



CATS-UPSIC

**Complaint & Appeal Tracking System
for
Uttar Pradesh State Information Commission**

Citizen Guidelines

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Guidelines for Applicant

There are following steps for the smooth operation of application-

1. Applicant registers himself with the portal.
2. To fill out an online form, applicants should click on the "**Online Form**" under the application, option available in the sidebar menu. This will allow them to access and complete various forms, including the complaint, second appeal, Document related to the case, and Order Recall (Rule-12) application forms.
3. To complete the process of online application form, the applicant must first select the application category.
4. Next, the applicant must choose the preferred hearing option, either online or offline. It is imperative to note that the form cannot be submitted without selecting this hearing preference.
5. The applicant is then required to enter all necessary details, upload the required documents, and finally, click on the "**Submit**" button to complete the process.
6. After clicking on the "Submit" button, the application print option will open. The applicant can then download or print it for future use. Applicant will receive a unique "application registration number" on their registered mobile number.
7. In the document enclosure option, the applicant can view the uploaded document and print it.
8. For Document related to the case and Order recall application, Applicant has to choose one of three following options to open the application form:
 - File number
 - Application registration number
 - Diary number
9. After opening the application form, Applicant is required to enter all the necessary details and upload all the required documents.
10. Applicant can apply for verified copy of order and other documents. To fill online copy application, applicant has to click on "**Copy Application**" in the side bar menu under the application option.
11. Applicant can apply for Office order and copy application/inspection application, applicant has to click "**Office order and copy application/inspection application**" in the side bar menu.

12. Applicant can apply for physical file inspection; applicant is required to click on Apply for **physical file inspection** in the side bar menu.
13. Applicant can view the generated orders and notices; Applicant should click on **“Disposed File”** tab on the dashboard. It will display the disposed orders list.
14. Applicant can also request online for order correction; they need to click on **“Request for order correction”** in the side bar menu.
15. Applicant can request for online court transfer for the running case, applicant has to click on **“Request for court transfer”** in the side bar menu.
16. Applicant can view complaint application reports, wherein, Applicant can check the status of application and click on view to open the application details.
17. Applicant can view Appeal application reports, wherein, Applicant can check the status of application and click on view to open the application details.
18. Applicant can view KOF application reports, wherein, Applicant can check the status of application and click on view to open the application details.
19. Applicant can view Order Recall Rule-12 application reports, wherein, Applicant can check the status of application and click on view to open the application details.
20. Applicant can view copy application reports, wherein, Applicant can check the status of application and click on view to open the application details.
21. Applicant can view physical file application reports, wherein, Applicant can check the status of application and click on view to open the application details.
22. After successfully submitting an application, any Applicant can monitor their existing application status by selecting the **“Track Status”** option.
23. Applicant can view their profile by clicking on the **“User Profile”** option.
24. Applicant can change their password by clicking on the **“Update Password”** option.
25. Applicant can submit their valuable feedback by Clicking on the **“Feedback”** button in the Sidebar Menu.

NOTE:

- Registered applicant can submit a second appeal before the Uttar Pradesh State Information Commission within **90** days from date of RTI date against the decision given by the departmental appellate authority, provided first appeal is already submitted.
- Registered applicant can submit a complaint before the Uttar Pradesh State Information Commission after **30** days from date of RTI date if no response is received from concerned PIO.
- Applicant can provide additional information related to their case through submitting the Document Related to Running Case application but only after the application is forwarded to the hearing room for the hearing.
- Applicant can request for Order Recall under rule 12 within **90** days of the verdict. If there is any late cause, Applicant has to submit the application with an additional remark.
- The applicant can only fill out the application form copy after the first hearing has been done of any application.
- The applicant can fill out the physical file inspection form only after obtaining the file number for the submitted application.

For more details, please see “User Manual” under Help section in the Sidebar Menu.

The screenshot displays the 'Uttar Pradesh Information Commission Complaint and Appeal Tracking System' dashboard. The user is logged in as 'Mrs. Manisha Jain'. The dashboard features a sidebar menu with options like Dashboard, Application, My Profile, and Log Out. The main content area shows a grid of application status cards with counts and descriptions.

Count	Application Type
0	Second Appeal
2	Complaint
0	Document related to the running case (K.O.F)
0	Order Recall (Rule-12)
0	Copy Application
0	Office order and copy application / inspection application
0	Requested for Physical File Inspection
0	Disposed File
0	Request for Order Correction
0	Facilitation Memo Generated Applications
0	Request for Court Transfer