

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF PERSONNEL & TRAINING)

RAJYA SABHA
UNSTARRED QUESTION NO. 597
(ANSWERED ON 04.12.2025)

RTI ONLINE PORTAL OUTAGES

597. SHRI SAKET GOKHALE:

Will the **PRIME MINISTER** be pleased to state:

- (a) whether Government has recorded incidents of OTP failures/downtime on the RTI Online portal between January, 2025 till date;
- (b) if so, the details of users affected, OTP transactions failed and days of degraded service per month; and
- (c) whether there is Service Level Agreements (SLAs) with NIC and if so, the details of penalties imposed for the failures?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) to (c): To authenticate the users and protect sensitive personal information, One-Time Password (OTP) feature in the RTI Online Portal was launched on 2nd January, 2025. By ensuring only authorised access, the measure strengthens cyber security and aligns with the best practices.

OTPs are promptly dispatched from the NIC email domains. However, due to reasons such as congestion in the receiver's network, connectivity issues in the network being used by the users' service provider etc, the delivery of OTPs may take more time in some cases. However, the OTPs do not expire, until they are used, thereby enabling the users to access their account as soon as the OTP arrives.

The RTI Online Portal is designed, hosted and maintained by the NIC unit of the DOPT. NIC has informed that 27,57,506 OTPs were generated for email verification upto 28.11.2025.
