

Disclosures under Section 4 (1) (b) of the Right to Information Act, 2005

(i) The particulars of its organization, functions and duties :

The Hyderabad Customs Commissionerate is the only Customs Commissionerate in the State of Telangana and contributes to the National Customs Revenue.

FUNCTIONS:-

1. The Chief Commissioner is the head of Hyderabad GST and Customs Zone, which has jurisdiction over the entire Customs work in the State of Telangana. The Principal Commissioner monitors proper implementation of Customs laws including instructions/guidelines issued by the Central Government from time to time on administrative, technical and vigilance matters. The Principal Commissioner also discharges certain statutory functions bestowed on him under the Customs statute.
2. The functions of the Customs Commissionerate mainly include levy and collection of customs duties, prevention of smuggling and evasion of duties and all administrative matters relating to customs formations under this Commissionerate. The Principal Commissioner supervises in monitoring revenue collection, formulation of the trade facilitation measures, preventive and anti-smuggling checks, recovery of arrears, disposal of pendencies, redressal of the grievances and complaints of the trade/public. He supervises coordination among the field formations within the Commissionerate and effective interaction with the trade to facilitate the import and export operations. The Principal Commissioner keeps CCO Hyderabad Zone posted the progress in revenue collection and other Customs related work achieved by the Commissionerate through periodical statements and reports. The Principal Commissioner also analyses the trend of imports and exports for making revenue estimates and plans trade facilitation measures to reduce dwell time and to ease of doing business.

ORGANIZATION SETUP AND DUTIES:-

The Hyderabad Customs Commissionerate is headed by the Principal Commissioner of Customs and assisted by the officers of different ranks. The hierarchy of the officers under Hyderabad Customs are asunder:-

- a. Principal Commissioner
- b. Additional/Joint Commissioners
- c. Deputy/Asst. Commissioners
- d. Appraisers
- e. Superintendents
- f. Personal Secretary/Stenos
- g. Inspectors
- h. Senior Tax Assistants/Tax Assistants/LDCs
- i. Drivers
- j. Havaldars/Sepoys
- k. MTS

Over all supervision of this Custom Commissionerate is looked after by Principal Commissioner with the help of ADC / JC / DC / AC / Superintendent / Inspectors and other officers and staff. The working of formations i.e., Air Cargo Complex, Airport, ICDs, FPO and EPD under this Custom Commissionerate is regulated through Dy. / Assistant Commissioners and assisted by Appraisers / Superintendents / Inspectors who are entrusted to look after the daily working of this Commissionerate. The basic executive functions are performed by Dy./Asst. Commissioners/Superintendents/Appraisers/Inspectors. The other works are supported by EA /TA / LDC. The Sepoys /Hawaldars are responsible for ensuring safety & security of office premises along with works related to dispatch of daily correspondence, movement of files and records, opening and closing of office etc.

Duties/functions assigned to the Sections are given below:-

(a). Hqrs. Office

Sr. No.	Name of Section	Work allocated
1.	Establishment	Transfer/Posting of officers/staff, Establishment related work

2.	Vigilance Section(CIU)	Processing of complaints against staff/ officers received from DGV, Board & others and maintaining the relevant registers. IPRs,.
3.	Accounts	Work relating to payment of Salaries, wages, contingent bills, budget etc.
4	Legal and Prosecution	Matters relating to filing of appeal before Hon'ble High Court and Supreme Court. Launching of Prosecutions.
5	Technical	All technical matters, permissions, RTI, issuance of Public/Trade notices, Parliament Questions and trade facilities
6	Administration	Building maintenance, Housekeeping and related issues,
7	Central Receipt Cell	Receipt/Dispatch/Sevottam
8	Review and Tribunal	Reviewing of orders issued by ADC/JC/DC/AC and review of CESTAT orders and filling of appeals with Appellate Authority
9	Statistics	Consolidation of all statistical report for submission to CCO and Board
10	Computer Section	Maintenance of Departmental web site.
11	Adjudication	Assisting the Adjudicating Authorities in Adjudication proceedings pertaining to the Commissionerate
12	ARC	Recovery of arrears of revenue and related matters pertaining to entire Commissionerate.
13	Audit	DAP, Pre-Audit and Post Audit.
14	SIIB	Investigation into import & export of goods, Risk Management, introduction/removal of target in EDI system
15	Disposal	Safe custody of seized goods deposited by various seizing units of Customs and DRI, Hyderabad. Disposal of the such goods by way of redemption as per orders of the Adjudicating authority, sale of valuable goods (gold/silver to MMTC and SBI). E-auctions also taken up for non valuable goods.
16	Preventive	Preventive Checks

(b). Field Formation

1. **Air Cargo Complex** – Dealing with Examination and assessment of Import and Export consignment and related works maintenance of records in respect of Bonds, BGs, IGM/EGM related issues, License registration etc.,
- 2 **ICD , Santhnagar** – Dealing with Examination and assessment of Import and Export consignment and related works maintenance of records in respect of Bonds, BGs,

IGM/EGM related issues etc

3. **ICD, Thimmapur** – Dealing with Examination and assessment of Import and Export consignment and related works maintenance of records in respect of Bonds, BGs, IGM/EGM related issues etc
4. **EPD** – Work relating to monitoring of EOUs and STPI Units and monitoring of end use of goods imports procured under concessional rate of duty. Draw back verification and processing of Brand Rate applications, IGM/EGM related issues etc.
5. **FPO** – postal services in respect of export by trade and industry and general public.
- 6 **Airport (RGI)** – Screening of International passengers, baggages, during departure and arrival.

(ii) The powers and duties of its officers and employees:-

The officers and staff of the Hyderabad Customs Commissionerate are committed to its Citizen Charter, to provide to trade & industry time bound and speedy cargo clearance facility, quick redressal of grievance, and inculcating among the officers' the sense of service with particular stress on-

- (i) Integrity and judiciousness
- (ii) Courtesy and understanding
- (iii) Objectivity and transparency
- (iv) Promptness and efficiency

Steps are afoot to further professionalize Customs staff to be able to render efficient and prompt service to the clients almost at par with those rendered by other Customs services in developed countries/WCO/WTO norms.

The Powers of officers of Customs have been elaborated in Section 5 of the Customs Act, 1962 and are laid asunder-

- a). Subject to such conditions and limitations as the Board may impose, an officer of Customs may exercise the powers and discharge the duties conferred or imposed on him under this Act.

b). An officer of Customs may exercise the powers and discharge the duties conferred or imposed under this Act on any other officer of Customs, who is subordinate to him.

The work is delegated to various categories of officers within the frame work of the law.

(iii). The procedure followed in the decision making process, including channels of supervision and accountability

- a) The Principal Commissioner monitors the working and functioning of all the field formations in the Commissionerate. Since the Policy formulations are exclusively in the domain of the Board, policy implementation in spirit of the laws so formulated forms the major functions of field formations. The Hqrs. office with help all the field formations collates and compiles various trade representations; problems faced by the Trade and Industry and forward them to the CCO/Board which become ingredients for policy formulation.
- b) Decision making in the organization is based on decentralization that is to say that there is a definite delegation of authority and responsibility to different levels of the organization. Such delegation is laid out either in the Customs Act, 1962 or the Rules made there under or vide various circulars issued by the department from time to time.
- c) Since this Custom Commissionerate is entrusted with the main work of implementation of the Customs Act, Rules, allied Acts and Board's orders etc., all aspects of Revenue are monitored and status are forwarded to CCO/Board in the form of weekly, monthly and quarterly reports.
- d) All references received from the Trade, different stake holders and Field formations are submitted by concerned Sections to the AC/DC in-charge in the Commissionerate. The file noting are prepared by Superintendent/Inspector. The relevant notification/circulars etc., are explained by

Superintendent/Appraiser. The main recommendations are made by AC/DC/ADC and finally the important decisions are approved by the Principal Commissioner. In case of any clarification required the same is referred to the CCO/Board to take final decision.

(iv) The norms set by it for the discharge of its functions

The mission of the organization is to achieve excellence in the implementation of Customs Acts, Allied Acts and Rules there under aimed at:

- Realizing the revenues in a fair, equitable and efficient manner
- Administering the Government's economic, tariff and trade policies with a practical and pragmatic approach
- Facilitating trade and industry by streamlining and simplifying Customs procedures in light of the guidelines prescribed and facilitating the Trade and Industry
- Creating a climate for voluntary compliance by providing guidance and building mutual trust
- Combating duty evasion, commercial frauds and social menace in an effective manner
- To achieve its mission, the Hqrs Office has taken on priority to utilize the both man and material resources at its disposal

To achieve its mission, the Hqrs Office has taken on priority to utilize the both man and material resources at its disposal in:

1. Enhancing the use of Information Technology
2. Streamlining Customs Procedures
3. Encouraging voluntary compliance
4. Evolving cooperative initiatives
5. Assisting in the formulation of Tariff policies
6. Combating duty evasion, commercial frauds and social menace effectively
7. Measuring conformance to service delivery standards
8. Developing professionalism and responsibility

(v) The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions

Available on CBEC Website i.e. www.cbec.gov.in

(vi) A statement of the categories of documents that are held by it or under its control:

The office documents are generally processed and stored in the form of files and folders. Files and documents related to work assigned to concerned Sections of this office are duly catalogued, indexed and entered in Registers and these are kept in the custody of respective Sections.

(vii) The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof

The members of Public can write to this office on any such issue or seek appointment for meeting, if required. Further e-help line is available on Hyderabad Customs website

(viii) A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;

PTFC (Permanent Trade Facilitation Committee) meetings are held in this Custom Commissionerate on regular basis. CCFC meetings are held on regular basis. The minutes of the meetings are submitted to CCO Hyderabad Zone.

The Citizen's Charter of the Department envisions that the Customs & Central Excise officers shall carry out their assigned tasks with integrity and judiciousness; courtesy and understanding; objectivity and transparency; promptness and efficiency. The officers are also committed to providing every possible assistance to the public and trade in implementation of the Customs policies and procedures. The Customs department has also initiated a number of measures to ensure that

complaint(s)/grievance(s) are minimized and where received these are attended to promptly.

In order to take care of the grievance(s)/complaint(s) the department has put in place a grievance redressal mechanism in the field formations of Customs. The grievance redressal mechanism can broadly be categorized as:

- Facilitation for receipt and guidance of complaints/representation at the inward Section in Principal Commissioner's office.
- Redressal of vigilance complaints
- Prompt handling of the complaints/grievances received through CPGRAMS (Central Public Grievances Monitoring System)

(ix).A directory of its officers and employees

Sl. No	Name of the Officer (S/Shri/Smi)	Designation	Present place of posting	Contact No. (040)
1	J.S.CHANDRASHEKAR	PRINCIPAL COMMISSIONER	HQRS	23220720
2	MANJULA D. HOSMANI	ADDITIONAL COMMISSIONER	HQRS	23231198
3	V. SRINIVAS	ADDITIONAL COMMISSIONER	HQRS	23210239
4	CHONGNEITHEM CHANGSAN	JOINT COMMISSIONER	HQRS	23230975
5	KALYAN REVELLA	DEPUTY COMMISSIONER	HQRS	29881053
6	SUNNY K.JOSEPH	ASSISTANT COMMISSIONER	FPO	
7	K.JAYA KUMAR	ASSISTANT COMMISSIONER	HQRS	23231050
8	V.PHANINDRACHARY	ASSISTANT COMMISSIONER	HQRS	
9	M.V. RAMAKRISHNA	CHIEF ACCOUNTS OFFICER	HQRS	23244587
10	A.VENKATA SUBBAIAH	DEPUTY COMMISSIONER	EPD	
11	N.HARITA	DEPUTY COMMISSIONER	ICD-SANATHNAGAR	23816985
12	P.S.RAJASEKHAR	DEPUTY COMMISSIONER	ICD-SANATHNAGAR	23813721
13	P.AMARESH	DEPUTY COMMISSIONER	ICD-SANATHNAGAR	23711535
14	GOPI DONTI REDDY	DEPUTY COMMISSIONER	ACC	24004002
15	AVDESH P.SHARMA	ASSISTANT COMMISSIONER	ACC	24004060
16	ABHAY RANJAN EKKA	ASSISTANT COMMISSIONER	ACC	24004031
17	J.V.S.CHAKRAVARTHY	DEPUTY COMMISSIONER	ICD-THIMMAPUR	08542 227241
18	JOSHI ROHIT PRAKASH	DEPUTY COMMISSIONER	RGIA	24003031
19	PAWAN KUMAR AGARWAL	ASSISTANT COMMISSIONER	RGIA	24003031
20	RAVI JARPULA	DEPUTY COMMISSIONER	RGIA	24003031
21	S.N.HEGDE	ASSISTANT COMMISSIONER	RGIA	24003031
22	P.R.SRINIVASAN	ASSISTANT COMMISSIONER	RGIA	24003031
23	SUBIR KUMAR GHOSH	ASSISTANT COMMISSIONER	RGIA	24003031

(x) The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;

Sr.NO.	Group	Designation	Level as per Pay Matrix (7th Pay Commis)
1	2	3	4
		Pr. Commissioner	L-15
		Additional Commissioner	L-13
		Joint Commissioner	L-12
		Deputy Commissioner	L-11
		Assistant Commissioner	L-10
		Chief Accounts Officer	L-10
	Group 'B(G)'	Sr. P.S.	L-8
		Superintendent	L-8
		ACAO/AO	L-7
	Group 'B (NG)'/ Group 'C'	Inspector	L-7
		Senior Tax Assistant	L-6
		Tax Assistant	L-4
		Lower Division Clerk	L-2
		Head Havaladar	L-2
		Havaladar	L-1
		Sepoy	L-1

(xi) The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;

Not applicable

(xii) The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes

Not applicable

(xiii) Particulars of recipients of concessions, permits or authorizations granted by it

Not applicable.

(xiv). Details in respect of the information, available to or held by it, reduced in an electronic form.

Information available on the Commissionerate website at Website-

www.hyderabadcustoms.gov.in

(xv) The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use;

The details of the minutes of the PTFC/CCFC Meetings are uploaded on the Website-<http://www.hyderabadcustoms.gov.in>.

(xvi) The names, designations and other particulars of the Public Information Officers;

The details are mentioned in the website <http://www.hyderabadcustoms.gov.in>

(xvii) Such other information as may be prescribed; and there after

Not applicable



सीमाशुल्क के प्रधान आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
हैदराबाद सीमाशुल्क आयुक्तालय HYDERABAD CUSTOMS COMMISSIONERATE
एल बी स्टेडियम रोड, बशीर बाग, हैदराबाद 004 500-
L B STADIUM ROAD, BASHEER BAGH, HYDERABAD-500004

C.No. S/26/RTI/ 57/2019 --Cus(Tech.)

दिनांक/ Date: 11.07.2019

व्यापार/सार्वजनिक सूचना TRADE / PUBLIC NOTICE NO. 01/2019-RTI

विषय : :के० ऊ० शु० -सूचना का अधिकार अधिनियम, 2005 – सीमा शुल्क, हैदराबाद
सीमा शुल्क - आयुक्तालय में केन्द्रीय जन सूचना अधिकारियों को पदनामित करना
- संबन्धित

Sub: C.Ex- Right to Information Act, 2005- Designation of CPIOs and Appellate
authorities in Customs, Hyderabad Customs - Commissionerate –
Regarding.

The following amendments are hereby made in the Trade/Public Notice No.
02/2018-RTI dated 12.10.2018.

2. Shri Cyril Joseph, Superintendent of Customs is designated as CAPIO for Hqrs. Office,
Hyderabad Customs Commissionerate and Shri K.Jaya Kumar, Assistant Commissioner is
designated as CPIO for Hqrs. Office, Hyderabad Customs Commissionerate.

At Sl. No. 1 of the table the designation / address of CAPIO and CPIO is as follows:

Sl. No	District / Sub-Division	Designation / Address of the CAPIO	Designation / Address of the CPIO
1.	HQRS., Hyderabad Customs Commissionerate	Shri Cyril Joseph, Superintendent, Hyderabad Customs Commissionerate, GST Bhavan, L.B. Stadium Road, Basheerbagh Hyderabad – 500004	Shri K.JAYA KUMAR Assistant Commissioner, Hyderabad Customs Commissionerate, GST Bhavan, L.B. Stadium Road, Basheerbagh, Hyderabad – 500004 Phone: 040-23231052 Email: customstechnical9@gmail.com

3. Shri V.Srinivas, Additional Commissioner of Customs, is designated as First Appellate
Authority and the address is as follows:

7th Floor, GST Bhavan,
Basheerbagh, Hyderabad – 500 004
Phone No. 040-23210239, Email : ventru.srinivas@gov.in

4. Whenever the CPIO, transfers the application under the RTI Act to any other Authority
who is in a position to give the information called for, that authority will act as CPIO, as far as
such issue is concerned.

M.R.R Reddy
11/7/19
(M.R.R REDDY)
COMMISSIONER

Issued from File C. No. S/26/RTI/ 57 /2019-Cus(Tech)

1. The CPIOs, Customs Commissionerate, Hyderabad.
2. The Addl Commissioner(Customs)(Appellate Authority), Customs Comm'te, Hyderabad
3. The Joint Commissioner of Customs, Hyderabad Customs Comm'te, Hyd
4. The ADG(Systems), Directorate General of Systems, C & CE (GST), New Delhi
5. The Commissioner, Directorate of Publicity and Public Relations, C&CE(GST), New Delhi
6. The Custom House Agents Association, Hyderabad
7. The Admin Officer, Chief Commissioner's Office, Customs & GST, Hyderabad Zone
8. Notice Board in GST Bhavan / RGIA / Air Cargo Complex / ICD, Sanathnagar / ICD,



सीमाशुल्क के प्रधान आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
हैदराबाद सीमाशुल्क आयुक्तालय HYDERABAD CUSTOMS COMMISSIONERATE
एल बी स्टेडियम रोड, बशीर बाग, हैदराबाद 004 500-
L B STADIUM ROAD, BASHEER BAGH, HYDERABAD-500004

फैक्स Fax : 2321 0164 (आयुक्त Commr.)

C.No. S/26/RTI/30/2014 -Cus(Tech.).

दिनांक/ Date:- 12.10.2018

व्यापार /सार्वजनिक सूचना TRADE/PUBLIC NOTICE NO. 02/2018-RTI

विषय: के. ऊ. शु. -सूचना का अधिकार अधिनियम, 2005 - सीमा शुल्क, हैदराबाद
सीमा शुल्क - आयुक्तालय में केन्द्रीय जन सूचना अधिकारियों को पदनामित करना -
संबन्धित

Sub: C.Ex- Right to Information Act, 2005- Designation of CPIOs and Appellate
Authorities in Customs, Hyderabad Customs Commissionerate - Regarding.

In supersession of the earlier Trade/Public Notices issued in this regard and in terms of sub section (1) and sub section (2) of Section 5 of the Right to Information Act, 2005, the following officers of the Office of the Principal Commissioner of Customs, Hyderabad Customs Commissionerate, Hyderabad are hereby designated as CPIOs and Appellate Authority with immediate effect.

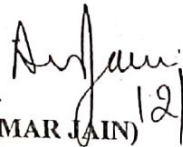
Sl. No.	District / Sub-Division	Designation / Address of the CPIOs	Designation / Address of the CPIOs
1.	HQRS., Hyderabad-Customs Commissionerate	R.Geetha Rani, Superintendent 6 th floor, G.S.T. Bhavan L.B. Stadium Road Basheerbagh Hyderabad - 500004	Sanjay Patil Assistant Commissioner 6 th floor, G.S.T. Bhavan L.B. Stadium Road Basheerbagh Hyderabad - 500004 Tele-fax:040-23213655 Email: customstechnical9@gmail.com
2.	R.G.I. Airport Shamshabad, Hyderabad	R. Surendranath, Superintendent R.G.I. Airport Shamshabad Hyderabad.	P.R.Srinivasan Assistant Commissioner R.G.I. Airport Shamshabad Hyderabad. Fax: 040-24008366 Phone: 040-66601213 Email: cushydap@rediffmail.com
3.	Air Cargo Complex, (ACC) R.G.I.A, Shamshabad, Hyderabad	G.Bala Brahmam, Superintendent ACC, Shamshabad Hyderabad.	Donthireddy Gopi Deputy Commissioner ACC, Shamshabad Hyderabad Fax: 040-24008347 Phone: 040-24004002 Email: aircargohyd@gmail.com

4.	Inland Container Depot (I.C.D.) Sanathnagar Customs – Hyderabad	V. Bhaskara Rao Gupta, Superintendent I.C.D., Sanathnagar, Hyderabad	P. Amaresh Assistant Commissioner I.C.D., Sanathnagar, Hyderabad Fax: 040-23813055 Phone: 040-23816985 Email: icdhyderabad@gmail.com
5.	Inland Container Depot (I.C.D.) Thimmapur, Hyderabad	S. Suresh Kumar, Superintendent I.C.D., Thimmapur Hyderabad	J.V.S.Chakravarthy Assistant Commissioner I.C.D., Thimmapur Hyderabad Phone:08542-227241 Email: icdthimmapur@gmail.com
6.	Hyderabad Export Promotion Division, I.C.D., Sanathnagar Hyderabad	P.M. Rajakumar, Superintendent Hyderabad Export Promotion Divn. Inland Container Depot(ICD) Sanathnagar, Hyderabad.	A.Venkata Subbaiah Deputy Commissioner Hyderabad Export Promotion Divn. Inland Container Depot(ICD) Sanathnagar, Hyderabad. Phone : 7901243538 Email: epdhyd18@gmail.com

2. Smt. Chongneithem Changsan, Joint Commissioner is hereby designated as First Appellate Authority and the address and Email id of the First Appellate Authority is as follows :

7th floor, G.S.T. Bhavan
L.B. Stadium Road, Basheerbagh
Hyderabad – 500004
Phone : 040-23210239 - Email: c.changsan81@gov.in

3. Whenever the CPIO, transfers the application under RTI Act to any other Authority who is in a position to give the information called for, that authority will act as CPIO, as far as such issue is concerned.


(ANIL KUMAR JAIN) 12/10
Principal Commissioner

Issued from File C. No. S/26/RTI/30/2014-Cus(Tech)

To

1. The CPIOs, Customs Commissionerate, Hyderabad.
2. The Additional Commissioner (Customs), Customs Commissionerate, Hyderabad
3. The Joint Commissioner(Customs)(Appellate Authority), Customs Commissionerate, Hyderabad
4. The Joint Commissioner(Customs), Customs Commissionerate, Hyderabad
5. The ADG(Systems), Directorate General of Systems, Customs and Central Excise (GST), New Delhi
6. The Commissioner, Directorate of Publicity and Public Relations, Cus. & C. Ex.(GST), New Delhi
7. The Senior P.S. to Principal Commissioner of Customs, Customs Commissionerate, Hyderabad.
8. The Custom House Agents Association, Hyderabad
9. The Administrative Officer, Chief Commissioner's Office, G.S.T. & Customs, Hyderabad Zone
10. Notice Board in G.S.T. Bhavan/RGIA/Air Cargo Complex/ ICD, Sanathnagar/ICD, Thimmapur, Hyderabad.

RTI Online Frequently Asked Questions:-

1. - To which Public Authority can I file a request through this portal?

An applicant who desires to obtain information under the RTI Act, 2005 can make a request through this RTI Online Portal to the Central Ministries/Departments and other Central Public Authorities mentioned in ONLINE RTI request form.

2. - How do I write my application for seeking the information as per RTI Act 2005?

The text of the application may be written in the prescribed column of the RTI request form. At present, the text of the application is confined up to 3000 characters only.

In case, the text of an application contains more than 3000 characters, it can be uploaded as a PDF attachment in the "Supporting Document" column of the form.

3. - How do I make the payment for RTI fee?

After filling the first page of the RTI request form, a non-BPL applicant has to click on "Make Payment" button for payment of the prescribed RTI fee.

The applicant can pay the prescribed RTI fee through the following modes:

(i) Internet banking through SBI and its associated banks.

(ii) Using ATM-cum-Debit card of State Bank of India.

(iii) Credit/Debit card of Master/Visa.

It may be noted that no RTI fee is required to be paid by a citizen who is below poverty line, as per RTI Rules, 2012. However, the BPL applicant must attach a copy of the certificate issued by the appropriate government in this regard, along with the application.

4. - Do I get any receipt for online filing of RTI application?

On submission of an application, a unique registration number will be issued, which may be referred by the applicant for any future reference.

It may be noted that the application filed through this RTI Online Portal will reach electronically to the "Nodal Officer" of the said Ministry/Department and "Not" to the CPIO of the concerned Ministry/Department.

The Nodal Officer will transmit the RTI application electronically to the concerned CPIO.

5. - What will happen to my application if I select a wrong Public Authority in the RTI request form?

In case the RTI application is not meant for the Public authority which has been selected by the applicant, the "Nodal Officer" of the said public authority would transfer the application electronically to the "Nodal Officer" of the concerned Central Public authority, if aligned to this portal and physically to that Central Public authority which is not aligned to this portal, under section 6(3) of the RTI Act.

It may be noted that RTI applications filed through this portal for the state public authorities, including NCT of Delhi, would be returned, without any refund of fee

6. - Will I be informed about the additional fee (if any) is required to pay?

In case additional fee representing the cost is required for providing information, the CPIO will intimate the same, which can be viewed by the applicant through "View Status" option in the RTI Online Portal and an e-mail alert or SMS or both will also be sent to the applicant for the same.

For payment of additional fee online, the applicant needs to use the option 'View Status' in the RTI Online Portal and on providing the registration number of the request, option for "Make Payment" will be available.

7. - How do I file an appeal with First Appellate Authority?

For making an appeal to the first Appellate Authority, the applicant has to select the option "Submit First Appeal" in the RTI Online Portal and fill up the form that will appear.

The registration number and e-mail ID of the original application is required for filing the first appeal.

8. - Do I need to make any payment for filing an appeal?

As per RTI Act, no fee has to be paid for first appeal.

9. - Do I get any SMS from RTI Online Portal?

Though optional, the mobile number can be provided by the applicant/ appellant in order to receive SMS alerts.

10. - What should I do when my browser show certificate error while opening RTI online portal?

You should ignore the certificate error and proceed forward. Kindly select,
Mozilla Firefox – I understand the risk add exception.

Google Chrome – Proceed Anyway.

Internet Explorer - Continue to this website

11. - Is it mandatory to create user account on RTI online web portal?

No. You can directly file your RTI on "Submit Request" tab.

12. - What should I do if I forgot my password for the user account?

Use the "Forget Password" utility to regenerate new password. It may be noted that new password would be sent at your registered email ID.

13. - What should I do if my password is not working?

You may call the RTI helpdesk or send an e-mail at [helptrionline-dopt\[at\]nic\[dot\]in](mailto:helptrionline-dopt[at]nic[dot]in), requesting to reset your password.

14. - Can I file RTI application for state public authorities through this portal?

No. This Portal is exclusively meant for Public Authorities under Central Govt. only.

15. - What should I do when RTI online portal asks for activation key on first login?

An Activation Key will be sent on your email ID provided during registration. This Activation Key can be used to activate the account on first login.

Provision for re-generation of Activation key is also available after first login or before activation of the user account. The new activation key will be sent on your registered email-id.

16. - What should I do if amount is deducted from my account but registration number is not generated?

Kindly wait for the 48 working hours as registration number will be generated after reconciliation. Please do not make additional attempt to make payment again. If it is not generated within 48 hours kindly send an e-mail at [helptrionline-dopt\[at\]nic\[dot\]in](mailto:helptrionline-dopt[at]nic[dot]in) with your transaction details.

17. - What should I do when portal is not allowing me to file the first appeal?

This may happen under following two situation:

- 1) When your RTI application has been physically transferred to other public authority, which is not aligned to this portal. In such a case, you are required to file your appeal in physical mode to the concerned public authority.
- 2) Another case can be if your RTI application has not been replied to by CPIO and 30 days period has not lapsed. In such a case, you may file first appeal only after completion of stipulated time period of 30 days.

18. - While registering a user account many dots appear after entering password?

Please do not get confused. Password encryption is a security measure. Whenever you enter your password it gets encrypted instantaneously.

While registering your account kindly provide same password in two fields i.e. password & confirm password fields respectively.

19. - Can I file online first appeal for any RTI application filed physically in the first place ?

No, Online first appeal can only be filed against previously filed online RTI application.

20. - Why RTI application filed by me is not reflecting in my user account history?

If you have opted to file RTI or First Appeal directly i.e without logging into your user account, then in such cases you will not be able to see the filed RTI or Appeal in your registered account's history. However you can always check its status in "View Status" with the provided Reg. Nos.

21. - Why I have received multiple RTI registration numbers, even though I have filed single RTI application ?

This is the case where in your RTI application has been forwarded to multiple CPIOs since the information sought lies with more than one PIO.

22. - How can I View Status/Reply of my RTI Application or First Appeal?

Status/Reply of the RTI Application or First appeal filed online can be viewed by the applicant by clicking on "View Status".

23. - What if the Registration Number is not received on my Email or Mobile No. even after 48 working Hours?

Registration Number are generated after reconciliation of bank scrolls for cases whose numbers are not generated instantly after the payment. This procedure may take 48 working hours. If someones still does not receive the Registration Number, They may contact their respective bank for refund of amount.

24. - How to upload a supporting document if an alert comes as "SUPPORTING DOCUMENTS REQUIRED FROM APPLICANT"?

When a Public Authority request for supporting document, an alert is sent to the applicant to his/her Mobile or Email Id. In such situation, the applicant is requested to visit the RTI Online Website and enter the details in 'View Status'. Once the detail is entered, the current status of the RTI application is shown along with the option for uploading the supporting document.

25. - What queries can be raised with Helpline Email [helptrionline-dopt\(at\)nic\(dot\)in](mailto:helptrionline-dopt(at)nic(dot)in) ?

Helpline mail id is exclusively meant for queries or problem being faced while filing the online RTI through this portal. Please do not send mail to this helpline for any other matter or asking for any other details. The reply is limited to RTI online portal of Central Government only.