

RTI ONLINE MANUAL

RTI ONLINE TUTORIAL

Applying RTI for users

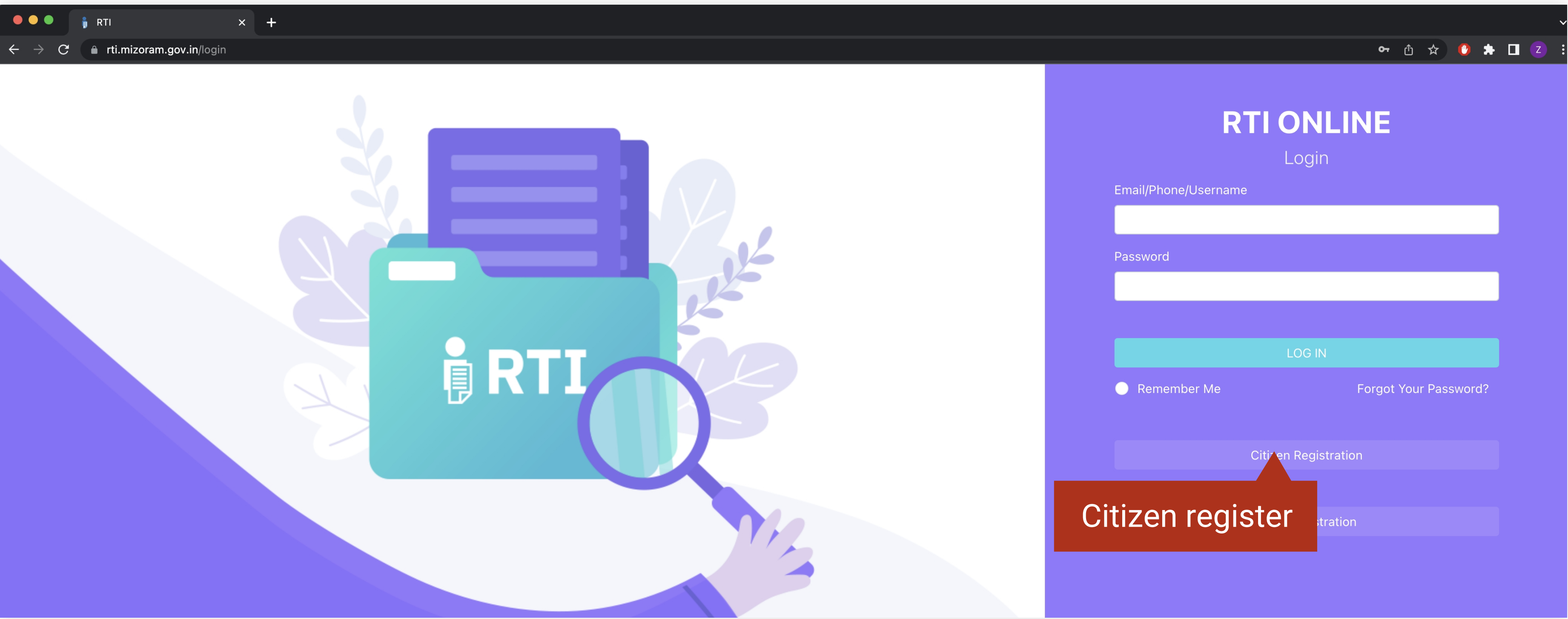
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RTI for department staff

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1.1 RTI Online

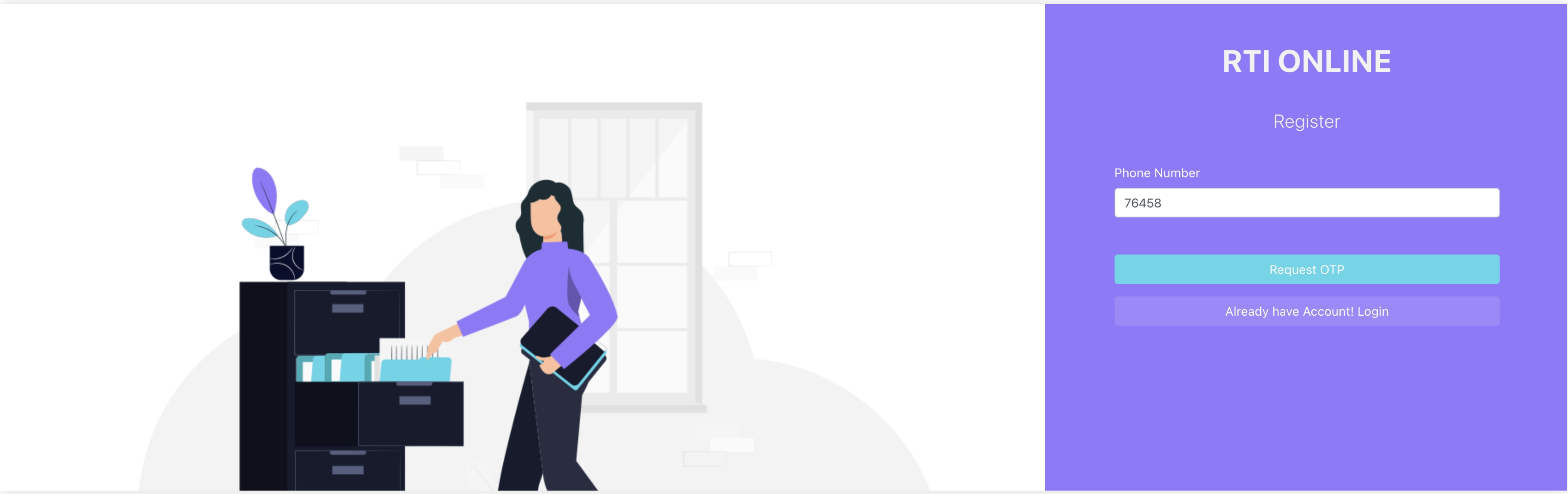
To visit RTI ONLINE go to : <https://rti.mizoram.gov.in/>



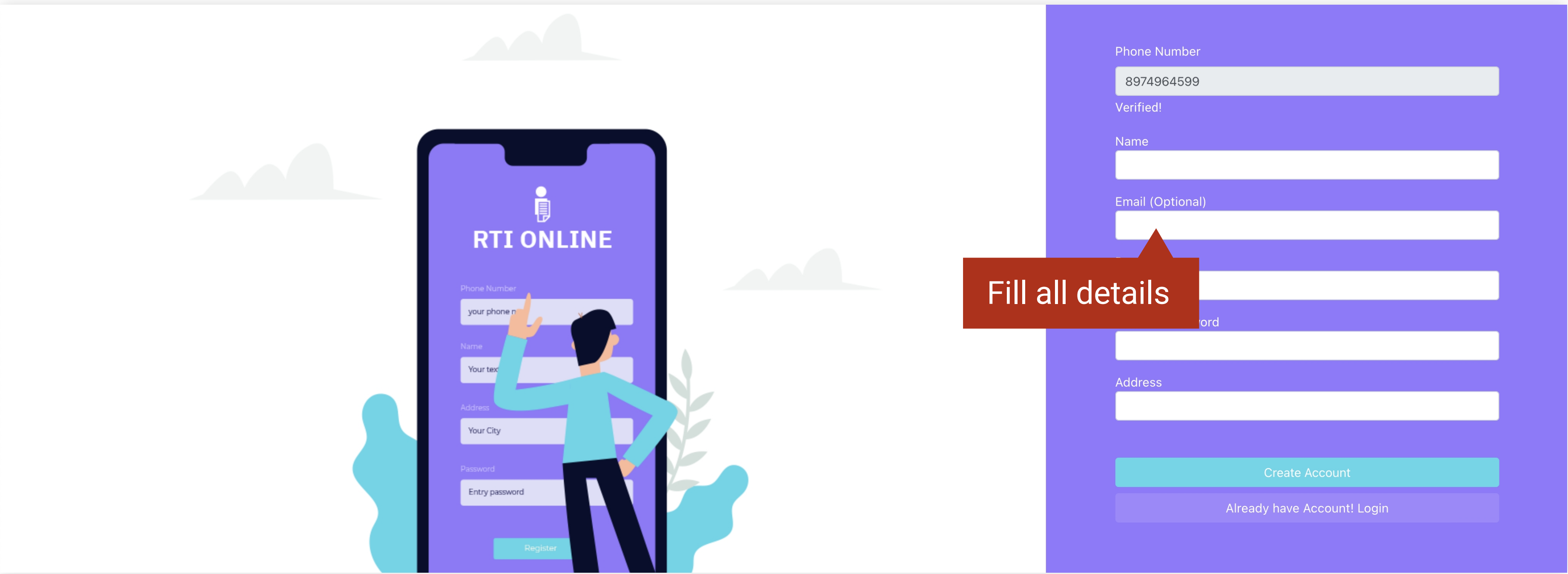
RTI online Mizoram is a platform to submit any request for information to different departments of the Government of Mizoram

1.2 Creating Account

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



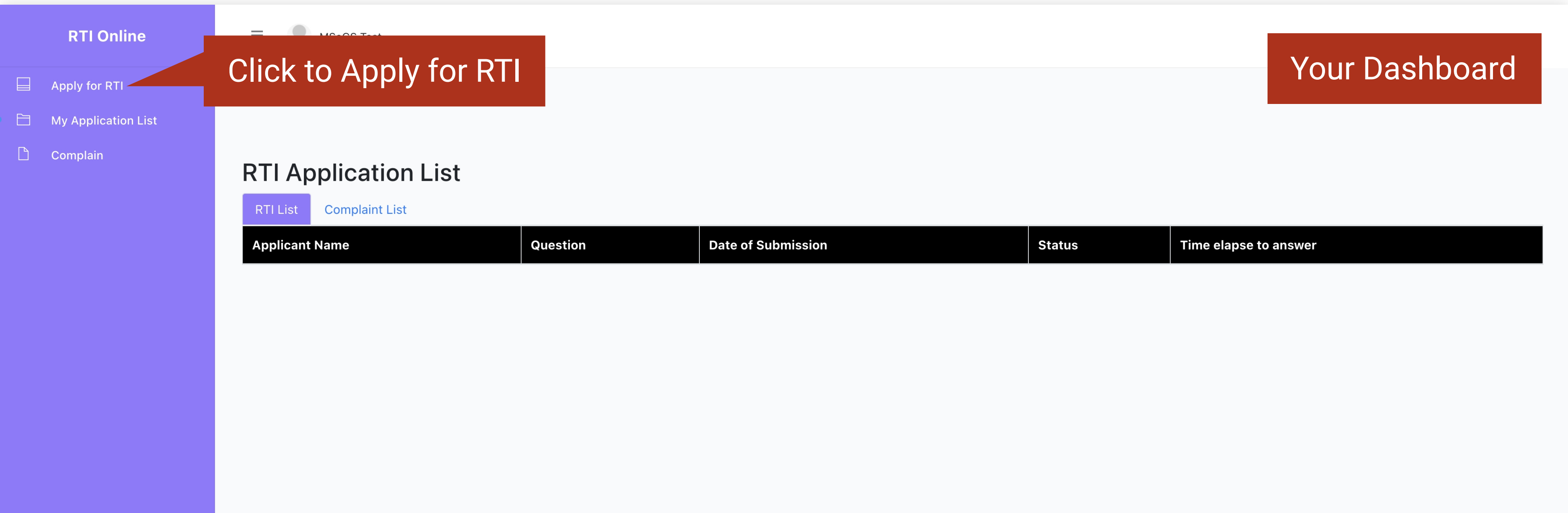
After confirming OTP. Fill your details on the next screen as seen below



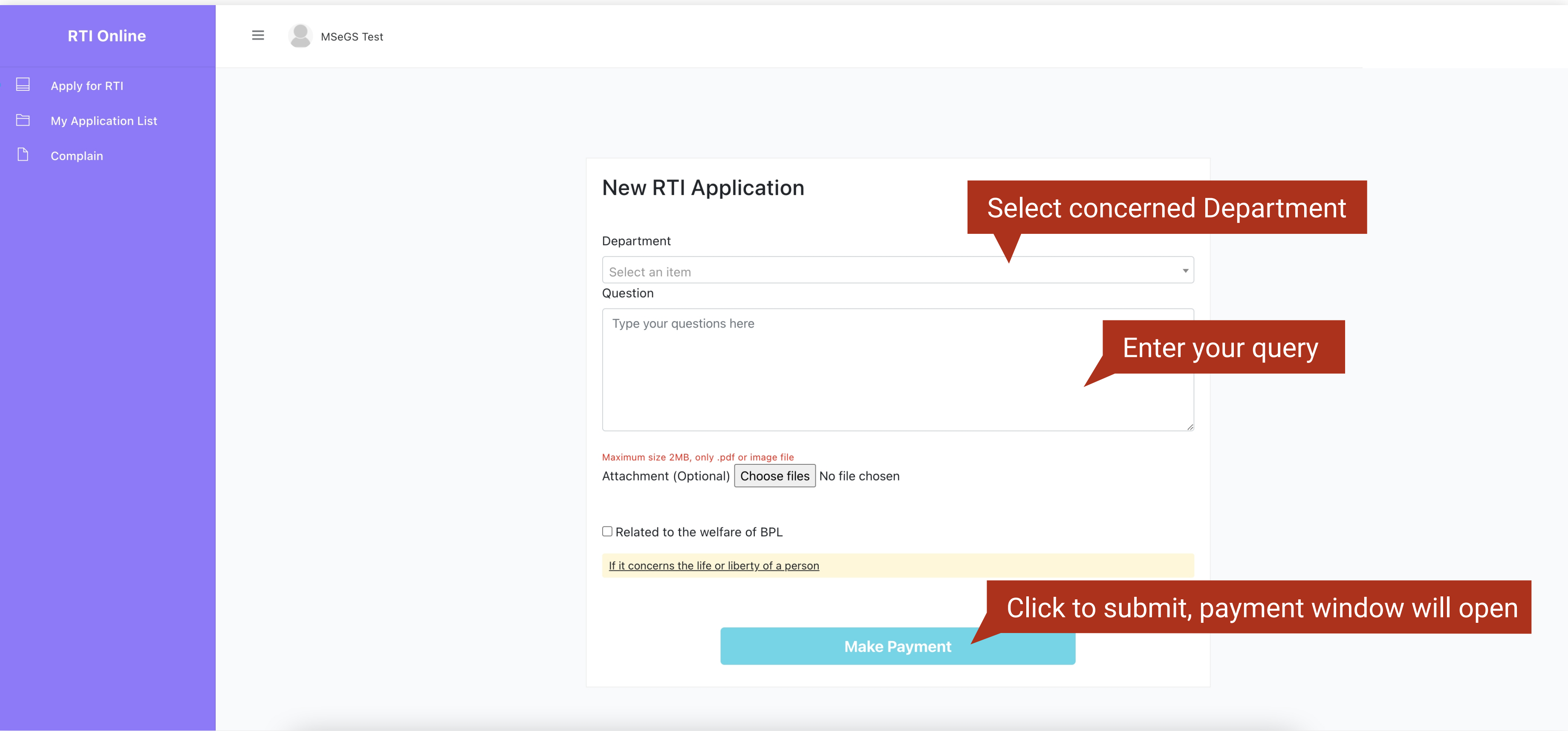
Click **Create Account** and you will be automatically logged in. Don't forget to remember your login details

1.3 Applying for RTI

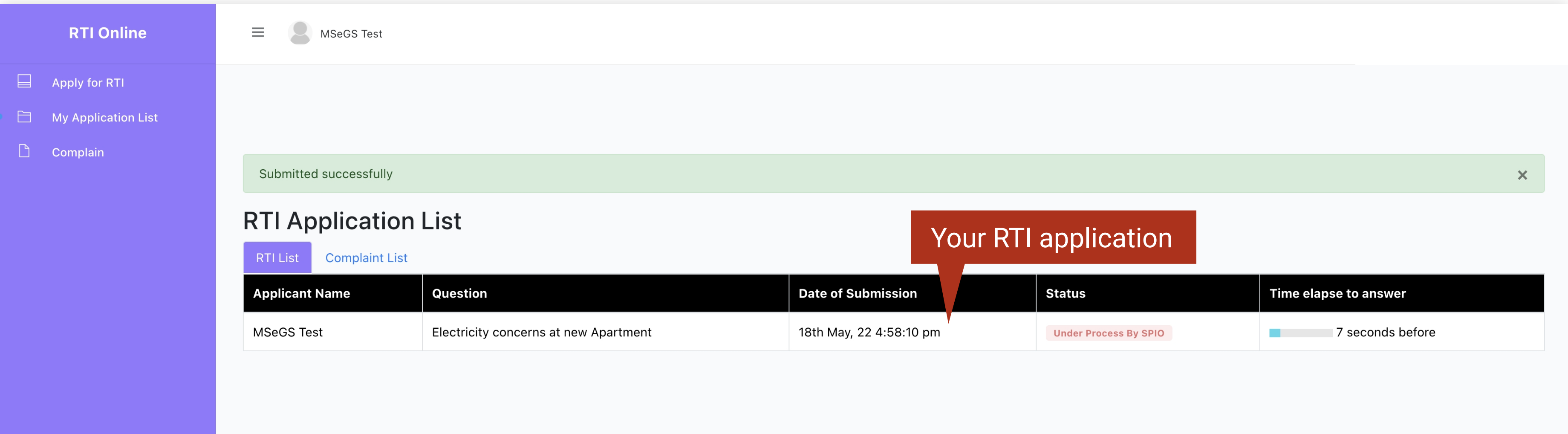
Click on **Apply for RTI** on the left menu bar



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.

Submitted successfully

RTI Application List

RTI List

Complaint List

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

RTI Application Details

Download

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 concerns the life or liberty of a person	No
Submitted On	18th May, 22 4:58:10 pm

Answer will be here on the right

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.

My Application List

Complain

RTI Application Details

Download

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 concerns the life or liberty of a person	
Submitted On	17th May, 22 12:41:41 pm

If answer is not satisfactory, you can appeal it

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)

RTI Online

Apply for RTI

My Application List

Complain

RTI Application List

RTI List

Complaint List

Applicant Name	Question
MSeGS Test	Electricity concerns at new Apartment

Greviences/Complain to CIC

Complain/Grievence

Type your complain/grievence here

Maximum size 5MB

Attachment (Optional)

Choose files

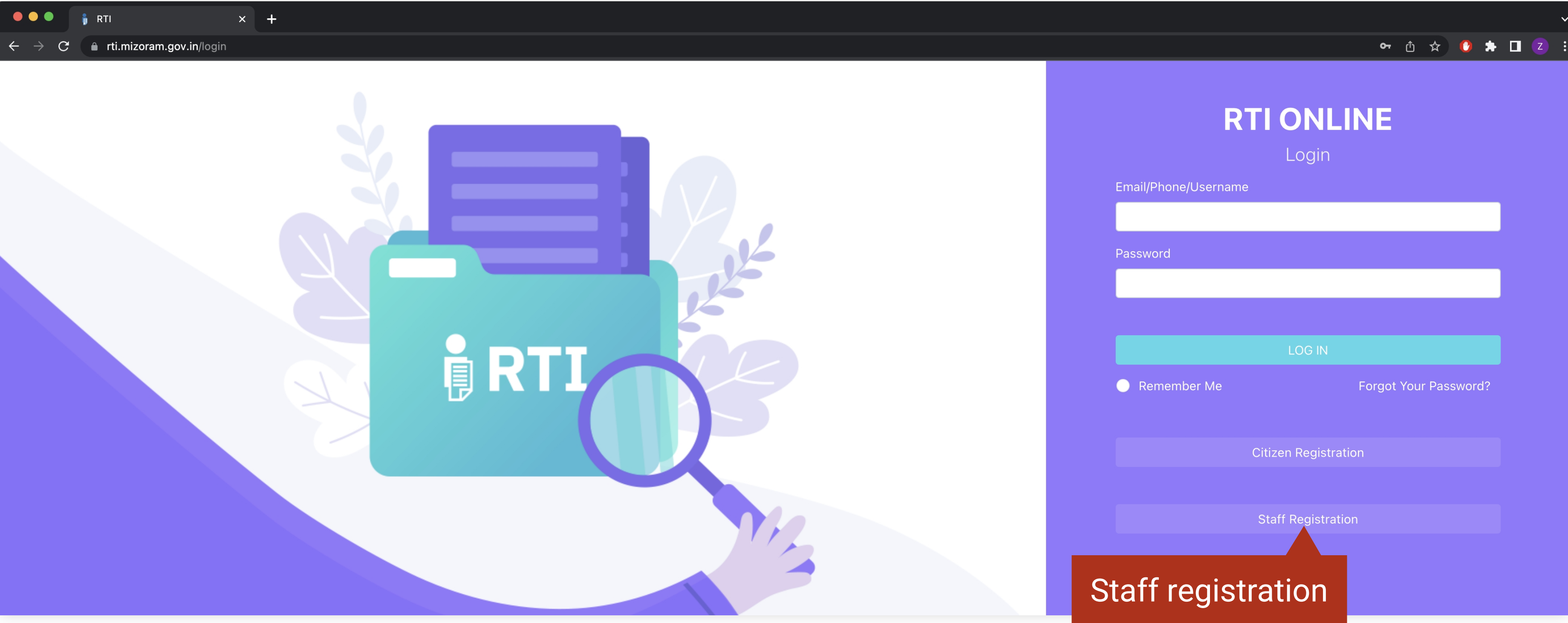
No file chosen

Submit Complain

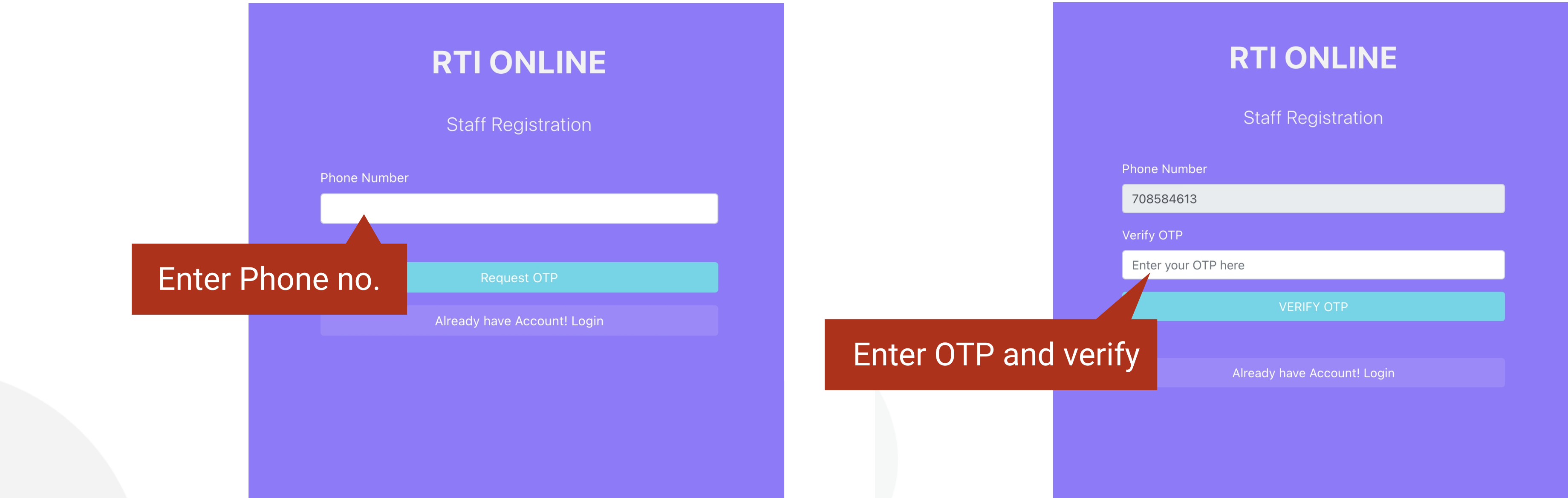
2.1 Staff Registration for your Department

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

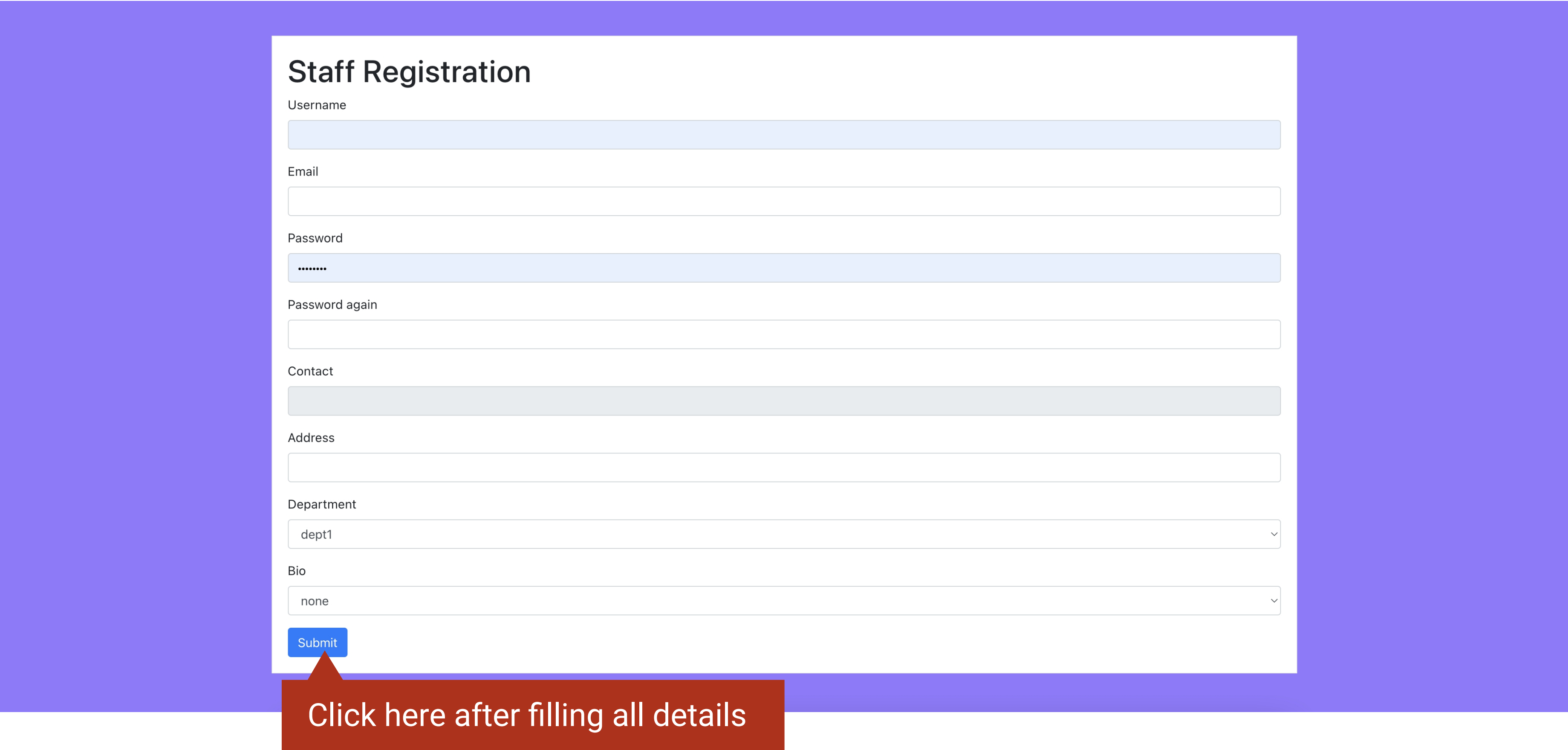
Click on **Staff Registration** to register under your Department



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

SAPIO 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

spio1

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
- SAPIO 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

spio1

Report

Profile

Logout

Reports are available here

RTI Application List

Pending

Answered

2.3 SAPIO

SAPIOs are incharge 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

Dashboard

My Application List

aspio1

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	<div></div> 16 seconds before
user	ddd	18th May 22, 2:39:35 pm	Under Process By SAPIO	<div></div> 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

Dashboard

My Application List

daa1

RTI Application List

Pending

Answered

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

Open RTI to answer Appeal

When you open the application you will see this page

RTI Online

Dashboard

My Application List

Applicant Question

123

Applicant Question

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

Previous Answer

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 Online

Dashboard

My Application List

Grievance/Complain List

cic1

RTI Application List

PendingAnswered

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

RTI Online

Dashboard

My Application List

Grievance/Complain List

cic1

Applicant question

Applicant Contact	8595420989
Applicant Address	Ramhlun
Applicant Question	123
Applicant Photo	bpl16527715043607.jpeg
Conclusion	
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

Appl. Details

We dont know yet

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

First Appeal Question

Not good

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

First Appeal Answer

Will have to forward to CIC

1st Appeal answer

Answered on:19th May, 22 1:16:59 pm

- 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

RTI Online

Dashboard

My Application List

Grievance/Complain List

cic1

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 नीरज है मैंने अ...		Under Process By CIC	1 month before
NEERAJ	सर मेरा नाम नीरज है मैंने अ...		Under Process By CIC	1 month before
NEERAJ	सर मेरा नाम नीरज है 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