

Standard Operating Procedure for the Public Information Officer's (PIO's)

1. Every public authority is required to take steps in accordance with the requirements of clause (b) of sub-section (1) of Section 4 of the RTI Act, 2005 to provide as much information suo motu to the public at regular intervals through various means of communications, including **internet**, so that the public have minimum resort to the use of this Act to obtain information as per Sub-Section (2) of Section 4 of the Act.
2. In order to implement **Section 4(1)(b) of the Act** effectively, Information and Public Relations Department has launched a web portal with URL www.rtiodisha.gov.in for all Departments/ Sub-ordinate Offices/PSUs working under the Government of Odisha. This portal has facilities of disclosing information **under Section 4(1)(b) of the Act, filing online RTI applications and first appeals to different public authorities of Government of Odisha** .
3. In compliance with the provisions of Section 4 of the RTI Act, 2005, the Public Authorities may proactively disclose information in the Government RTI Portal www.rtiodisha.gov.in both in English and Odia by using their User Id and Password. The disclosures may be updated in lucid form at regular intervals so that public can easily access and understand the information. This will result in reduction of filing of RTI applications and optimum use of human resources in the public services. The disclosure of Information may be made by public authorities keeping in mind the provisions of Section 8 to 11 of the RTI Act.
4. All Departments/ Sub-ordinate Offices/PSUs under the Government of Odisha should ensure that suo motu disclosures are being updated both in English and Odia in the Government RTI Portal regularly. If any public authority has forgotten its User Id or Password or faces any technical problems relate to Rule & Acts, then it may contact with the Project Management of I&PR Department. Their Contact Numbers are: (1) 9238104446 (2) 0674-2391356

5. Besides, it has been decided to collect information from all Public Authorities for generation of the Report through RTI Central Monitoring Mechanism (www.rtiodisha.gov.in). For this purpose, all public authorities are required to upload requisite reports through this portal. Steps are being taken to integrate Odisha Information Commission with this system for accessing information pertaining to Annual Report, suo motu disclosures and appeal cases.
6. PIOs are required to be integrated with the State RTI Portal (www.rtiodisha.gov.in) in order to get their credentials (User ID & Password).
7. By using their credential, the PIOs will login to respective Public Authority Account in the State RTI Portal.
8. After entering into the Portal, the PIOs will find respective Dash board and Home Page.
9. On the left side of menu bar, the PIOs will find the PIO Desk menu under which they are able to see the option of “Accept RTI Application” received online.
10. By clicking the “Accept RTI Application”, the PIOs will view the list of Online RTI Applications from the different citizens who have applied for the information.
11. On that Screen the PIO can see the SI No, Applicant’s Name, Application Submitted On, Subject Matter, Days Passed, Status, View, Accept, Online Payment Details (**Challan Reference ID, Bank Transaction Id, Date**). **Each PIO has an option to confirm the payment information through ‘Click here to verify’ link.**

12. The PIOs need to click on the Accept option for accepting any online application. After clicking on the accept button, the date screen will appear where the PIO will choose the date and click on accept.
13. Once the Online Application is accepted by the PIO, the existing RTI Application number is converted into the RTI Application ID as per the RTI Portal Codification System. This is intimated to applicant as acknowledgement card while intimating cost of information through email.
14. This RTI Application ID needs to be referred by the citizen as well as the Public Authorities for further action while dealing with 1st Appeal / 2nd Appeal / complaint case.
- 15. It is recommended here that the PIOs need to login the RTI Portal on daily basis and whenever a new application arrives, they have to accept the same immediately by putting the current date.**
16. Once the PIO accept the application, it is shown in the List of Applications Section under the menu bar of PIO DESK which shows as '**Name of Applicant, Application ID, Status, Subject Matter, Action, Day Count, View, Action, Delete, Forward**'.
17. On list of applications Section the PIOs can click on Take Action button it directly goes to the application for Information web page like Supply of Information / Transfer the applications/ Reject of Application through online mode.
18. In the Case of forward application click on the forward button in list of application under PIO DESK (Dash Board Menu). Before doing this PIO should check the Manage section and Manage PIO to see that the relevant office is available.

19. Apart from the applied online applications, the PIOs will digitize the RTI applications in to the RTI Portal, which they are receiving in hard copy/manually from the citizen.
20. The PIO will digitize the RTI Applications in the Add offline Application under the menu of PIO desk.
21. Once the offline application is digitized by the PIO, the RTI Application ID will be generated for the further use of PIOs.
22. In this online platform of RTI application, stamp signature of PIO is not necessary while providing information to citizen. Only PDF copy is to be attached.
23. The PIOs shall open a Zero Invest Bank A/c in his designation in the nearest scheduled Bank and deposit the total amount towards cost for providing information in a day in the Bank account in the very next day. This Bank A/c Number should be given to applicant to deposit the total amount towards cost for providing information
24. Each scan copy rate will be as per the local price which will be intimated to citizen by PIOs.
25. All public authorities including PIOs/FAAs working under their administrative control need to register their contact number with the RTI Portal soon after they are designated to act as PIOs/FAAs.