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Government of India  
Ministry of Personnel, Public Grievances and Pensions  
(Department of Personnel & Training)

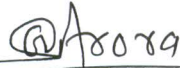
North Block, New Delhi  
Dated the 14<sup>th</sup> December, 2015.

CIRCULAR

Subject:- Extension / Improvement of RTI Online Portal – Action Plan 2016.

RTI Online Portal was launched by Department of Personnel & Training in August, 2013 for all the Central Government Ministries / Departments with a view to provide a facility to citizens to file RTI applications and first appeals online. Till now 463 public authorities have been aligned to the portal. It is proposed to extend the RTI online portal to more public authorities and also to make technical improvements in RTI online portal during the year 2016 as per the Action Plan 2016 attached herewith.

2. All interested persons and Institutions may offer their comments / suggestions on the proposed improvements in the portal, listed in the enclosed Action Plan. The comments / suggestions may be mailed within 15 days from the date of this circular to e-mail ids: (i) [rtipmu-dopt@nic.in](mailto:rtipmu-dopt@nic.in) and (ii) [usir-dopt@nic.in](mailto:usir-dopt@nic.in)

  
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**ACTION PLAN FOR IMPROVEMENT /  
EXPANSION OF RTI ONLINE PORTAL**

**RTI Online Portal**

**(I) TECHNICAL IMPROVEMENTS IN THE  
PORTAL**

**For Officials**

**General**

1. **Save as draft** option for CPIOs while replying to RTIs to be introduced.
2. **Auto Alerts:** Auto alert SMS and Email to PIOs and FAAs about their account details at the time of account creation.
3. **Highlights the characters not allowed:** Highlight the characters in text box provided for reply, so that it is easier for CPIO and FAA to make necessary changes. Also keeping the allowed special characters same in all accounts.
4. **Management of Physical Receipts:** While lodging a physically received RTI request an option of Diary No. and Dispatch No. should be provided and also to be included in the search option. The rationale behind this addition is that when a second appeal is made in CIC the appellant uses either of the aforementioned numbers in prayer form. Therefore, it becomes difficult to search a RTI request in RTI-MIS using any other number.
5. Option of uploading forwarding letter in case of physical forwarding so that appellant can follow up using it.

**CPIO's Module**

6. Option to CPIOs to transfer a RTI request physically.
7. CPIO should also have option of asking for additional/supporting documents from appellant.
8. Bubble notification for new comments or reply received from DPIO or FAA. This is primarily to highlight notifications from other officials.
9. Additional payment + part information supplied: An option should be given to provide part of information to the appellant and also ask for additional payment (wherever required) so that there minimal delay in information that is readily available and does not require any additional payment.
10. When a RTI request goes Under Process all the option to be made available to CPIO which are there in a fresh RTI request.
11. Size of uploading file in PDF format by CPIOs to be increased from current level 1MB to 2 MB.
12. Option of SMS alerts for CPIO, those who want this service, it can be kept option while Master Updation by Nodal officer.

**First Appellate Authority's (FAA) Module**

13. Option to FAA to reopen the RTI case, if he directs the PIO to provide necessary information.
- 14.. Key word search option in RTI Cell.



**For Citizens**

- I. **Save as draft option for citizens** while filing an RTI to be introduced.
- II. Size of uploading file in PDF format by citizens to be increased from current level 1MB to 2 MB.
- III. Making **RTI ONLINE portal available in Hindi** language as well.
- IV. **Mobile application for RTI Online portal.** NIC has already developed it for Android platform since 70% of the smart phone users have Android operating system. Payment gateway is yet to be provided by the State Bank of India.
- V. **Option to citizen to call for documents** sent by CPIO in case it's a corrupt file.
- VI. **Auto alert SMS and Email to citizen** if any modification is done in the user account.
- VII. **A Pop up for registered users if they try to file RTI request directly** by clicking on "Submit Request" tab. Or other option could be to make filing of RTI mandatory through Login for registered users.
- VIII. After disposal or expiry of stipulated time period option of filing First Appeal in view status should appear in form of a tab "**Click Here**". This "**Click Here**" tab will redirect appellant to First Appeal filling page.
- IX. Under View Status option provided to Citizen, a status alert to be provided where in once a CPIO has viewed a RTI request, an indication should be there by either a text message or change of colour of RTI registration number.

**Extending the facility to PSUs/PSB and  
Subordinate/Attached and Field Offices**

As on date there are 463 public authorities (PAs) aligned to the RTI Online Portal. This number includes all the High Commissions and Consulate General of India abroad along with some prominent PSUs.

It is proposed to align the Public Authorities of the following Section to the RTI Online Portal during the year 2016..

- 1) Public Sector Financial Institutions and Banks.
- 2) All the Zones under Ministry of Railways and its PSUs
- 3) Maharatnas and Navratnas PSUs
- 4) Central Board of Direct Taxes up to Chief Commissioner Office level
- 5) Central Board of Central Excise up to Chief Commissioner Office level
- 6) Central Universities and Educational Institutions