

# **RTI Content Management - Citizens Portal**

## **User Manual**

**For**

**Core System Integrator (CSI)**

**For**

**DEPARTMENT OF POSTS**

Ministry of Communications & IT, Government of India

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**Tata Consultancy Services**

4th and 5th Floor, PTI Building,  
4, Parliament Street, New Delhi -110001, India

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## List of Abbreviations

Abbreviation/ Acronym	Expansion
CSI	Core System Integrator
DoP	Department of Posts
TCS	Tata Consultancy Services

## ABOUT THIS MANUAL

### Purpose

This manual provides all pertinent information to the employees of the Department of Posts (DoP) to understand features and carry out tasks required for Suo Motu disclosures of information under section 4 of RTI Act, 2005 . It presents the functional capabilities and operational details of RTI module and contains the procedure that they should be aware of, for performing these tasks. It uses adequate user-friendly instructions, describes all user messages as defined in the application and shows the actual screen images.

### Intended Audience

This manual is primarily intended for

- RTI content administrators at circle offices and other units of DOP for suo-motu disclosures of mandatory information prescribed under section 4 of RTI Act, 2005.

### Prerequisites for Use

Following are the prerequisites for understanding this manual:

#### Functional

- Basic understanding of information for Suo Motu disclosures under section 4 of RTI Act, 2005.

#### Technical

- Employees should have the requisite roles and access privileges to access the application.

## Organisation of the Document

Information in this document has been organized as follows:

**Table 1: Organisation of the Document**

Chapter	Description
Chapter 1	Introduction
Chapter 2	RTI Content Management



# 1. INTRODUCTION

The section 4(1)(b) of the RTI Act, 2005 prescribes the mandatory information which should be disclosed by Public Authorities Suo motu i.e. on their own volition. The purpose of suo motu disclosure under section 4 1b(i) –(xvii) is to proactively make available information related to a Public Authority in public domain and also achieve the goals of transparency enshrined in the preamble of the RTI Act 2005.

The citizen’s portal shall act as a window for citizen’s to access all the information related to the Department of Posts disclosed suo motu in the public domain as prescribed under section4 of RTI Act, 2005.

Hence a RTI content management module on the portal has been provided to enable users at circles and units to upload and manage these RTI related information proactively. This manual provides users with the guidance to use the RTI content management module.

## 1.1 Features of the Portal

Portal provides a RTI content management module that allows users at circles/units to manage information for the categories /sub categories of information (**Table 5: List of Categories/ Subcategories of information**) mandated for Suo Motu disclosures under section 4 of RTI Act, 2005 on the citizen’s portal. Following are the available functionality:

- Add documents.
- Modify uploaded documents.
- Add information about CAPIOs, CPIOs or FAA’s .
- Modify information about CAPIOs, CPIOs or FAA’s

## 1.2 Environment

This section describes the software and hardware environment required to access the RTI content management module on the Citizen’s portal.

### a. Software Environment

**Table 2 : Software Environment**

<b>Operating System</b>	Windows 7 or Windows 8
<b>Browser</b>	IE9 and above, latest versions of Google Chrome

### b. Hardware Environment

**Table 3: Hardware Environment**

<b>CPU and RAM</b>	Intel Pentium or Core based system with 4 GB RAM
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## 1.3 User Roles and Access Rights

This section describes the roles and access rights of various users that are required in Portal for content administration.

**Table 4: User Role Matrix**

Department/ Designations	RTI Cell (Circle Office/Directorate/PTC/Other Units)
Role -->	RTI Content Administrator
Functionality ↓	
RTI - Content Creation/Upload	X

## 2. RTI CONTENT MANAGEMENT

This section contains steps to perform the below mentioned activities by circles/units for Suo Motu disclosures of information under the categories/subcategories (**Table 5: List of Categories/ Subcategories of information**) on the citizen's portal.

- Add documents for Suo Motu disclosures under section 4 of RTI Act, 2005
- Modify uploaded documents for Suo Motu disclosures under section 4 of RTI Act, 2005
- Add information about CAPIOs, CPIOs or FAA's.
- Modify information about CAPIOs, CPIOs or FAA's

Below is the list of categories and sub-categories of information for Suo Motu disclosures under RTI. This information has to be disclosed by all circles/units.

**Table 5: List of Categories/ Subcategories of information  
Under Suo Motu Disclosures**

S.No	Category	Subcategory
1.	Structure of Circle	
2.	Decision making structure	
3.	Facilities	a) List of Post Offices / Pin code with contact details of Postmasters b) List of Speed Post Centers c) List of Business Post Centers d) List of Mass Mailing Centers e) BNPL
4.	Budget & Allocations and outcomes	a) Annual Budget of the Circle b) Allocation made to the different units of the Circle and their purpose c) Utilization of funds under each head of accounts d) CPIOs and Appellate Authorities e) List of CPIOs and AAs with full contact

S.No	Category	Subcategory
		<p>details</p> <p>f) Disposal of RTI applications and appeals received and their responses in Circle</p>
5.	Procurements	<p>a) Tender enquires/ Notices/Corrigendum</p> <p>b) RFPs</p> <p>c) Details of bids awards for all procurements above 10 lakhs made by circle/region</p> <p>d) Work contracts / Orders</p> <p>e) Awards details of for procurement made through DGS&amp;D, KB, NCCF and private suppliers (purchases above Rs 5000)</p> <p>f) Details of Bids awards for engineering section (Civil and Electricals)</p> <p>g) Details of Bids awards for dispensary</p>
6.	Public Private awards Partnership (PPP)	
7.	Transfer Orders	
8.	Foreign and Domestic Tours	
9.	Customer Relation Management (CRM)	

## 2.1 Add documents for Suo Motu disclosures under section 4 of RTI Act, 2005

These steps are applicable for adding documents for all category/sub-category of information listed in Table 5, under Suo Motu disclosures except for details of CAPIOs, CPIOs & FAAs.

1. Go to the Browser (i.e. Internet Explorer Version 9.0 or above)
2. Type the URL: <https://portal.indiapost.gov.in>
3. Click Sign In.



Figure 2 – Citizen’s Portal Home page

4. Enter your User Id Password and click Sign In . You should have the RTI content administrator role and access privileges.

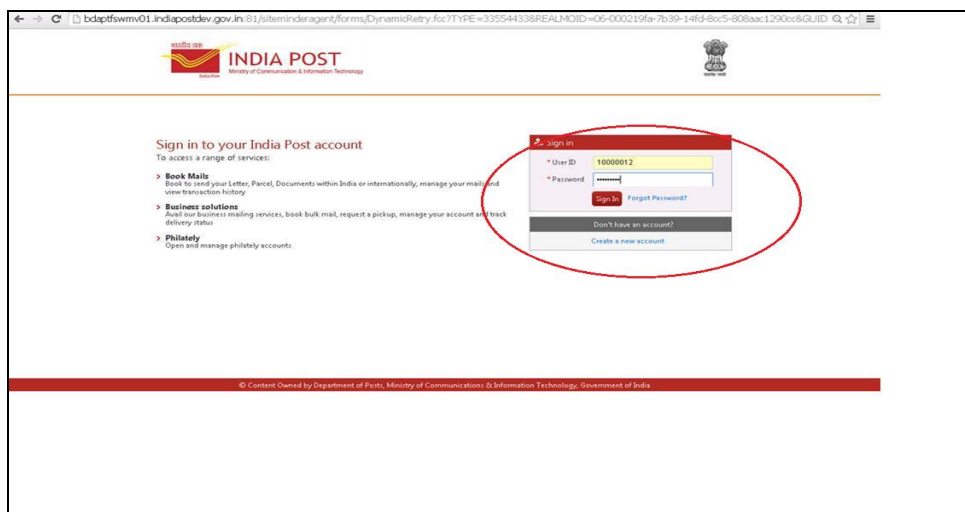


Figure 2 - Login Page

## 2.2 Modify uploaded documents for Suo Motu disclosures under section 4 of RTI Act, 2005

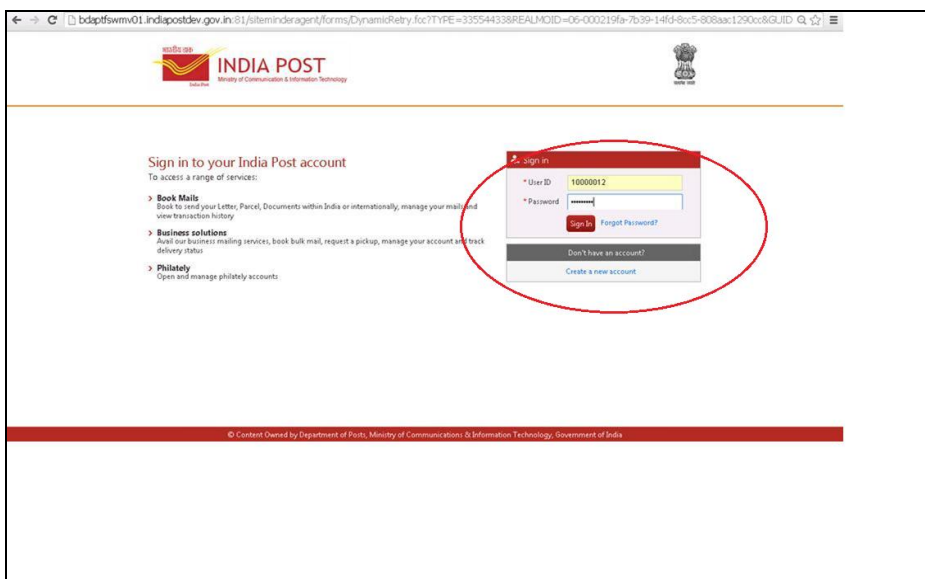
These steps are applicable for updating documents for all category/sub-category of information listed in Table 1, under Suo Motu disclosures except for details of CAPIOs, CPIOs & FAAs.

1. Go to the Browser (i.e. Google Chrome, Internet Explorer Version 9.0 or above)
2. Type the URL: <https://portal.indiapost.gov.in>
3. Click Sign In.



Figure 23 – Citizen’s Portal Home page

4. Enter User Id Password and click Sign In .



- 5.

Figure 14 - Login Page

6. On Successful login, click on 'RTI' link at top left.



Figure 15 – Home Page Header

7. Click on 'RTI Dashboard' link in the left menu on RTI Page.

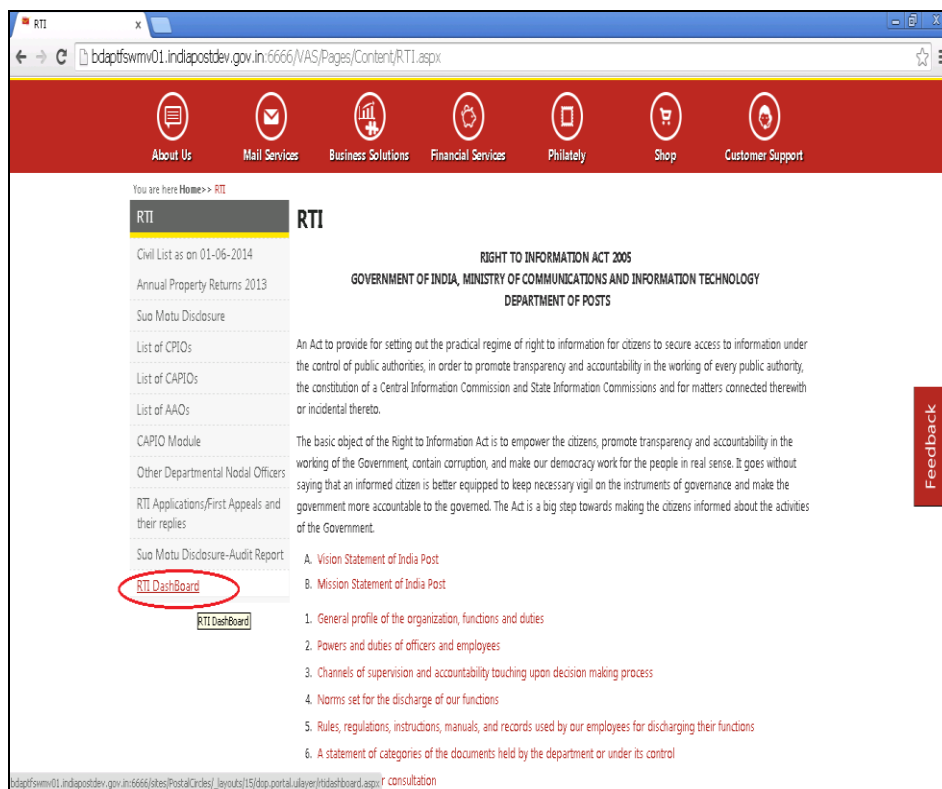


Figure 16 – RTI Main Page

- 8. Select your circle/unit , category and subcategory of information from drop down list and click Submit.

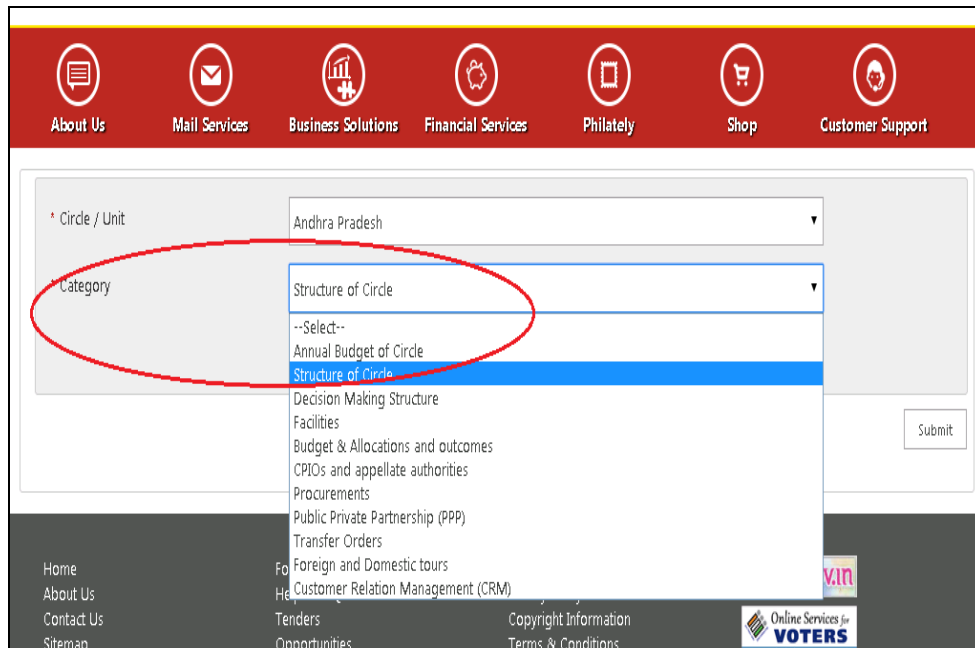


Figure 17 – RTI Dashboard Page with Category Option

- 9. Select the document details to be modified. Click on Edit Properties.

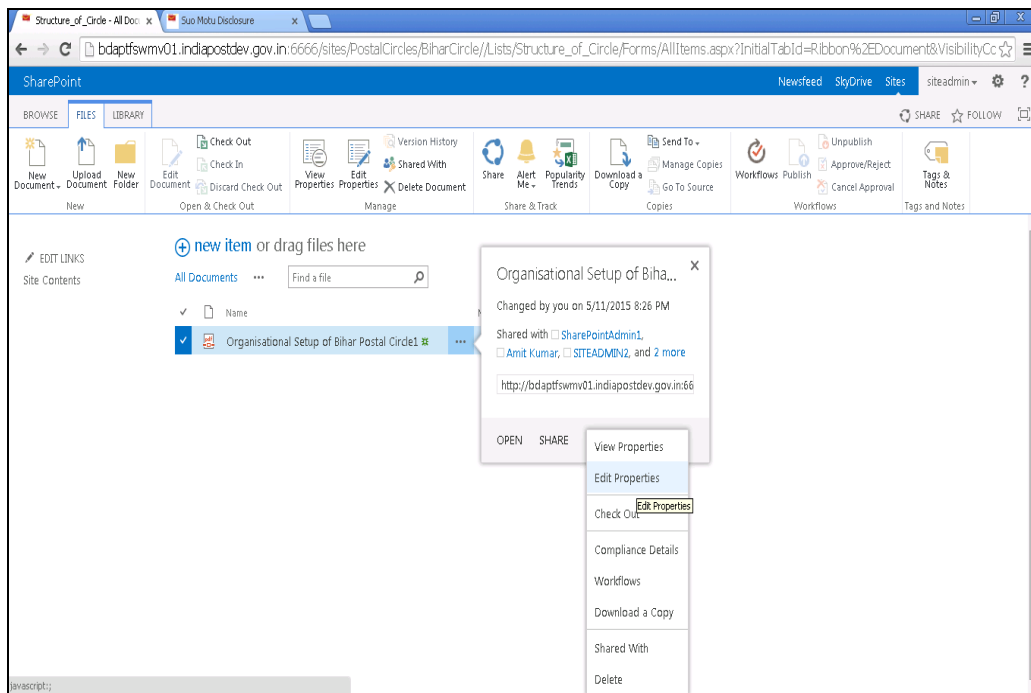


Figure 18 – Page to Edit Document Details

- 10. Modify document details and click Save



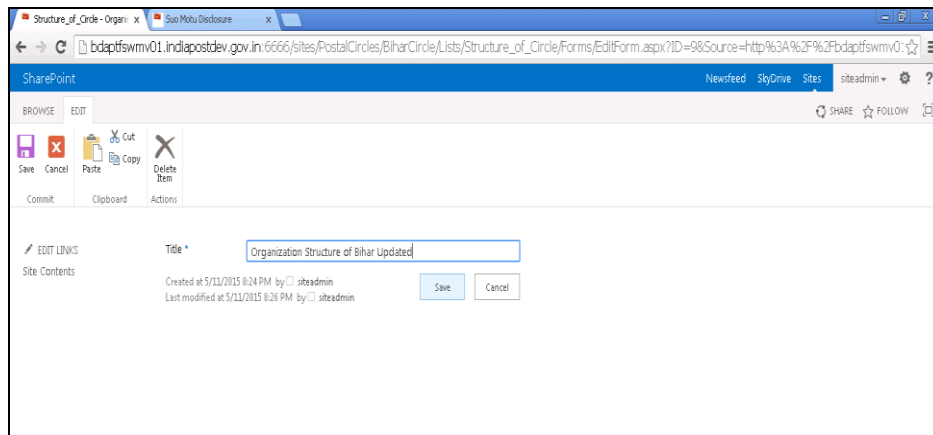


Figure 19 – Page to Edit Title information

11. To upload a new version of the document. Click Checkout and then Check In a newer version of the document. The updated document shall be published on the portal.

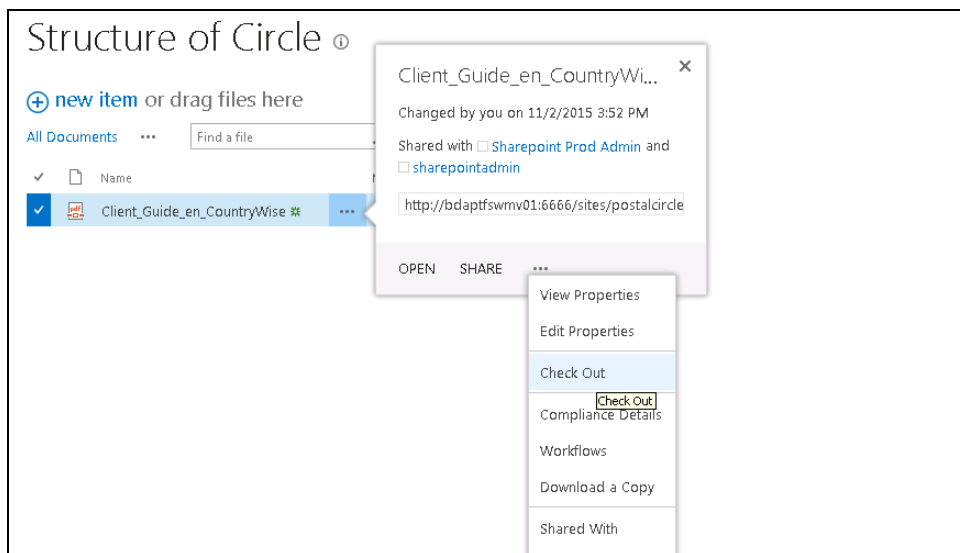


Figure 20 – Page to Edit Document Details

## 2.3 Add details of CAPIOs, CPIOs and First Appellate Authorities

These steps are applicable for adding details of CAPIOs, CPIOs & FAAs.

1. Go to the Browser (i.e. Google Chrome, Internet Explorer Version 9.0 or above)
2. Type the URL: <https://portal.indiapost.gov.in>
3. Click Sign In.



Figure 21 – Citizen’s Portal Home page

4. Enter User Id, password and click Sign In .

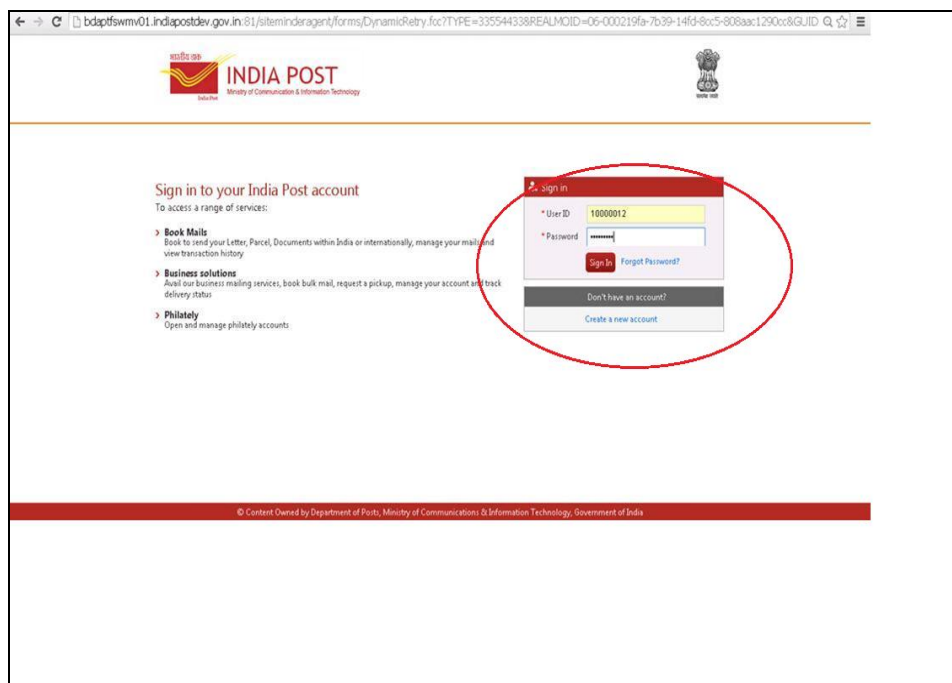


Figure 22 - Login Page

5. On Successful login, click on ‘RTI’ link at top left.



Figure 23 – Home Page Header

6. Click on 'RTI Dashboard' link in the left menu on RTI Page.

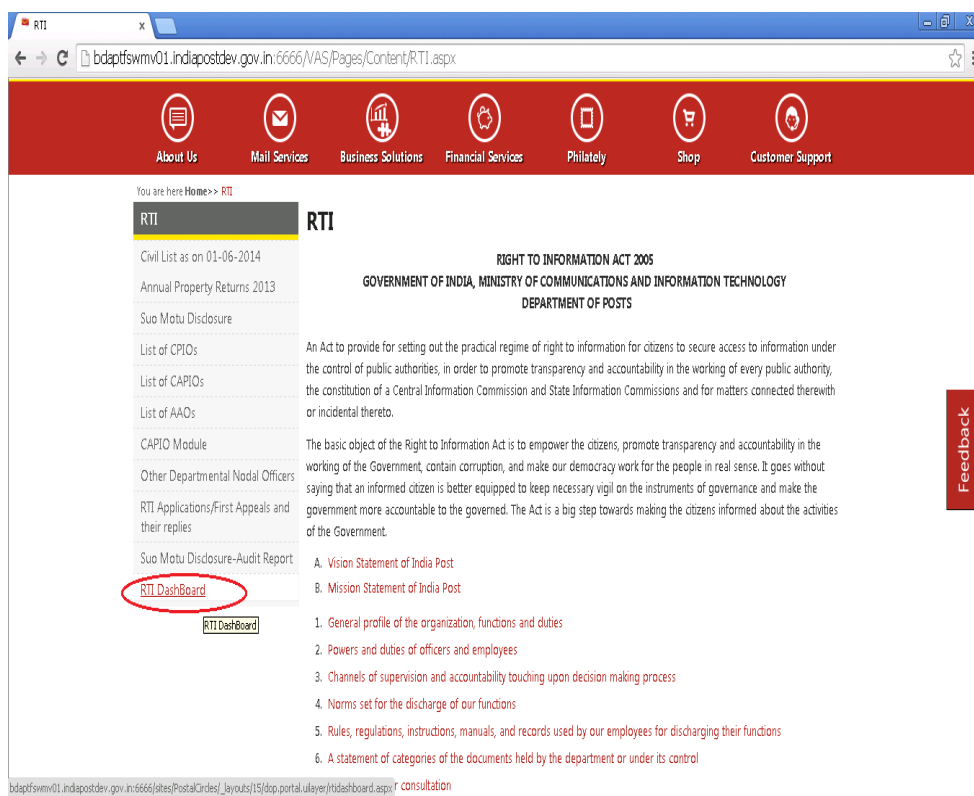


Figure 24 – RTI Main Page

7. Select your circle/unit, category and subcategory of information from drop down list and click Submit.



Figure 25 – RTI Dashboard Main Page

8. Click on new item to add the details.

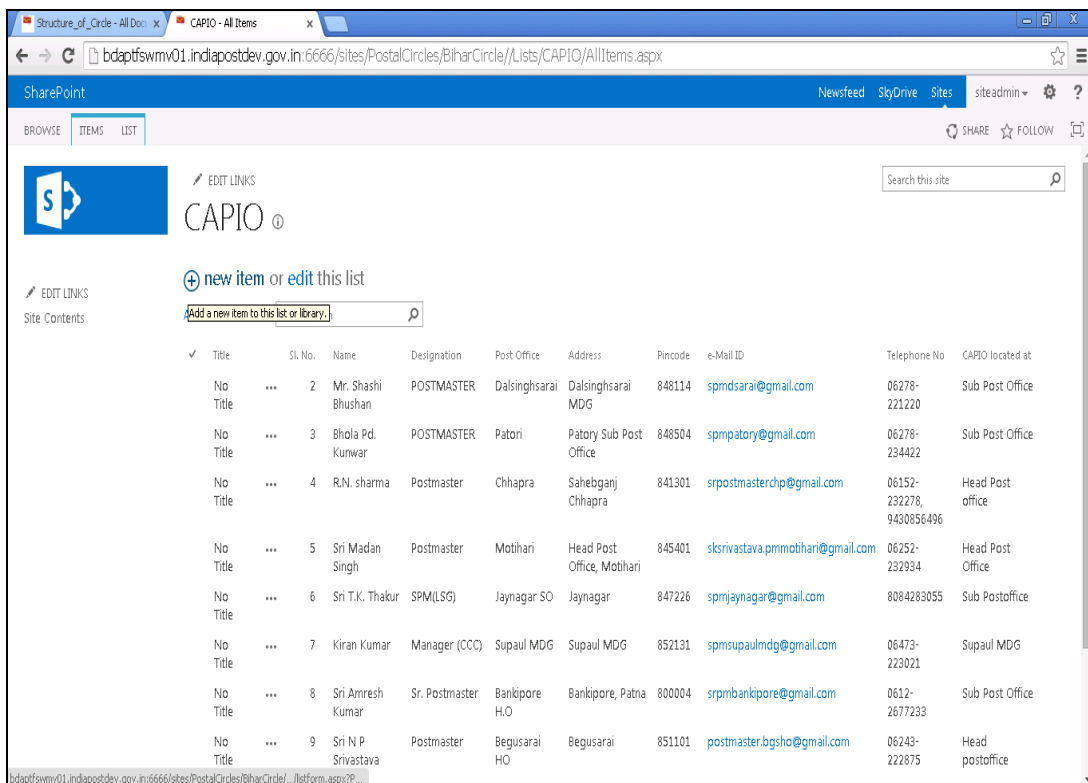


Figure 26 – CAPIO List

9. Enter CAPIO Details and click on attach the office order document. Uploading the document is a mandatory process to proceed.

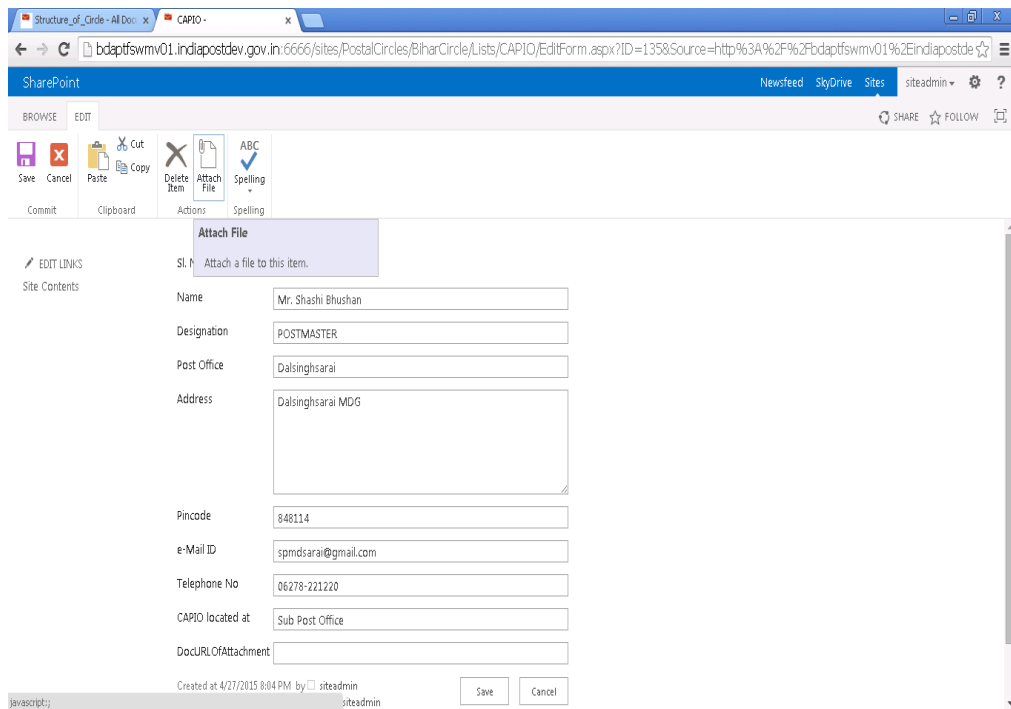


Figure 27 – Page to Update Information

10. Browse the office order file from your desktop to upload and click OK. The office order is mandatory.

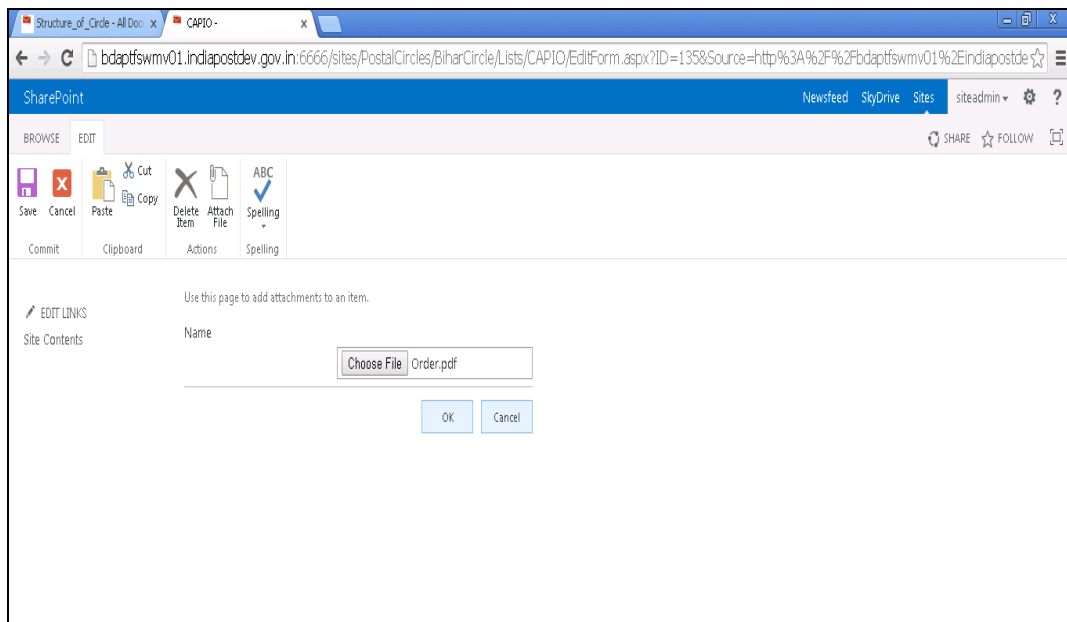


Figure 28 – Page to Browse File

11. Click Save to submit the details.

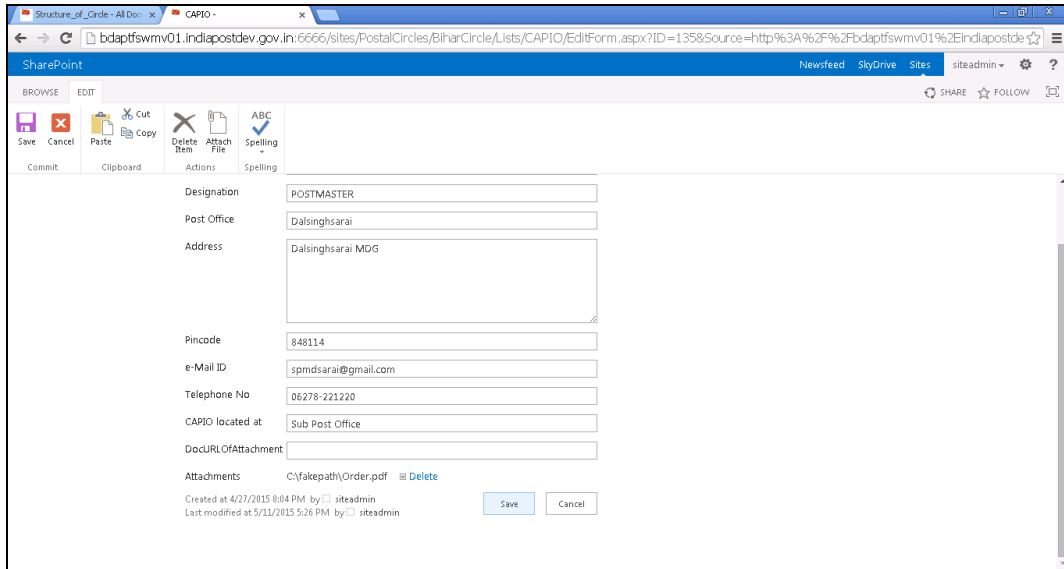


Figure 29 – Main Page for Details

12. To view the CAPIO details on India Post web site, click on RTI --> Suo Motu Disclosures--> Category--> List of CAPIOs--> Unit.

## 2.4 Modify details of CAPIOs, CPIOs or First Appellate Authorities

These steps are applicable for modifying the details of CAPIOs, CPIOs & FAAs.

1. Go to the Browser (i.e. Internet Explorer Version 9.0 or above)
2. Type the URL: <https://portal.indiapost.gov.in>
3. Click Sign In.



Figure 30 – Citizen’s Portal Home page

4. Enter User Id Password and click Sign In.



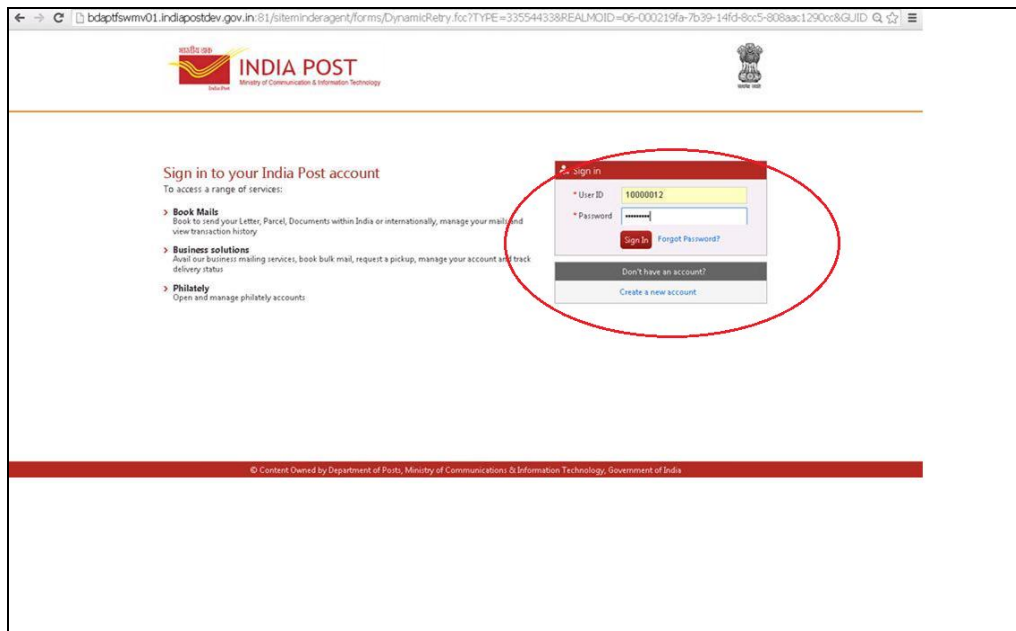


Figure 31 - Login Page

5. On Successful login, click on 'RTI' link at top left.



Figure 32 – Home Page Header

6. Click on 'RTI Dashboard' link in the left menu on RTI Page.

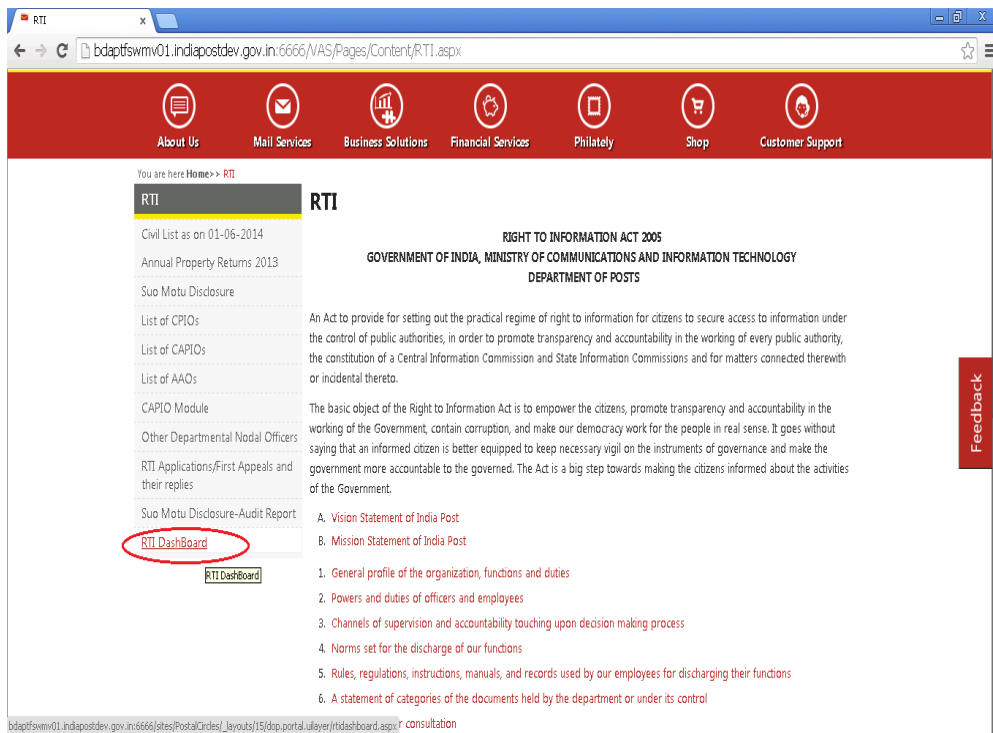


Figure 33 – RTI Main Page

7. Select your circle/unit , category and subcategory of information from drop down list and click Submit.

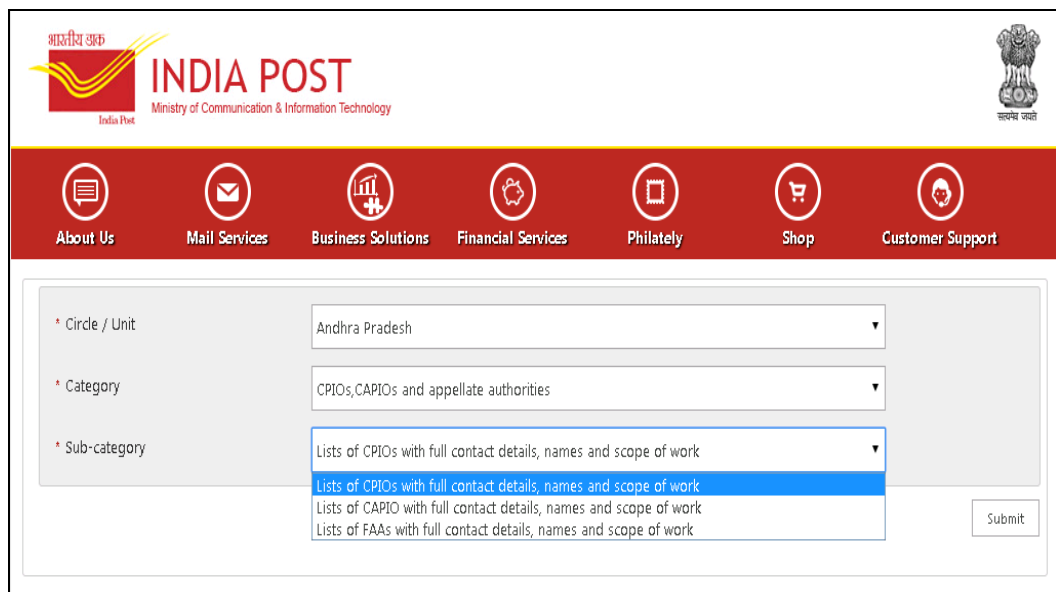


Figure 34 – RTI Dashboard Main Page

8. Select the row and click on edit to modify CAPIO details.



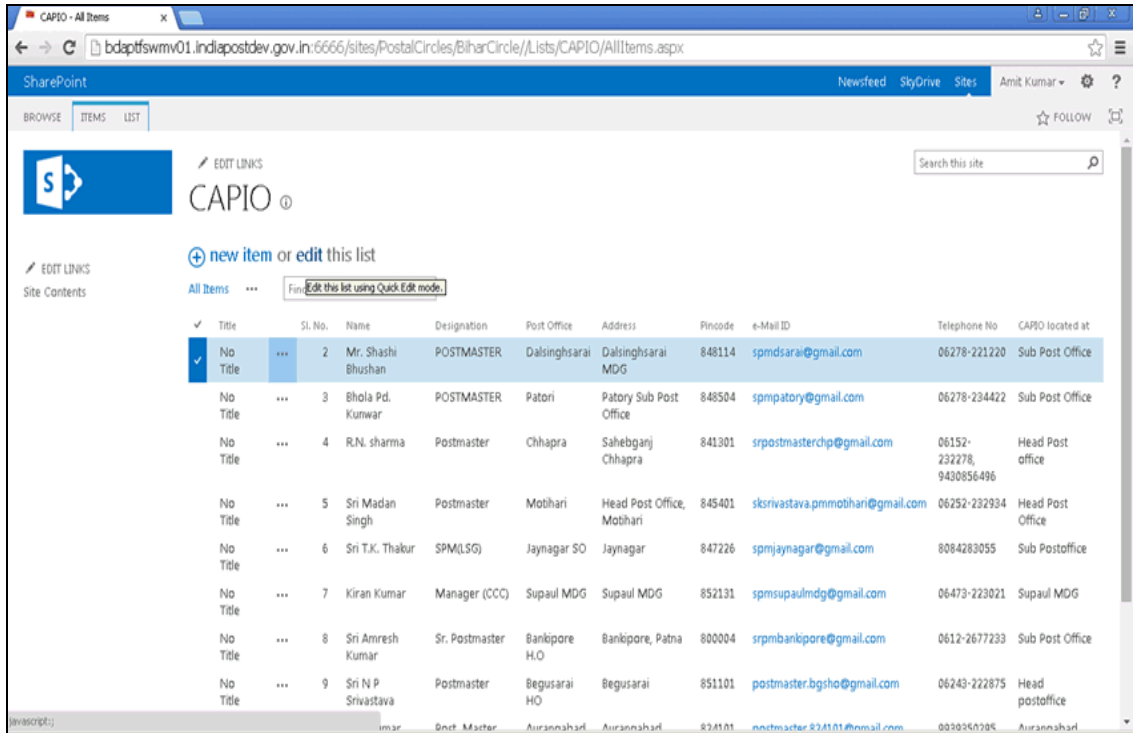


Figure 35 – CAPIO List

9. Enter CAPIO Details and click on attach file.

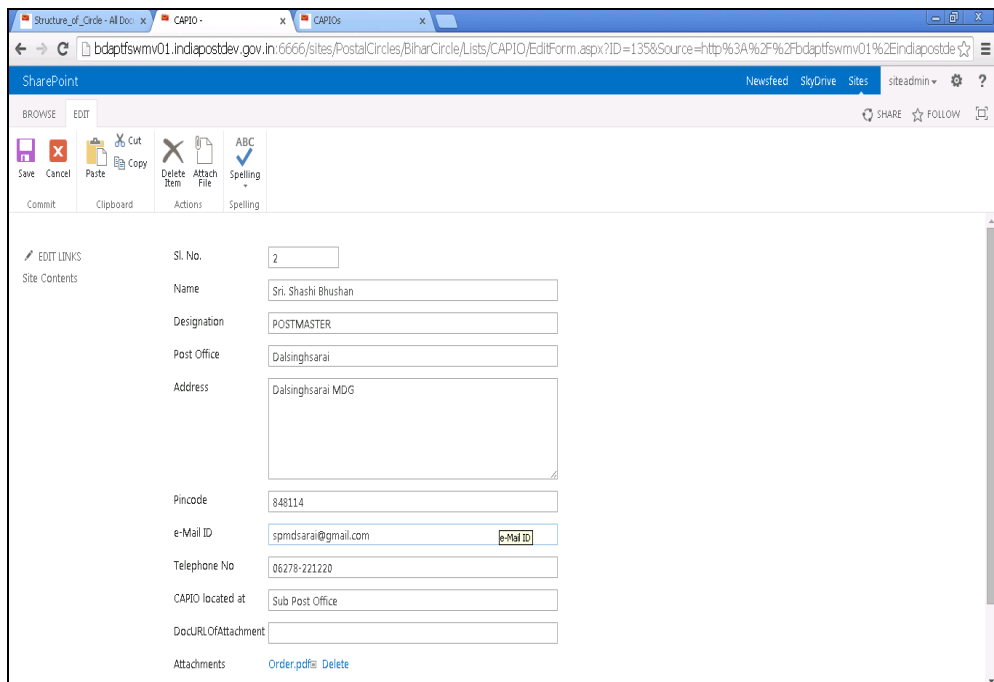


Figure 36 – Page to Update Information

10. Browse to select the office order document and click OK.

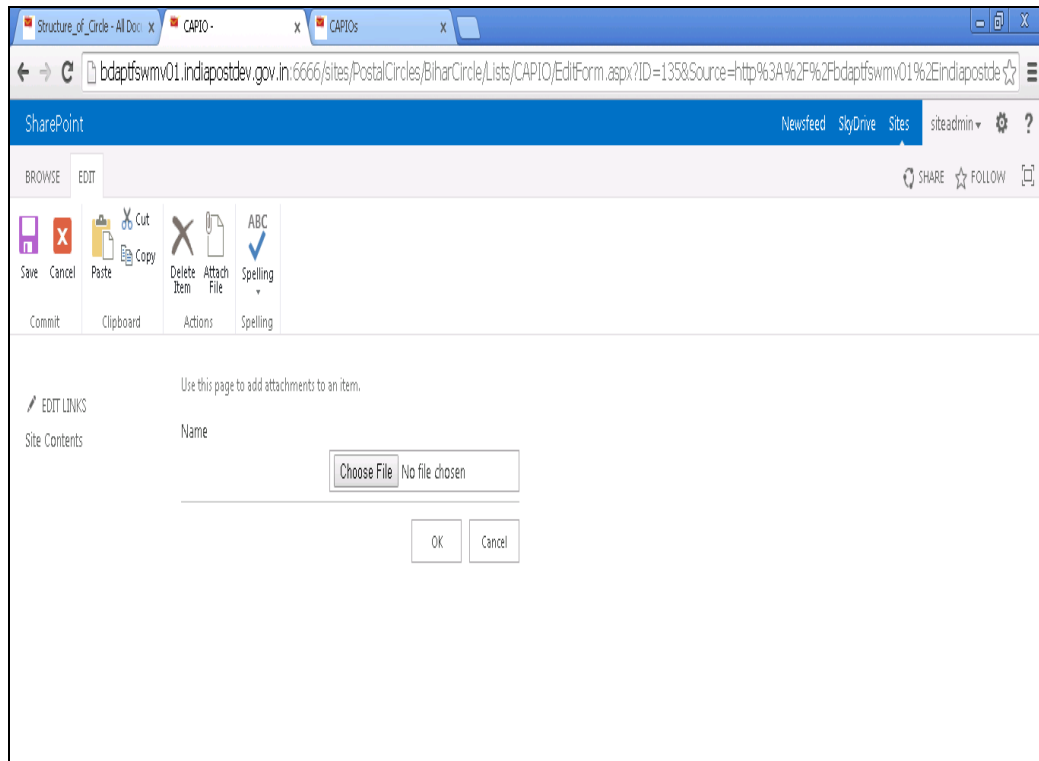


Figure 37 – Page to Upload File

11. Click Save. The details shall be updated in the system.

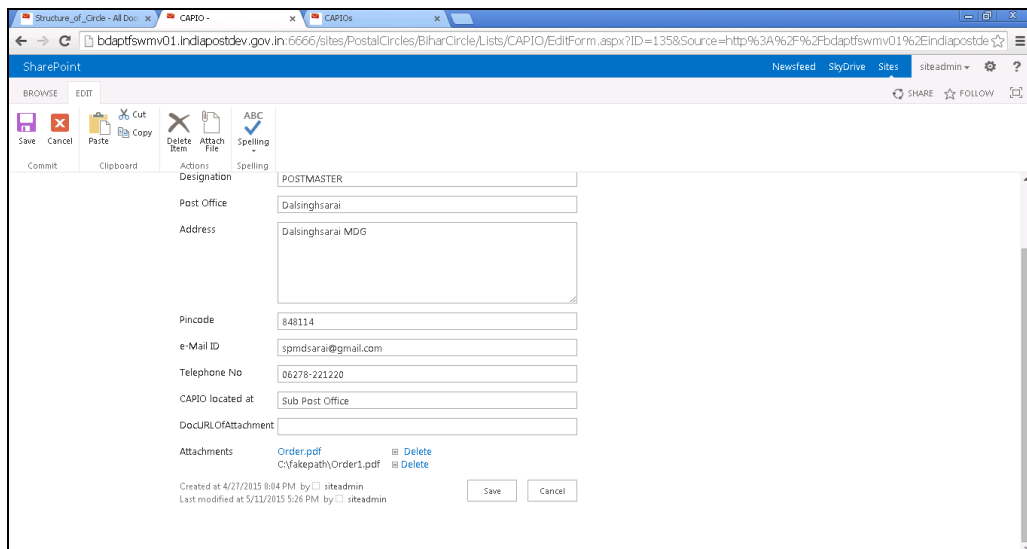


Figure 38 – Page to Update Information