

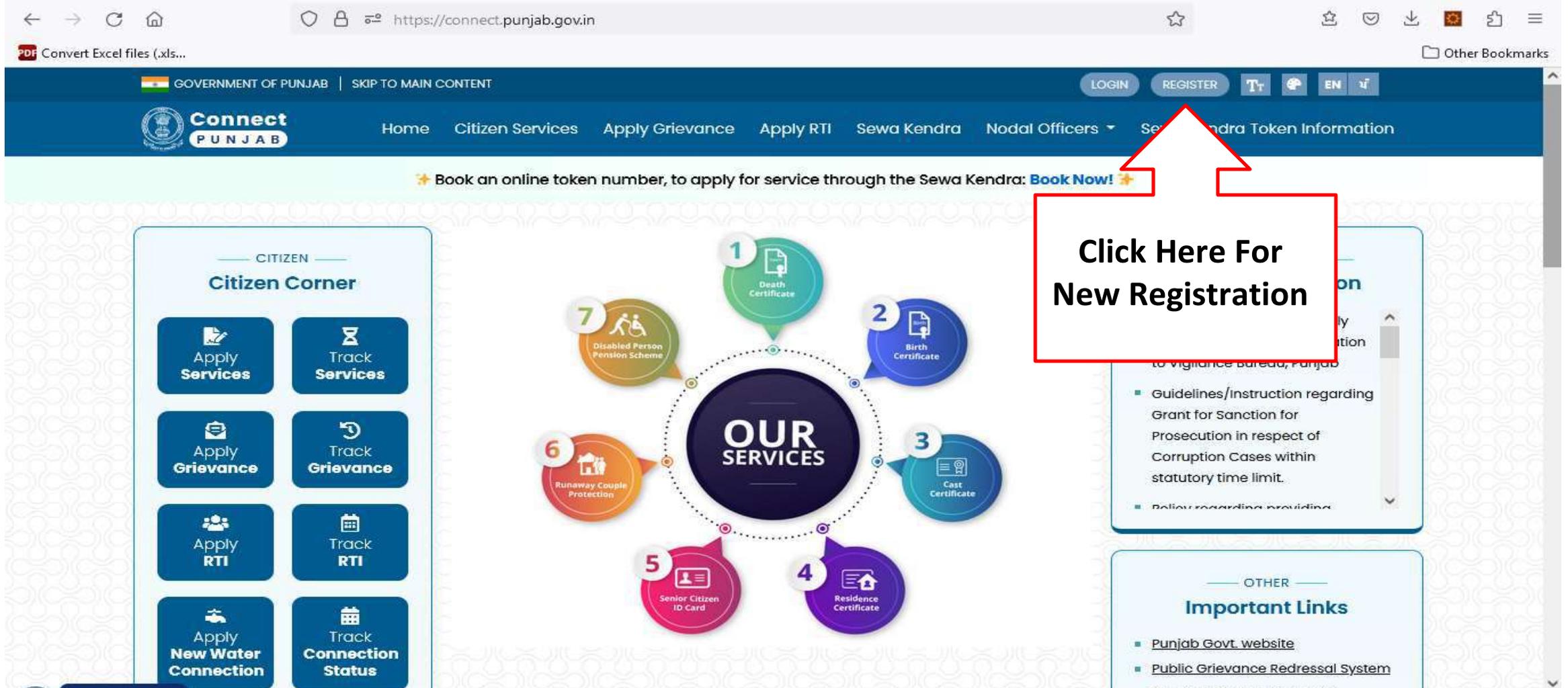


User Manual- Online RTI Portal (Citizen)

Department of Governance Reforms & Public Grievances, Punjab

Steps to login on Connect Portal

1. Enter URL: connect.punjab.gov.in in your web browser and click enter.
2. You will see a login screen as below.
3. Click on Register for new registration.



The screenshot shows the homepage of the Connect Punjab portal. The browser address bar displays <https://connect.punjab.gov.in>. The page header includes the Government of Punjab logo and navigation links such as Home, Citizen Services, Apply Grievance, Apply RTI, Sewa Kendra, Nodal Officers, and Sewa Kendra Token Information. A prominent banner encourages users to book an online token number for service through the Sewa Kendra. The main content area features a central 'OUR SERVICES' hub with seven numbered icons representing various services: 1. Death Certificate, 2. Birth Certificate, 3. Cast Certificate, 4. Residence Certificate, 5. Senior Citizen ID Card, 6. Runaway Couple Protection, and 7. Disabled Person Pension Scheme. To the left, a 'CITIZEN Citizen Corner' section provides buttons for applying and tracking services, grievances, RTI, and water connections. To the right, there are sections for 'Important Links' and 'OTHER' resources. A red arrow points to the 'REGISTER' button in the top navigation bar, with a text box stating 'Click Here For New Registration'.

Registration: After clicking on register, a new page will open as shown below. Fill all the details and click on register to create a new account on connect portal.


Create Account
Continue to Digital Punjab

First Name

Middle Name

Last Name

Email

Mobile No

Male Female Other

Password

Confirm Password

[View Terms and Conditions](#)

I accept the above Terms and Conditions.

After filling all the details click here to register


Privacy - Terms

Login: Click on the login button to login into your account.

The screenshot shows the Punjab Government Connect website. The browser address bar displays <https://connect.punjab.gov.in>. The website header includes the Government of Punjab logo, the text "GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT", and navigation buttons for "LOGIN" and "REGISTER". Below the header, a navigation menu lists "Home", "Citizen Services", "Apply Grievance", "Apply RTI", "Sewa Kendra", "Nodal Officer", and "Sewa Kendra Token Information". A banner below the menu reads "Book an online token number, to apply for service through the Sewa Kendra: Book". The main content area features a central "OUR SERVICES" hub with seven numbered icons: 1. Death Certificate, 2. Birth Certificate, 3. Cast Certificate, 4. Residence Certificate, 5. Senior Citizen ID Card, 6. Runaway Couple Protection, and 7. Disabled Person Pension Scheme. To the left is a "Citizen Corner" with buttons for "Apply Services", "Track Services", "Apply Grievance", "Track Grievance", "Apply RTI", "Track RTI", "Apply New Water Connection", and "Track Connection Status". To the right is a "Notification" section with a scrollable list of updates and an "Important Links" section with links to the Punjab Govt. website and the Public Grievance Redressal System. A red arrow points from a white callout box containing the text "Click Here To Login" to the "LOGIN" button in the header.

Login: Fill your credentials in the login form and click on login button to login.



Sign in
Continue to Digital Punjab

Email / Phone Number

Password

Login

Don't have account? Register now Forgot password?

Click here to login

Apply RTI: To apply RTI click on apply RTI button.

The screenshot shows the Government of Punjab Connect Punjab website. The header includes the Government of Punjab logo, the text "GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT", and user information "Welcome, Abhishek". The main navigation menu contains "Home", "Citizen Services", "Apply Grievance", "Apply RTI", "Sewa Kendra", "Nodal Officers", and "Sewa Kendra Token Information". A banner below the menu says "Book an online token number, to apply for service through the Sewa Kendra: Book Now!".

The main content area features a "CITIZEN Citizen Corner" section with a grid of buttons: "Apply Services", "Track Services", "Apply Grievance", "Track Grievance", "Apply RTI", "Track RTI", "Apply New Water Connection", and "Track Connection Status". A red box highlights the "Apply RTI" button with the text "Click here to apply RTI".

In the center, there is a circular "OUR SERVICES" hub with seven numbered icons: 1. Death Certificate, 2. Birth Certificate, 3. Cast Certificate, 4. Residence Certificate, 5. Senior Citizen ID Card, 6. Protection, and 7. Disabled Person Pension Scheme.

On the right, there is a "NOTIFICATION Latest Notification" section with a list of updates, and an "OTHER Important Links" section with links to "Punjab Govt. website" and "Public Grievance Redressal System".

Apply RTI: After clicking on apply RTI button a new page will open as shown below.

GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT

EN

Welcome, Abhishek

Connect PUNJAB

Home Citizen Services Apply Grievance Apply RTI Sewa Kendra Nodal Officers Sewa Kendra Token Information

CITIZEN

Citizen Corner

- Apply Services
- Track Services
- Apply Grievance
- Track Grievance
- Apply RTI
- Track RTI
- Apply New Water Connection
- Track Connection Status

RTI (Right to Information Act 2005)

[Click to apply service](#)

Click here to apply

Application for RTI (Right to Information Act 2005)

Right to Information Act 2005 mandates timely response to citizen requests for government information. It is an initiative taken by Department of Personnel and Training, Ministry of Personnel, Public Grievances and Pensions to provide a- RTI Portal Gateway to the citizens for quick search of information from various Public Authorities, PIOs etc. amongst others, besides access to RTI related information on the web by various Public Authorities under the government of India as well as the

How To Apply

- Login to connect portal
- Fill the additional profile
- After the click on Apply Now

Fee Details

- Application/Processing Fee: ₹ 10.00
- Govt Fee ₹ 10.00

RTI Details: Select the Public Authority to which the RTI belongs. Type the request in the RTI Request section.

The screenshot displays the 'Connect PUNJAB' website interface. At the top, there is a navigation bar with the Government of Punjab logo, the text 'GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT', and user information 'Welcome, Abhishek'. Below this is a secondary navigation bar with links: Home, Citizen Services, Apply Grievance, Apply RTI, Sewa Kendra, Nodal Officers, and Sewa Kendra Token Information. The main content area is divided into two sections. On the left is the 'CITIZEN Citizen Corner' with a grid of service buttons: Apply Services, Track Services, Apply Grievance, Track Grievance, Apply RTI, Track RTI, Apply New Water Connection, and Track Connection Status. On the right is the 'SUBMIT NEW RTI APPLICATION RTI Details' section. It features a dropdown menu labeled 'Select Public Authority*' with the placeholder text 'Select or Search Public Authority'. A red box highlights this dropdown with the text 'Select Public Authority'. Below the dropdown is a red error message: 'This field is required'. Underneath is the 'RTI REQUEST DETAILS' section, which includes a text input field labeled 'Rti Request*' with a character limit of 3000. A red box highlights this input field with the text 'Type RTI Request Here'.

Submit: After filling all the mandatory fields click on submit button to file the RTI.

The image shows a web form for filing an RTI application. On the left, there is a sidebar with two PDF links: 'PoI-PoB-PoA notification.pdf' and 'RTI User Manual.pdf'. The main form contains several sections:

- Gender***: A dropdown menu with 'Male' selected.
- ID Proof***: A dropdown menu with '--Select--' selected.
- Upload Id Proof(Max. 1MB)***: A file upload area with a 'Browse...' button and the text 'No file selected.'
- Below Poverty Line**: A checkbox with the text 'Please check this box if you come under BPL Category'.
- APPLICANT'S ADDRESS DETAILS**: A section header.
- House Street Ward No***: A text input field.
- Pin Code***: A text input field.
- State***: A dropdown menu with 'PUNJAB' selected.
- District***: A dropdown menu with 'CHANDIGARH' selected.
- Sub District/Tehsil***: A dropdown menu with 'Chandigarh' selected.
- Area***: A dropdown menu with 'Urban' selected.
- Citizenship***: A dropdown menu with 'Indian' selected.

At the bottom center, there is a blue 'Submit' button. A red box and arrow point to this button, with the text 'Click here to file the RTI' inside the box. A vertical scrollbar is visible on the right side of the page.

Info: After clicking on submit, an info page will open as shown below. Click on continue to continue to payment page.

#	Treasury Name	DDO Code	Head	Amount
0	CHD00	0197	0070-60-800-86-00	10
			Total Amount	10

Payee Info.

Address Line 2 :

Add Line 3 :

Address Pincode ::

Email-Id :

Telephone Number :

Mobile Number :

Payer Name :

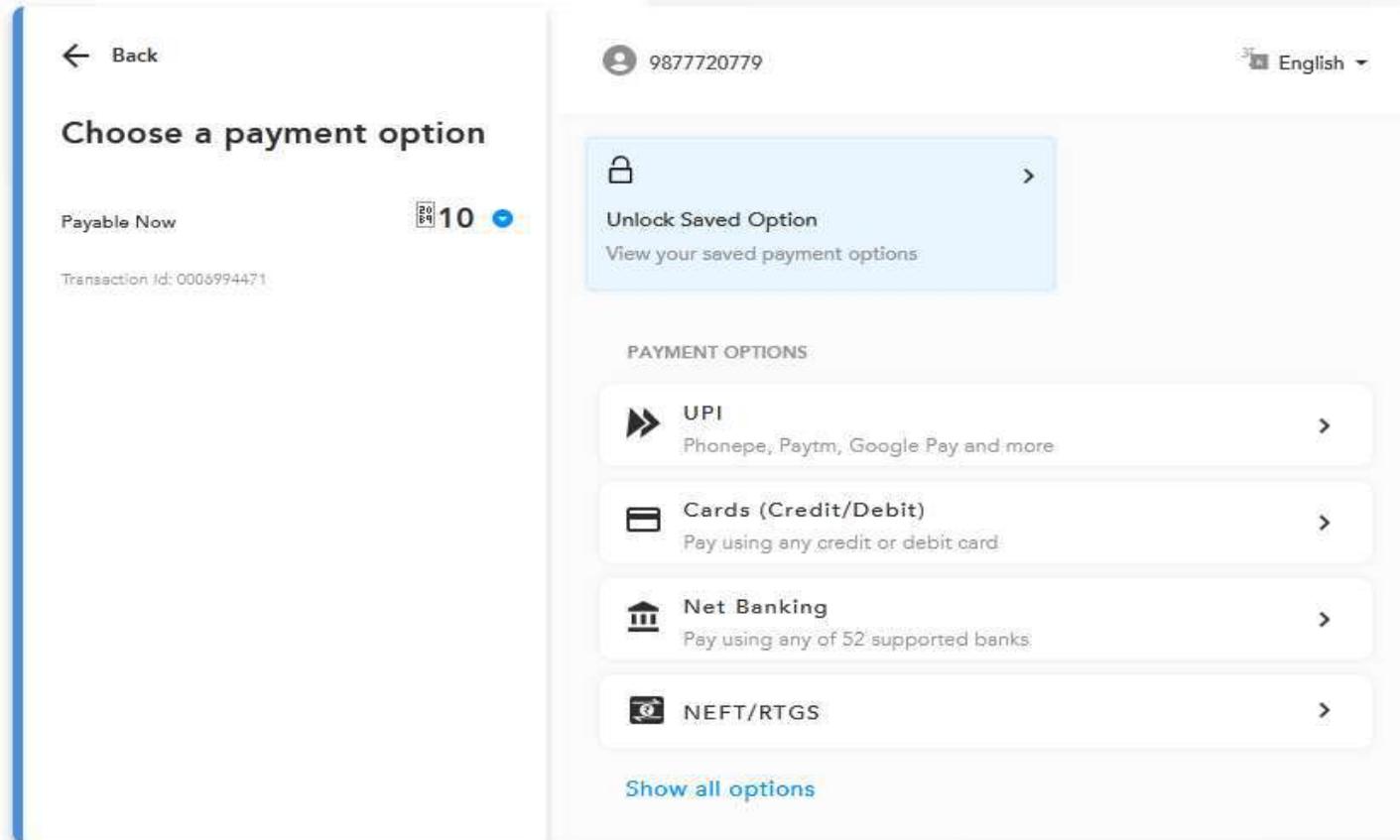
Abhishek

Pnb Aggregate ▾

**Click here to
continue**

Continue

Payment: After clicking on continue a payment page will open as shown below. After paying by desired method the RTI will be lodged.



RTI Status: The status of the RTIs filed can be checked by clicking on the Track RTI button.

The screenshot shows the Government of Punjab Connect Punjab website. The header includes the Government of Punjab logo, the text "GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT", and user information "Welcome, Rajandeep Kaur". The main navigation menu contains: Home, Citizen Services, Apply Grievance, Apply RTI, Sewa Kendra, Nodal Officers, and Sewa Kendra Token Information. A banner below the menu says "Book an online token number, to apply for service through the Sewa Kendra: Book Now!".

The main content area features a "CITIZEN CORNER" section with a grid of buttons: Apply Services, Track Services, Apply Grievance, Track Grievance, Apply RTI, Track RTI, Apply New Water Connection, and Track Connection Status. A central "OUR SERVICES" hub is surrounded by seven numbered icons: 1. Death Certificate, 2. Cast Certificate, 3. Senior Citizen ID Card, 4. Residence Certificate, 5. Runaway Couple Protection, 6. Senior Citizen ID Card, and 7. Death Certificate. A red box highlights the "Track RTI" button, with a red arrow pointing to it from a text box that reads "Click here to check the status of filed RTI".

On the right side, there are two sections: "LATEST NOTIFICATION" and "IMPORTANT LINKS".

LATEST NOTIFICATION

- Instructions regarding timely provision of record/information to Vigilance Bureau, Punjab
- Guidelines/Instruction regarding Grant for Sanction for Prosecution in respect of Corruption Cases within statutory time limit.
- Policy regarding providing

IMPORTANT LINKS

- [Punjab Govt. website](#)
- [Public Grievance Redressal System](#)
- [Punjab State Development Tax\(PSDT\)](#)
- [Punjab Land Record](#)
- [Ease of Doing Business](#)

RTI Status: A new page will open as shown below in which all the filed RTI will be listed. Click on any RTI to check its status.

GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT

EN

Welcome, Rajandeep Kaur

Connect PUNJAB Home Citizen Services Apply Grievance Apply RTI Sewa Kendra Nodal Officers Sewa Kendra Token Information

CITIZEN CORNER

- Apply Services
- Track Services
- Apply Grievance
- Track Grievance
- Apply RTI
- Track RTI
- Apply New Water Connection
- Track Connection Status
- Verify Certificate
- Download Forms

Submitted RTI Applications

Search By ID

Application Id	RTI Request	Submitted Date	Public Authority	View
7466	Hello Harwinder , I worked for Govt School , Mo...	11/07/2023	DIRECTOR GOVERNANCE REFORMS	View
7462	dfr jnrg tjgnt tjgntkg tkgtg	19/06/2023	FOOD CIVIL SUPPLIES AND CONSUMER AFFAIRS	View
7461	dfrgnynu byhy nujjki	19/06/2023	DIRECTOR GOVERNANCE REFORMS	View
7460	RTI Request submitted for Testing cdf rf rjgnkg gt...	19/06/2023	DIRECTOR GOVERNANCE REFORMS	View
7458	RTI Request for Testing djv fv vrjvnjv	19/06/2023	DIRECTOR GOVERNANCE REFORMS	View
7456	RTI Request cnvfjv fvfvf vfvfv fvjgbj	19/06/2023	DIRECTOR GOVERNANCE REFORMS	View
7455	RTI Request Testing shjf fhrbjfrbrg rjggr gjrgbjg...	19/06/2023	DIRECTOR GOVERNANCE REFORMS	View
...	DIRECTOR GOVERNANCE	View

RTI Status: RTI status will open as shown below. You can submit the first appeal after clicking on the Submit First Appeal button.

GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT

EN Welcome, Rajandeep Kaur

Connect PUNJAB

Home Citizen Services Apply Grievance Apply RTI Sewa Kendra Nodal Officers Sewa Kendra Token Information

CITIZEN CORNER

- Apply Services
- Track Services
- Apply Grievance
- Track Grievance
- Apply RTI
- Track RTI
- Apply New Water Connection
- Track Connection Status
- Verify Certificate
- Download Forms

RTI application ID : (7460) [Print](#)

APPLICANT DETAIL

Citizen Name	
Date Of Birth	
Father's Name	
Email	
Mobile Number	
Address	

RIGHT TO INFORMATION

Department	Department of Governance Reforms & Public Grievances
Public Authority	DIRECTOR GOVERNANCE REFORMS
Pertains To	Head Quarter

[Submit First Appeal](#)

First Appeal Before Days⁸

RTI Request submitted for Testing cdf rf rjgnkg gtg

First Appeal

1. Select the Reason for filing first appeal
2. Type the appeal request and upload the document if required.
3. After filling all the mandatory fields click on submit button to file First Appeal.

Submit First Appeal
— APPEAL DETAILS —

Select Reason For Appeal Filing* (Appeal Ground)* (Appeal Ground)

Select or Search appeal grounds

— FIRST APPEAL REQUEST DETAILS —

Appeal Request*

Supporting Document (Upload document if Appeal request contains more than one document)

Browse... No file selected.

Submit

Click here to submit first appeal

CITIZEN CORNER

- Apply Services
- Track Services
- Apply Grievance
- Track Grievance
- Apply RTI
- Track RTI
- Apply New Water Connection
- Track Connection Status
- Verify Certificate
- Download Forms

CONTACT US

CALL US ON
Unified State Helpline Number
1100

Second Appeal: To file second appeal click on Submit Second Appeal button as shown below.

The screenshot shows the 'Connect Punjab' website interface. At the top, there is a navigation bar with the Government of Punjab logo and the text 'GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT'. The user is logged in as 'Welcome, Rajandeep Kaur'. The main navigation menu includes 'Home', 'Citizen Services', 'Apply Grievance', 'Apply RTI', 'Sewa Kendra', 'Nodal Officers', and 'Sewa Kendra Token Information'. On the left, there is a 'CITIZEN CORNER' section with buttons for 'Apply Services', 'Track Services', 'Apply Grievance', 'Track Grievance', 'Apply RTI', 'Track RTI', 'Apply New Water Connection', 'Track Connection Status', 'Verify Certificate', and 'Download Forms'. The main content area displays 'RTI application ID : (5225)' with a 'Print' button. Below this, there are two tables: 'APPLICANT DETAIL' and 'RIGHT TO INFORMATION'. The 'APPLICANT DETAIL' table has fields for Citizen Name, Date Of Birth, Father's Name, Email, Mobile Number, and Address. The 'RIGHT TO INFORMATION' table has fields for Department (Department of Governance Reforms & Public Grievances), Public Authority (DIRECTOR GOVERNANCE REFORMS), and Pertains To (Head Quarter). A blue button labeled 'Submit Second Appeal' is located below the 'RIGHT TO INFORMATION' table. A red box with the text 'Click here to submit second appeal' and a red arrow points to this button. At the bottom, there is a 'CONTACT US' section and a list of 'Supporting Document' links.

GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT

Welcome, Rajandeep Kaur

Connect PUNJAB

Home Citizen Services Apply Grievance Apply RTI Sewa Kendra Nodal Officers Sewa Kendra Token Information

CITIZEN CORNER

Apply Services Track Services

Apply Grievance Track Grievance

Apply RTI Track RTI

Apply New Water Connection Track Connection Status

Verify Certificate Download Forms

CONTACT US

RTI application ID : (5225) Print

APPLICANT DETAIL

Citizen Name	
Date Of Birth	
Father's Name	
Email	
Mobile Number	
Address	

RIGHT TO INFORMATION

Department	Department of Governance Reforms & Public Grievances
Public Authority	DIRECTOR GOVERNANCE REFORMS
Pertains To	Head Quarter

Submit Second Appeal

Click here to submit second appeal

Supporting Document (Upload document if RTI request contains more than 3000 characters) Supporting Document (Upload document if RTI request contains more than 3000 characters) Supporting Document (Upload document if RTI request contains more than 3000 characters) Supporting Document (Upload document if RTI request contains more than 3000 characters) Supporting Document (Upload document if RTI request contains more than 3000 characters)

Second Appeal

1. Select the reason for appeal filing.
2. Type the request in the appeal request section and upload document if required.
3. After filling all the mandatory fields click on submit button to file Second Appeal.

The screenshot shows the 'Submit Second Appeal' form on the Punjab government website. The form is titled 'Submit Second Appeal' and is divided into two main sections: 'APPEAL DETAILS' and 'SECOND APPEAL REQUEST DETAILS'. In the 'APPEAL DETAILS' section, there is a dropdown menu labeled 'Select Reason For Appeal Filing* (Appeal Ground)*' with a placeholder 'Select or Search appeal grounds'. Below this is a text area for 'Appeal Request*'. In the 'SECOND APPEAL REQUEST DETAILS' section, there is a file upload section for 'Supporting Document (Upload document if Appeal request contains more than 3...)' with a 'Browse...' button and the text 'No file selected.'. Below the file upload section is a checkbox labeled 'It is certified that the matter under appeal or complaint has not been previously decided by any of the State Information Commissioners'. At the bottom of the form is a blue 'Submit' button. A red box highlights the 'Submit' button with the text 'Click here to submit second appeal'.

Thank You....