

By fax



GOVERNMENT OF KERALA

No:Cdn1/18/2023-GAD
General Administration (Co-ordination) Department
Thiruvananthapuram,
Dated:19-04-2024

CIRCULAR

Sub: GAD - RTI Online Portal-Handling of applications -
instructions - reg

Ref: GO (Ms) No. 94/2023/GAD dated 19.06.2023.

The RTI online portal has been implemented in our State in compliance with the Supreme Court order to simplify the process of submitting and processing of applications under Right to Information Act 2005. Now the public can send RTI applications through the portal and the payment gateway is functioning well. The following instructions are issued for the smooth handling of RTI applications being received through the RTI Online Portal.

- 1) Almost all the Departments have designated Departmental Nodal Officers for RTI online portal and they have been imparted training on the handling of applications in the portal and on the duties and responsibilities of Clerk/Nodal Officer/Public Information Officer. The Nodal Officers who were imparted training shall be instructed to train the Information Officers /Clerks in their respective Departments. Departments if any have not designated Nodal Officers are once again directed to designate Nodal Officers for the online portal and inform it to the General Administration Coordination Department for mapping them in the Portal.
- 2) The dealing hands, State Public Information Officers and Departmental Nodal Officers of all departments shall login the RTI Online Portal every day and dispose the applications timely in compliance to the provisions in the RTI Act 2005.
- 3) For assisting the officials in handling the RTI online applications certain videos are developed which are available in the RTI online portal dashboard in e-office services. It will help to clear the doubts in handling RTI applications received through the Portal and to understand the duties and responsibilities assigned to each official.
- 4) The Departmental Nodal officers shall start a WhatsApp Group within

the Department by adding the Dealing Hands, State Public Information Officers and Organizational Nodal Officers for clearing their doubts, for the timely transfer of RTI Applications to the right State Public Information Officer dealing the subject and thereby to avoid delays in handling the applications.

5) For any doubts in handling the RTI online application the Departmental Nodal Officers can clear the same by contacting the State Nodal Officers. Departmental Nodal Officers can mail the doubts to the email id sno.rti@kerala.gov.in

6) Complaints if any arising out of technical matters will be cleared by the NIC. The Departmental Nodal Officers can mail the technical complaints to the email id rti.tech-support@kerala.gov.in

7) All Nodal Officers should join the WhatsApp group created by State Nodal Officers for receiving updates on the portal and for the sharing of any other issues relating to the RTI Online Portal.

K R JYOTHILAL
ADDITIONAL CHIEF SECRETARY

To:

All Departments in Government Secretariat including Law and Finance

✓ All Heads of Departments

✓ All District Collectors

✓ Director, Information & Public Relations Department.

Web & New Media, Information and Public Relations Department
(for wide publicity)

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Signed by

Sreekumar T

Date: 20-04-2024 10:38:04
Section Officer