof Of RTI Application Fee — Choose File — No file chosen
- [ ] Copy Of First Appeal — Choose File — No file chosen
- [ ] Copy Of Second Appeal — Choose File — No file chosen
- [ ] Other Attachment — Choose File — No file chosen
- [ ] Copy Of Fee Payment Proof — Choose File — No file chosen
- [ ] First Appellate Authority Decision — Choose File — No file chosen
- [ ] Copy Of Reply SPIO — Choose File — No file chosen
- [ ] Verification By Appellant — Choose File — No file chosen
- [ ] Senior Citizen — Choose File — No file chosen
- [ ] Physical Handicap — Choose File — No file chosen
- [ ] BPL Card — Choose File — No file chosen
- [ ] Life/Liberty Urgency — Choose File — No file chosen
- [ ] Identity Proof Of The Appellant — Choose File — No file chosen

SUBMIT | PREVIEW FORM | RESET

Complaint Submission

In case when no action is taken by PIO or FAO or if citizens have issues related to various submission then they can choose this option. Selection of this option will display a drop down menu where they have to select a reason related to complaint as given in following screen:



Information Officer does not accepting application

After selection of this option a form will be displayed, where following information has to be entered

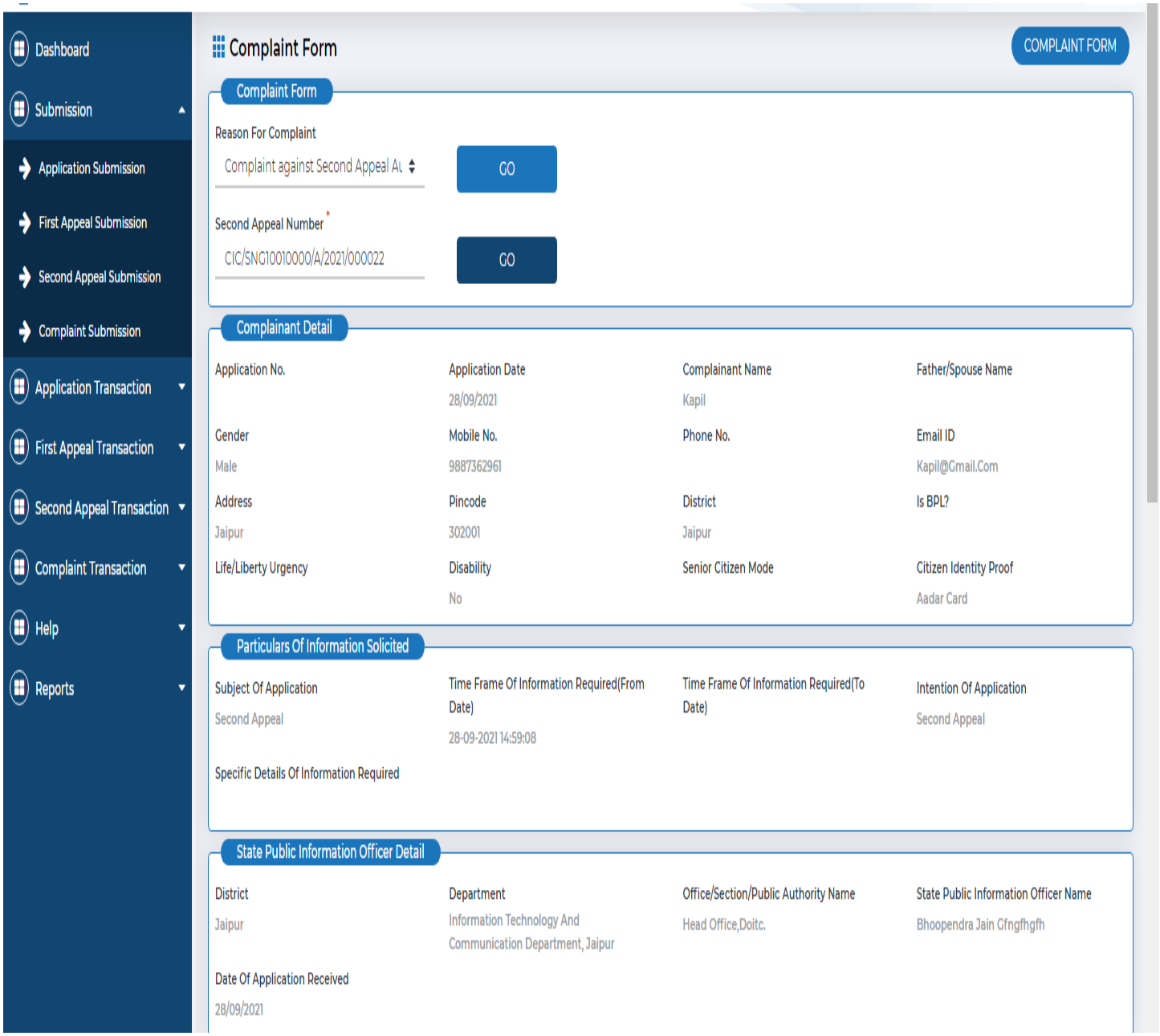
1. Select **Department name** from the Drop-down menu.
2. Select **office name** from the drop-down menu.
3. Select **officer name** from drop-down menu.
4. **Application date** has to be selected from date menu.
5. Complainant's first name has to be entered in **Appellant First Name** field.
6. Complainant's middle name has to be entered in **Appellant Middle Name** field.
7. Complainant's last name has to be entered in **Appellant Last Name** field.
8. Complainant's father's or spouse's name has to be entered in **Father / Spouse Name** field.
9. Complainant's gender has to be selected i.e. male or female from **Gender** radio button**.**
10. Complainant's mobile number has to be entered in **Mobile No** field.
11. Complainant's phone number has to be entered in **Phone No** field.
12. Complainant's email id has to be entered in **Email ID** field.
13. Complainant's address has to be entered in **Address** field.
14. Complainant's pin code has to be entered in **Pin code** field.
15. Complainant's District has to be selected from drop-down menu from **District** field. If complainant belongs to the district that is not given in the list, he has to select **other** option from the drop down list and enter name of the district in the text box given.
16. If Complainant belongs to rural area, then select the **Rural** radio button and Name of **Tehsil** and **Village** are to be entered, and if citizen belongs to Urban Area, then select the **Urban** radio button and Name of the **City** and **Ward** are to be entered.
17. If Appellant is BPL (Below Poverty Line), then select **Yes** from **Is BPL?** radio

button. On selection two fields will become visible for **BPL Card Number** and **Upload BPL Proof** else if citizen is not BPL, Select **No** from **Is BPL?** radio Button. On Selection, fields for **Payment Mode** and **Amount**will be shown.

18. If the Application is concerned with life/liberty of a person, Select **Yes** from Life / Liberty Urgency radio button and then upload the Life/Liberty Proof, else Select **No** from **Life / Liberty Urgency** radio button.

19. If citizen has got the identity proof with him, then select the Identity Proof from the **Citizen /Identity Proof** drop down list. On selection, two fields will become visible for **Identity Proof Number** and **Upload Identity Proof**.

20. Select check box if you want to post it on **receiving mode** field.



First Appellate Authority Detail

First Appeal Number	District	Department	Office/Section/Public Authority Name
	Jaipur	Information Technology And Communication Department, Jaipur	Head Office,Doitc.

First Appeal Officer Name	Date Of Appeal Received	Date Of First Appellate Authority Decision	Decision
Bhoopendra Jain Cfngfhgfh	28/09/2021		

Second Appeal Detail And Decision

Second Appeal Number	Second Appeal Officer Name	Date Of Second Appeal Received	Reasons/Grounds For This Appeal *
CIC/SNG10010000/A/2021/000022		28/09/2021	

Date Of Second Appeal Decision	Second Appeal Decision

Complaint Decision

Complaint Submitted By Whom? *

( ) Self ( ) Other

Reason/Grounds For This Complaint

Reason/Grounds For This Complaint

Personal Presence At Hearing *

( ) Yes ( ) No

Manual Inward Number

766143

Remarks

Remarks

Enclosures

[ ] Copy Of RTI Application	[ ] Proof Of RTI Application Fee	[ ] Copy Of First Appeal	[ ] Copy Of Second Appeal
Choose File No file chosen	Choose File No file chosen	Choose File No file chosen	Choose File No file chosen
[ ] Other Attachment	[ ] Copy Of Fee Payment Proof	[ ] First Appellate Authority Decision	[ ] Copy Of Reply SPIO
Choose File No file chosen	Choose File No file chosen	Choose File No file chosen	Choose File No file chosen
[ ] Verification By Appellant	[ ] Senior Citizen	[ ] Physical Handicap	[ ] BPL Card
Choose File No file chosen	Choose File No file chosen	Choose File No file chosen	Choose File No file chosen
[ ] Life/Liberty Urgency	[ ] Identity Proof Of The Appellant		
Choose File No file chosen	Choose File No file chosen		

No file chosen

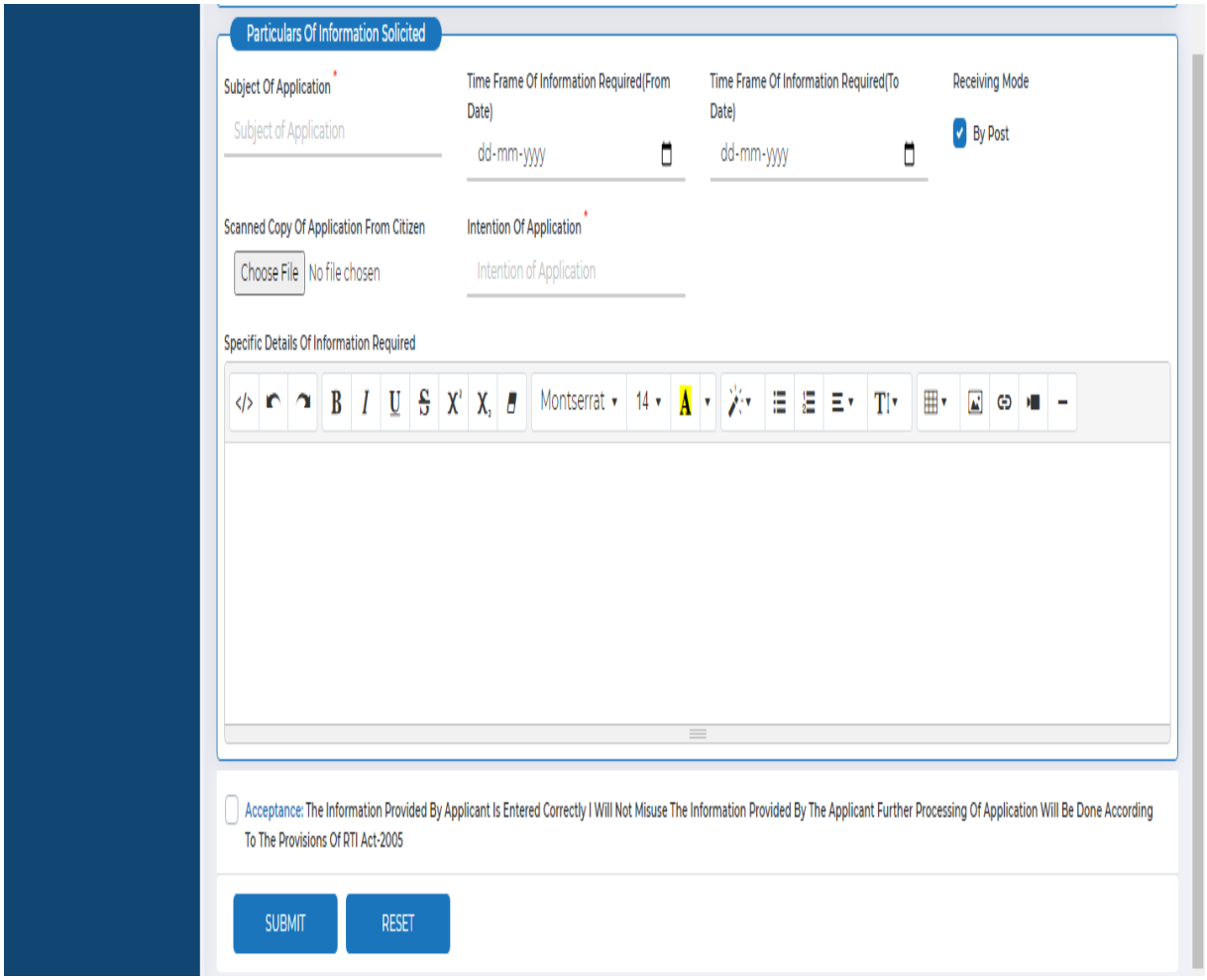
PREVIEW FORM | SUBMIT | RESET | CANCEL

Particulars of Information Solicited

21. Enter Subject of Application in Subject of Appeal field.

22. Time frame of information required has to be selected i.e. the From and To date from Timeframe of information required field.

23. Specific details of the information requested by the Appellant, has to be entered in Specific details of information required field.



Complainant details

24. Select one option from the Complaint Submitted by Whom? Options are Self/Other.

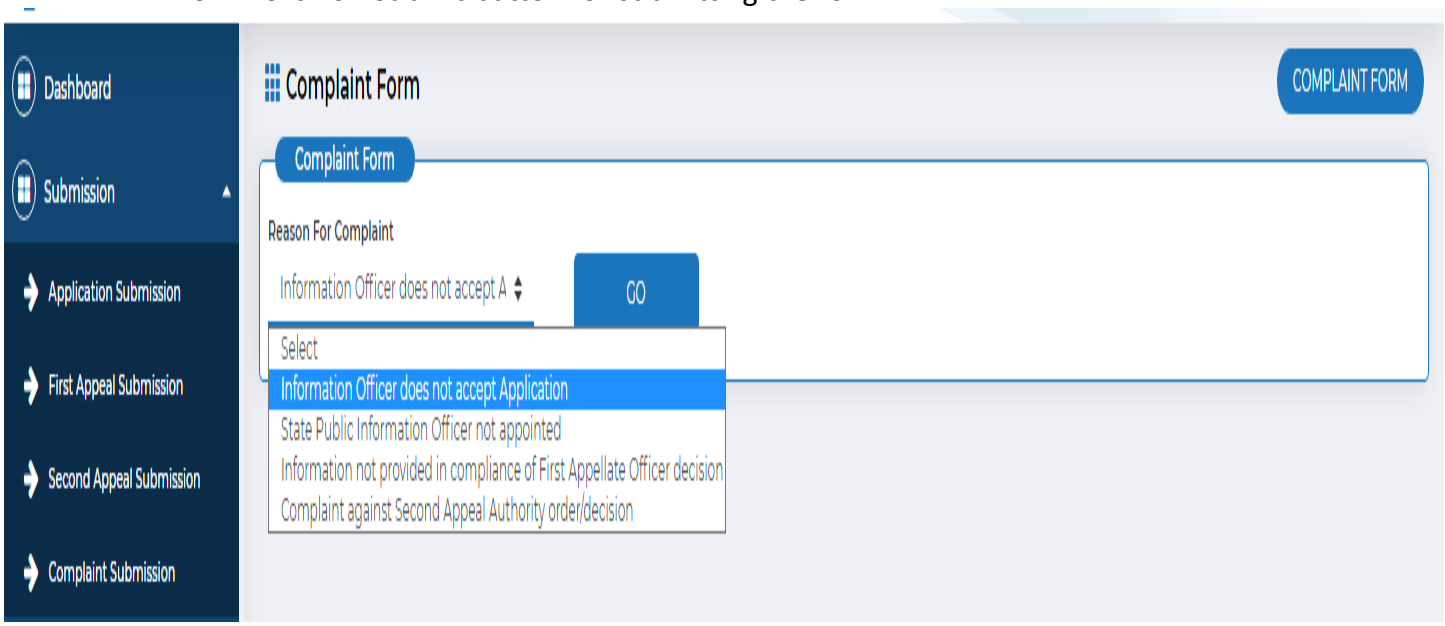
25. Enter the complete description in Reasons/grounds for this complaint field.

26. Now choose options from Personal Presence at hearing option in form of Yes/ No.

27. Enter Inward Number and Inward date from relevant menu.

28. Upload all attachments which are Copy of RTI Complaint Form, Copy of RTI Application, Proof of Application Fee, Document Proof of not accepting Application , Verification by Complainant, and Other attachment.

29. Click on Submit button for submitting the form.



User has to select any on from the dropdown

Information Officer does not accepting application

After selection of this option a form will be displayed, where following information has to be entered

1. Select **Department name** from the Drop-down menu.
2. Select **office name** from the drop-down menu.
3. Select **officer name** from drop-down menu.
4. **Application date** has to be selected from date menu.
5. Complainant's first name has to be entered in **Appellant First Name** field.
6. Complainant's middle name has to be entered in **Appellant Middle Name** field.
7. Complainant's last name has to be entered in **Appellant Last Name** field.
8. Complainant's father's or spouse's name has to be entered in **Father / Spouse Name** field.
9. Complainant's gender has to be selected i.e. male or female from **Gender** radio button**.**
10. Complainant's mobile number has to be entered in **Mobile No** field.
11. Complainant's phone number has to be entered in **Phone No** field.
12. Complainant's email id has to be entered in **Email ID** field.
13. Complainant's address has to be entered in **Address** field.
14. Complainant's pin code has to be entered in **Pin code** field.
15. Complainant's District has to be selected from drop-down menu from **District** field. If complainant belongs to the district that is not given in the list, he has to select **other** option from the drop down list and enter name of the district in the text box given.
16. If Complainant belongs to rural area, then select the **Rural** radio button and

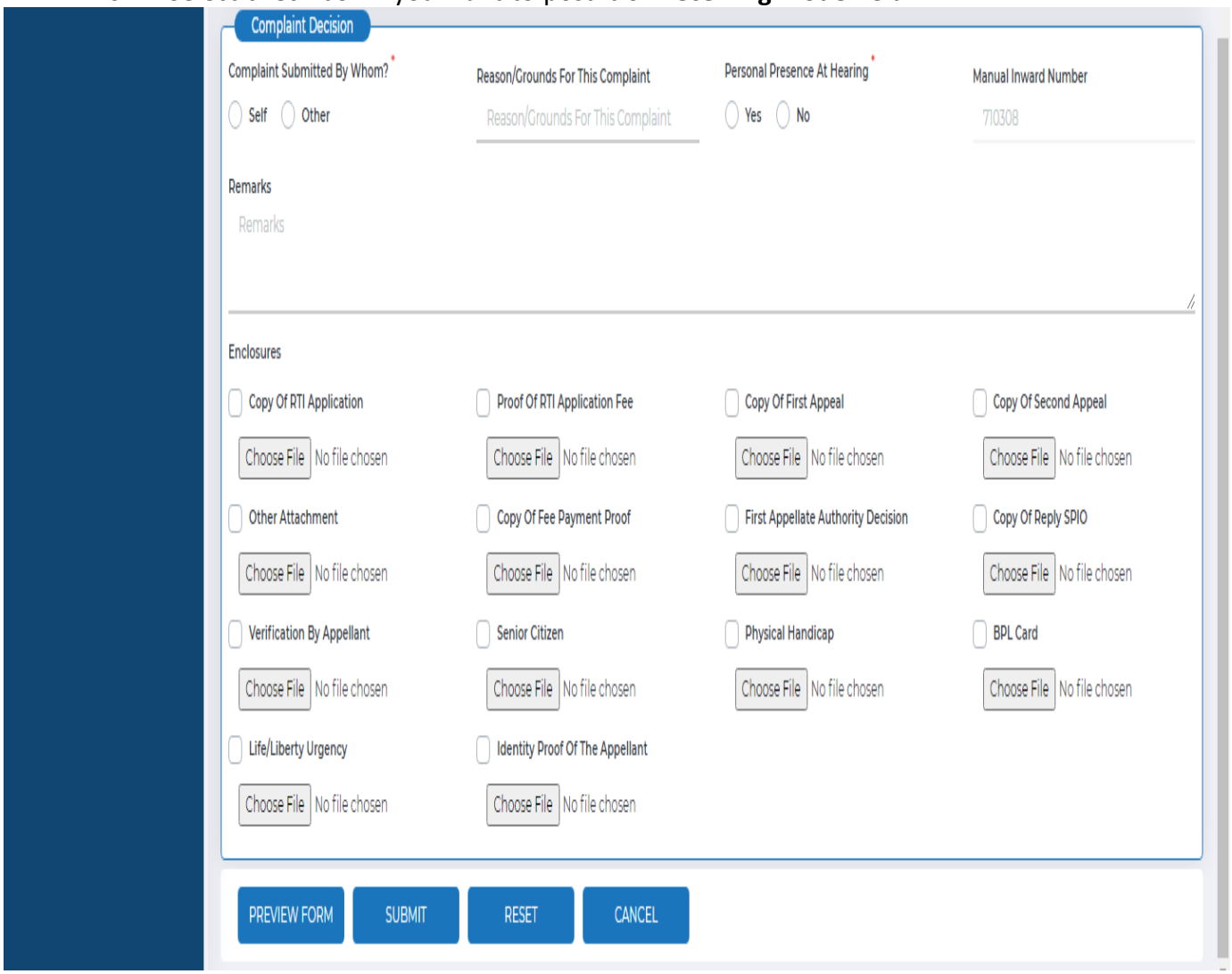
Name of **Tehsil** and **Village** are to be entered, and if citizen belongs to Urban Area, then select the **Urban** radio button and Name of the **City** and **Ward** are to be entered.

17. If Appellant is BPL (Below Poverty Line), then select **Yes** from **Is BPL?** radio button. On selection two fields will become visible for **BPL Card Number** and **Upload BPL Proof** else if citizen is not BPL, Select **No** from **Is BPL?** radio Button. On Selection, fields for **Payment Mode** and **Amount**will be shown.

18. If the Application is concerned with life/liberty of a person, Select **Yes** from Life / Liberty Urgency radio button and then upload the Life/Liberty Proof, else Select **No** from **Life / Liberty Urgency** radio button.

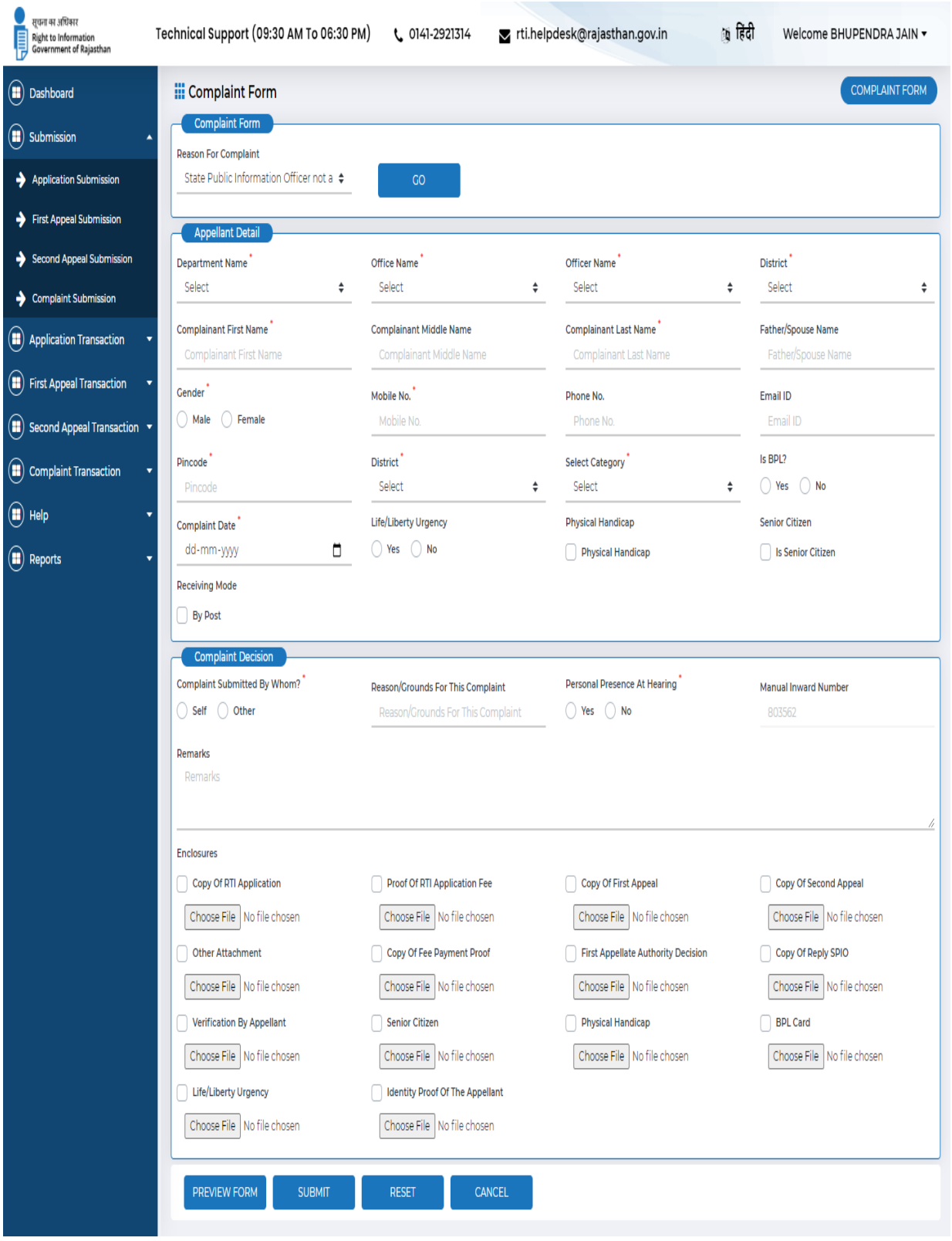
19. If citizen has got the identity proof with him, then select the Identity Proof from the **Citizen /Identity Proof** drop down list. On selection, two fields will become visible for **Identity Proof Number** and **Upload Identity Proof**.

20. Select check box if you want to post it on **receiving mode** field.



SPIO not appointed

The same as given in the process Information **Officer does not accepting Application** will be followedfor **SPIO not appointed case.**

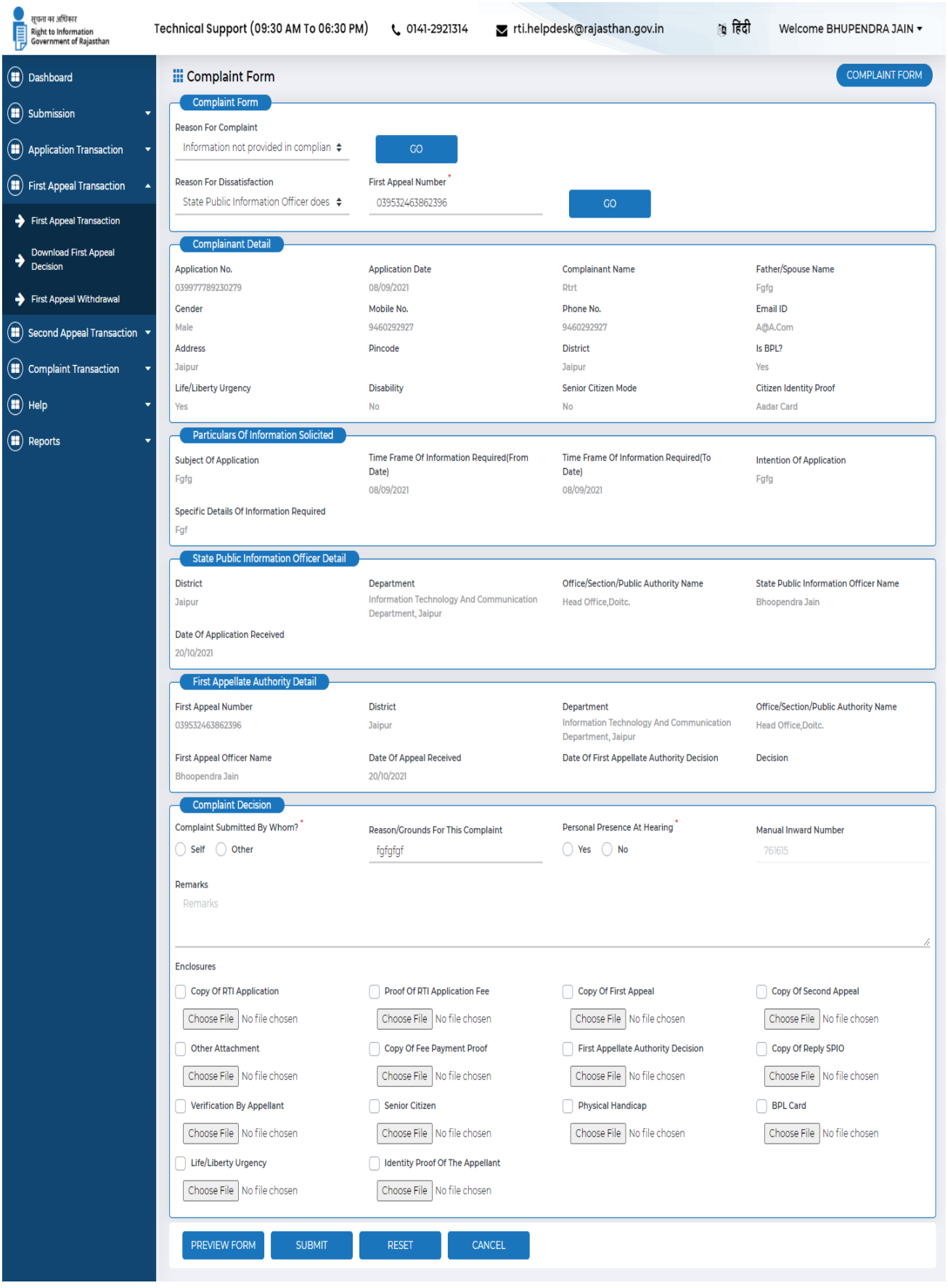


Information not provided in compliance of First Appeal Officer decision

In this category a citizen has to **first select Reason for dissatisfaction?** from the drop down menu. Enter **first appeal number** and then click on **Go** button. A form will display data related to application and first appeal, few data has to be filled by citizen which are as follow:

Complaint details

1. Select one option from the **Complaint Submitted by Whom?** Options are Self**/Other**.
2. Enter the complete description in **Reasons/grounds for this complaint field**.
3. Now choose options from **Personal Presence at hearing option** in form of **Yes/ No.**
4. Enter **Inward Number** and **Inward date** from relevant menu.
5. Upload all attachments which are **Copy of RTI Complaint Form, Copy of RTI Application, Proof of Application Fee, Document Proof of not accepting Application, Verification by Complainant, and Other attachment**.
6. Click on **Submit button** for submitting the form.

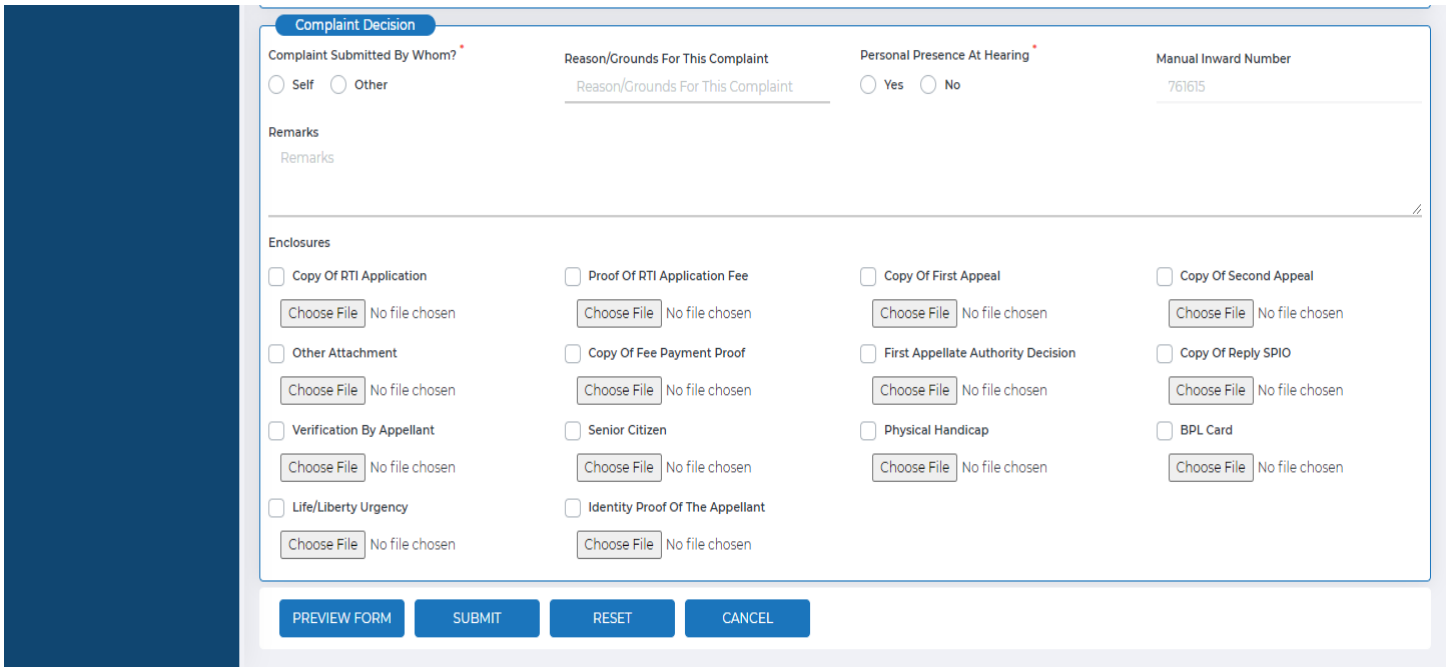

सूचना का अधिकार
Right to Information
Government of Rajasthan
Technical Support (09:30 AM To 06:30 PM)
0141-2921314
rti.helpdesk@rajasthan.gov.in
हिंदी
Welcome BHUPENDRA JAIN
Dashboard
Submission
Application Transaction
First Appeal Transaction
First Appeal Transaction
Download First Appeal Decision
First Appeal Withdrawal
Second Appeal Transaction
Complaint Transaction
Help
Reports
Complaint Form
COMPLAINT FORM
Complaint Form
Reason For Complaint
Information not provided in complian
GO
Reason For Dissatisfaction
State Public Information Officer does
First Appeal Number *
039532463862396
GO
Complainant Detail
Application No.
039977789230279
Application Date
08/09/2021
Complainant Name
Rtrt
Father/Spouse Name
Fgfg
Gender
Male
Mobile No.
9460292927
Phone No.
9460292927
Email ID
A@A.Com
Address
Jaipur
Pincode
District
Jaipur
Is BPL?
Yes
Life/Liberty Urgency
Yes
Disability
No
Senior Citizen Mode
No
Citizen Identity Proof
Aadar Card
Particulars Of Information Solicited
Subject Of Application
Fgfg
Time Frame Of Information Required(From Date)
08/09/2021
Time Frame Of Information Required(To Date)
08/09/2021
Intention Of Application
Fgfg
Specific Details Of Information Required
Fgf
State Public Information Officer Detail
District
Jaipur
Department
Information Technology And Communication Department, Jaipur
Office/Section/Public Authority Name
Head Office,Doitc.
State Public Information Officer Name
Bhoopendra Jain
Date Of Application Received
20/10/2021
First Appellate Authority Detail
First Appeal Number
039532463862396
District
Jaipur
Department
Information Technology And Communication Department, Jaipur
Office/Section/Public Authority Name
Head Office,Doitc.
First Appeal Officer Name
Bhoopendra Jain
Date Of Appeal Received
20/10/2021
Date Of First Appellate Authority Decision
Decision
Complaint Decision
Complaint Submitted By Whom? *
Self
Other
Reason/Grounds For This Complaint
fgfgfgf
Personal Presence At Hearing *
Yes
No
Manual Inward Number
761615
Remarks
Remarks
Enclosures
Copy Of RTI Application
Choose File
No file chosen
Proof Of RTI Application Fee
Choose File
No file chosen
Copy Of First Appeal
Choose File
No file chosen
Copy Of Second Appeal
Choose File
No file chosen
Other Attachment
Choose File
No file chosen
Copy Of Fee Payment Proof
Choose File
No file chosen
First Appellate Authority Decision
Choose File
No file chosen
Copy Of Reply SPIO
Choose File
No file chosen
Verification By Appellant
Choose File
No file chosen
Senior Citizen
Choose File
No file chosen
Physical Handicap
Choose File
No file chosen
BPL Card
Choose File
No file chosen
Life/Liberty Urgency
Choose File
No file chosen
Identity Proof Of The Appellant
Choose File
No file chosen
PREVIEW FORM
SUBMIT
RESET
CANCEL

Complaint against second appeal authority decision

This fourth type of complaint is called Complaint against second appeal authority decision. In this case, a form will be displayed where you have to enter **Second appeal number** and then click on **Go** button. This will display a form where all application and first appeal related details will be shown.. Few information have to be filled which are as follows:

Complaint details

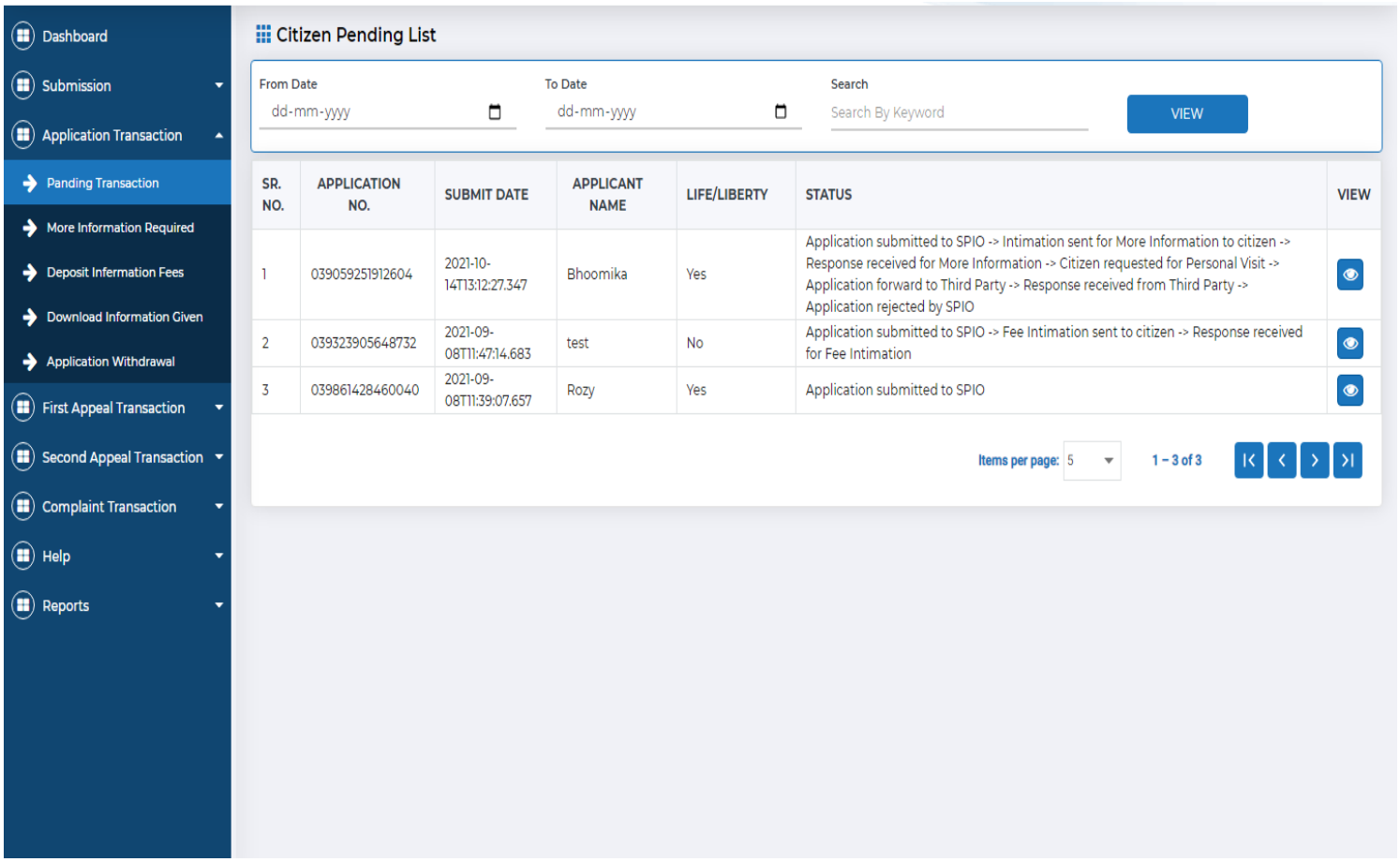
1. Select one option from the **Complaint Submitted by Whom?** Options are Self**/Other**.
2. Enter the complete description in **Reasons/grounds for this complaint field**.
3. Now choose options from **Personal Presence at hearing option** in form of **Yes/ No.**
4. Enter **Inward Number** and **Inward date** from relevant menu.
5. Upload any one of document out of four which are **Copy of RTI Complaint Form, Copy of RTIApplication, Proof of Application Fee, Document Proof of not accepting Application , Verification by Complainant, and Other attachment**.
6. Click on **Submit button** for submitting the form.
7.



Application Transaction

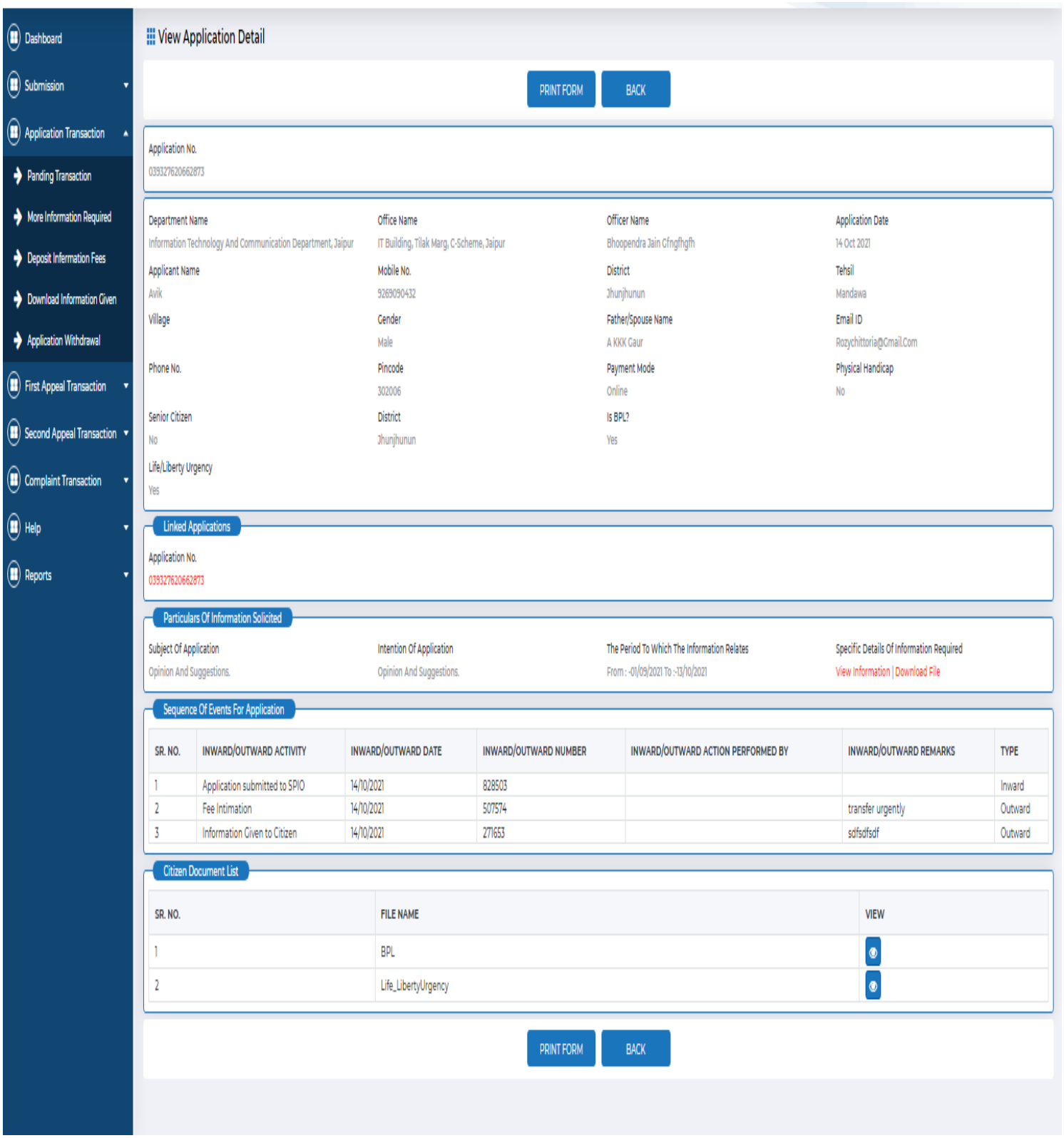
Citizen can view the application details submitted by him by clicking on Application **Transaction** tab in this way:

Application Transaction Menu appears (Pending Transaction, More information Required, Deposit Intimated fees, Download information given and Application withdrawal.)



1. Pending Transaction this menu shows applications which are pending.
2. More information required this menu shows if SPIO request for more information require.
3. Deposit Intimated fees this menu shows if SPIO request for fee transfer.
4. Download information given this menu shows when SPIO provide you the information as requested Application.
5. Application withdrawal in this menu shows the application which withdraws.

All the entire menu contains the following columns: **Sr. No. Application No., Submit Date, Applicant Name, Life/Liberty, Department, Office, Application Submitted To, Info Details, Action, Status, Print Acknowledgement.**

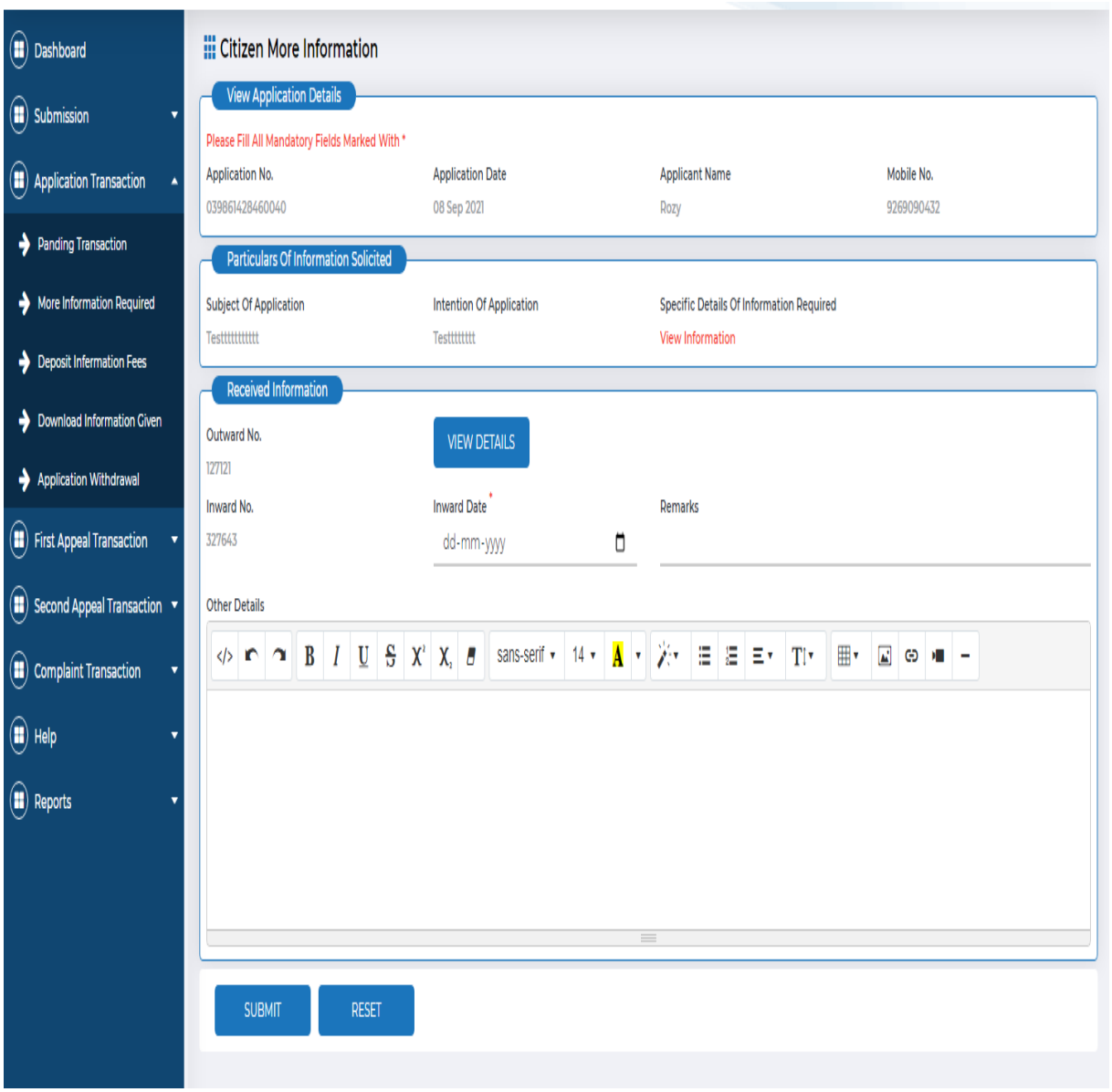


If citizen wants to View application citizen has to click on View button, it will displayd as shown , can take a print out of the application filled.

More Information Response

If SPIO is unable to understand the application submitted by citizen, he can request the citizen for more information. Citizen can give response for that request through this action.

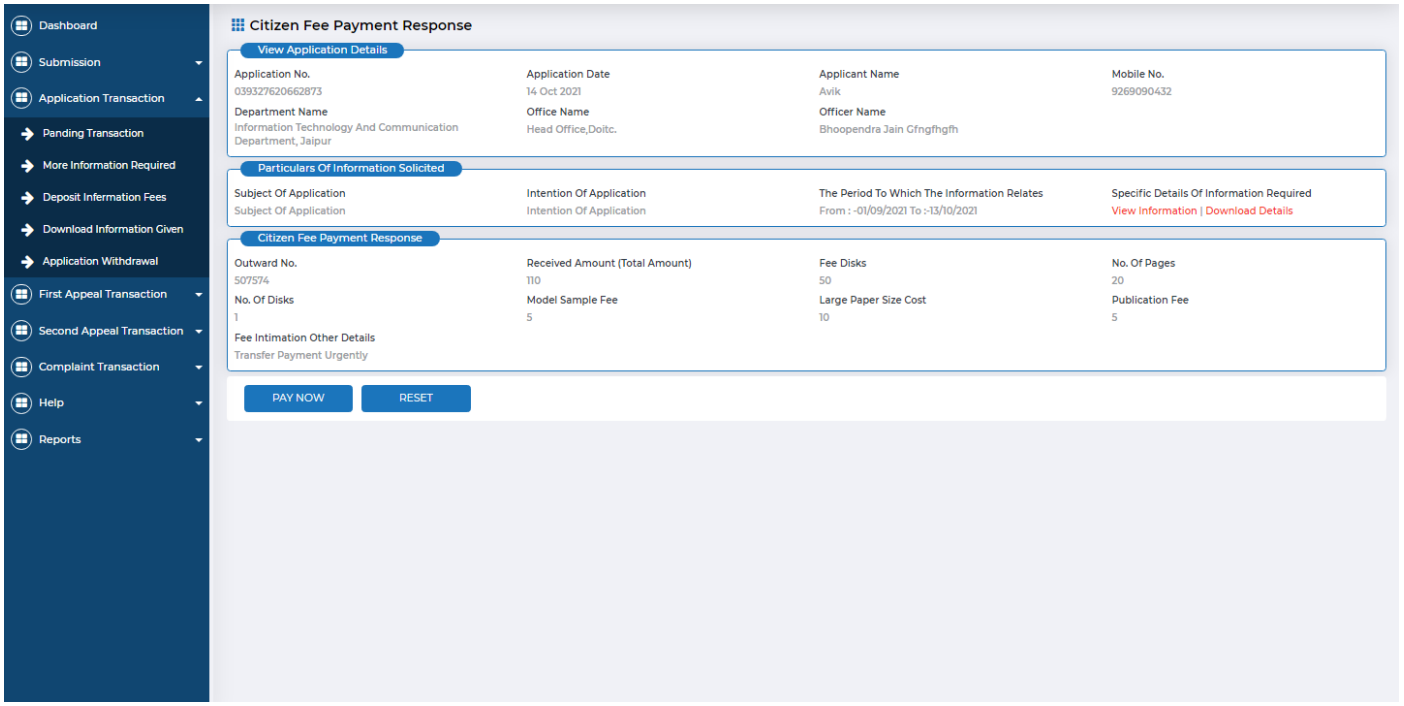
1. Select More information require menu
2. Click on Action button this will redirected to more information request form
3. Citizen can view details as requested from SPIO.
4. **Response for more Information required** has to be entered.
5. **Inward number** will be displayed automatically.
6. **Inward date** have to be selected from menu.
7. **Remark** has to be entered if needed and then click on Submit button.



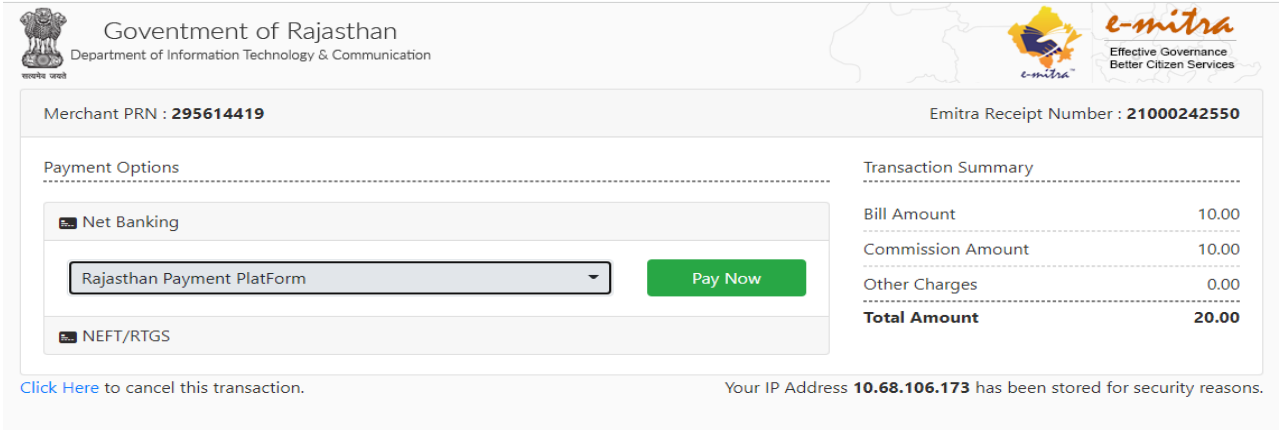
Fee payment

If SPIO intimates citizen to submit fees for getting information, citizen can pay that fees through this action.

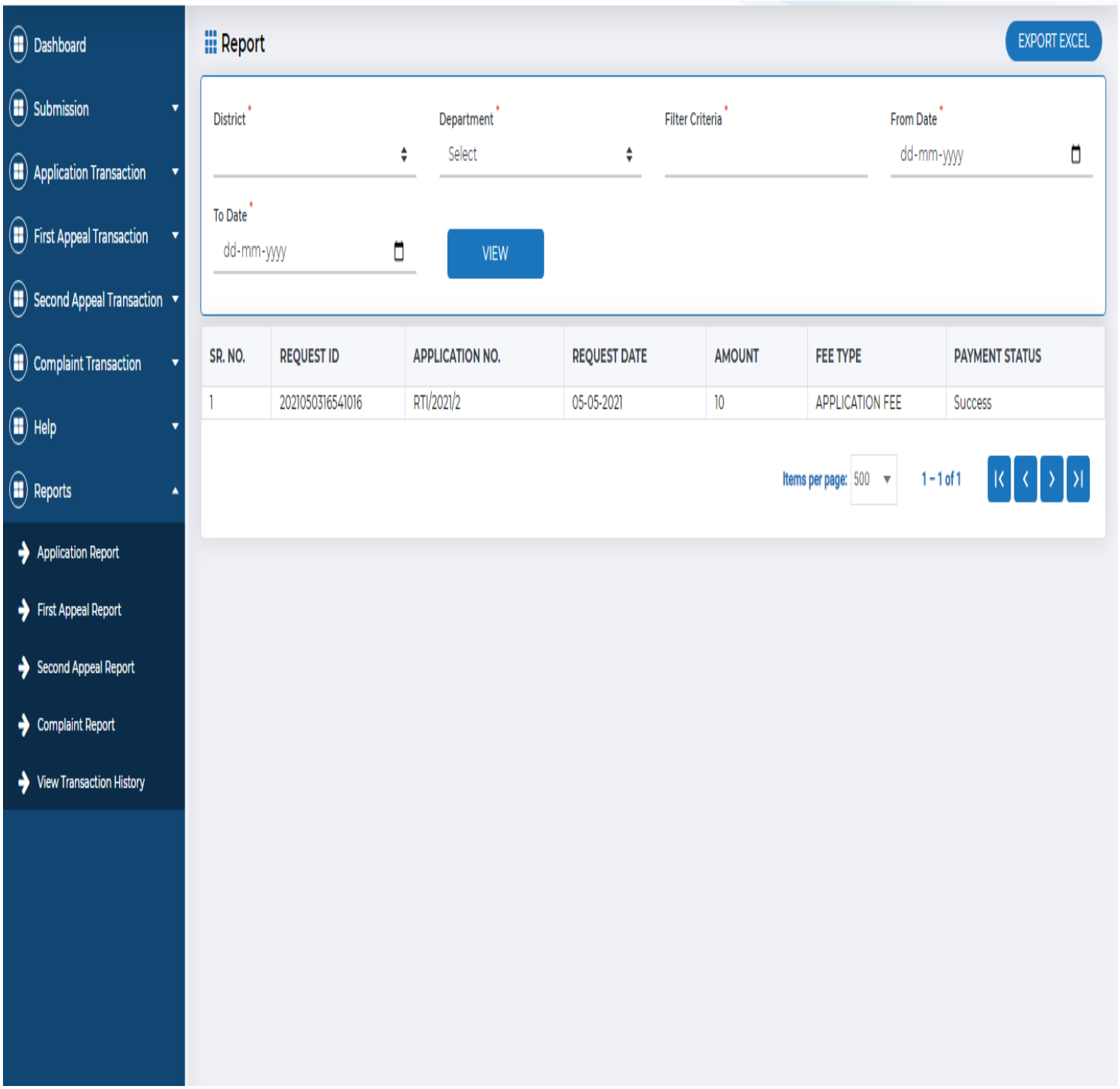
8. Select Deposit intimated Fees
9. Click on Action button this will redirected to Deposit intimated Fees form
10. Citizen can view fees details as requested from SPIO.
11. **Requested details auto filled** .
12. **User need to click on Pay Now button t**hen page will redirected to Payment gateway as displayed.



After click on pay now it redirect to payment gateway .

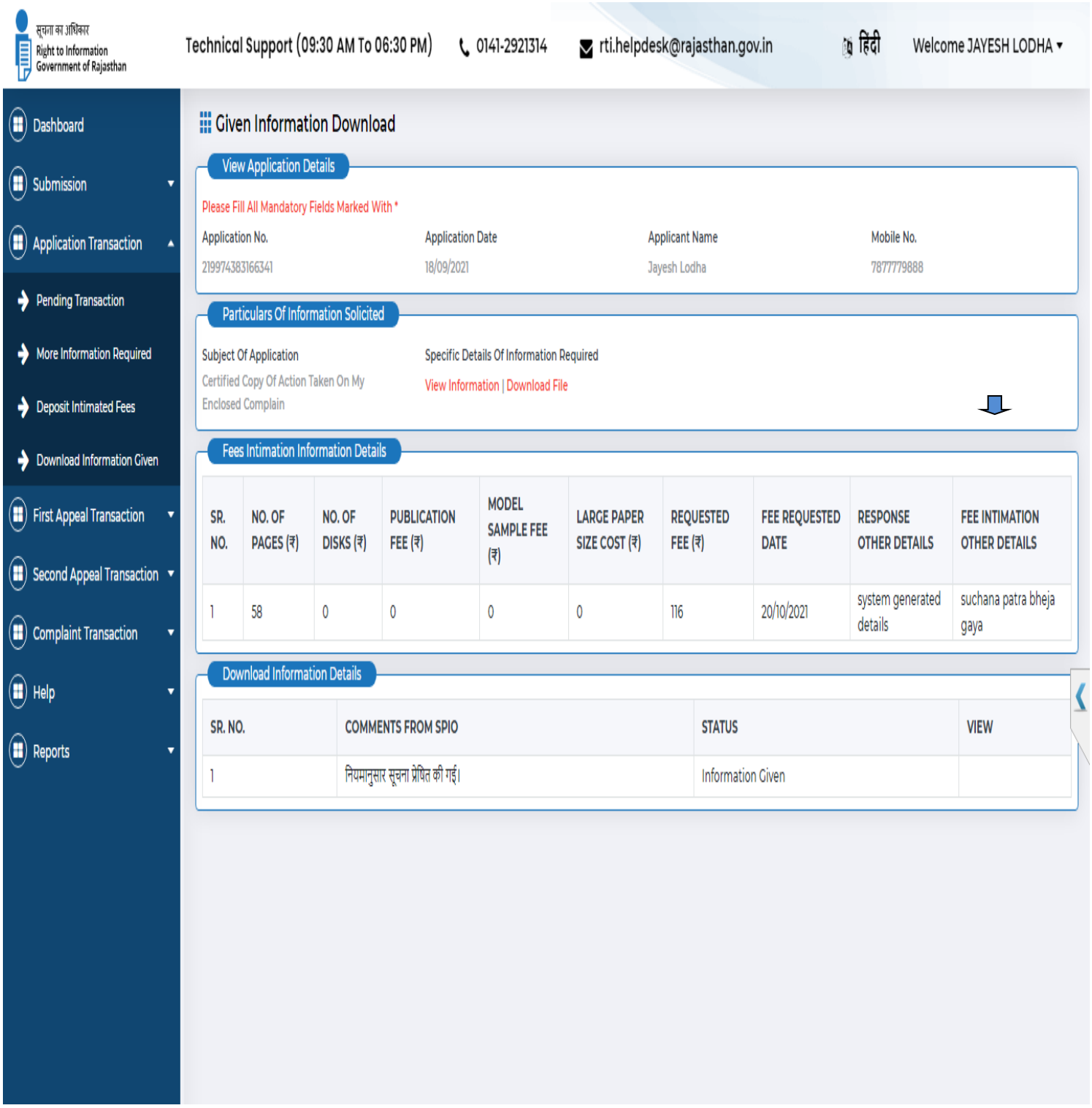


After successful payment information fee will get deposit. If payment deducted from bank but not successfully redirect to portal then applicant can see his/her payment status at view Transaction history under report.



Information Download

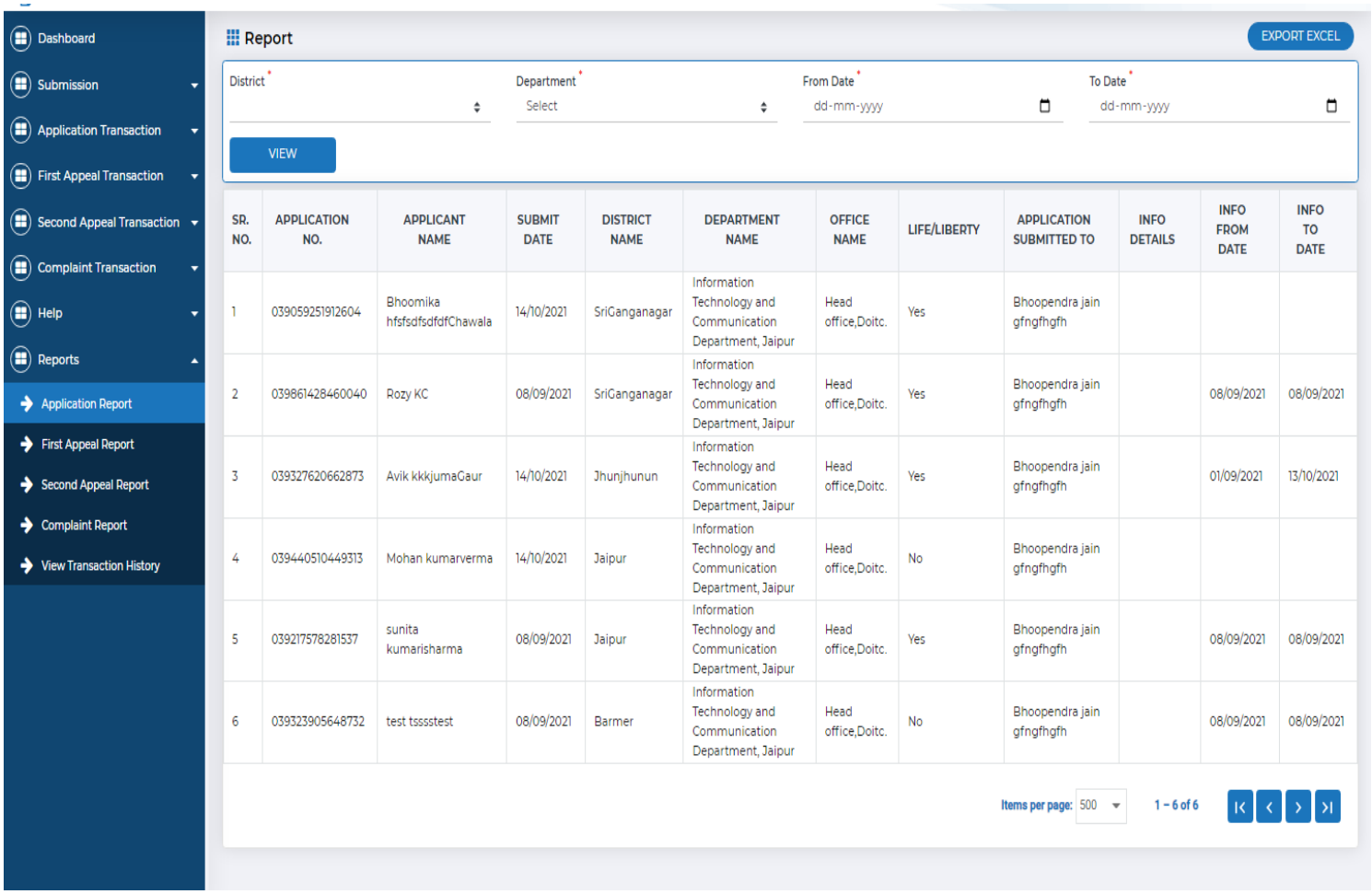
After complete processing of RTI application by SPIO, SPIO will upload the required information on the portal.
Citizen can View the information via click on action button in download information given menu.
Citizen can download the information in form of attachment if Public information officer uploaded.
Click on to view download icon .



Reports

To view the report of the applications submitted by the citizen, he/she has to click on **REPORT** Button. After clicking, a window will be displayed in which citizen has to select the dates to and from which he has to view the report of the applications submitted in that period. He can also further select the Department to which the application was submitted, Department District, from and to date Filter Criteria.

The window which will be displayed is as follows:



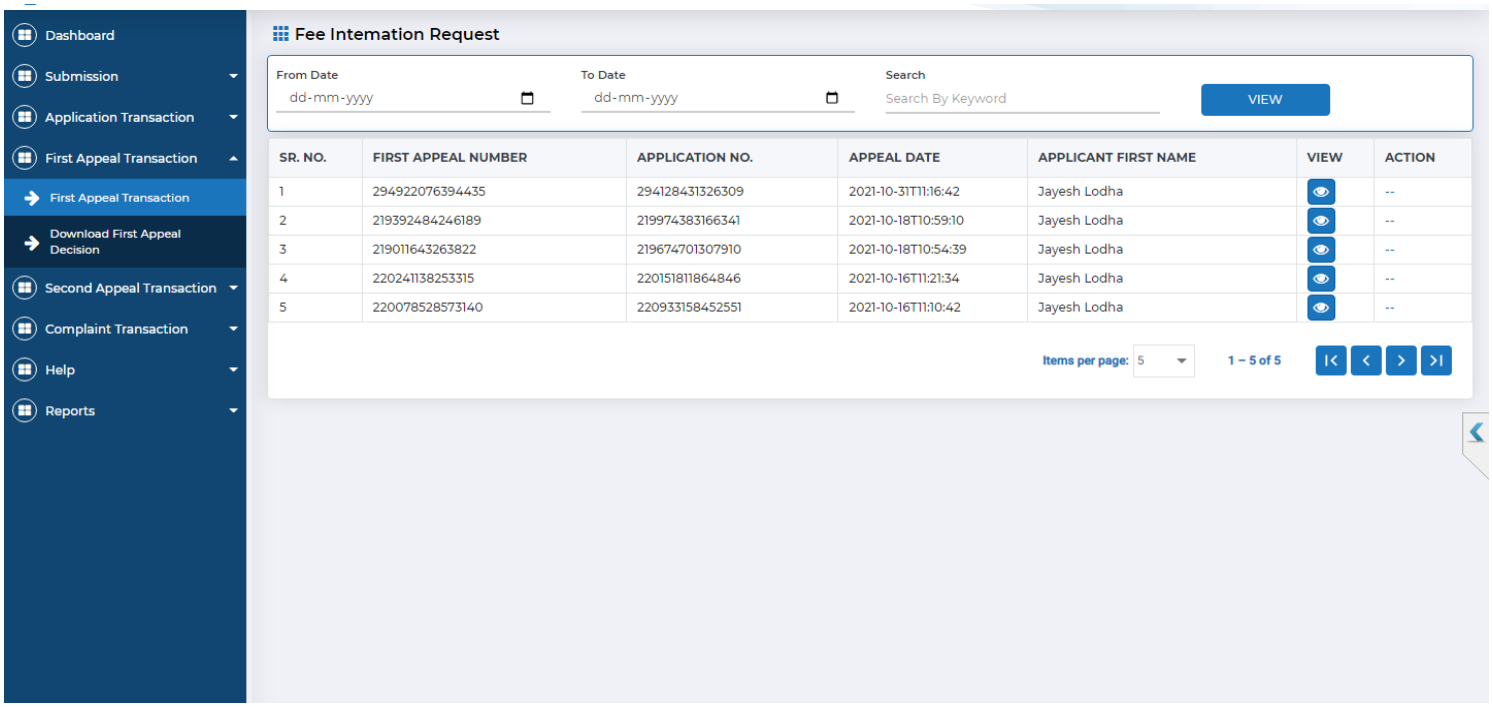
A report grid shows various details like **Application No., Applicant Name, Submit Date, District Name, Department Name, Office Name, Life / Liberty, Application Submitted To, Info Details, Info from Date, Info To Date.** All details can be seen through info details tab. All the relevant report can be shown on the basis of District, Date, Department name, and different filter criteria.

All reports can be seen on the basis of different filters which selects through radio buttons which are as follows

First Appeal Transaction

Citizen can view the First appeal details submitted by him by clicking on First appeal **Transaction** tab in this way:

In First appeal transaction grid will be shown (Sr. No. First Appeal Number, Application No, Appeal Date, Applicant First Name View and Action)



The Transaction grid shows (S.R No., Inward DAK No., Applicant First Name, Application No., Appeal Date, View and Action).And court master list can be filtered by Search keyword.

Download First Appeal Decision

After complete processing of RTI application by SPIO, SPIO will upload the required First Appeal Decision on the portal. Citizen can View the First Appeal Decision via click on action button in download First Appeal Decision given menu.

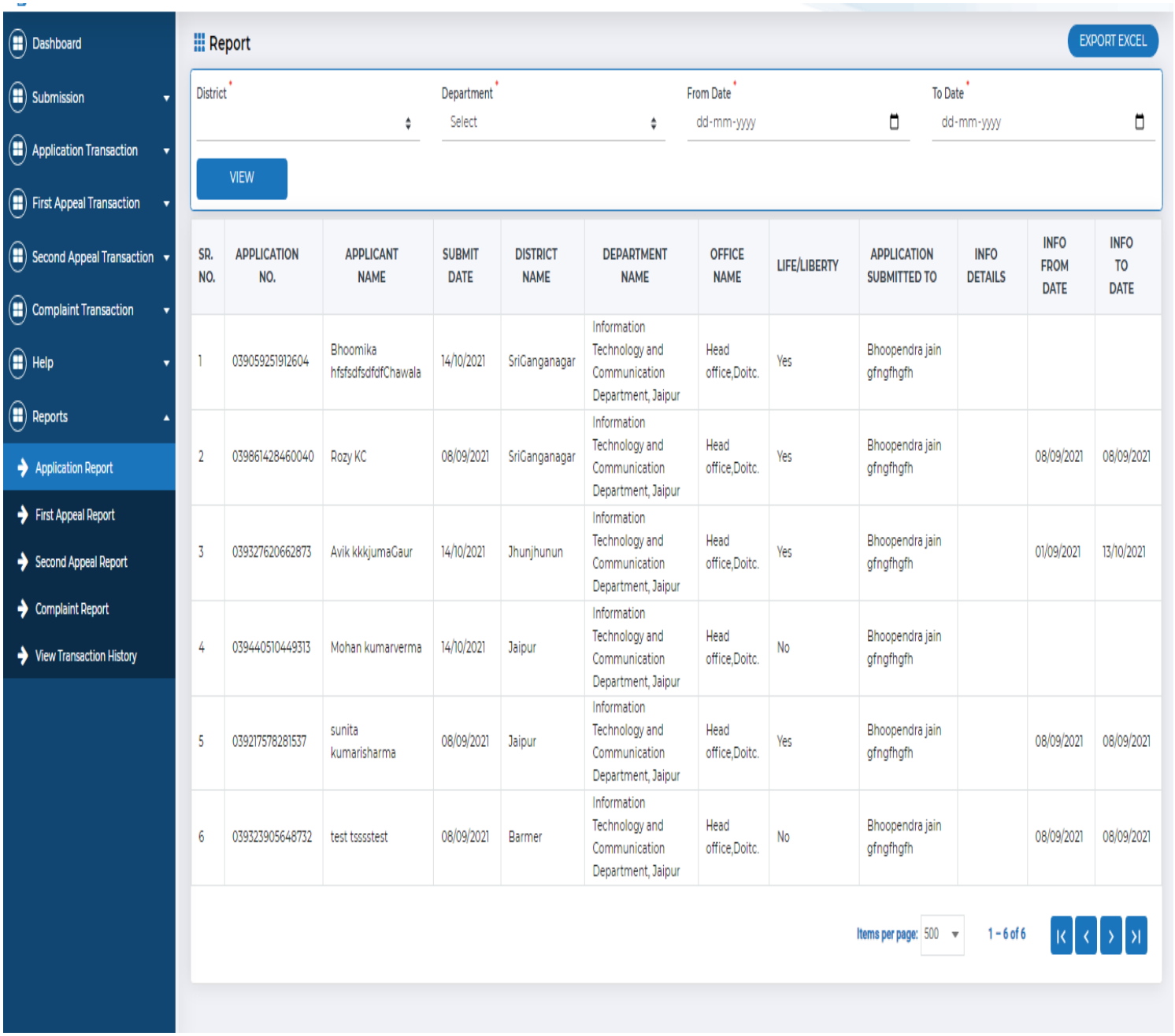
Citizen can download the First Appeal Decision in form of attachment if First Appellate officer uploaded.

Click on to view download icon .

First Appeal Report

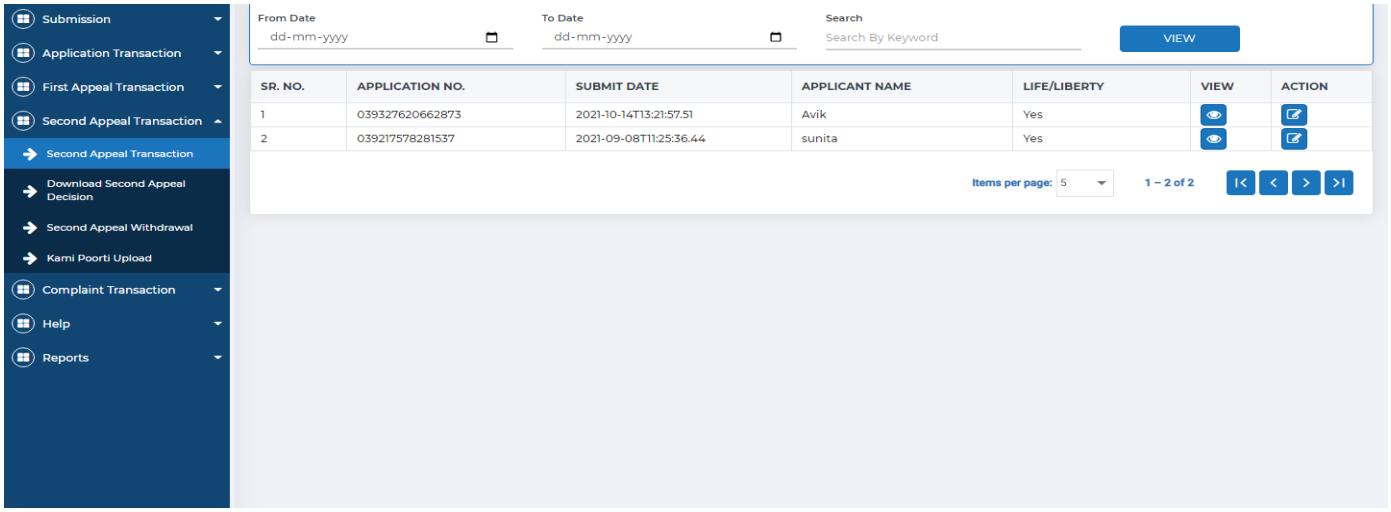
A report grid shows various details like **Application No., Appeal No., Applicant Name, District,Department, Office, Submit Date, Appeal Submitted To, Info Details, Info From Date, Info To Date.**

All details can be seen through info details tab. All the relevant report can be shown on the basis of District, Date, Department name, and different filter criteria.



Second Appeal Transaction

Citizen can view the Second appeal details submitted by him by clicking on Second appeal Transaction tab in this way:



Second Appeal Transaction Menu appears (Second Appeal Transaction, Download Second Appeal Decision, Second Appeal Withdrawal and Kami Poorti Upload)

1. Second Appeal Transaction this will shows pending Second Appeal
2. Download Second Appeal Decision from this download decision of second appeal when Information commission upload the dashboard.
3. Second Appeal Withdrawal in this menu shows the second appeal which withdraws.
4. Kami Poorti Upload this menu shows if request sent from information commission for Upload kami poorti document.

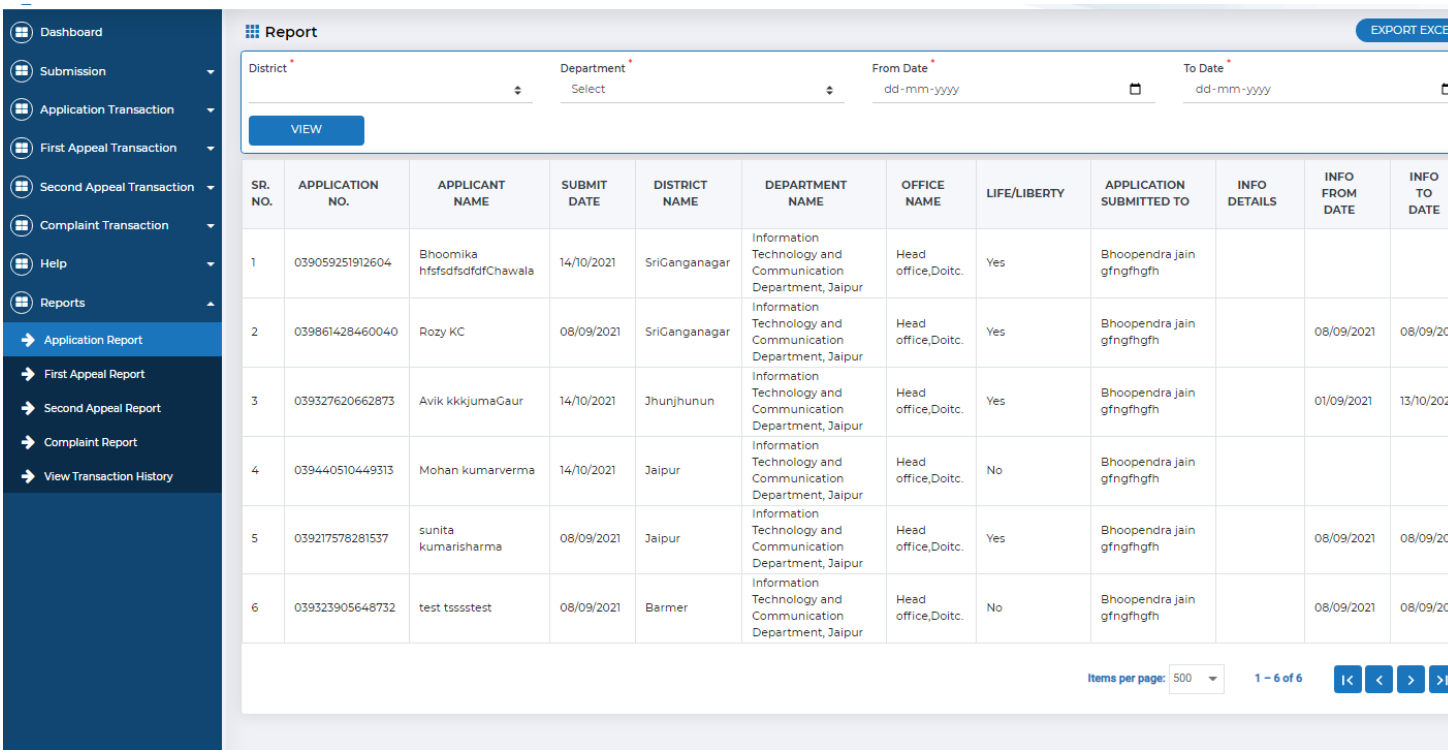
All the entire menu contains the following columns: Sr. No. Application No., Submit Date, Applicant Name, Life/Liberty, Department, Office, Application Submitted To, Info Details, Action, Status, Print Acknowledgement.

Download Second Appeal Decision

After complete processing of RTI application by SPIO, SPIO will upload the required Second Appeal Decision on the portal. Citizen can View the second Appeal Decision via click on action button in download Second Appeal Decision given menu.
Citizen can download the second Appeal Decision in form of attachment if Appellate Authority uploaded.
Click on to view download icon .

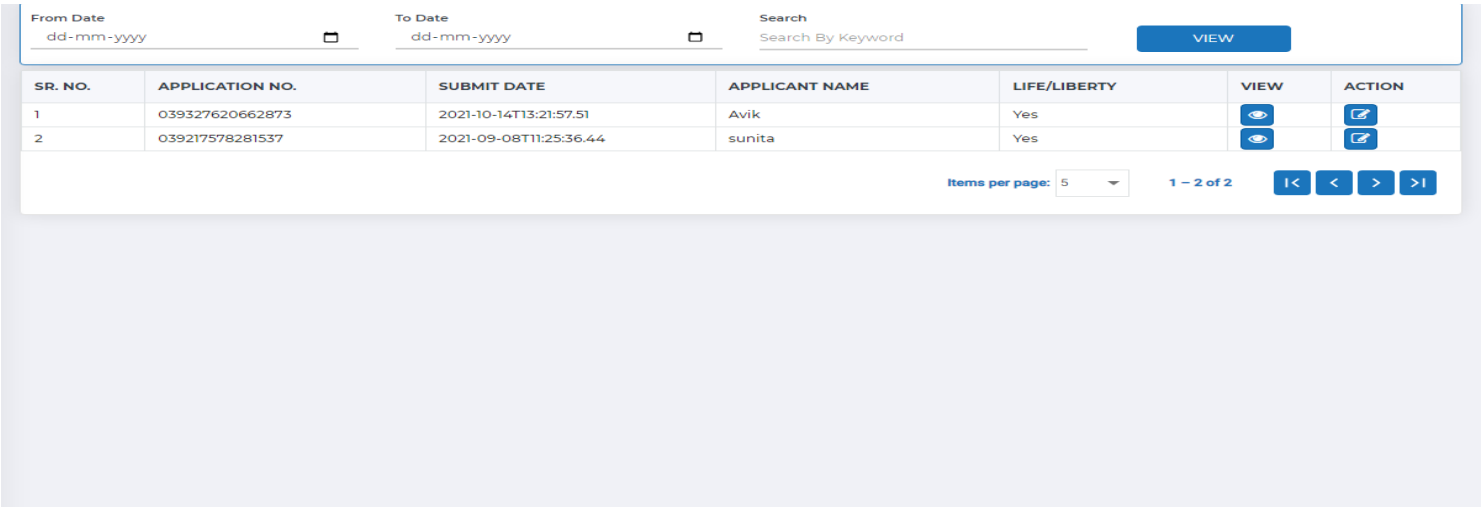
Second Appeal

A report grid shows various details like **Inwad No., Application No., First Appeal No., Second Appeal No., Applicant Name, District, Department, Office, Submitted Date, Appeal Submitted To, Info Details, Info From Date, Info To Date.**



Complaint Transaction

Citizen can view the application details submitted by him by clicking on **Transaction** tab in this way:



Download Complaint Decision

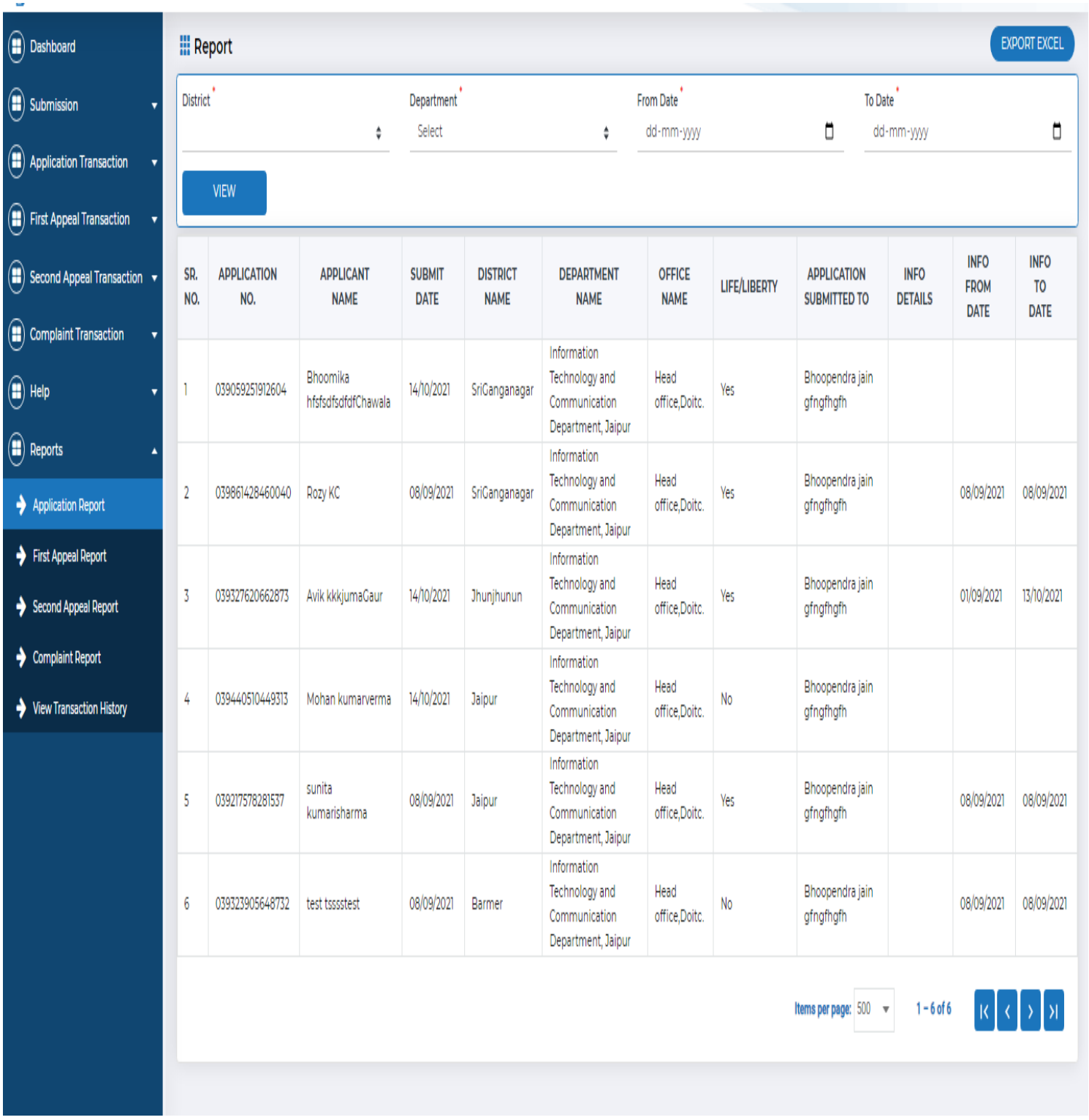
After complete processing of RTI application by SPIO, SPIO will upload the required Complaint Decision on the portal. Citizen can View the Complaint Decision via click on action button in download Complaint Decision given menu.

Citizen can download the Complaint Decision in form of attachment if Appellate Authority uploaded.

Click on to view download icon.

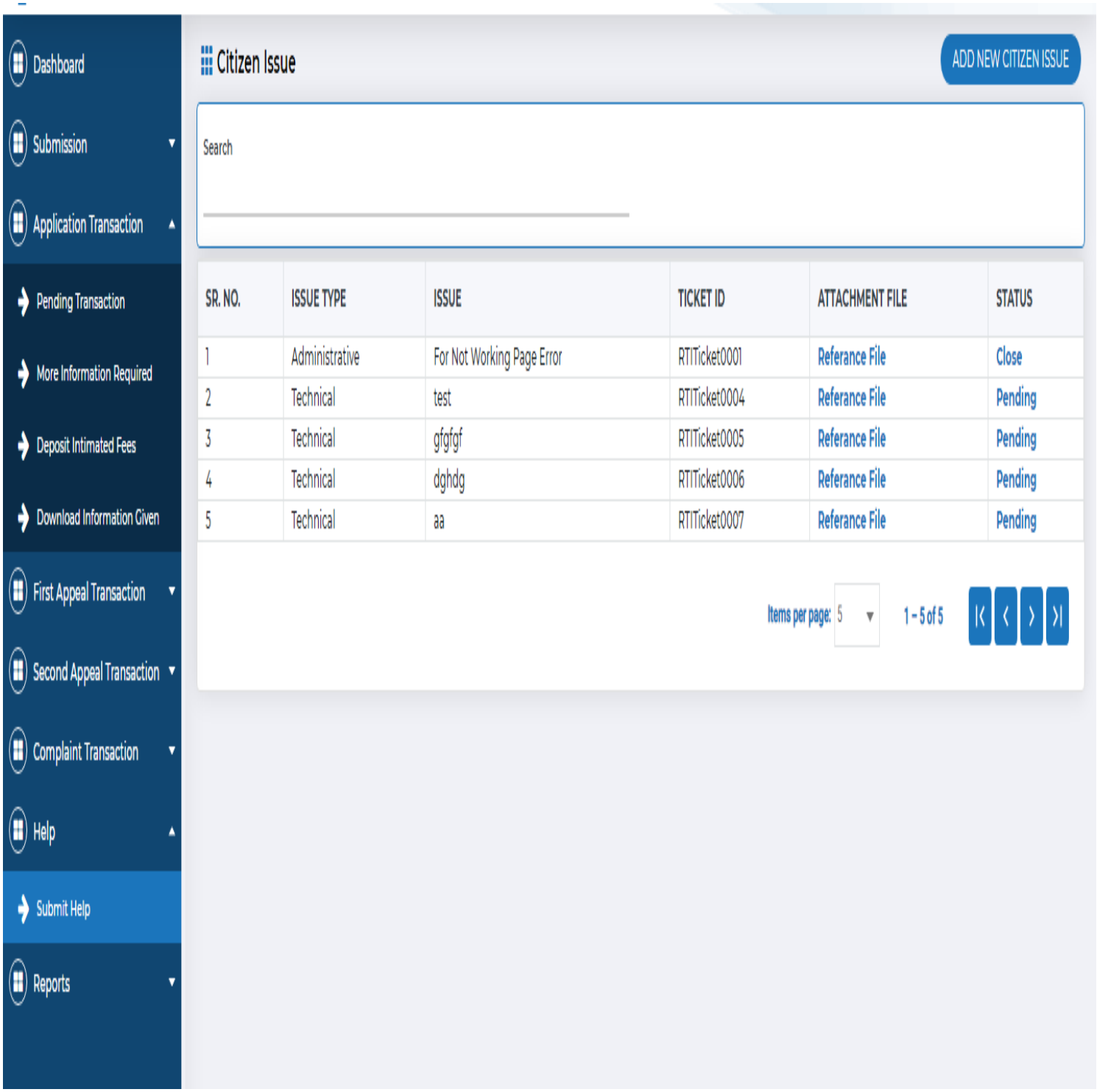
Complaints

A report grid shows various details like , **Application No., Applicant Name., Second Appeal No., Complaint No., Applicant Name, District, Department, Office, Submitted Date, AppealSubmitted To, Info Details, Info From Date, Info To Date**



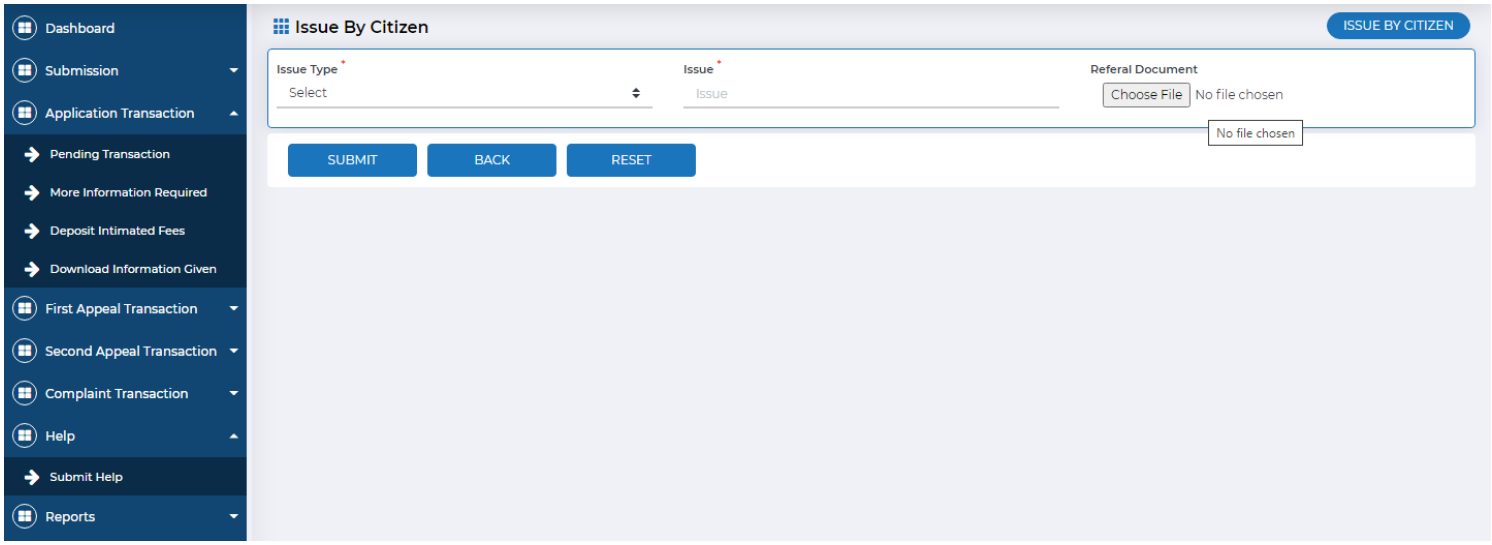
Help

Citizen Issue grid shows basic details of the Citizen Issue List (S.R No., Issue Type, Issue, Ticket To, Attachment File and Status).And Citizen issue list can be filtered by Search keyword.



Add New Citizen Issue

If Citizen has issue related to technical and administrative then user can raise issue in the following way.



1. IC has to click on to Add New Citizen Issue
2. Enter Issue Type
3. Enter Issue
4. Attach Referral Document

Next click on Submit button