ELECTION COMMISSION OF INDIA

USER MANUAL
ECI RTI ONLINE

RTI

ICT Division

RTI.ECI.NIC.IN

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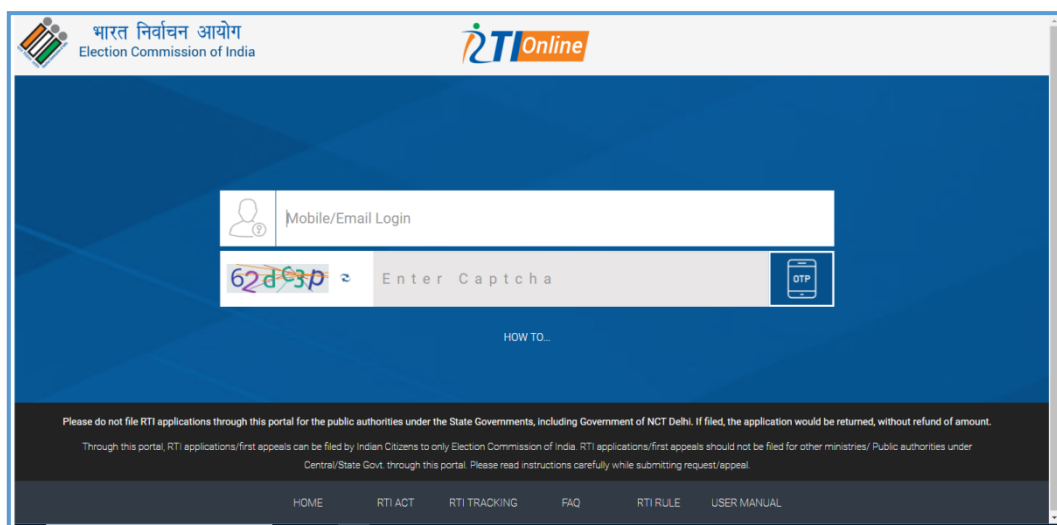
Indian Citizens are not allowed to file RTI applications/appeals to other Public authorities under Central/State Govt. through this portal.

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.**
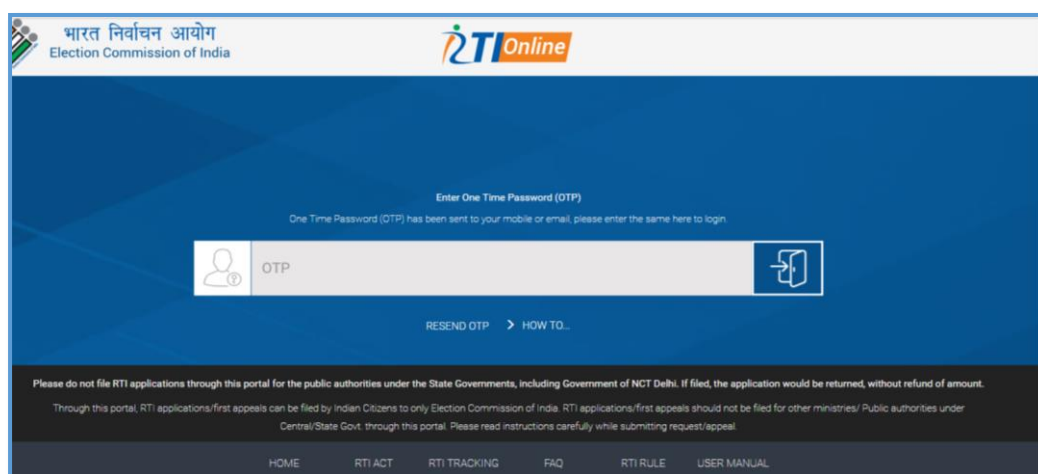
2 ECI RTI ONLINE PORTAL

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.

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.

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.

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.**

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.
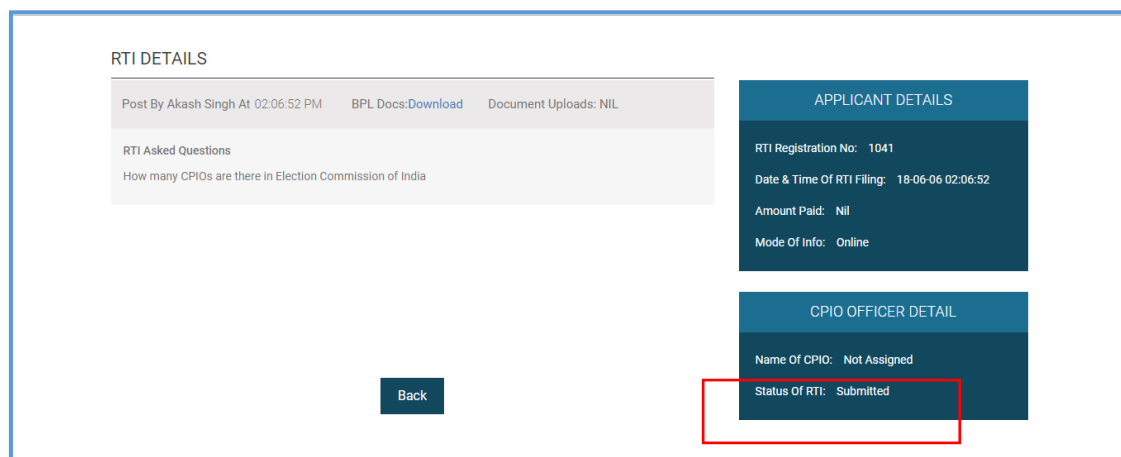

Figure 5 RTI Status

Click on **RTI Registration number**

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

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.**

Figure 7 RTI Status Replied
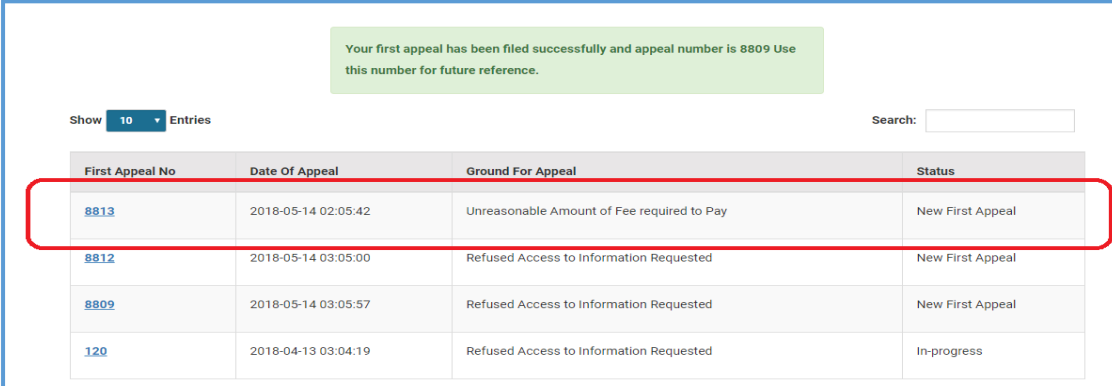
Click on **Apply for Appeal** button, a new appeal form is displayed with drop-down having following options.

- 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

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.

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.**

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.

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**

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.
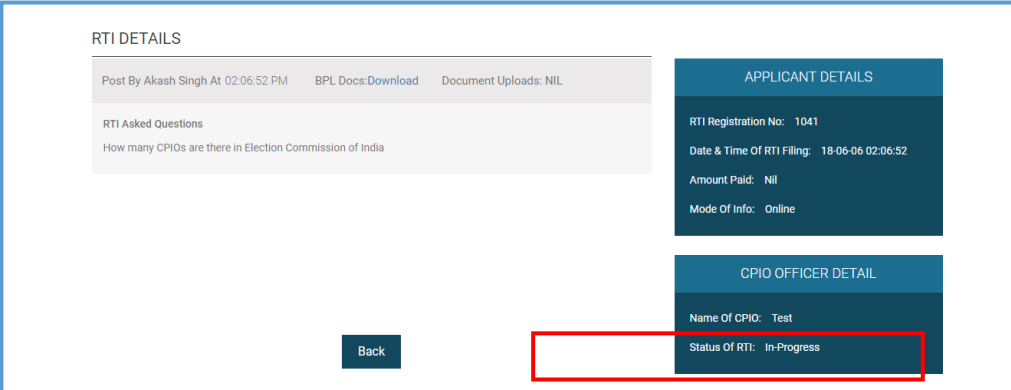

Figure 14 First Appeal Submitted

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.
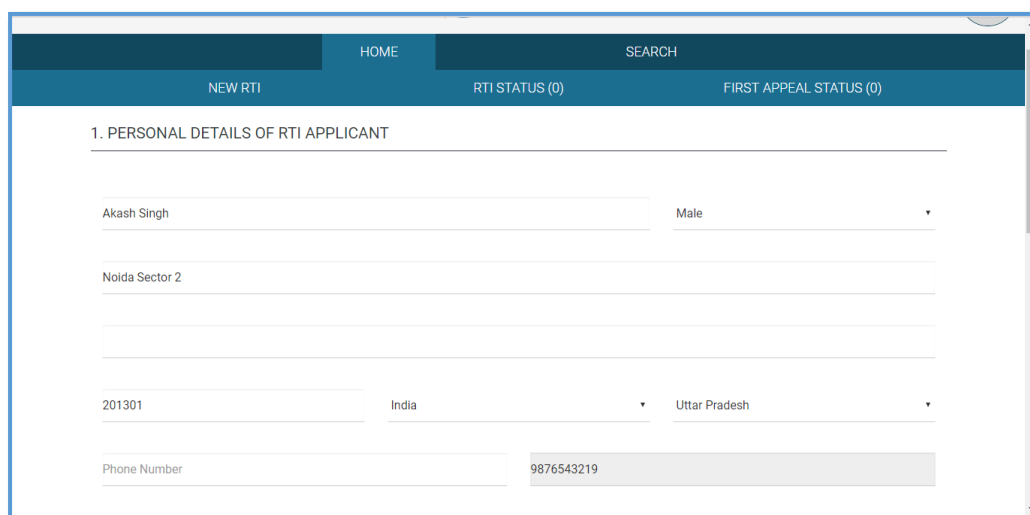
Figure 15 New RTI Application Form

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.

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.

Figure 17 RTI Application Fee

- Applicant can proceed further by entering phone number and select convenient payment method.
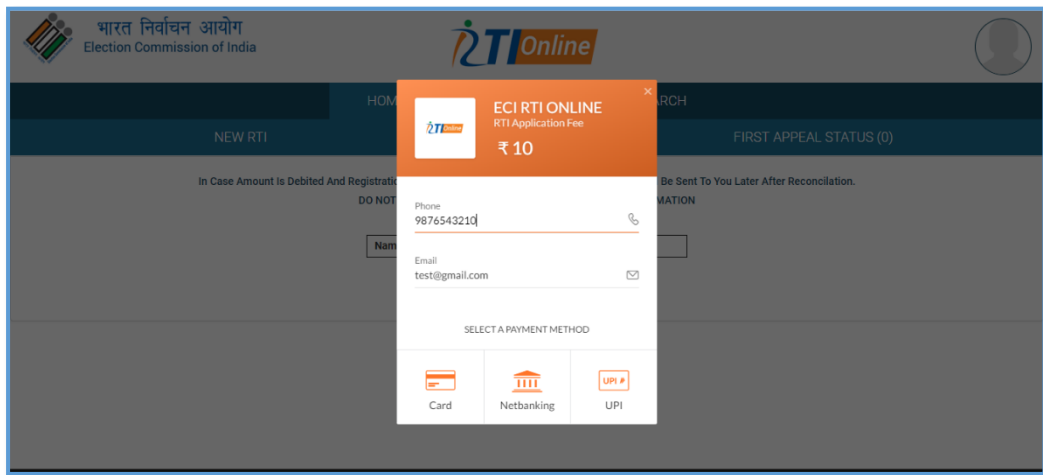
Figure 18 Select Payment Method

- 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.

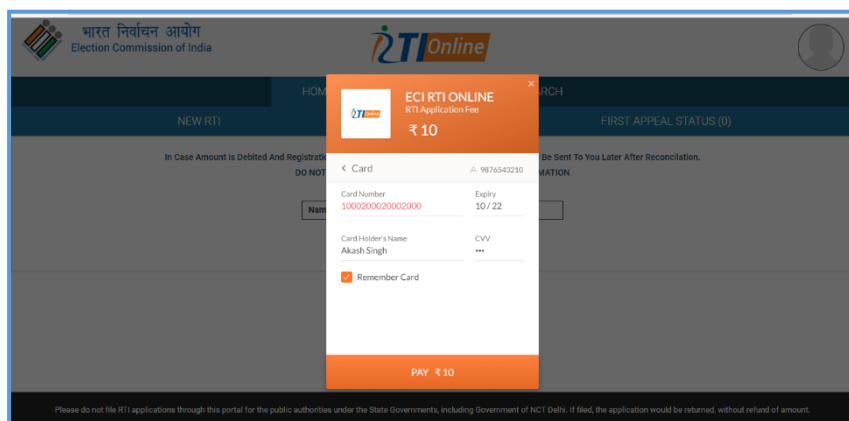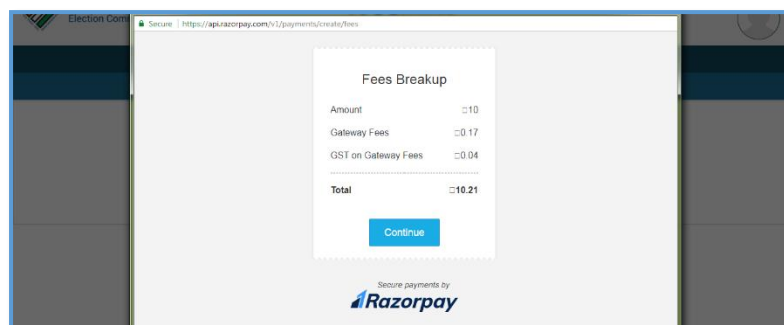Please note down the following details for further references.

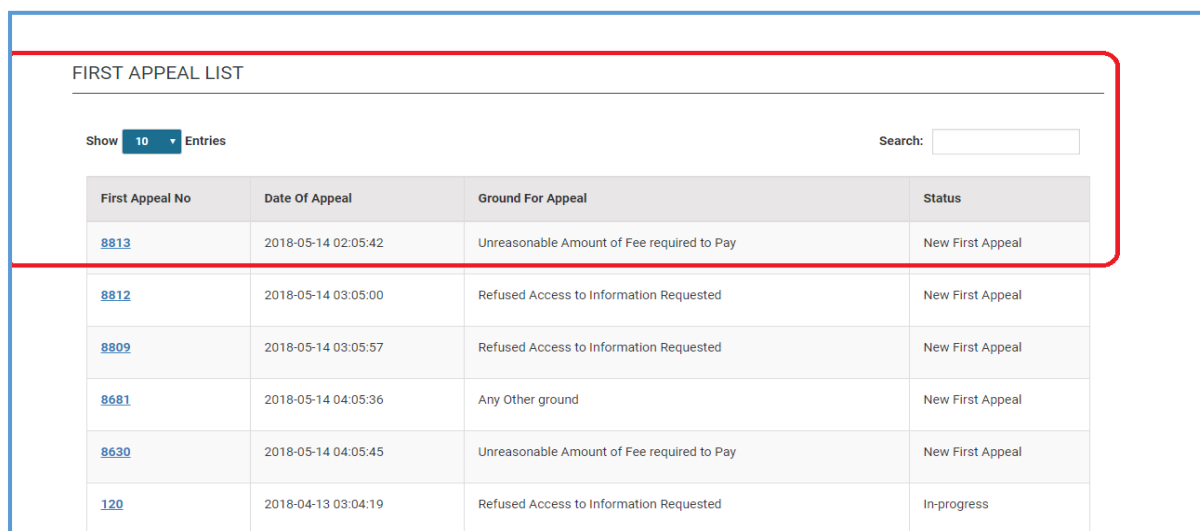|	
Registration No	9545
Name	Akash Singh
Date Of Filing	2018-04-26
RTI Fee Received	10 Rs.
Payment Mode	Debit Card
Transaction Status	Success
Request files with	Election Commission of India (ECI)

Download   Print

Figure 21 RTI Filed Successfully

The banks supported by the portal are:

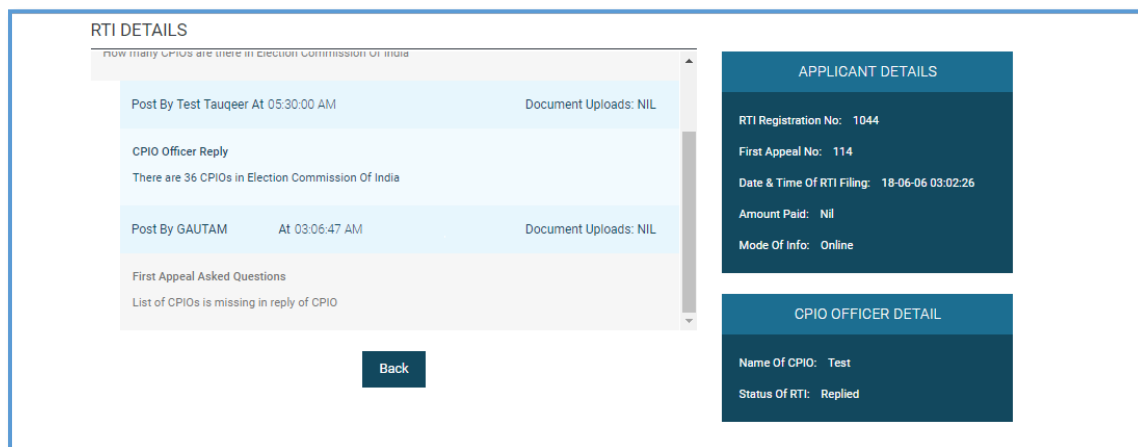|		
Allahabad Bank	ICICI Bank	Royal Bank of Scotland
Andhra Bank	IDBI Bank	Saraswat Co-Operative Bank
Axis Bank	ING Vysya Bank	Sham Rao Vithal Co-operative Bank
Bank of Bahrain & Kuwait	Indian Bank	South Indian Bank
Bank of Baroda - Corporate Banking	Indian Overseas Bank	State Bank of Bikaner & Jaipur
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.

Figure 22 First Appeal List

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

Figure 23 RTI Details

2.6 SEARCH

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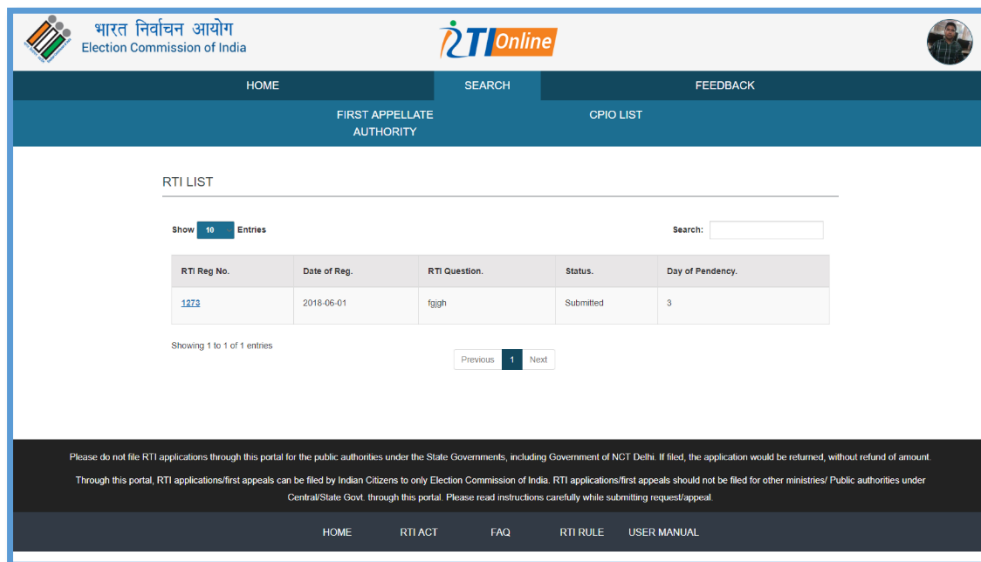and **CPIO List** will be displayed.

Figure 24 Search Tab

2.6.1 FIRST APPELLATE AUTHORITY

Click on First Appellate Authority, FAA list is displayed.
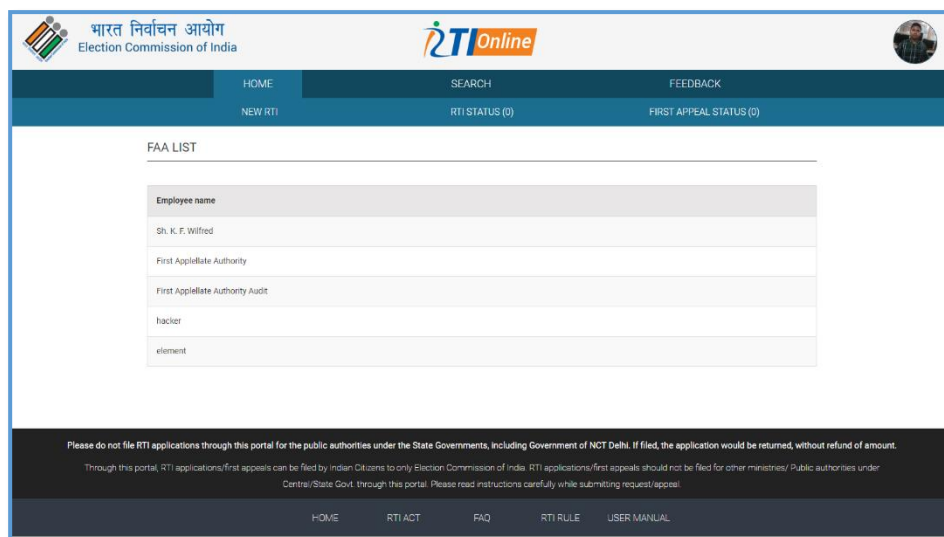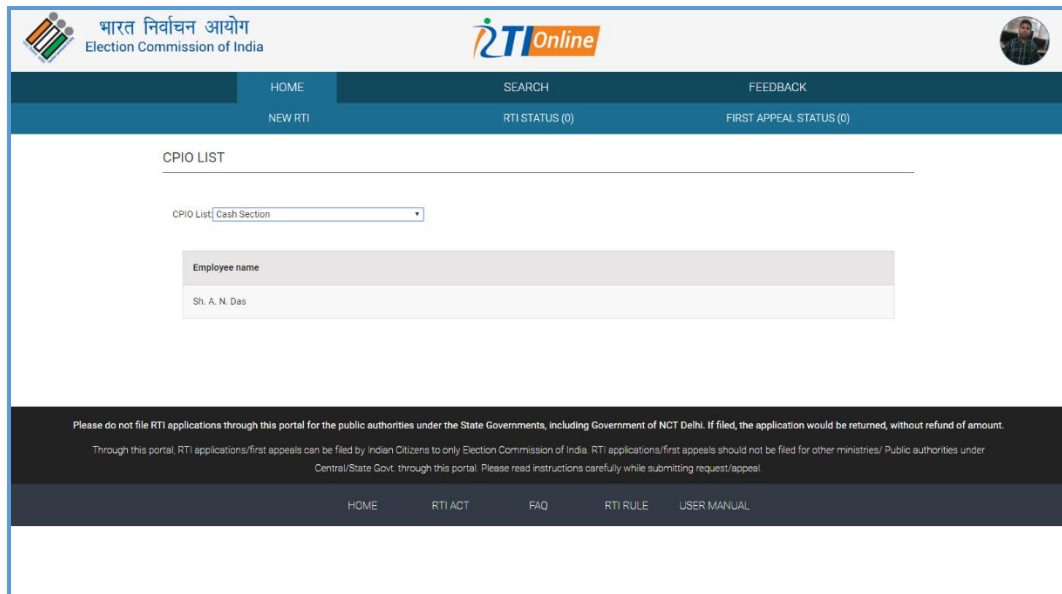

Figure 25 First Appellate Authority

2.6.2 CPIO LIST

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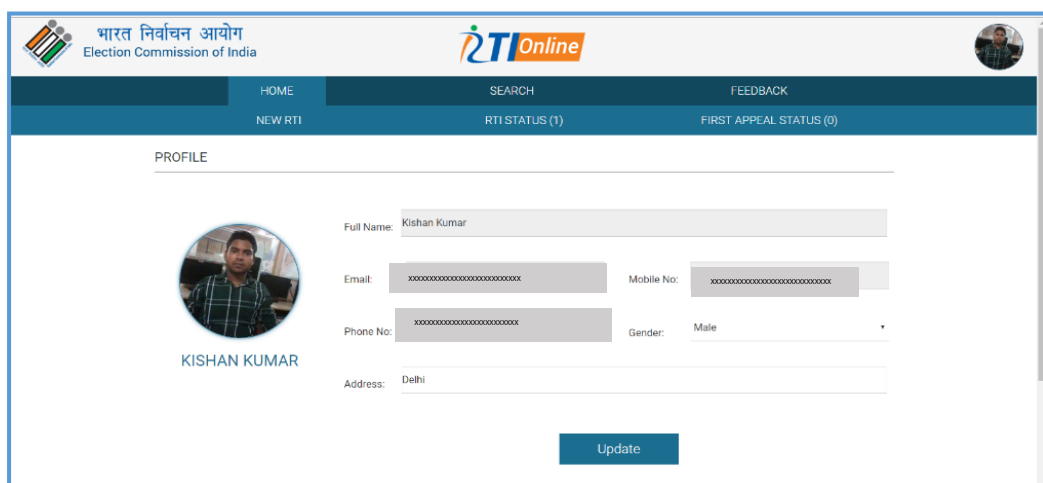

Figure 26 CPIO List

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.

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.

भारत सरकार
विधि और न्याय मंत्रालय
GOVERNMENT OF INDIA
MINISTRY OF LAW AND JUSTICE

सूचना का अधिकार अधिनियम, 2005

(2005 का अधिनियम संख्यांक 22)

[1 फरवरी, 2011 को यथाविद्यमान]

Right to Information Act, 2005

(Act No. 22 of 2005)

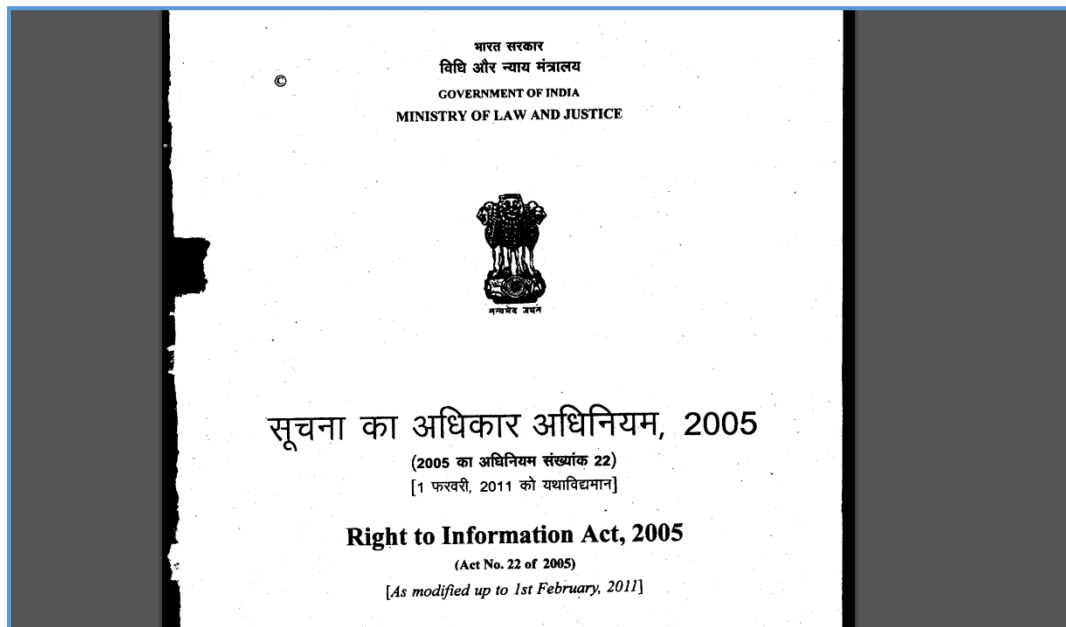[*As modified up to 1st February, 2011*]

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.

Mobile/Email Login

RTI No

Enter Captcha

OTP

e 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 retur

hrough 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 ministrie

Central/State Govt. through this portal. Please read instructions carefully while submitting request/appeal.

Figure 29 RTI Tracking

2.10 RTI RULES

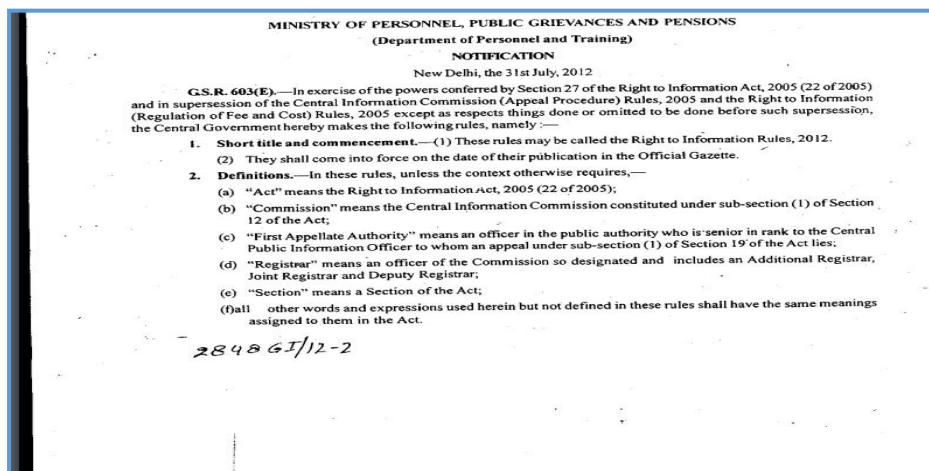This will open a PDF view of RTI Rules for citizen.

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.
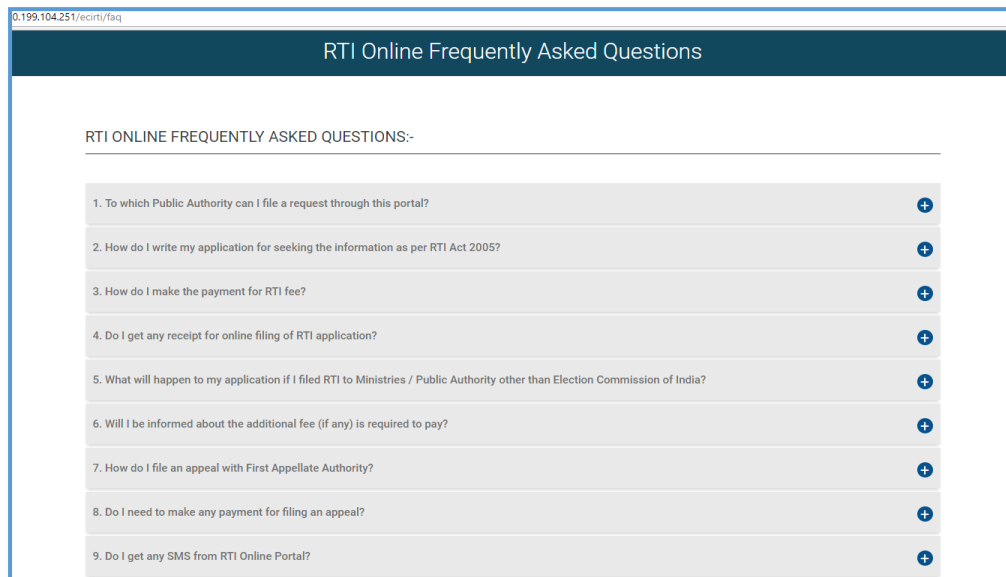

Figure 32 ECI RTI Online Portal FAQ's

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