USER MANUAL

CITIZEN INTERFACE

RTI ARUNACHAL PRADESH
Right To Information
An Initiative by Administrative Reforms

Government of Arunachal Pradesh

Contents

Citizen Module

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

Submit a Request

For submitting a request:

1. Click on Submit a Request option on the homepage to submit an RTI application.
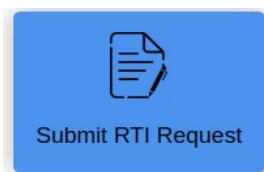
2. Guidelines for use of RTI online portal screen will be displayed.
3. Scroll the bar to read Guidelines.
4. Read guidelines carefully as displayed in the screen below:

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

6. 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).
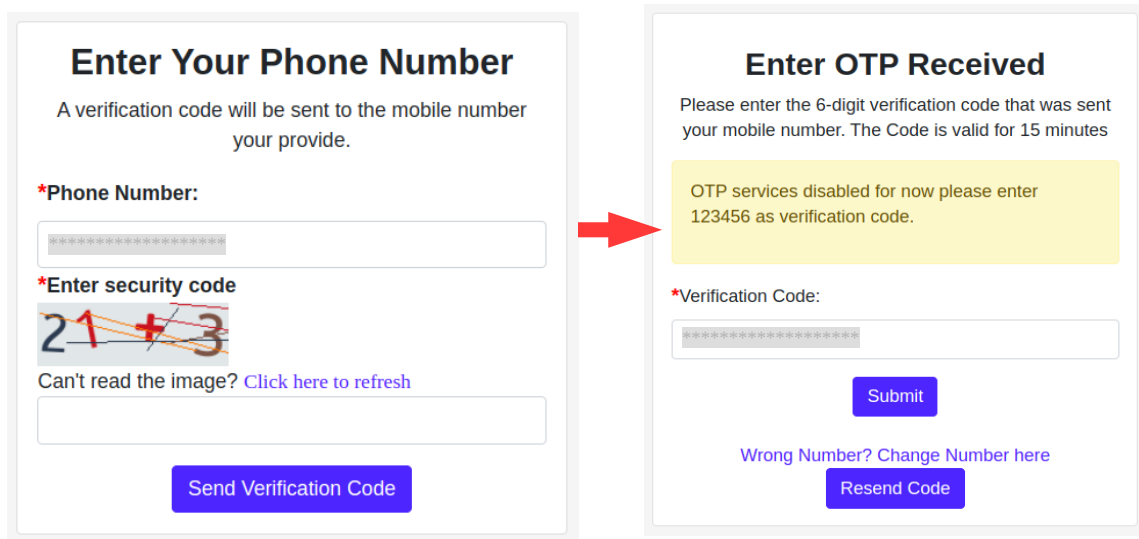
7. Enter OTP and click on submit.
8. The Online RTI Request Form will be displayed as below. This form can be used to file an online RTI.

RTI Request Form

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.

*Name	********************
*Gender	○ Male ○ Female ○ Other
*Address	
Pincode	Pincode
*State	Arunachal Pradesh
*District	Select
Location	○ Rural ○ Urban
Educational Status	○ Illiterate ○ Below 12th Standard ○ 12th Standard Pass ○ Graduate ○ Above Graduate
Telephone Number	Add STD Code before the telephone number
*Mobile Phone Number	*******************
*Select Department	Select an option
*Select Public Authority (Your Request will be filed with this selected Public Authority)	Select an option
*Is the Applicant Under BPL Category?	○ Yes ○ No
*Text for RTI Request application (Text upto 3000 characters) Note: Only alphabets A-Z a-z number 0-9 and special characters , . - _ ( ) / @ : & ? \ % are allowed in Text for RTI Request application.	
Supporting document	Choose file No file chosen Note: Only PDF Files Allowed of max 10MB, Do not upload Aadhar Card or PAN Card or any other personal Identification.
Enter security code 22 + 2 Can't read the image? Click here to refresh	

SUBMIT   BACK

Website Policies   Contact Us

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

NIC National Informatics Centre   Digital India Power To Empower

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

*Is the Applicant Under BPL Category?	● Yes ○ No
	*BPL Card No./Yellow Ration Card/Certificate issued by local bodies/Govt. (Municipal Corporation/Municipal Council/Municipality/Gram Panchayat) [*******]
	*Proof of BPL may be provided as an attachment (Only PDF File Allowed) of 100KB [Choose file] [No file chosen]
	*Year of Issue [ ]
	*Issuing Authority [ ]

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 reconcilation.
DO NOT REGISTER ANOTHER REQUEST FOR THE SAME INFORMATION
REQUEST NO: TESTD/R/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	● **Payment Gateway**
Bank Selection*	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.

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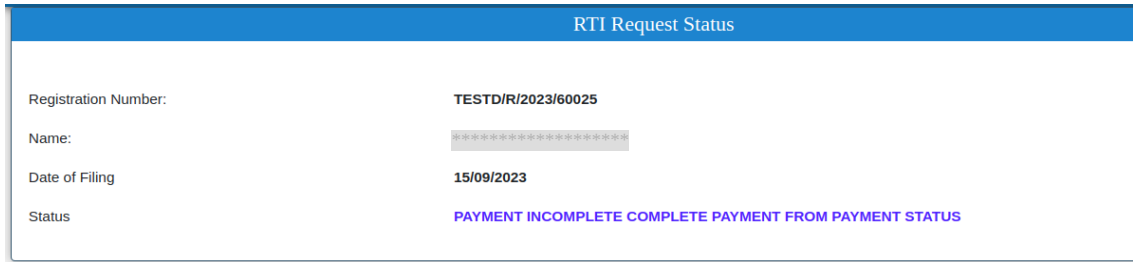
- Internet Banking: Choose your Bank, and then click on Proceed Button.
- UPI
- NEFT
- SBI Branch Payment

✔ 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"**.
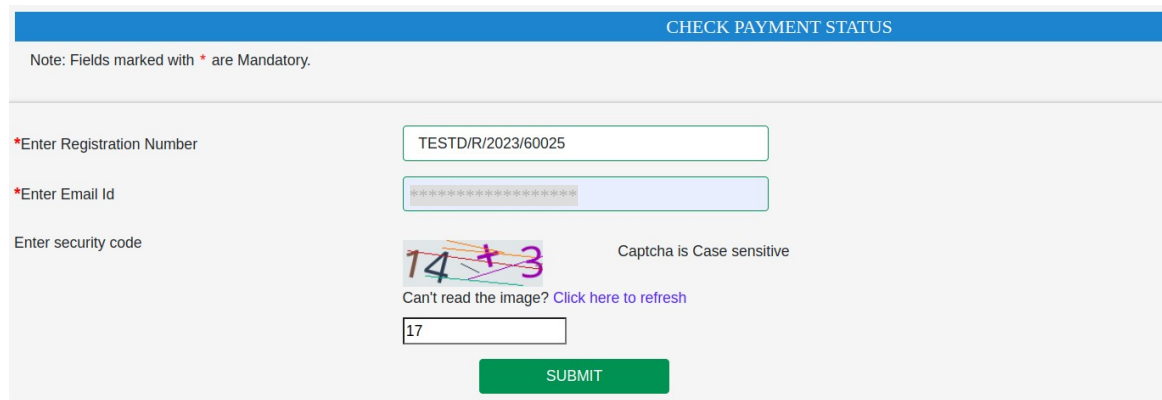- The following screen will appear:

RTI Request Status	
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.

CHECK PAYMENT STATUS	
Note: Fields marked with * are Mandatory.	
*Enter Registration Number	TESTD/R/2023/60025
*Enter Email Id	*****************
Enter security code	14+3 Captcha is Case sensitive
	Can't read the image? Click here to refresh
	17
	SUBMIT

Submit an Appeal

For submitting an appeal:

1. Click on Submit First Appeal option on the homepage to file an appeal.
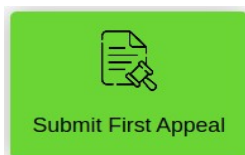
2. Guidelines for use of RTI online portal screen will be displayed.
3. Scroll to the bottom of the page to agree with the guidelines below.

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

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 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	************
	************
Select Public Authority	Test Department A
Request Registration Number	TESTD/R/2023/60008
Received Registration on	05/09/2023
Educational Status	Illiterate
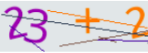
POSTAL ADDRESS

Address	******************** ******
Pincode	791111
State	Arunachal Pradesh
District	East Siang
Location	Rural

CONTACT DETAILS

Telephone Number	
Mobile Phone Number	************
Email ID	********************

APPEAL DETAILS

*Reasons for Appeal	Select
*Text for RTI Appeal application	
Supporting Document (Only PDF File Allowed of 10MB)	Choose file No file chosen
*Enter security code	23 + 2
	Can't read the image? Click here to refresh

SUBMIT   CANCEL

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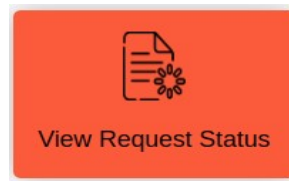
2. On clicking this option Check RTI Application Status Form will be displayed as below.

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: 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	5
	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	SUPPORTING DOCUMENT REQUIRED FROM APPLICANT
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)	Choose file Supporting Documents.pdf
	Upload Cancel

✔   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	RTI REQUEST APPLICATION RETURNED TO APPLICANT
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.
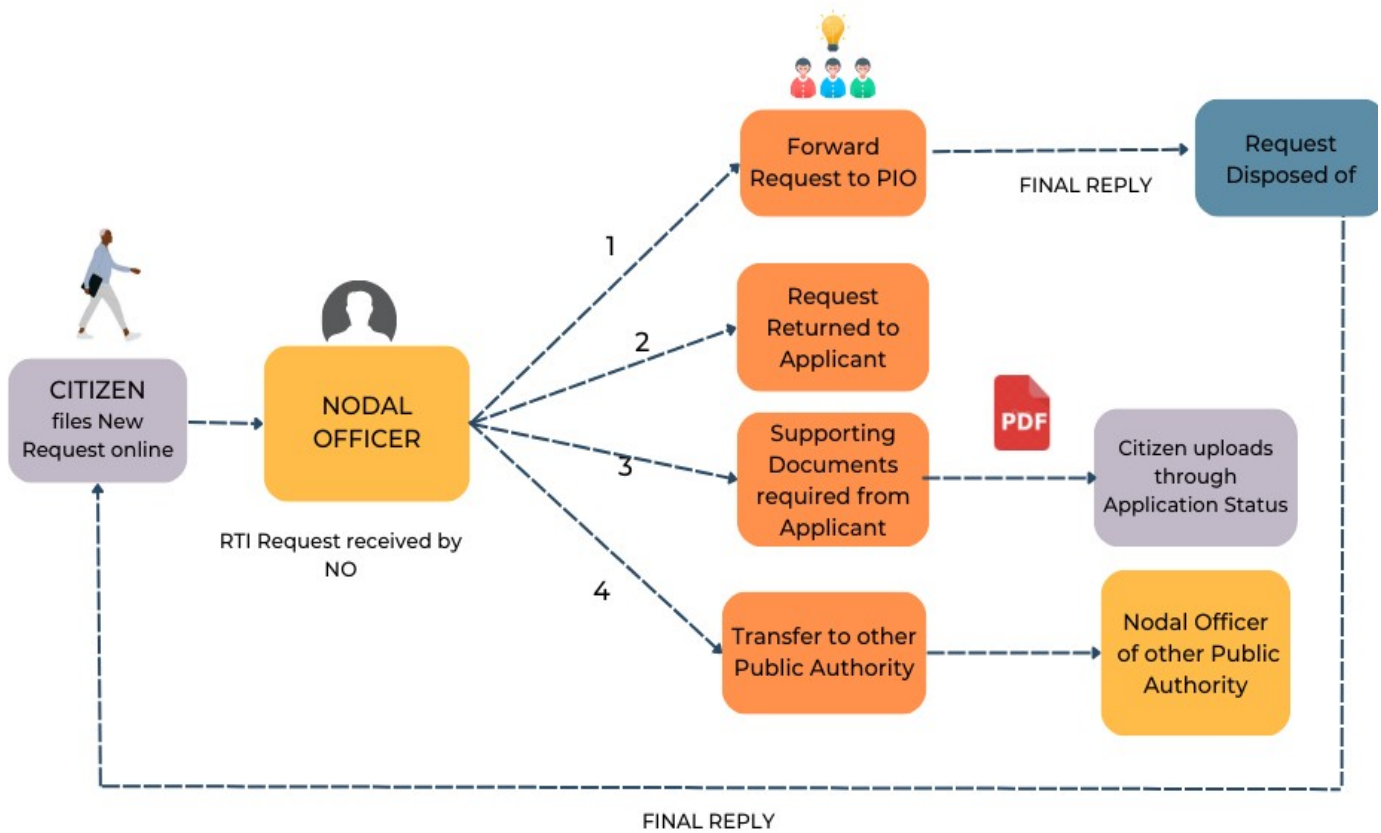
RTI Request Status: Transfered to other Public Authority

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 Autority =>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
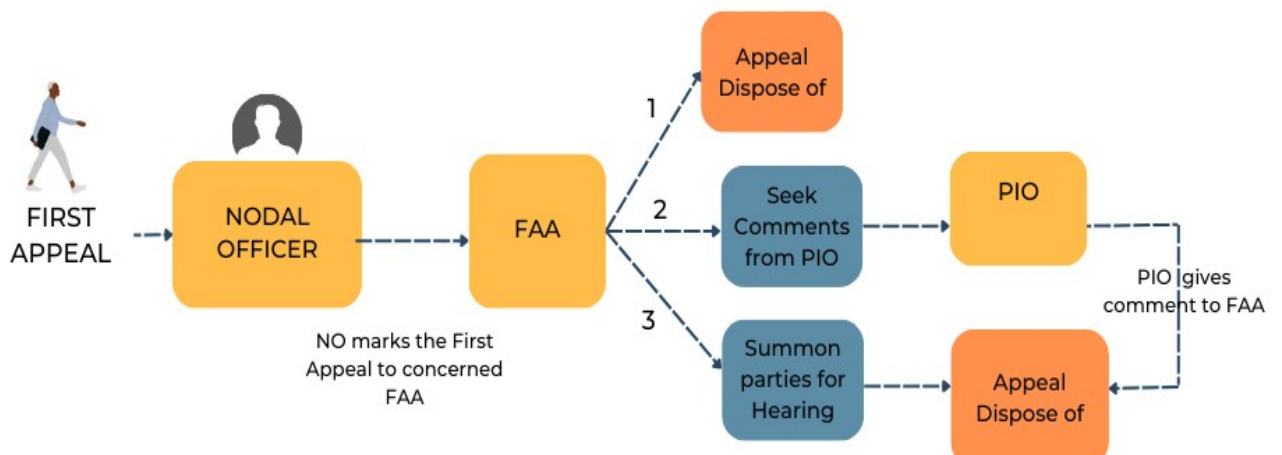
WORKFLOW OF PUBLIC INFORMATION OFFICER
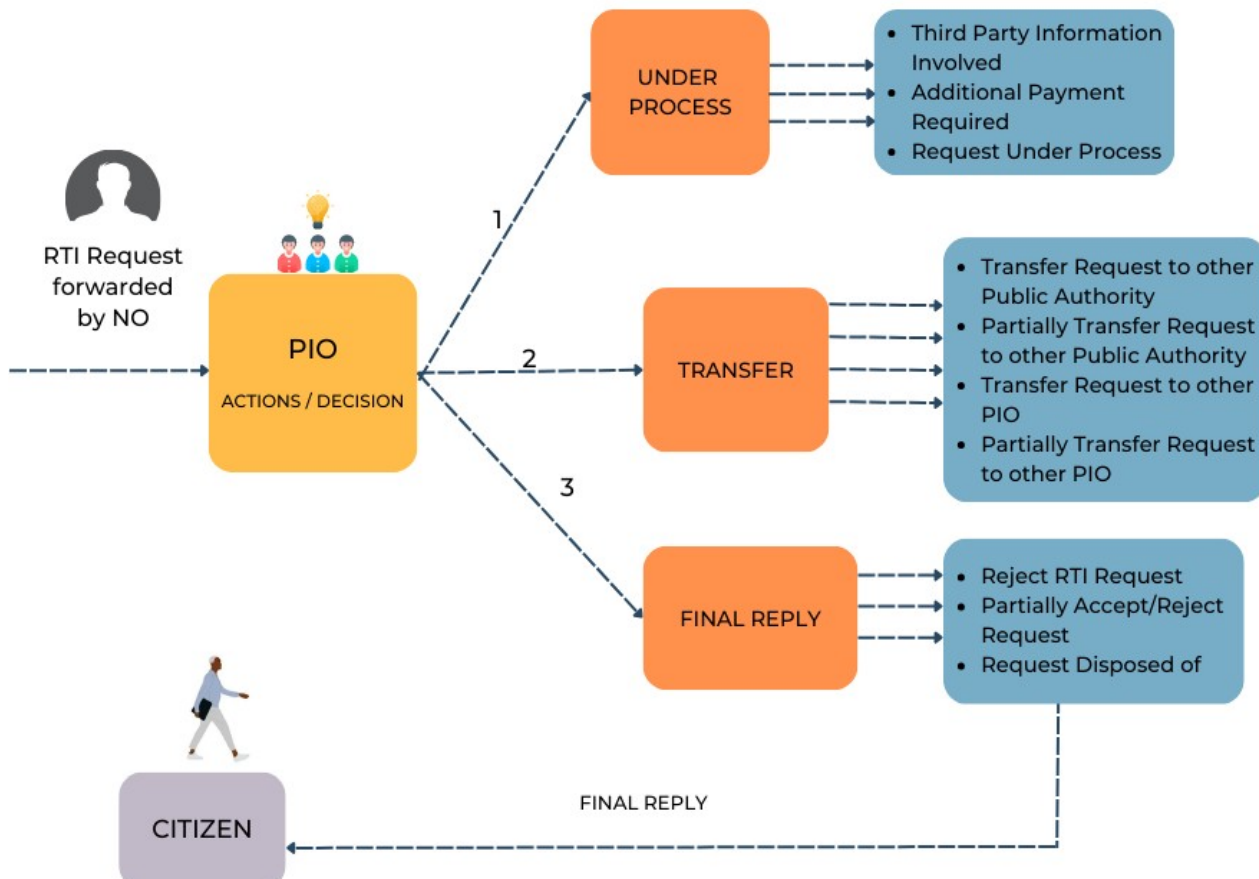
UNDER PROCESS
- Third Party Information Involved
- Additional Payment Required
- Request Under Process

RTI Request forwarded by NO

PIO
ACTIONS / DECISION

1

2 **TRANSFER**
- Transfer Request to other Public Authority
- Partially Transfer Request to other Public Authority
- Transfer Request to other PIO
- Partially Transfer Request to other PIO

3 **FINAL REPLY**
- Reject RTI Request
- Partially Accept/Reject Request
- Request Disposed of

CITIZEN

FINAL REPLY

*************************END *****************************