

RTI Portal

USER MANUAL FOR PUBLIC USERS

INTRODUCTION

The Right to Information is an act of the Parliament of India which sets out the rules and procedures regarding citizens' right to information. Under the provisions of RTI Act, any citizen of India may request information from a "public authority" which is required to reply expeditiously or within thirty days. In case of matters involving a petitioner's life and liberty, the information has to be provided within 48 hours. The Act also requires every public authority to computerize their records for wide dissemination and to proactively publish certain categories of information so that the citizens need minimum recourse to request for information formally.

Right to Information Act empowers every citizen to seek any information, take notes, extracts or certified copies of documents or records, take certified samples of material etc.

RTI portal is a portal to file RTI applications online along with payment gateway.



Payment can be made through internet banking, debit/credit cards of Master/Visa, RuPay cards and UPI. Through this portal, RTI applications can be filed by Indian Citizens for all Departments of Kerala State Government.

GUIDELINES

Guidelines show the steps of using RTI online portal.

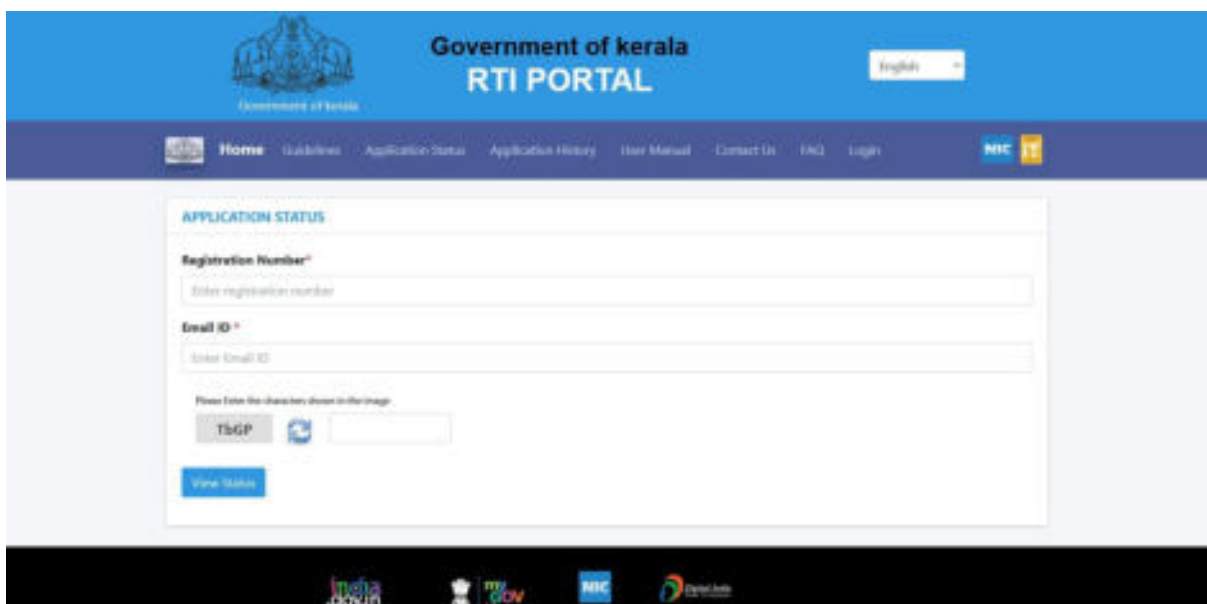


The screenshot displays the 'Government of Kerala RTI PORTAL' website. The header includes the state emblem and a language dropdown set to 'English'. The navigation menu contains links for Home, Guidelines, Application Status, Application History, User Manual, Contact Us, FAQ, and Login. The main content area is titled 'GUIDELINES TO USE RTI ONLINE PORTAL' and lists seven numbered steps:

1. This Web Portal can be used by Indian citizens to file RTI application online and also to make payment for RTI application online.
2. An applicant who desires to obtain any information under the RTI Act can make a request through this Web Portal to the Departments of Government of Kerala.
3. After signing up, on clicking at "New RTI", the applicant has to fill the required details on the page that will appear. The fields marked * are mandatory while the others are optional.
4. The text of the application may be written at the prescribed column.
5. At present, the text of an application that can be uploaded at the prescribed column is confined to 3000 characters only. Only alphabets A-Z a-z number 0-9 and special characters . , - _ [] / @ ! & ? \ % are allowed in text for RTI request application.
6. In case an application contains more than 3000 characters, it can be uploaded as an attachment, by using "Scan and Upload" option. Do not upload Aadhar Card or PAN Card or any other personal identification (except BP, Card). PDF file name should not have any blank spaces.
7. After filling the first page, the applicant has to go through the Payment part to make payment of the prescribed fee.

STATUS ENQUIRY

On submission of the RTI request, a **unique registration number** would be issued, which may be referred by the applicant for any references in future.



The screenshot shows the 'APPLICATION STATUS' section of the RTI portal. It features a form with the following fields:

- Registration Number***: A text input field with the placeholder text 'Enter registration number'.
- Email ID***: A text input field with the placeholder text 'Enter Email ID'.
- Captcha**: A section with the instruction 'Please Enter the characters shown in the image', a 'TsGP' button, a refresh icon, and a text input field for the characters.

A blue 'View Status' button is located at the bottom of the form. The footer of the page contains logos for Media, My Gov, NIC, and Digital India.

For knowing the RTI status- enter Registration Number, email id and captcha image and click View Status.

RTI HISTORY



The screenshot shows the 'APPLICATION HISTORY' section of the Government of Kerala RTI Portal. The page has a blue header with the Government of Kerala logo and the text 'Government of kerala RTI PORTAL'. A language dropdown menu is set to 'English'. Below the header is a navigation bar with links: Home, Guidelines, Application Status, Application History, User Manual, Contact Us, FAQ, and Login. The main content area contains a form with the following fields:

- Registration Number ***: A text input field with the placeholder 'Enter registration number'.
- Email ID ***: A text input field with the placeholder 'Enter Email ID'.
- Captcha**: A section titled 'Please Enter the character shown in the image' containing a 'Kajp' captcha image and a corresponding input field.

A 'View History' button is located at the bottom of the form. The footer of the page features logos for 'india.gov.in', 'myGov', 'NIC', and 'Digital India'.

RTI History can be viewed by entering Registration Number, email id and captcha image and click View History.

USER MANUAL

Portal Documentation available here.

CONTACT US



The screenshot shows the 'CONTACT US' section of the Government of Kerala RTI Portal. The page has the same blue header and navigation bar as the previous screenshot. The main content area contains a text box with the following text:

CONTACT US

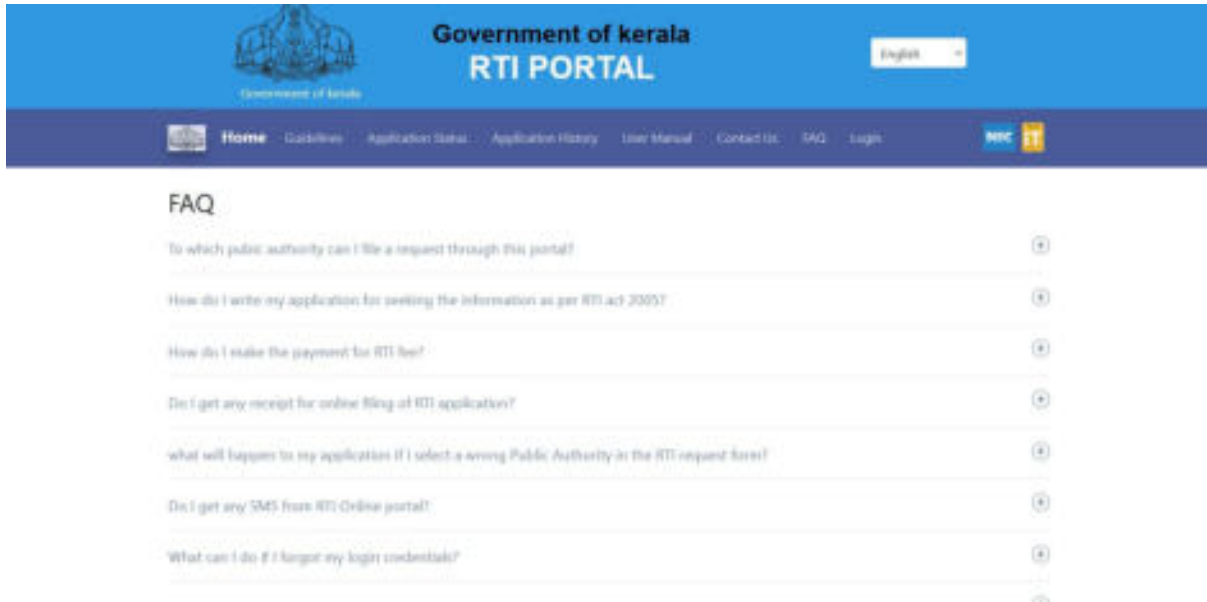
Please e-mail us to our rti@tech@spheo.support@kerala.gov.in for technical support.

The footer of the page features logos for 'india.gov.in', 'myGov', 'NIC', and 'Digital India'.

For Support -keralartionline-dopt@nic.in or 011-1111111

FAQ

This section clears the doubts of RTI registration.



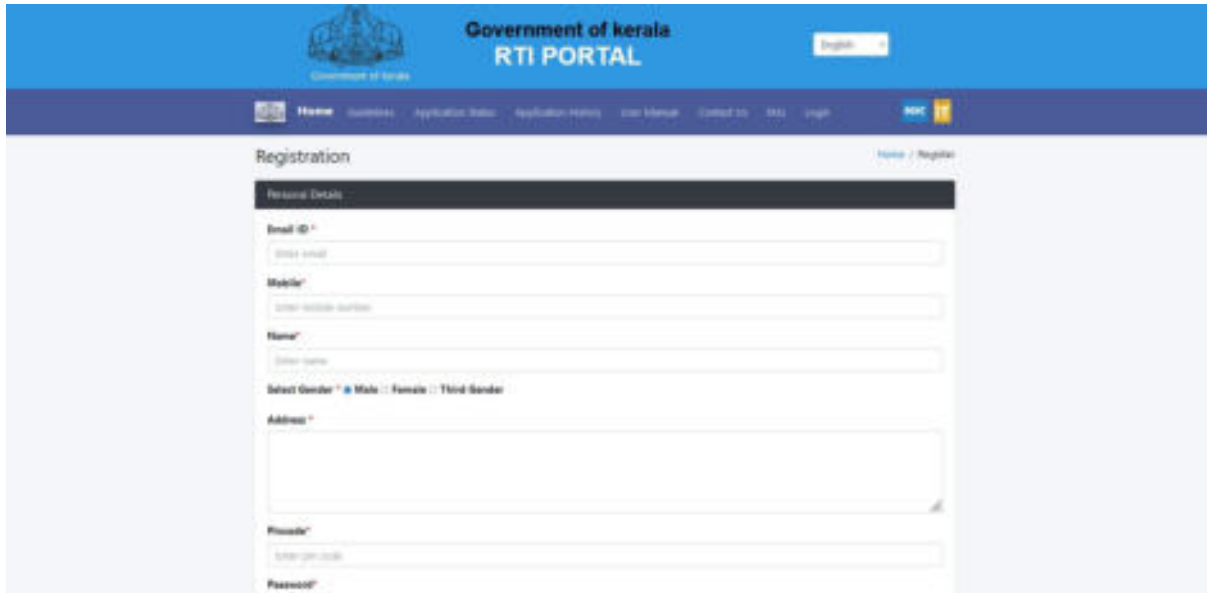
RTI LOGIN

Public users can directly login to the session by entering the registered mailid/mobile number, password and the characters given in the image(captcha).



Registration

Public can register through this module

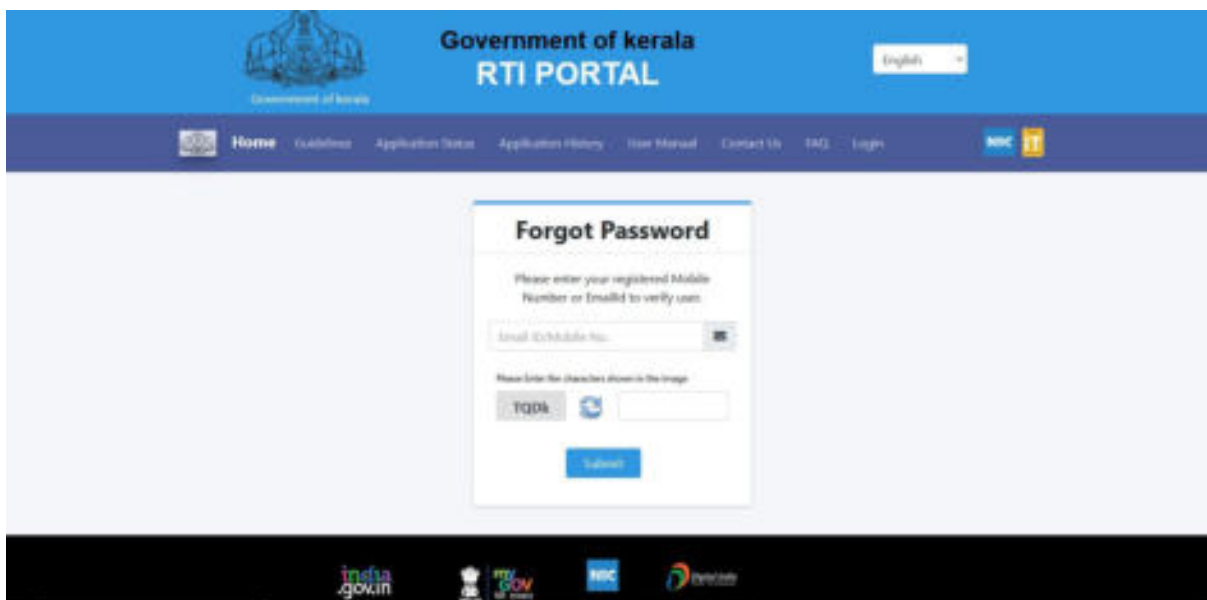


The screenshot shows the 'Registration' page on the Government of Kerala RTI Portal. The page has a blue header with the portal's name and a language dropdown set to 'English'. Below the header is a navigation menu with links for Home, Guidelines, Application Status, Application History, User Manual, Contact Us, FAQ, and Login. The main content area is titled 'Registration' and contains a 'Personal Details' form. The form fields include: Email ID (with a 'Send Email' button), Mobile (with a 'Send Mobile Number' button), Name, Gender (with radio buttons for Male, Female, and Third Gender), Address, Pincode, and Password (with a 'Send Password' button). A 'Register' button is located at the bottom right of the form.

Enter the mandatory fields – Emailid, MobileNo, Name, Gender, Address, Pincode, Password and Captcha image, and then Register.

Forgot password

Users can reset their password with the help of the Forgot Password module. Enter the registered mobile number/email to get a new password in their registered email ID.

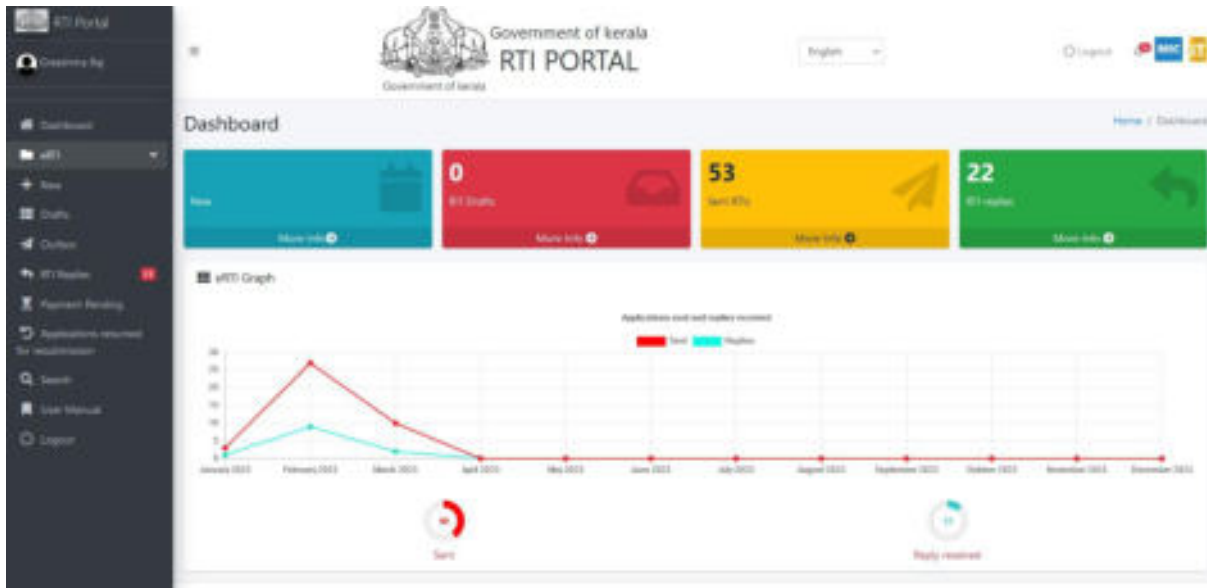


The screenshot shows the 'Forgot Password' page on the Government of Kerala RTI Portal. The page has a blue header with the portal's name and a language dropdown set to 'English'. Below the header is a navigation menu with links for Home, Guidelines, Application Status, Application History, User Manual, Contact Us, FAQ, and Login. The main content area is titled 'Forgot Password' and contains a form with the following fields: a text input for 'Email ID/Mobile No.' with a 'Send' button, a text input for 'Please Enter the characters shown in the Image' with a 'TQDk' button and a refresh icon, and a 'Submit' button at the bottom.

After Successful **RTI** Portal Login, it follows:

□ Dashboard

Dashboard shows the count of RTI drafts, RTI sent, RTI replies.



Graphical representation shows the Monthly reports on RTI sent & replies received.

□ New

Applicants can file new applications through this module. Fill in all mandatory fields and submit applications. An application fee of Rs 10/- should be paid as per RTI rules. After successful submission a unique registration number will be available for the application.

File RTI

Public Authority Details

Select Department*

Select Department

Personal Details

Email ID*

gswathira@gmail.com

Mobile No.†

881211886

Applicant Name*

Gswathira Rg

Select Gender* Male Female Third Gender

Applicant Address*

187118

Pincode*

685214

Select Country* India Other

Select State*

Kerala

Phone

Enter Phone Number

Citizenship* Indian Other

Is the applicant below poverty line? No Yes
Not for RTI application

General Application

TYPE & SUBMIT SCAN & UPLOAD

Type & Submit*

[Rich text editor area]

Cancel Save as Draft Submit

Drafts

All drafted applications will be available here. Applicants can edit and submit the applications or simply delete unwanted draft applications.

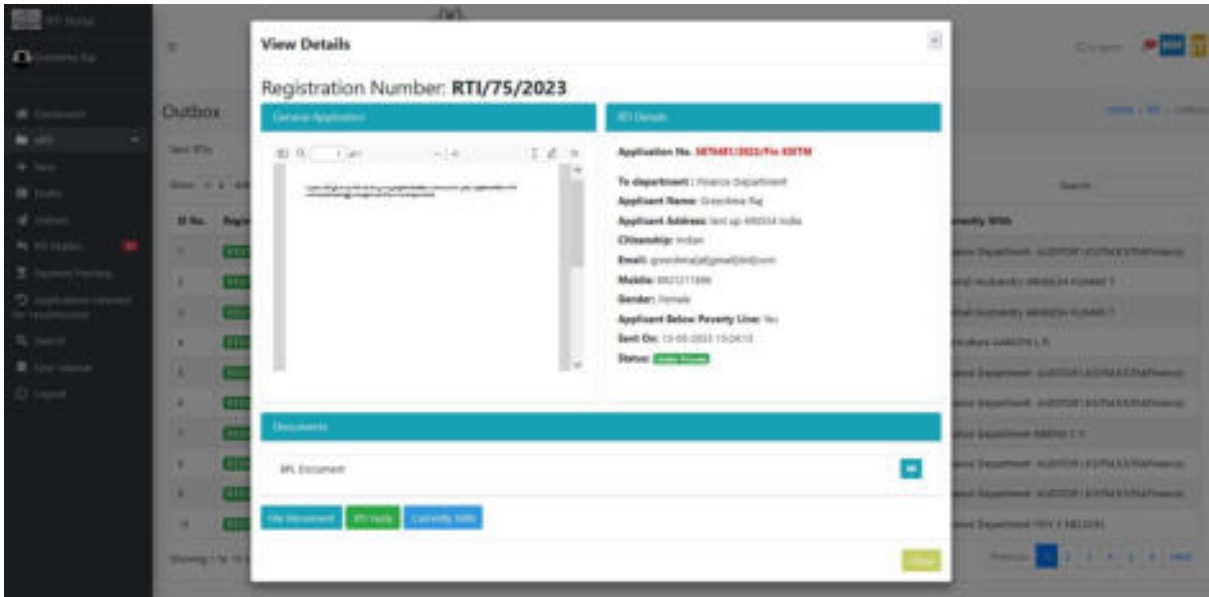
S/No	Registration Number	To department	Drafted date	Status
1	RTI/7/2022	Agriculture	16-03-2022 16:00:31	SENT / REJECTED
2	RTI/7/2022	Finance Department	16-03-2022 13:55:00	SENT / REJECTED
3	RTI/7/2022	Animal Husbandry	15-03-2022 12:45:00	SENT / REJECTED
4	RTI/7/2022	Animal Husbandry	14-03-2022 12:02:46	SENT / REJECTED
5	RTI/6/2022	Finance Department	13-03-2022 12:41:07	SENT / REJECTED
6	RTI/6/2022	Finance Department	13-03-2022 13:07:06	SENT / REJECTED
7	RTI/6/2022	Finance Department	22-02-2022 09:59:18	SENT / REJECTED
8	RTI/7/2022	Finance Department	15-02-2022 13:07:40	SENT / REJECTED

□ Outbox

All sent applications will be available here. Applicants can view details of the applications sent and can view the current status of the applications.

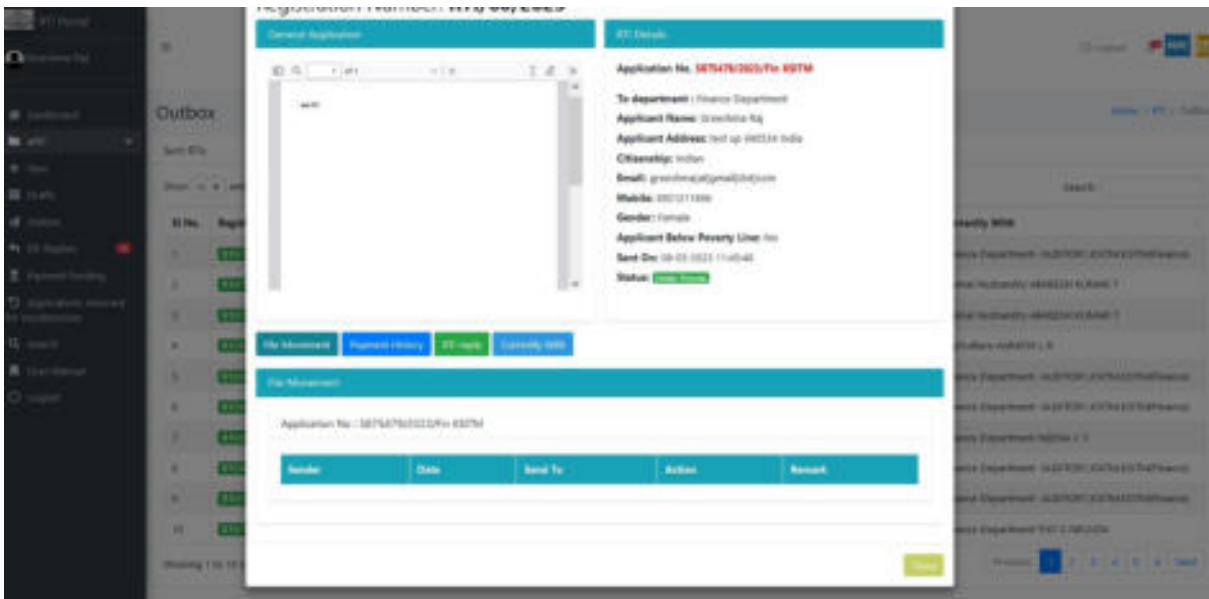
S/No	Registration Number	Application No	To department	Sent On	Status	Currently With
1	RTI/7/2022	Finance Department- 50754612022/Fin-027/24	Finance Department	13-03-2022 15:26:13	SENT / REJECTED	Finance Department- 40270R1K5TMAK3TAMFinance
2	RTI/7/2022		Animal Husbandry	13-03-2022 13:22:31	SENT / REJECTED	Animal Husbandry-JANESH-KUMAR T
3	RTI/7/2022		Animal Husbandry	13-03-2022 13:33:49	SENT / REJECTED	Animal Husbandry-JANESH-KUMAR T
4	RTI/6/2022		Agriculture	09-02-2022 13:09:44	SENT / REJECTED	Agriculture-AMRATH R
5	RTI/6/2022	Finance Department- 50754612022/Fin-027/24	Finance Department	09-02-2022 12:42:24	SENT / REJECTED	Finance Department- 40270R1K5TMAK3TAMFinance
6	RTI/6/2022	Finance Department- 50754612022/Fin-027/24	Finance Department	09-02-2022 16:36:43	SENT / REJECTED	Finance Department- 40270R1K5TMAK3TAMFinance
7	RTI/6/2022		Finance Department	09-02-2022 14:44:11	SENT / REJECTED	Finance Department-VERNALE V
8	RTI/6/2022	Finance Department- 50754612022/Fin-027/24	Finance Department	09-02-2022 11:43:49	SENT / REJECTED	Finance Department- 40270R1K5TMAK3TAMFinance
9	RTI/6/2022	Finance Department- 50754612022/Fin-027/24	Finance Department	09-02-2022 08:41:23	SENT / REJECTED	Finance Department- 40270R1K5TMAK3TAMFinance
10	RTI/6/2022		Finance Department	01-02-2022 15:15:00	SENT / REJECTED	Finance Department-TIFF & NELSON

Click on the registration number to view details

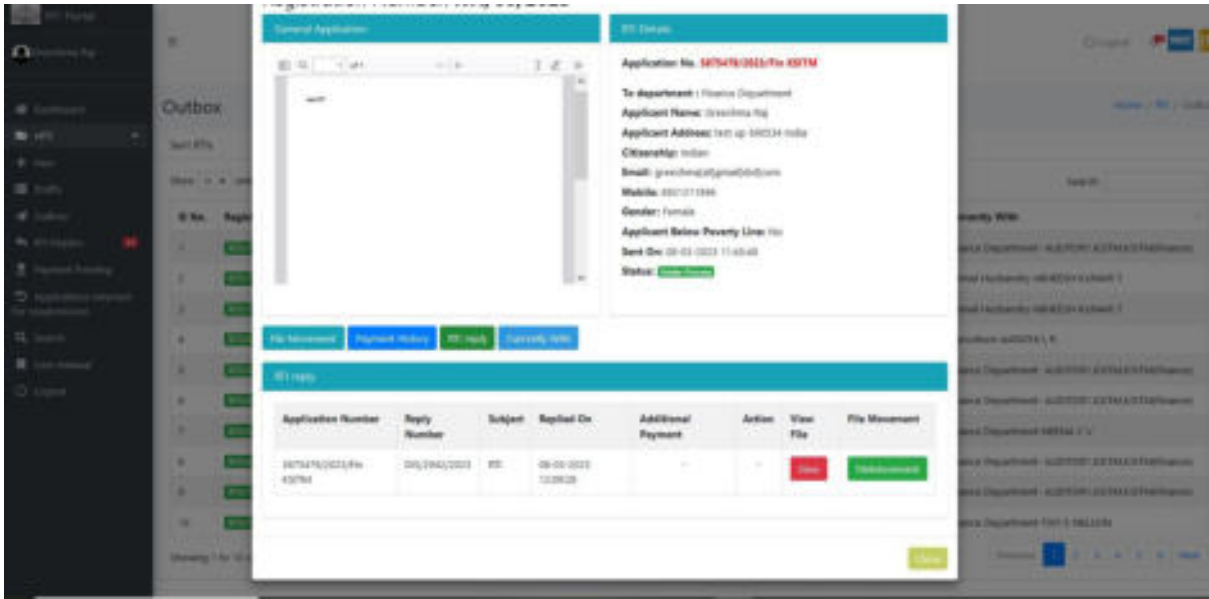


Once the application is being processed, an application number will be generated and the applicants can use this application number for future reference purposes.

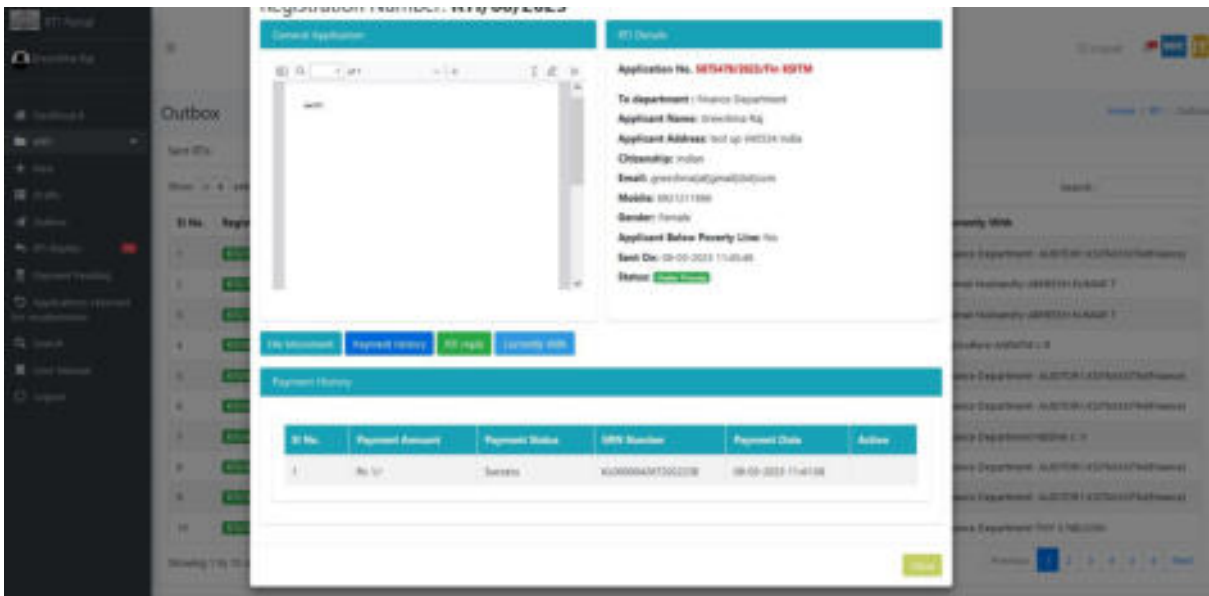
File movement, payment history, rti reply, currently with will be available here.



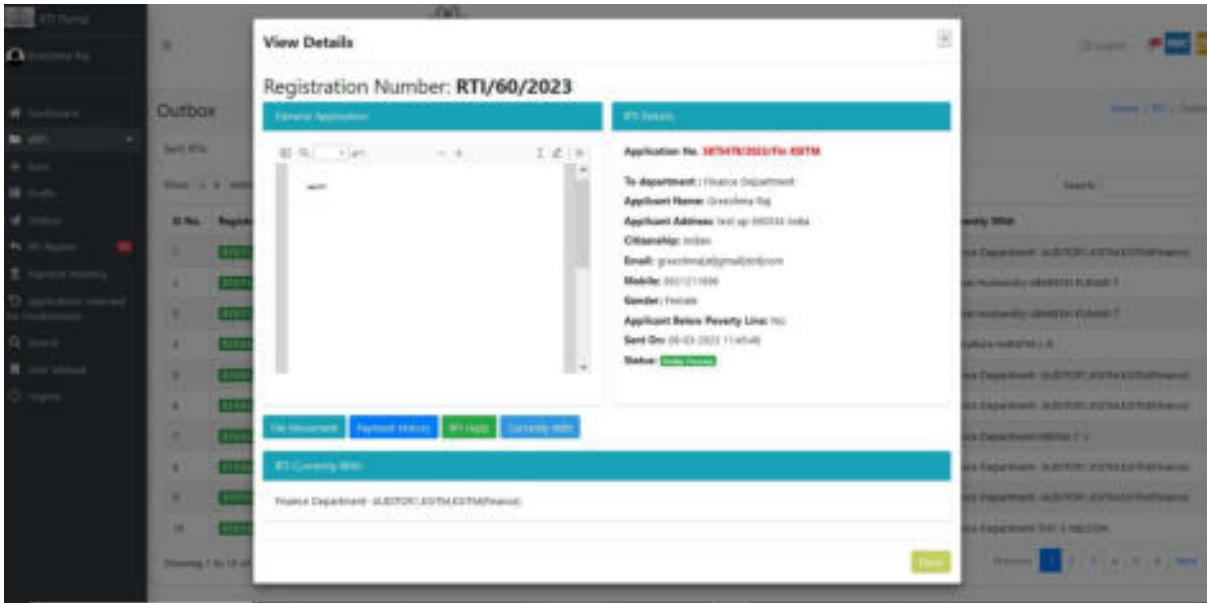
Click on the RTI reply to view reply



Click on “payment History” to payment history details



Click on “Currently with” to view current status of file.



□ RTI Replies

Replies of RTI applications will be available here.

S.No.	Registration Number	Application No.	Reply	To department	Sent On
1	RTI/60/2023	Finance Department- 3875476/2023/Re 430784	Finance Department [Download Reply]	Finance Department	09-03-2023 11:48:48
2	RTI/60/2023	Finance Department- 3875476/2023/Re 430784	Finance Department [Download Reply]	Finance Department	09-03-2023 08:47:27
3	RTI/60/2023	Finance Department- 3875476/2023/Re 430784	Finance Department [Download Reply]	Finance Department	20-02-2023 13:17:36
4	RTI/60/2023	Finance Department- 3875466/2023/Re 430784	Finance Department [Download Reply] [Download Reply]	Finance Department	20-02-2023 11:48:01
5	RTI/60/2023	Finance Department- 3875466/2023/Re 430784	Finance Department [Download Reply]	Finance Department	09-03-2023 11:08:19
6	RTI/60/2023	Finance Department- 3875466/2023/Re 430784	Finance Department [Download Reply] [Download Reply] [Download Reply]	Finance Department	21-02-2023 17:11:02
7	RTI/60/2023	Finance Department- 3875466/2023/Re 430784	Finance Department [Download Reply]	Finance Department	21-02-2023 16:58:57
8	RTI/60/2023	Finance Department- 3875466/2023/Re 430784	Finance Department [Download Reply]	Finance Department	21-02-2023 16:19:12

Click on the Reply Number to view the reply file.



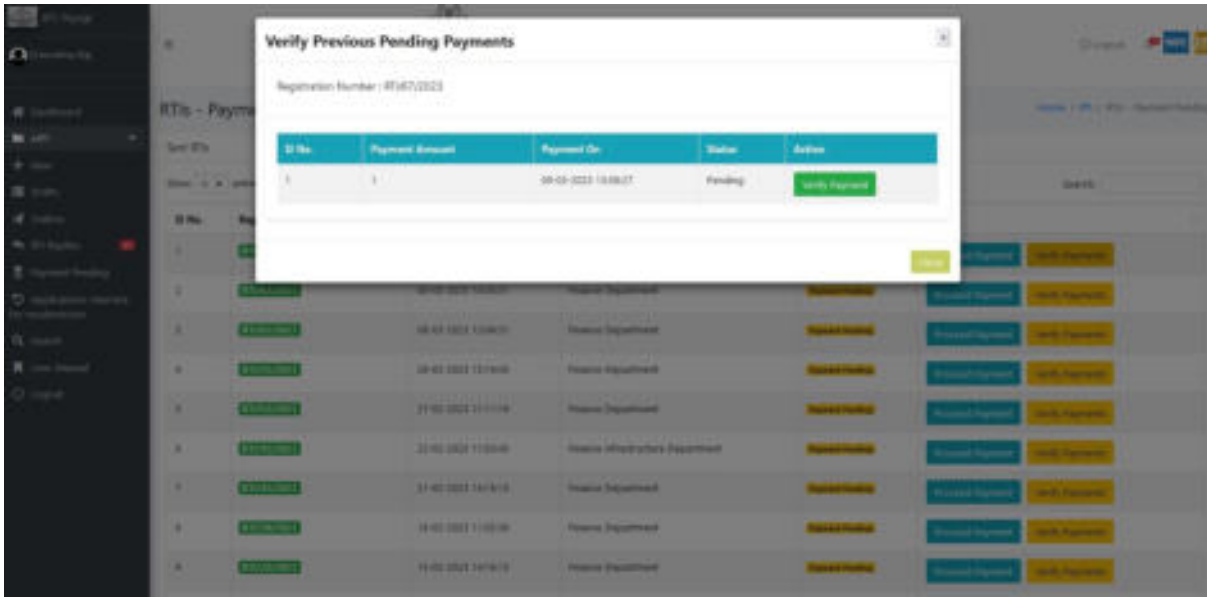
❑ Payment Pending

To view applications with pending payment . Applicants can verify previous payments or do new payments

The screenshot shows the 'RTIs - Payment Pending' page on the RTI Portal. The page displays a table of pending applications with the following columns: S.No., Registration Number, Created On, Sent To Department, Status, and Action. The 'Status' column shows 'Payment Pending' for all entries. The 'Action' column contains buttons for 'Process Payment' and 'Verify Payment'.

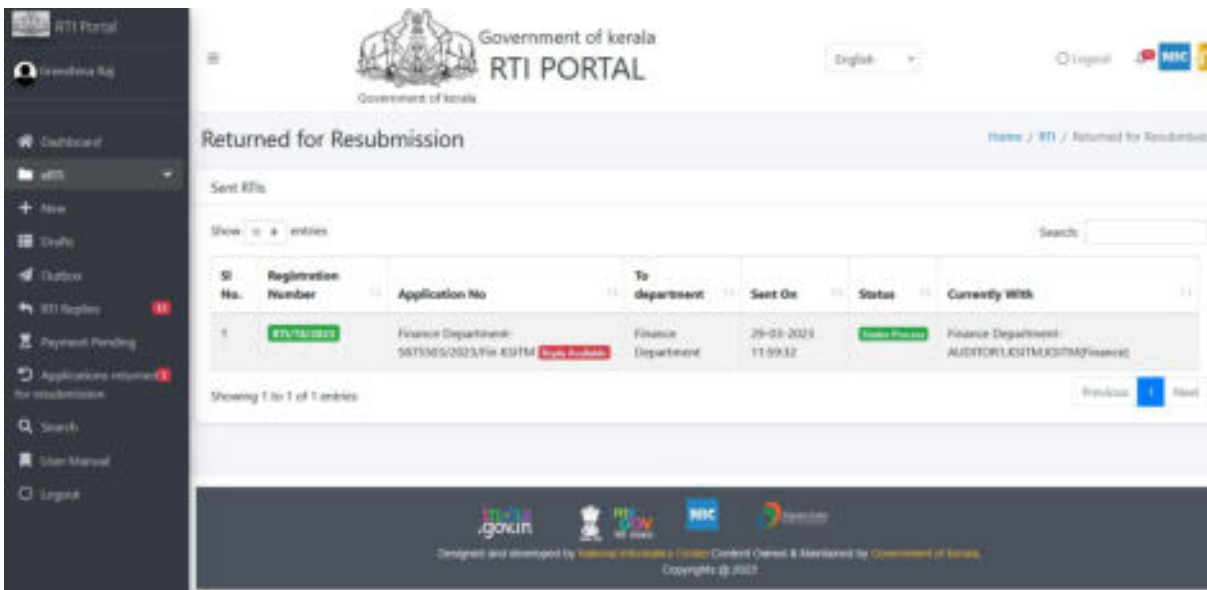
S.No.	Registration Number	Created On	Sent To Department	Status	Action
1	RTI/KL/2021/123456	08-03-2021 12:00:00	Finance Department	Payment Pending	Process Payment, Verify Payment
2	RTI/KL/2021/143210	08-03-2021 14:33:01	Finance Department	Payment Pending	Process Payment, Verify Payment
3	RTI/KL/2021/130987	08-03-2021 13:09:01	Finance Department	Payment Pending	Process Payment, Verify Payment
4	RTI/KL/2021/151432	20-02-2021 15:14:02	Finance Department	Payment Pending	Process Payment, Verify Payment
5	RTI/KL/2021/111111	27-02-2021 11:11:11	Finance Department	Payment Pending	Process Payment, Verify Payment
6	RTI/KL/2021/110044	22-02-2021 11:00:44	Finance Infrastructure Department	Payment Pending	Process Payment, Verify Payment
7	RTI/KL/2021/161515	21-02-2021 16:15:15	Finance Department	Payment Pending	Process Payment, Verify Payment
8	RTI/KL/2021/110000	18-02-2021 11:00:00	Finance Department	Payment Pending	Process Payment, Verify Payment
9	RTI/KL/2021/141414	15-02-2021 14:14:14	Finance Department	Payment Pending	Process Payment, Verify Payment

Click of the “Verify Payment” button to verify previous payments

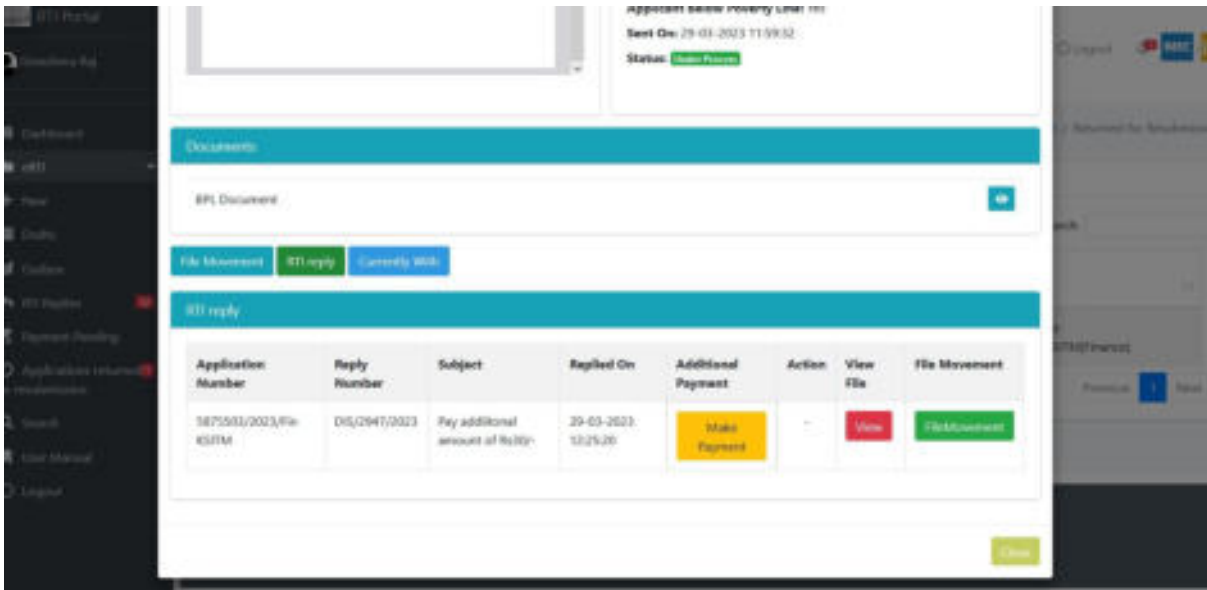


❑ **Returned for Resubmission**

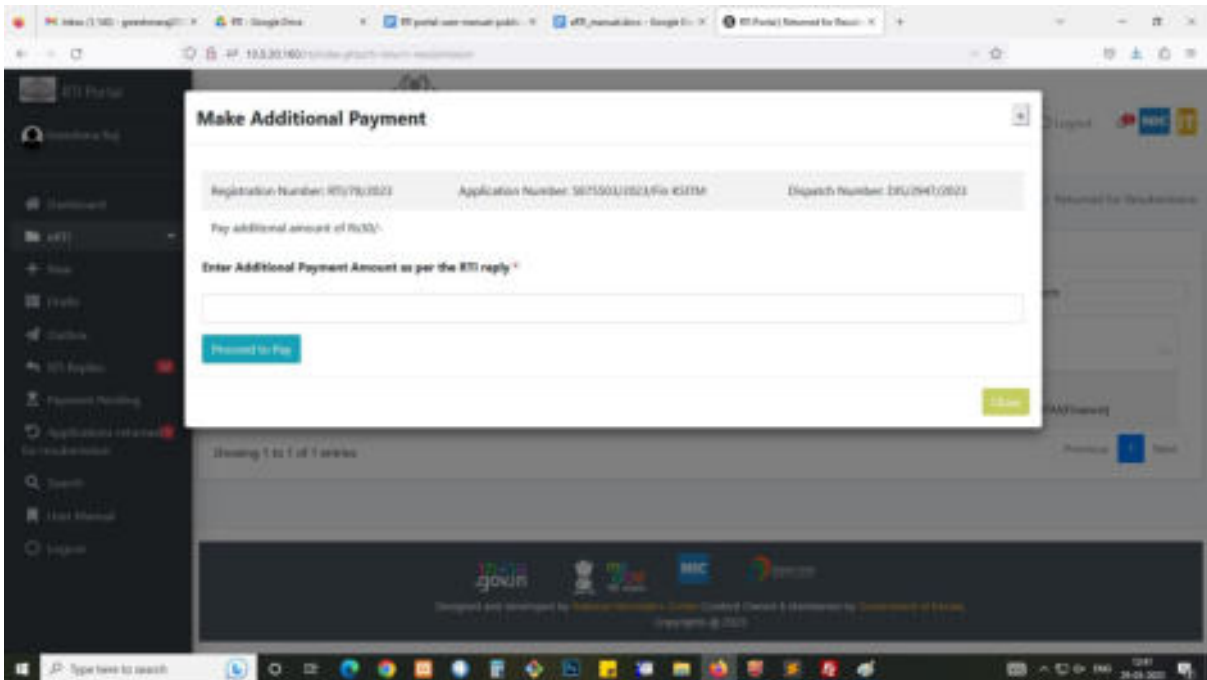
RTI applications returned for resubmission can be viewed through this module. Applicants can pay an additional amount mentioned in the reply message and resubmit the application.



Click on the registration number to view the reply. Click “RTI Reply” button to view reply details.



Click “Make Payment” to proceed to pay additional payment & resubmit the application.



□ Search

Search RTI applications through this module.

RTI Portal

Umeshika Raj

- Dashboard
- RTI
- New
- Drafts
- Outbox
- RTI Replies **11**
- Payment Pending
- Applications returned for resubmission
- Search
- User Manual
- Login



Search

[Home](#) / [RTI](#) / [Join](#)

Date Range:

Registration Number

Search

