User Manual

RTI Online Portal

CITIZEN INTERFACE

Public Relations (PR) Department
New Delhi Municipal Council

Information Technology (IT) Department
New Delhi Municipal Council
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The url Address of RTI Online Portal of New Delhi Municipal Council (NDMC) is: https://online.ndmc.gov.in/rti

This is the home screen of citizen module.
For Submitting RTI Request Application:

➢ Click on ‘Submit Request’ option on top bar to submit RTI request application.

➢ “Guidelines for use of RTI online portal” screen will be displayed.

➢ Scroll the bar to read Guidelines.

➢ Read guidelines carefully as displayed in the screen below.

➢ Citizen has to Click on the checkbox “I have read and understood the above guidelines” and then press/click on the Submit button.

➢ The Online RTI Request Form will be displayed as below. This form can be used to file an online RTI Request.
➢ Fill all the necessary fields as displayed in the screen.

Note:-

1. The fields marked * are mandatory while the others are optional.
2. Applicant will receive sms alerts in case he/she provides mobile number.
3. Text for RTI Request application: Special Characters | % & ( ) = {} ; ' < > are NOT Allowed.
4. Limit for texts in text area is 3000 words.

Case 1: For Applicant below Poverty Line (BPL)

➢ In entry form the field labeled as “Is applicant below poverty line”:- The citizen has to choose the option “YES”.
- Citizen needs to upload Proof of BPL as a **Supporting document**.

- Applicant will receive **sms alerts** in case he/she provides mobile number.

- Supporting document should be in **PDF** format (single file) and up to **1MB**. No RTI fee is required to be paid by any citizen who is below poverty line as per RTI Rules, 2012.

- Click on Submit Button.

- A **unique RTI request registration number** will be generated, which will be used for further reference as given in screen below. The same can be saved or Printed by the user.
➢ RTI request will be sent to “Nodal Officer” of New Delhi Municipal Council (NDMC) for further processing.

➢ The applicant will get an email and sms alert (if mobile no. provided) on submission of application.

**Case 2 (For Applicant belonging to NON BPL Category)**

If a citizen belongs to Non BPL category he/she has to make a payment of **Rs. 10/-** and prescribed processing fee /service charge, as prescribed in RTI Act Rules.

➢ In entry form field labeled as “**Is the Applicant Below Poverty Line**”:– The citizen has to chooses the option “**NO**”.

➢ Rest of fields will be filled as same.

➢ Following screen will be displayed.
➢ Click on Submit button.

➢ The system would be redirected to NDMC Challan Payment portal as given in screen below.

The applicant can pay the prescribed fee through the following modes: Net Banking, UPI and Bharat QR.
➢ Click on Proceed Button and make the payment. Window as shown below will appear.

![Receipt Details](image)

➢ Submission of RTI through this portal is subject to successful receipt of RTI Fee from the Bank.

➢ On successful receipt of payment, **a unique RTI request registration number** will be generated and RTI will be forwarded to “**Nodal Officer, New Delhi Municipal Council (NDMC)**” for further processing.

➢ An **sms alert** quoting the unique RTI registration no will be sent to the citizen in case he/she provides mobile number. An **e-mail** would also be generated and sent to the E-mail id entered in the Request Form quoting the unique RTI request registration no.

➢ This unique RTI registration number will be used for future reference. The same can be saved or Printed by the user.

➢ The Status of RTI may later be checked through this portal using this unique RTI registration number.
Note: - First appeal can be filed after 30 days from the date of filling of request or after disposal of the request by the department.

➢ Click on **Submit First Appeal** tab on top bar.

➢ **“GUIDELINES FOR USE OF RTI ONLINE PORTAL”** screen will be displayed.

➢ Read guidelines carefully.

➢ Click on the checkbox “I have read and understood the above guidelines” and then press Submit button.

➢ Entry form for **Online RTI First Appeal Form** will be displayed as below.
➢ Enter your RTI Request Registration No., your Email ID and Security Code.

➢ Click on Submit Button.

➢ Following screen will be displayed.

Note:
1. Special Characters | % & ( ) = { } ; ' < > are NOT Allowed in Text for RTI First Appeal Application.
2. Supporting document should be in PDF format upto 1MB.

➢ The applicant can select reason for filing appeal application from **Ground for Appeal** dropdown field.

➢ Click on Submit button, to submit Appeal.

➢ Following screen will be displayed.
➢ A **unique RTI appeal registration number** will be generated, which will be used for further reference as shown above screen. The same can be saved or Printed by the user.

➢ The RTI Appeal application filed through this Web Portal would reach electronically to the "**Nodal Officer**" of New Delhi Municipal Council (NDMC), who would transmit the RTI Appeal application electronically to the concerned Appellate Authority.

➢ The applicant will get an **email and sms alert** (if mobile no. provided) on submission of application.
➢ Status of the RTI request/appeal application filed online can be viewed by the applicant through ‘Check Status’ option on top bar.

➢ On clicking ‘Check RTI Status’ option Online RTI Request Status Form will be displayed as below.

➢ Applicant can enter RTI request registration no., email id and security code in Online RTI Status Form.

➢ On clicking on submit button RTI request status will be displayed.
➢ In case Request is disposed of and PDF of Reply Document is attached by PIO, the reply document can be downloaded by clicking on PDF symbol.

In case RTI request application is forwarded to multiple PIOs, the following screen will be displayed.
On clicking on link ‘Click here to view details’ following screen will be displayed.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>CPIO Name</th>
<th>CPIO Reply</th>
<th>Document Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>P. K. Sinha, Joint</td>
<td>This is the test reply of RTI request no. NDMC/9/2020/0002 from Public Information Officer (PGMS Division).</td>
<td>testreply2.pdf</td>
</tr>
<tr>
<td>2</td>
<td>K. K. Verma, Joint</td>
<td>This is the test reply of RTI request no. NDMC/9/2020/0002 from Public Information Officer (Public Relation Department).</td>
<td>testreply1.pdf</td>
</tr>
</tbody>
</table>

For eg. If RTI request application is forwarded to two PIOs by Nodal officer, two rows will be generated. i.e.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>CPIO Name</th>
<th>Forward Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>P. K. Sinha, Joint</td>
<td>27/04/2020</td>
<td>Request Closed by PIO with Reply</td>
</tr>
<tr>
<td>2</td>
<td>K. K. Verma, Joint</td>
<td>27/04/2020</td>
<td>Request Closed by PIO with Reply</td>
</tr>
</tbody>
</table>

The status of RTI appeal application may see checked in the same way by clicking Check Appeal Status.
On clicking ‘sign up here’ link **User Registration Form** will be displayed. Citizens can register for RTI account by filling this User Registration Form.

**Note: User Registration is not mandatory.**

![User Registration Form](image)

On successful registration following screen will be displayed.
After that citizen has to click on the link ‘Click here to login’. Then **citizen login form** will be displayed.

Citizen can enter **username, password and security code** in this form and then click on **login button**. Then **Citizen Activation Login Form** will be displayed where citizen can enter **Activation Key** received in email and click on **Activate** button.
After clicking on Activate button following screen will be displayed.

Citizen can **change password** of his/her account by clicking on link ‘Change Password’.
Account details of the citizen can be updated by clicking on link ‘My Account’.
On clicking on ‘Forgot Password’ link Online RTI forgot password screen will be displayed.

This form can be used to get the password of applicant’s RTI account. The password is sent on applicant’s Email ID.