

ELECTION COMMISSION OF INDIA



USER MANUAL ECI RTI ONLINE



ICT Division

RTI.ECI.NIC.IN

Nirvachan Sadan, Ashoka Road, New Delhi- 110001

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1 OBJECTIVE

Election Commission of India (ECI) had envisaged about an Online Portal where Indian citizens can file RTI applications and appeals directly to ECI under Right to Information ACT, 2005. This RTI Online Portal would facilitate citizens of India to obtain information they want from ECI. This is an initiative to automate and streamline existing RTI filing and response process. In addition, this portal will allow Indian citizens to pay RTI fees online through a payment gateway by **Net Banking** via associate banks, **Debit/Credit** cards of **Master/Visa** and **RuPay** cards.

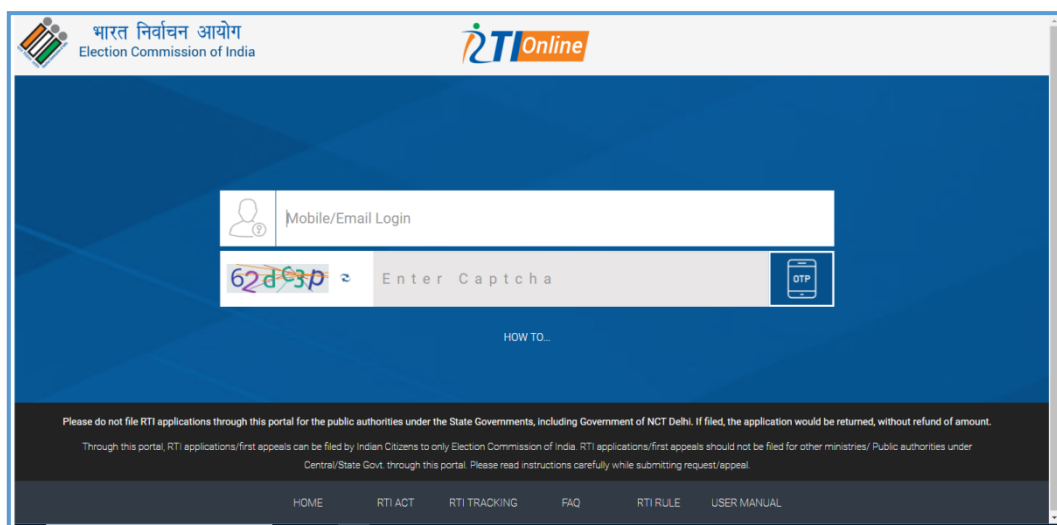
Indian Citizens are not allowed to file RTI applications/appeals to other Public authorities under Central/State Govt. through this portal.

The main objective of this manual is to describe all features and functionalities of the RTI Online Portal which are related to filing of RTI applications and appeals by Indian citizens through this RTI Portal. **Please read instructions carefully while submitting RTI application/appeal.**

2 ECI RTI ONLINE PORTAL

2.1 LOGIN SCREEN

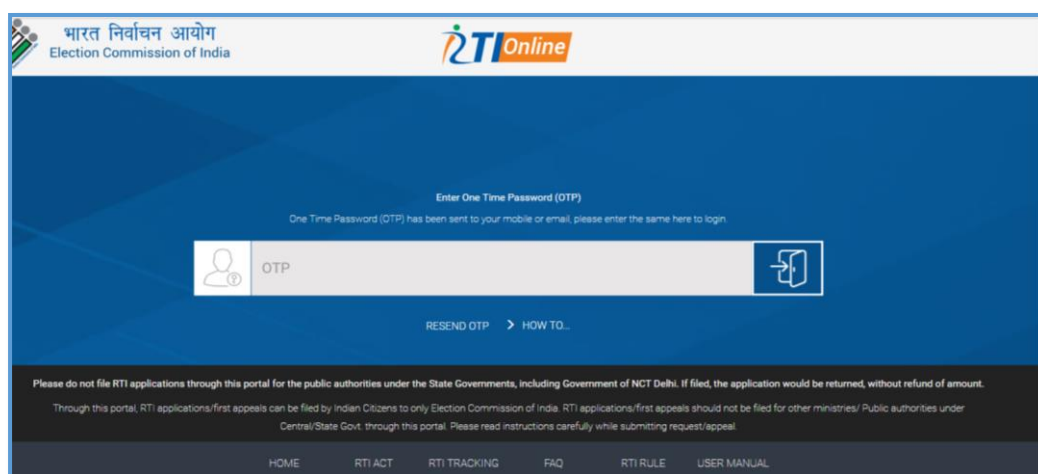
The Login screen for citizen comprises of a text box for entering mobile number or email ID of the applicant. Another text box is given for entering displayed “Captcha” along with a button for “OTP”. On clicking this button, an OTP will be sent to the entered mobile number or email ID.



The screenshot shows the login interface of the ECI RTI Online portal. At the top, there are logos for the Election Commission of India and RTI Online. The main area features a 'Mobile/Email Login' text box, a captcha image with the text '62d53p', and an 'Enter Captcha' text box. To the right of the captcha is an 'OTP' button. Below these fields is a 'HOW TO...' link. At the bottom, there is a disclaimer and a navigation bar with links: HOME, RTI ACT, RTI TRACKING, FAQ, RTI RULE, and USER MANUAL.

Figure 1 Citizen Login

If citizen enters correct mobile number / email ID and captcha and click on "OTP" button, citizen will be redirected to the enter OTP page. Two links will be provided for "RESEND OTP" and "How to Login" on this page.



The screenshot shows the OTP verification interface. At the top, there are logos for the Election Commission of India and RTI Online. The main area features a heading 'Enter One Time Password (OTP)' and a subtext 'One Time Password (OTP) has been sent to your mobile or email, please enter the same here to login'. Below this is an 'OTP' text box and a button with a right arrow icon. Below the button are links for 'RESEND OTP' and 'HOW TO...'. At the bottom, there is a disclaimer and a navigation bar with links: HOME, RTI ACT, RTI TRACKING, FAQ, RTI RULE, and USER MANUAL.

Figure 2 OTP Verification

In case citizen enters wrong OTP, he/she needs to click on “Resend OTP” button, and the following screen will be displayed.

भारत निर्वाचन आयोग
Election Commission of India

RTIOnline

Enter One Time Password (OTP)

One Time Password (OTP) has been sent to your mobile or email, please enter the same here to login.

PbNHIA 2 Enter Captcha

OTP

Please do not file RTI applications through this portal for the public authorities under the State Governments, including Government of NCT Delhi. If filed, the application would be returned, without refund of amount.
Through this portal, RTI applications/first appeals can be filed by Indian Citizens to only Election Commission of India. RTI applications/first appeals should not be filed for other ministries/ Public authorities under Central/State Govt. through this portal. Please read instructions carefully while submitting request/appeal.

HOME RTI ACT RTI TRACKING FAQ RTI RULE USER MANUAL

Figure 3 Resend OTP

2.2 HOME PAGE

Home page consists of:

- Menu bar like **HOME, SEARCH and FEEDBACK.**
- A tab containing **NEW RTI, RTI STATUS and FIRST APPEAL STATUS.**
- A page of RTI applications filed by the citizen and details such as **RTI Registration Number, Date of Registration, RTI Question, Status and Day of Pendency.**

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Election Commission of India

RTIOnline

HOME SEARCH FEEDBACK

NEW RTI RTI STATUS (29) FIRST APPEAL STATUS (5)

RTI LIST

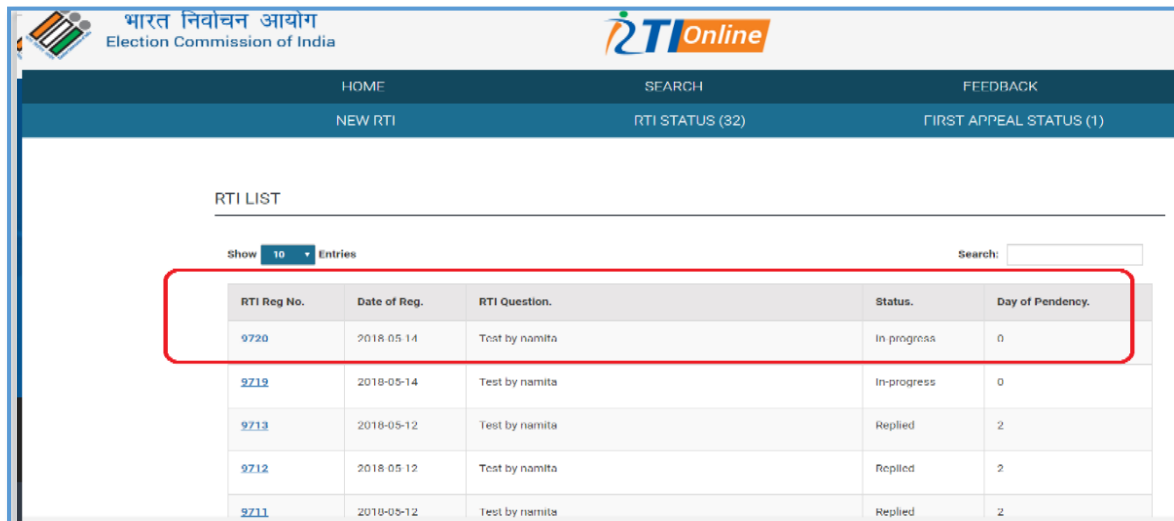
Show 10 Entries

RTI Reg. No.	Date of Reg.	RTI Question	Status	Day of Pendency
9736	2019-09-23	cpio office 7	In progress	0
9734	2019-09-23	cpio office 6	In progress	0
9733	2019-09-23	cpio office 5	In progress	0
9731	2019-09-23	cpio office 4	In progress	0
9729	2019-09-23	cpio office 2	In progress	0
9728	2019-09-23	CPIC Office 1	In progress	0
9723	2019-09-23	23 may 6	In progress	0
9722	2019-09-23	23 may 4	In progress	0
9721	2019-09-23	23 may 3	In progress	0
9720	2019-09-23	23 may 2	In progress	0

Figure 4 RTI List

2.3 RTI STATUS

RTI status page contains a list of new RTI applications filed by the citizen, showing application details such as **RTI Registration Number, Date of Registration, RTI Question, Status and Day of Pendency**. Search box is also integrated to search by RTI Registration number.



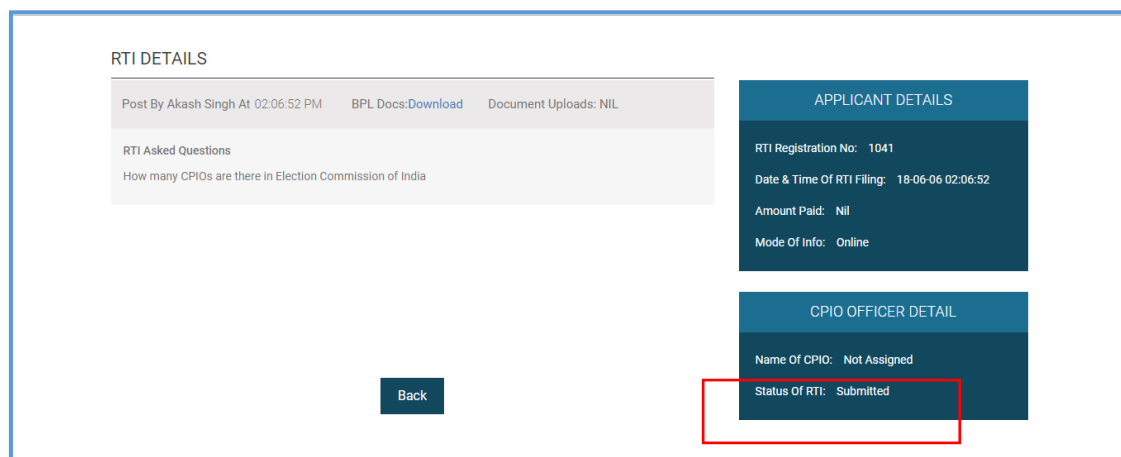
The screenshot shows the RTI Online interface. At the top, there are logos for the Election Commission of India and RTI Online. Below these are navigation links: HOME, SEARCH, FEEDBACK, NEW RTI, RTI STATUS (32), and FIRST APPEAL STATUS (1). The main section is titled 'RTI LIST'. It includes a 'Show' dropdown set to '10' and a 'Search' input field. A table lists RTI applications with columns: RTI Reg No., Date of Reg., RTI Question., Status., and Day of Pendency. The first row is highlighted with a red box.

RTI Reg No.	Date of Reg.	RTI Question.	Status.	Day of Pendency.
9720	2018-05-14	Test by namita	In progress	0
9719	2018-05-14	Test by namita	In-progress	0
9713	2018-05-12	Test by namita	Replied	2
9712	2018-05-12	Test by namita	Replied	2
9711	2018-05-12	Test by namita	Replied	2

Figure 5 RTI Status

Click on **RTI Registration number**

- If status is **Submitted**, citizen can view the **RTI's Details, Applicant Details and CPIO Officer details**.



The screenshot shows the 'RTI DETAILS' page. It includes a 'Post By' section with the name 'Akash Singh' and a timestamp. Below this is a section for 'RTI Asked Questions' with the text 'How many CPIOs are there in Election Commission of India'. To the right, there are two sections: 'APPLICANT DETAILS' and 'CPIO OFFICER DETAIL'. The 'APPLICANT DETAILS' section shows the RTI Registration No. (1041), Date & Time Of RTI Filing (18-06-06 02:06:52), Amount Paid (Nil), and Mode Of Info (Online). The 'CPIO OFFICER DETAIL' section shows the Name Of CPIO (Not Assigned) and the Status Of RTI (Submitted, highlighted with a red box). A 'Back' button is located at the bottom left.

RTI DETAILS	
Post By Akash Singh At 02:06:52 PM	BPL Docs:Download Document Uploads: NIL
RTI Asked Questions	
How many CPIOs are there in Election Commission of India	

APPLICANT DETAILS	
RTI Registration No:	1041
Date & Time Of RTI Filing:	18-06-06 02:06:52
Amount Paid:	Nil
Mode Of Info:	Online

CPIO OFFICER DETAIL	
Name Of CPIO:	Not Assigned
Status Of RTI:	Submitted

Back

Figure 6 RTI Status Submitted

- In case status of RTI is **Replied**, options to download **BPL Documents** and documents uploaded by **CPIO** are available. Moreover citizen can **Print, Download and Apply for appeal**.

The screenshot shows a web interface for RTI status. At the top, there are tabs for 'NEW RTI', 'RTI STATUS (2)', and 'FIRST APPEAL STATUS (0)'. The 'RTI STATUS (2)' tab is active. Below this, there are three main sections: 'RTI DETAILS', 'APPLICANT DETAILS', and 'CPIO OFFICER DETAIL'. The 'RTI DETAILS' section shows a post by Akash Singh at 01:20:39 PM with BPL Docs and Document Uploads available for download. It also shows a post by Test Tauqeer at 01:40:17 PM with Document Uploads available for download. The 'APPLICANT DETAILS' section shows RTI Registration No: 1037, Date & Time Of RTI Filing: 18-06-06 01:20:39, Amount Paid: Nil, and Mode Of Info: Online. The 'CPIO OFFICER DETAIL' section shows Name Of CPIO: Test Tauqeer and Status Of RTI: Replied. At the bottom, there are buttons for 'Back', 'Print', 'Download', and 'Apply For Appeal'.

Figure 7 RTI Status Replied

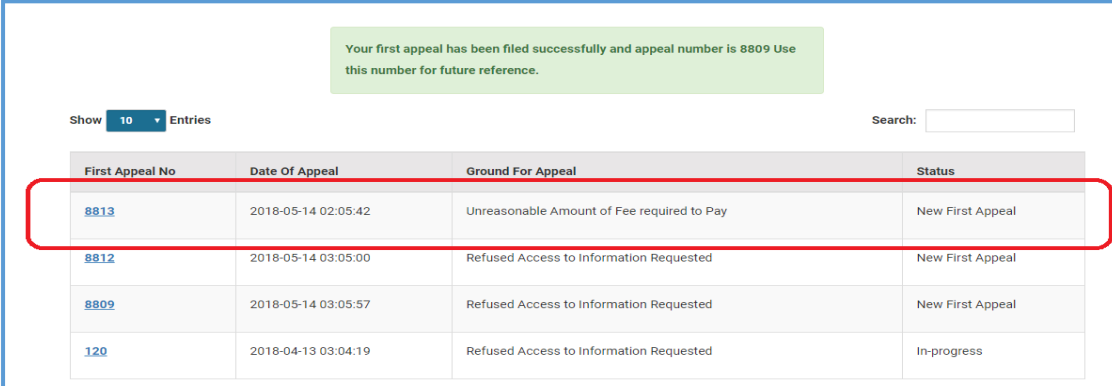
Click on **Apply for Appeal** button, a new appeal form is displayed with drop-down having following options.

- Refused access to information requested
- No response within the time limit
- Unreasonable amount of fee required to pay
- Providing incomplete, misleading or false information
- Any other ground

The screenshot shows a 'NEW APPEAL' form. The form has a dropdown menu for 'Refused Access to Information Requested' which is highlighted. Below the dropdown, there are fields for 'Name', 'Email', 'Phone', and 'State'. To the right, there are fields for 'Name', 'Email', 'Phone', and 'State'. Below these, there is a 'Drag and Drop File' area with a 'Browse' button.

Figure 8 Apply For Appeal

On click of submit button First Appeal will be filed successfully. Details of First Appeal such as **First Appeal Number, Date of Appeal, Ground for Appeal and Status** will reflect on screen. Search box is also integrated to search by FA number.

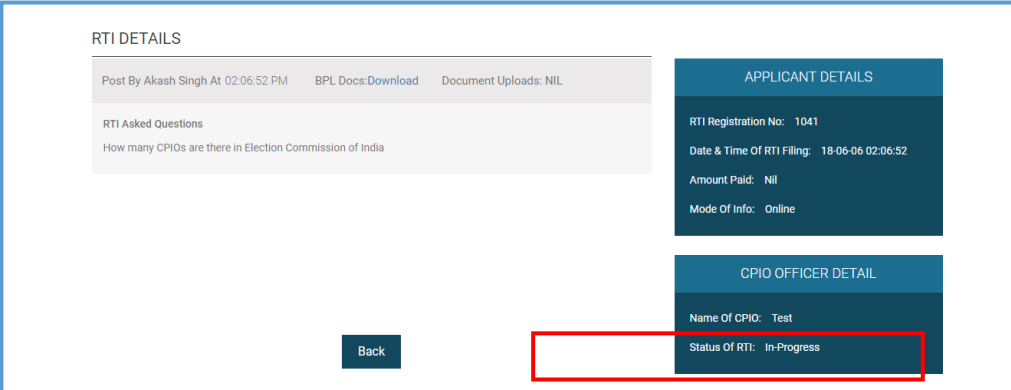


Search:

First Appeal No	Date Of Appeal	Ground For Appeal	Status
8813	2018-05-14 02:05:42	Unreasonable Amount of Fee required to Pay	New First Appeal
8812	2018-05-14 03:05:00	Refused Access to Information Requested	New First Appeal
8809	2018-05-14 03:05:57	Refused Access to Information Requested	New First Appeal
120	2018-04-13 03:04:19	Refused Access to Information Requested	In-progress

Figure 9 First Appeal Submitted

- If the Status of RTI is **In-progress** then **Applicant Details, CPIO Officer Details and Personal Details of RTI applicant will be displayed.**



RTI DETAILS

Post By Akash Singh At 02:06:52 PM BPL Docs: [Download](#) Document Uploads: NIL

RTI Asked Questions

How many CPIOs are there in Election Commission of India

APPLICANT DETAILS

RTI Registration No: 1041
 Date & Time Of RTI Filing: 18-06-06 02:06:52
 Amount Paid: Nil
 Mode Of Info: Online

CPIO OFFICER DETAIL

Name Of CPIO: Test
 Status Of RTI: In-Progress

[Back](#)

Figure 10 RTI Status In Progress

- If the Status of RTI is **Partial reply** then **Applicant Details, CPIO Officer Details and Personal Details of RTI applicant will be displayed.** Moreover citizen can **Print and Download** details.

NEW RTI	RTI STATUS (4)	FIRST APPEAL STATUS (0)	
<div>RTI DETAILS</div> <div> Post By Akash Singh At 01:42:05 PM BPL Docs: Download Document Uploads: NIL </div> <div> RTI Asked Questions How many CPIOs are there in Election Commission of India </div> <div> Post By Test Tauqeer At 02:04:37 PM Document Uploads: NIL </div> <div> CPIO Officer Reply Partial Information-- There are 36 CPIO's in Election Commission of India. </div> <div> Post By Test Tauqeer At 05:30:00 AM Document Uploads: NIL </div> <div> Back Print Download </div>			<div>APPLICANT DETAILS</div> <div> RTI Registration No: 1040 Date & Time Of RTI Filing: 18-06-06 01:42:05 Amount Paid: Nil Mode Of Info: Online </div>
<div>CPIO OFFICER DETAIL</div> <div> Name Of CPIO: Test Status Of RTI: Partial Reply </div>			

Figure 11 RTI Status Partial Reply

- If the Status of RTI is **Rejected**, then options for downloading **CPIO reply** and **supporting documents** will be displayed. Citizen can **Print, Download** and **Apply for appeal**

RTI DETAILS				APPLICANT DETAILS	
Post By Akash Singh At 01:30:16 PM BPL Docs: Download Document Uploads: Download				RTI Registration No: 1039 Date & Time Of RTI Filing: 18-06-06 01:30:16 Amount Paid: Nil Mode Of Info: Online	
RTI Asked Questions test					
Post By Test Tauqeer At 01:59:16 PM Document Uploads: NIL					
CPIO Officer Reply Not a valid question					
Back Print Download Apply For Appeal				<div>CPIO OFFICER DETAIL</div> <div> Name Of CPIO: Test Status Of RTI: Rejected </div>	

Figure 12 RTI Status Rejected

Click on **Apply For Appeal** button, new appeal form will be opened along with drop-down having options as follows

- Refused access to information requested
- No response within the time limit
- Unreasonable amount of fee required to pay
- Providing incomplete, misleading or false information
- Any other ground

Figure 13 Apply For Appeal

On clicking **Submit** button, first appeal will be filed successfully. A list displaying application details such as **First Appeal Number, Date of Appeal, Ground for Appeal and Status**. Search bar is also integrated to search by FA number.

Your first appeal has been filed successfully and appeal number is 8809 Use this number for future reference.

Show: 10 Entries Search:

First Appeal No	Date Of Appeal	Ground For Appeal	Status
8813	2018-05-14 02:05:42	Unreasonable Amount of Fee required to Pay	New First Appeal
8812	2018-05-14 03:05:00	Refused Access to Information Requested	New First Appeal
8809	2018-05-14 03:05:57	Refused Access to Information Requested	New First Appeal
120	2018-04-13 03:04:19	Refused Access to Information Requested	In-progress

Showing 1 to 4 of 4 entries

Figure 14 First Appeal Submitted

2.4 NEW RTI

Click on New RTI tab contains guidelines with mandatory fields, **submit** and **cancel** button. On clicking submit button a form containing following fields is displayed.

- Personal details of RTI Applicant like Name, Address, Phone Number, Email ID etc.
- Request details like Citizenship and Below Poverty Line status. If the applicant is below poverty line then further details are asked like BPL certificate, BPL card number, Year of issue, Issuing Authority.
- Text for RTI request application (up to 2000 character)
- Upload facility for any supporting document up to 1MB.

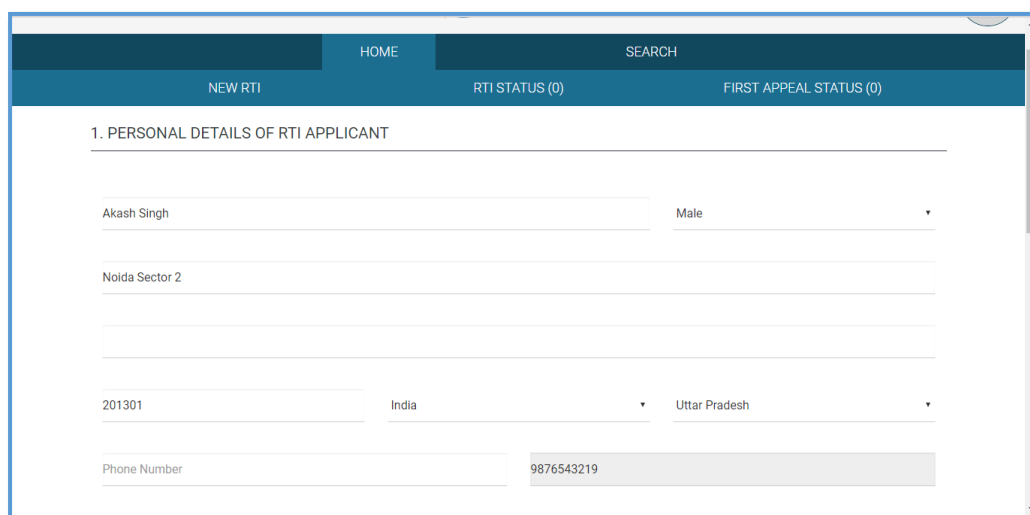
The screenshot shows a web application interface for filing a new RTI. At the top, there is a navigation bar with 'NEW RTI' (active), 'HOME', and 'SEARCH'. Below this, a secondary bar shows 'NEW RTI', 'RTI STATUS (0)', and 'FIRST APPEAL STATUS (0)'. The main section is titled '1. PERSONAL DETAILS OF RTI APPLICANT'. It contains several input fields: 'Name' (filled with 'Akash Singh'), 'Gender' (dropdown menu showing 'Male'), 'Address' (filled with 'Noida Sector 2'), 'Pin Code' (filled with '201301'), 'Country' (dropdown menu showing 'India'), 'State' (dropdown menu showing 'Uttar Pradesh'), and 'Phone Number' (filled with '9876543219').

Figure 15 New RTI Application Form

Then click on **Submit** button, **Registration number, Name, Date of filing, RTI fee received, payment mode, transaction status and request filed with** will be displayed on successful submission.

RTI PRINT

Your RTI Application Has Been Filed Successfully


Please note down the following details for further references.


Registration No	1037
Name	Akash Singh
Date Of Filing	2018-06-06
RTI Fee Received	NIL (BPL)
Payment Mode	NA
Transaction Status	NA
Request filed with	Election Commission of India (ECI)

[Download](#)
[Print](#)

Figure 16 RTI Application Filed Successfully

If applicant is above poverty line then after filling the form and clicking on submit button, applicant will be asked to make payment of Rs.10/- (RTI Application Fee) through a secured payment gateway.


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 Election Commission of India



[HOME](#)
[SEARCH](#)

[NEW RTI](#)
[RTI STATUS \(1\)](#)
[FIRST APPEAL STATUS \(0\)](#)

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	Akash Singh	Fee : ₹10
-------------	-------------	------------------

[Pay 10 INR](#)

Figure 17 RTI Application Fee

- Applicant can proceed further by entering phone number and select convenient payment method.

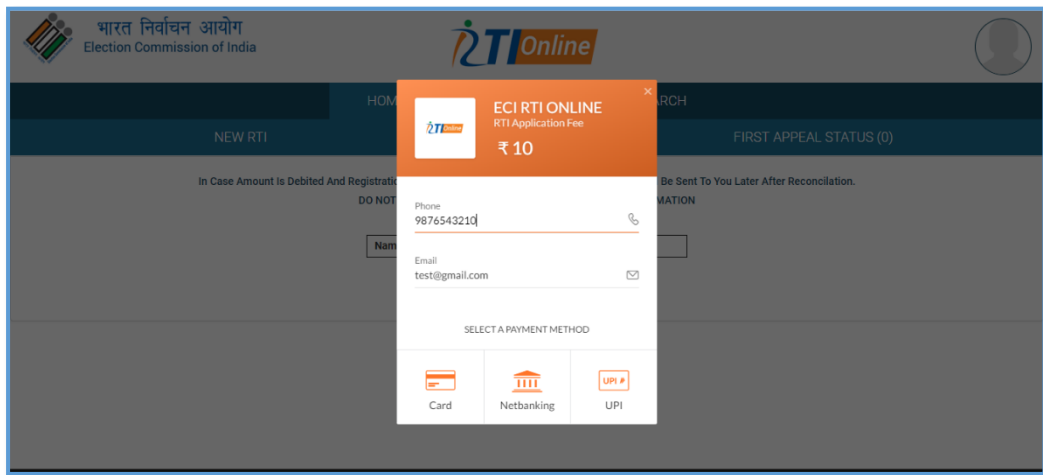


Figure 18 Select Payment Method

- If applicant opts to pay by card, he/she has to enter card details like **card number**, **expiry date**, **card holders name** and **CVV** and then continue through payment gateway **Razorpay**.

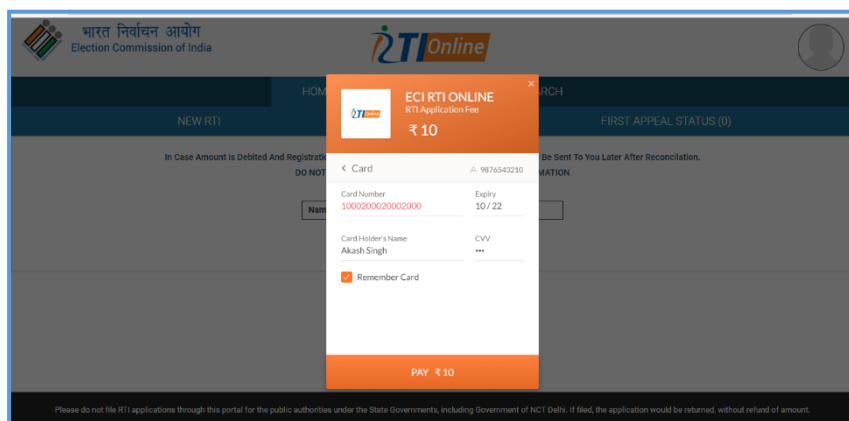


Figure 19 Add Card Details

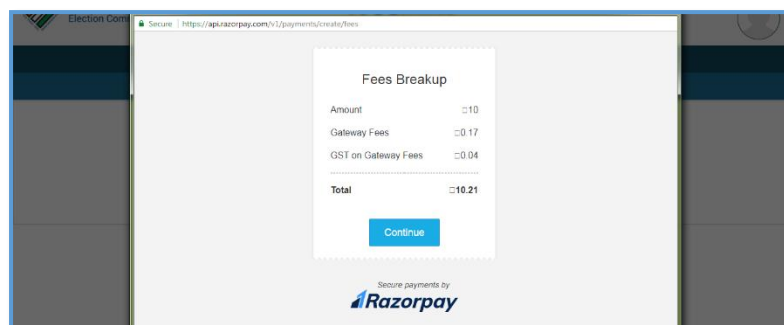


Figure 20 Payment through Razorpay gateway

After payment is done successfully, applicant will be directed to a new page displaying RTI details and confirmation message.

RTI Print:

Your RTI Application has been filed successfully.

Please note down the following details for further references.

Registration No	9545
Name	Akash Singh
Date Of Filing	2018-04-26
RTI Fee Received	10 Rs.
Payment Mode	Debit Card
Transaction Status	Success
Request files with	Election Commission of India (ECI)

[Download](#) [Print](#)

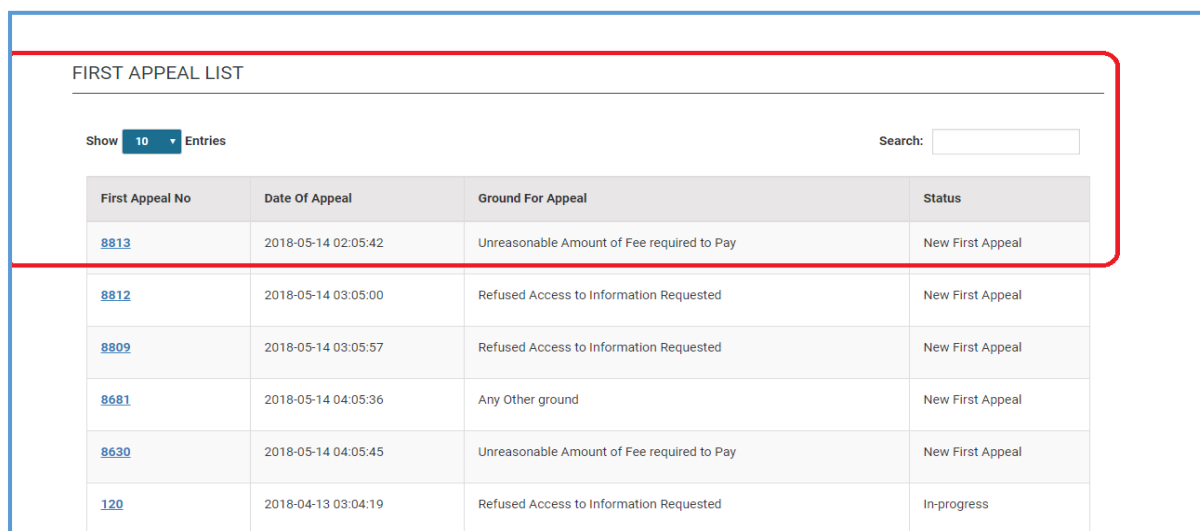
Figure 21 RTI Filed Successfully

The banks supported by the portal are:

Allahabad Bank	ICICI Bank	Royal Bank of Scotland
Andhra Bank	IDBI Bank	Saraswat Co-Operative Bank
Axis Bank	ING Vysya Bank	Sham Rao Vithal Co-operative Bank
Bank of Bahrain & Kuwait	Indian Bank	South Indian Bank
Bank of Baroda - Corporate Banking	Indian Overseas Bank	State Bank of Bikaner & Jaipur
Bank of Baroda - Retail Banking	Indusland Bank	State Bank of Hyderabad
Bank of India	Jammu & Kashmir Bank	State Bank of India
Bank of Maharashtra	Janata Sahakari Bank Ltd	State Bank of Mysore
Canara Bank	Karnataka Bank	State Bank of Patiala
Catholic Syrian Bank	Karur Vysya Bank	State Bank of Travancore
Central Bank of India	Kotak Mahindra Bank	Syndicate Bank
City Union Bank	Lakshmi Vilas Bank - Corporate Banking	Tamil Nadu State Apex Co-Operative Bank
Corporation Bank	Lakshmi Vilas Bank - Retail Banking	Tamil Nadu Mercantile Bank
Cosmos Co-Operative Bank	North Kanara GSB Co-op. Bank	UCO Bank
Dena Bank	Oriental Bank of Commerce	Union Bank of India
Deutsche Bank	Punjab & Maharashtra Co-operative Bank	United Bank of India
Development Credit Bank	Punjab & Sind Bank	Vijaya Bank
Dhanalakshmi Bank	Punjab National Bank - Corporate Banking	Yes Bank
Federal Bank	Punjab National Bank - Retail Banking	Royal Bank of Scotland
HDFC Bank	Ratnakar Bank	Saraswat Co-Operative Bank

2.5 FIRST APPEAL STATUS

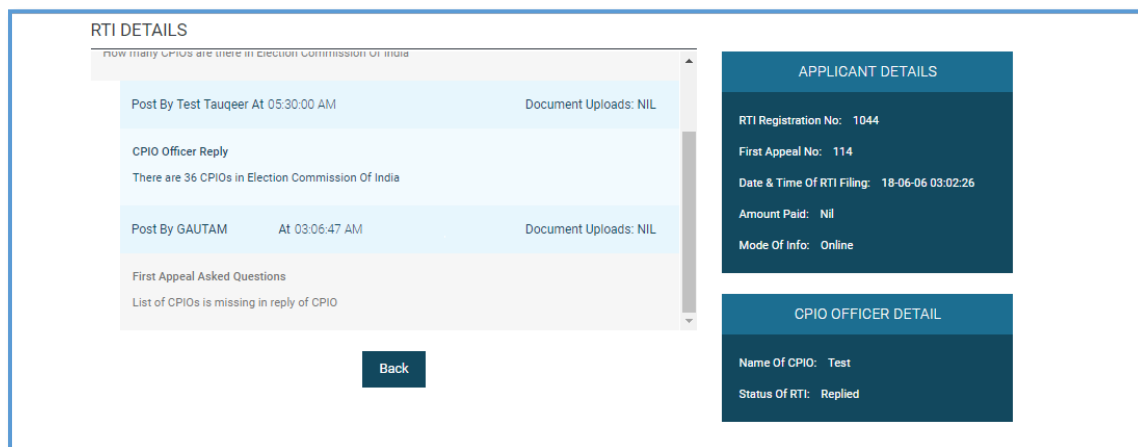
First Appeal Status List consists of **New First Appeal** applications filed by the user, application details such as **First Appeal Number**, **Date of Appeal**, **Ground for Appeal** and **Status**. Search box is also integrated to search by FA number.



FIRST APPEAL LIST			
Show 10 Entries			
Search:			
First Appeal No	Date Of Appeal	Ground For Appeal	Status
8813	2018-05-14 02:05:42	Unreasonable Amount of Fee required to Pay	New First Appeal
8812	2018-05-14 03:05:00	Refused Access to Information Requested	New First Appeal
8809	2018-05-14 03:05:57	Refused Access to Information Requested	New First Appeal
8681	2018-05-14 04:05:36	Any Other ground	New First Appeal
8630	2018-05-14 04:05:45	Unreasonable Amount of Fee required to Pay	New First Appeal
120	2018-04-13 03:04:19	Refused Access to Information Requested	In-progress

Figure 22 First Appeal List

Click on first appeal number and following screen will be displayed if the status is **New First Appeal**.



RTI DETAILS

How many CPIOs are there in Election Commission Of India

Post By Test Tauqeer At 05:30:00 AM Document Uploads: NIL

CPIO Officer Reply

There are 36 CPIOs in Election Commission Of India

Post By GAUTAM At 03:06:47 AM Document Uploads: NIL

First Appeal Asked Questions

List of CPIOs is missing in reply of CPIO

Back

APPLICANT DETAILS

RTI Registration No: 1044

First Appeal No: 114

Date & Time Of RTI Filing: 18-06-06 03:02:26

Amount Paid: Nil

Mode Of Info: Online

CPIO OFFICER DETAIL

Name Of CPIO: Test

Status Of RTI: Replied

Figure 23 RTI Details

2.6 SEARCH

If applicant clicks on Search, two tabs as: **First Appellate Authority List** and **CPIO List** will be displayed.

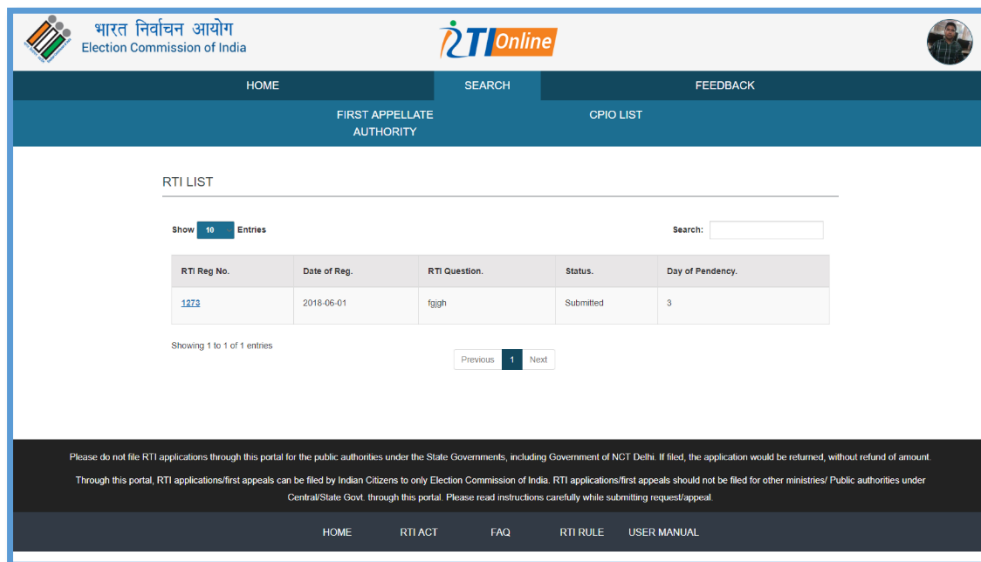


Figure 24 Search Tab

2.6.1 FIRST APPELLATE AUTHORITY

Click on First Appellate Authority, FAA list is displayed.

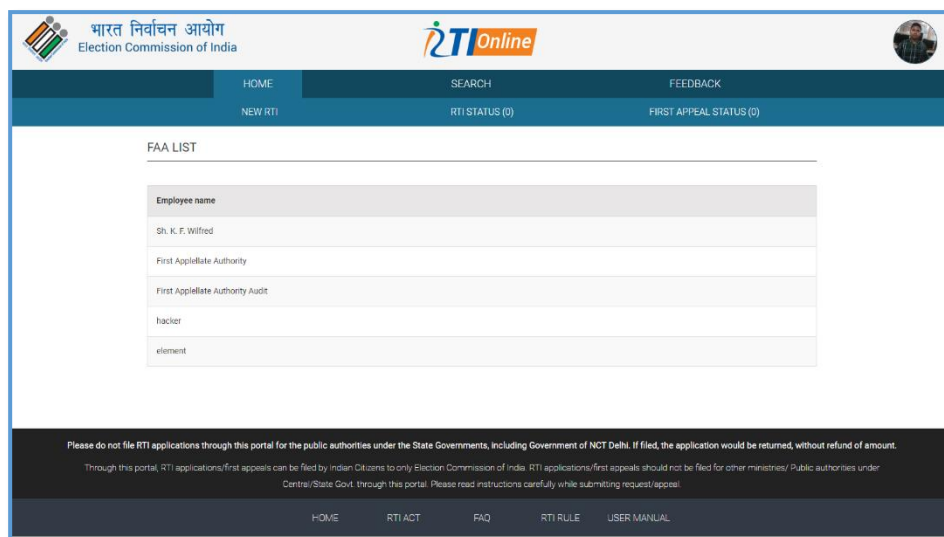
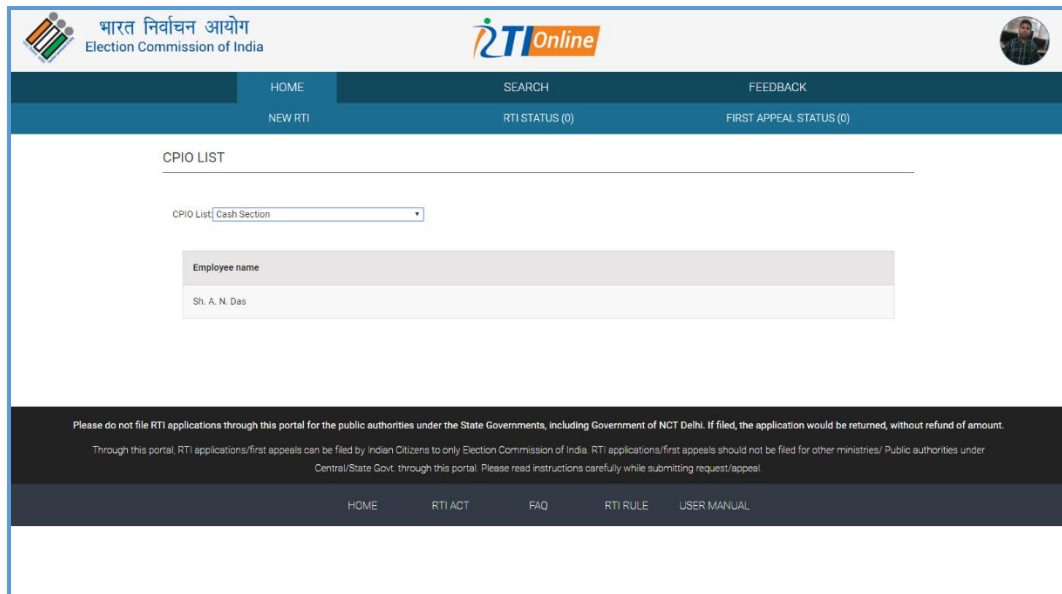


Figure 25 First Appellate Authority

2.6.2 CPIO LIST

Click on CPIO list and applicant will get a drop-down of departments and its associated employee.

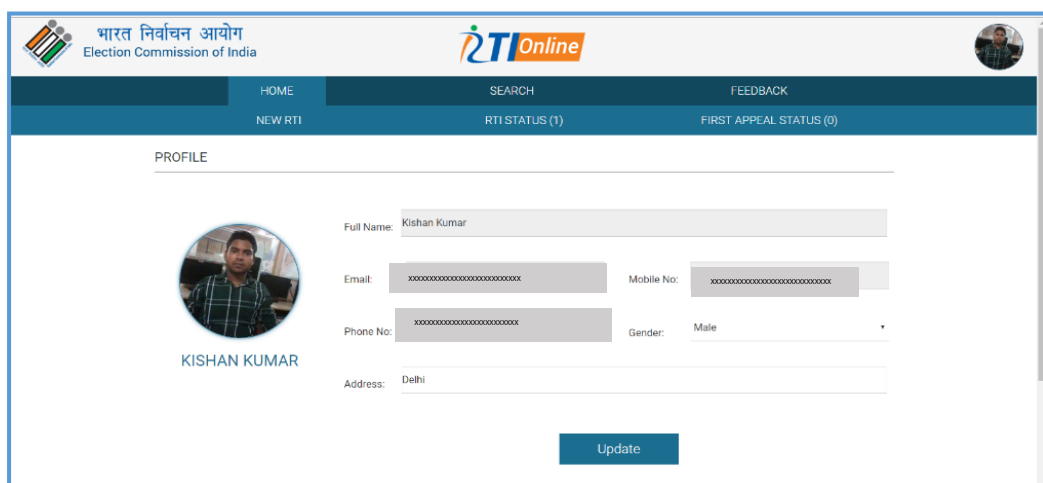


The screenshot shows the RTIOnline interface for the Election Commission of India. The header includes the logo, the text 'भारत निर्वाचन आयोग Election Commission of India', and the 'RTIOnline' logo. The navigation bar has links for HOME, SEARCH, FEEDBACK, NEW RTI, RTI STATUS (0), and FIRST APPEAL STATUS (0). The main content area is titled 'CPIO LIST' and features a dropdown menu for 'CPIO List' with 'Cash Section' selected. Below this is a table with one row showing 'Employee name' as 'Sh. A. N. Das'. A disclaimer at the bottom states: 'Please do not file RTI applications through this portal for the public authorities under the State Governments, including Government of NCT Delhi. If filed, the application would be returned, without refund of amount. Through this portal, RTI applications/first appeals can be filed by Indian Citizens to only Election Commission of India. RTI applications/first appeals should not be filed for other ministries/ Public authorities under Central/State Govt. through this portal. Please read instructions carefully while submitting request/appeal.' The footer contains links for HOME, RTI ACT, FAQ, RTI RULE, and USER MANUAL.

Figure 26 CPIO List

2.7 MY PROFILE

Applicant can view or edit his profile by clicking on his/her name or number whatever is displayed on the top right corner of the dashboard.



The screenshot shows the RTIOnline interface for the Election Commission of India, specifically the 'MY PROFILE' page. The header and navigation bar are identical to the previous screenshot. The main content area is titled 'PROFILE' and displays a circular profile picture of a man. Below the picture is the name 'KISHAN KUMAR'. To the right of the picture are input fields for 'Full Name' (Kishan Kumar), 'Email' (masked with 'x'), 'Mobile No.' (masked with 'x'), 'Phone No.' (masked with 'x'), 'Gender' (Male), and 'Address' (Delhi). An 'Update' button is located at the bottom right of the profile section.

Figure 27 MY Profile

2.8 RTI ACT

Citizens can find **RTI Act**, **RTI tracking**, **FAQ**, **RTI Rules** and **User Manual** link on the portal home page.

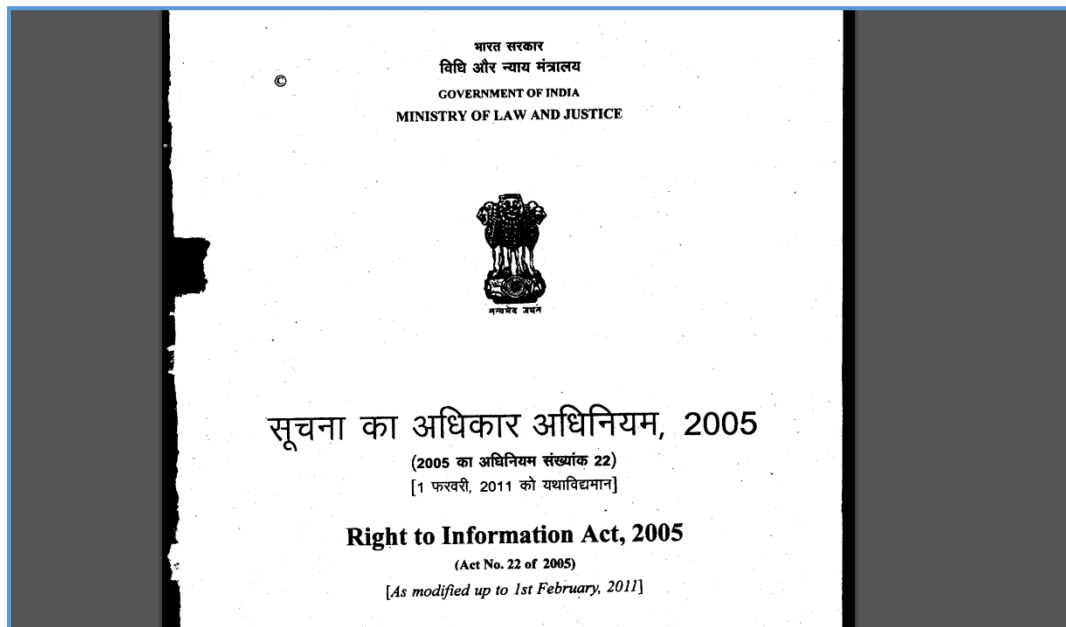


Figure 28 Right To Information ACT,2005

2.9 RTI TRACKING

Citizens can track their RTI applications by providing mobile number, email id, RTI No and displayed Captcha on the following screen.

The image shows a web form for tracking RTI applications. It has a blue header and a white body. The form contains three main input fields: 'Mobile/Email Login' with a user icon, 'RTI No', and 'Enter Captcha' with a captcha image. There is also a 'OTP' button. At the bottom, there is a disclaimer in small text: 'We do not file RTI applications through this portal for the public authorities under the State Governments, including Government of NCT Delhi. If filed, the application would be returned through this portal, RTI applications/first appeals can be filed by Indian Citizens to only Election Commission of India. RTI applications/first appeals should not be filed for other ministries Central/State Govt. through this portal. Please read instructions carefully while submitting request/appeal.'

Figure 29 RTI Tracking

2.10 RTI RULES

This will open a PDF view of RTI Rules for citizen.

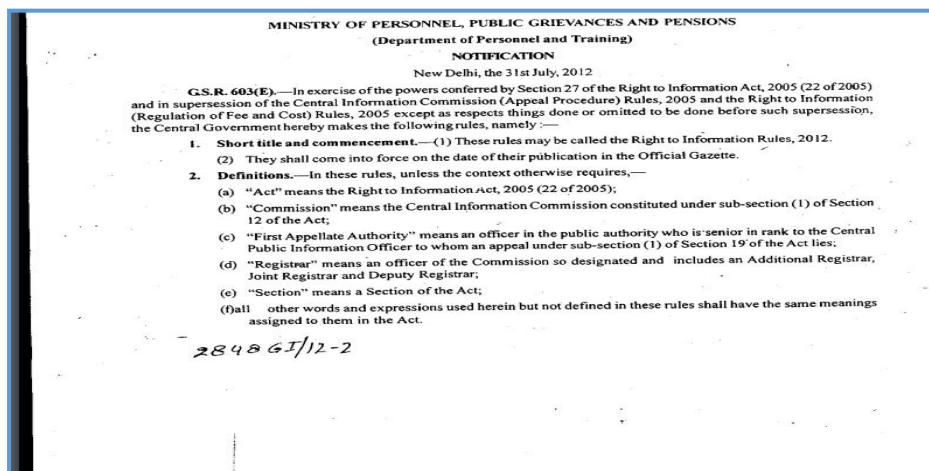


Figure 30 RTI Rules

2.11 USER MANUAL

This will open a PDF view of ECI RTI Web Portal User Manual for Citizens of India.



Figure 31 User Manual

2.12 FAQs

Click on FAQ present on login page, citizen will be directed to RTI online FAQ page. Here user can find answers for most of frequently asked questions.

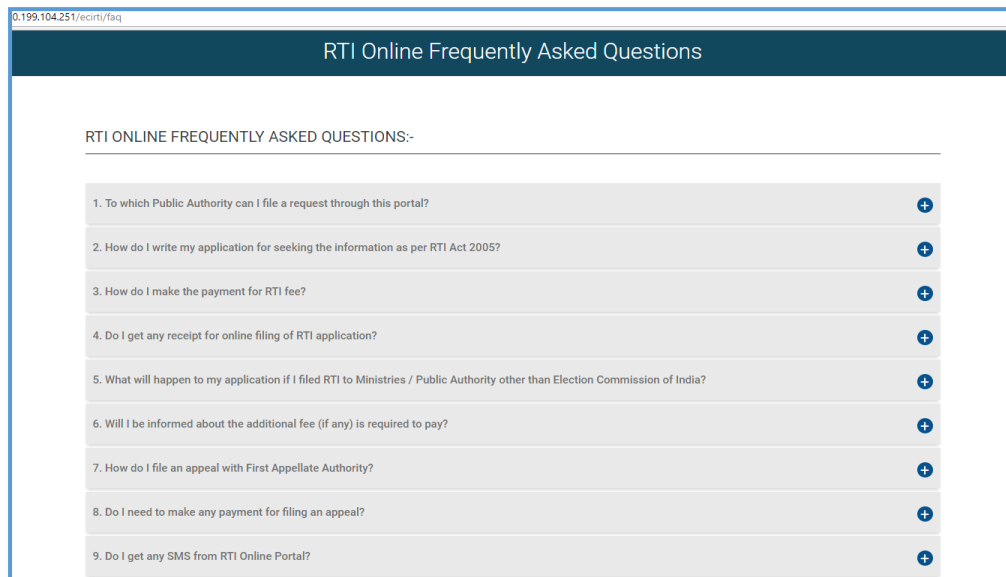


Figure 32 ECI RTI Online Portal FAQ's



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