User Manual

Right To Information

(RTI)

CITIZEN INTERFACE

Administrative Reforms Department
Government of Tripura

National Informatics Centre
Ministry of Electronics & Information Technology

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The URL of RTI UP system is: https://rtionline.tripura.gov.in/

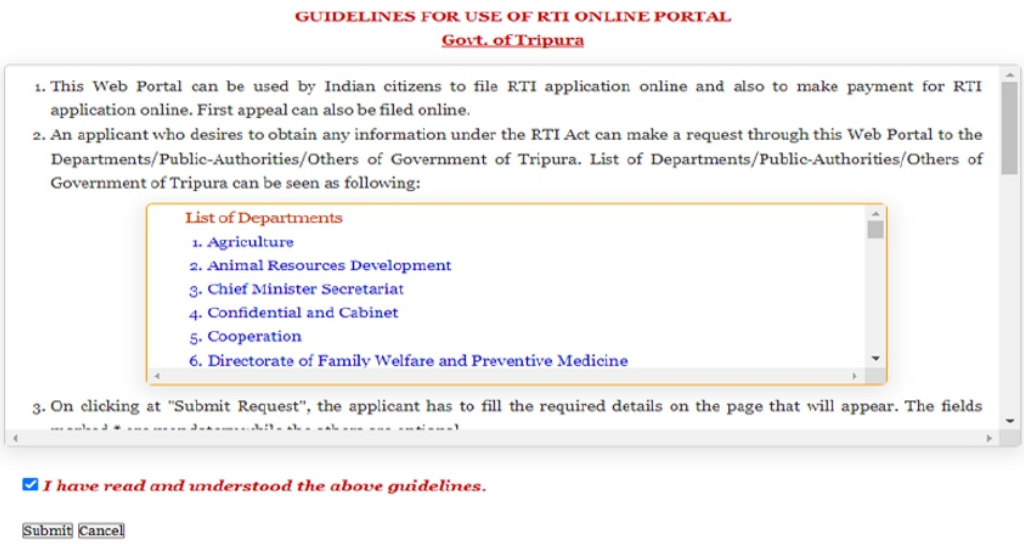
Citizen Module

Following screen will be displayed.

For Submitting RTI Application:

- Click on **Submit Request** option on top bar to submit RTI application.
- Guidelines for use of RTI online portal screen will be displayed.
- Scroll the bar to read Guidelines.
- Read guidelines carefully as displayed in the screen below.

SUBMIT REQUEST


GUIDELINES FOR USE OF RTI ONLINE PORTAL

Govt. of Tripura

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 Departments/Public-Authorities/Others of Government of Tripura. List of Departments/Public-Authorities/Others of Government of Tripura can be seen as following:

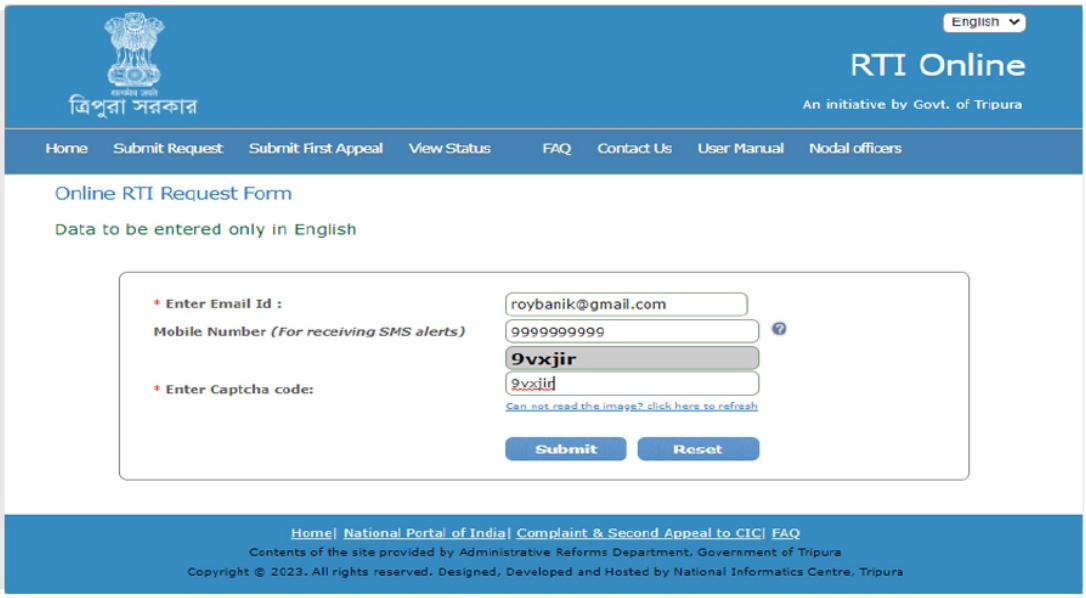
List of Departments
1. Agriculture
2. Animal Resources Development
3. Chief Minister Secretariat
4. Confidential and Cabinet
5. Cooperation
6. Directorate of Family Welfare and Preventive Medicine

3. On clicking at "Submit Request", the applicant has to fill the required details on the page that will appear. The fields

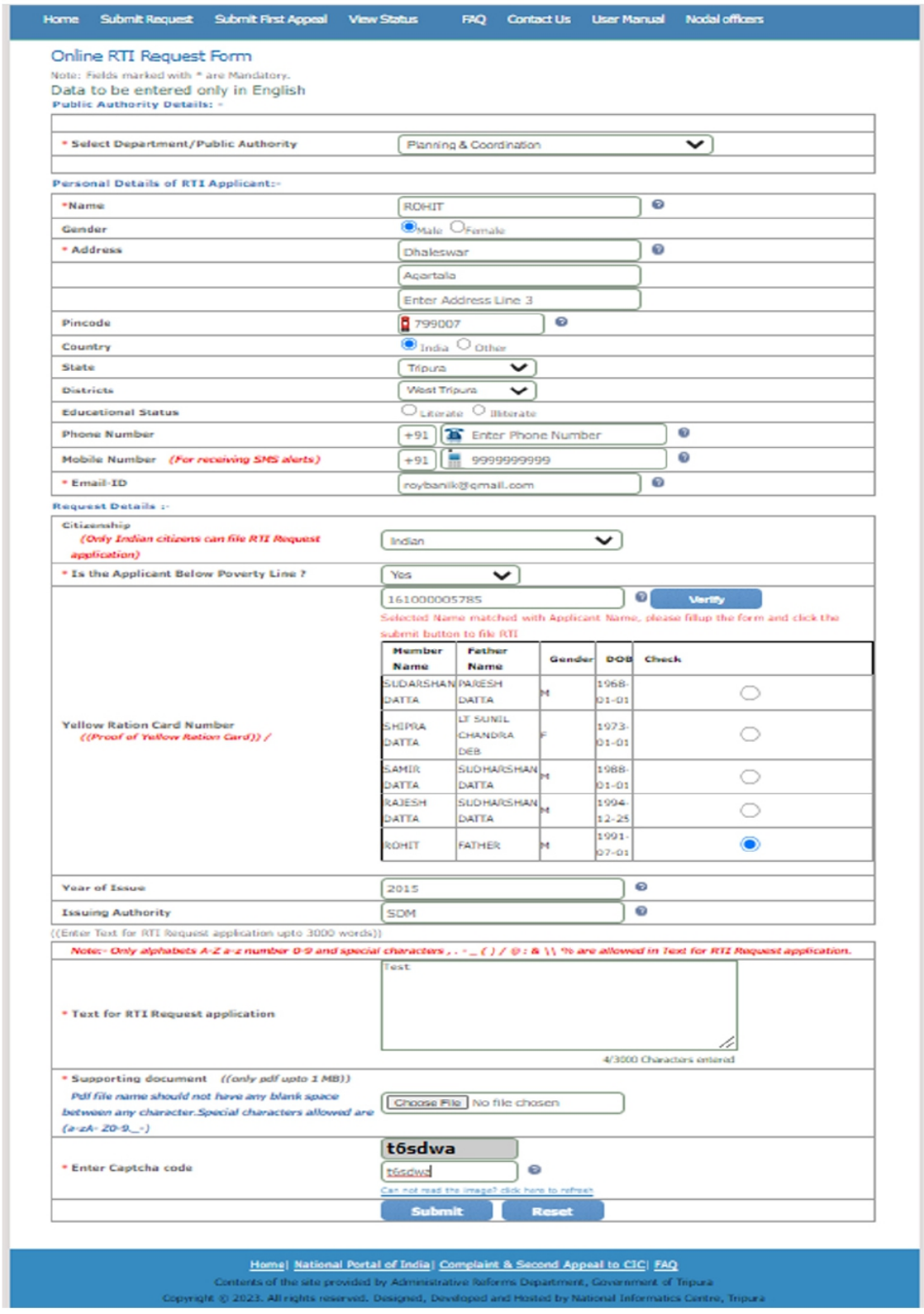
I have read and understood the above guidelines.

Submit Cancel

- Citizen has to click on the checkbox **"I have read and understood the above guidelines"** and then press/click the **Submit** button.
- The Online RTI Request Form will be displayed as below. This form can be used to file an online RTI.
- Fill all the necessary fields as displayed in the screen and click submit.



➢ **Fill all the necessary fields as displayed in the screen.**



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Online RTI Request Form

Note: Fields marked with * are Mandatory.

Data to be entered only in English

Public Authority Details: -

* Select Department/Public Authority: Planning & Coordination

Personal Details of RTI Applicant:-

*Name: ROHIT

Gender: Male / Female

* Address: Dhaleswar

Agartala

Enter Address Line 3

Pincode: 799007

Country: India / Other

State: Tripura

Districts: West Tripura

Educational Status: Literate / Illiterate

Phone Number: +91 Enter Phone Number

Mobile Number (For receiving SMS alerts): +91 9999999999

* Email-ID: roybanilk@gmail.com

Request Details :-

Citizenship (Only Indian citizens can file RTI Request application): Indian

* Is the Applicant Below Poverty Line ?: Yes

Yellow Ration Card Number ((Proof of Yellow Ration Card)) / : 16100000578S — Verify

Selected Name matched with Applicant Name, please fillup the form and click the submit button to file RTI

Member Name	Father Name	Gender	DOB	Check
SUDARSHAN DATTA	PARESH DATTA	M	1968-01-01	○
SHIPRA DATTA	LT SUNIL CHANDRA DEB	F	1973-01-01	○
SAMIR DATTA	SUDHARSHAN DATTA	M	1988-01-01	○
RAJESH DATTA	SUDHARSHAN DATTA	M	1994-12-25	○
ROHIT	FATHER	M	1991-07-01	●

Year of Issue: 2015

Issuing Authority: SDM

((Enter Text for RTI Request application upto 3000 words))

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: Test

4/3000 Characters entered

* Supporting document ((only pdf upto 1 MB))

Pdf file name should not have any blank space between any character.Special characters allowed are (a-zA-Z0-9._-)

Choose File | No file chosen

* Enter Captcha code: t6sdwa — t6sdwa

Can not read the image? click here to refresh

Submit | Reset

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

Note:-

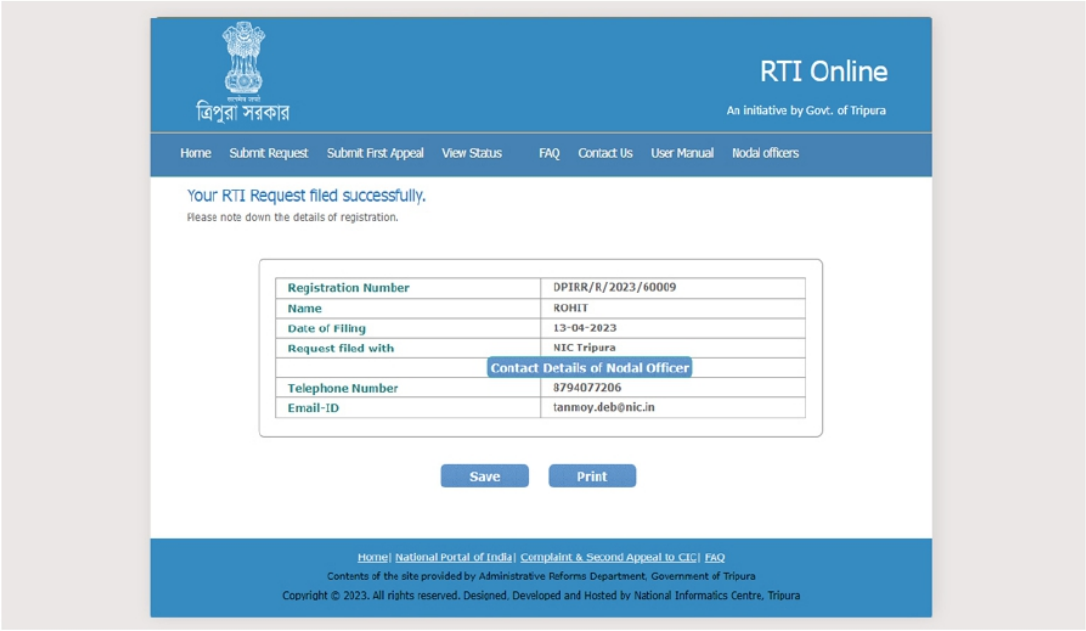
1. The fields marked * are mandatory while the others are optional.
2. Applicant will receive **SMS alerts** in case he/she provides mobile number.
3. Text for RTI Request application: Only alphabets A-Z a-z number 0-9 and Special characters,. - _ ( ) / @: & \ % are allowed.
4. Limit for texts in text area is **3000 words**.

Case 1: For Applicant below Poverty Line (BPL)

- In entry form the field labelled as **" Is applicant below poverty line"**:- The citizen has to choose the option "**YES**"
- Citizen needs to upload Proof of **BPL** as a **Supporting document**.

Supporting document should be in **PDF** format (single file) and up to **1MB**. No RTI fee is required to be paid by any citizen who is below poverty line as per **RTI Rules, 2012**.

- Click on **Submit** Button.
- 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.



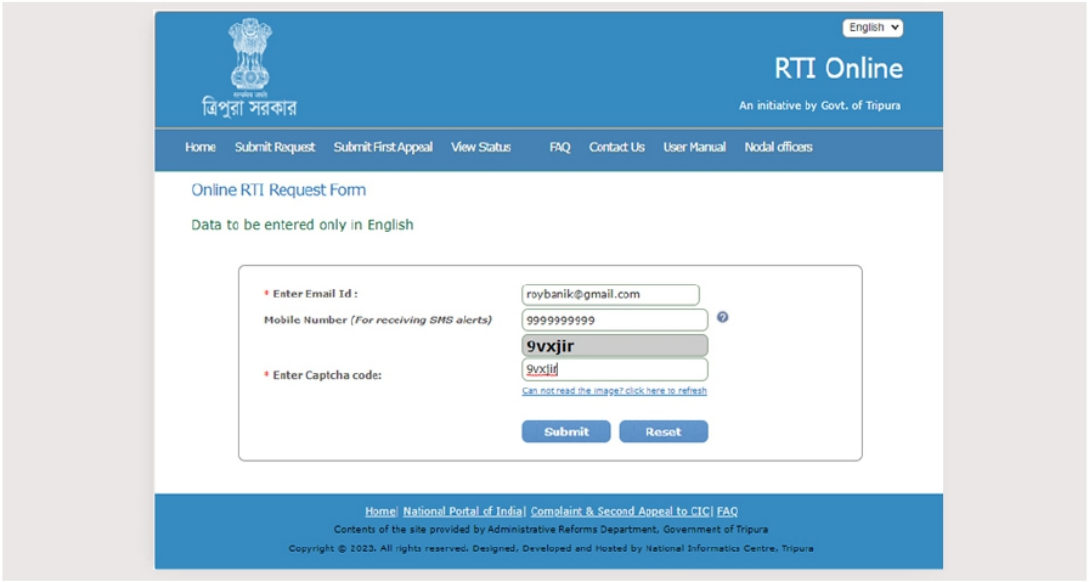
- RTI request will be sent to **"Nodal Officer"** of concerned **Department** for further processing.

and sent to the E-mail id entered in the Request Form quoting the **Unique Registration no** .

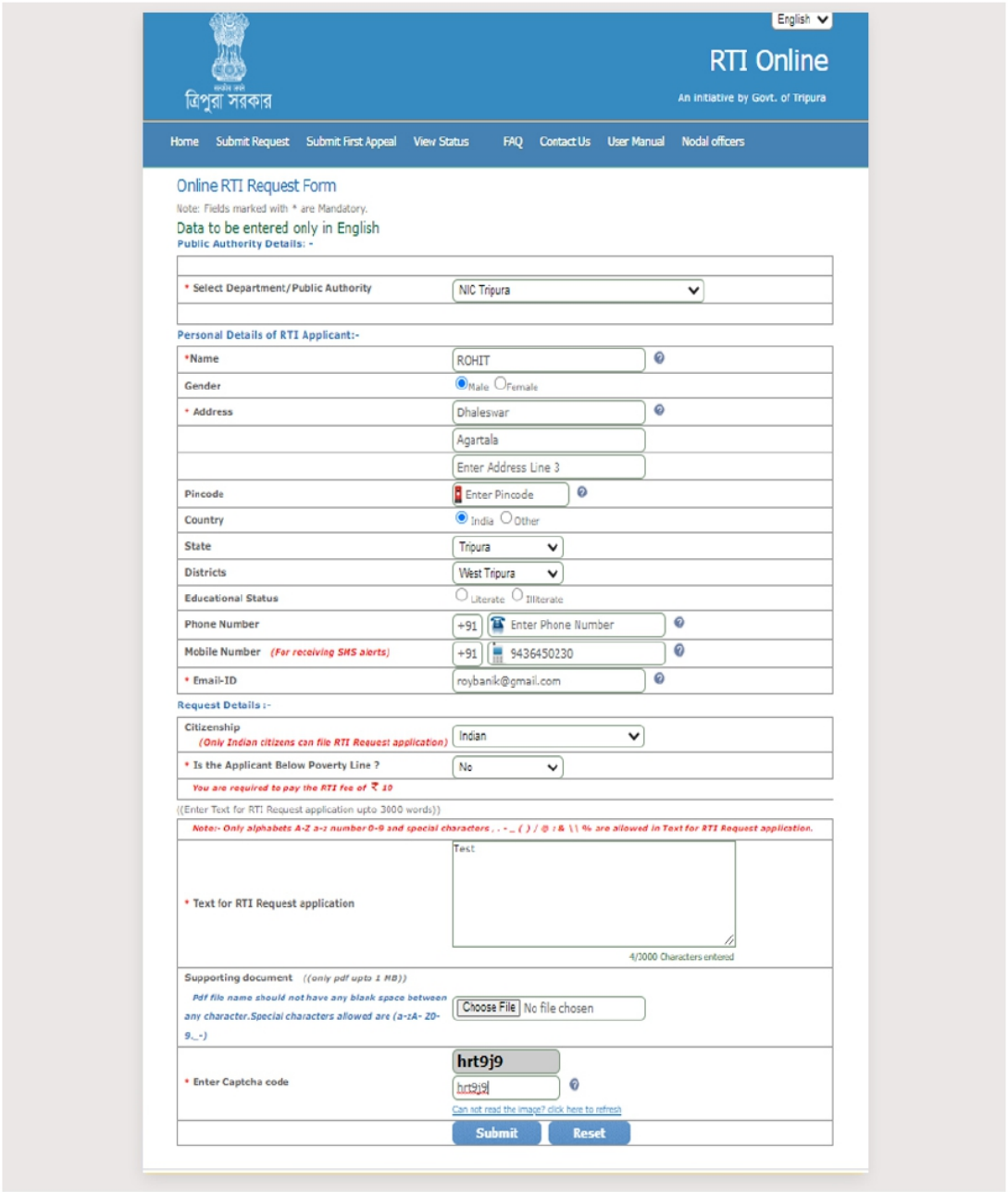
Case 2 (For Applicant belonging to NON BPL Category)

If a citizen belongs to **Non BPL category** he/she has to make a payment of **Rs. 10/-and prescribed processing fee /service charge**, as prescribed in RTI Act Rules for Govt. of TRIPURA

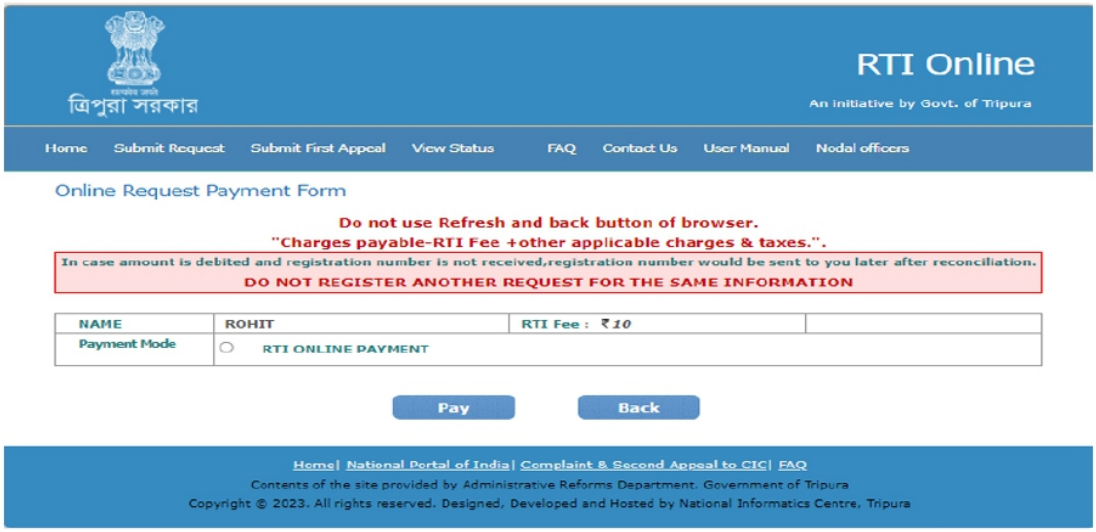
- In entry form field labelled as "**Is the Applicant Below Poverty Line"**:- The citizen has to chooses the option "**NO**"
- Rest of fields will be filled as same.
- Following screen will be displayed.



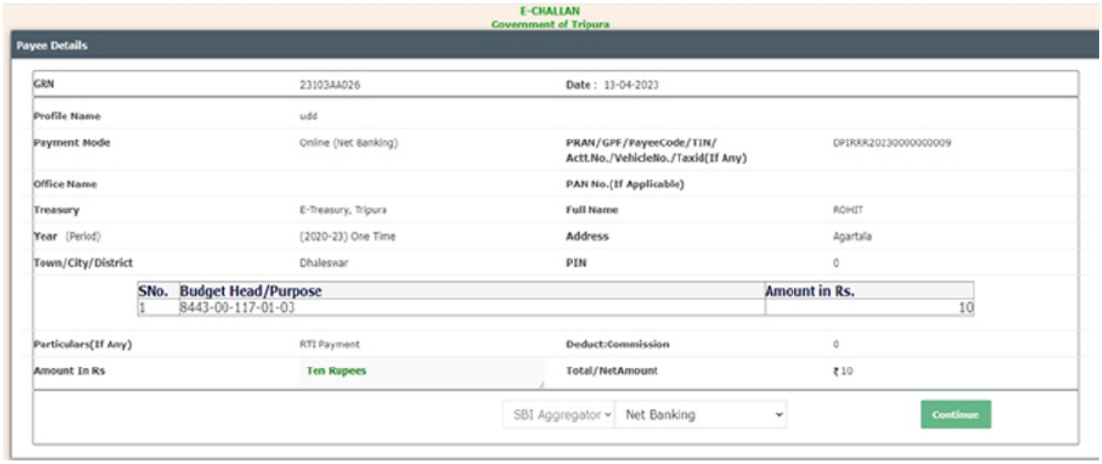
- Click on **Submit button.**
- **Other information** will be displayed.

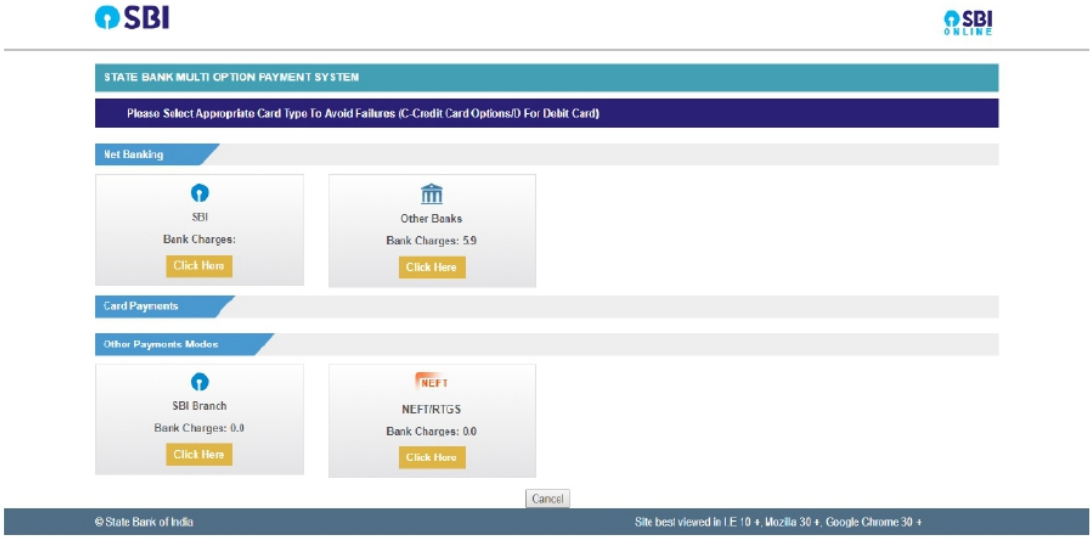


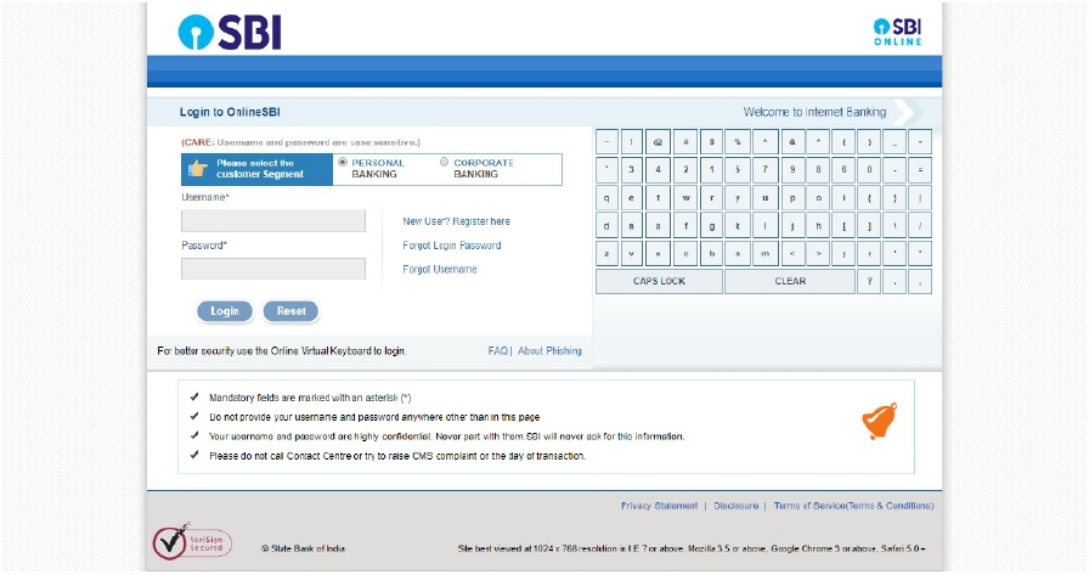
- Click on **Submit button.**
- **Online Request Payment Form** will be displayed.



- Click on radio button **"RTI ONLINE PAYMENT"**.
- Click on **Pay Button**.
- The system would be redirected to **SBI portal** as given in screen below.



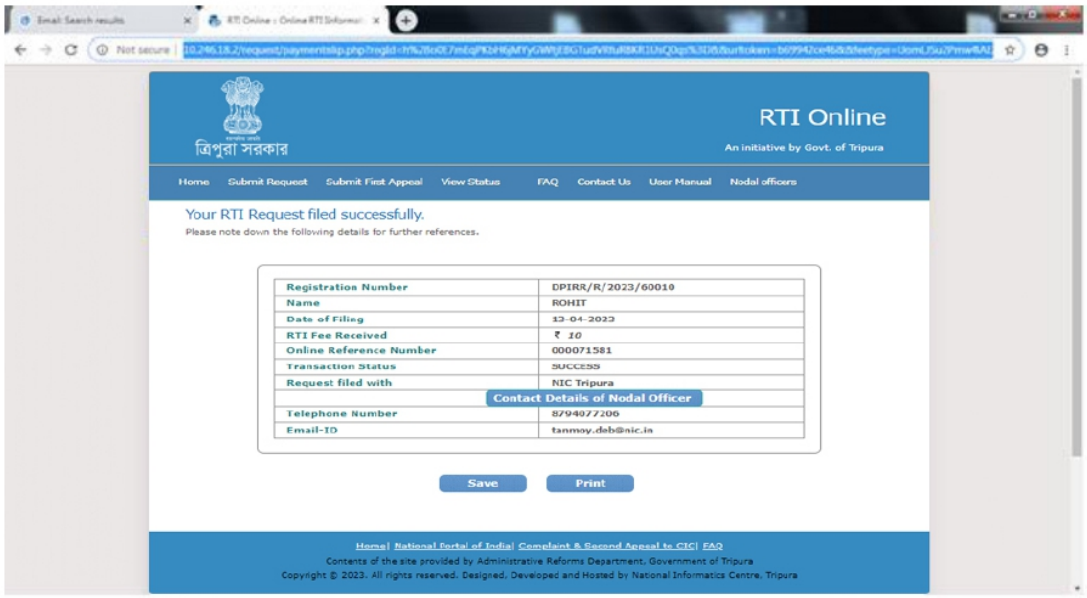

SBI
SBI ONLINE
STATE BANK MULTI OPTION PAYMENT SYSTEM
Please Select Appropriate Card Type To Avoid Failures (C-Credit Card Options/D For Debit Card)
Net Banking
SBI
Bank Charges:
Click Here
Other Banks
Bank Charges: 5.9
Click Here
Card Payments
Other Payments Modes
SBI Branch
Bank Charges: 0.0
Click Here
NEFT
NEFT/RTGS
Bank Charges: 0.0
Click Here
Cancel
© State Bank of India
Site best viewed in I.E 10 +, Mozilla 30 +, Google Chrome 30 +


SBI
SBI ONLINE
Login to OnlineSBI
Welcome to Internet Banking
(CARE: Username and password are case sensitive.)
Please select the customer Segment
PERSONAL BANKING
CORPORATE BANKING
Username*
Password*
New User? Register here
Forgot Login Password
Forgot Username
Login
Reset
CAPS LOCK
CLEAR
For better security use the Online VirtualKeyboard to login.
FAQ | About Phishing
Mandatory fields are marked with an asterisk (*)
Do not provide your username and password anywhere other than in this page
Your username and password are highly confidential. Never part with them. SBI will never ask for this information.
Please do not call Contact Centre or try to raise CMS complaint on the day of transaction.
Privacy Statement | Disclosure | Terms of Service(Terms & Conditions)
VeriSign Secured
© State Bank of India
Site best viewed at 1024 x 768 resolution in I.E 7 or above, Mozilla 3.5 or above, Google Chrome 3 or above, Safari 5.0 +

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

- Choose the Payment Mode: Net Banking.
- **Net Banking**: Choose your Bank, and then click on Proceed Button.
- New window as shown below will appear,
- **Reference no.** and **Challan no.** will be generated after successful payment is executed.

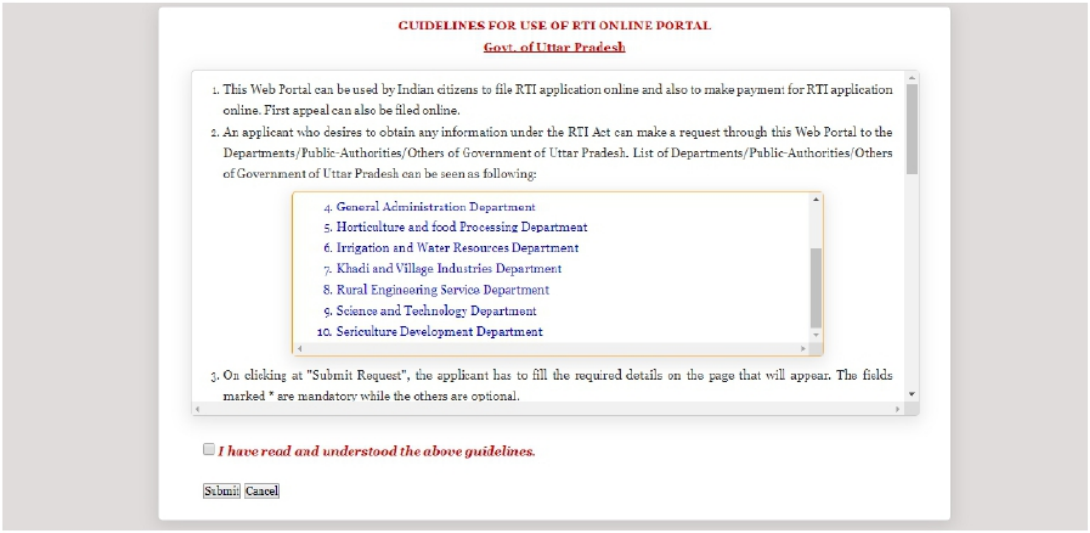
- On clicking the **Successful** Button, a unique registration number will be generated. It will be used for future reference. The same can be saved or printed by the user.



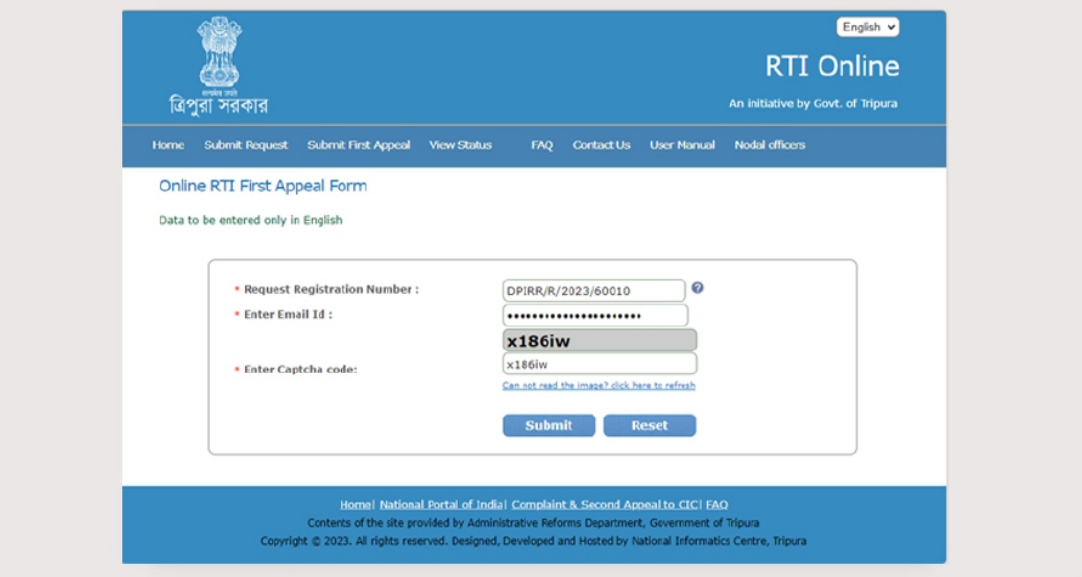
SUBMIT FIRST APPEAL

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

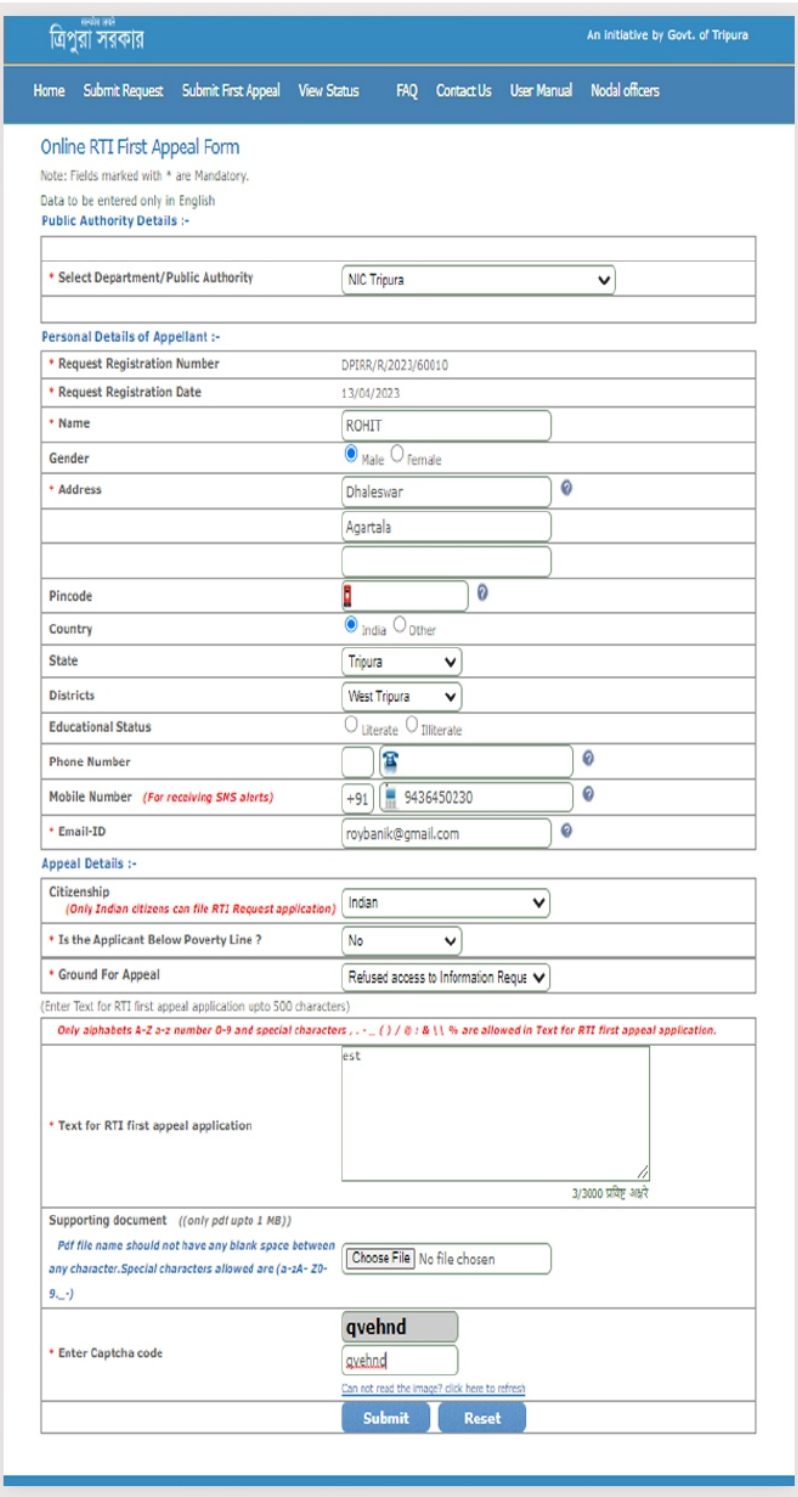
- Click on **Submit First Appeal** tab on top bar.
- **"GUIDELINES FOR USE OF RTI ONLINE PORTAL"** screen will be displayed.
- Read guidelines carefully.
- **Click on the checkbox "I have read and understood the above guidelines" and then** press **Submit** button.



- Entry form for **Online RTI First Appeal Form** will be displayed as below.



- Enter your **Request Registration No.**, which has been generated before during submission of Online RTI Request
- Enter your **Email ID**, which has been entered before during submission of Online RTI Request.
- Enter **Captcha Code**.
- Click on **Submit** Button.
- Following screen will be displayed.



ত্রিপুরা সরকার

An initiative by Govt. of Tripura

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Online RTI First Appeal Form

Note: Fields marked with * are Mandatory.

Data to be entered only in English

Public Authority Details :-

* Select Department/Public Authority	NIC Tripura

Personal Details of Appellant :-

* Request Registration Number	DPIRR/R/2023/60010
* Request Registration Date	13/04/2023
* Name	ROHIT
Gender	Male / Female
* Address	Dhaleswar
	Agartala
Pincode	
Country	India / Other
State	Tripura
Districts	West Tripura
Educational Status	Literate / Illiterate
Phone Number	
Mobile Number *(For receiving SMS alerts)*	+91 9436450230
* Email-ID	roybanik@gmail.com

Appeal Details :-

Citizenship *(Only Indian citizens can file RTI Request application)*	Indian
* Is the Applicant Below Poverty Line ?	No
* Ground For Appeal	Refused access to Information Reque

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

Only alphabets A-Z a-z number 0-9 and special characters , . - _ ( ) / @ ! & \ \ % are allowed in Text for RTI first appeal application.

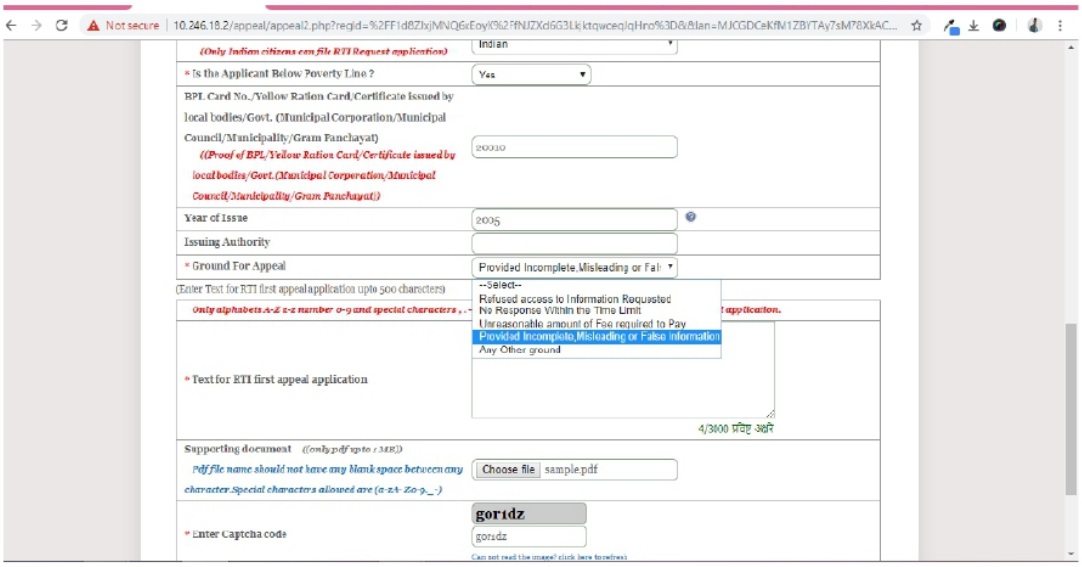
* Text for RTI first appeal application	est 3/3000 प्रविष्ट अक्षरे
Supporting document *((only pdf upto 1 MB))* *Pdf file name should not have any blank space between any character.Special characters allowed are (a-zA- Z0-9_-)*	Choose File No file chosen
* Enter Captcha code	qvehnd qvehnd Can not read the image? click here to refresh
	Submit Reset

Note:

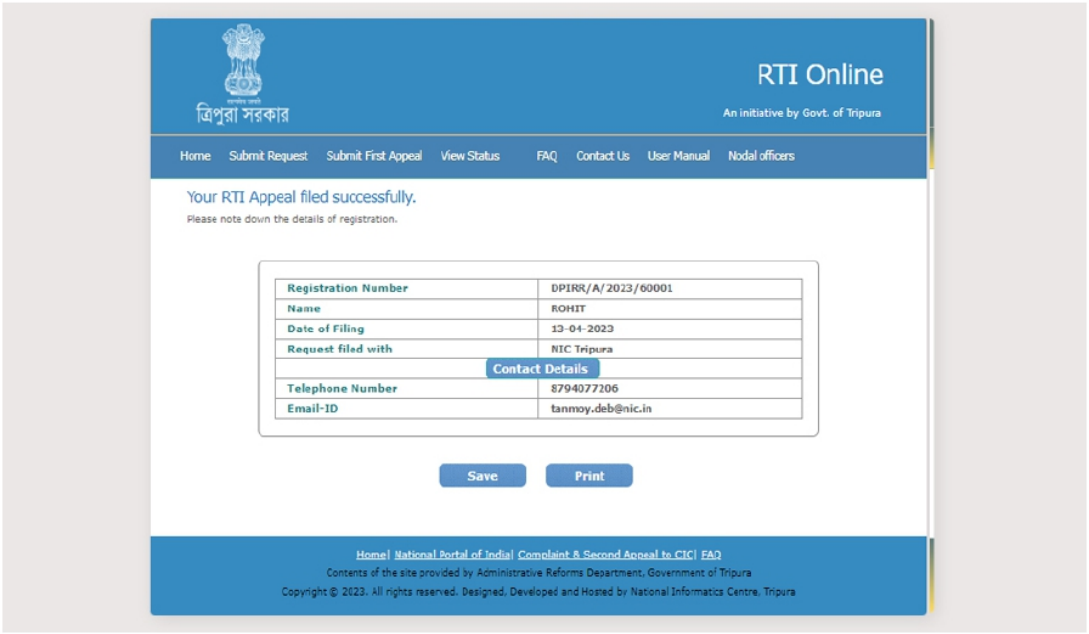
1. Only alphabets **A-Z a-z** number **0-9** and special characters **, . - _ () / @ : & \ %** are allowed in Text for RTI First Appeal Application.

2. Supporting document should be in **PDF** format upto **1MB**.

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



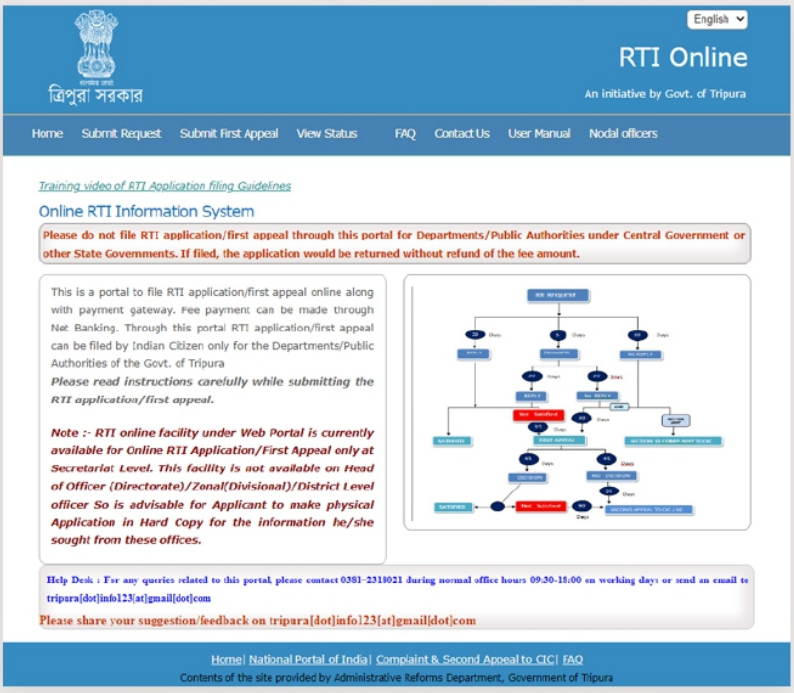
- Click on **Submit** button, to submit Appeal.
- Following screen will be displayed.



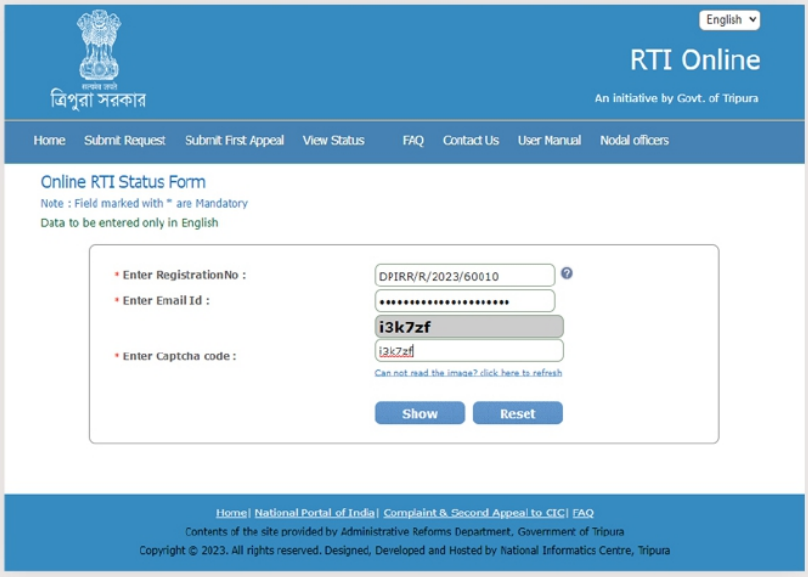
- A unique registration number will be generated, which will be used for further reference as shown above screen. The same can be saved or printed by the user.
- The **appeal request will be submitted to "Nodal Officer"** of the concerned Public Authority.
- The Nodal Officer will transfer the appeal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

VIEW STATUS

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

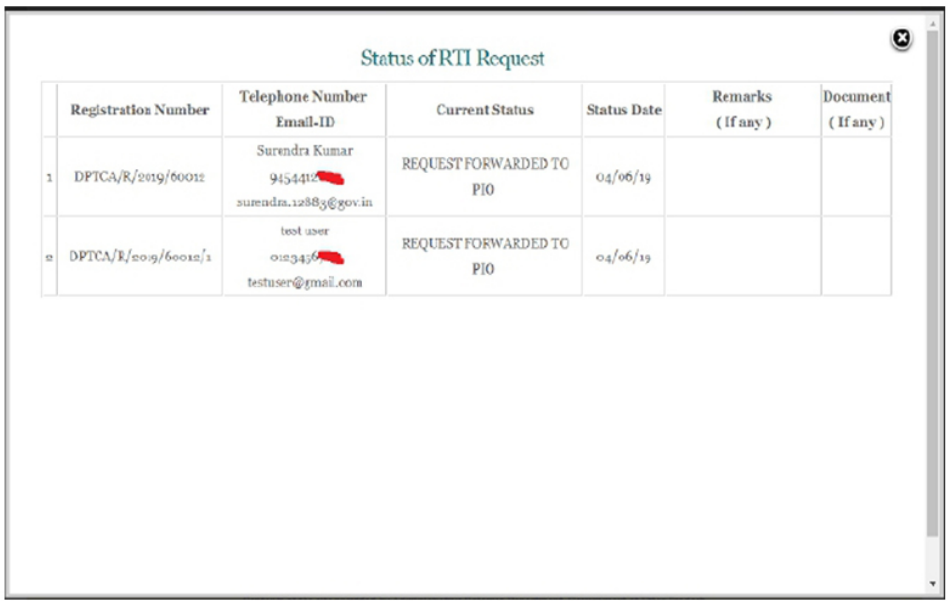


➢ On clicking this option Online RTI View Status Form will be displayed as below.



- Applicant can enter Registration no., Email Id and Captcha in ***ONLINE RTI STATUS FORM.***
- On clicking on **show** button ***ONLINE RTI STATUS*** will be displayed.

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



Status of RTI Request

	Registration Number	Telephone Number Email-ID	Current Status	Status Date	Remarks (If any)	Document (If any)
1	DPTCA/R/2019/60012	Surendra Kumar 9454412[redacted] surendra.12883@gov.in	REQUEST FORWARDED TO PIO	04/06/19		
2	DPTCA/R/2019/60012/1	test user 012345[redacted] testuser@gmail.com	REQUEST FORWARDED TO PIO	04/06/19		

For e.g.

If RTI application is forwarded to two PIOs by **Nodal officer**, two registration numbers will be generated.

i.e.

1. **DPTCA/R/2019/60012**
2. **DPTCA/R/2019/60012/1**

The application gets divided in two parts and the applicant can see status of These 2 parts by using two different registration numbers.

Two replies will be received by the applicant.

In case the applicant is not satisfied with the reply of a particular PIO, then appeal needs to be filed for that particular registration no.

For example:

If the applicant is not satisfied with reply of registration no DPTCA/R/2019/60012/1 then he/she should file an appeal for registration no DPTCA/R/2019/60012/1 and not for original registration no DPTCA/R/2019/60012 .

Thank You