

RTI ONLINE MANUAL

RTI ONLINE TUTORIAL

Applying RTI for users

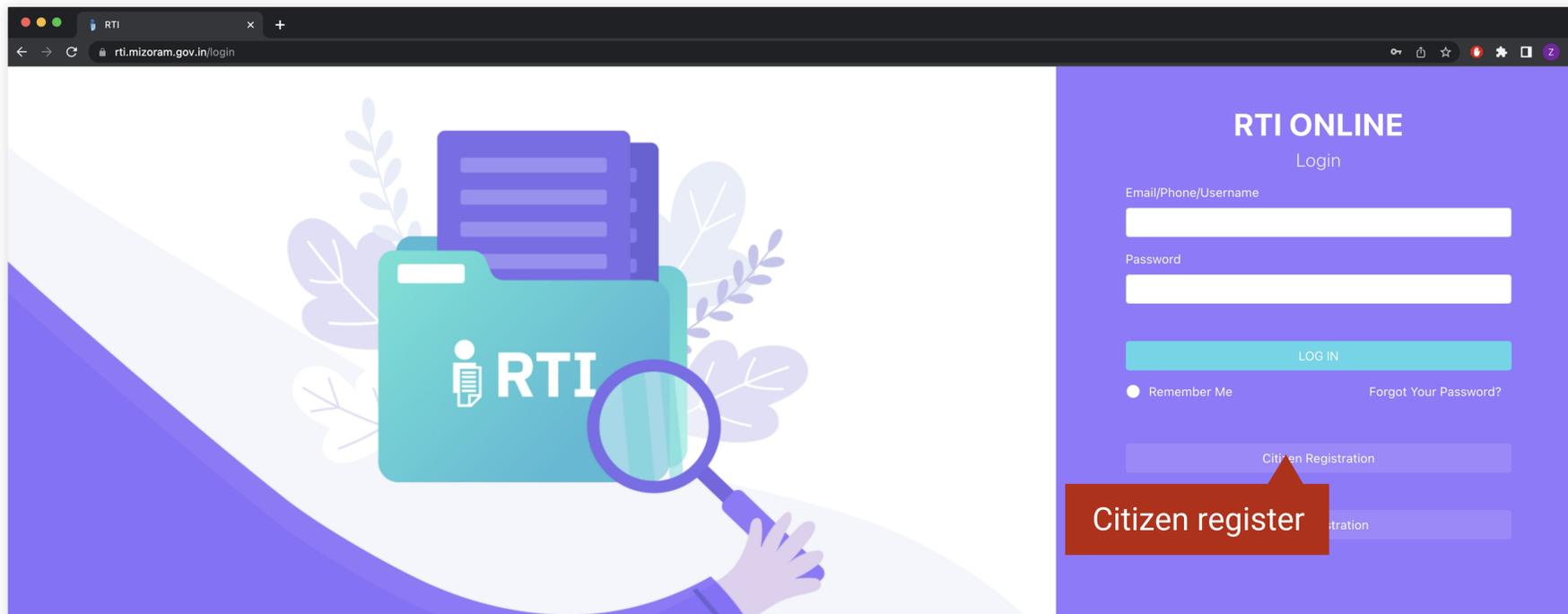
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RTI for department staff

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1.1 RTI Online

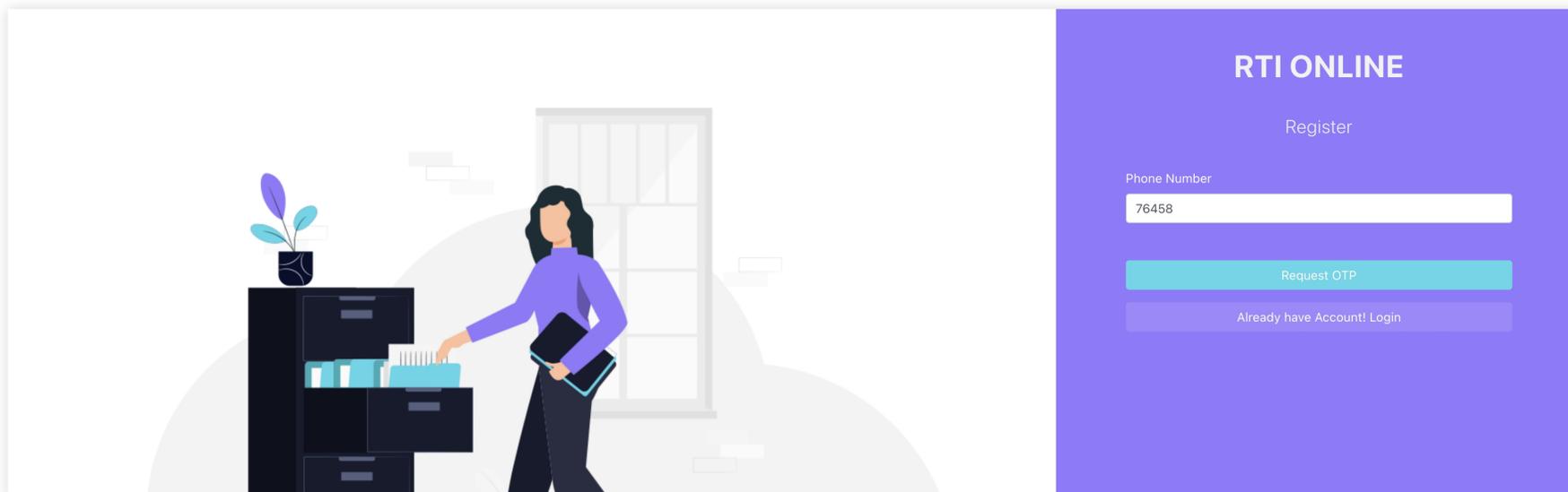
To visit RTI ONLINE go to : <https://rti.mizoram.gov.in/>



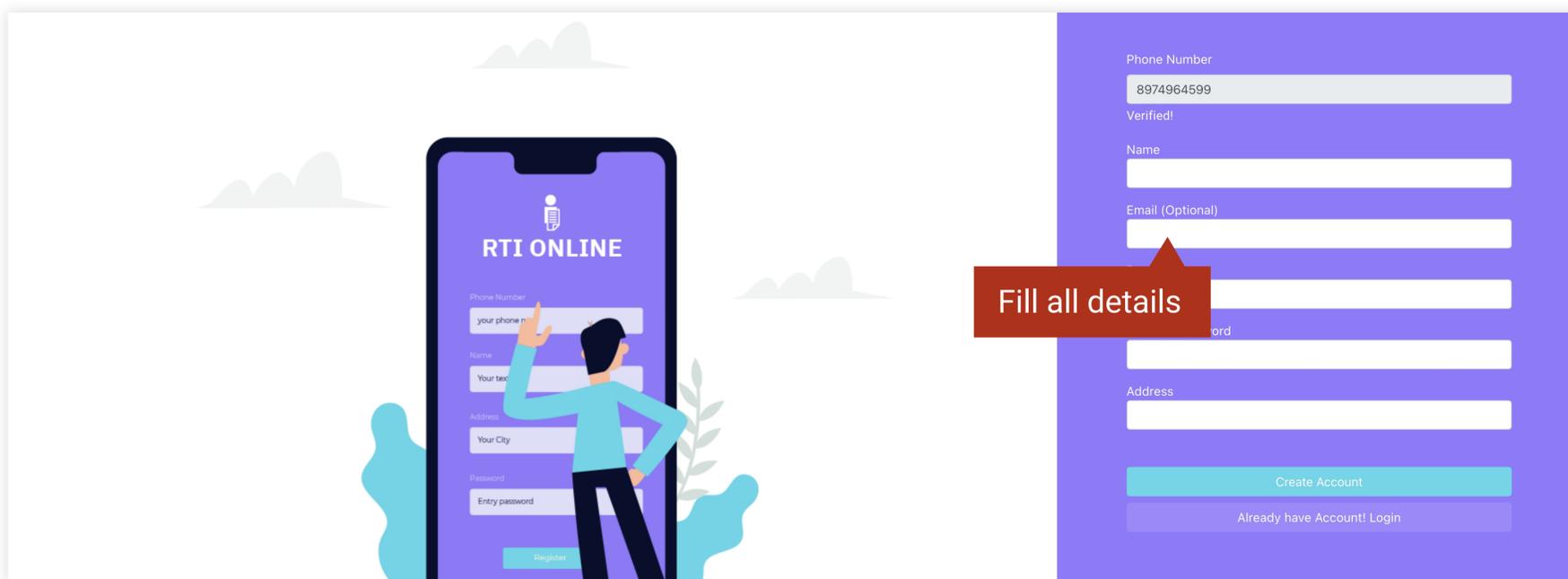
RTI online Mizoram is a platform to submit any request for information to different departments of the Government of Mizoram

1.2 Creating Account

Click **Citizen Registration** on the home page. You will see the screen below



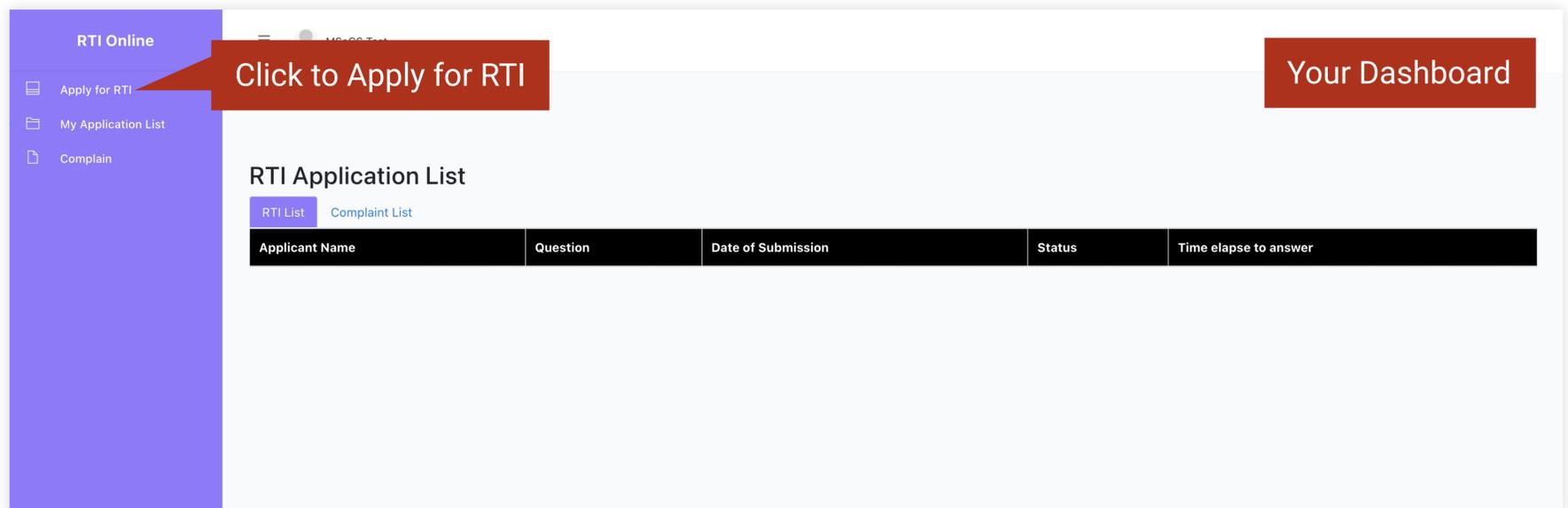
After confirming OTP. Fill your details on the next screen as seen below



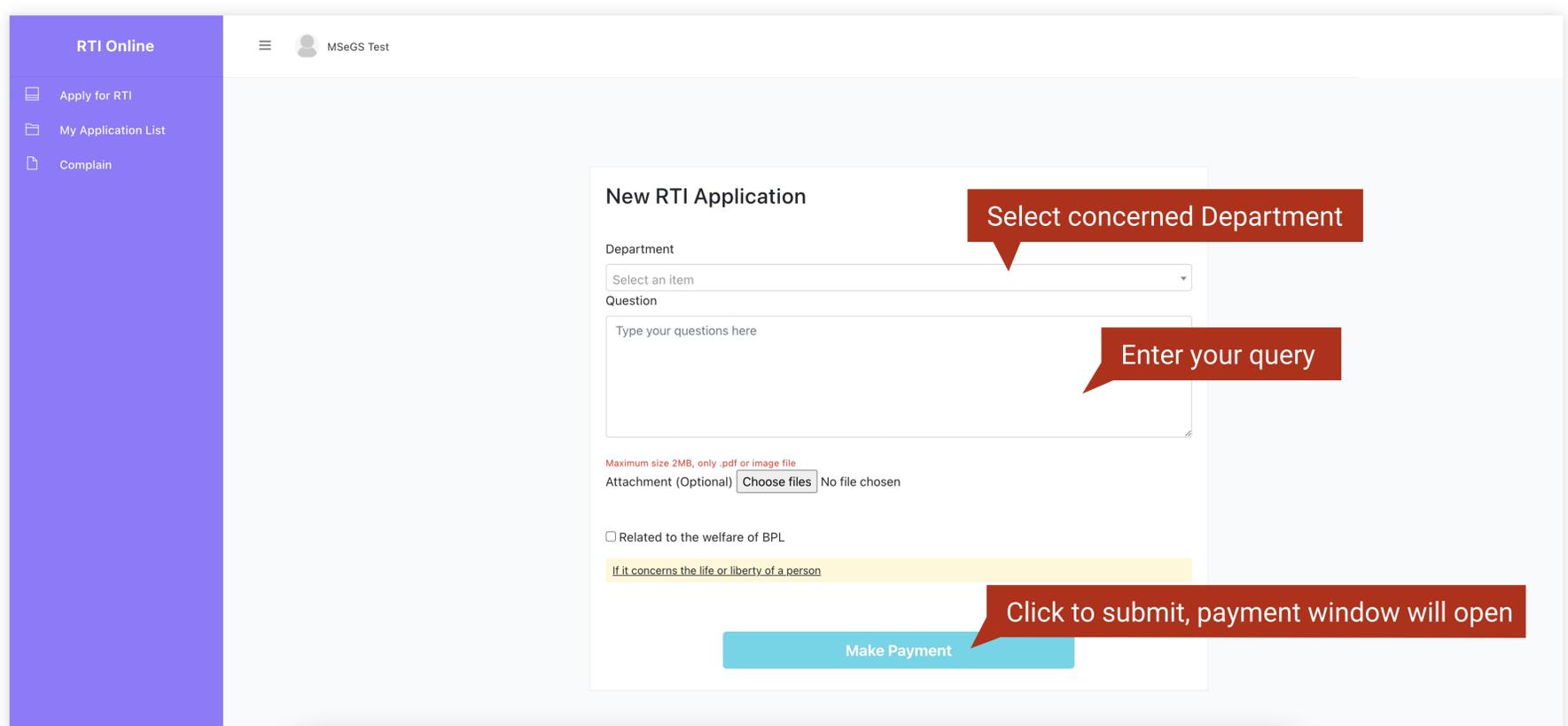
Click **Create Account** and you will be automatically logged in. Don't forget to remember your login details

1.3 Applying for RTI

Click on **Apply for RTI** on the left menu bar

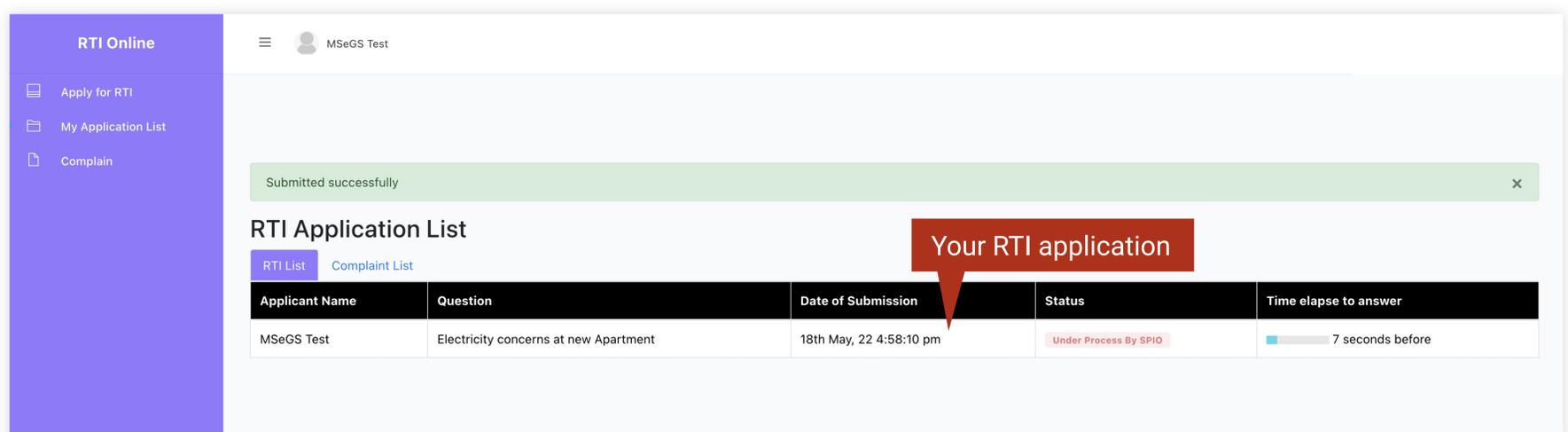


New Application window will open, fill all application details



Select the concerned department, enter your query, attach related documents by clicking 'Choose files' if required. Then click on **Make payment** to proceed, your application will be submitted once payment is completed.

For cases regarding welfare of BPL and concerning liberty of individuals, verified proof will be required.



Extra charges may be applied if payment is done through the mobile app.

Once payment is complete, the application will be displayed on you dashboard. Be sure to check in regularly to view the progress.

1.4 Check RTI replies and request Appeals

Click on the application to open and view the details. Response for your application will be displayed on the right after it has been processed.

The image shows two screenshots from the RTI application interface. The left screenshot displays the 'RTI Application List' with a table containing one application entry. A red callout box points to the application name with the text 'Open your application'. The right screenshot shows the 'RTI Application Details' page for the selected application. A red callout box points to the right side of the page with the text 'Answer will be here on the right'.

Applicant Name	Question	Date of Submission
MSeGS Test	Electricity concerns at new Apartment	18th May, 22 4:06:32 pm

RTI Application Details	
Applicant Name	MSeGS Test
Applicant Contact	8974964599
Applicant Address	Treasury
Applicant Question	Electricity concerns at new Apartment
Applicant File Attached	file16528732905432.jpeg
Concern Department	dept1
Related to welfare of BPL	Yes
BPL Proof	bpl16528732905563.png
Does it concern the life or liberty of a person	No
Submitted On	18th May, 22 4:58:10 pm

Once a response is received for the application, you can view the details as shown below. If the response is not satisfactory you can further appeal to the Departmental Appellate Authority (DDA) of the department.

The image shows two screenshots from the RTI application interface. The left screenshot displays the 'RTI Application Details' page for a specific application. A red callout box points to the 'Submitted On' field with the text 'If answer is not satisfactory, you can appeal it'. The right screenshot shows the 'Answer to your query' page, which includes a text area for the query, the answer text, and a button labeled 'Do you want to apply for 1st Appeal?'.

RTI Application Details	
Applicant Name	Zothan
Applicant Contact	85954209
Applicant Address	Ramhlun
Applicant Question	123
Applicant File Attached	file16527715019080.jpeg
Concern Department	dept
Related to welfare of BPL	.
BPL Proof	.
Does it concern the life or liberty of a person	.
Submitted On	17th May, 22 12:41:41 pm

Answer to your query

Qwe

Answered on:17th May, 22 4:06:32 pm

Do you want to apply for 1st Appeal?

The application will be processed again and you can check the status....Once the application is returned from the DDA, it will be displayed on the current page.

1.5 Submitting complaint to CIC

If you have any grievances, you can submit a complaint to the Chief Information Commissioner (CIC)

The image shows two screenshots from the RTI Online interface. The left screenshot displays the 'RTI Online' menu with a red callout box pointing to the 'Complaint' option with the text 'Click to submit Complaint'. The right screenshot shows the 'Grievances/Complaint to CIC' form, which includes a text area for the complaint, an attachment field, and a 'Submit Complain' button. A red callout box points to the text area with the text 'Enter details and submit'.

RTI Online

Apply for RTI

My Application List

Complaint

Click to submit Complaint

Grievances/Complaint to CIC

Complain/Grievance

Type your complain/grievance here

* Maximum size 5MB

Attachment (Optional) Choose files No file chosen

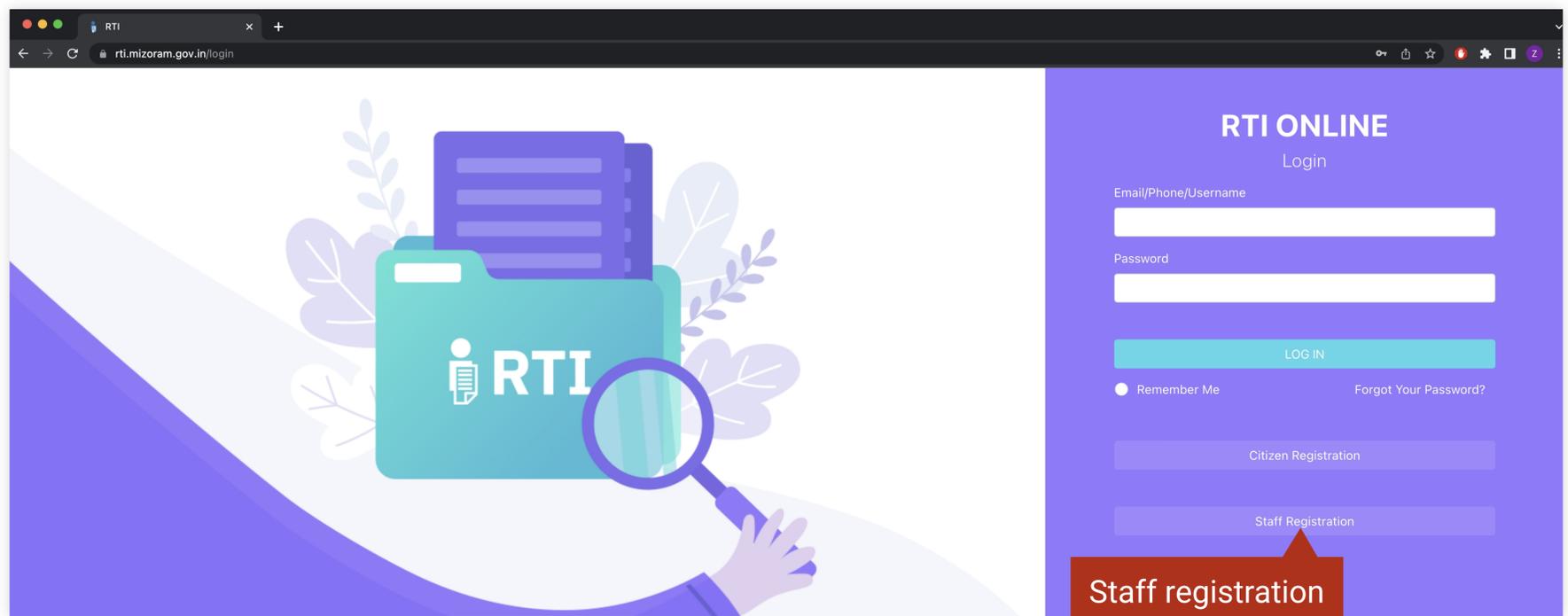
Submit Complain

Enter details and submit

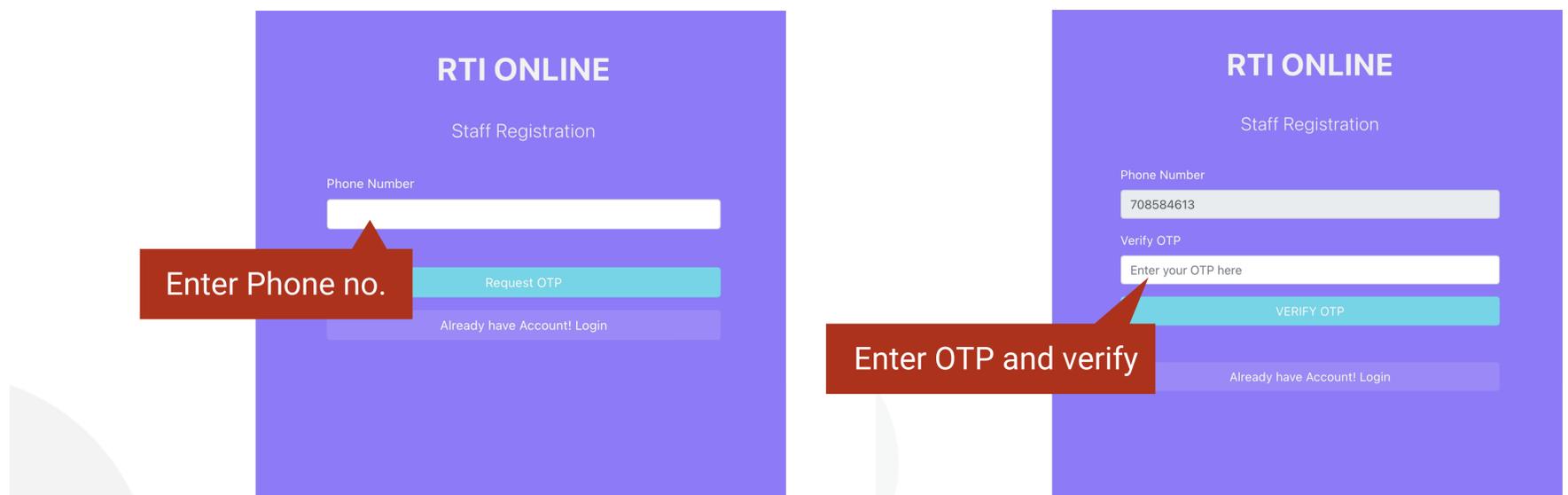
2.1 Staff Registration for your Department

Go to : <https://rti.mizoram.gov.in/>

Click on **Staff Registration** to register under your Department



Verify your mobile number using OTP



Enter your details, select the Department you are registering under. Select your role and click Submit



2.2 SPIO

SPIO are responsible for processing the RTI applications. When logging in as SPIO you will be taken to your dashboard. Click **My Application List** to see list of RTIs as the page below.

RTI Online

Dashboard

My Application List

RTI Application List

Pending Answered

Applicant Name	Question	Date of Submission	Status	Time elapse to answer
MSeGS Test	Electricity concerns at new Apartment	18th May, 22 4:58:10 pm	Under Process By SPIO	18 hours before
Zothanz	SAPIO	17th May, 22 4:12:50 pm	Under Process By SPIO	1 day before

Open RTI applications

When you open the application you will see this page

RTI Online

Dashboard

My Application List

Applicant Contact	123456789
Applicant Address	Electric Veng
Applicant Question	POSTMAN DIK RAWH LE
Applicant File Attach	
Concern Department	
Related to welfare of BPL	Yes
BPL Proof	nil
Does it concerns the life or liberty of a person	No
Submitted On	3rd Jun, 22 6:05:47 pm

Applicant question

Transfer

Note: Transfer should be made in no case later than **five days** from the date of receipt of the application. [Section 6(3)(ii) of the RTI Act, 2005]

The subject matter of which is more closely connected with the functions of another public authority, the public authority, to which such application is made, shall transfer the application or such part of it as may be appropriate to that other public authority and inform the applicant immediately about such transfer. Provided that the transfer of an application pursuant to this sub-section shall be made as soon as practicable but in no case later than five days from the date of receipt of the application.

Answer

Type your Answer here

Add attachments

Attachment (Optional) Choose files 123123.jpg

Fee for providing information (in Rs):

Paid

Enter Price of Attachment/Attachment man zat

Answer Applicant

Type answer and Click here

- Question and other details are displayed on the left
- SPIO comment (if available), will be displayed on the right
- Transfer feature can be used to redirect the RTI application to another Department
- Attach files if required, attachments can be made as free or paid versions
- Enter your response in the text field, click **Answer Applicant** to complete the process

Reports for RTI of your department can be viewed by clicking **Report**

RTI Online

Dashboard

My Application List

Report

Profile

Logout

RTI Application List

Pending Answered

Reports are available here

2.3 SAPIO

SAPIOs are in charge of verifying the queries before they are forwarded to SPIOs. When logging in as SAPIO you will be taken to your dashboard. Click on **My Application List** to see list of RTIs as the page below.

RTI Online

aspio1

Dashboard

My Application List

RTI Application List

Pending Answered

Applicant Name	Question	Date of Submission	Status	Time since submission
user	Lorem ipsum dolor sit amet, consectetur...	19th May 22, 11:29:48 am	Under Process By SAPIO	16 seconds before
user	ddd	18th May 22, 2:39:35 pm	Under Process By SAPIO	20 hours before

Open RTI for verification

When you open the application you will see this page

RTI Online

Dashboard

My Application List

RTI Application Details

Download

Applicant Name	user
Applicant Contact	123456789
Applicant Address	Electric Veng
Applicant Question	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.
Applicant File Attached	
Concern Department	dept1
Related to welfare of BPL	Yes
BPL Proof	bpl16529399883995.jpg

Comment

Type your Comment here

Enter comment if required

- Question and other details will be displayed on the left
- Comments can be written on the Comment section, SPIO can see these comments

2.4 DAA

DDA (Departmental Appellate Authority) processes the RTI Application if the response to the citizen is not resolved by the SPIOs. When logging in as DAA you will be taken to your dashboard. Click on **My Application List** to see list of RTIs as the page below.

RTI Online

RTI Application List

Applicant Name	Question	Date of Submission	Status	Time elapse to answer
Zothan.	123	17th May, 22 12:41:44 pm	Under Process By DAA	1 day before
user	Live Test	6th Aug, 21 3:28:53 pm	Under Process By DAA	9 months before

Open RTI to answer Appeal

When you open the application you will see this page

RTI Online

Applicant Question: 123

Applicant ID: 16527715043607.jpeg

Concern Department: dept1

Related to welfare of BPL: Yes

BPL Proof: bpl16527715042659.png

Does it concerns the life or liberty of a person: No

Submitted On: 17th May, 22 12:41:44 pm

Answered on: 17th May, 22 3:11:47 pm

1st Appeal Question

Asked On: 17th May, 22 3:17:13 pm

Not good

Answer For 1st Appeal

Type your Answer here

Attachment (Optional) Choose files No file chosen

Reply Applicant

- Question and other details will be displayed on the left
- Answer by SPIO will be displayed on the top right
- Appeal reason by citizen will be displayed below it
- Enter your response for the appeal, attach any documents if necessary and click **Reply Applicant** to complete the process

2.5 CIC

CICs are in-charge of processing 2nd Appeal requests by citizens. When logging in as CIC you will be taken to your dashboard. Click on **My Application List** to see list of RTIs as the page below.

RTI Application List

Applicant Name	Question	Date of Submission	Status	Time elapse to answer
Zothanzuala	123	17th May, 22 12:41:44 pm	Under Process By CIC	31 seconds before

Open RTI to answer 2nd Appeal

When you open the application you will see this page

Applicant question

Appeal reason

1st Appeal answer

- Question and other details will be displayed on the left
- Appeal reason will be displayed on the right
- 1st Appeal answer by SPIO can be seen below it
- 2nd Appeal applications must be processed as per rules and regulations with all participating members

Grievances can be found on **Grievance/Complaint List** on the left menu bar/navbar. You can open them to see the concerns of citizens and provide a resolution to them, click **Answer Applicant** when complete

Complain/Grievance List

Name	Question	Date of Submission	Status	Time elapse to answer
Zothanzuala	Test	17th May, 22 3:01:28 pm	Under Process By CIC	1 day before
NEERAJ	सर मेरा नाम मे...		Under Process By CIC	1 month before
NEERAJ	सर मेरा नाम मे...		Under Process By CIC	1 month before
NEERAJ	सर मेरा नाम नीरज हूँ मैंने अ...	11th Apr, 22 3:18:53 pm	Under Process By CIC	1 month before
HDFC PG Audit	dfdf	16th Jul, 21 4:33:14 pm	Under Process By CIC	10 months before

Open complaint to provide answer