

**USER MANUAL**  
**CITIZEN INTERFACE**

**RTI ARUNACHAL PRADESH**  
**Right To Information**  
**An Initiative by Administrative Reforms**



**Government of Arunachal Pradesh**



*prepared by*  
*National Informatics Centre*  
*Ministry of Electronics and Information Technology*

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## Citizen Module

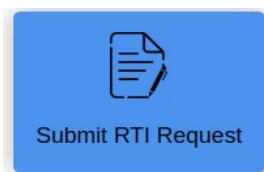
The url Address of RTI Arunachal Portal is: <https://rti.arunachal.gov.in/>  
The homepage for this portal is displayed.

The screenshot shows the homepage of the RTI Online portal for Arunachal Pradesh. At the top right, it says "RTI Online" and "An Initiative by Administrative Reforms, Government of Arunachal Pradesh". A navigation menu includes: HOME, SUBMIT REQUEST, SUBMIT APPEAL, APPLICATION STATUS, PAYMENT STATUS, CITIZEN USER MANUAL, FAQ, RTI ACT, SITE MAP, CONTACT US. A warning message states: "Please do not file RTI application/first appeal through this portal for Departments/Public Authorities under Central Government or other State Governments. If filed, the application would be returned without refund of the fee amount." The main content area is divided into two sections: "Online RTI Information System" and "What do you wish to do?". The "Online RTI Information System" section explains that this portal allows filing RTI applications/first appeals online with a payment gateway, and that payments can be made via Internet Banking or Debit Card. It also notes that online filing is currently only available for Departments, Directorates, and Deputy Commissioner Offices of the State. The "What do you wish to do?" section features three buttons: "Submit a Request" (blue), "Submit an Appeal" (green), and "View Status" (orange). Below these buttons is a list of links: "List of Public Authorities onboarded on Online RTI Portal", "Citizen User Manual of Online RTI Portal", and "FAQ on Online RTI Portal". A "Frequently Asked Questions" section is also present, with the first question expanded: "To which Public Authority can I file RTI request?". The answer states that applicants can submit requests to Departments, Directorates, Commissionerates, and Deputy Commissioner Offices of the State of Arunachal Pradesh. Other questions listed include: "How do I write my application for seeking the information as per the RTI Act 2005?", "Do I get any receipt for online filing of RTI application?", "Will I be informed about the additional fee (if any) if required to pay?", "How do I file an Appeal with Appellate authority?", and "How do I pay the prescribed fee under the RTI Act?". The footer contains "Website Policies" and "Contact Us" links, followed by "National Portal of India", "State Portal of Arunachal Pradesh", "SIC Arunachal Pradesh", and "Department of Administrative Reforms". Copyright information for 2022 is provided, along with logos for NIC (National Informatics Centre) and Digital India (Power To Empower).

## Submit a Request

### For submitting a request:

1. Click on Submit a Request option on the homepage to submit an RTI application.



2. Guidelines for use of RTI online portal screen will be displayed.
3. Scroll the bar to read Guidelines.
4. Read guidelines carefully as displayed in the screen below:

Guidelines for use of RTI Online Portal, Government of Arunachal Pradesh

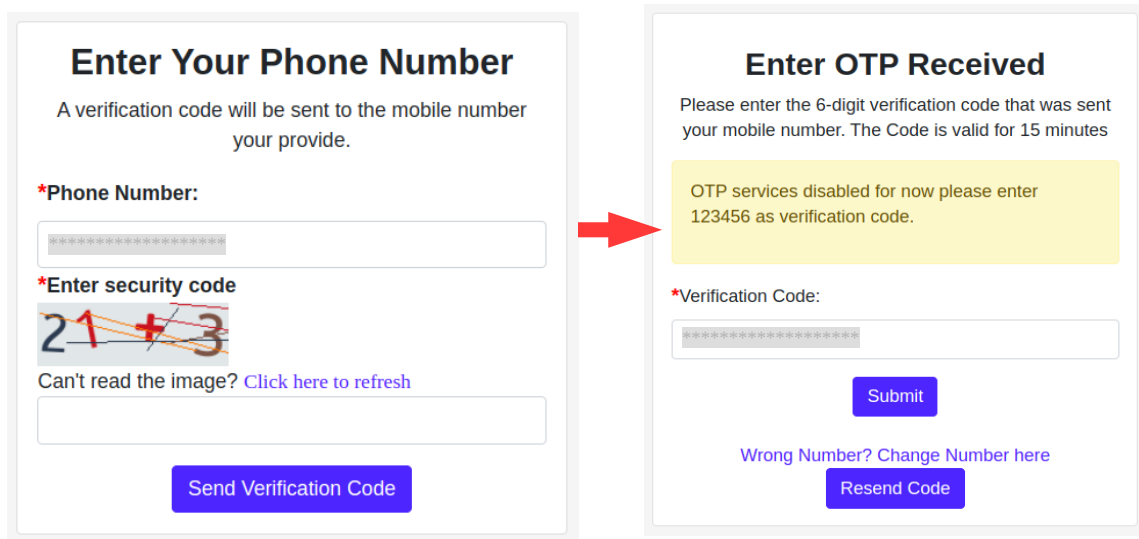
1. This Web Portal can be used by Indian citizens to file online application as well as first appeal under the Right to Information. The payment of the prescribed fees can also be made online on this portal.
2. At present, an applicant who desires to obtain any information under the RTI Act can make an application through this Web Portal to the following Offices.
 

PUBLIC AUTHORITIES ONBOARDED	
1. 1st AAPBn	2. 1st IRBn
3. 2nd AAPBn	4. 2nd IRBn
5. 3rd IRBn	6. 4th IRBn
7. 5th IRBn	8. Arunachal Pradesh Legislative Assembly
9. Arunachal Pradesh Staff Selection Board	10. Arunachal Pradesh State Electricity Regulatory Commission
11. Chief Minister's Secretariat	12. Controller of Legal Metrology & Consumer Affairs
13. DC, Longding	14. Department of Administrative Reforms
15. Department of Agriculture	16. Department of Animal Husbandry & Veterinary
17. Department of Cabinet Affairs	18. Department of Cabinet Affairs
19. Department of Civil Aviation	20. Department of Civil Supplies & Consumer Affairs
21. Department of Cooperation	22. Department of Culture Affairs
23. Department of Disaster Management	24. Department of District Administration
3. At present the facility of the online filing of RTI application is available only for all the Deputy Commissioner Offices others will be taken up in subsequent phases.
4. 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.
5. The text of the application may be written in the prescribed column. At present, the text to be entered in the prescribed column is limited to 150 words only.
6. In case an application contains more than 150 words, it can be uploaded as an attachment, by using column "Supporting document".
7. After filling the first page, a Non-BPL applicant will be directed to the Payment Page on the portal. The applicant then has to click on "Make Payment" to make payment of the prescribed fee.
8. The applicant can pay the prescribed fee through eGras(Government Receipt Accounting System)
9. Fee for making an application is as prescribed in the RTI Rules, 2012.

5. Citizen has to Click on the checkbox “I have read and understood the above guidelines” and then click on the ‘Proceed’ button.

I have read and understood the above guidelines.

- An OTP verification box appears. Enter the applicant’s mobile number and security code. Click on ‘Send Verification Code’ to get the One Time Password (OTP).



- Enter OTP and click on submit.
- The Online RTI Request Form will be displayed as below. This form can be used to file an online RTI.


# RTI Request Form

**RTI Online**  
An Initiative by Administrative Reforms, Government of Arunachal Pradesh

[HOME](#) [SUBMIT RTI REQUEST](#) [SUBMIT FIRST APPEAL](#) [APPLICATION STATUS](#) [PAYMENT STATUS](#) [FAQ](#) [RTI ACT](#) [SITE MAP](#) [CONTACT US](#) [LOGIN](#)

**RTI REQUEST FORM**



Please Note Fields marked with \* are Mandatory.

<b>*Name</b>	<input type="text" value="*****"/>
<b>*Gender</b>	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other
<b>*Address</b>	<input type="text"/>
<b>Pincode</b>	<input type="text" value="Pincode"/>
<b>*State</b>	<input type="text" value="Arunachal Pradesh"/>
<b>*District</b>	<input type="text" value="Select"/>
<b>Location</b>	<input type="radio"/> Rural <input type="radio"/> Urban
<b>Educational Status</b>	<input type="radio"/> Illiterate <input type="radio"/> Below 12 <sup>th</sup> Standard <input type="radio"/> 12 <sup>th</sup> Standard Pass <input type="radio"/> Graduate <input type="radio"/> Above Graduate
<b>Telephone Number</b>	<input type="text" value="Add STD Code before the telephone number"/>
<b>*Mobile Phone Number</b>	<input type="text" value="*****"/>
<b>*Select Department</b>	<input type="text" value="Select an option"/>
<b>*Select Public Authority</b> <small>(Your Request will be filed with this selected Public Authority)</small>	<input type="text" value="Select an option"/>
<b>*Is the Applicant Under BPL Category?</b>	<input type="radio"/> Yes <input type="radio"/> No
<b>*Text for RTI Request application</b> <small>(Text upto 3000 characters)</small> <small>Note: Only alphabets A-Z a-z number 0-9 and special characters , . - _ ( ) / @ : &amp; ? \ % are allowed in Text for RTI Request application.</small>	<input type="text"/>
<b>Supporting document</b>	<input type="button" value="Choose file"/> <input type="button" value="No file chosen"/> <small>Note: Only PDF Files Allowed of max 10MB, Do not upload Aadhar Card or PAN Card or any other personal Identification.</small>
<b>Enter security code</b>  <small>Can't read the image? <a href="#">Click here to refresh</a></small>	<input type="text"/>

[Website Policies](#) [Contact Us](#)

National Portal of India   State Portal of Arunachal Pradesh   SIC Arunachal Pradesh   Department of Administrative Reforms

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**NOTE:-**

- ✓ Fill all the necessary fields as displayed in the screen.
- ✓ Public Authority or Department for which the applicant wants to file an RTI has to be selected from Select Department and Select Public Authority dropdown field.
- ✓ The fields marked \* are mandatory while the others are optional.
- ✓ Applicant under BPL/Non-BPL Category.

If Applicant Under BPL Category, no RTI fee is required to be paid by any citizen who is below poverty line as per RTI Rules.

- Provide BPL Card no./Yellow Ration Card/Certificate issued by localbodies/Govt. (Municipal Corporation/Municipal Council/Municipality/Gram Panchayat)
- Proof of BPL(pdf upto 100KB)
- Year of Issue
- Issuing Authority

<p>*Is the Applicant Under BPL Category?</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>*BPL Card No./Yellow Ration Card/Certificate issued by local bodies/Govt. (Municipal Corporation/Municipal Council/Municipality/Gram Panchayat) <input type="text"/></p> <p>*Proof of BPL may be provided as an attachment (Only PDF File Allowed) of 100KB <input type="button" value="Choose file"/> <input type="button" value="No file chosen"/></p> <p>*Year of Issue <input type="text"/></p> <p>*Issuing Authority <input type="text"/></p>
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If NO: You are required to pay the RTI fee of Rs 10.

- ✓ Text for RTI Request application: Only alphabets A-Z a-z number 0-9 and special characters,. - \_ ( ) / @: & \ % are allowed.
- ✓ Limit for texts in text area is 3000 characters.
- ✓ Choose file to upload supporting document. Only PDF Files Allowed of max 10MB, Do not upload Aadhar Card or PAN Card or any other personal Identification.
- ✓ Enter security code and click on Submit button.
- ✓ The citizen will receive notification through SMS and registered Email-ID upon successful registration of RTI Request Application.

### RTI APPLICATION FEE PAYMENT (Non-BPL Category)

- ✓ Click on radio button “RTI ONLINE PAYMENT”.

Online RTI Payment Form

Do not use Refresh and back button of browser.

In case amount is debited and registration number is not received, registration number would be sent to you later after reconciliation.

DO NOT REGISTER ANOTHER REQUEST FOR THE SAME INFORMATION

REQUEST NO: TESTDR/2023/60025

Please Note The Request Number To Track Your Request and Payment Status

NAME:

RTI Fee : 1

Payment Mode :  RTI ONLINE PAYMENT

Cancel
Submit

- ✓ Click on ‘Submit’ Button.
- ✓ The system would be redirected to SBI ePAY portal as given in screen below.

Payment for  
Department of Administrative Reforms

Scheme	0070-60-118-00-00-01 ( ₹1 )
Tin No. / Tax ID	TESTDR20230000000020
Party Name	*****
Department ID	TESTDR20230000000020
Total Treasury Challan Amount	₹1
Receipt Finanacial Year	2023-2024
Payment Period	From 01/04/2023 to 31/03/2099
Payment Mode	<input checked="" type="radio"/> Payment Gateway
Bank Selection*	<input style="width: 100%;" type="text" value="SBI epay"/>

All the information entered is found correct in the above draft.

Note\*: Correction in challan data is not possible once you proceed, click on Cancel button if you want to modify the above information.

Refund of challan will be processed by respective Department

Agree  Disagree

Proceed for Payment
Cancel

- ✓ The applicant can pay the prescribed fee through the following modes:
- ✓ Choose the Payment Mode:
  - Debit Card, Net Banking and Credit Card.

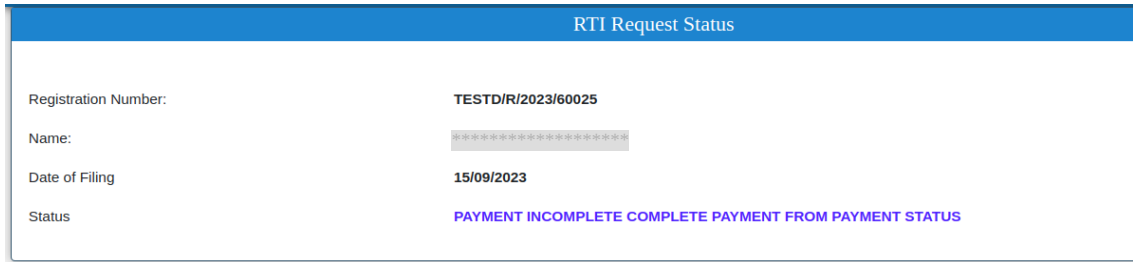


- Internet Banking: Choose your Bank, and then click on Proceed Button.
- UPI
- NEFT
- SBI Branch Payment

- ✓ New window will appear. ATRN and Order Number will be generated after successful payment is executed.
- ✓ A unique registration number will be generated, which will be used for further reference as given in screen below. The same can be saved or Printed by the user.
- ✓ A citizen gets an e-Challan receipt by clicking on “View Challan”.
- ✓ SMS would be generated and sent to the Mobile no. entered in the Request Form quoting the Unique Registration no.
- ✓ An e-mail would also be generated and sent to the E-mail id entered in the Request Form quoting the Unique Registration no.
- ✓ RTI request will be sent to “Nodal Officer” of concerned Department for further processing.

### INCOMPLETE PAYMENT STATUS

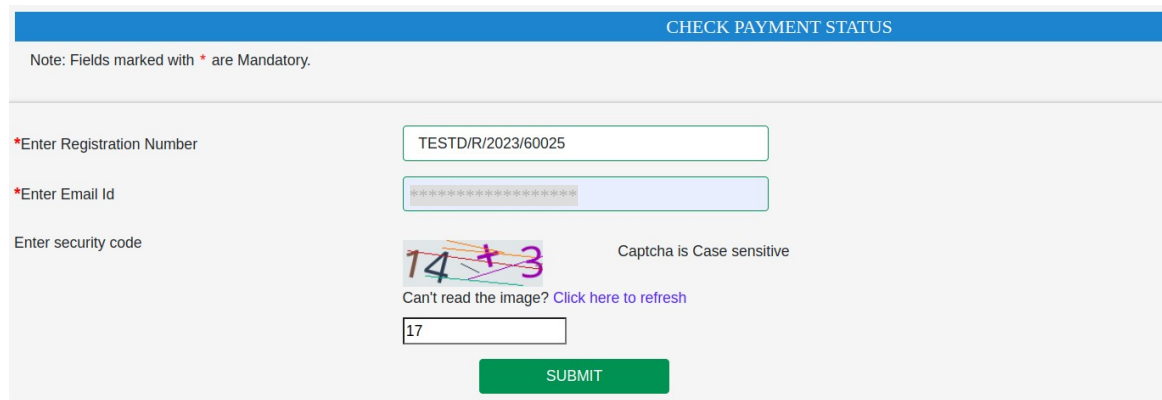
- The citizen can track status of RTI application from “Application Status” or “View Request Status” in the homepage.
- Enter the RTI Registration number and Email ID and click on “Submit”.
- The following screen will appear:



The screenshot shows a web interface titled "RTI Request Status". It displays the following information:

Registration Number:	TESTD/R/2023/60025
Name:	*****
Date of Filing	15/09/2023
Status	PAYMENT INCOMPLETE COMPLETE PAYMENT FROM PAYMENT STATUS

- The citizen may complete RTI fee payment from “Check Payment Status” if the payment is incomplete.



The screenshot shows a web interface titled "CHECK PAYMENT STATUS". It includes a note: "Note: Fields marked with \* are Mandatory." Below this, there are three input fields:

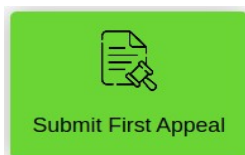
- \*Enter Registration Number: TESTD/R/2023/60025
- \*Enter Email Id: \*\*\*\*\*
- Enter security code: A captcha image showing "14 + 3" with a handwritten "17" in the input box below it. The text "Captcha is Case sensitive" is displayed to the right.

Below the captcha input is a green "SUBMIT" button.

## Submit an Appeal

### For submitting an appeal:

1. Click on Submit First Appeal option on the homepage to file an appeal.



2. Guidelines for use of RTI online portal screen will be displayed.
3. Scroll to the bottom of the page to agree with the guidelines below.

**Guidelines for use of RTI Online Portal, Government of Arunachal Pradesh**

1. This Web Portal can be used by Indian citizens to file RTI online application as well as First Appeal under the Right to Information, Act. The payment of the prescribed fees can also be made online on this portal.
2. An applicant who desires to obtain any information under the RTI Act can make a request through this Web Portal to the following Public Authorities/ Offices of Govt. of Arunachal Pradesh.
 

PUBLIC AUTHORITIES ONBOARDED	
55. Department of Trip Changlang & Longding Affairs	56. Department of Urban Development & Housing
57. Department of Vigilance	58. Directorate of Accounts & Treasuries
59. Directorate of Agriculture	60. Directorate of Animal Husbandry & Veterinary
61. Directorate of Art & Culture	62. Directorate of Arunachal Pradesh Energy Development Agency
63. Directorate of Audit & Pensions	64. Directorate of Disaster Management
65. Directorate of Economic & Statistics	66. Directorate of Family Welfare
67. Directorate of Fire & Emergency Services	68. Directorate of Fisheries
69. Directorate of Food and Civil Supplies	70. Directorate of Health Services
71. Directorate of Higher & Technical Education	72. Directorate of Horticulture
73. Directorate of Horticulture	74. Directorate of Indigenous Affairs
75. Directorate of Information & Public Relations	76. Directorate of Labour & Employment
77. Directorate of Land Management	78. Directorate of Medical Education, Training & Research
79. Directorate of Planning (Monitoring)	80. Directorate of Planning (Planning & Investment)
3. On Clicking "PROCEED" at the bottom of this page, Applicant has to enter his/her valid Mobile Number, followed by entering the valid Verification Code received as an SMS in the provided mobile number.
4. On clicking "SUBMIT" after entering the verification code, the Applicant has to fill the required details on the subsequent page. The fields marked with red asterisk (\*) are mandatory, while the others are optional.
5. The text of the RTI Request Application has to be entered in the prescribed column/field. The text to be entered is limited to 3000 Characters.
6. In case, an application contains more than 3000 Characters or any additional document is desired to be uploaded, then it can be uploaded as an attachment, by using column/field "Supporting Document". The document has to be in pdf form limited to size 10MB. Please do not upload any personal document (Aadhaar Card/PAN Card etc..)
7. After filling the form, a Non-BPL (Below Poverty Line) applicant will be directed to the Payment Page on the portal. The applicant then has to click on "Make Payment" to make payment of the prescribed fee.
8. The applicant can pay the prescribed fee through e-GRAS (Government Receipt Accounting System)
9. Fee for making an application is as prescribed in the RTI Rules, 2012.

4. Citizen has to Click on the checkbox "I have read and understood the above guidelines" and then click on the 'Proceed' button.

I have read and understood the above guidelines.

## RTI FIRST APPEAL

**Note:** - First appeal can be filed after 30 days from the date of filling of RTI request or after disposal of the request by the concerned department.

The screenshot displays the 'RTI FIRST APPEAL' form on the RTI Online portal. The form is titled 'RTI FIRST APPEAL' and includes a note: 'Note: Fields marked with \* are Mandatory.' The form contains three main input fields: 
 

- '\*Request Registration Number' with a masked input field (asterisks).
- '\*Enter Email Id' with a masked input field (asterisks).
- 'Enter security code' with a CAPTCHA image showing '29 + 4' and a 'Can't read the image? Click here to refresh' link.

 A green 'SUBMIT' button is located at the bottom right of the form. On the right side of the form, there are two buttons: 'Submit a Request' and 'View Status'. The page header includes the 'RTI Online' logo and the text 'An Initiative by Department Administrative Reforms, Government of Arunachal Pradesh'. The footer contains links for 'Website Policies' and 'Contact Us', and logos for 'NIC National Informatics Centre' and 'Digital India Power To Empower'.

- The citizen has to enter his/her RTI Request registration number and Email ID provided at the time of submitting RTI application.
- Enter the security code and click on 'Submit' button.
- Following screen will be displayed.

# First Appeal Form

**FIRST APPEAL FORM**

**CURRENT INFORMATION**

Name	<input type="text" value="*****"/>
Select Public Authority	<input type="text" value="Test Department A"/>
Request Registration Number	<input type="text" value="TESTD/R/2023/60008"/>
Received Registration on	<input type="text" value="05/09/2023"/>
Educational Status	<input type="text" value="Illiterate"/>

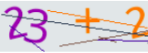
**POSTAL ADDRESS**

Address	<input type="text" value="*****"/>
Pincode	<input type="text" value="791111"/>
State	<input type="text" value="Arunachal Pradesh"/>
District	<input type="text" value="East Siang"/>
Location	<input type="text" value="Rural"/>

**CONTACT DETAILS**

Telephone Number	<input type="text" value=""/>
Mobile Phone Number	<input type="text" value="*****"/>
Email ID	<input type="text" value="*****"/>

**APPEAL DETAILS**

*Reasons for Appeal	<input type="text" value="Select"/>
*Text for RTI Appeal application	<input type="text" value=""/>
Supporting Document (Only PDF File Allowed of 10MB)	<input type="text" value="Choose file No file chosen"/>
*Enter security code	<div style="text-align: center;"> <small>Can't read the image? <a href="#">Click here to refresh</a></small></div> <input type="text" value=""/>

**Note:**

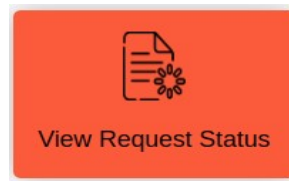
- Only alphabets A-Z, a-z, number 0-9 and special characters ,.-\_()/@:&\% are allowed in Text for RTI First Appeal Application.
- Supporting document should be in PDF format upto 10 MB.
- The applicant can select reason for filing appeal application from Ground For Appeal in dropdown field.

- Click on Submit button, to submit Appeal. Following screen will be displayed.

- A unique registration number will be generated, which will be used for further reference as shown in above screen. The same can be saved or Printed by the user.
- The appeal request will be submitted to “Nodal Officer” of the concerned Public Authority.
- The Nodal Officer will transfer the appeal to “First Appellate Authority” for further processing.
- The applicant will get an email and SMS alert (if mobile no. provided) on submission of application.

## VIEW STATUS

1. Status of the RTI application/first appeal filed online can be viewed by the applicant by clicking on **Application Status** or **View Request Status** in the homepage.




2. On clicking this option Check RTI Application Status Form will be displayed as below.

**CHECK APPLICATION STATUS**

Note: Fields marked with \* are Mandatory.

\*Enter Registration Number

\*Enter Email Id

Enter security code  Captcha is Case sensitive  
Can't read the image? [Click here to refresh](#)

**SUBMIT**


3. Applicant can enter Registration no., Email Id and Captcha in ONLINE RTI STATUS FORM .
4. On clicking 'Submit' button ONLINE RTI STATUS will be displayed.

**RTI Request Status**

Registration Number:	TESTD/R/2023/60019
Name:	*****
Date of Filing	07/09/2023
Status	RTI APPLICATION RECEIVED
Payment Reference No	AR000432581202324P
Nodal Officer	***** ***** *****

### RTI Request Status: Request Disposed Of

In case Request is disposed of and PDF of Reply Document is attached by PIO, then the following screen will be displayed.

RTI Request Status	
Registration Number:	TESTD/R/2023/90001
Other Part(s): Registration Number:	TESTB/R/2023/80004
Name:	*****
Date of Filing	12/09/2023
Status	REQUEST DISPOSED OF
Status Details:	Reply => This text is for testing purpose. Final Reply is provided to citizen in the PDF document to be downloaded by them.
View/Download	

- ✓ The Reply document can be downloaded by clicking on PDF symbol in View/Download.

### RTI Request Status: Additional Payment Option

In case additional payment is demanded by PIO, following screen will be displayed.

RTI Request Status	
Registration Number:	TESTD/R/2023/90001
Other Part(s): Registration Number:	TESTB/R/2023/80004
Name:	*****
Date of Filing	12/09/2023
Status	ADDITIONAL FEE PAYMENT REQUIRED FOR INFORMATION
Additional Payment	<input type="text" value="5"/>
	<input type="button" value="Pay"/>
Status Details:	Additional Payment is required from applicant for producing Certified samples of materials.

- ✓ Additional payment can be made by clicking on “PAY” button.
- ✓ Then the applicant will be directed to payment gateway.
- ✓ Further payment process is as same as shown earlier in RTI request payment mode.



### RTI Request Status: Supporting Document Required

In case the document attached at the time of filing RTI Request is not accessible, the same document needs to be uploaded by the Applicant. Then, following screen will be displayed in view status.

RTI Request Status

Registration Number:	TESTD/R/2023/90002
Other Part(s): Registration Number:	TESTD/R/2023/90001
Name:	*****
Date of Filing	12/09/2023
Status	<b>SUPPORTING DOCUMENT REQUIRED FROM APPLICANT</b>
Status Details:	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 Supporting Document (Only PDF Files of 10 MB allowed)	<div style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> <span style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;">Choose file</span> <span style="border: 1px solid #ccc; padding: 2px 20px;">Supporting Documents.pdf</span> </div> <div style="margin-top: 10px; display: flex; justify-content: center; gap: 20px;"> <span style="background-color: #0070c0; color: white; padding: 5px 15px; border-radius: 3px; cursor: pointer;">Upload</span> <span style="background-color: #ccc; padding: 5px 15px; border-radius: 3px; cursor: pointer;">Cancel</span> </div>

- ✓ Document can be uploaded by clicking on choose file option and then clicking on ‘Upload’ button.
- ✓ The size of file to be uploaded by the applicant in PDF is limited to 10MB .

### RTI Request Status: RTI Application Returned to Applicant

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

RTI Request Status

Registration Number:	TESTD/R/2023/60018
Name:	*****
Date of Filing	07/09/2023
Status	<b>RTI REQUEST APPLICATION RETURNED TO APPLICANT</b>
Status Details:	As mentioned in the guidelines for use of this portal, the RTI Online facility is currently available only for departments of Arunachal Pradesh. Since your application is related to public authorities which is outside the departments of Arunachal Pradesh, it is returned herewith. You may file the same with appropriate public authority. Thank you for your interest in online RTI Portal.

- ✓ RTI application will be returned to applicant without refund of amount in case RTI applications are filed for Departments/Public Authorities under the Central government or other State Governments.

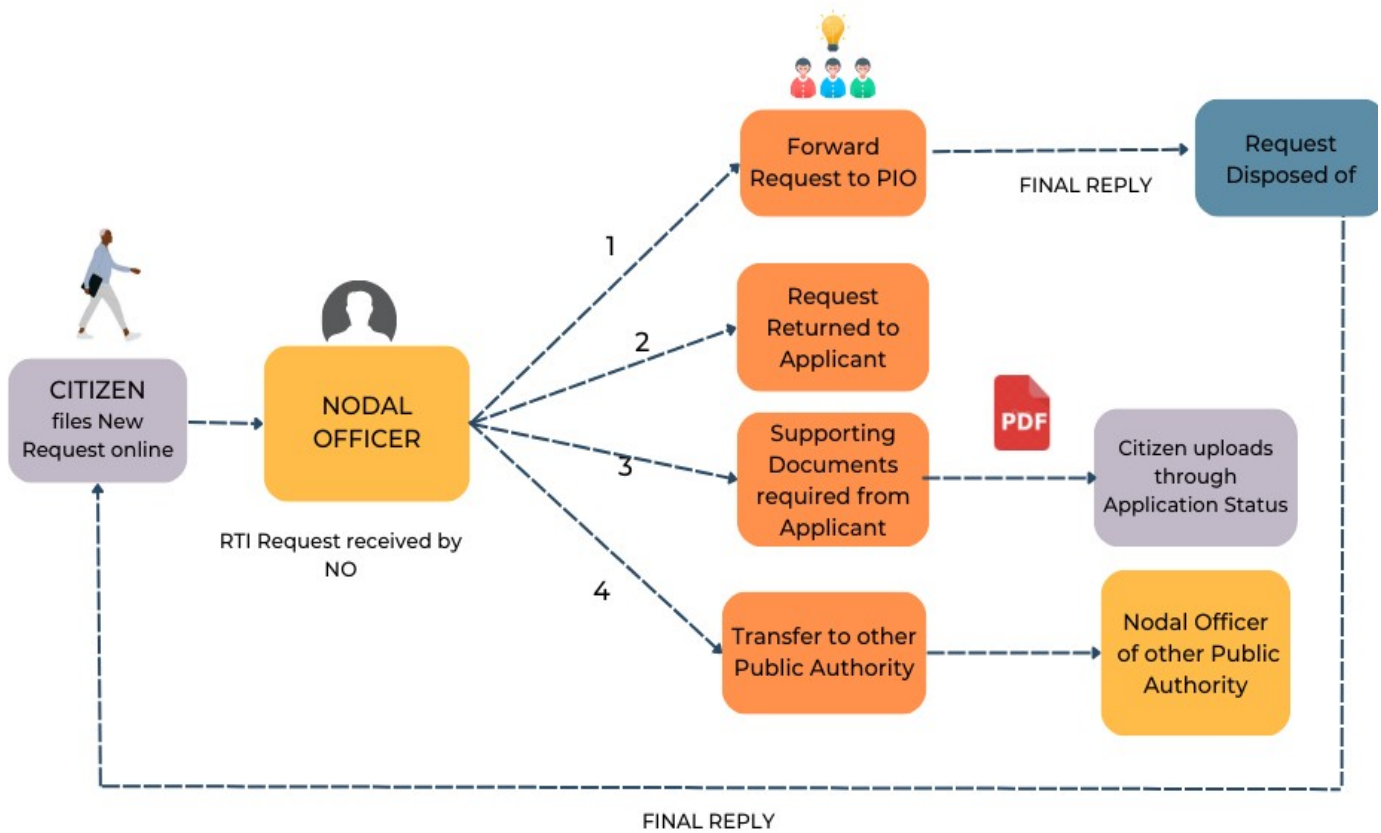
### RTI Request Status: Transferred to other Public Authority

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

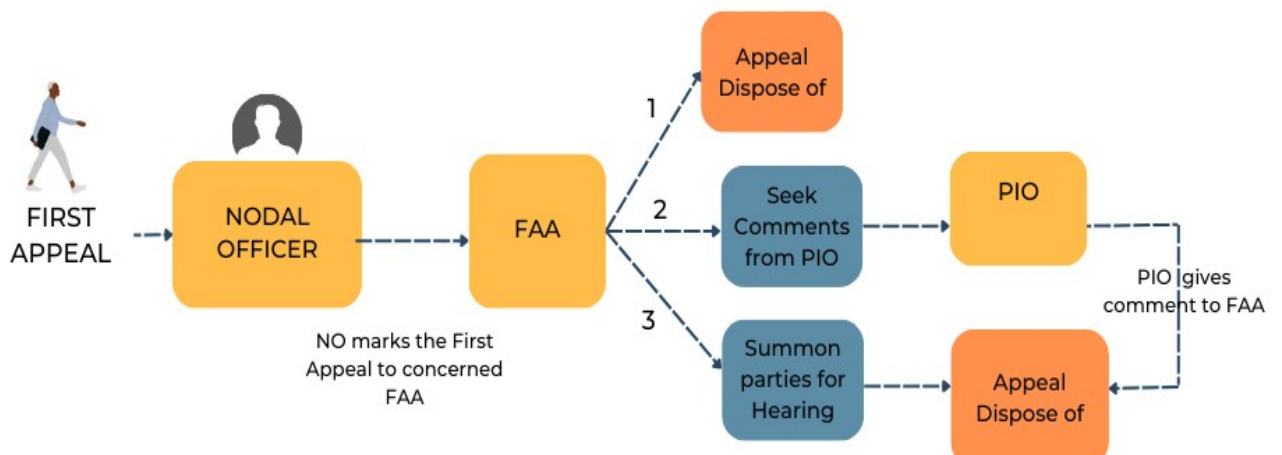
RTI Request Status	
Registration Number:	TESTD/R/2023/60020
Other Part(s): Registration Number:	TESTB/R/2023/80004
Name:	*****
Date of Filing	07/09/2023
Status	REQUEST TRANSFERRED TO OTHER PUBLIC AUTHORITY
Status Details:	Details of Public Authority =>Test Department B. vide registration number :- TESTB/R/2023/80004 respectively. ->Note:- Further details will also be available on viewing the status of the above-mentioned respective registration number.

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

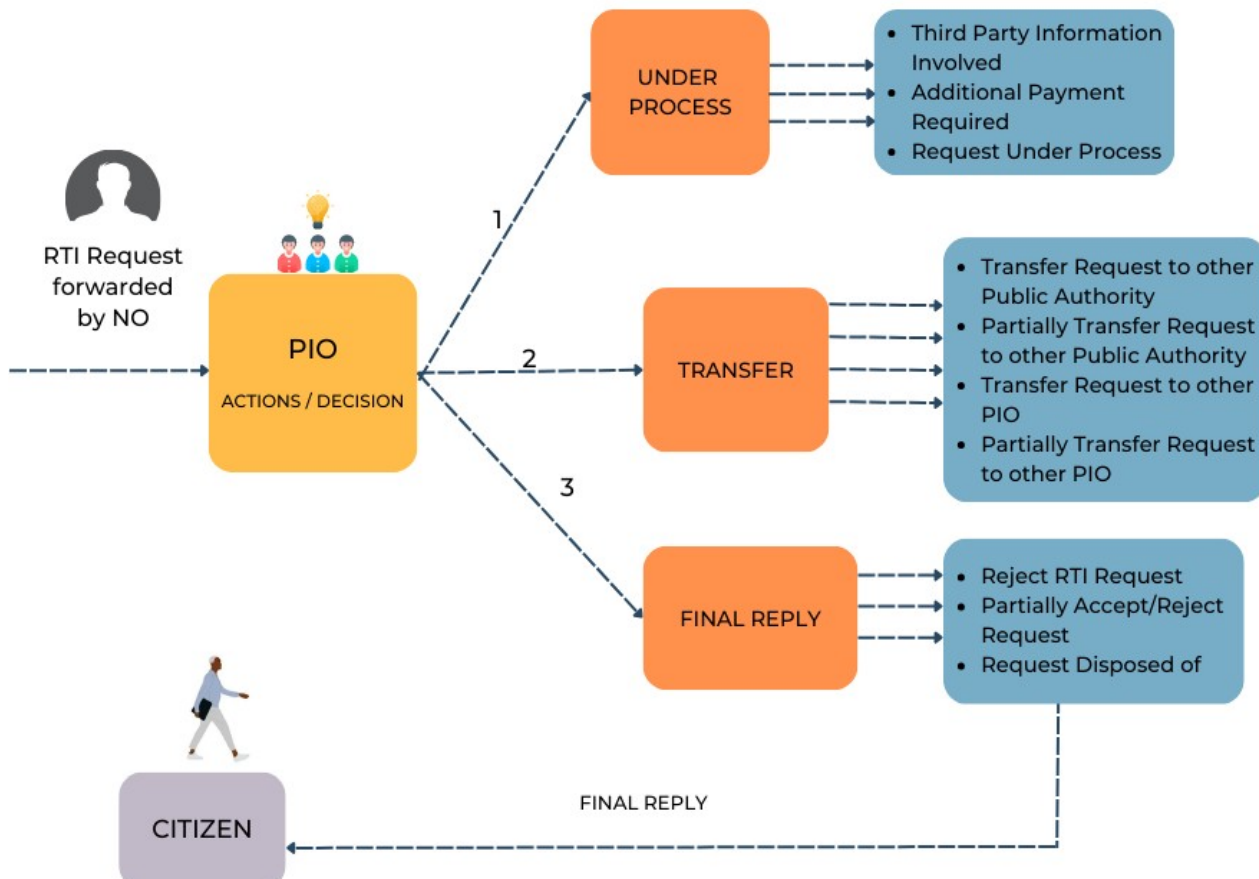
### LIFECYCLE OF RTI REQUEST APPLICATION



### WORKFLOW OF FIRST APPEAL APPLICATION



### WORKFLOW OF PUBLIC INFORMATION OFFICER



\*\*\*\*\*END\*\*\*\*\*