CATS-UPSIC

Complaint & Appeal Tracking System
for
Uttar Pradesh State Information Commission

User Manual for the Citizen

Document ID: **CATS-UPSIC/Citizen/User-Manual/English/2024/1.0**

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7/7a, RTI Bhawan,
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Lucknow, Uttar Pradesh

Name:	CATS-UPSIC Project Citizen User manual
Author(s) @ UP State Information Commission:	Software Development Team
Date:	01-01-2024
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Status:	Draft

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1. GLOSSARY/DEFINITION

Abbreviation	Description
NIC	National Informatics Centre
PIO	Public Information Officer
FAA	First Appellate Authority
CIC	Chief Information Commissioner
IT	Information Technology
IC	Information Commissioner
VPN	Virtual Private Network
MIS	Management Information System
FM	Facilitation Memo
RO	Research Officer

2. PROJECT'S BASIC ORGANIZATIONAL STRUCTURE

2.1 Project Title

The Project Title is **CATS UPSIC** which is an abbreviation used for the **Complaint and Appeal Tracking System for Uttar Pradesh State Information Commission**.

2.2 Project Cycle

The CATS UPSIC Computerization project is roll-out software after the successful completion of the Pilot Phase.

2.3 About UPSIC Department

2.3.1 Client

The client of this software is the Department of Uttar Pradesh State Information of Uttar Pradesh State in India.

The product has been initiated by the Department of Uttar Pradesh Information, designed, and developed under technical guidance of NIC.

2.3.2 Background of the Department

To uphold the spirit of the RTI Act and secure every citizen's Right to Information by facilitating access to information under the control of public authorities in order to promote transparency and accountability in the working of every such authority and develop an informed citizenry.

With the enactment of the **Right to Information Act, 2005**, the fact that the right to information is a fundamental right flowing from Articles 19(1) (A) and 21 of the Constitution of India, has now been well settled. The ultimate aim of the Right to Information Act is to have a well-informed citizenry, which is aware of its rights, and well-trained officers of public authorities who are aware of their duties and functions under the Act. A government committed to effective implementation of the Act together with active participation of non-governmental organizations and other activists and with an active Information Commission would be able to achieve the desired results.

The State Information Commission of Uttar Pradesh, which came into being on 14-09-2005 is on the forefront to achieve the goals enshrined in the Right to Information Act, 2005 to mound an informed citizenry, to promote transparency of information held by or under the control of the public authorities, contain corruption, and to hold governments and its instrumentalities accountable to the governed.

Online Service Portal for Department of Uttar Pradesh Information (Complain and Appeal Tracking system)

Alongside other tasks, Department of Uttar Pradesh Information (Complain and Appeal Tracking System) performs following major tasks:

- Complaint under section 18 of the Right to Information ACT, 2005
- Second Appeal under section 19(3) of the Right to Information ACT, 2005
- Keep On File
- Facilitation Memo Generated Application
- Order Recall (Rule - 12)
- Physical File Inspection
- Copy Application
- Office Order and copy application/inspection application.
- Request for Online Order Correction
- Request for Online Court Transfer

2.3.3 Functions of the Department

The department performs the following functions:

1. Citizen Registration:

The applicant requires to register them self with required details on UPSIC portal to fill the application forms.

2. Application Submission:

Citizens have to fill out the Complain, Appeal, Order Recall (Rule-12) and other form with required details and upload supporting documents and submit them for review.

3. Officer Verification:

Once the application is submitted by the citizen, it will be forwarded to the "**Scrutiny Officer**". After receiving the application, scrutiny officer will scrutinize the application on the basis of check lists and after that applications will be forwarded the Research Officer.

To continue, Research Officers have the authority to approve the application. The research officer can approve the application in three ways as per its verification-

- a. **Mark as Special**- Applications generated by VVIP Citizen or Application which needs special attention are Marked as Special case and forward to court with unique file/case number.
- b. **Approved**- Research officer will Review the approve case and after DSC, it will be forwarded to Court with a unique system generated Case Number.
- c. **Revert to Scrutiny Officer**- if Application has any mistakes or required some modification then Research officer will revert it to Scrutiny officer.

4. Facilitation Memo: Registrar/Joint registrar will receive the rejected application from Research Officer. Registrar/Joint Registrar has the authority to generate the Facilitation Memo against the rejected application.

5. Hearing Room:

In the hearing room there are four main users: -

Commissioner: - Commissioner will supervise the work of remaining three users and give the decisions against every case number.

Ahlmad: - Ahlmad receives all the approved files from research officer. Assign the first date of hearing and generate the notices.

Peshkar: - The peshkar is responsible for generating the cause list, updating decision types, and obtaining approval for the cause list, among other tasks.

Stenographer: - After the approval of the cause list, the stenographer will receive it, upload the order file, and create the order. Subsequently, the stenographer will forward the order to the commissioner for approval and digital signature.

6. Other Sections:

Archive Section: - The Archive section receives all the non-penalty disposed files on the 15th of each month and saves files in the compactor. It receives file requests from the hearing room and sends the requested files to the hearing room under the supervision of the registrar/joint registrar. Moreover, the Archive section is tasked with scheduling dates for physical file inspections.

Penalty Section: - The Penalty section handles disposed penalty cases, generates notices, and updates the penalty recovery records.

Copy Section: - Copy Section provides authorized copy of order and other documents as per the applicant's request.

Litigation Section: - This section works on those cases which have been challenged in Hon'ble High Court and Hon'ble Supreme Court.

2.3.5 Organizational Structure
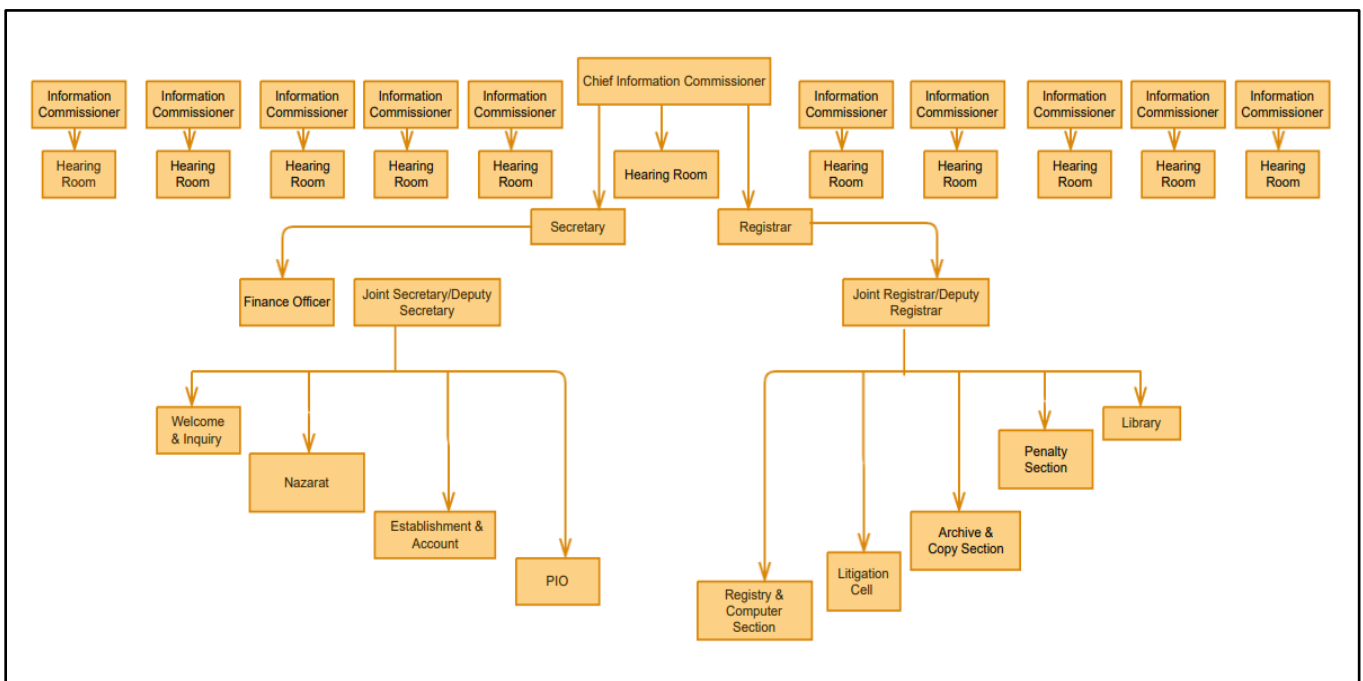
2.4 Project Initiator Details

National Informatics Centre, State Unit, Uttar Pradesh has initiated the development of Complaint and Appeal Tracking System for the Department of Information Commission.

2.5 Name of the Implementing Agency

Uttar Pradesh Information Commission 7/7A, RTI Building Vibhuti Khand, Gomti Nagar Lucknow, Uttar Pradesh.

2.6 Name and Job Title of the key contact person

Uttar Pradesh Information Commission of the Uttar Pradesh state.

Key contact person (person responsible for Implementation)

Chief Information Commission of Uttar Pradesh Information Commission, Government of Uttar Pradesh

Contact details: U.P. Information Commission

> **Ph:** 0522-2724930
>
> **Email:** webmaster-upic@up.gov.in

2.7 Software development/Computerization Agency

National Informatics Centre (NIC) has provided technical support for software development through hired outsourced work force, deployed by the Up State Information Commission.

2.8 Location of project implementation

Uttar Pradesh Information Commission 7/7A, RTI Building Vibhuti Khand, Gomti Nagar Lucknow, Uttar Pradesh.

3. CATS-UPSIC PERSPECTIVE

The prime objective for automation of the department of UPIC envisages the subsequent:

a. The department's portal has been designed according to the GIGW Guidelines for Indian Government Websites, which allows users to access helpful documents, well-defined inspection procedures, and checklists with just a click, anytime and anywhere. Additionally, the portal offers online verification of approval orders related to complaints, appeals, KOF, and Order Recall Rule-12.

b. Automated System for work allocation of Hearing of the Department.

c. Citizen-centric and user-friendly interfaces are essential for online service portals that allow citizens to apply for complaints or appeals and download digitally signed orders. The portal should be

designed with the citizen in mind, making it easy for them to access and navigate. By providing a seamless and efficient service, citizens will be more likely to use the portal, increasing its effectiveness in addressing their needs.

d. Timely Issuance verdict for complaint application.

- Online Application.
- Upload scanned supporting documents.
- Generation of application registration number
- Track the status of application online.
- Work flow-based Disposal of application.
- Generation of the orders.

e. Timely Issuance verdict for Second Appeal.

- Online Application.
- Upload scanned supporting documents.
- Generation of application registration number
- Track the status of application online.
- Work flow-based Disposal of application.
- Generation of the orders.

f. Timely Issuance verdict for Order Recall Rule-12.

- Online Application.
- Upload scanned supporting documents.
- Generation of application registration number.
- Track the status of application online.
- Work flow-based Disposal of application.
- Generation of the orders.

g.   Documents related to running case or KOF (Keep on File)

- Online Application.
- Upload scanned supporting documents.
- Generation of diary number.
- Track the status of application online.
- Work flow-based Disposal of application.

h. Timely Issuance authorized order copy for complaint/second appeal.

- Request for copy application if Eligible
- Online application
- Upload scanned supporting documents
- Generation of diary number.
- Track online the status of application
- Online Payment of fees
- Generation of authorized order copy

i. Application for physical file inspection

- Online Application
- Upload scanned supporting documents
- Generation of diary number.
- Track online the status of application
- Online Payment of fees

j. Mobile App for Citizen for submitting online Complaint/Appeal and various applications from the functional premises.

4. SELECT LANGUAGE

Citizens have to select the language in which they wish to proceed. To select, they are required to click on their language of choice in the Dropdown menu of the "Select Language" in the Header Section.
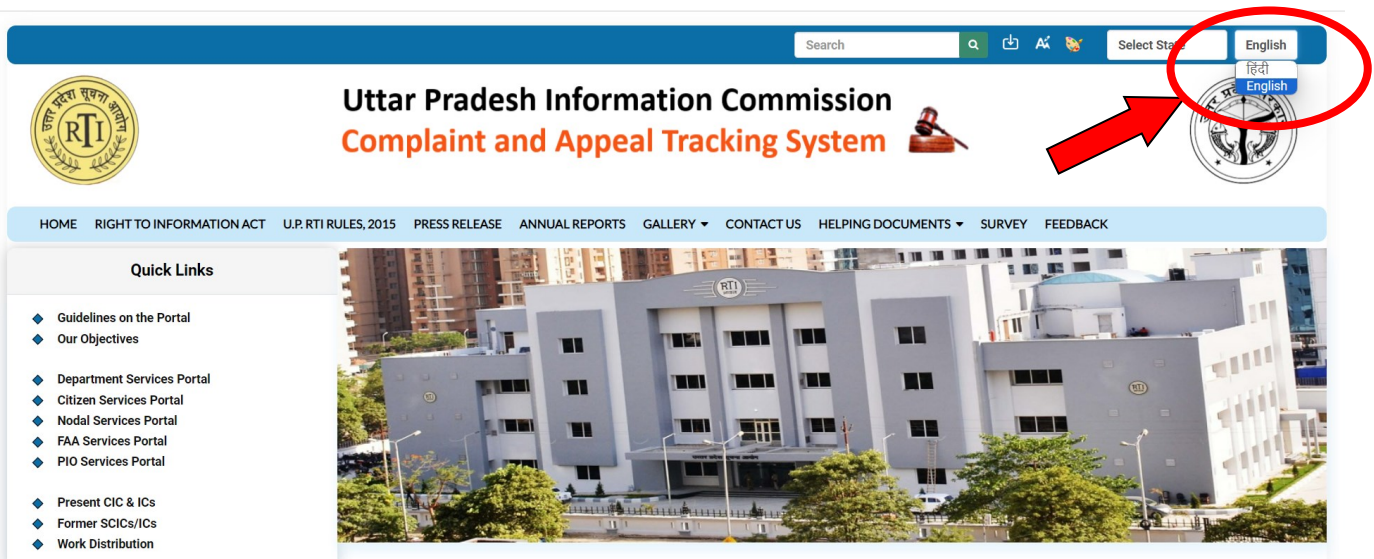
Suppose, a citizen selects Hindi as his/her language of choice, then all the subsequent pages would appear in the Hindi Language.

5. REGISTRATION

If any citizen wants to register with the portal, he/she will select the **"Citizen Services Portal"** option available in the Quick Links section on the home page.
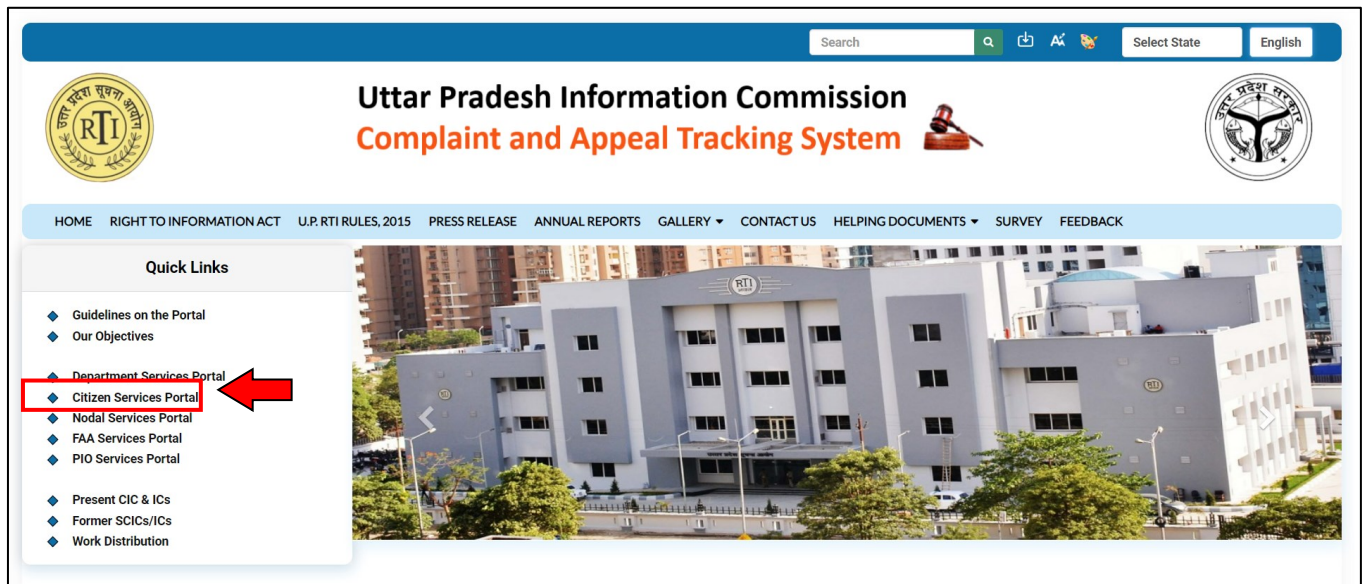
For registration, a Citizen requires a unique mobile number and an ID proof.

To Proceed; a citizen is required to click on **"Click Here."**
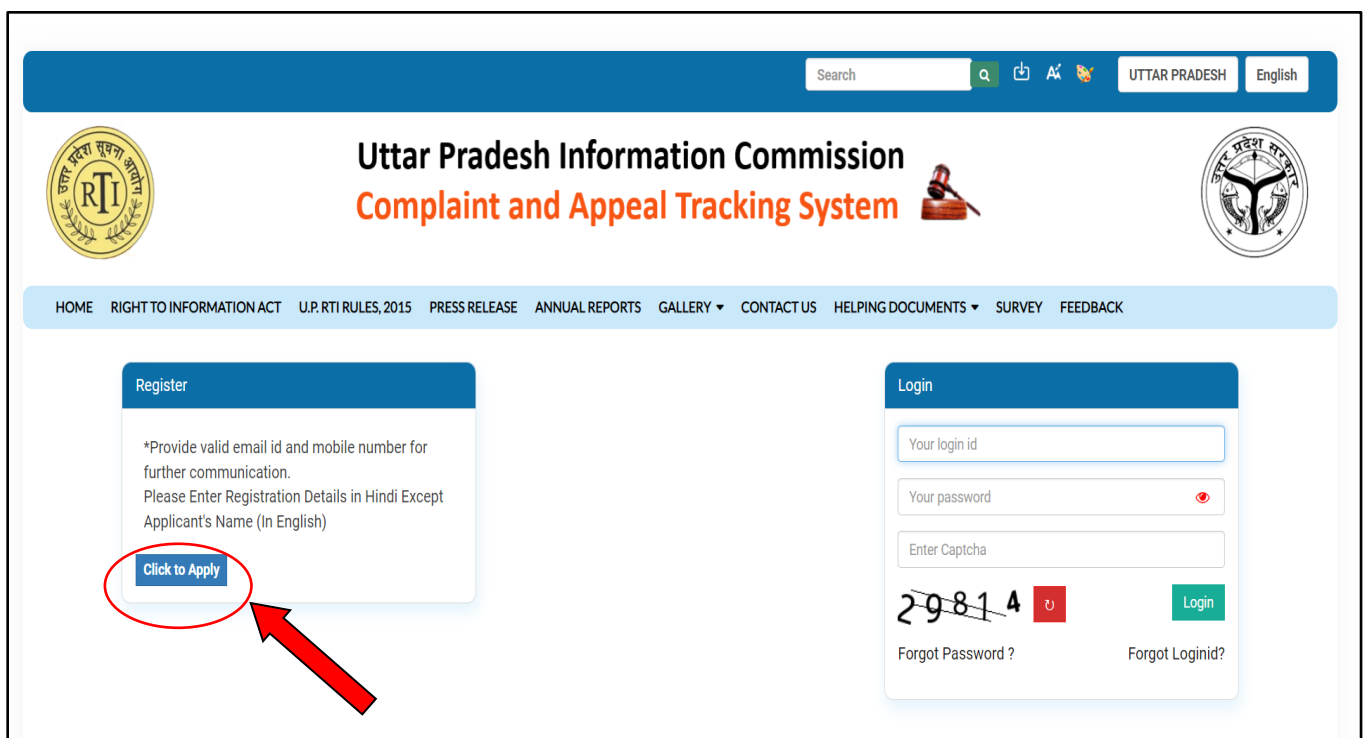
After clicking on "Click Here" the registration form will be opened. A Citizen is required to enter the Applicant name in English and Hindi, address, mobile number (not registered with the portal before) and email id, Select and upload the id-proof, enter the captcha shown then click on **"Send OTP."**

Note: Your password must satisfy the following conditions:

- Password should be min 8 and max 30 character long.

- Password should have at least one alphabet.

- Password should have at least one numeric value.

- At least one letter should be in uppercase.

- Password should have at least one special characters among (@, #, $, _).

The citizen is required to enter the OTP received on his/her Mobile number and then click on **"Verify & sign up."**

Applicant Registration

All (*) marked fields are mandatory.

Applicant's Name (in English) :*

Shri | Raj Kumar Singh

Applicant's Name (in Hindi):*

राज कुमार सिंह

Applicant's Father/Husband Name :*

कुमार सिंह

Gender: *

Male

Address :*

गोंडा

State :*

UTTAR PRADESH

District :*

AMROHA

Block/Tehsil:*

Block

Block :*

AMROHA

Town/Village :*

गोंडा

Pincode :*

271504

Email :

singh@123gmail.com

Mobile Number :*

9956297572

ID Proof:*

Voter ID Card

Upload Document* *(Upload PDF only and allowed size 2MB)*

Choose File | Affiliation Or...mpressed.pdf

Password :* *Password Help*

•••••••••••••••••••••••••••••••••

confirm Password :*

•••••••••••••••••••••••••••••••••

99628

Send OTP

An OTP Has Been Sent To Your Mobile Please Enter Here

Enter OTP

789654

Verify and Signup

Complaint & Appeal Tracking System

PRESS RELEASE   ANNUAL REPORTS   PRESENT CIC & ICS   FORMER SCICS/ICS   GALLERY ▾   CONTACT

Success!

Your application registration has been done successfully. whose login id UPICR20230000011 and password has been sent to registered mobile number.

OK

Login

Your login id

Your passwor

Enter Captcha

Forgot Passw

The Citizen will receive a unique login id on their mobile which they can use for Login.

6. LOGIN

The citizen is required to enter their unique Login id, Password and captcha then click on the **"Login"** button.

7. DASHBOARD

Applicant dashboard page will be opened after clicking the **"Login"** button.

7.1 Online Forms

To fill out an online form, applicants should click on the "Online Form" radio button under the application, option available in the sidebar menu. This will allow them to access and complete various forms, including the complaint, second appeal, KOF, and Order Recall (Rule-12) application forms.
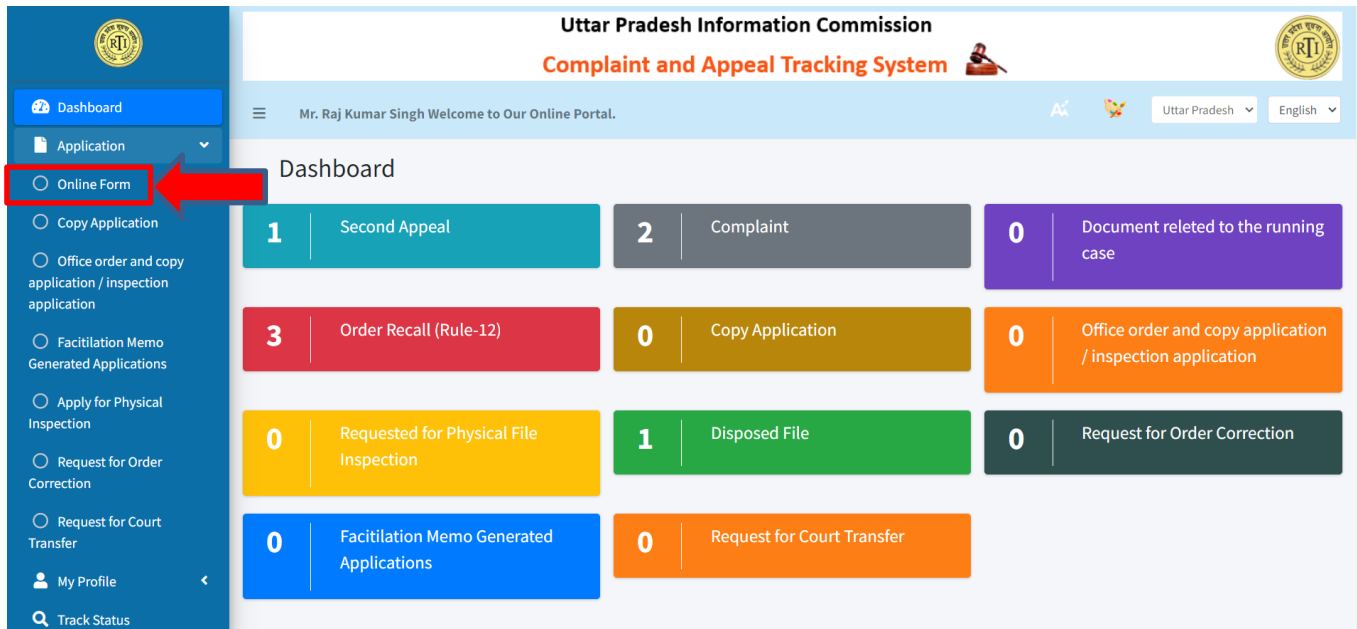
7.2 Request for Online Complaint Application

To complete the process of online complaint application form, the applicant must first select the "Complaint" application from.
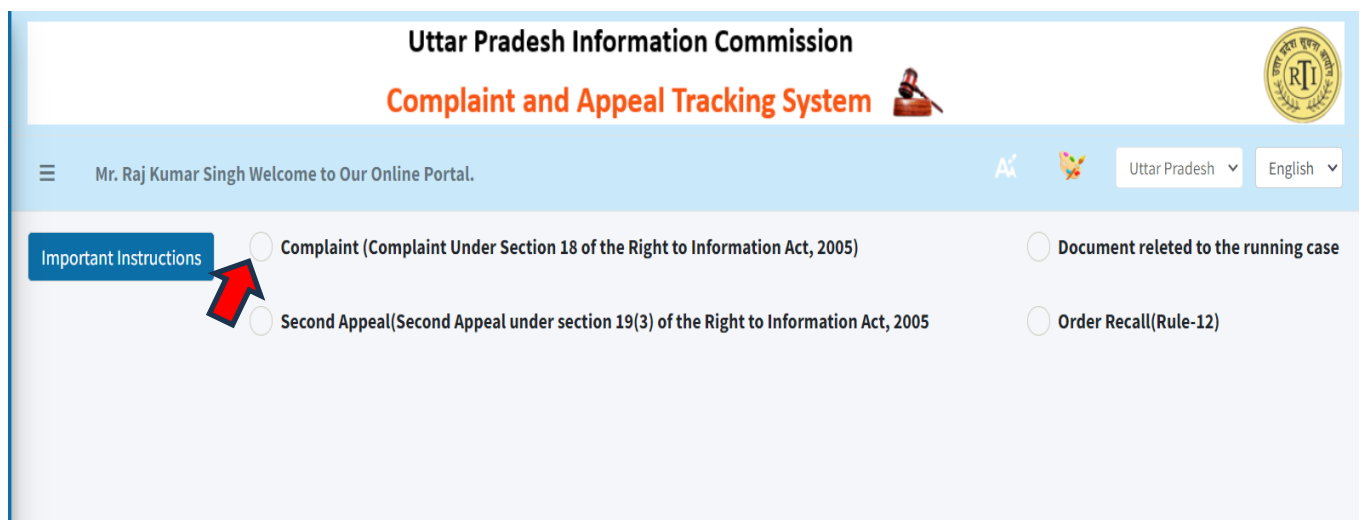
Subsequently, a confirmation dialog box will appear, applicant has to click on "Yes, open it"

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.

If the applicant wishes to attend a hearing through an offline physical visit, they should select the offline radio button and then simply click the "submit" button to open the designated form.

If the applicant wishes to attend hearing through an online virtual hearing with the same registered mobile number or email id, they should select the online radio button, it will open a screen with the registered mobile number and email id. Click simply the "submit" button to open the designated form.

If the applicant wishes to participate in a virtual hearing using an alternate phone number or email address that is not registered, they should choose the online option. This will it will open a screen with the registered mobile number and email id.

Applicants can modify their mobile number and email ID before clicking the "Submit" button.
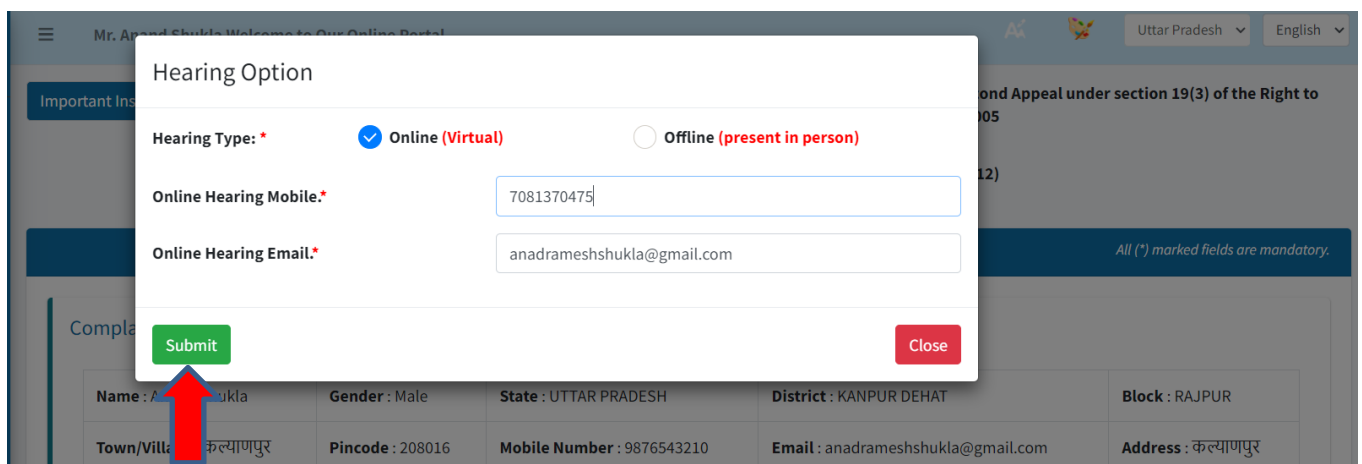
After change the mobile number or email id, the applicant can proceed to click the "Submit" button.

Following this, they need to enter the received OTP and click on the "Verify OTP" button.

After successful verification of the OTP, a success popup will be displayed on the screen. Clicking the "Ok" button to confirm the OTP.

Now, the submit button will appear, allowing the applicant to click on it and open the designated application form.

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.

Uttar Pradesh Information Commission
Complaint and Appeal Tracking System

☰   Mr. Anand Shukla Welcome to Our Online Portal.   Aⁱ 🦅 | Uttar Pradesh ▾ | English ▾ |

Complaint (Complaint Under Section 18 of the Right to Information Act, 2005)   *All (*) marked fields are mandatory.*

Complainant's Particulars

Name : Ramesh	**Gender** : Male	**State** : UTTAR PRADESH	**District** : AMBEDKAR NAGAR	**Tehsil** : Alapur
Town/Village : कानपुर	**Pincode** : 226020	**Mobile Number** : 8888888888	**Email** : singh@123gmail.com	**Address** : कानपुर

Action Taken by Public Information Officer(PIO)

Answer of P.I.O.* | Refused to accept the application ▾

Date of PIO Reply | 01/09/2023 📅   **Copy of PIO Reply***(Upload PDF only and allowed size 2MB)*   Choose File | 1696410531.pdf

Department

Department Name* | Agriculture Department ▾   **PIO Location*** | Head Quarter ▾

Office* | Agriculture Directorate ▾   **Public Information Officer Details*** | Anuj Srivastava ▾

Details of Request for obtaining information under section 6(1) of RTI Act, 2005

Date of RTI application under section 6(1)* | 01/08/2023 📅   **Copy of RTI application under section 6(1)** *(Upload PDF only and allowed size 2MB)*   Choose File | 1696410260.pdf

Is the Applicant below piverty line?* | No ▾

Mode of RTI application under section 6(1)*
🔘 Online   ○ Offline   **RTI Application No..*** | 789   **Transaction ID.*** | 654

Public Information Officer Details

Address* | Public Information Officer Office - Agriculture Directorate   **Pincode*** | 123456   **Name** | Anuj Srivastava

| **Mobile Number** | 7836895201   **Email** | anuj@gmail.com

Details of First Appeal under Section 19(1) of the Right to Information Act,2005

Date of First Appeal application under Section 19(1) | 07/09/2023 📅   **Copy of First Appeal application under Section 19(1)** *(Upload PDF only and allowed size 2MB)*   Choose File | 1696410228.pdf

Answer of First Appellate Authority (FAA) | Answer unsatisfactory/false/misleading etc. ▾

Date of Order | 04/09/2023 📅   **Copy of Order** *(Upload PDF only and allowed size 2MB)*   Choose File | 1696410260.pdf

Address | First Appellate Authority Office - Agriculture Directorate   **Pincode** | 123456   **Name** | राजीव कुमार

| **Mobile Number** | 7905500830   **Email** | test@gmail.com

After clicking on the "Submit" button, the application print option will open. The applicant can then download or print it for future use.

Citizen will receive a unique "application registration number" on their registered mobile number.
In the document enclosure option, the applicant can view the uploaded document and print it.

Application Print Preview

Uttar Pradesh Information Commission

Complaint and Appeal Tracking System

≡   Mr. Ramesh Welcome to Our Online Portal.   Uttar Pradesh ⌄   English ⌄

Back   Print

Welcome UPICR20230000017

UTTAR PRADESH INFORMATION COMMISSION
Complaint under section 18 of the Right to Information Act, 2005
Complaint Registration Number - C-20231000006

Complainant's Particulars

Name	Ramesh
Gender	Male
State	UTTAR PRADESH
District	AMBEDKAR NAGAR
Town/Village	कानपुर
Pincode	226020
Mobile Number	8888888888
Email	singh@123gmail.com
Address	कानपुर

Department

Department	Test (HeadQuarter Office)
Division	---
District	---
Tehsil	---
Block	---
Gram Panchayat	---
Office	Agriculture Directorate

Type Of Complaint

Type Of Complaint	---

Details of Request for obtaining information under section 6(1) of RTI Act, 2005

Date of RTI application under section 6(1)	01-08-2023
Is the Applicant below piverty line?	No
RTI Application No.	789
Transaction ID	654

Action Taken by Public Information Officer(PIO)

Answer of P.I.O.	Refused to accept the application
Date of PIO Reply	01-09-2023

Public Information Officer Details

PIO	Anuj Srivastava
Address	Public Information Officer Office - Agriculture Directorate
Pincode	123456
Mobile Number	7836895201
Email	anuj@gmail.com

Details of First Appeal

Date of First Appeal application under Section 19(1)	07-09-2023
FAA	राजीव कुमार
Address	NA
Pincode	123456
Mobile Number	7905500830
Email	test@gmail.com

7.3. Request for Second Appeal Application

To complete the process of online second appeal application form, the applicant must first select the "Second Appeal" application from.

Subsequently, a confirmation dialog box will appear, prompting the applicant to proceed by clicking on "Yes, open it."

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.

If the applicant wishes to attend a hearing through an offline physical visit, they should select the offline radio button and then click the submit button to open the designated form.

For those opting for online hearing, applicants can modify their mobile number and email ID before clicking on the "Submit" button. Clicking on the "Submit" button to proceed with the already registered number will open the selected form.

After opening the form, Applicant is required to enter all the necessary details and upload all the required documents and then click on the **"Submit"** button.

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Complaint and Appeal Tracking System

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Second Appeal(Second Appeal under section 19(3) of the Right to Information Act, 2005   **All (*) marked fields are mandatory.**

Applicant's Particulars

Name : Ramesh	**Gender** : Male	**State** : UTTAR PRADESH	**District** : AMBEDKAR NAGAR	**Tehsil** : Alapur
Town/Village : कानपुर	**Pincode** : 226020	**Mobile Number** : 8888888888	**Email** : singh@123gmail.com	**Address** : कानपुर

Department

Department Name*	Agriculture Department ▾	**PIO Location***	Head Quarter ▾
Office*	Agriculture Directorate ▾	**Public Information Officer Details***	Anuj Srivastava ▾

Action Taken by Public Information Officer(PIO)

Action Taken by Public Information Officer(PIO)*	Not providing Information in Stipulated Time ▾		
Date of PIO Reply	31/08/2023 📅	**Copy of PIO Reply**(Upload PDF only and allowed size 2MB)	Choose File 1696410497.pdf

Details of Request for obtaining information under section 6(1) of RTI Act, 2005

Date of RTI application under section 6(1)*	16/08/2023 📅	**Copy of RTI application under section 6(1)*** (Upload PDF only and allowed size 2MB)	Choose File 1696410531.pdf
Is the Applicant below piverty line?*	Yes ▾	**BPL Card No. (Proof of BPL may be provided as an attachment)***	8978798
Year of issue*	2020 📅	**Issuing Authority***	Issuing Authority

Public Information Officer Details

Address*	Public Information Officer Office - Agriculture Directorate	**Pincode***	123456	**Name**	Anuj Srivastava
		Mobile Number	7836895201	**Email**	anuj@gmail.com

First Appellate Authority Details

Nature of Response of FAA*	There is no answer ▾				
Date of First Appeal application under Section 19(1)*	12/10/2023 📅	**Copy of First Appeal application under Section 19(1)*** (Upload PDF only and allowed size 2MB)	Choose File No file chosen		
Address*	First Appellate Authority Office - Agriculture Directorate	**Pincode***	123456	**Name**	राजीव कुमार
		Mobile Number	7905500830	**Email**	test@gmail.com

Scanned copy of the signed Second Appeal under section 19(3) of the Right to Information Act, 2005

Scanned copy of the signed Second Appeal under section 19(3) of the Right to Information Act, 2005*(Upload PDF only and allowed size 2MB)

Choose File | 1696410497.pdf

Remarks

Relief sought under Section 19(3)- Second Appeal of the Right to Information Act, 2005*

Test

Other Supporting Documents

| Document-1 Details | doc | Upload Document-1(Upload PDF only and allowed size 2MB) | Choose File | 1696410228.pdf |
| Document-2 Details | | Upload Document-2(Upload PDF only and allowed size 2MB) | | |

Declaration

☑ I hereby state that the information and particulars given above are true to the best of my knowledge and belief. I also declare that this matter is not previously filed with this commission nor is pending with any Court or tribunal or authority.

Submit   Cancel

Content provided & maintained by Uttar Pradesh Information Commission.

Success

Application submitted successfully ! A-20231000007 Second Appeal Registration Number has been sent on your mobile number

OK

After clicking on the **"Submit"** button, application print option will be opened. Applicant can download or print it for future use.

Citizen will receive a unique "application registration number" on their registered mobile number.
In the document enclosure option applicant can view the uploaded document and print the document.

Uttar Pradesh Information Commission

Complaint and Appeal Tracking System

Mr. Ramesh Welcome to Our Online Portal.   Uttar Pradesh   English

Back   Print

Welcome **UPICR20230000017**

UTTAR PRADESH INFORMATION COMMISSION
Second Appeal under section 19(3) of the Right to Information Act, 2005
Appeal Registration Number - A-20231000007

Appeallent's Particulars

Name	Ramesh
Gender	Male
State	UTTAR PRADESH
District	AMBEDKAR NAGAR
Town/Village	कानपुर
Pincode	226020
Mobile Number	8888888888
Email	singh@123gmail.com
Address	कानपुर

Department

Department	Test (HeadQuarter Office)
Division	---
District	---
Tehsil	---
Block	---
Gram Panchayat	---
Office	Agriculture Directorate

Details of Request for obtaining information under section 6(1) of RTI Act, 2005

Date of RTI application under section 6(1)	16-08-2023
Is the Applicant below piverty line?	Yes
BPL Card No. (Proof of BPL may be provided as an attachment)	8978798
Year of issue	2020
Issuing Authority	Issuing Authority

Action Taken by Public Information Officer(PIO)

Answer of P.I.O.	Not providing Information in Stipulated Time
Date of PIO Reply	31-08-2023

Public Information Officer Details

PIO	Anuj Srivastava
Address	Public Information Officer Office - Agriculture Directorate
Pincode	123456
Mobile Number	7836895201
Email	anuj@gmail.com

Details of First Appeal

Date of First Appeal application under Section 19(1)	12-10-2023
FAA	राजीव कुमार
Address	First Appellate Authority Office - Agriculture Directorate
Pincode	123456
Mobile Number	7905500830
Email	test@gmail.com

7.4 Application for a Document Related to the Running Case

Note: Once an application is submitted, if the applicant wishes to send any additional information to the department in the form of a document, they can fill out the KOF form after receiving the file number.

To fill out this form online, applicants must click on the **"Document Related to the Running Case"** radio button. Upon clicking, a confirmation dialog box will appear.

After that, they need to click on the "Yes open it" button, which will subsequently open up the Keep on File (KOF) form.

Applicant can fill KOF by choosing one of three following options:

- File number

- Application registration number

- Diary number

While choosing an option, an input box will open. Suppose the applicant chooses the option for application registration number, then they must select their application registration number and click on the "Search" button.

Applicant is required to upload all the required documents and then click on the **"Submit"** button.

Uttar Pradesh Information Commission

Complaint and Appeal Tracking System ⚖️

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KOF Details   All (*) marked fields are mandatory.

Registration Number :	C-20230600008	**File Number :**	S06/C/0005/2023

Case Status

Disposed Date :	27/06/2023	**Hearing Status :**	Penalty imposed and suit disposed of.
Hearing Court :	S-6		

Details of File

Complainant :	Anand Shukla	**Address :**	कल्याणपुर
Mobile Number :	9876543210	**Email :**	anadrameshshukla@gmail.com

Public Information Officer Details

PIO :	दिनेश खान	**Address :**	जन सूचना अधिकारी कार्यालय - कृषि विभाग , कानपुर डिवीजन

Upload Documents *(Upload PDF only and allowed size 2MB)*   [Choose File] 1696410531.pdf

[Submit] ⟵ Click on "Submit" Button   [Cancel]

Success

Your Document releted to the running case submitted successfully !

[OK] ⬅

After submitting the form, an application print preview will be opened. Applicant can download or print it for future use.

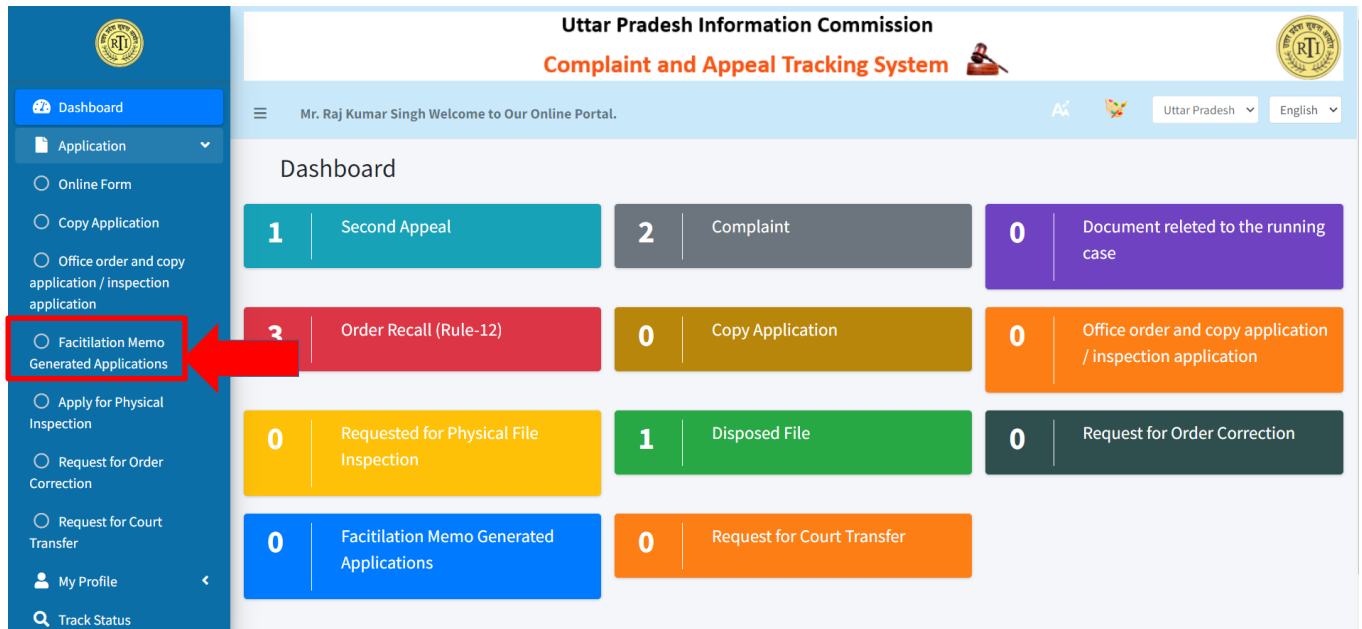Citizen will receive a unique "**Diary number**" on their registered mobile number.

In the document enclosure section, applicant can view the uploaded document and print the document.
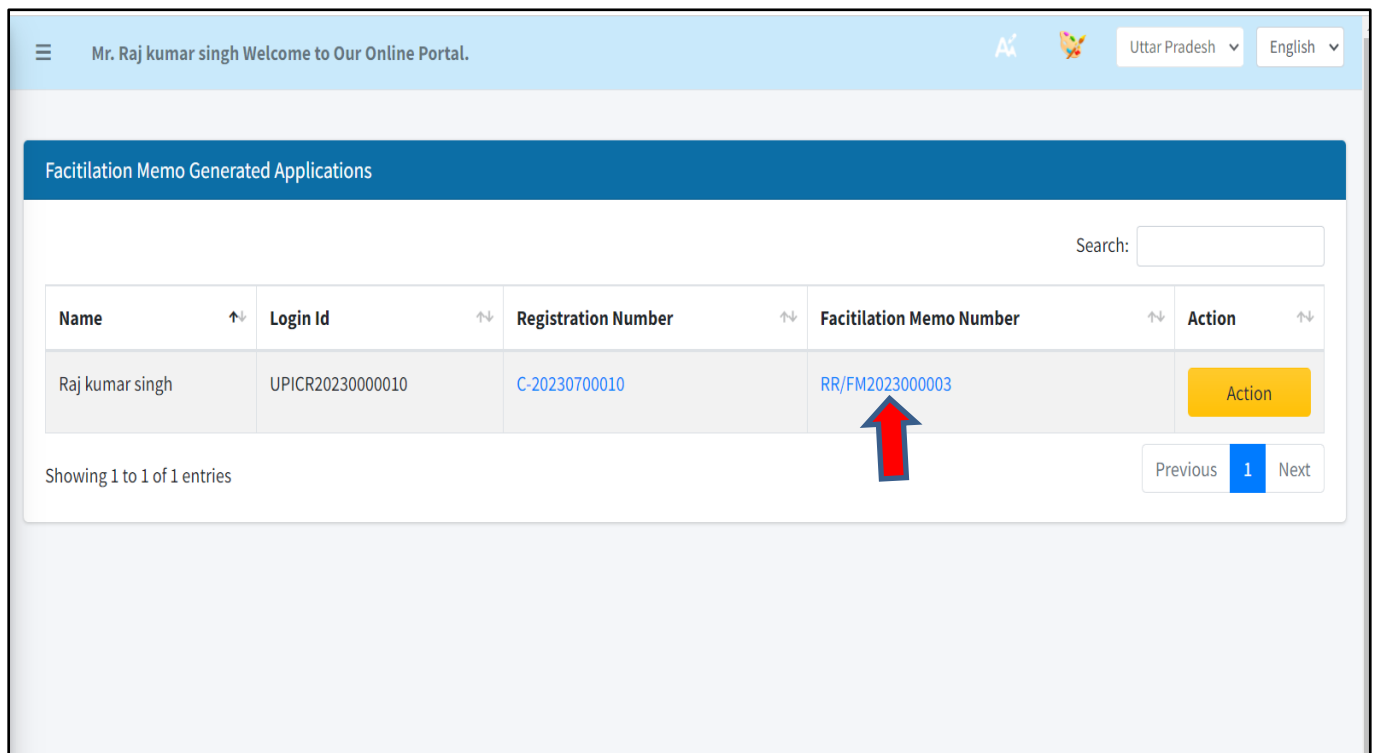
KOF Application Print Preview

Uttar Pradesh Information Commission
Complaint and Appeal Tracking System

☰ Mr. Anand Shukla Welcome to Our Online Portal.   Aᴬ 🦋   Uttar Pradesh ⌄   English ⌄

Welcome : **UPICR20230000003**	Registration Number : **C-20230600008**	File Number : **S06/C/0005/2023**

UTTAR PRADESH INFORMATION COMMISSION
Diary Number - D-171020230001

Citizen Details

Name	Anand Shukla
Mobile Number	9876543210
Email	anadrameshshukla@gmail.com
Address	कल्याणपुर

Public Information Officer Details

PIO	दिनेश खान
Address	जन सूचना अधिकारी कार्यालय - कृषि विभाग , कानपुर डिवीजन

Case Status

Disposed Date	27/06/2023
Hearing Status	Penalty imposed and suit disposed of.
Hearing Court	S-6
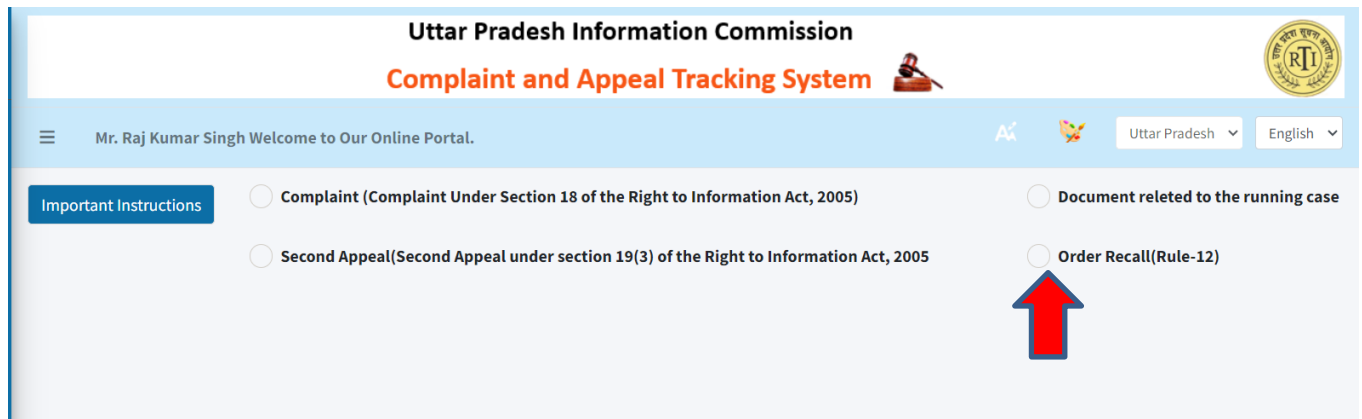
Documents Enclosure	
Document-1 Details	👁 View Document
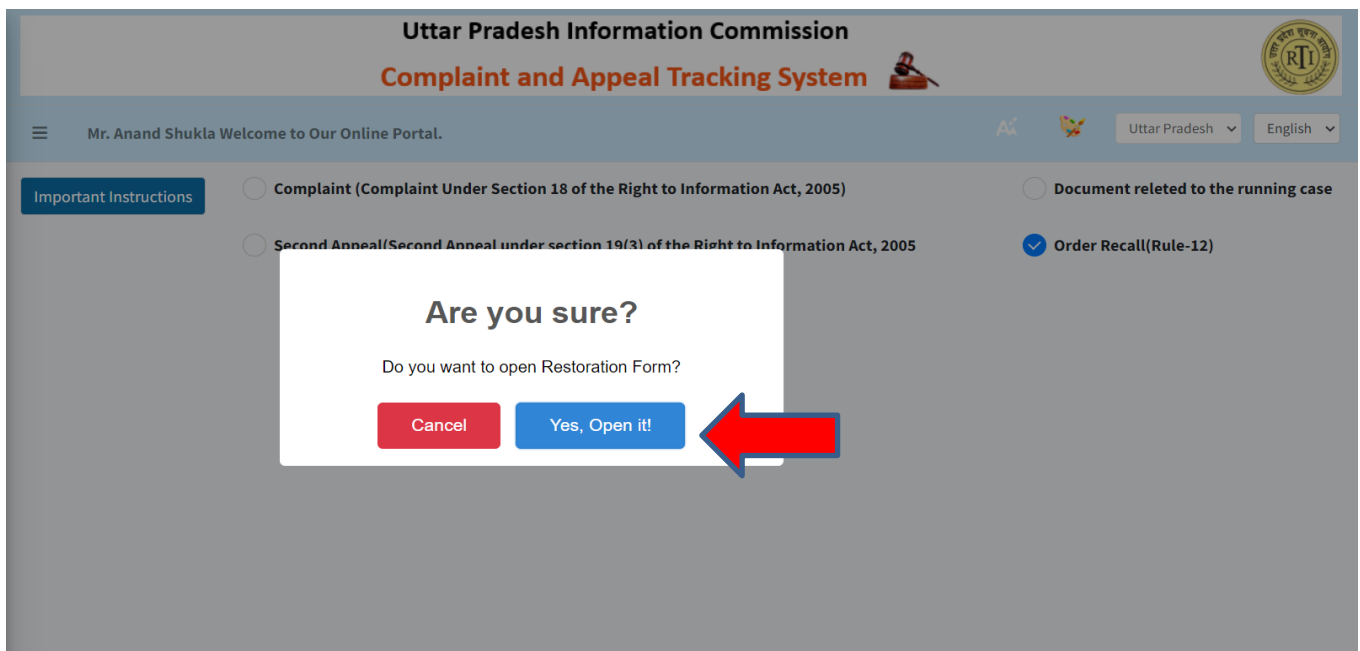
7.5 Request for Order Recall (Rule-12)

Note: The Order Recall form can be filled out within ninety days of the case's disposition date. If applicants wish to submit the form after the ninety-day period, they must provide a reason for the delayed submission.

To fill online Order Recall form, applicants is required to click on the "**Order Recall (Rule-12)**" radio button, while clicking a confirmation dialog box will be opened.

After that, they need to click on the "Yes, open it" button.

Applicant can fill Order Recall (Rule-12) by choosing one of three following options:
- File number
- Application registration number
- Diary number

While choosing an option, an input box will open. Suppose the applicant chooses the option for application registration number, then they must choose their application registration number and click on the "Search" button to proceed.

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.

Hearing Option

Hearing Type:- *   ○ **Online (Virtual)**   ○ **Offline (present in person)**

Submit   Close

For those opting for an online hearing, applicants can modify their mobile number and email ID before clicking the "Submit" button. Upon submission, the selected form will open.

Hearing Option

Hearing Type:- *   ● **Online (Virtual)**   ○ **Offline (present in person)**

Online Hearing Mobile.*   9044895660

Online Hearing Email.*   anadrameshshukla@gmail.com

Submit   Close

After opening the order recall application form, Applicant is required to enter all the necessary details and upload all the required documents and then click on the **"Submit"** button.

Uttar Pradesh Information Commission
Complaint and Appeal Tracking System

Order Recall application under Rule-12 of UP Right to Information Rules,2015   All (*) marked fields are mandatory.

Registration Number:-	A-20230700006	**File Number:-**	S06/A/0009/2023

Details of File

Applicant's Name (in English):-	Anand Shukla	**Applicant's Name (in Hindi):-**	रमेश शुक्ला
Address:-	कल्याणपुर	**Mobile Number:-**	9876543210
Email:-	anadrameshshukla@gmail.com		

Public Information Officer Details

Public Information Officer Details:-	अनुज श्रीवास्तव	**Address:-**	जन सूचना अधिकारी कार्यालय - कृषि निदेशालय
Mobile Number:-	7836895244	**Email:-**	pio@gmail.com

Order Recall Details:-

Disposal date of final order:-*   18/07/2023

Whether the said order has been passed without hearing the applicant, despite no fault of the applicant?*   ● Yes   ○ No

Whether the hearing and disposal of the case has been done by the Commission on a date other than the due date?*   ● Yes   ○ No

If so, whether the applicant could not appear in the said hearing even though he was not at fault?*   ○ Yes   ● No

Date of information of the said order to the applicant:-*   `08/08/2023`

Reason for Late Application:-	test	Base of Order return:-*	test

Remarks:-*   test

Link Paper

Final Order Copy * *(Upload PDF only and allowed size 2MB)*   [Choose File] 1696410531.pdf

Other documents on which the order recall application relies:- *(Upload PDF only and allowed size 2MB)*   [Choose File] 1696410260.pdf

Declaration

☑ I, **Anand Shukla** Son/Daughter/Wife of Shri सुशील शुक्ला resident of कल्याणपुर do hereby declare that I have not filled any other Recall (Order Recall (Rule - 12)) application against the order in question and to the best of my knowedge and belief, the paticulars provided in this application are ture and correct and I have not suppressed any material fact.

[Submit]   [Cancel]

Success

Application submitted successfully ! P-20231000008 Restoration Registration Number has been sent on your mobile number

[OK]

After clicking on the **"Submit"** button, application print preview will be opened. Applicant can download or print it for future use.

Citizen will receive a unique "application registration number" on their registered mobile number.

In the document enclosure option applicant can view the uploaded document and print the document.

Application Print preview

Uttar Pradesh Information Commission
Complaint and Appeal Tracking System

≡   Mr. Anand Shukla Welcome to Our Online Portal.   Aᵃ   🐿   Uttar Pradesh ⌄   English ⌄

Welcome UPR20230000003 | **Old File Number :- S06/A/0009/2023** | **Registration Number :- A-20230700006**

UTTAR PRADESH INFORMATION COMMISSION
Order Recall Application Under Rule - 12 of the Uttar Pradesh Information Officer Rules, 2015
Restorartion Registration Number – P-20231000008

Applicant's Name (in English)	Anand Shukla
Applicant's Name (in Hindi)	रमेश शुक्ला

Details of File

Address	कल्याणपुर
Mobile Number	9876543210
Email	anadrameshshukla@gmail.com

Public Information Officer Details

Public Information Officer Details	अनुज श्रीवास्तव
Address	जन सूचना अधिकारी कार्यालय - कृषि निदेशालय
Mobile Number	7836895244
Email	pio@gmail.com

Order Recall Details

Disposal date of final order	18-07-2023
Whether the said order has been passed without hearing the applicant, despite no fault of the applicant?	Yes
Whether the hearing and disposal of the case has been done by the Commission on a date other than the due date?	Yes
If so, whether the applicant could not appear in the said hearing even though he was not at fault?	No
Date of information of the said order to the applicant	08-08-2023
Base of Order return	test
Remarks	test

Declaration

✔ I, **Anand Shukla** Son/Daughter/Wife of Shri **सुशील शुक्ला** resident of **कल्याणपुर** do hereby declare that I have not filled any other Recall (Order Recall (Rule - 12)) application against the order in question and to the best of my knowedge and belief, the paticulars provided in this application are ture and correct and I have not suppressed any material fact.

Documents Enclosure	
Final Order Copy	👁 View Document
Other forms on which the order withdrawal application relies	👁 View Document

Content provided & maintained by Uttar Pradesh Information Commission.

7.6 Facilitation Memo Generated Application

After the facilitation memo is generated against an any application registration number, the applicant receives a SMS regarding the rejection of their application. The applicant then needs to go to their dashboard and click on the "Facilitation Memo Generated Application" option.

After clicking on the "Facilitation Memo Generated Application", the applicant can click on the "Facilitation Memo number" to view the Facilitation Memo.

Facilitation Preview

☰ Mr. Raj kumar singh Welcome to Our Online Portal.   Uttar Pradesh ⌄   English ⌄

🖶 Print

Uttar Pradesh Information Commission
7/7A, RTI Bhawan Vibhuti Khand, Gomti Nagar Lucknow, Uttar Pradesh

Letter no. : **RR/FM2023000003**   Registration Number : **C-20230700010**   Date : **11-07-2023**

From,

REGISTRAR
Uttar Pradesh Information Commission
7/7A, RTI Bhawan Vibhuti Khand, Gomti Nagar Lucknow, Uttar Pradesh

सेवा में ,

Mr. राज कुमार सिंह S/O श्री कुमार सिंह
Address - गोंडा , 271504.
AMROHA UTTAR PRADESH |
Mobile Number : 9956297578

Sir ,

A : **11-07-2023** has been submitted by you to the Commission on date: :**11-07-2023** in which the following error has been found after checking at the registry level::

1) The complaint is not addressed to the Uttar Pradesh Information Commission.
2) The copy of the original application submitted under section 6(1) of the Act is not attached with the complaint.
3) The designation and address of the Public Information Officer is incorrect.
4) This complaint has been presented in respect of two or more applications submitted under section 6(1) of the Act.
5) The copy of the first appeal filed under section 19(1) of the Act before the First Appellate Authority along with the second appeal filed under section 19(3) of the Act before the Commission is not attached.
6) Appellant aggrieved by the order of the First Appellate Authority has filed a second appeal before the Commission, but the copy of the order of the First Appellate Authority is not attached.
7) The second appeal has been filed before the Commission even before the expiry of the period of 45 days from the date of filing the first appeal before the first appellate authority.
8) The designation and address of the First Appellate Authority is incomplete.
9) The designation and address of the First Appellate Authority is incorrect.
10) Original copy of the complaint is not attached.
11) The submitted request for information is more than 500 words.
12) The first appeal has been filed before the stipulated period.
13) The second appeal is time barred and the reason for the delay is not mentioned.
14) Information has been sought in the complaint.
15) The complaint has sought compensation.
16) This fact has not been verified as per rules that no other complaint has been filed in the present case.
Other Defects -

Remarks : टिप्पणी

　　　Therefore, returning the Complaint (Complaint Under Section 18 of the Right to Information Act, 2005) submitted by you at the attachment, you are advised that the error pointed out in this letter After removing it, you can submit your Complaint (Complaint Under Section 18 of the Right to Information Act, 2005) to the commission again.
Number of attached pages - 5
Name of the employee who performed the scrutiny - Raj kumar singh

Sincerly ,
Digitally Signed By
Rajeev Kumar
REGISTRAR
Uttar Pradesh Information Commission

The applicant can view previously filled application details by clicking on application registration number

The applicant is required to click on the "Action" button to open the editable application form.

The applicant needs to edit necessary details as per the instructions given in the facilitation memo, upload the required documents, and then click on the "Submit" button.

COMPLAINT & APPEAL TRACKING SYSTEM FOR UTTAR PRADESH STATE INFORMATION COMMISSION

Complaint (Complaint Under Section 18 of the Right to Information Act, 2005)   *All (*) marked fields are mandatory.*

Complainant's Particulars

| **Name** : Raj kumar singh | **Gender** : Male | **State** : UTTAR PRADESH | **District** : AMROHA | **Block** : AMROHA |
| **Town/Village** : गोंडा | **Pincode** : 271504 | **Mobile Number** : 9956297578 | **Email** : singh@123gmail.com | **Address** : गोंडा |

Action Taken by Public Information Officer(PIO)

| **Answer of P.I.O.*** | Answer unsatisfactory/false/misleading etc. ▼ | | |
| **Date of PIO Reply** | 01/07/2023 📅 | 👁 View Document | ✏ Edit |

Department

| **Department Name*** | Agriculture Department ▼ | **PIO Location*** | Head Quarter ▼ |
| **Office*** | Agriculture Directorate ▼ | **Public Information Officer Details*** | ▼ |

Details of Request for obtaining information under section 6(1) of RTI Act, 2005

| **Date of RTI application under section 6(1)*** | 17/05/2023 📅 |
| **Is the Applicant below piverty line?*** | No ▼ |

Mode of RTI application under section 6(1)*

🔘 Online   ⚪ Offline   **RTI Application No.:*** 878946   **Transaction ID.*** 89797897

Public Information Officer Details

| **Address*** | Public Information Officer Office - Agriculture Directorate | **Pincode*** | 123456 | **Name** | |
| | | **Mobile Number** | 7836895201 | **Email** | anuj@gmail.com |

Details of First Appeal under Section 19(1) of the Right to Information Act,2005

| **Date of First Appeal application under Section 19(1)** | 21/06/2023 📅 |

| **Answer of First Appellate Authority (FAA)** | Refused to accept the application ▼ |

| **Date of Order** | 📅 | **Copy of Order**(Upload PDF only and allowed size 2MB) | Choose File No file chosen |

| **Address** | First Appellate Authority Office - Agriculture Directorate | **Pincode** | 123456 | **Name** | राजीव कुमार |
| | | **Mobile Number** | 7905500830 | **Email** | test@gmail.com |

Remarks

Relief sought under Section 18 (Complaint) of the Right to Information Act, 2005*   Relief sought under Section 18

Documents Enclosure

Copy of RTI Application	✏Edit	👁View Document
Copy of First Appeal	✏Edit	👁View Document
Copy of Complaint	✏Edit	👁View Document

Declaration

☑ I hereby state that the information and particulars given above are true to the best of my knowledge and belief. I also declare that this matter is not previously filed with this commission nor is pending with any Court or tribunal or authority.

[Submit]   [Cancel]

After submission of the application, a success alert gets displayed on the screen.
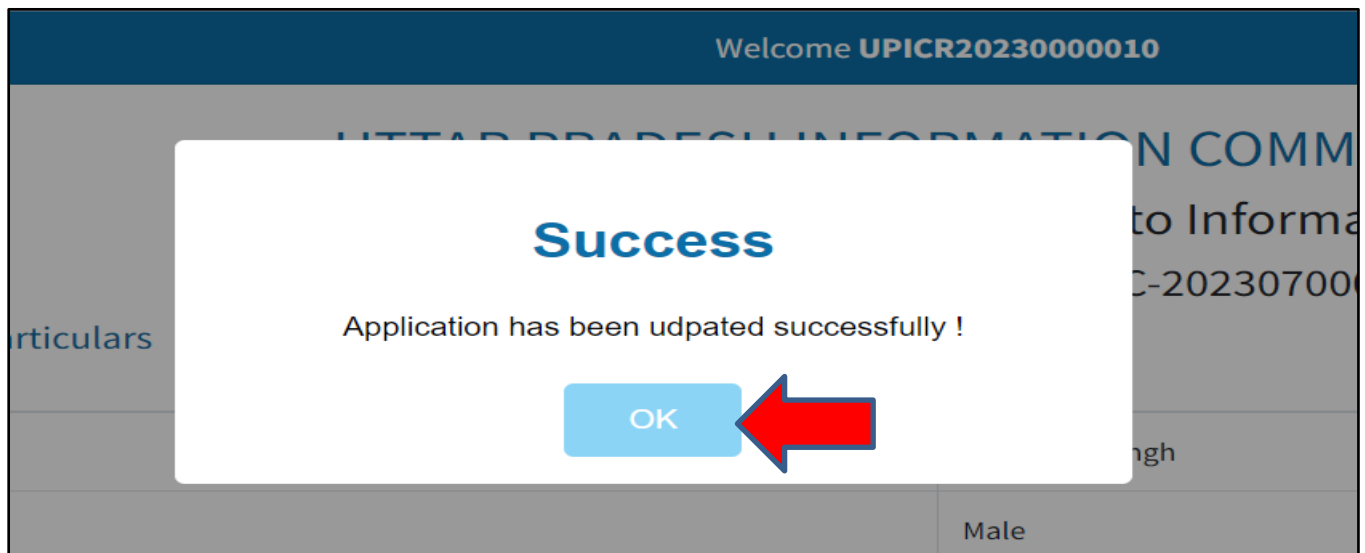
7.7 Copy Application

Note: The applicant can only fill out the application form copy after the first hearing has been done of any application.

To fill online copy application, citizen has to click on "**Copy Application**" in the side bar menu under the application option.
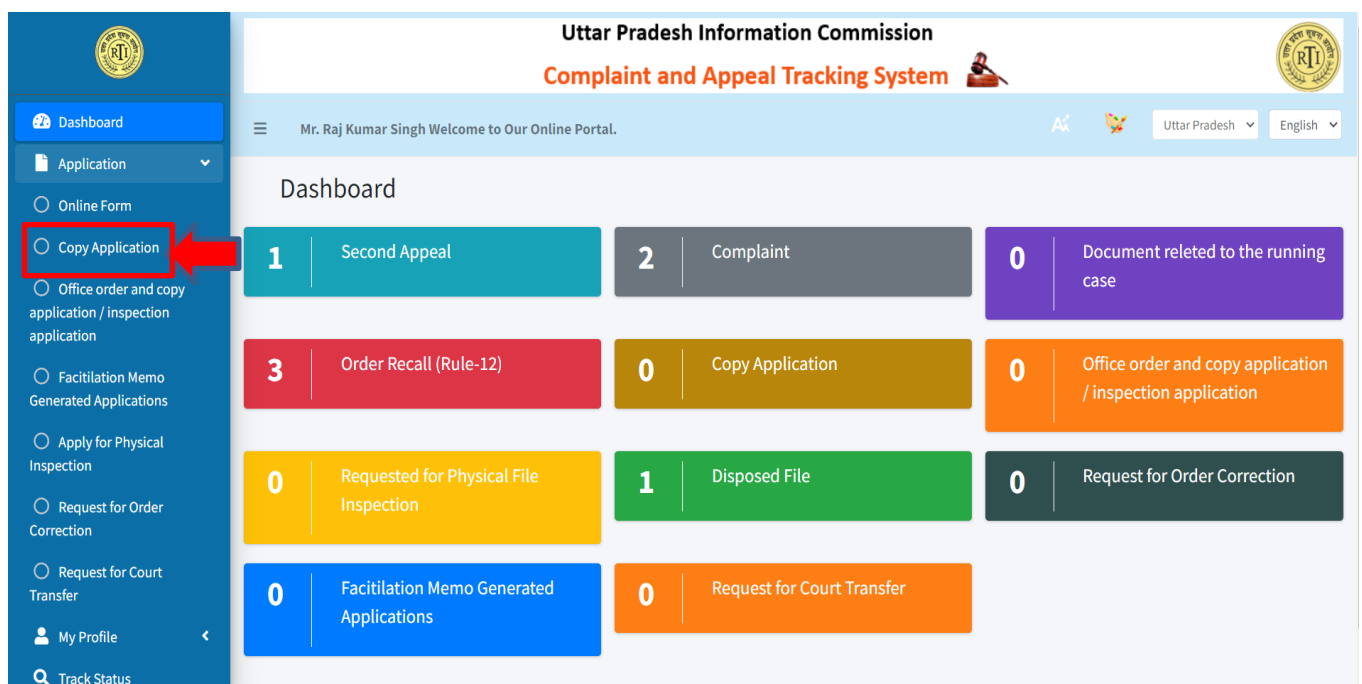
Applicant can fill Copy Application by choosing one of three following options:

- File number

- Application registration number

- Diary number

While choosing the option, an input box will be opened. Suppose applicant chooses application registration number option then applicant has to choose application registration number and click on the "**Search**" button.

After Clicking on search button, copy application form will be open. After opening the form, applicant is required to select the required order date and then click on other documents button if required any other documents.

After clicking on the other documents button applicant can view and click on check boxes corresponding to that documents which is required and click on close button.

After clicking on the "other documents" button, the applicant can view all the documents related to the file and select the checkboxes corresponding to the documents that are required. They can then click on the "close" button.

To continue applicant need to choose mode of copy receive and then click on submit button.

Fees submission –

After clicking on the submit button, the application will be put on hold for fee payment with the fee details. To pay the fees, click the "Pay Fees" button, which will open the fees payment page.

After fees payment has been done successfully, the applicant can click on the "pay fees" button.

After fees payment done applicant receives unique diary number for track the application.

After submitting the application, a print preview of the application will be displayed. The applicant can download or print it for future use.

Copy Application Acknowledgement View

Uttar Pradesh Information Commission

Complaint and Appeal Tracking System

Mr. Anand Shukla Welcome to Our Online Portal.

Uttar Pradesh ∨   English ∨

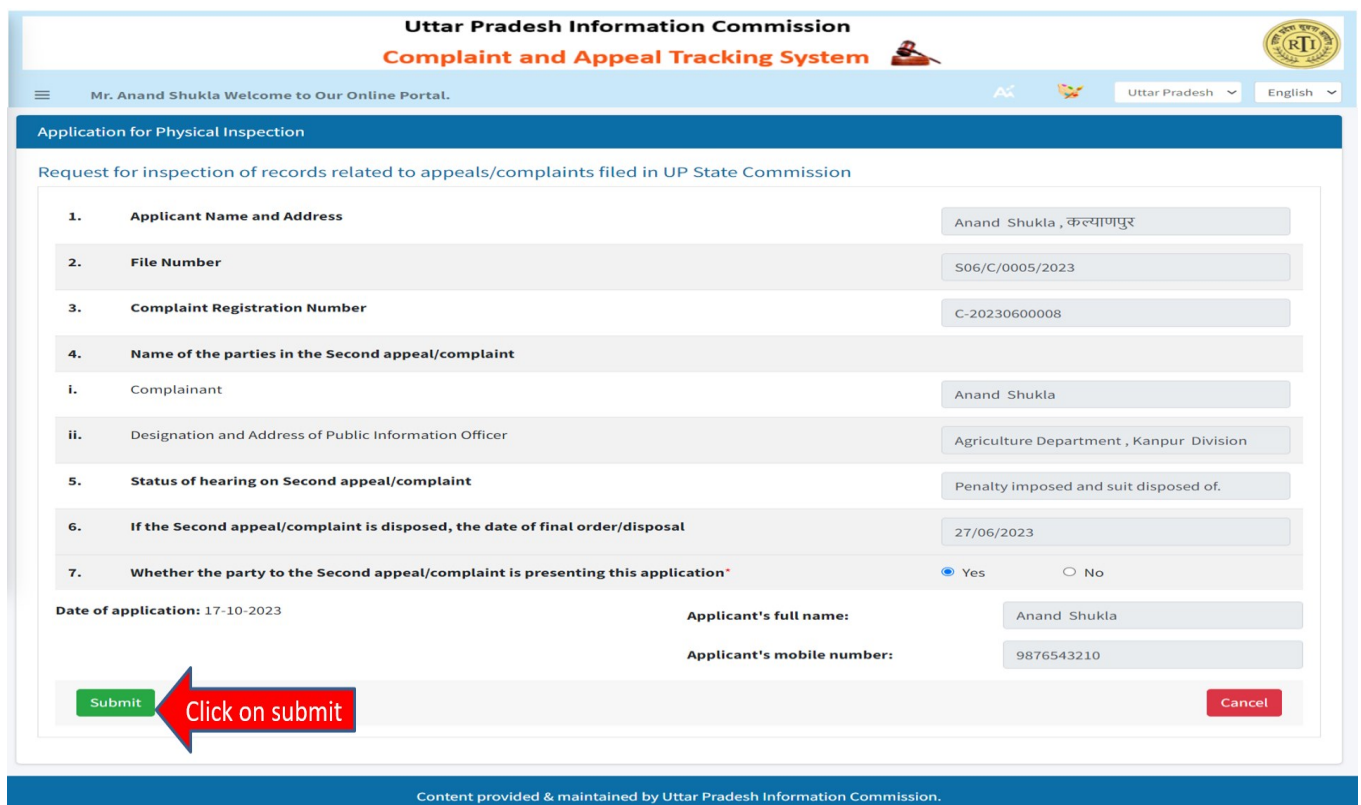Back   🖶 Print

UTTAR PRADESH INFORMATION COMMISSION
Application for receipt of copy of final / interim order and
other forms passed in complaint / second appeal / order
recall(rule-12) application
Diary Number – D-171020230002

to Registrar UP Information Commission, Lucknow		
	Copy Application Registration No.:	D-171020230002
	Date:	17-10-2023

Sir,
Kindly provide the following copy to the applicant-

1.	Complaint Registration Number	C-20230600008
2.	File Number	2023S06C0005
3.	Complainant	Anand Shukla
4.	Designation and Address of Public Information Officer	Agriculture Department , Kanpur Division
5.	Adjudicated or undecided	
6.	Name of State Information Commissioner with whom the matter is pending or by whom the final order has been passed.	Shri Ajaya Kumar Uprety
7.	Date and details of the order whose copy is desired (interim / final)	27-06-2023 / Final Order
8.	Date and details of other forms/records desired (including number of pages)	

Form Date	Form Description	Number of Pages
27-06-2023	Copy of RTI Application	3
27-06-2023	Marked Check List	3

9.	Mode of Copy Receive	IN PERSON

Fee Payment Details

Date of application: 17-10-2023

Order Fee	₹ 10.00
Other Form Fee	₹ 12.00
Dak Fee	---
Total	₹ 22.00
बैंक संदर्भ संख्या	XYZ
शुल्क भुगतान स्थिति	Success

Applicant's full name	Anand Shukla
Applicant's mobile number	9876543210
Full Address of the applicant	कल्याणपुर

Content provided & maintained by Uttar Pradesh Information Commission.

7.8 Application for Office order and copy application/inspection application.

To fill the Application form for Office order and copy application/inspection application, citizen has to click "**Office order and copy application/inspection application**" in the side bar menu.

After clicking, four types of forms will appear. The applicant needs to click on the checkbox corresponding to the desired application to proceed.

While choosing the option, an input box will be opened. Applicant will enter the application diary number and click on the "**Search**" button.

After Clicking on search button, Office order and copy application/inspection application form will be open. After opening the form, a citizen is required to enter all the necessary details and upload all the required documents and then click on the **"Submit"** button.

Fees submission

After clicking on the submit button, the application will be put on hold for fee payment with the fee details. To pay the fees, the applicant needs to click the "Pay Fees" button, which will open the fees payment page.

After fees payment has been done successfully, the applicant can click on the "pay fees" button.

After submission the fees, application print preview will be opened. Applicant can download or print it for future use.

In the document enclosure option applicant can view the uploaded document and print the document.

Application Print Preview

Uttar Pradesh Information Commission

Complaint and Appeal Tracking System

≡ Mrs. Vidya Shrivastava Welcome to Our Online Portal. | Uttar Pradesh ⌄ | English ⌄

🖶 Print

UTTAR PRADESH INFORMATION COMMISSION
Application form for receipt of copy of order passed on office order and copy application / inspection application / other forms

Diary Number - D-120720230006

to		
Registrar		
UP Information Commission, Lucknow.	**Copy Application Registration No.:**	D-120720230006
	Date:	12-07-2023

Sir,
Kindly provide the following copy to the applicant-

1.	Order passed on duplicate application	
2.	Date of the above form	02-07-2023
3.	Name of the applicant of the application/suggestion/complaint if it is a form other than the above mentioned form	**Diary Number :** C-20230600016 **Applicant Name :** Vidya Shrivastava **प्रेषक :** Application **Subject :** Copy
4.	Number of pages of the form whose copy is desired	5
5.	Mode of Copy Receive	IN PERSON

Fee Payment Details

Copy of Challan(Only PDF)		👁 View Document

Date of application: 12-07-2023

Applicant's full name	Vidya Shrivastava
Applicant's mobile number	6589784653
Full Address of the applicant	गोमती नगर

7.9 Physical File Inspection

Note: The applicant can fill out the physical file inspection form only after obtaining the file number for the submitted application.

To fill the application for physical file inspection, applicant is required to click on Apply for physical file inspection in the side bar menu.

Applicant can fill Copy Application by choosing one of three following options:

- File number

- Application registration number

- Diary number

While choosing the option, an input box will be opened. Suppose applicant chooses application registration number option then applicant need to select application registration number and click on the "**Search**" button.

Applicant is required to enter all the necessary details and upload all the required documents and then click on the **"Submit"** button.

After clicking on submit button fees payment page will open. Applicant need to choose mode of fees payment, either Online or offline, suppose applicant choose offline mode applicant is required to enter challan number and upload the challan copy then click on **"pay fees"** button.

After submission the fees, application print preview will be opened. Applicant can download or print it for future use.

In the document enclosure option applicant can view the uploaded document and print the document.

Applicant will receive a unique "Diary number" on his/her registered mobile number.

In the document enclosure option applicant can view the uploaded document and print the document.

Application acknowledgement view

Uttar Pradesh Information Commission

Complaint and Appeal Tracking System

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Back   🖶 Print

Welcome **UPICR20230000003**

UTTAR PRADESH INFORMATION COMMISSION
application for inspection of records related to
appeals/complaints filed in UP State Commission
Diary Number D-171020230003

1. Applicant's Particulars	
Applicant Name and Address	Anand Shukla , कल्याणपुर
2. Complaint Registration Number	C-20230600008
3. File Number	S06/C/0005/2023
4. Name of the parties in the Second appeal/complaint	
(i) Complainant	Anand Shukla
(ii) Designation and Address of Public Information Officer	
5. Status of hearing on Second appeal/complaint	Case has been disposed.
5. If the Second appeal/complaint is disposed, the date of final order/disposal	27-06-2023
6. Whether the party to the Second appeal/complaint is presenting this application	Yes

Fee Payment Details

बैंक संदर्भ संख्या	XYZ	शुल्क भुगतान स्थिति	Success	**Amount**	10 Rs.

Declaration

✔ I hereby state that the information and particulars given above are true to the best of my knowledge and belief. I also declare that this matter is not previously filed with this commission nor is pending with any Court or tribunal or authority.

7.10 View Disposed Order and Notices

To view the generated orders and notices, Applicant should click on "Disposed File" tab on the dashboard. It will display the disposed orders list.

Click on notice button to view the generated notices.

Here applicant see the notices and download them as required.

Click on "Order" button to view the generated orders.

Here the applicant can view the generated orders and download them as required.
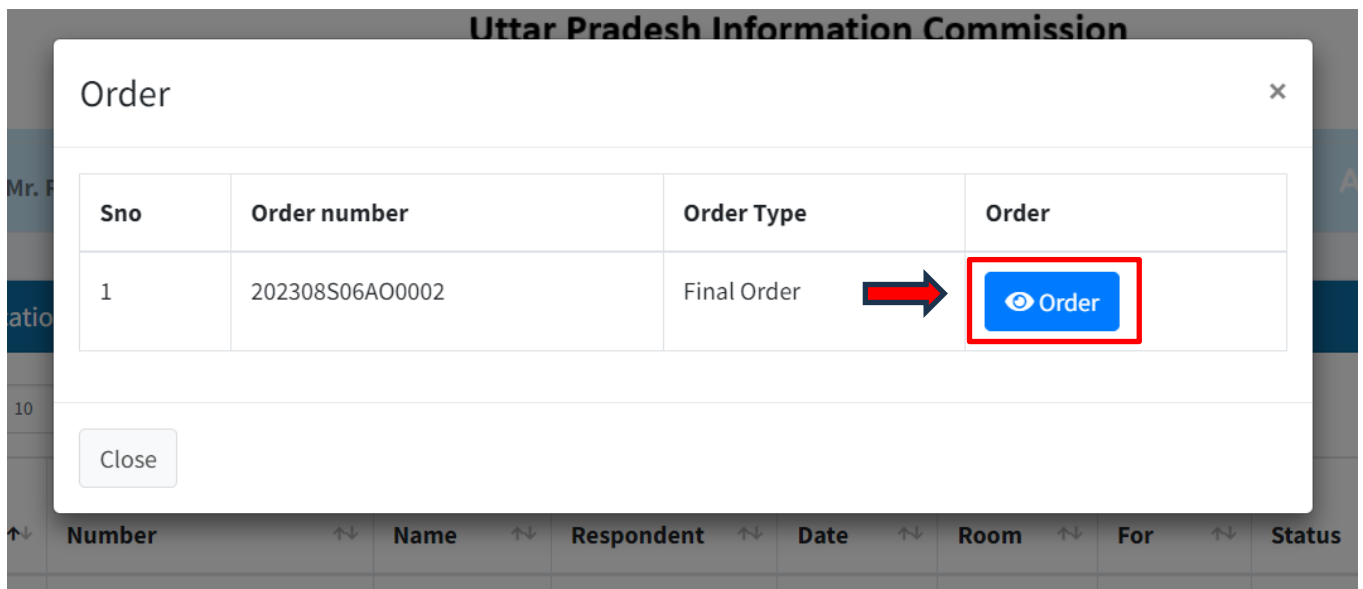
7.11 Online Apply for Order correction

Applicant can request online for order correction; they need to click on "**Request for order correction**" in the side bar menu.
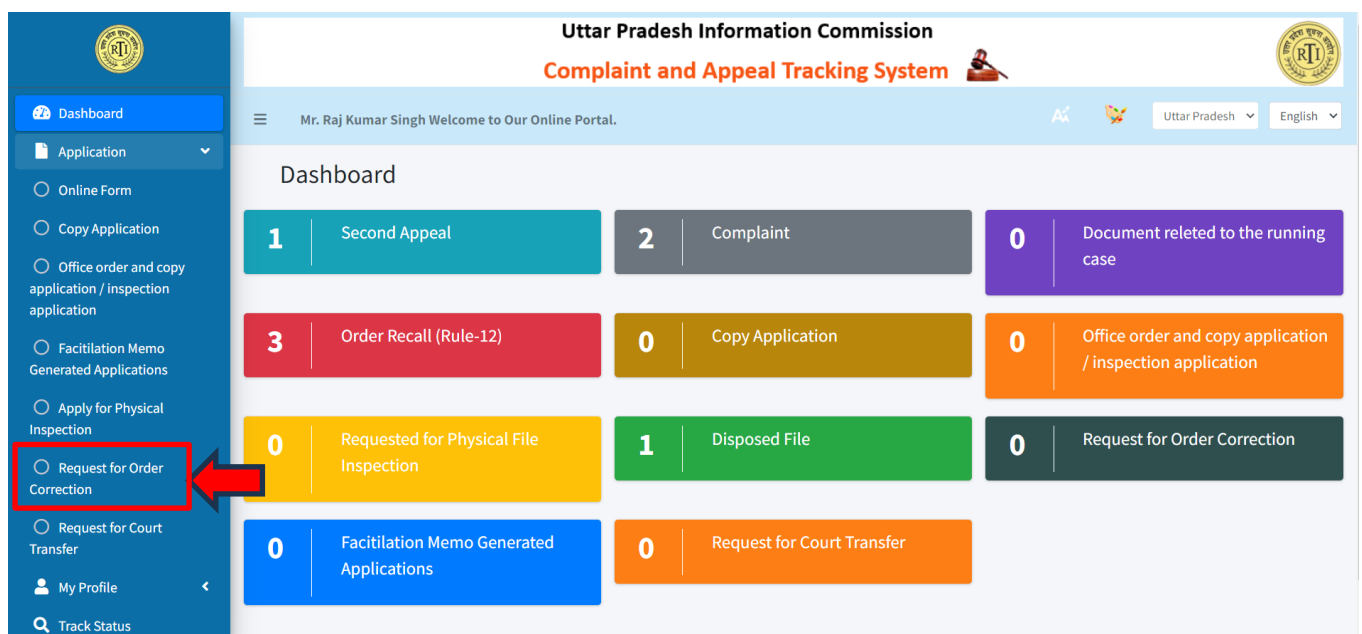
It will open an input box where the applicant needs to enter the order number for the specific order content they wish to modify. After entering the order number, they should click on the "Search" button.

Upon clicking, order details will appear along with a text box. The applicant should enter their concerns into the text box and click on the "Submit" button.

7.12 Request for online court transfer

To request for online court transfer for the running case, applicant has to click on "**Request for court transfer**" in the side bar menu.

Applicant can proceed by choosing one of three following options:

- File number

- Application registration number

- Diary number

While choosing an option, an input box will open. Suppose the applicant chooses the option for application registration number, then they must select their application registration number and click on the "Search" button.

Upon clicking, case details will appear. The applicant should upload the document and select the court to which they want to transfer the case, then click on the "Submit" button.

Uttar Pradesh Information Commission

Complaint and Appeal Tracking System

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Request for Court Transfer   **All (*) marked fields are mandatory.**

Registration Number :	A-20230800022	**File Number :**	S06/A/0018/2023

Case Status

Hearing Date :	11/08/2023	**Hearing Status :**	Next hearing for transfer of Public Information Officer
Hearing Court :	S-6		

Details of File

Appeallent :	Anand Shukla	**Address :**	कल्याणपुर
Mobile Number :	9876543210	**Email :**	anadrameshshukla@gmail.com

Public Information Officer Details

PIO :	अनुज श्रीवास्तव	**Address :**	जन सूचना अधिकारी कार्यालय - कृषि निदेशालय

Request for Court Transfer(Document Upload) * *(Upload PDF only and allowed size 2MB)*   Choose File | org_structure_hindi.pdf   **Transfer to Court**   Shri Bhawesh Kumar Singh (S-1) ▾

Submit ← Click on the "Submit" button.   Cancel

Success

Request for Hearing Room Transfer Submitted

OK
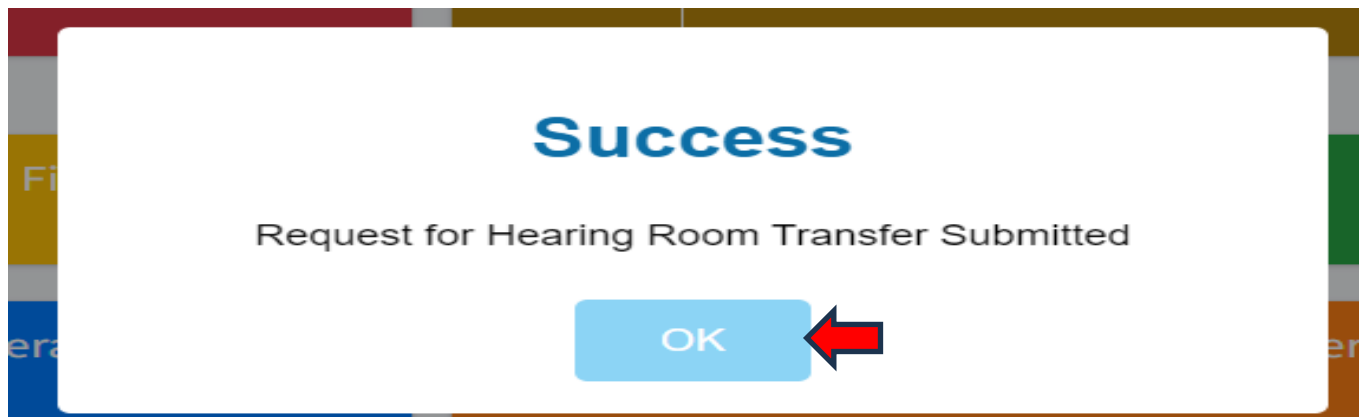
7.13 Online Report for Complaint Application

In this report, the Citizen can view complaint application reports, wherein, Citizen can check the status of application and click on view to open the application details.

7.14 Online Report for Appeal Application

In this report, the Citizen can view Appeal application reports, wherein, Citizen can check the status of application and click on view to open the application details.

7.15 Report for Online KOF Application

In this report, the Citizen can view KOF application reports, wherein, Citizen can check the status of application and click on view to open the application details.

Uttar Pradesh Information Commission
Complaint and Appeal Tracking System

Mr. Anand Shukla Welcome to Our Online Portal.

Uttar Pradesh ∨   English ∨

All KOF Application List

Show 10 entries   Search:

Sno	Diary/Registration/File Number	Applicant Name	Respondent	Applied Date	Hearing Room	Fixed For	Status	View
1	D-160820230003 C-20230600008 S06/C/0005/2023	Anand Shukla	जन सूचना अधिकारी कार्यालय - कृषि विभाग , कानपुर डिवीजन	16/08/2023	S-6	Penalty imposed and suit disposed of.	KOF submitted by citizen and forwarded to scrutiny.	View
2	D-190720230001 C-20230600008 S06/C/0005/2023	Anand Shukla	जन सूचना अधिकारी कार्यालय - कृषि विभाग , कानपुर डिवीजन	19/07/2023	S-6	Penalty imposed and suit disposed of.	KOF submitted by citizen and forwarded to the concern hearing officer.	View
3	D-190720230002 C-20230600008 S06/C/0005/2023	Anand Shukla	जन सूचना अधिकारी कार्यालय - कृषि विभाग , कानपुर डिवीजन	19/07/2023	S-6	Penalty imposed and suit disposed of.	KOF submitted by citizen and forwarded to	View

7.16 Report for Order Recall Rule-12 Application Report

In this report, the Citizen can view Order Recall Rule-12 application reports, wherein, Citizen can check the status of application and click on view to open the application details.

Uttar Pradesh Information Commission
Complaint and Appeal Tracking System

Mr. Anand Shukla Welcome to Our Online Portal.

Uttar Pradesh ∨   English ∨

All Order Recall (Rule - 12) Application List

Show 10 entries   Search:

Sno	Diary/Registration/File Number	Applicant Name	Respondent	Applied Date	Hearing Room	Fixed For	Status	View
1	--- P-20230700014 S06/P/0002/2023	Anand Shukla	NA	12/07/2023	S-6	Reinstatement application rejected.	Case has been disposed.	View
2	--- P-20230600025 ---	Anand Shukla	जन सूचना अधिकारी कार्यालय - कृषि विभाग , कानपुर डिवीजन	27/06/2023	---	---	Application approved by Scrutiny officer and application forwarded to Research Officer.	View
3	--- P-20231000008 ---	Anand Shukla	जन सूचना अधिकारी कार्यालय - कृषि निदेशालय	17/10/2023	---	---	Applicant uploaded documents and application forwarded to Scrutiny Officer.	View

7.17 Report for Online Copy Application Report

In this report, the Citizen can view copy application reports, wherein, Citizen can check the status of application and click on view to open the application details.

7.18 Report for Online Physical File Application Report

In this report, the Citizen can view physical file application reports, wherein, Citizen can check the status of application and click on view to open the application details.

7.19 Track Status

To track the status of application, a citizen must click on "**Track Status**" button in the Sidebar Menu.

Select the type of application for which you would like to check the status.

Applicant can track the application by choosing one of three following options:

- File number

- Application registration number

- Diary number

After choosing the option, an input box will be opened. Citizen shall enter the respective number and click on the "**Search**" button.

Application status gets displayed on your screen.

7.20 My Profile

(a) View Profile

Applicants can view his profile details by clicking on the **"View Profile"** option available in the sidebar menu under my profile.

(a) Change Password

Applicants can change his/her password by clicking on the **"Change Password"** option available in the sidebar menu under my profile.
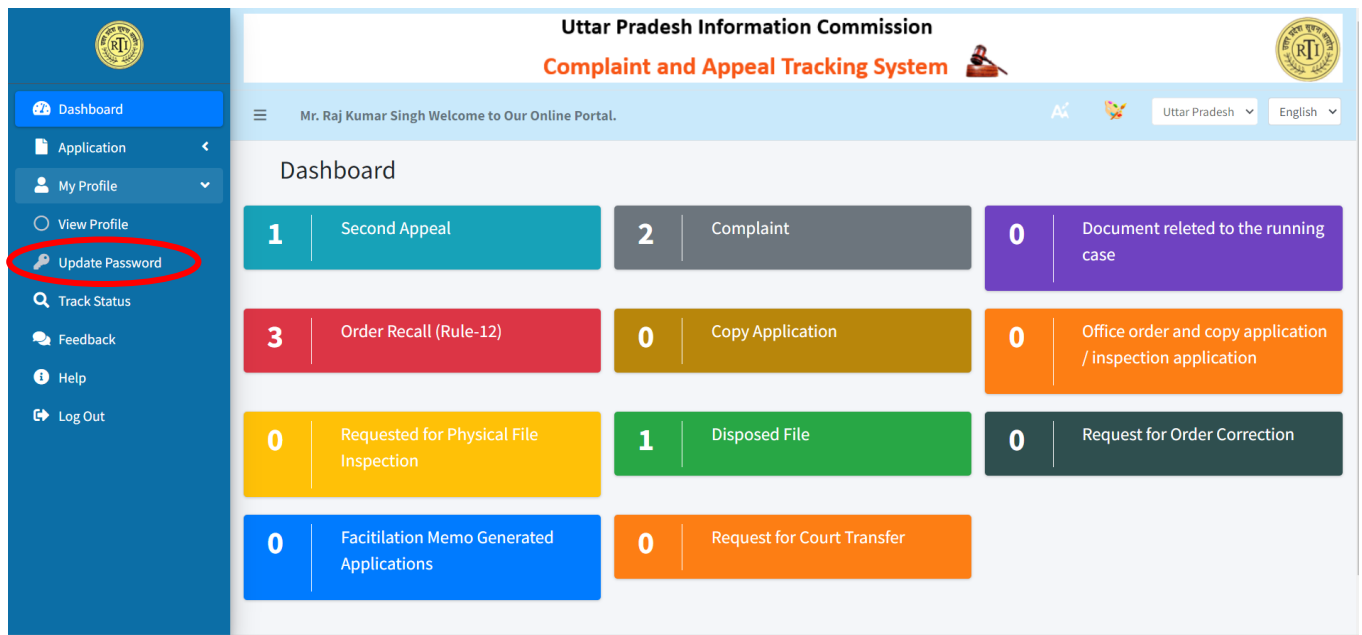
A citizen is required to enter Current password, new password, confirmed password and click on the **"Update Password"** button to successfully update his/her password.

7.21 Feedback

If any citizen wishes to provide feedback, they can click on the "Feedback" option in the sidebar menu. This action will open an input box where the citizen can enter their feedback.
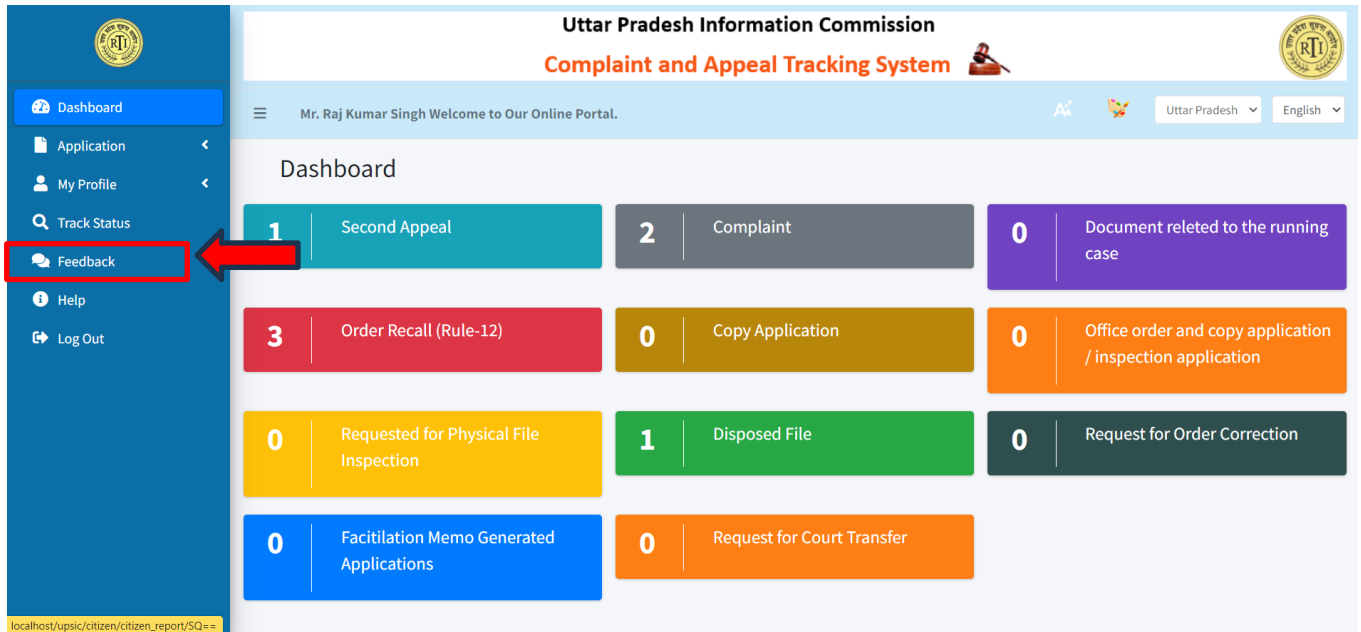
After entering the feedback, they enter the given captcha and click on the **submit** button
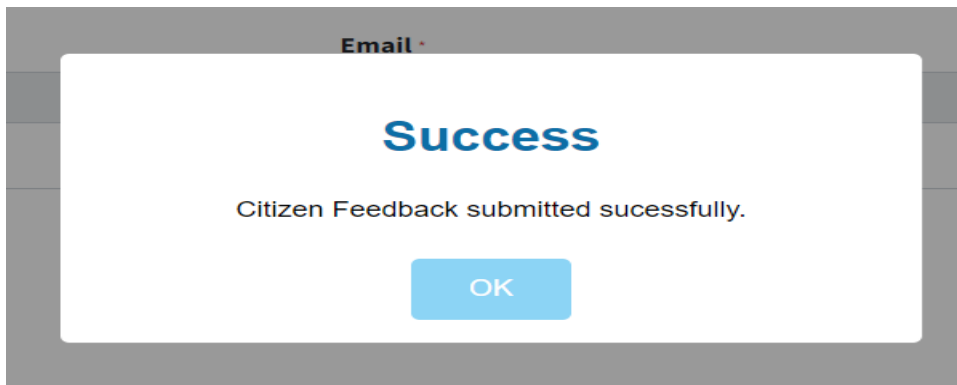
7.22 Logout

Click on **Logout** from Side bar for logout. It will redirect to login page.
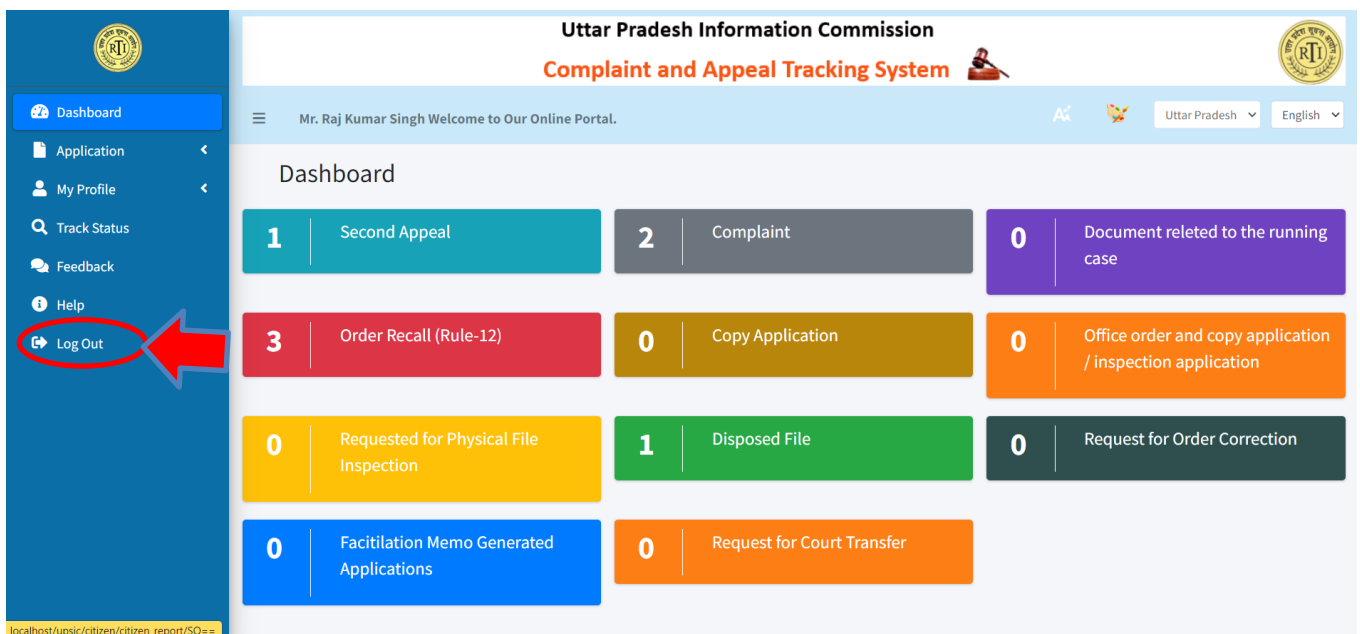
8. FORGOT LOGIN-ID

If any applicant forgot their login id, he can get their login id by clicking on forgot login id.

Applicant needs to enter the registered mobile number and enter the given captcha code then clicks on "**verify user**" button.
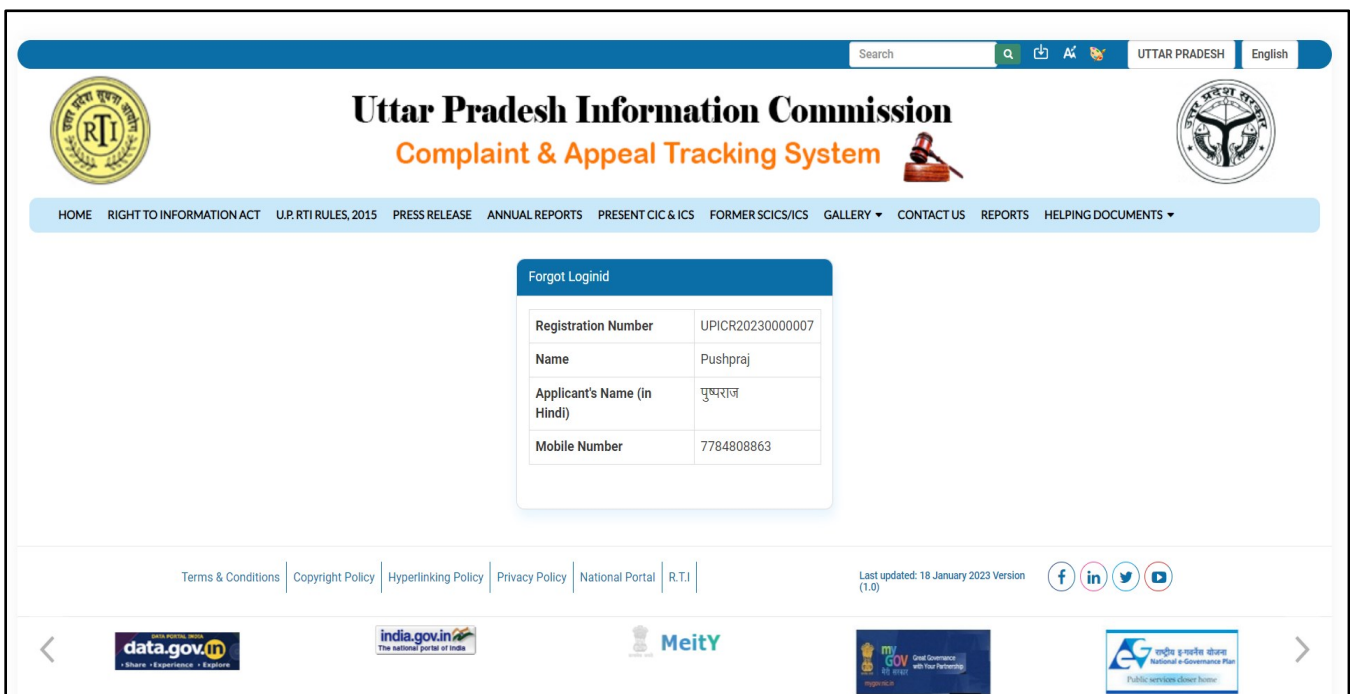
Enter the received OTP and click on submit button.

After the entire process applicant gets their login id with basic details as shown in below image.

Applicant receives login id message on their registered mobile number.

9. FORGOT PASSWORD

If any applicant forgot their password, he can reset their password by clicking on forgot password.

Applicant needs to enter the Login Id and enter the given captcha code then clicks on "**verify user**" button.

Enter the received OTP and click on submit button.

After verify the OTP applicant can reset their password.

After the entire process applicant receives default password on their registered mobile number.

10. SUMMARY

The user manual provides an in-depth overview of the CATS-UPSIC system's functionalities and its usage. It offers citizens a comprehensive guide on how to effectively engage with the system and make use of the services provided by the Uttar Pradesh State Information Commission digitally. The entire process of various online services provided to the citizens through CATS-UPSIC system are given in the detailed manner along with the relevant screenshots.

It is important to note that the user manual subjects to updates and changes due to the dynamic nature of the software, ensuring that users have the most accurate and up-to-date information regarding system usage and processes.