

USER MANUAL

DISPOSAL OF RTI APPLICATIONS ON RTI PORTAL

RTI Portal URL - <https://rti.punjab.gov.in/>

**USERS – PIO (HEAD QUARTER, DISTRICT),
FIRST APPELLATE (HEAD QUARTER, DISTRICT)
LEVEL – HEAD QUARTER, DISTRICT**

Contents

Prerequisite.....	3
Steps to login on RTI portal.....	3
Steps to Dispose off RTI applications.....	4
Menu Items shown on the left hand side in login section.....	10

Prerequisite

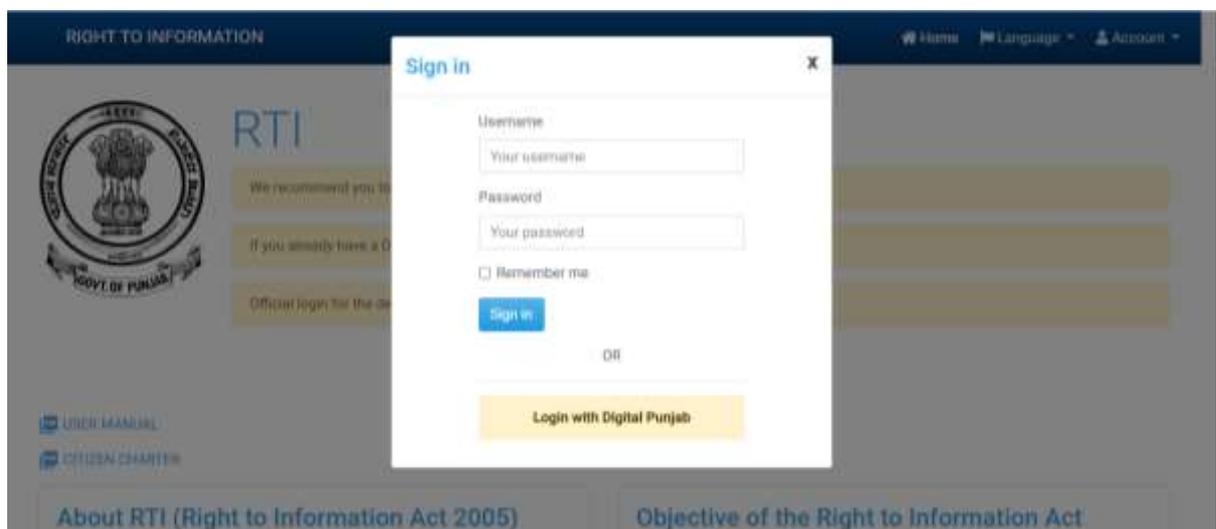
- Mapping of PIO, First Appellate on the RTI portal
- For mapping, may contact Head PIO of your department or Department of Governance Reforms with HRMS id, Name, Designation, contact number and department name to be mapped with.
- Login id and password as shared by the Head PIO of your department or DoGR official

Steps to login on RTI portal

1. Open official RTI portal – rti.punjab.gov.in
2. Open web browser and enter rti.punjab.gov.in in the URL bar.
3. Press enter key from your keyboard.
4. You will see a login screen as below



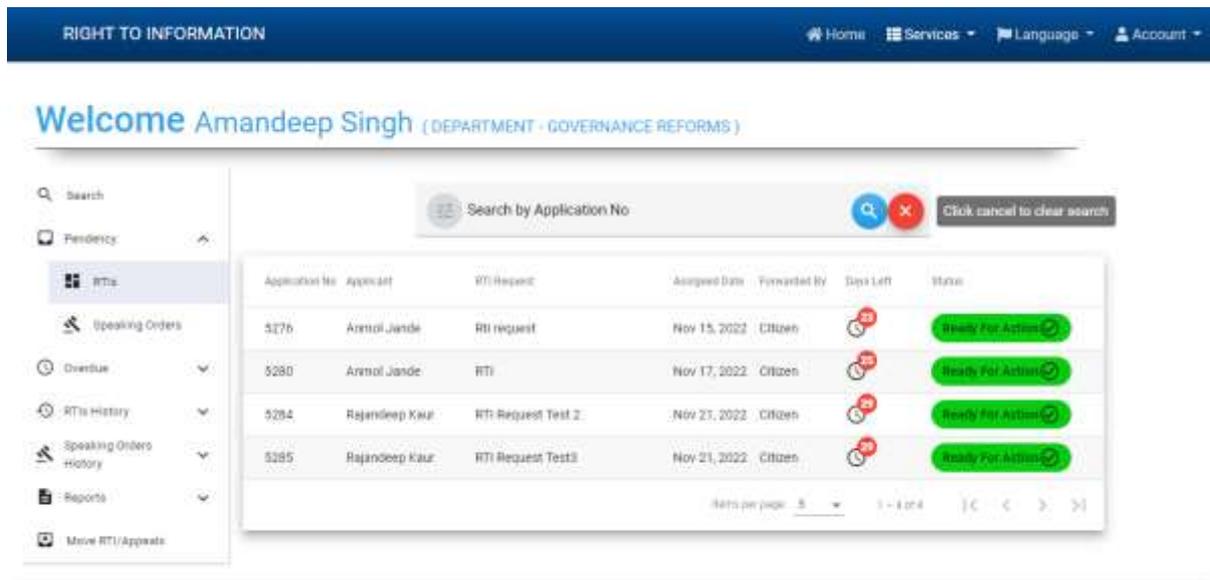
5. Login on the RTI portal
 - a. Click on official login button as shown in the picture above.
 - b. You will see a next screen as below



- c. Enter your username and password and click on **Sign in** button.

Steps to Dispose off RTI applications

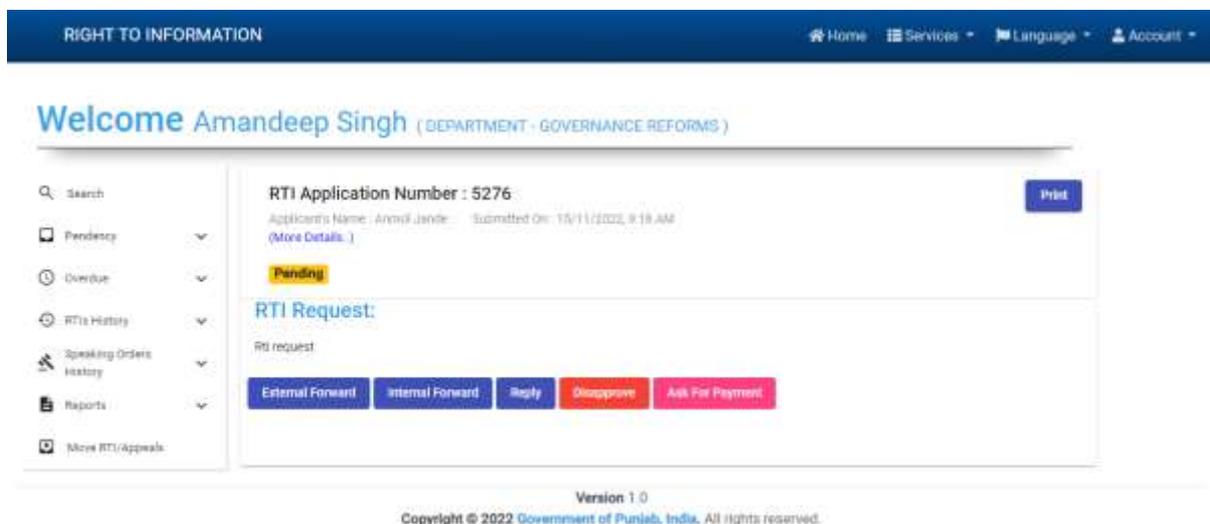
1. After clicking on the button, you will be redirected to your account as shown below.



The screenshot shows the 'RIGHT TO INFORMATION' dashboard for user Amandeep Singh. The dashboard includes a search bar, a sidebar with navigation options like 'RTIs', 'Speaking Orders', and 'Overdue', and a main table of pending applications. The table has columns for Application No., Applicant, RTI Request, Assigned Date, Forwarded By, Days Left, and Status. Each row has a green 'Ready For Action' button. The first application is 5276 by Arvind Janda, assigned on Nov 15, 2022, with 20 days left.

Application No.	Applicant	RTI Request	Assigned Date	Forwarded By	Days Left	Status
5276	Arvind Janda	RTI request	Nov 15, 2022	Citizen	20	Ready For Action
5280	Arvind Janda	RTI	Nov 17, 2022	Citizen	20	Ready For Action
5284	Rajandeep Kaur	RTI Request Test 2	Nov 21, 2022	Citizen	20	Ready For Action
5285	Rajandeep Kaur	RTI Request Test3	Nov 21, 2022	Citizen	20	Ready For Action

2. You will see various options in your login as shown above
 - a. Search applications
 - b. List of pending RTI applications with basic details along with number of days left (visible in red colour)
 - c. Button to take action on RTI application.
 - d. Click on any RTI application id, details of the RTI will open up as shown below



The screenshot shows the details of RTI Application Number 5276. The applicant's name is Arvind Janda, submitted on 15/11/2022 at 9:18 AM. The status is 'Pending'. The RTI Request is 'RTI request'. Below the request, there are five action buttons: 'External Forward', 'Internal Forward', 'Reply', 'Disapprove', and 'Ask For Payment'. A 'Print' button is also visible in the top right corner.

- e. Further you will see several options with names as **External forward, Internal Forward, Reply, Disapprove, Ask for payment**
 - i. **Reply** – Click on Reply button if the application pertains to your department, gather information, upload any document if applicable and click on **send** button and submit the information. Pls see the snapshot shown below

Welcome

(DEPARTMENT - GOVERNANCE REFORMS)

Search

Pendency

Overdue

RTIs History

Speaking Orders History

Reports

Move RTI/Appeals

RTI Application Number : 5276 Print

Applicant's Name : Ashut Jande Submitted On : 15/11/2022, 9:18 AM
(More Details.)

Pending

RTI Request:

RTI request

Please type your response here

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

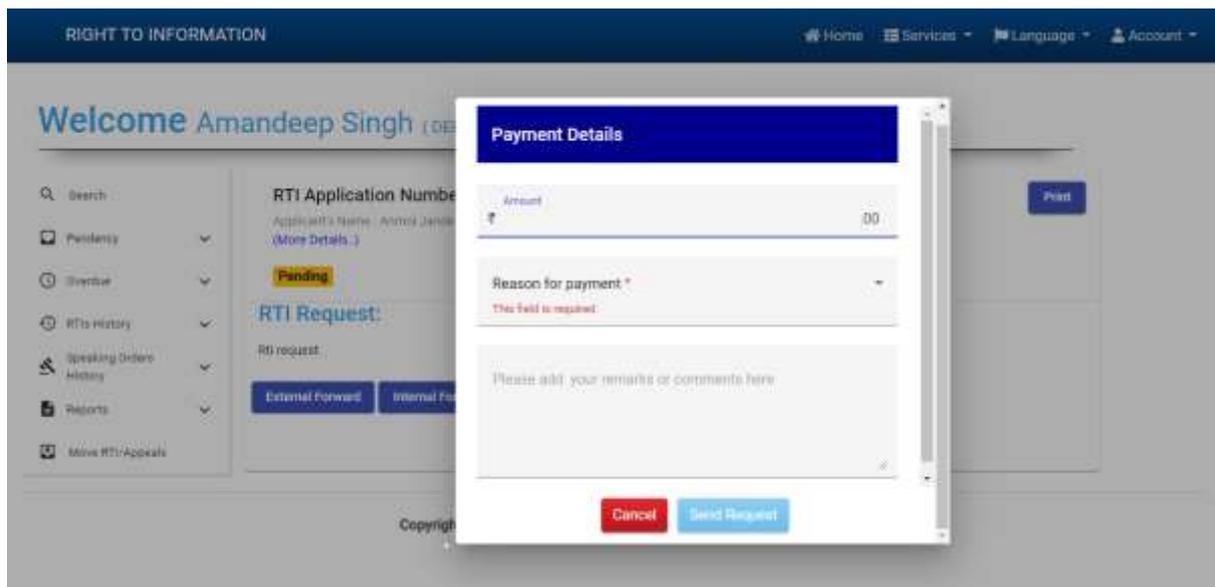
Choose File No file chosen

Send Cancel

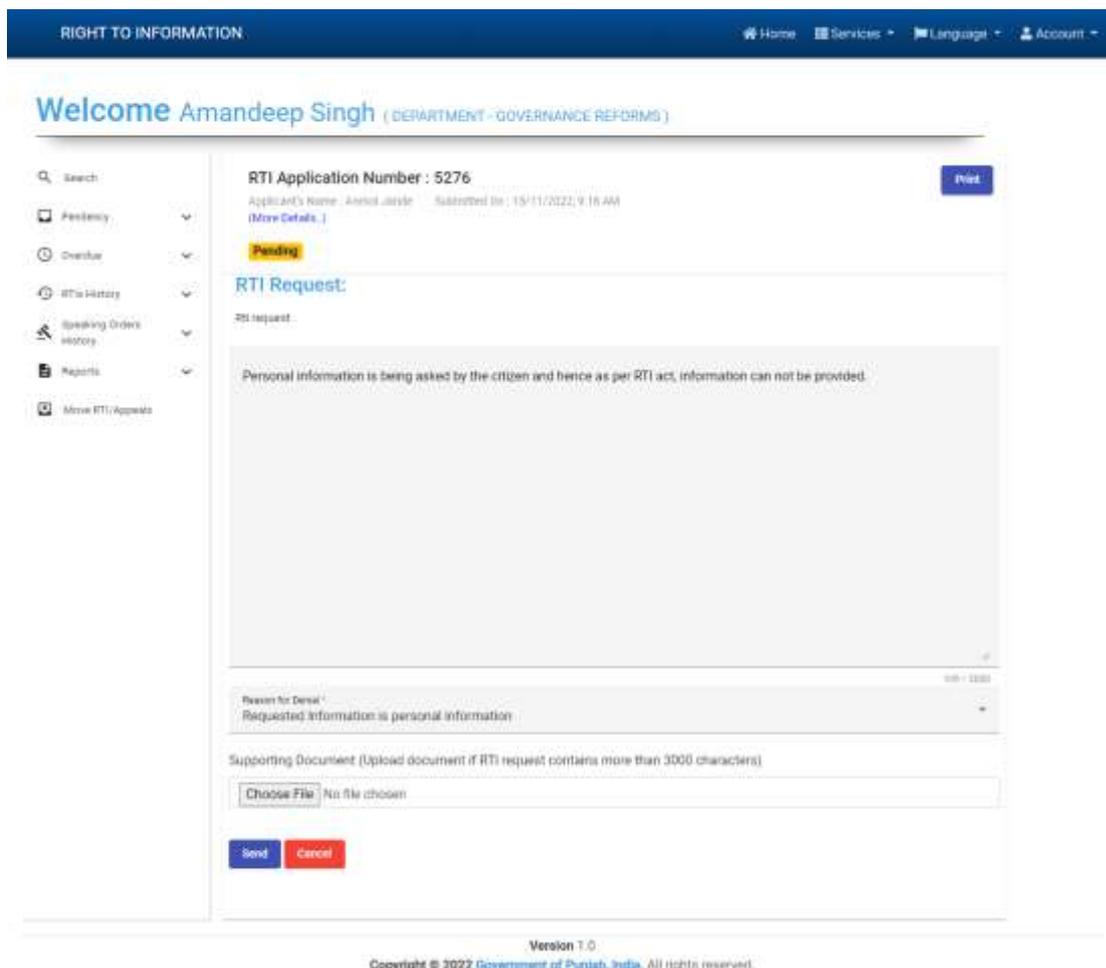
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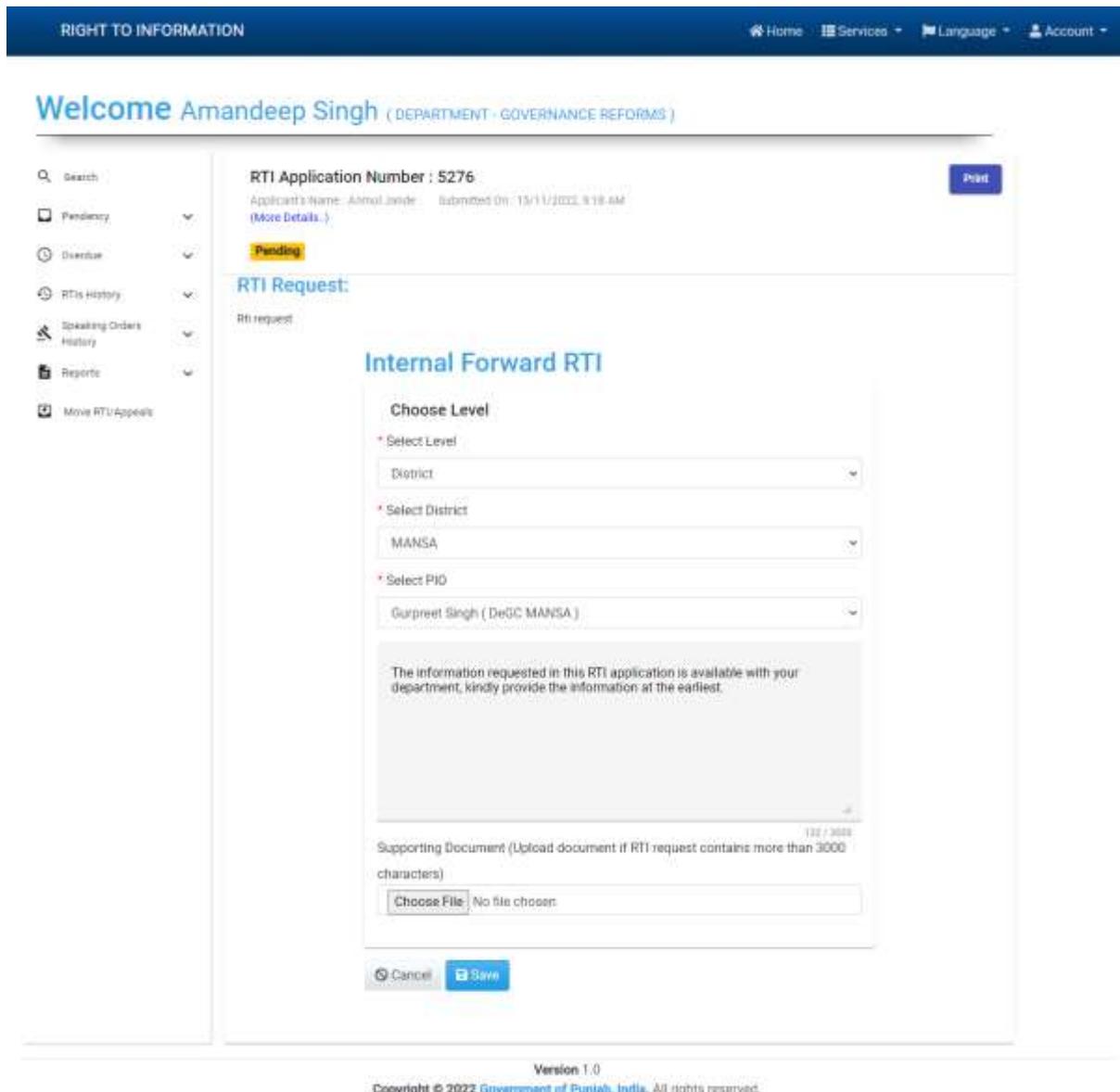
- ii. **Ask for payment** – Click on ask for payment in case, there is any expense to be made by the department related to information sought by the applicant. Enter the payment amount and select the reason for the payment being requested with remarks and send the request to citizen. Pls See the snapshot shown below
1. Citizen will login into his/her account and will pay the fee



- iii. **Disapprove** – Click on Disapprove button, if the information sought by the citizen is not appropriate as per RTI act. Enter the remarks, select the reason from the dropdown and upload any supporting document if applicable like clause of RTI act etc. The RTI application will be disapproved and citizen will be notified with the reason and remarks added by the PIO or First appellate.



- iv. Internal Forward – Click on internal forward, in case the RTI application pertains to sub department of your admin department or Head department and vice-versa, by selecting the right department and office and submit the request along with remarks and supporting document if applicable. The application will move to the selected PIO of the selected department.



- v. External forward – Click on External forward in case the RTI application does not pertain to your department and pertains to another department by selecting the right department and office and submit the request. The application will move to the selected PIO of the selected department.

Welcome Amandeep Singh (DEPARTMENT - GOVERNANCE REFORMS)

RTI Application Number : 5276 Print

Applicant's Name : Anmol Janda Submitted On : 15/11/2022, 9:18 AM
(More Details...)

Pending

RTI Request:

RTI request

External Forward RTI

Search Public Authority

PUBLIC AUTHORITY

* Select Ministry/Department
Department of Education

* Select Public Authority
SCHOOL EDUCATION

Choose Level

* Select Level
District

* Select District
AMRITSAR

* Select PIO
BUKHDEV SINGH SEKHON (GHS ADLIMALA)

Please enter any comments here

Supporting Document (Upload document if RTI request contains more than 3000 characters)
 Choose File No file chosen

Version 1.0

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- vi. **Print** – Click on Print button,
1. In case the RTI application pertains to any of the internal section within your department or
 2. Pertains to another department (either your sub department or any other admin department)
 3. Take the print out of the application, prepare noting and send the case manually, through eoffice or email (as per the official mode of

communication) to the concerned section or department (sub department or other department).

[Back](#) [Print](#)

APPLICATION NO : 5276

APPLICANT DETAILS		APPLICATION DETAILS	
APPLICANT NAME	ANMOL JANDE	SUBMISSION DATE	15/11/2022, 9:18 AM
DATE OF BIRTH	1995-07-16 (24 Yr)	DEPARTMENT	Department of Governance Reforms & Public Grievances
FATHER ' S NAME	GURNAM SINGH	PUBLIC AUTHORITY	DIRECTOR GOVERNANCE REFORMS
MOBILE NO	9234567890	ADHAAR(UID)	Refer to: Adhaar(UID)
GENDER	MALE		
REGION	RURAL	BPL	Refer to: BPL CARD
MARITAL STATUS	UNMARRIED		
EMAIL	jandanmol@gmail.com		
ADDRESS	HOUSE/STREET WARD NO: 140 VILLAGE: ALLIKE (446) SUB-DISTRICT/TEHSIL: RAMPURA PHUL DISTRICT: BATHINDA PIN CODE: 603202_PUNJAB		

Assigned PIO:

NAME: Amandeep Singh (DESIGNATION: ASSISTANT MANAGER)

DEPARTMENT: DIRECTOR GOVERNANCE REFORMS

MOBILE: 7015546340

SUBMISSION DATE: 15/11/2022, 9:18 AM

CITIZEN RTI REQUEST:

Rti request

APPLICATION STATUS

Application Response Pending within time period (30 days)

DOCUMENTS LIST

ADHAAR(UID)	View
BPL CARD	View

Menu Items shown on the left hand side in login section

1. **Search** – This feature allows performing open search to find any RTI application in your login.
2. **Pendency** (within timeline as per RTI act)
 - a. RTIs - This menu item displays list of pending RTI applications in your login account.
 - b. Speaking Orders – This This menu item displays list of pending RTI with speaking orders
3. **Overdue** (over timeline as per RTI act)
 - a. RTIs - This menu item displays list of pending RTI applications (after exceeding the stipulated timeline as per RTI act) in your login account
 - b. Speaking Orders - This menu item displays list of pending RTI applications with speaking orders (after exceeding the stipulated timeline as per RTI act) in your login account.
4. **RTI history**
 - a. External Forward – Shows the list of RTI applications which are forwarded to another department.
 - b. Internal Forward - Shows the list of RTI applications which are forwarded to internal department.
 - c. Replied - Shows the list of RTI applications for which replies have ben given.
 - d. Disapproved - Shows the list of RTI applications for which have been disapproved.
5. **Speaking Orders history**
 - a. Replied - Shows the list of RTI applications for which reply has been given based on the speaking orders.
 - b. Disapproved - Shows the list of RTI applications for which are disapproved based on the Speaking orders.
6. **Reports** – This menu item allows PIOs/First appellate to generate and download the reports with the selection of dates.
7. **Move RTI Appeals** – This menu item allows PIO/ first appellate to move the list of pending RTIs to new PIO/ first appellate after being relived from the current PIO or First appellate role.

Thank You