USER MANUAL

RTI Central Monitoring Mechanism

Initiative By:
Information & Public Relations Department
Government Of Odisha

Technology By:
Luminous Infoways
Delivering values through qualitative thinking
An ISO 27001 : 2005 Certified Company
Note of Authorship

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1. INTRODUCTION

RTI Central Monitoring Mechanism known as State RTI Portal of Government of Odisha is an innovative IT intervention in front of Right to Information (RTI) Act, 2005 implementation in the entire state. RTI CMM is to ensure the implementation of Right to Information Act, 2005 at all public authorities of Govt. of Odisha. This is developed with an objective to provide single point access of all RTI related information catering to Section-4, Section-25 of RTI Act, 2005 in a uniform manner. This project is monitored by Department of Information & Public Relations, Govt. of Odisha [Nodal Department of Govt. of Odisha for RTI Implementation] in collaboration with Luminous Infoways.

2. ABOUT RTI CMM

The Application has been developed with an objective to provide single point access to all information and services mandatory under the RTI Act, 2005 in respect of all Public Authorities/ Government Offices/ Autonomous Bodies under Government of Odisha. This provides comprehensive, accurate, and authentic information on implementation of RTI Act, 2005 in the system of governance in Odisha. To implement the Act effectively and efficiently, the nodal department evolved this appropriate mechanism in the form of 'RTI Central Monitoring Mechanism' (www.rtiodisha.gov.in) with all mandatory provisions of the RTI Act, 2005 and track the progress in a single network.

Every Public Authority (Office) has access to the system through a Public Authority account with a predefined Web Content Management System for uploading the suo-motu-disclosure as per section-4(1) (b) (c) (d) of RTI Act, 2005. Similarly, the Public Authority account has options for maintaining and updating various requests for information received by PIOs/ APIOs under section 6 of RTI Act, 2005. The request can be received physically, transferred from other Public authority or can received online. Through the user account, every Public Authority is adhering to prescribed time limit for disposal, failing which he/she is liable to be penalized. In the similar
way, the citizen has the satisfaction in obtaining information from the PIOs in due time, thus posing trust on the Govt. system.

3. RTI CMM USER

Following are the users will access the system:-
4. USER WISE DESCRIPTION

4.1. Public Authority Account:

Chapter 1: How to Log into RTI CMM?

4.1.1. Log into your RTI CMM Account:

The following steps will guide user to login to the RTI CMM public authority account:

1. Enter the URL & press the ‘Enter’ key.
2. Enter the ‘User Name’ and ‘Password’, Select User Type as ‘Public Authority’ and enter captcha and then click on ‘Login’

Figure 1

Description:

- Type the web URL of RTI portal (www.rtiodisha.in) in the web browser address bar
- The Home page of RTI CMM will appear on your screen
- Enter “User Name” and “Password” in the Login Panel
• Choose ‘Public Authority’ as the user type from drop down list of users (Nodal Dept, Public Authority, Commission)

• Enter the CAPTCHA values as appear in the login interface with color alphabets

• Click on the “Login” button to log into the RTI CMM application

4.1.2. The system will log into the account and it will redirect to the Dashboard of the Public Authority account

4.1.3. Dashboard:
Figure 2
4.1.4 Description:

- After successful Login in to account, RTI CMM will redirect to the Dash Board of the Public Authority Account, Where you can view the graph of ‘Disclosure/Application Status’, ‘Proactive disclosure’, ‘Disclosure Updation Status’, ‘e-Filing Updation Status’, ‘Public Authority & e-Filing’ status and Public Authority connectivity status and also entire status of the State in terms of total public Authority, total disclosure, total pending at public authority and e-filing application status.

- User also can view the Office wise e-Filing Application Status for a particular year by selecting the ‘Office Name’ and ‘Year’ from drop down list. Then it will display the graph below of the entire e-Filing status in terms of Under Process ■, Closed ■, Rejected ■, Transferred to Public Authority ■ & Application received ■ with different color codes to segregate all.

- Also you can see the Feedback details, No. of Online Applications received and No. of running applications

- Click on to see the number of feedback received with details

- Click on to see the number of online application received with details

- Click on <User> and then on click of “Logout” button, user can successfully log out from the application

- Click on “Chart Context Menu” to Download Image or to take print of the chart

- Click on “Add/ Edit Proactive Disclosure” button, will redirect to the Update Disclosure page, where you can add & update the Disclosure details on need base

- Click on “Add RTI Application” button of PIO desk option, which will redirect to the Public Authority two tabular format having the option of “Applicant details” fill up & click on continue and “Application details” where you can enter details about a RTI Application and click on click on submit.

- Click on “List of Application” button of PIO desk option, where you can view all the running applications with facility of view delete, forward and pending applications, on which action to be taken as well option also there.
• Also you can search for a particular application by providing the inputs (Application Number, Applicant Name, From Date, To Date & Application status) and then on click of “Search” button, the application details will be displayed in the grid

4.1.5 Disclosure Updation status

Description:- Above chart redirects Disclosure updation status with three tabular format having the option (1) Outstanding in a Public Authority which is updated in monthly, (2) Good in a Public Authority which is updated within 60 days and (3) Average in a Public Authority which is updated within three months.

4.1.6 e-Filing Updation Status
4.1.7 e-Filing:- Above chart redirects e-Filing updation status with three tabular format having the option 
(1) Outstanding in a Public Authority which is updated in monthly, (2) Good in a Public Authority which 
is updated within 60 days and (3) Average in a Public Authority which is updated within three months.

Updation of Disclosure:-
4.1.8 Update Proactive Disclosure:
- Click on “Disclosure” Menu
- Then Sub menu will be visible as “Update Disclosure”
- Click on “Update Disclosure”, will redirect to the Update Disclosure page, where you can update the Disclosure details

Description:
- Go to ‘Disclosure’ menu from the menu bar and click on ‘Update Disclosure’
- The “Update Disclosure” page and CMS (Content Management System) to update disclosure will appear on the screen
- Choose the “Manual Name”, which user will want to update or add information
- Choose the “Page” number of the selected manual. (By default Page 1 will appear)
- Then the detail page content will appear in the editor box
If user wants to update the existing information, then enter/edit the information at desired Paragraph or Sentence or Row or Column in editor box

If user will want to add new information/content in the existing page or in a new page, then choose the desired page number and then copy the information from source file (Only MS-Word file and Notepad).

Paste (Use CTRL+V on your keyboard to paste the text into the window) the information in the window, so that edited information will appear in the editor box.

Then make the necessary text formatting by using the formatting tools available at the top of the editor box.

After proper alignment and text formatting of the content page, click on “Submit” button to save the details.

Then the system will show a successful update message (‘Content added Successfully’).

After moderation, it will be published in the frontend of the web or citizen page.

(N.B.: Whatever is being updated that will not show in the frontend instantly until and unless it is being moderated by the “State RTI Implementation Cell”. It will be moderated within 1 / 2 hours in regular working days).

Upload File to Hyperlink:-

If user will want to hyperlink a file or full text of the document to a title of any manual (File must be in .pdf format), then the following instructions will guide the user for this purpose.

Click on the “Update Disclosure” and select your manual name & page number.

Then click on ‘Upload File’ button available at the top of the editor box.

A File Upload pop up window will appear on the screen.

Enter the title of the document and attach the file from your destination source/drive.

Click on ‘Submit’ button to attach the file

After successful attachment, the title of the document will appear in the list of the table of the same pop up window.

Then click on the ‘Click Here to Copy the Link’ of the title.

Click on insert menu in the top of the edit bar, then copy the link and click ‘OK’ button.
- Then go to the content editor box. Select the title or sentence from the manual page where you want to put the hyperlink.

- Click on the hyperlink button available at the top of the editor box.

- An Insert link pop up window will appear on your screen.

- Enter or paste the copied link in the ‘Link URL’.

- Then click on the ‘OK’ button.

- Then click on ‘Submit’ button.

- Then the system will show you a successful update message (‘Content Added Successfully’).

- After moderation, it will be published in the frontend of the web.

- (N.B.:- Whatever is being updated that will not show in the frontend instantly until and unless it is being moderated by the “State RTI Implementation Cell, I&PR Department”. It will be moderated within 1 / 2 hours in working days).

Follow the below Images
Upload Photo / Image:

While user are updating proactive disclosure, if user desire to insert a photograph or any image or organizational structure in any manual, then go through the bellow procedure as mentioned. *(File must be in .jpg format).*

- Click on the “Update Disclosure” and select your manual name & page number
- Then click on ‘Upload Photo’ button available at the top of the editor
box

- A Photo Upload pop up window will appear on the screen
- Enter the title of the photo/image and attach the photo from the destination source/drive and click on ‘Submit’ button.
- After successful attachment, the Photograph/Image will appear in the list of the same pop up window
- Then click on the ‘Link’ button available in the grid below
- A script prompt window will appear on your screen, then copy the link and click ‘OK’ button and minimize. (If your website is not allowing opening the scripted window, then click on the Address bar below message and then click on ‘Temporarily Allow Scripted Windows’. Then click on the ‘Click Here to Copy the Link’ of the title)
- Then go to the content editor box and put the curser where you want to insert the image
- Click on the [Insert] button (Image) available at the top of the editor box.
- An Insert photo link pop up window will appear on your screen.
- Enter or paste the copied link in the ‘Source’. The preview of the image will be shown in the same window.
- Then click on the ‘Insert’ button.
- Then the image will be inserted in the content editor box and click on OK.
- Then click on ‘Submit’ button to save.
- Then the system will show you a successful update message (‘Content Updated Successfully.’).
- After moderation, it will be published in the frontend of the web.
- (N.B.: - Whatever is being updated that will not show in the frontend instantly until and unless it is being moderated by the “State RTI Implementation Cell, I&PR Department”. It will be moderated within 1 / 2 hours in working days).
Follow the below screen images:-

1. Press Ctrl+C to copy the link: [Link]
2. Click on the ‘upload photo’ button and enter the file name and upload the photo. Then copy the link.
3. Click on the hyperlink button and paste the copied link at Image URL field.

Information & Public Relations Department, Govt. of Odisha
4.1.4. PIO Desk

4.1.4.1. Add Offline Application

The section will guide you to add a new RTI application for information in the system of your public authority account.

Figure 3
Description:

- After successful log into the account, go to ‘PIO Desk’ menu
- Click on “PIO Desk” Menu and then click on “Add Offline Application” Sub menu
- The “Add Offline Application” page will appear on the screen that will have 2 tabular format/Tabs i.e. “Applicant Details” and “Application Details”
- Click on “Applicant Details” Tab will display the below screen and enter the applicant details accordingly that require the information.

![Application for Information](image)

**Figure 4**

Description:

- Enter “Full Name of the Applicant” into the provided text box
- Select from drop down as Father Or Husband and Enter the “Name of the Relation Name” into the provided text box
- Enter the “Address”, “Pin No.” and “Contact No.(mobile no.)” into the provided textbox
- Select “State” from the dropdown list (by default Odisha), “District”, “Block/ULB” and “Panchayat/Ward” from the drop down list
- Select Id proof type from drop down list (EPIC (Voter Id), PAN Card No., DL No., Aadhaar Card No. & Passport No.) and Enter “ID proof of the Applicant” to the provided text box
- To enter the Address to which information will be sent, click on the check box “Same as permanent address”, if the applicant address is same as the address to which the information is to be sent. If not then enter the details accordingly
- Select the “Category” (General / BPL) from the drop down list
- If you will select BPL as category then Browse button will be enabled to upload the BPL card details and if category will be selected as General, then browse button will be disabled
- After filling all the required information click on “Continue” button to save the applicant details and to proceed further to enter the Application details
- On click of “Cancel” button, will refresh all the field values, So that further inputs can be given
- Click on “Application Details” Tab will display the below screen and enter the application information details accordingly
Description:

- Enter required information ‘Date of Application’, ‘subject matter of application information’ into the textbox provided
- Click on the ‘From’ and ‘To’ field to select date from the calendar bar to enter the “Period to which the information relates”
• Select the mode of information receipt like (Received by Post, Received by E-mail and Received by Person) from the drop down list of “Whether the information is to be sent by” field.

• In case of ‘Received by post’, select the option as Ordinary Post, Registered post Or Speed post from the drop down list available

• Select the field values of ‘Do you agree to pay the required fee?’, ‘Is this information not made available by the Public authority?’, ‘Has the information been provided earlier?’ and ‘Whether all formalities have been compiled by the person requiring the information?’ as Yes or No from the drop down available

• Select the ‘Nature of information’ as (Contracts, estimation Copy, guidelines, Orders, records, Maps and others etc) from the drop down available

• Enter the optional field information’s, if required

• Click on “Submit” button to submit the application detail successfully

• On click of “Submit” button, it will redirect you to the “List of application” page, where you can view the Application details, Delete the application, Forward the application and can Take action on the same

• On click of “Cancel” button, it will refresh all the field values, So that further inputs can be given

4.1.4.2. List of application
Description:

- After Successful log into the application click on “PIO Desk” Menu, then click on “List of Application” sub menu
- The “List of Application” page will appear on the screen
- In this page you can search for applications by providing the ‘Application Number’, ‘Applicant Name’, From Date’ to ‘To Date’ & ‘Application status’ as (Under process, Furnished, Rejected & Transferred)
- Then Click on “Search”, it will display the list of application in the grid according to the provided information
- On click of “Take Action” button, it will directly redirect to the
“Application for Information” where you can take action on selection of options available are (‘Supply of Information’, ‘Transfer of Application’ and ‘Rejection of application’)

- On click of “Delete” button, will delete the application from the List of Application
- On click of “Forward” button, it will redirect the user to the following page:-

![Diagram of Application Forward to PIO]

Figure 10

- Here User will select the PIO to whom the application will be forwarded and then click on Forward button to forward the application to the selected concern PIO.
- On click of “View” button, the RTI Application details will appear on the screen like as given below to view the details, where you can take action directly on click of “Take Action” button after verifying the information
View Application

RTI Application of Ashok Kumar Parida

<table>
<thead>
<tr>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>On click of “View” button, the “RTI Application” page will appear on the screen like above</td>
</tr>
<tr>
<td>After verifying the RTI Application information, Click on “Take Action” button to take action on the same</td>
</tr>
<tr>
<td>On click of “Take Action” button. It will redirect to the “Application for Information” page where you can view information and can take action accordingly</td>
</tr>
<tr>
<td>Click on “Cancel” button to come back to the “List of Application” page</td>
</tr>
</tbody>
</table>
On click of Take Action

![Application for Information Form]

**Figure 6**

**Description:**
- On click of “Take Action” button, the “Application for Information” page will appear on the screen like above where you can view details and can take action by clicking on available Tab options.
- Click on “Supply of Information” Tab to update the details.
- The “Supply of Information” page will appear on the screen like as given below:-
Description:

- Fill up the information accordingly
- Enter the ‘Cost of Information’ in digits and select ‘Date of intimation for deposit of information cost’, ‘Actual date of deposit of information cost’ and ‘Actual date of supply of information’ from the Calendar.
- Fill up the optional information, if required
- Click on “Submit” button to save the details
- On click of “Cancel” button, it will refresh the field values, so that further inputs can be provided
How to transfer a RTI Application to other Public Authority:-

If you want to transfer a RTI application to other public authority under section-6 (3) of RTI Act, 2005, then the following steps will guide user to transfer the application in the system of public authority account. These are as follows:-

- After successful Log into the application Go to “PIO Desk” Menu, then click on “List of Application” Sub Menu
- Then click on “Take Action” button available at right side of each application
- Then click on “Transfer of Application” Tab option to transfer the RTI application
- The “Transfer of Application” page will appear on the screen like as given below:-

**Figure 8**

**Description:**
- Fill up the transfer information according to the required field option
- Select “Name of Department” and “Name of Office” (Public Authority) from the drop down list and Select “Date of transfer” from Calendar
• Enter the Reason of Transfer (Optional) into the provided text area, if required
• Click on “Submit” button to save the details and transfer the RTI application to the selected concern Public Authority (Office)
• On click of “Cancel” button, it will refresh all the field values so that further inputs can be made

**How to reject a RTI Application? :-**

If you want to reject a RTI application for any reason, then the following steps will guide you to reject the application in the system of your public authority account.

• After successful Log into the application Go to “PIO Desk” Menu, then click on “List of Application” Sub Menu
• Then click on “Take Action” button available at right side of each application
• Then click on “Reject of Application” Tab option to reject the RTI application
• The “Reject of Application” page will appear on the screen like as given below:-
Description:

- Click on Check boxes to select the cause of Cancellation
- Then write, if any other reason and click on the “Submit” button to save the details and reject the application
- Then the draft format of Form –C (Intimation for Rejection) will appear in your screen. You can either click on the Print Button to print or Cancel Button to reject the print.

How to receive an online RTI Application?:-

According to Section 6(1) of the RTI Act, 2005 a citizen has the right to ask for information to any Public Authority from whomever he wants information. In this regards an online application system has been developed for citizen. To receive and manage applications also a technology has adopted for Public Authority, where Public Authorities can check & manage the online RTI Applications by going to “Online Application” page like as given below. Then that case will be entered into the system to generate registers & Annual reports.

4.1.4.3. Accept Online Application

Figure 10
Description:

- After successful log into the application click on “PIO Desk” Menu then click on “Accept Online Application” Sub Menu to view the Online Application page
- User can search for particular application by providing the ‘Application Number’, ‘Applicant Name’, select ‘Date’ from Calendar and Select ‘Application Status’ from drop down list
- Then on click of “Search” button, the searched application will be displayed in the grid
- On click of “Delete” button, a dialog box will be appeared where you need to give the reason for delete of application and it also intimated through E-mail or SMS
- On click of “View” button, it will redirect you to “RTI Application” page as given below to view the application details:

### RTI Application of Sunil Kumar Sethy

<table>
<thead>
<tr>
<th>Full name of the applicant</th>
<th>Sunil Kumar Sethy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the father / Husband</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>Rental Colony,Daringibad,Kajapai,Odisha</td>
</tr>
<tr>
<td>Particulars in respect of identity of the applicant</td>
<td>PAN Card No.: BMOPS6229</td>
</tr>
<tr>
<td>Particulars of Information solicited</td>
<td></td>
</tr>
<tr>
<td>Subject matter of information</td>
<td>Advt. Note of 20th December</td>
</tr>
<tr>
<td>The period to which the information relates</td>
<td>01-12-2014 - 09-12-2014</td>
</tr>
<tr>
<td>Specific details of information required</td>
<td>Advt. Note of 20th December</td>
</tr>
<tr>
<td>Whether information is to be sent by post or received in person</td>
<td>Post</td>
</tr>
<tr>
<td>Inclose by post (ordinary, registered or speed)</td>
<td>Registered post</td>
</tr>
<tr>
<td>Address to which information will be sent &amp; in which form</td>
<td></td>
</tr>
<tr>
<td>Has the information been provided earlier?</td>
<td>Yes</td>
</tr>
<tr>
<td>Is this information not made available by the Public authority?</td>
<td>No</td>
</tr>
<tr>
<td>Do you agree to pay the required fee?</td>
<td>No</td>
</tr>
<tr>
<td>Have you deposited application fee?</td>
<td>Yes</td>
</tr>
<tr>
<td>Whether belongs to BPL category, have you furnished the proof of the same?</td>
<td></td>
</tr>
<tr>
<td>Name of the authority, which the information are to be collected</td>
<td>Arjun Sethi</td>
</tr>
<tr>
<td>Date on which the information shall be supplied</td>
<td>28/12/2014</td>
</tr>
<tr>
<td>Date on which the authority/authorities concerned requested to supply the required information</td>
<td></td>
</tr>
</tbody>
</table>

![Click here to accept the application](image)

Figure 11
• If user (PIO) satisfy after checking all the attached pre-requisite document and details, then user may click on the “Accept” button to accept the application here and Click on “Cancel” button to go back to the Online application page

• On click of “Accept” button, an auto intimation mail will directly go to the applicant for his/her information and it will redirect to the “Application for Information” page to proceed further and to take action on the same

• After acceptance of any application the time period will be calculated under provision of RTI Act.

[Note: Any action taken by PIO will be intimated in auto E-mail and SMS system to the applicant time to time.]

4.1.4.4. Information Register

![Information Register](image)

Figure 12
Description:

- After successful log into the Account, click on “PIO Desk” Menu, then click on “Information Register” Sub Menu
- The “Information Register” page will appear on the screen
- The Detail report with all relevant information about the application will be displayed in this register
- User can search for particular application by providing the ‘Application Number’, ‘Applicant Name’, select ‘Date’ from Calendar and Select ‘Application Status’ from drop down list

4.1.4.5. Cash Register

![Image of Cash Register]

Figure 19

Description:

- After successful log into the Account, click on “PIO Desk” Menu, then click on “Cash Register” Sub Menu
- The “Cash Register” page will appear on the screen
- The Detail cash deposited report with all relevant information like Name & address of applicant, Date of Application, Particulars of fees mode etc about the application will be displayed in this register
- User can search cash details deposited within a particular date range by selecting ‘From Date’ and ‘To Date’ from provided Calendar and Click on “Search” button to view the list in the grid below.

4.1.4.6. Application Incoming

![Figure 20](image)

Description:
- After successful log into the Account, click on “PIO Desk” Menu, then click on “Application Incoming” Sub Menu
- The “Application Inward” page will appear on the screen
- This form will contain the list of Inward applications forwarded by other PIO.
• User can search for particular inward application by providing the ‘Application Number’, ‘Applicant Name’, select ‘From Date’ and ‘To Date’ from the provided calendar and Click on “Search” button

• On click of “Search” button, it will display the searched inward application in the grid below.

• On click of “View” button, it will display the searched inward application details in the grid below.

• If the Application is accepted by the PIO then the status will be displayed as “Accepted”

4.1.4.7. Application Outgoing

![Figure 21](image-url)
Description:

- After successful log into the Account, click on “PIO Desk” Menu, then click on “Application Outgoing” Sub Menu
- The “Application outward” page will appear on the screen
- This form will contain the list of applications forwarded to other PIO
- User can search for particular outward application by providing the ‘Application Number’, ‘Applicant Name’, select ‘From Date’ and ‘To Date’ from the provided calendar and Click on “Search” button
- On click of “Search” button, it will display the searched application details in the grid below which is forwarded to other PIO
- On click of “View” button, it will display the searched outward application details in the grid below
- If the Application is accepted by the concern PIO then the status will be displayed as “Accepted” and it not accepted then it will be displayed as “Pending” till acceptance of the application by the PIO

4.1.4.8. Manage Section

![Manage Section](image-url)

**Figure 22**
**Description:**

- After successful log into the Account, click on “PIO Desk” Menu, then click on “Manage Section” Sub Menu
- The “Manage Section” page will appear on the screen
- In this form user can create new section by providing ‘Section Name’ and ‘Section Designation’ in the provided text box.
- Then Click on “Submit” button to save the details and to create the new section

4.1.4.9. Manage PIO

![PIO Details](image)

Figure 23
Description:

- After successful log into the Account, click on “PIO Desk” Menu, then click on “Manage PIO” Sub Menu
- The “Manage PIO” page will appear on the screen
- Enter ‘PIO Name’, ‘User Name’, ‘Email’, ‘Section’ and ‘Designation’ in the text box
- Select ‘From Date’ and ‘To Date’ from the provided calendar
- Then click on “Submit” button to save the details and create PIO profile
- On successful creation, the PIO details will display in the grid below along with “Edit” and “Delete” option
- Click on “Edit” button to edit the PIO information
- Click on “Delete” button to delete the PIO details from the grid list

NB:- Before e-Filing manage PIO should be maintained.

4.1.4.10. Backlog E-filling
Description:

- After successful log into the Account, click on “PIO Desk” Menu, then click on “Backlog Efilling” Sub Menu
- The “Backlog Efilling” page will appear on the screen, Where user can upload the Backlog information in to the application
- Click on “Download Backlog Entry Excel Sheet” button to download the Excel sheet format and enter the information into the excel sheet.
- After Filling the backlog information into the excel sheet Click on “Browse” button to upload the filled excel sheet into the application for Annual Report preparation as per RTI Act 2005.
- Then click on “Submit” button after successful uploading of the backlog information sheet to save the details in the database.
Chapter 4: How to Manage First Appeals?

4.1.5. FAA Desk

4.1.5.1. Application for Appeal

Description:

- After successful log into the account, Click on ‘FAA Desk’ menu and then click on ‘Application for Appeal’ submenu.
- The “Application For Appeal” Page will appear on the screen and that will have 2 sections or Tabs i.e. “Appellant Details” and “Appeal Details”
Step-1(Appellant Details):

- Click on “Appellant Details” Tab, it will display the above screen and enter the required appellant details accordingly.
- Enter the “Application Number” and Click on “Go” button, to view the application details.
- Enter the ‘Full Name of the appellant’ and Select ‘State’, ‘District’, ‘Block/ULB’ and ‘Panchayat/Ward’ from the drop down list and Enter the appellant address into the text box provided.
- Select file from desktop on click of “Browse” button to upload the same.
- Click on “Submit” button to save the details and to proceed further.
- On click of “Cancel” button, it will refresh the field values, so that further inputs can be made.
Step-2 (Appeal Details):

- Click on “Appeal Details” Tab, will display the above screen and enter the required Appeal details accordingly.
- Select ‘Name of the office or Department to which the information relates’ from the drop down list
- Select ‘Particulars of Public Information Officer’ from the drop down list
- Enter ‘Nature and subject matter of the information required” in the provided text area
• Select ‘Date of receipt of the order appealed against’ and ‘Last date for filing the appeal’ from the provided calendar

• Enter the ‘Grounds for appeal’ field (Optional), if required

• After filling all the information, click on “Submit” button to save the details and proceed further

• On click of “Cancel” button, it will refresh the field values, so that further inputs can be made

Step-3:

Click on “Action against Appeal” Tab, will display the above screen and enter the required action details accordingly.

• Select the ‘Notice for Hearing’ date, ‘Date of Hearing’ and ‘Actual Date of Hearing’ from the Calendar and Select ‘Decision Pronounced’ from the drop down as ‘Yes’ or ‘No’

• After filling all the information, click on “Submit” button to save the details

• On click of “Cancel” button, will refresh the page, so that further inputs can be made
4.1.5.2. List of Appeal

Description:

- After Successful log into the application click on “FAA Desk” Menu, then click on “List of Appeal” sub menu
- The “List of Appeal” page will appear on the screen
- In this page you can search for list of Appeals by entering the ‘Application Number’ and ‘Applicant Name’
- Then On click of “Search” button, it will display the list of appeals in the grid according to the inputs provided by user
- The details like Application Number, Applicant Name, Date of filing appeal, Subject matter and status along with options for “View”, “Take Action” & “Delete” will be displayed in the grid
• On click of “View” button, the detail appeal information will be displayed like as given below where user can verify the information details, download the file uploaded during Appeal submission and can take directly Action by clicking on “Take Action” button

![RTI Application of wqee wqww](image)

- Click on `Action Taken on Appeal` tab to update the details against the appeal like ‘Notice for Hearing’, ‘Date of Order’ and ‘Order Pronounced’ etc.

• On click of “Delete” button, it will delete the Appeal from the List of Appeal

• On Click of “Take Action”, It will redirect you to the ‘Application for Appeal’ page, where user can verify the ‘Appellant details’ & ‘Appeal Details’ by clicking the respective Tab options like as follows:-

![Application for Appeal](image)
4.1.5.3. Accept Online Appeal

**Description:**

- After successful log into the application click on “FAA Desk” Menu then click on “Accept Online Appeal” Sub Menu to view the Online Appeal page
- User can search for particular Appeal by providing the ‘Appeal Number’ and ‘Appellant Name’ in the text box
- Then on click of “Search” button, the searched Appeal will be displayed in the grid with various options like “View”, “Accept” and “Delete”
- On click of “Delete” button, the particular appeal will be deleted from the list
- On click of “View” button, it will display the detail information with respect to the particular Appeal
- On click of “Accept” button, a pop window will be displayed like this where user have to give the ‘Date of Application’ and click on “Accept” option
provided in the popup window itself to accept the appeal Or else click on “Cancel” option to go back to the ‘Accept Online appeal page’.

- After acceptance of any appeal the time period will be calculated under provision of RTI Act.

4.1.5.4. Appeal Register

![Figure 30](image-url)

**Description:**

- After successful log into the application click on “FAA Desk” Menu then click on “Appeal Register” Sub Menu to view the Appeal register
- User can search for particular Appeal by providing the ‘Appeal Number’ and ‘Appellant Name’ in the text box
- Then on click of “Search” button, the searched Appeal will be displayed in the grid with “View” option to view the detailed information on the particular appeal
• On click of “View” button, it will display the detail information with respect to the particular Appeal

4.1.5.5. Appeal Backlog Entry

Description:
• After successful log into the Account, click on “FAA Desk” Menu, then click on “Appeal Backlog Entry” Sub Menu
• The “Appeal Backlog Entry” page will appear on the screen, Where user can upload the Backlog information in to the application
• Click on “Download Backlog Entry Excel Sheet” button to download the Excel sheet format and enter the information into the excel sheet.
• After Filling the backlog information into the excel sheet Click on “Browse” button to upload the filled excel sheet into the application for Annual Report preparation as per RTI Act 2005.
• Then click on “Submit” button after successful uploading of the backlog information sheet to save the details in the database.
FEEDBACK

Description:

- After successful log into the Account, click on “Feedback” Menu
- The “Feedback” page will appear on the screen containing the feedback details provided by citizens
- Click on “Delete” button to delete the particular feedback from the list
ANNUAL REPORT

Description:

- After successful log into the Account, click on “Annual Report” Menu
- The “Annual Report” page will appear on the screen where user can view the year wise annual report for the entire year.
- The Report contain the information like ‘Department/ Organization’, ‘No. of PIOs appointed Opening balance of requests received under RTI(as on 1st April)’, ‘No. of requests received during the year’, ‘Total no. of requests’, ‘No. of requests on which information provided’, ‘No. of requests transferred to other Public Authorities’, ‘Decisions where Applications for Information rejected’, ‘Opening balance of First Appeals received under RTI(as on 1st April)’, ‘No. of First Appeals received During the year’, ‘No. of First Appeals Disposed off’, ‘Number of cases where disciplinary action taken against any officer in respect of administration of RTI Act’, ‘Disclosure Made u/s 4(1)(b) of the Act’, Total Amount Collected(fee + addl. Charges + penalty)

Figure 33
4.1.6. **Manage Profile**

After successful log in to the account, user may update basic institutional information like; Office Postal Address, PIO/FAA Details, E-mail Address, Contact number and Fax number etc in the following page:-

![Manage Profile](Image)

**Figure 3**
Description:

- After successful login, the dashboard will appear on your screen
- If the user will want to update the profile information like Office address or e-mail ID etc., then click on the “Manage Profile” menu
- Then the profile page will appear on the screen and the information field will automatically appear in an editable mode
- Similarly FAA Details & PIO Details can be updated like ‘Name’, ‘Telephone No’, ‘Designation’, ‘Mobile No’, ‘Address’ and ‘Upload Photo’ for the respective user information.
- Then click on the ‘Update’ button to save the updated information of the profile details
- On click of “Update” button the information will be updated successfully
- On click of “Cancel” button, the profile information will remain as it is
4.1.7. FAA & PIO Report

If the user wants to view entire List of FAA & PIO then click on “FAA & PIO Report” to view the details like this:-

Figure 5

Description:

- After successful log into the Account, click on “FAA & PIO Report” menu
- Then it will display the above list of FAA & PIO information details like ‘Office Name’, ‘FAA Name & Photo’, ‘Contact No./ Mobile No.’, ‘PIO Name & Photo’, ‘Last Date of Disclosure Updation’ and ‘Last Date of e-Filing entry/Updation’ etc.
4.1.8 Most Active applicant:-
This Option redirect that applicant is very sensitive in relation to lodging of RTI application at different Public Authority.

Description:-
- After successful log into the Account, click on “**Active applicant**” menu
- Then it will display the above list of applicant information details like ‘Applicant Name, Address, Id proof, Identification No. and application applied no”

4.1.9 Active PIO:--
If the user wants to view list of all Active PIO then click on Active PIO” to view the details like this:-
Description:

- After successful log into the Account, click on “Active PIO” menu
- Then it will display the above list of Active PIO information details like ‘Department, Office Full Name, User name and activity.

4.1.10 Change Password
If the user wants to change the password, then here are the following steps which will guide you to do the same:

- **Description:**
  - After successful log into the Account, click on “Change Password” menu
  - Then the “Change Password” page will appear on the screen
  - Enter the old password, new password and confirm the new password
  - Then click on ‘Change Password’ button
  - The password will be successfully changed and further user can use the new password to log into the application
SIGNOUT

On click of “Sign Out” menu, the user will be logged out from the application successfully.