Citizen User Manual for RTI Bihar

(Next Gen JAANKARI 2.0)

JAANKARI
Facilitation
Government of Bihar

Submitted By,

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1. PROJECT OVERVIEW

The **Bihar RTI Portal** is a central online system to make the Right to Information (RTI) Act, 2005 work smoothly across the state. It has been designed to give citizens an easy way to access RTI-related information from all government offices in Bihar.

The portal helps in sharing all information that is required under Section 4 and Section 25 of the RTI Act, 2005 in one place. The Department of Information & Public Relations, Government of Bihar, looks after this system to make sure the RTI Act is properly followed.

2. PURPOSE OF USER MANUAL

The purpose of this Citizen User Manual is to provide step-by-step guidance to citizens on how to use the RTI Portal effectively.

- It explains the process of submitting an RTI Application, filing the First Appeal and Second Appeal, and tracking the status of submitted applications.
- This manual ensures that citizens can easily understand and navigate the system to exercise their right to information efficiently.

3. CITIZEN REGISTRATION

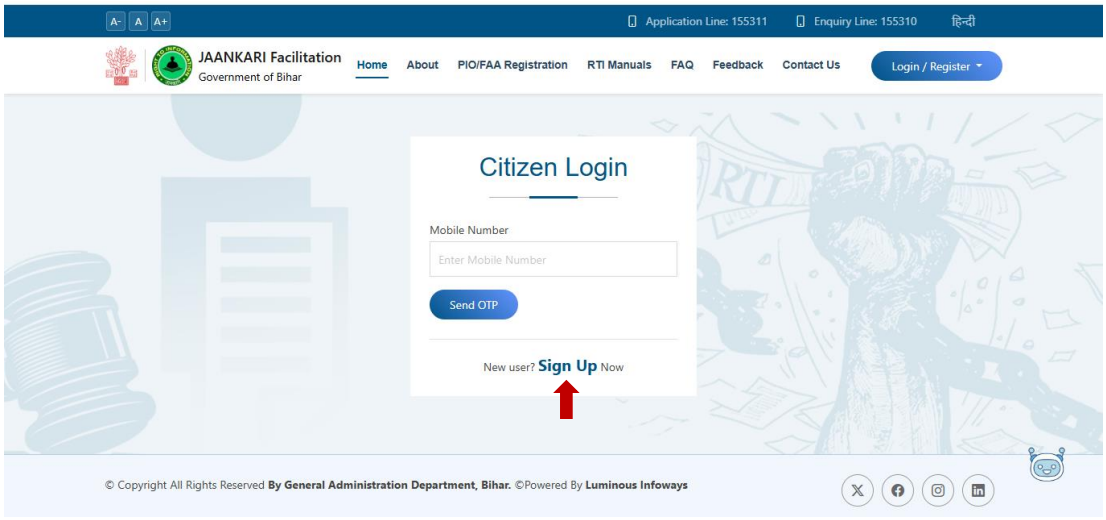
Citizen registration is the initial step to access the RTI portal. A new user must register by providing basic details such as name, email ID, and mobile number to create a unique login account.

Once registered, the citizen can log in to submit RTI applications, file appeals, and track their application status through the portal.

- Here's a step-by-step guide to help you get started:
  - Open a web browser (like Chrome or Firefox).
  - Visit: https://Jaankari.bihar.gov.in
  - On the homepage, click **Login/Register** and select **Citizen Login**.



- As a new user, first sign up and register yourself.
- Click on **Sign Up Now**.

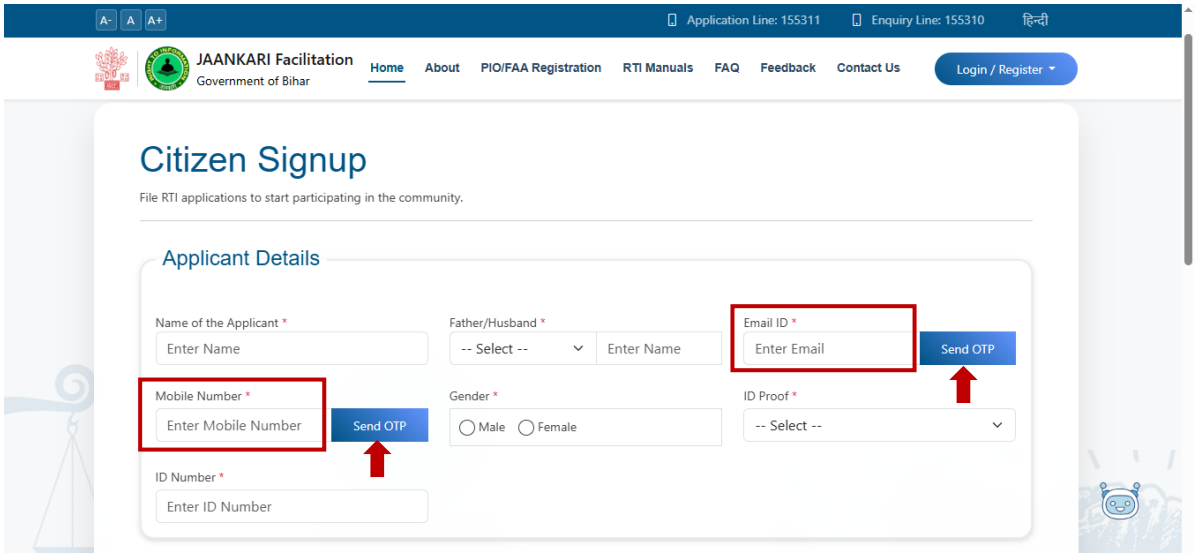


To apply for RTI, you must register first.

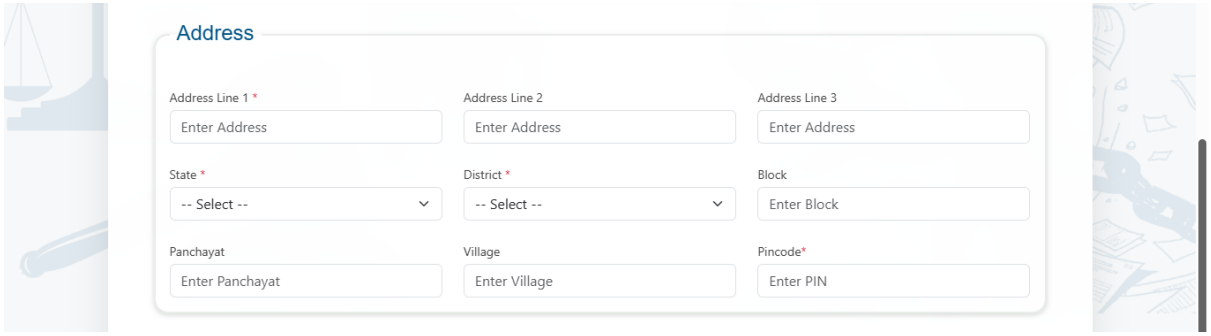
- Enter your **Name**, **Father/Husband's Name**, **Email ID**, **Mobile Number**, **Gender**, and **ID Proof** details.

You only need to verify **one contact detail**, either your **mobile number** or your **email ID**. If you verify one, you don't need to verify the other.

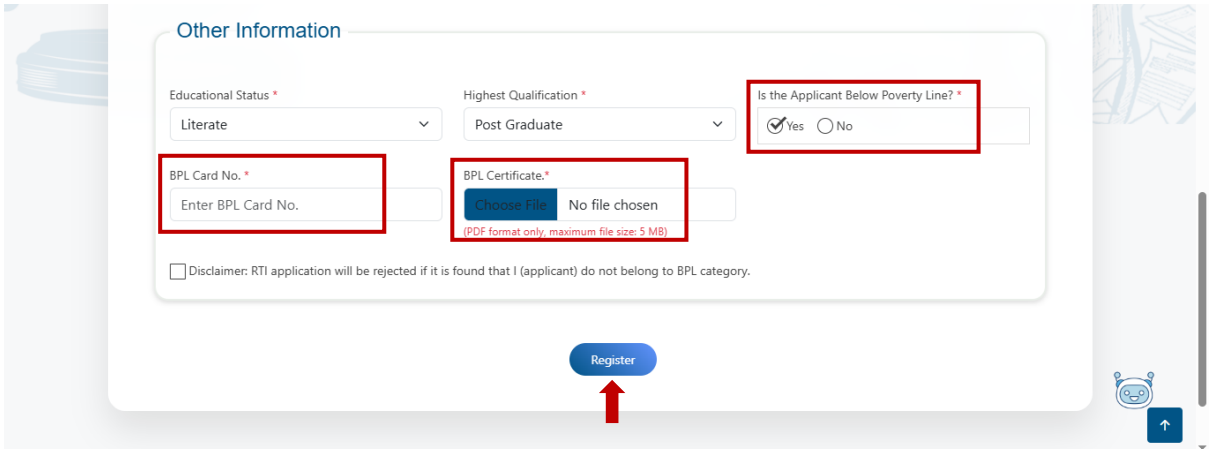
- Enter your **mobile number** or **email ID**.
- Click **Send OTP** to get a one-time password (OTP).
- Check your phone or email for the OTP and enter it in the box.
- Click **Verify** to confirm.
- If the OTP expires, click **Resend OTP** to get a new one.



- Enter your **Address**, **State**, **District**, **Block**, **Panchayat**, **Village**, and **Pincode**.



- Select your **Educational Status**.
- Choose if you belong to the **BPL category**.
- If Yes, enter the **BPL Card Number** and upload the **BPL Certificate (PDF, max 5 MB)**.

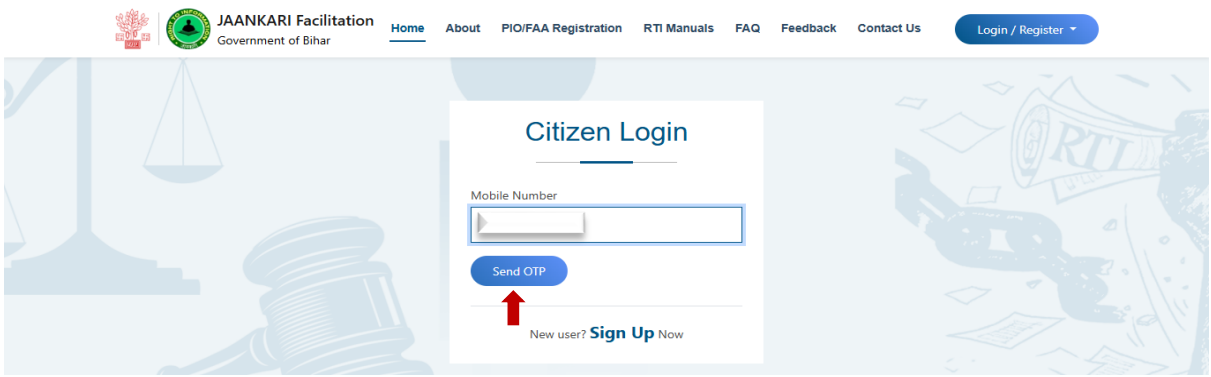


- Click Register after filling all required fields.
- A success message and email/SMS confirmation will appear once registration is complete.

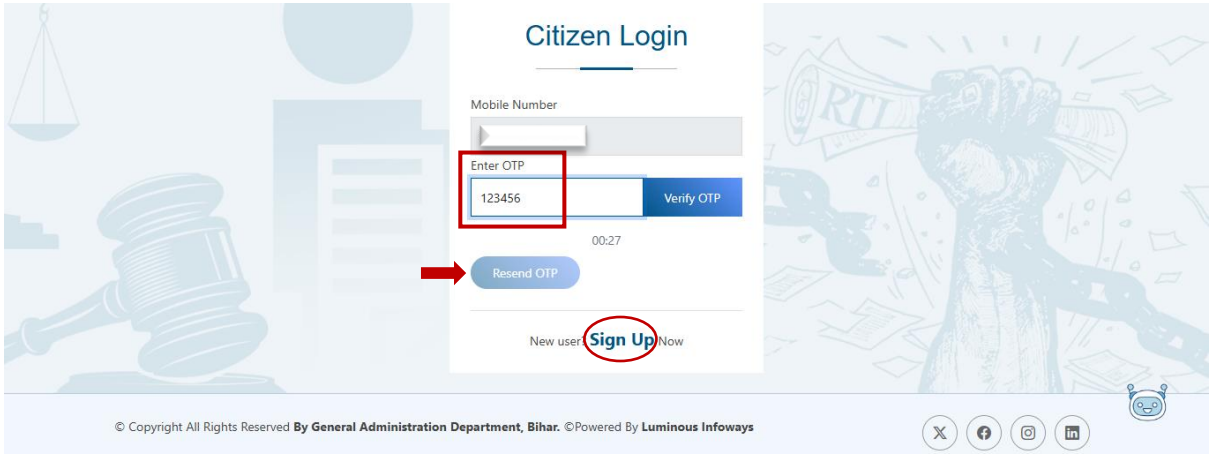
4. HOW TO APPLY FOR RTI

Registered users can log in using their **mobile number and OTP**.

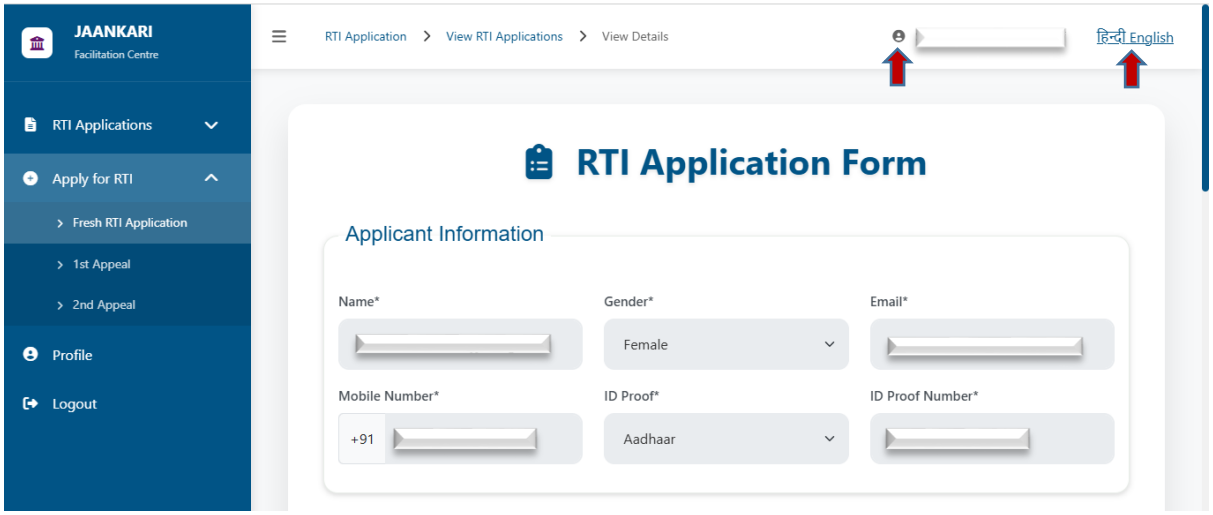
- Enter your **registered mobile number**.
- Click **Send OTP** to receive a 6-digit code on your phone.



- Enter the **OTP** in the box.
- The OTP is valid for a short time, if it expires, click **Resend OTP** to get a new one.
- After entering the correct OTP, click **Login** to open your **Citizen Dashboard**.
- You must be registered in the **Citizen System** to receive an OTP.
- If you are a **new user**, click **Sign Up Now** to register first.



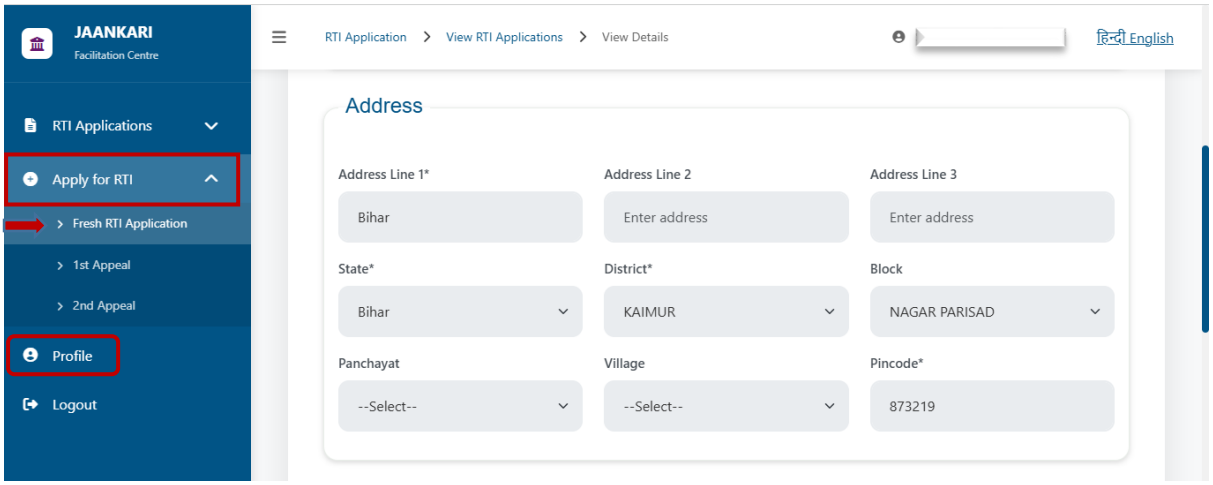
- After login, the **Citizen Dashboard** appears showing your name, language options (English/ हिन्दी), and menu on the left.

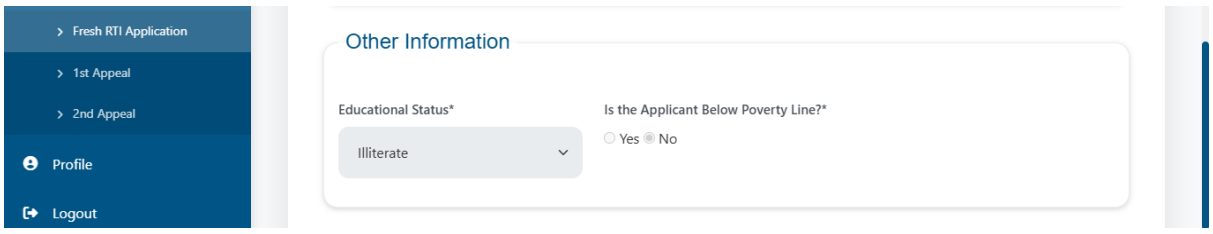


- To submit a new RTI request (as shown in the above figure),

  ✓ Click **Apply for RTI → New RTI Application.**

- It will display the RTI Application Form pre-filled with the details provided during registration. If you wish to update any information, go to the **Profile** section and make the necessary changes.

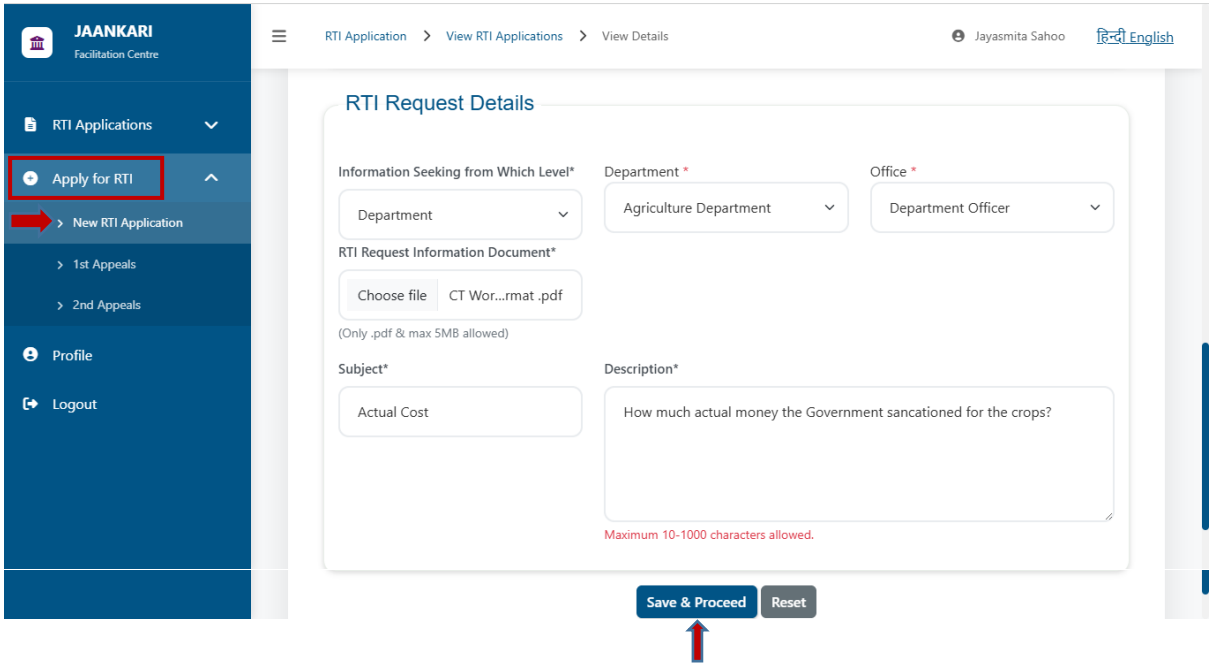




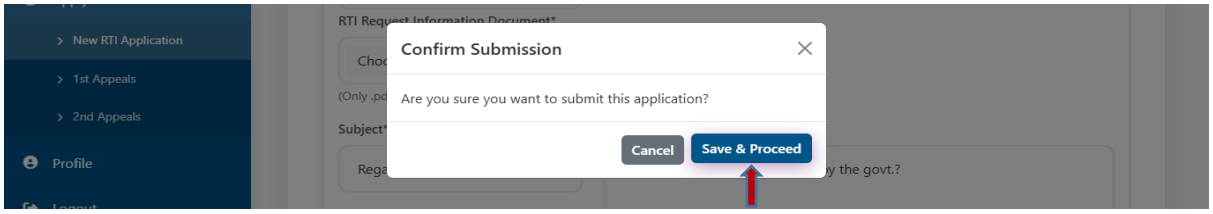
If the applicant belongs to the **Below Poverty Line (BPL)** category, they are **not required to pay the RTI application fee**.

Fill in the following details under **RTI Request Details**:

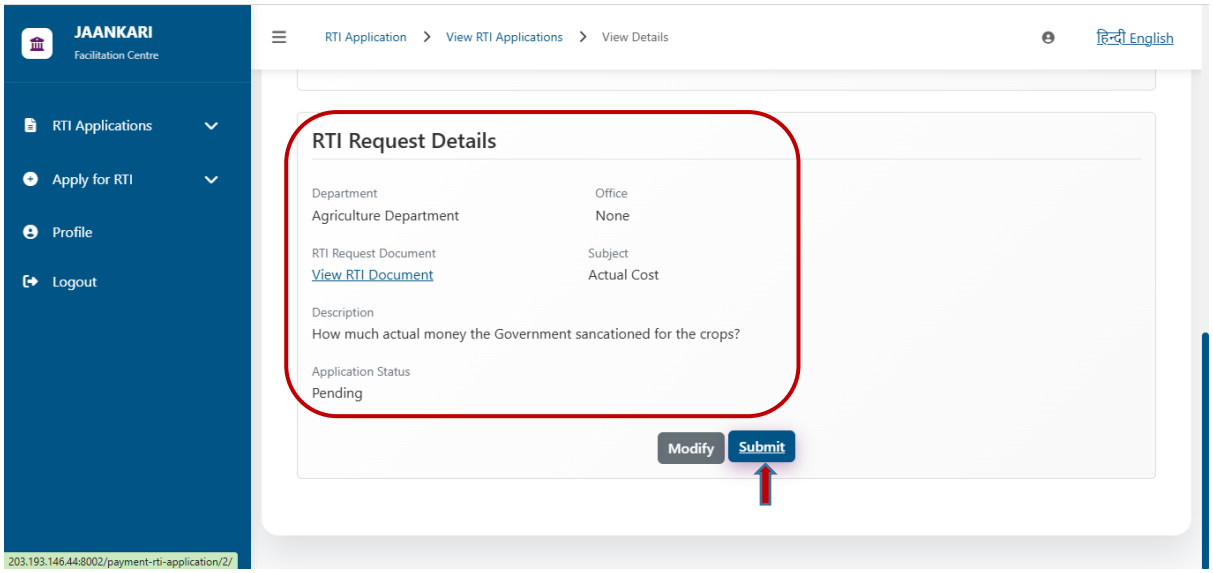
- **Information Seeking From Which Level** – Select the appropriate level (**Department, District, Block, Panchayat, School**, etc.) and choose the **office name** from the dropdown list.
- **RTI Request Information Document** – Upload a **supporting document in PDF format** (maximum size **5 MB**).
- **Subject** – Enter a **short and clear title** of the information you are requesting.
- **Description** – Write your **query clearly**, between **10–1000 characters**.



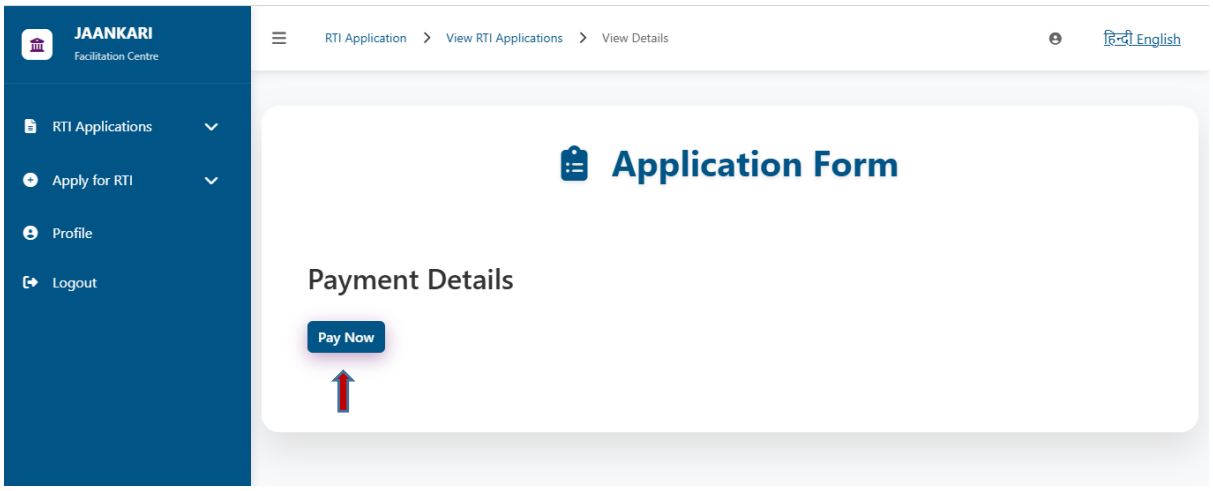
➢ After filling all mandatory fields, click **Save and Proceed.**



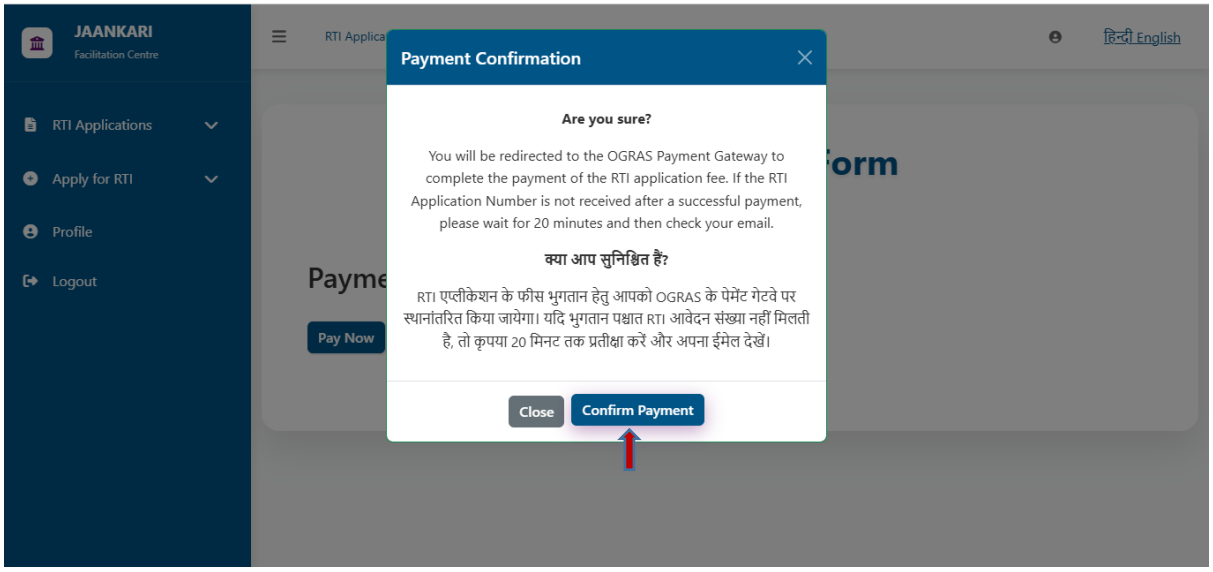
➢ Check the request details and click **Submit** to complete your RTI application.



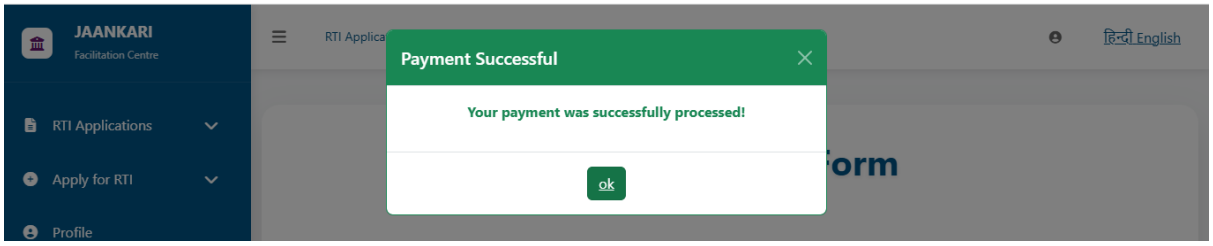
- After submitting your RTI application, you need to pay the application fee.
  - ✓ Click **Pay Now** to continue.



- You will be redirected to the **OGRAS Payment Gateway**.
- After successful payment, an **RTI Application Number** will be generated.
- If the RTI Application Number doesn't appear right away, wait for **20 minutes** and check your **email**.
- Click **Confirm Payment** to make the payment or **Close** to go back.



- Once payment is successful, a "Payment Successful" message will appear.
- Your application will now be visible in View RTI Applications with the status Applied.

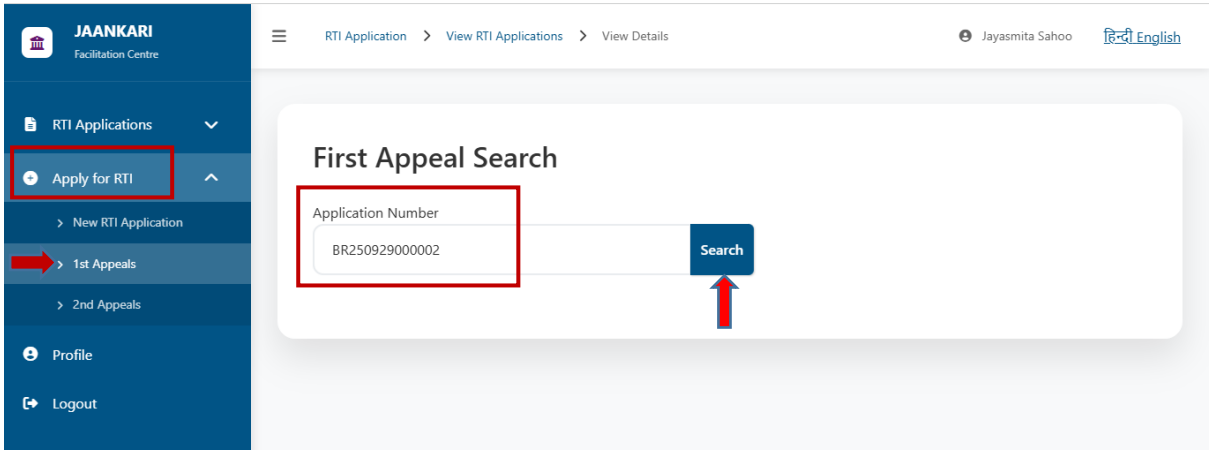


5. APPLY FOR 1ST APPEAL

Citizen can apply for First Appeal in the following cases:

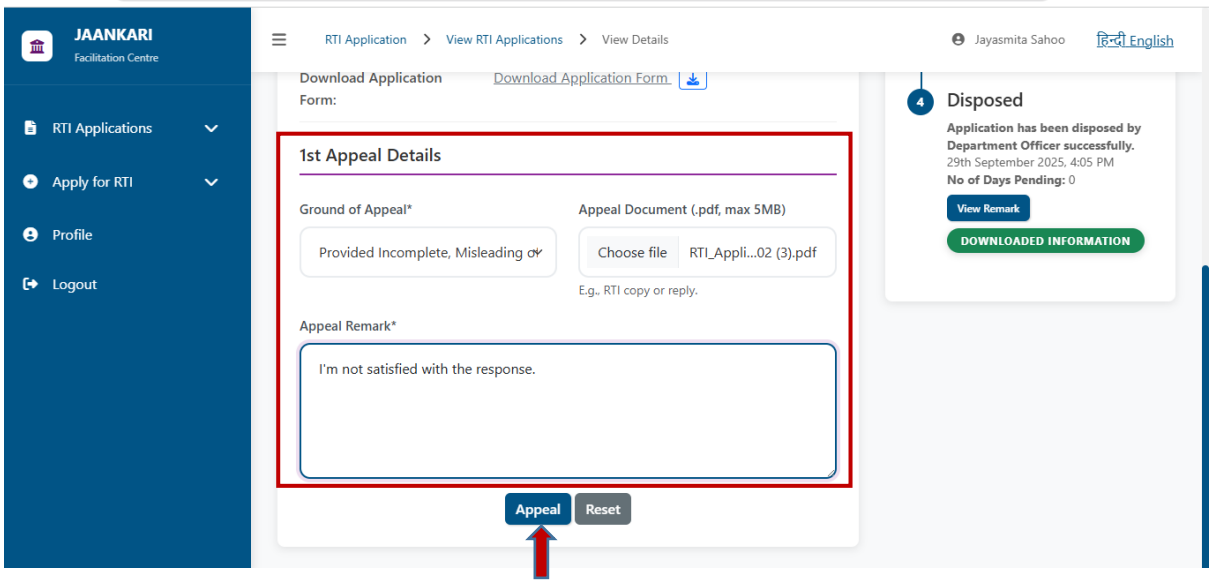
- If the RTI application is pending or not disposed of within 30 days, the citizen can file the First Appeal within 60 days from the date of RTI application submission.
- If the RTI application is disposed of but the citizen is not satisfied with the response, the citizen can file the First Appeal within 60 days from the date of RTI application submission.
- If the RTI application is transferred to another PIO during the 30-day timeline, the citizen can file the First Appeal after 35 days, within 60 days from the date of RTI application submission.
- If the RTI application is rejected, the citizen cannot file a First Appeal.

- Click **Apply for RTI → 1st Appeal.**
- Enter your **RTI Application Number** (e.g., BR250929000002).
- Click **Search** to proceed.



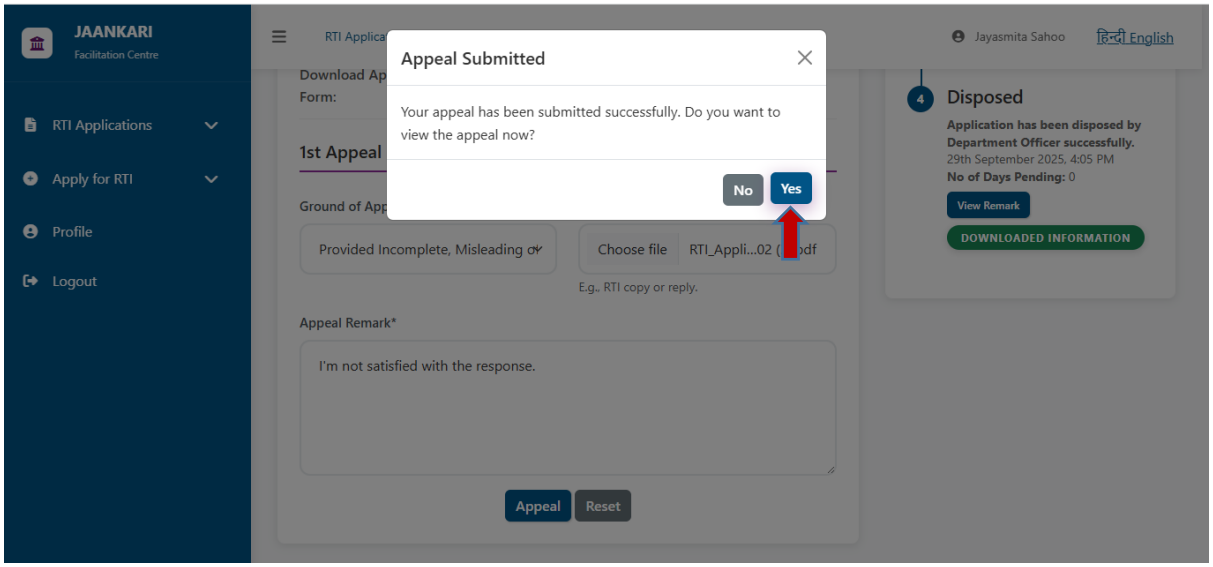
The application details will appear. Scroll down to fill the appeal form, enter the required details, and upload the supporting documents to file your First Appeal.

- **Ground of Appeal** – Select the reason (e.g., No response, Incomplete or false information, High fee, etc.).
- **Appeal Document** – Upload a supporting PDF file (max **5 MB**) such as your RTI application or PIO reply.
- **Appeal Remark** – Write a short note explaining why you are filing the appeal.
- After completing all fields, click **Appeal** to submit.
- Click **Reset** to clear the form if needed.

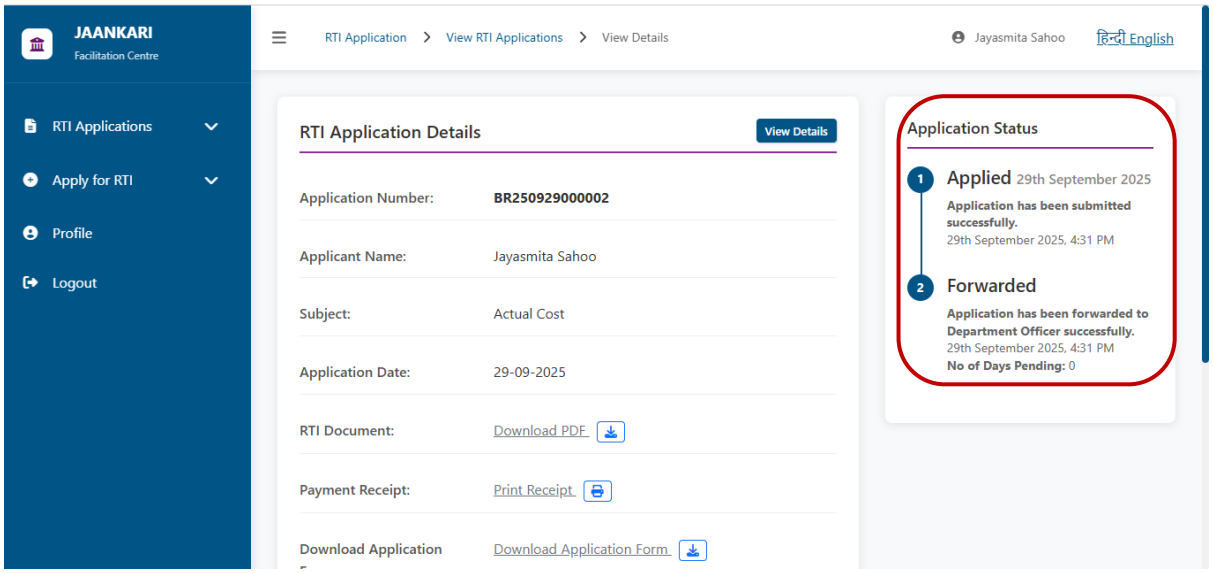


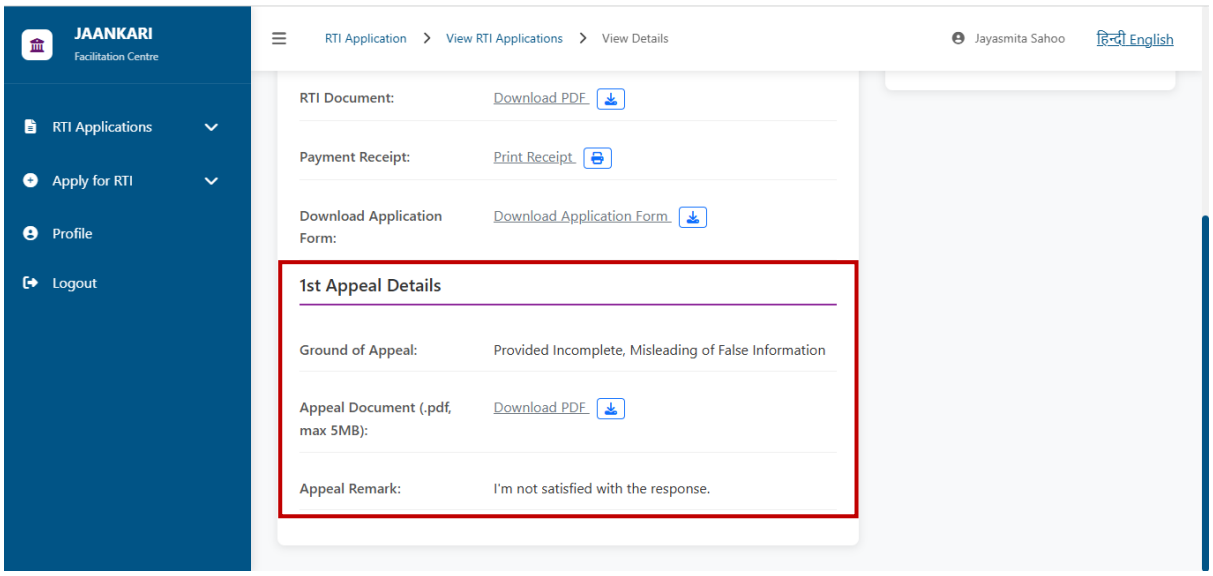
After submitting your appeal, a message will appear asking if you want to view the details.

- Click **Yes** to see your appeal information, uploaded documents, and current status.
- Click **No** to continue without viewing it.



- Once your **First Appeal** is submitted successfully, it means you disagreed with the reply given to your RTI request.
- The appeal will now be reviewed and decided by the **First Appellate Authority (FAA)**.
- You can track the status of your appeal from your dashboard.



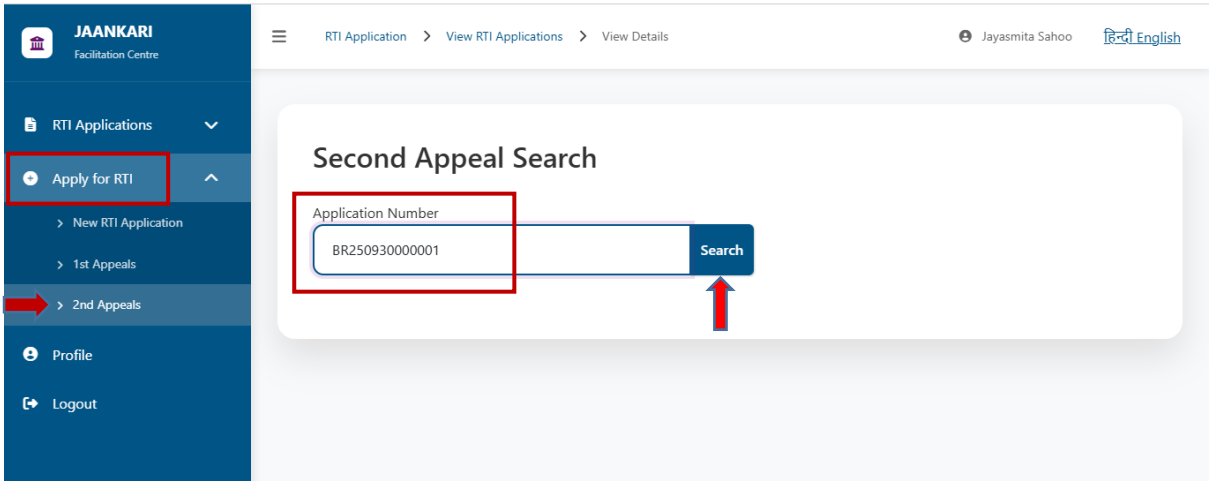


6. APPLY FOR 2ND APPEAL

Citizen can apply for Second Appeal in the following cases:

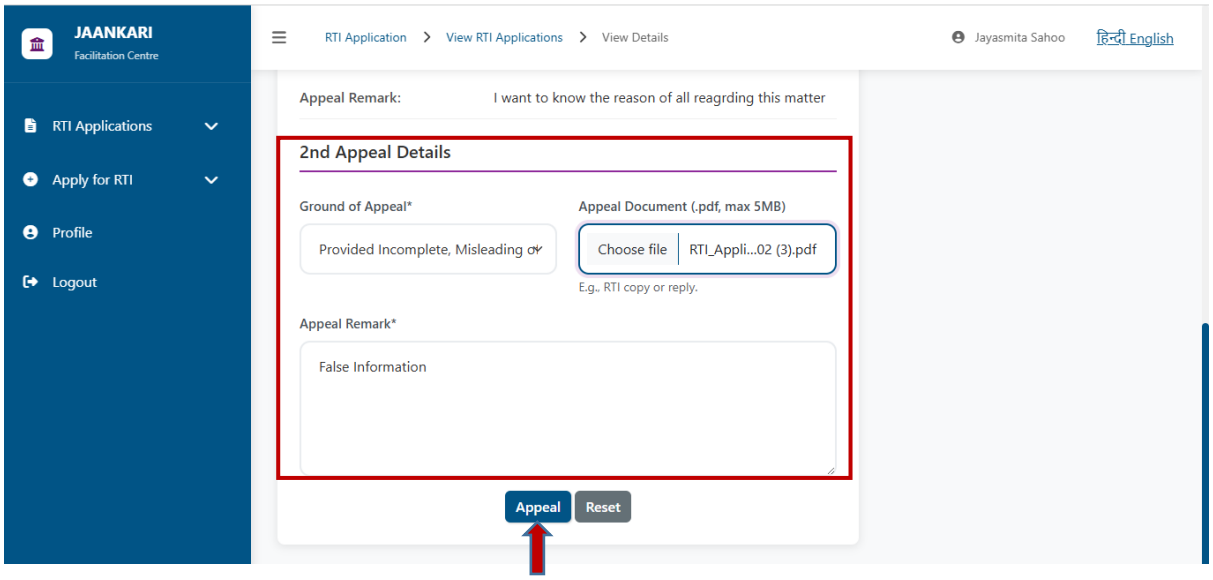
- If the First Appeal is pending or not disposed of within 60 days, the citizen can file the Second Appeal within 90 days from the date of RTI application submission.
- If the First Appeal is disposed of but the citizen is not satisfied with the response, the citizen can file the Second Appeal within 90 days from the date of RTI application submission.
- If the First Appeal is rejected, the citizen cannot file a Second Appeal.

1. Click **Apply for RTI → 2nd Appeal.**
2. Enter your **RTI Application Number** (e.g., BR250929000001).
3. Click **Search** to continue.



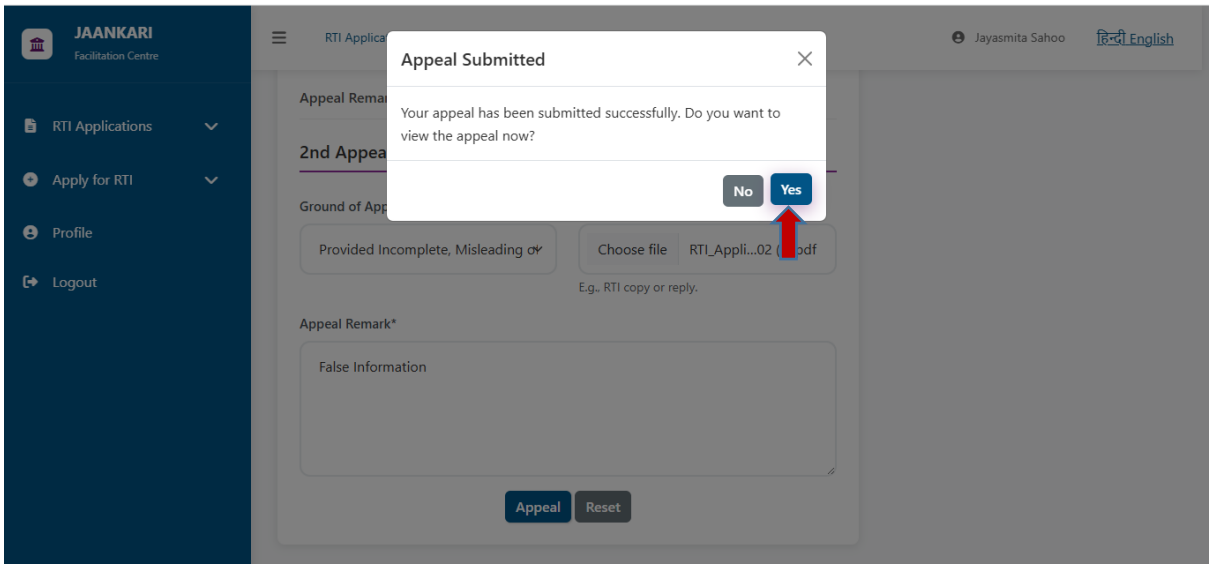
The application details will appear. Scroll down to fill the **Second Appeal Form**, enter the required details, and upload the supporting documents.

- **Ground of Appeal** – Select the reason (e.g., No response, Incomplete or false information, High fee, etc.).
- **Appeal Document** – Upload a supporting PDF file (max **5 MB**) such as your RTI application or FAA reply.
- **Appeal Remark** – Write a short note explaining the reason for your appeal.
- After completing all fields, click **Appeal** to submit.
- Click **Reset** to clear the form if needed.



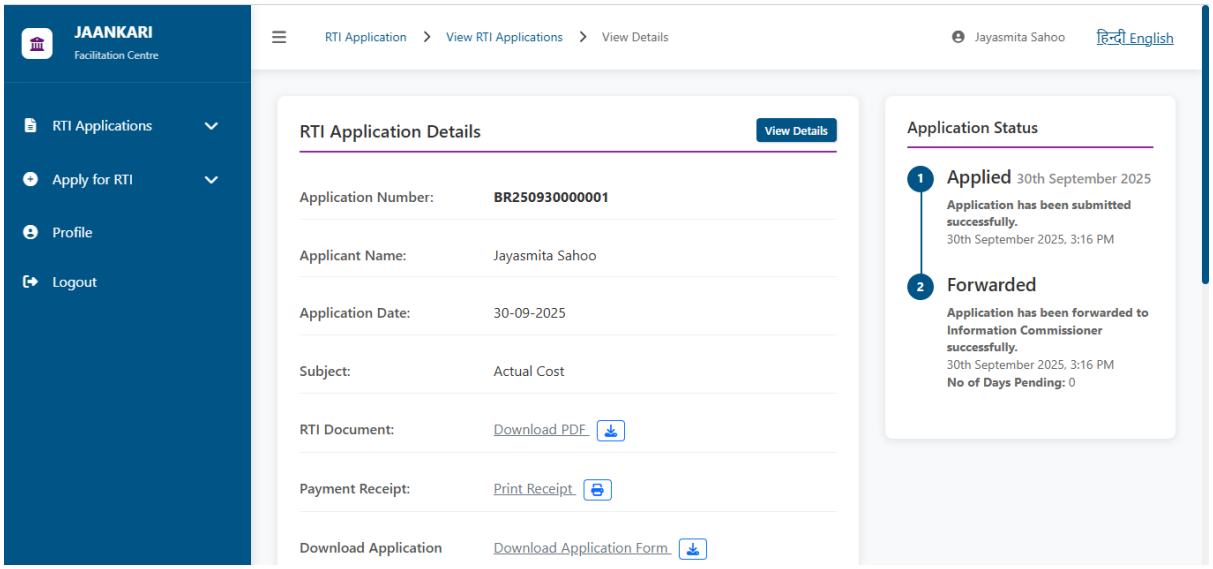
After submitting your Second Appeal, a message will appear.

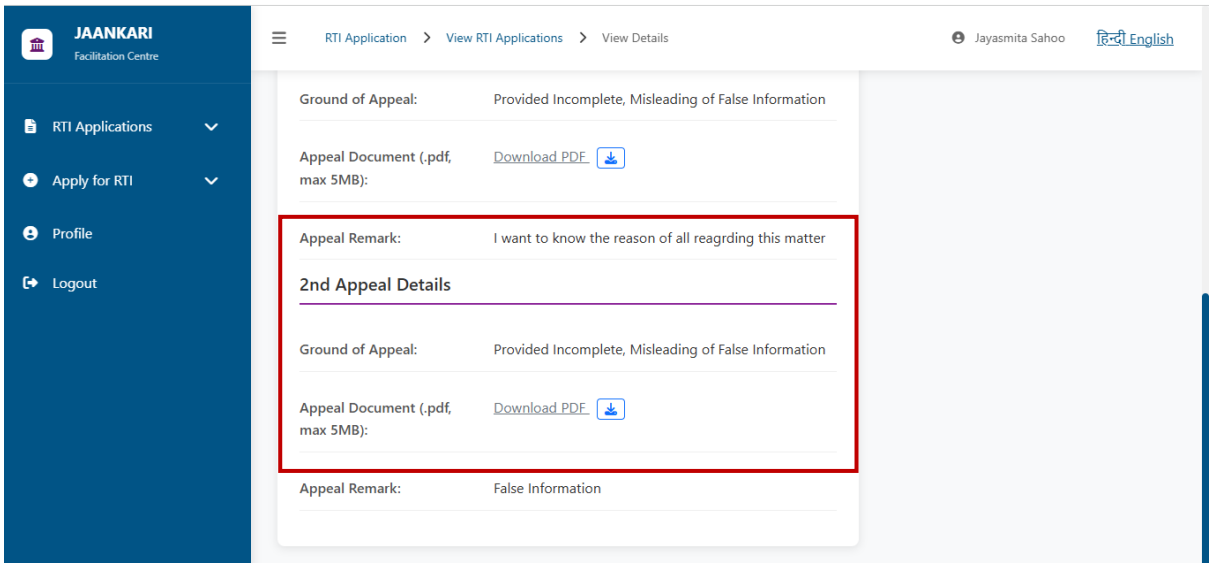
- Click **Yes** to view your appeal details, uploaded documents, and current status.
- Click **No** to skip and continue without viewing it.



- Once your **Second Appeal** is submitted successfully, it means you disagreed with the reply or decision given under your **First Appeal**.
- The **Information Commissioner (IC)** will now review and decide your appeal.

You can track the status of your appeal from your dashboard.





7. TRACK RTI/ APPEAL STATUS

This section helps you **view and track the status** of all your submitted **RTI Applications**, **First Appeals**, and **Second Appeals**.

Steps to View the Listing Page:

1. **Login** to the **RTI Bihar Portal** using your registered username and password.
2. From the **left menu**, click **RTI Applications**.
3. Choose any of the following options:
   - **View RTI Applications** – to see your submitted RTI applications.
   - **View 1st Appeals** – to check your filed First Appeals.
   - **View 2nd Appeals** – to check your filed Second Appeals.
4. The selected list will appear on the right side of the screen, showing all applications or appeals you have submitted.

Each row in the list contains the following details:

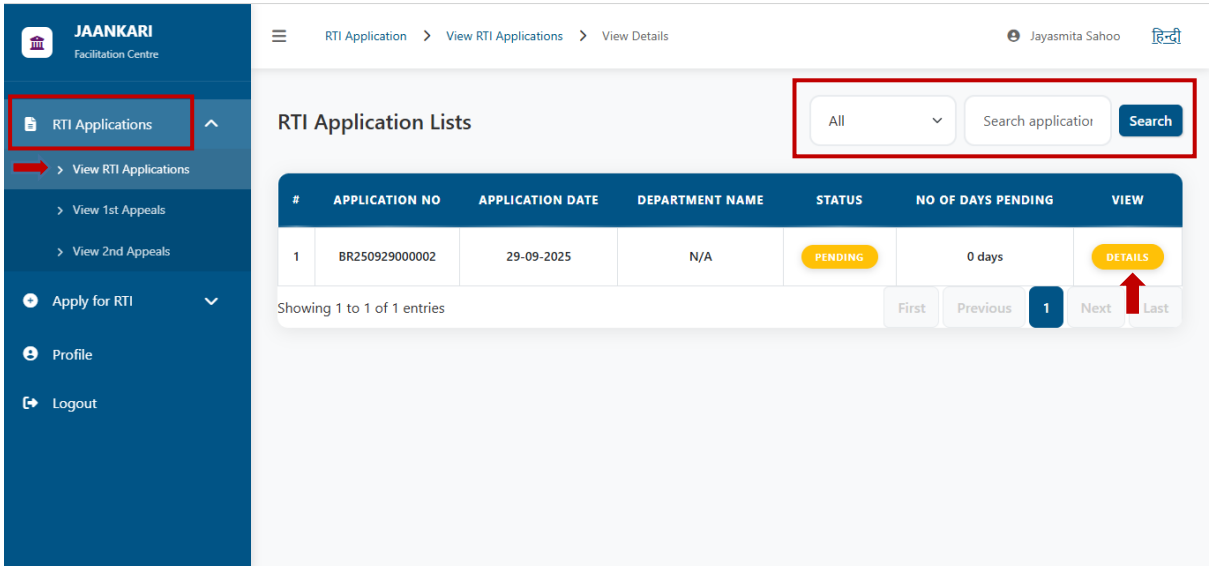
- **#** – Serial number of your application in the list.
- **Application No** – Unique ID assigned to your RTI request.
- **Application Date** – Date when you submitted the application.
- **Field Name** – Department or office name where your RTI was filed.
- **Status** – Current stage of your application (**Pending**, **Forwarded**, **Disposed**, or **Rejected**).
- **Payment Status** – Displays whether payment was **Successful** or **Pending**.
- **No. of Days Pending** – Number of days the application has been waiting for action.
- **View** – Click **Details** to see the full information and history of your RTI application.

Status Meanings

- **Pending** – Your application has been submitted and is under process.
- **Forwarded** – Your request has been sent to the correct officer or department for action.
- **Disposed** – The process is complete, and information has been provided or the case is closed.
- **Rejected** – Your application was not accepted (for example, if the subject was incorrect).

Finding and Filtering Applications

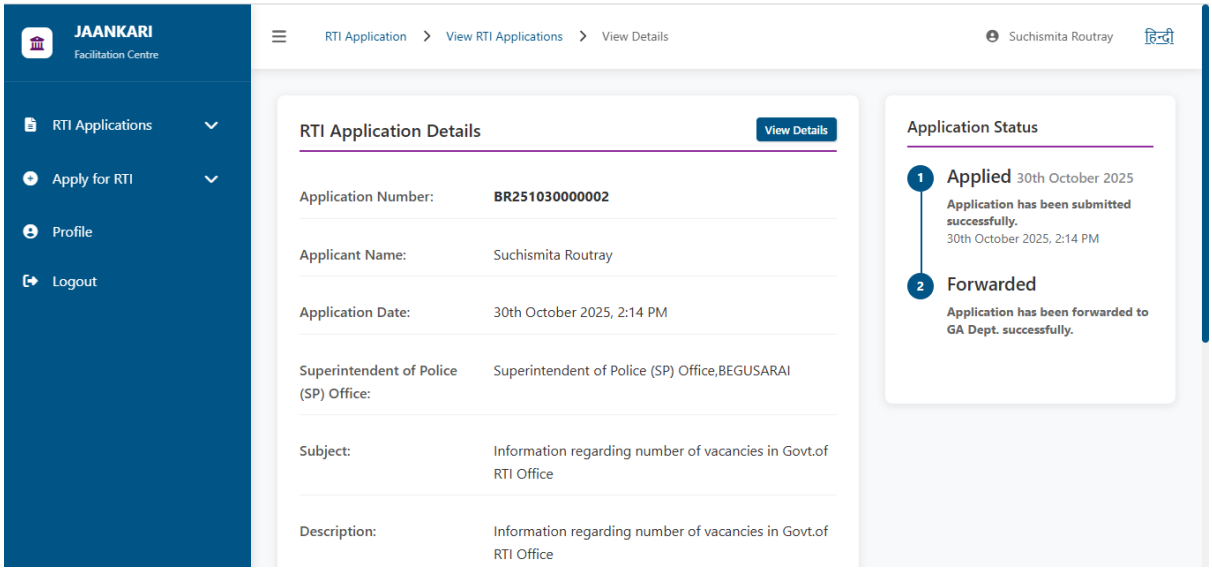
- Use the **Search bar** to quickly find an application by typing its number, date, or department.
- Use the **status filter** to view only Pending, Forwarded, Disposed, or Rejected applications.



When you click **Details**, the **RTI Application Details** page appears, showing the complete information such as **Application Number**, **Name**, **Date**, **Department**, **Subject**, **Description**, **Document (PDF)**, **Days Pending**, **Payment Receipt**, and **Download** options.

Note:

- The **disposed document** will be available for download **on the 30th day** from the date of submission.
- In case the RTI application is **transferred to another PIO**, the disposed document will be available for download **on the 35th day**.
- Once the **disposed document** is downloaded, it **cannot be downloaded again**.



8. CHANGE PROFILE DETAILS

To update your profile information:

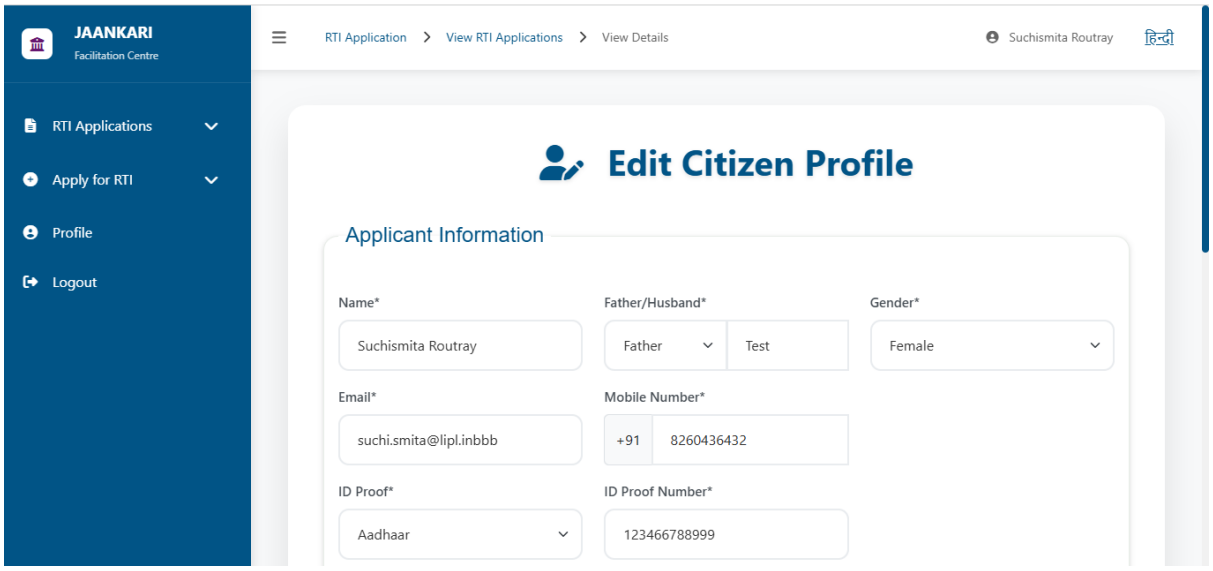
1. Click **Profile → Edit Profile** from the left menu.
2. The **Edit Citizen Profile** page will open.
3. Update your details as needed:

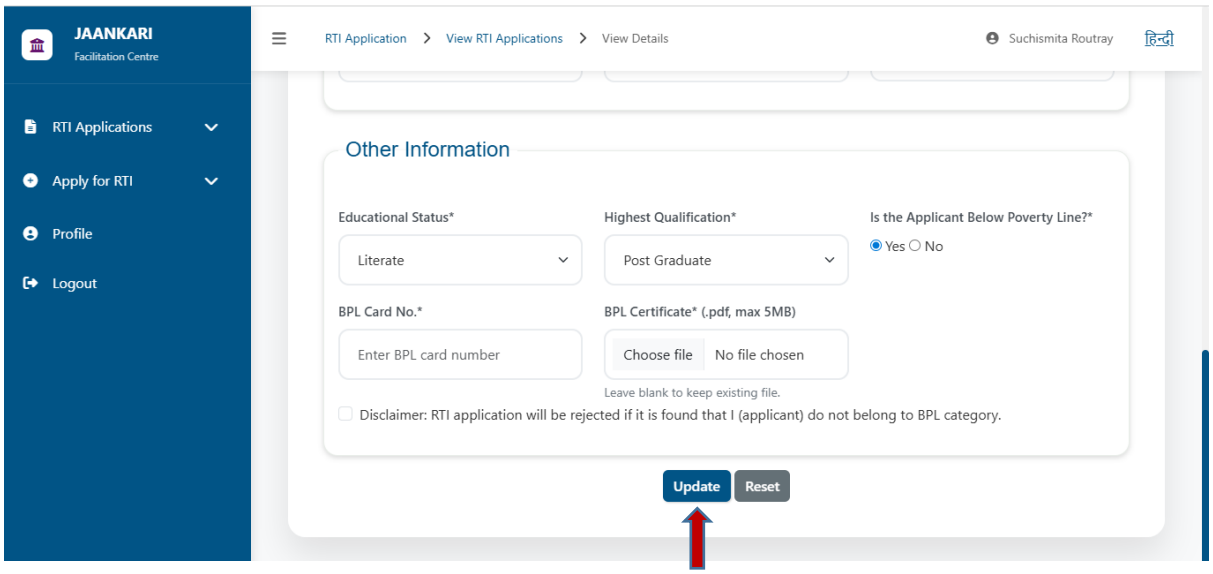
   - **Name, Father/Husband's Name, Gender, Email, Mobile Number**
   - **ID Proof and ID Proof Number**
   - **Address** (State, District, Block, Panchayat, Village, Pincode)
   - **Educational Status and BPL Status**

Other Information:

- Select your **Educational Status** and **Highest Qualification**.
- If you belong to the **BPL category**, select **Yes**, enter your **BPL Card Number**, and upload the **BPL Certificate (PDF, max 5 MB)**.
- If you already uploaded a file earlier, you can skip this step.
- ⚠ *RTI applications will be rejected if false BPL details are provided.*

4. After editing, click **Update** to save the changes.
5. Click **Reset** to clear the entered details.

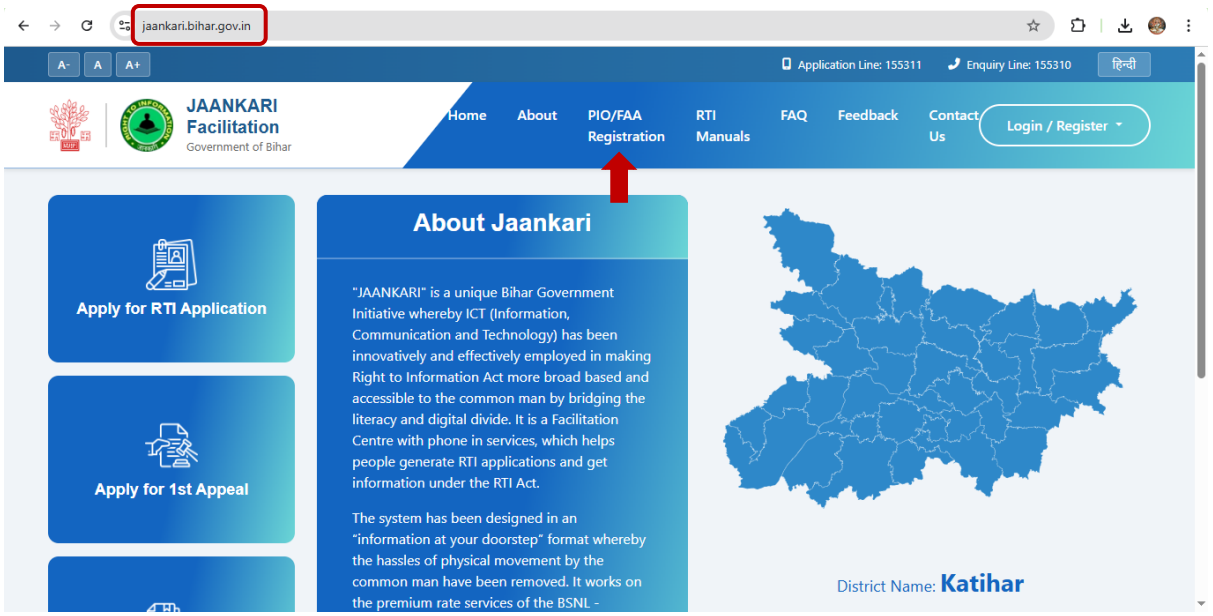




9. PIO & FAA ONBOARDING

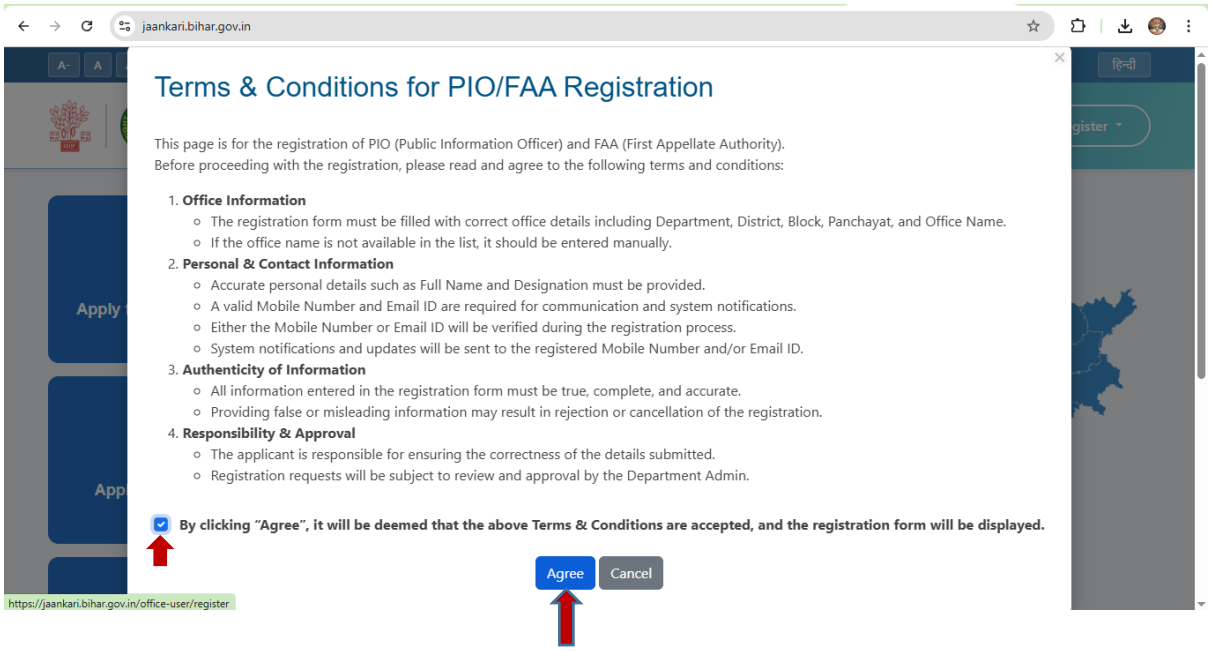
This section explains how **Public Information Officers (PIOs)** and **First Appellate Authorities (FAAs)** can register in the RTI Bihar system.

- Open a web browser (like Chrome or Firefox).
- Visit: https://Jaankari.bihar.gov.in
- On the homepage, click **PIO/ FAA Registration**.



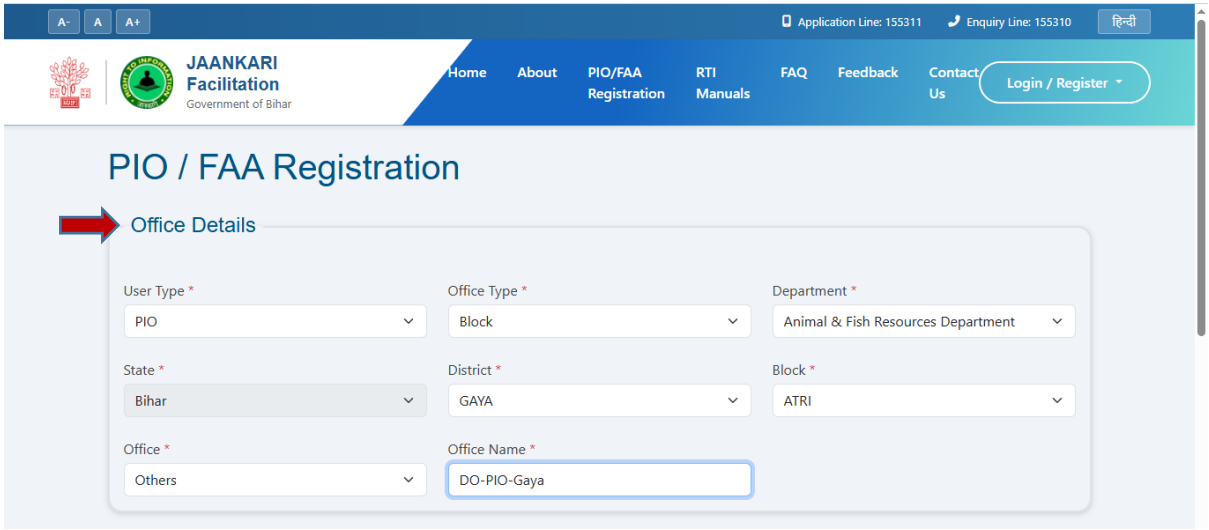
Before Registration Applicant Must Agree to the Following Conditions:

- Read and confirm that all information entered (office, personal, and contact details) is correct and genuine.
- False or incorrect details may lead to rejection of registration.
- Check the box and click **"Agree"** to accept the terms and continue with registration.



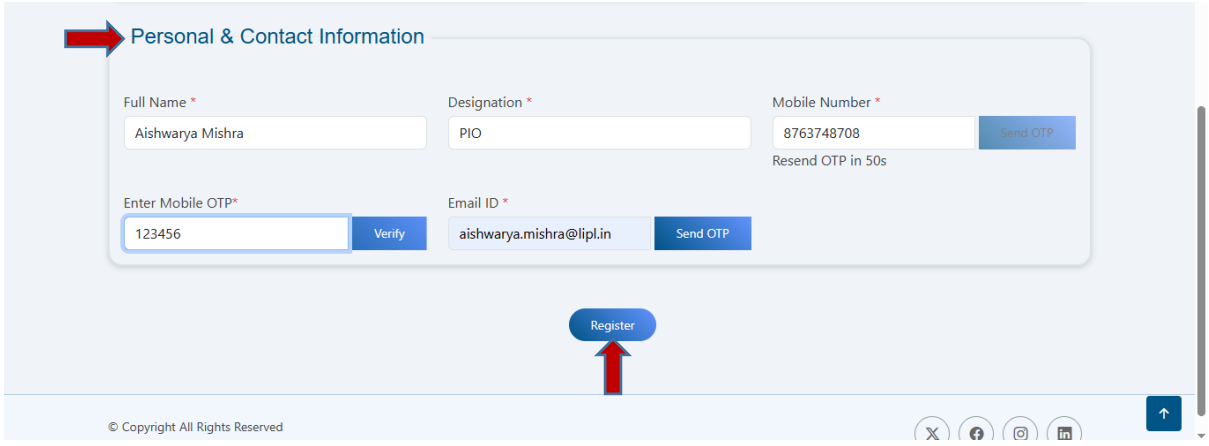
The **Designated Officer (DO)** must enter the office details correctly.

- Select the **User Type**: PIO or FAA.
- Choose the **Office Level** (e.g., District, Block, Panchayat, School, Others).
- Select the **Department** from the dropdown list.
- Select the **State** and **District** where the office is located.
- Choose the **Block**.
- If your office type is not listed, select **"Others"** and manually enter the exact office name in the text box.

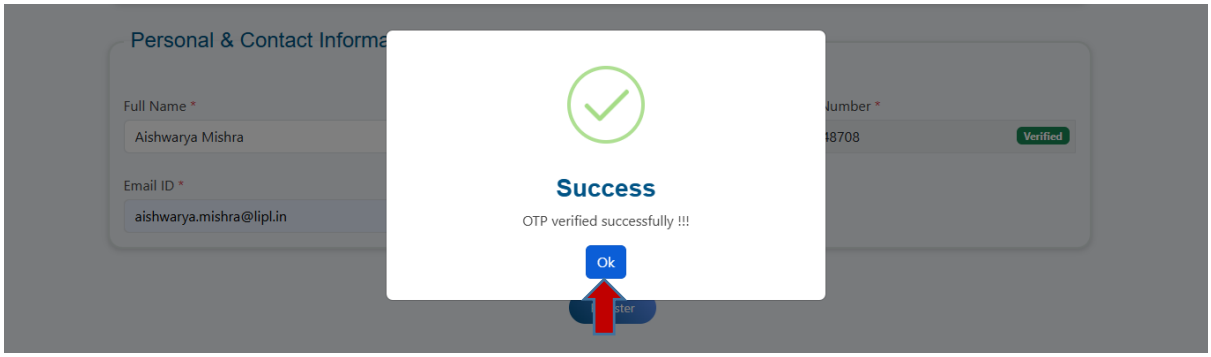


Personal & Contact Information

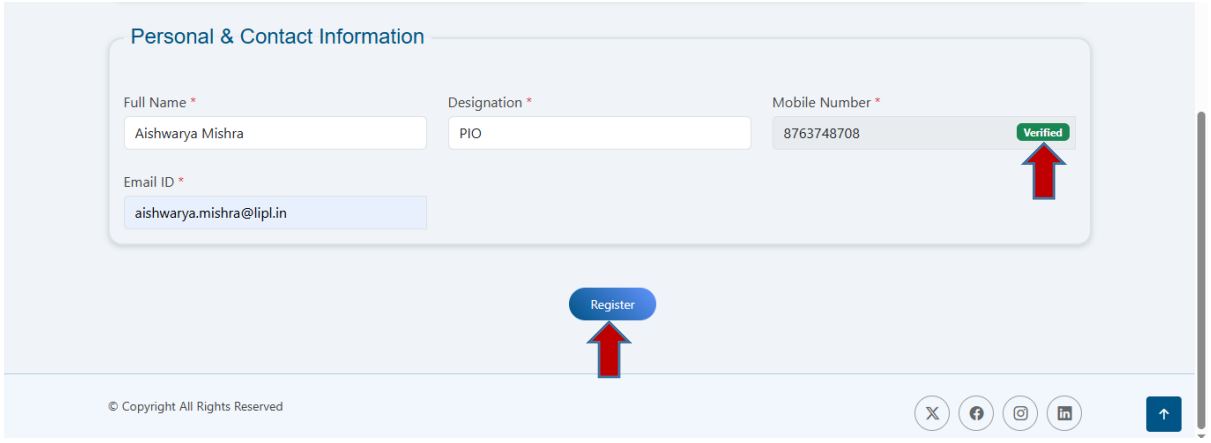
- Enter the PIO/FAA's **Full Name, Designation, Mobile Number, and Email ID**.
- Both Mobile and Email are mandatory.
- If one (mobile or email) is verified, the other does not need separate verification.
  - ✓ *Example:* If the mobile number is verified, the email can be entered and saved without another OTP.
- After OTP verification, a **"Verification Successful"** message appears.
- Verified mobile number will be visible below the field.
- Click **Register** to complete the process.



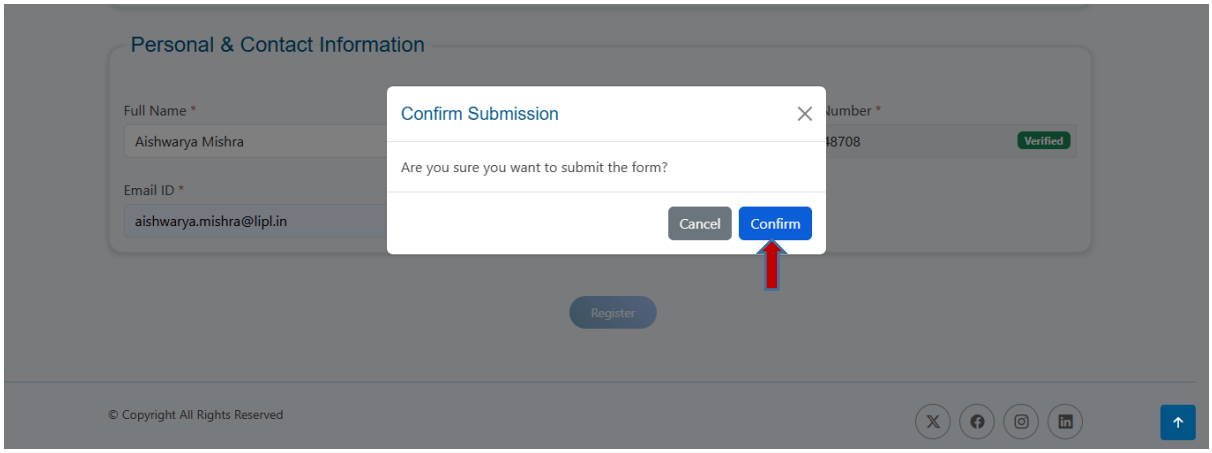
- A confirmation message appears: **“OTP verified successfully.”**



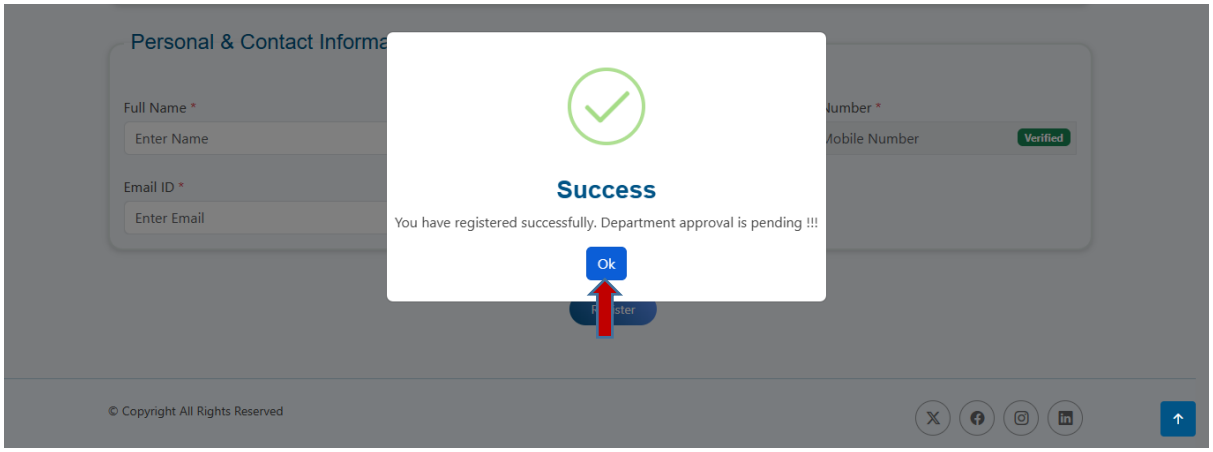
- The verified mobile number is now visible.
- Click **Register** to complete the process.



- A message appears: **“Confirm submission.”**



- You have successfully registered. **Department approval is pending.**



- Registration details are sent to the **concerned department**.
- The department **verifies** and **approves** the registration.
- Only after approval, the **user login becomes active**.
- This ensures that the correct and **authorized PIO/FAA is onboarded** at **each office level**.