## **USER MANUAL**

## Right To Information (RTI)

### **CITIZEN INTERFACE**

\_\_\_\_\_

Government of Karnataka

National Informatics Centre Ministry of Electronics & Information Technology

Rtionline.karnataka.gov.in

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The url Address of RTI system is: https://rtionline.karnataka.gov.in/

#### **Citizen Module**

Following screen will be displayed.

Iome Submit Request Submit First Appeal View St	atus FAQ Contact Us User Manual
Citizens are requested to submit requests pertaining to KARNA Online RTI Information System Please do not file RTI application/first appeal through this portal for De	TAKA INFORMATION COMMISSION only, until other department partments/Public Authorities under Central Government or other Star
Governments. If filed, the application would be returned without refund of This is a portal to file RTI application/first appeal online	f the fee amount.
along with payment gateway. Fee payment can be made through Internet Banking, Through this portal RTI application/first appeal can be filed by Indian Citizen only for the Departments/Public Authorities of the Govt. of Karnataka	PIO MODULE Proventi transmitted by Pro- Pro- DECESION ( ACTION
submitting the RTI application/first appeal.	Independent Process     I
Help Desk : For any queries related to this portal, please contact d	luring normal office hours 10:00-17:30 on working days or send

#### For S ubmitting 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

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#### Govt. of Karnataka

	List of Donartmont				
	1 Karnataka Inform	s nation Commission			
	1. Kamataka miom	nation commission			
				-	
	4			•	
on alialain	a at "Submit Decuest" the	applicant has to fill the re-	mined details on the negati	het will enneen Th	. <del>.</del>
JII CHEKIII	ig at Submit Request, the	applicant has to fill the re	quired details on the page (	nat will appear. The	e neids
norkod * r	we mandatory while the oth	lors are optional			ŀ

- Citizen has to Click on the checkbox "I have read and understood the above guidelines" and then press/click on the Submit button.
- ➤ The Online RTI Request Form will be displayed as below. This form can be used to file an online RTI.

	Č
Home Submit Request Submit First Appeal View Status FAQ Contact Us User Manual	

Online RTI Request Form

	<ul> <li>Enter Email Id :</li> <li>Mobile Number (For receiving SMS alerts)</li> <li>Enter Captcha code:</li> </ul>	Enter Mobile Number  50pyka  Can not read the image? click here to refresh	
	Home	Submit Reset	
Contents of the site provided by Karnataka Information Commission, Government of Karnataka			

		(English V) RTI Online				
Home	Submit Request Submit First Appeal N	View Status FAQ Contact Us User Manual				
Onlin	ne RTI Request Form * Enter Email Id : * Mobile Number (For receiving SMS alerts) * Enter Captcha code:	ravi150@gmail.com ********** <b>50pyka</b> 50pyka Can not read the image? click here to refresh Submit Reset				
	Home (	Govt. of Karnataka FAQ				
	Contents of the site provided by Karnataka Information Commission, Government of Karnataka Copyright © 2019. All rights reserved. Designed, Developed and Hosted by National Informatics Centre, New Delhi					

English V



#### **RTI Online**

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#### Online RTI Request Form

Note: Fields marked with \* are Mandatory. **Public Authority Details:** -

* Select Department/Public Authority	Select				•
Personal Details of RTI Applicant:-					
*Name	Enter Na	ame		0	)
Gender	<ul> <li>Male</li> </ul>	○ <sub>Female</sub>			
* Address	Enter Ad	ldress Line 1		0	)
	Enter Ad	ldress Line 2		)	
	Enter Ad	ldress Line 3		)	
* Pincode	Enter	Pincode	0		
Country	<ul> <li>India</li> </ul>	○ <sub>Other</sub>			
State	Karnata	ika 🔻			
Districts	Select	- •			
Taluk	Select	<b>v</b> )			
Village	Select	<b>v</b> )			
Location	O Rural	O Urban			
Educational Status	◯ <sub>Litera</sub>	te O Illiterate			
Phone Number	+91	Enter Phone	Number		0
* Mobile Number (For receiving SMS alerts)	(+91)	9990133449			0
* Email-ID	bhavesh	.jha1205@gmail.	com	0	
Request Details :-					
Citizenship (Only Indian citizens can file RTI Request application)	Indian		•		
* Is the Applicant Below Poverty Line ?	Select	•			
(Enter Text for RTI Request application upto 3000 words))					
Note:- Only alphabets A-Z a-z number 0-9 and special charact	ters , (	)/@:&\\%are	allowed in Text for	RTI	Request application.
• Text for RTI Request application					
Supporting document ((only pdf up to 1 MB))					
Pdf file name should not have any blank space between any	Choose	e file No file cho	sen		
character.Special characters allowed are (a-zA- Zo-9)					
• Enter Captcha code	Can not read	<b>'g</b>	©		
	Su	bmit	Reset		

Fill all the necessary fields as displayed in the screen.

**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 characters**.

#### For Applicant below Poverty Line (BPL) /Non-BPL

- In entry form the field labeled 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**.
- > Applicant will receive **SMS alerts** in case he/she provides mobile number.

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.

Kic	RTI Online				
Home Submit	Request Submit First Appeal Vie	ew Status FAQ	Contact Us U	Jser Manual	
Online Reque	est Payment Form				
	Do not use Refresh and back button of browser. "Charges payable-RTI Fee +other applicable charges & taxes.".				
In case amou	In case amount is debited and registration number is not received, registration number would be sent to you later after reconciliation. DO NOT REGISTER ANOTHER REQUEST FOR THE SAME INFORMATION				
NAME	Bhawesh Kumar Jha	RTI Fee : ₹10			
Payment Mode	In Item International Inter				
	Pay Back				
	Home Govt. of Karnataka FAQ Contents of the site provided by Karnataka Information Commission, Government of Karnataka Copyright © 2019. All rights reserved, Designed, Developed and Hosted by National Informatics Centre, New Delhi				

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

Payment Details		
Debit/Credit Card	Please enter your card details	Order Summary
Internet Banking	Card Number	Order No.:
	VISA 🍋 🧮 RuPaya	KINFCR20190000001257
	Expiry Date/Valid Thru CVV/CVC 4-DBC	Merchant Name:
	Month 🔻 Year 🔻 🤁	RTI Dept Karnataka Govt
	Name of the card holder	
	Name as on card	Amount: 10.0
	Pay Now	Processing fee:
	Pay Now Cancel	GST:
	Pay Now Cancel	GST:
		Total:
		APM ID: PG TRANS 396

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

- > Choose the Payment Mode: Debit Card, Net Banking and Credit Card.
- > **Net Banking**: Choose your Bank, and then click on Proceed Button.
- > New window as shown below will appear,
- > ATRN and Order Number will be generated after successful payment is executed.

<b>SBIePA</b>	Y Test Bank	
ATRN :	8572450314841	
OrderNumber :	DOAITR2017000000038	
Amount :	10.0	
Successful	Decline	

- On clicking the Successful Button, an unique registration number will be generated. It will be used for future reference. The same can be saved or Printed by the user.
- 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.
  - SMS would be generated and sent to the Mobile no. entered in the Request Form quoting the Unique Registration no. An e-mail would also be generated and sent to the E-mail id entered in the Request Form quoting the Unique Registration no.
  - RTI request will be sent to "Nodal Officer" of concerned Department for further processing.
  - SMS would be generated and sent to the Mobile no. entered in the Request Form quoting the Unique Registration no.
  - An e-mail would also be generated and sent to the E-mail id entered in the Request Form quoting the Unique Registration no.

#### SUBMIT FIRST APPEAL

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

- 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.

1. This Web application	Portal can be used by Indian citizens online.First appeal can also be filed onli	to file RTI application online and also ine.	to make payment for RTI
2. An applicat Departmen	t who desires to obtain any information ts/Public-Authorities/Others of Govern	u under the RTI Act can make a request th ment of Karnataka. List of Departments/1	rough this Web Portal to the Public-Authorities/Others of
Governmer	t of Karnataka can be seen as following:		
	List of Departments 1. Karnataka Information Commi	ssion	
	4		* +
3. On clicking marked * at	at "Submit Request", the applicant ha	is to fill the required details on the page	that will appear. The fields
			)
		an Davantu ant will not be lieble i	n ann an b ann a bhann

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

KIC	RTI Online
Home Submit Request Submit First Appeal	View Status FAQ Contact Us User Manual
Online RTI First Appeal Form	
Request Registration Number :     Enter Email Id :     Enter Captcha code:	KINFC/R/2019/60042       Image: Constraint of the state
	Submit Reset
Home Contents of the site provided by R Copyright © 2019. All rights reserved. Desi	e <u>Govt. of Karnataka</u> F <u>AQ</u> amataka Information Commission, Government of Karnataka gned, Developed and Hosted by National Informatics Centre, New Delhi

- 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.



## **RTI** Online

Home Submit Request	Submit First Appeal	View Status	FAQ	Contact Us	User Manual
Online RTI First App	eal Form				
Note: Fields marked with * are Mand	atory.				
Public Authority Details :	e de la companya de la				
* Select Department/Public Au	thority	Karnataka Inform	ation Com	mission	T
Personal Details of Appel	lant :-				
* Request Registration Numbe	r	KINFC/R/2019/600	12		
* Request Registration Date		05/02/2019			
* Name		jha			
Gender		$\odot$ Male $\bigcirc$ Female			
* Address		bangaluru			
		(			
Pincode		<b>[</b>		2	
Country		● <sub>India</sub> ○ <sub>Other</sub>			
State		Karnataka	•		
Districts		Select	•		
Taluk		Select	•		
Village		Select	•		

#### RTI Karnataka

Village	Select V	
Status	○ <sub>Rural</sub> ○ <sub>Urban</sub>	
Educational Status	O Literate O Illiterate	
Phone Number		0
Mobile Number (For receiving SMS alerts)	(+91) 8700945421	0
* Email-ID	bhavesh.jha1205@gmail.com	0
Appeal Details :-		
Citizenship (Only Indian citizens can file RII Request application)	(Indian 🔻	
* Is the Applicant Below Poverty Line ?	Yes V	
BPL Card No./Yellow Ration Card/Certificate issued by		
local bodies/Govt. (Municipal Corporation/Municipal		
Council/Municipality/Gram Panchayat) ((Proof of BPL /Vellow Ration Cond)(Settificate issued by	(test	
local bodies/Govt.(Municipal Corporation/Municipal		
Council/Municipality/Gram Panchayat))		
Year of Issue	2015	0
Issuing Authority	test	
* Ground For Appeal	Select	
* Text for RTI first appeal application	() / @ : & \\ % are allowed in Text for RTI fu	st appeal application.
Supporting document ((only pdf upto 1 MB))		
Pdf file name should not have any blank space between any	Choose file No file chosen	
onar acco ispecial characters addited are (a-23-20-9,)	tamlyt	
* Enter Captcha code	Can not read the image? click here to refresh	
	Submit Reset	
Hom	e  Govi. of Karnataka  FAQ	
Contents of the site provided by B	arnataka Information Commission, Government of	Kamataka

#### Note:

- 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.

Council/Municipality/Gram Panchayat) ((Proof of BPL/Yellow Ration Card/Certificate issued by	test	
local bodies/Govt.(Municipal Corporation/Municipal Council/Municipality/Gram Panchayat))		
Year of Issue	2015	0
Issuing Authority	test	
* Ground For Appeal	Select	
Enter Text for RTI first appeal application upto 500 characters)	Select Refused access to Information Regulated	
Only alphabets A-Z a-z number 0-9 and special characters ,	No Response Within the Time Limit	application.
• Text for RTI first appeal application	One explose animoni of the topole of the Provided Incomplete, Misleading or False Ini Any Other ground	formation
		0/3000 प्रविष्ट अक्षरे
Supporting document ((only pdf up to x MB))		
Pdf file name should not have any blank space between any	Choose file No file chosen	
character.Special characters allowed are (a-zA- Zo-9)		
• Enter Captcha code	u66u3b	
	Submit Reset	

- > 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 SMSs 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 Status Form will be displayed as below.

Onlin Note : Fie	e RTI Status Fo	IIII atory		Contact US	
	* Enter Registrati * Enter Email Id : * Enter Captcha c	ionNo : : :ode :	KINFC/A/2019/60 		
			Can not read the image? dt	Reset	
	Copyrigh	Hom Contents of the site provided by H ht © 2019. All rights reserved. Des	e <u>Govt. of Karnataka</u> 1 Karnataka Information Commis igned, Developed and Hosted b	AQ sion, Government of Ka National Informatics (	amataka Centre, New Delhi

- > 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.

Home Su Online F Note : Field ma	Ibmit Request Submit First Appeal View S XTI Status Form arked with * are Mandatory	status FAQ Contact Us User Manual
	Registration Number	KINFC/A/2019/60002
	Name	jha
	Date of Filing	09/09/2019
	Status	RTI REQUEST RECEIVED as on 09/09/2019
	Nodal Of	ficer Details
	Telephone Number	08022371191
	Enter Email Id	us-kic@karnataka.gov.in
	Print RTI Application	Print Status Go-Back
	Home Govt. c Contents of the site provided by Karnataka In	of Karnataka   FAQ formation Commission, Government of Karnataka

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

Name	Karan Pandey	
Date of Filing	12/01/2017	
Status	REQUEST DISPOSED OF as on 12/01/2017	
Reply :- Testing		
View Document	193	
	Nodal Officer Details	
Felephone Number	23786789	
Email Id	vmittal@nic.in	

- The Reply document can be downloaded by clicking on PDF symbol in View Document

In case additional payment is demanded by PIO, following screen will be displayed.

Registration Number	DO&IT/R/2017/60027
Name	Karan Pandey
Date of Filing	12/01/2017
Status	ADDITIONAL PAYMENT REQUIRED FOR INFORMATION at on 13/01/2017
Additional Payment	₹ 100 Make Payment
Remarks :- Testing for Additional	Payment
(	Nodal Officer Details
Telephone Number	23786789
Email Id	vmittal@nic.in

Print RTI Application Print Status Go-Back

- > Additional payment can be made by clicking on Make Payment link.
- > Then the applicant will be directed to payment gateway.

In case amount is	debited and registration number	er is not received, registration number would be se	nt to you later after reconcilation.
Concession and the concession	DO NOT REGISTER AN	OTHER REQUEST FOR THE SAME INFO	RMATION
NAME	Karan Pandey	RTI Additional Fee : ₹100	
PaymentMode	RTI ONLINE PAYMEN	т	

> Further payment process is as same as shown earlier in RTI request payment mode.

In case the document attached at the time of filing RTI Request is not accessible, then the following screen will be displayed in view status.

Registration Number	DO&IT/R/2017/60020		
Name	Karanag		
Date of Filing	13/01/2017		
	SUPPORTING DOCUMENT REQUIRED FROM		
status	APPLICANT as on x3/0x/20x7		
status Remarks :- The document attached at the t same document may please be uploaded to	APPLICANT #Fen %3/0%/2017 time of filing RTI Request is not accessible.The o process your RTI Request.		
status Remarks I- The document attached at the t same document may please be uploaded to Upload document <i>(only pdfupto130</i> )	APPLICANT as on x3/ox/2017 time of filing RTI Request is not accessible. The o process your RTI Request, Browse		
Remarks 1- The document attached at the t same document may please be uploaded to Upload document (only pdf upto 1 ATT) Nodal (	APPLICANT BEEN 33/01/2017 time of filing RTI Request is not accessible. The o process your RTI Request. Browsen No file selected Attached Officer Details		
Remarks 1- The decument attached at the t same decument may please be upleaded to Upload document (only pdf upto 1 MB) Nodal ( Telephone Number	APPLICANT BEEN 33/03/2017 time of filing RTI Request is not accessible. The o process your RTI Request. Browsense No file selected. Attached Officer Details 23786789		

Print RTI Application Print Status Go-Back

- Document can be uploaded by clicking on choose file option and then clicking on Attached button.
- > The following screen will be displayed when file gets uploaded successfully.

#### Online RTI Status Form/ऑनलाइन आरटीआई स्थिति प्रपत्र

Note/सूचना Fields marked with \* are Mandatory/ \* से पिल्लिस फील्ड अनिवाये हे. Data to be entered only in English

File upload succe	ssfully
-------------------	---------

• Enter RegistrationNo /दर्ज पंजीकरण क्रमांक :	·•	9
• Enter Email Id /दर्ज ईमेल आईडी :		
	8qm6ii	
• Enter Captcha code /दर्ज कैप्या कोड :	Can't read the image? click <u>here</u> to refresh /शिम को प	इ: नहीं ज रहा? लख करने के लिए <u>पह</u>
	show/देवाना Reset/रीसेट	

## In case RTI Request Application is returned to applicant, following screen will be displayed.

Registration Number	D0&IT/R/2017/60020		
Name	Karan 13		
Date of Filing	\$3/0\$/20\$7		
Status	RTI REQUEST APPLICATION RETURNED TO APPLICANT as on \$3/05/2017		
Remarks :- As mentioned in the guidelines for use of this portal, the RTI Online facility is currently available only for departments in Mantralaya.Since your application is related to public authorities located outside Mantralaya, it is returned herewith.You may file the same with appropriate public authority.Thank you for your interest in online RTI Portal.			
with appropriate public authority.			
with appropriate public authority.	Nodal Officer Details		
Telephone Number	Nodal Officer Details 23786789		

**RTI** application will be returned to applicant without refund of amount in case **RTI** applications are filed for Departments/Public Authorities under the Central government or other State Governments.

In case RTI Request Application is transferred to other public authority, the following screen will be displayed.

Online RTI Status Form/ आनलाइन आरटीआई स्थिति प्रपत्र

Note/মূলনা Fields marked with • are Mandatory/ • থা বিভিন্ন কাল্ড প্রনিমার্থ বৃ. Data to be entered only in English

Registration Number	DO&IT/R/2017/00010
Name	Karan
Date of Filing	11/01/2017
Status	REQUEST TRANSFERRED TO OTHER PUBLIC
Details of Public Autority :- ride registration number :- 6/	AUTHORITY as on 13/01/2017 General Administration Department. ADEP/R/2017/30001 respectively.
Details of Public Autority :- ride registration number :- Gi Note:- Further details will be request registration number.	AUTHORITY as on 13/01/2017 General Administration Department. ADEP/R/2017/80001 respectively. available on viewing the status of the above-mentioned new Nodal Officer Details
Details of Public Autority :- vide registration number :- Gi Note:- Further details will be request registration number. Felephone Number	AUTHORITY as on 13/01/2017 General Administration Department. ADEP/R/2017/80001 respectively. available on viewing the status of the above-mentioned new Nodal Officer Details 23786780

New Registration no will be generated in this case and applicant can see the status of his application by using this new Registration Number.

In case RTI Request Application is forwarded to multiple PIOs , the following screen will be displayed.

Online RTI Status Form/ऑनलाइन आरटीआई स्थिति प्रपत्र Note/मूपना: Fields marked with • are Mandatory/ • मे पिट्रित जीवन अनिवार्ट ह. Data to be entered only in English

Registration Number	DO&IT/R/2017/60014		
Name	Karan		
Date of Filing	10/01/2017		
Status	REQUEST FORWARDED TO PIO as on 13/01/20		
Details of SPIO :- Telephone Number:- , Email	sert-		
Details of SPIO :- Telephone Number:-, Email Note :- You are advised to contact the above r Your RTI application has been forwarded to multiple PIOs	Click here to view details		
Note :- You are advised to contact the above r Your RTI application has been forwarded to multiple PIOs	ner mentioned officer for further details. <u>Click here to view details</u> ficer Details		
Note :- You are advised to contact the above r Your RTI application has been forwarded to multiple PIOs Nodal Off Telephone Number	Click here to view details ficer Details		

Print RTI Application Print Status Go-Back

> On clicking on link **Click here to view details** following screen will be displayed.

	Status of RTI Request							
S.No.	Registration Number	CPIO Telephone Number & Email	Current Status	Status Date	Remarks (If any)	Document (If any)		
1	DO&IT/R/2017/60014		REQUEST FORWARDED TO PIO	13/01/17				
2	DO&IT/R /2017/60014/1		REQUEST FORWARDED TO PIO	13/01/17				

#### For eg.

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

i.e

#### 1. DO&IT/R/2017/60014

#### 2. DO&IT/R/2017/60014/1

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

DO&IT/R/2017/60014/1 then he/she should file an appeal for registration no

DO&IT/R/2017/60014/1 and not for original registration no DO&IT/R/2017/60014.

# Thank You

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