

Portal Launch as on 5th January 2024

CATS-UPSIC

(Complaint & Appeal Tracking System for UP State Information Commission)

<https://upsic.up.gov.in>



'CATS-UPSIC' Portal is an important initiative of Yogi Aditya Nath, Honorable Chief Minister, Uttar Pradesh for enabling automation of complete process for disposal of second appeal with online hearing option for citizen that will benefit citizen of Uttar Pradesh in time, cost, no visit to SIC offices and timely disposal of appeals.

The automated system is to streamline the Process of receiving the RTI complaints and second Appeal online at UP State Information Commission, further Hearing and disposal of cases, tracking and monitoring of status complaints and Appeals.

Design and development work as per the requirement of the user department has three parts of the portal:

- 1) Department Portal for information, rules and regulations, current post holders and respective details, various reports in public forum like cause list, case search etc.
- 2) Citizen Services Portal for:
 - a. Registration
 - b. Profile update, forgot password etc.
 - c. Online application for second appeal
 - d. Online application for Restoration
 - e. Online application for duplicate copy of an order/notice
 - f. Online application for submitting KOF (Keep On File) against a running case
 - g. Application Status tracking
 - h. SMS and/or email integration
 - i. Online payment of Fee for Copy
 - j. Online response entry for 'Hold for Query' against a particular application number

3) Officials Online Service Dashboard

Complete automation of different sections in the department working together with standard workflow and rules for disposal of online applications from citizen. Officials with different roles in the following sections of the commission have personalized dashboard with the functionalities respective to their roles:

1. Registry Section:

- DAK Section/ Postal Receipt Counter:
 - a. Registration/entry of Application Received in DAK Section or through email at UPSIC
 - b. Diary number generation
 - c. Acknowledgment generation with QR Code- 2 copies
 - d. Forward to the scrutiny section
- Registration Counter:
 - a. Applicant's Information Registration and generation of a unique registration no.
 - b. Data entry operator fills up the applications that comes through DAK/ email.

- Online Applications:
 - a. Citizen Registration via OTP verification and generation of a unique registration no.
 - b. Citizen can apply for complaint, II Appeal, Restoration, Related documents/ KOF (Keep on file).
 - c. Track the status of its online application.
 - d. View all its activity with UPSIC on its personalized dashboard
 - Scrutiny Counter:
 - a. Verification & scrutiny of received documents as per prescribed norms (7-10 Point check List)
 - b. In case of incomplete application/defects, intimation to the applicant via SMS.
 - c. Submission of completed application to the competent authority (Research Officer) for hearing.
 - Research Officer
 - a. Applications Received from Scrutiny Counter.
 - b. Supervise the applications and maintain record
 - c. Defective Second Appeal/Complaint - Forward Registrar for Facilitation memo (FM) generation that are sent to applicant through Postal Return Feeding Counter.
 - d. Flawless II Appeal/Complaint forward to concerned Hearing court with unique case number.
2. Hearing Room:
- a. "Ahalmad" receives the in the court.
 - b. "Ahalmad" generates the first order for fixing the first hearing date.
 - c. After approval from IC/CIC on first order, he generates the first notice for the first Hearing Date and intimates the same to all concerned.
 - d. "Peshkar" prepares the daily cause list in advance and display on web portal.
 - e. IC/CIC (Chief Information Commissioner) hears the case,'Peshkar' marks 'hearing done' with remarks & decision type with DSC and select concerned steno of the respective court.
 - f. 'Peshkar' takes the approval from IC/CIC and selected steno will type the order with penalty details, if imposed as dictated by IC/CIC.
 - g. After approval from IC/CIC, the Orders displayed on the online dashboard of applicant and PIO.
 - h. Ahalmad of Court Room prepare list of all those cases, which are not imposed with penalty/ departmental action every 15th of the month and send to Archive section.
 - i. Ahalmad of Court Room prepare list of all those cases, in which penalty/ departmental action are imposed and send to Penalty section for further action.

- j. Ahalmad of Court Room prepare list of all those cases with imposed penalty/ departmental action which are received from penalty section after completion of action taken by Controlling Authority of PIO and send to Archive section.

3. Penalty Section:

- a. Prepare Notice for Controlling authority of PIO in case of imposed penalty/legal action
- b. Approval for Notice from Registrar.
- c. Send the notice to dispatch section
- d. Receive the action taken report of Controlling authority of PIO or PIO himself/herself
- e. In case of full recovery of Penalty amount, the case is sent to State Information Commissioner of the respective court for acceptance.
- f. Such cases are sent to archive section.
- g. In case of partial recovery of imposed penalty, reminder notice

4. Archive/Record Section:

- a. All disposed cases, in which no penalty imposed or action taken report of controlling authority of PIO received, are destroyed from archive section after 12 months from the date of order.
- b. Take approval of registrar for the same.

5. Litigation Section:

Litigation section takes care of cases that have some intervention from High / Supreme Court.

- a. Litigation section makes entry of writ (document from High court) and forward the case to Ahalmad of Hearing room.
- b. In case of disposed cases, Ahalmad of Hearing room, demands such cases from archive section and work goes on hearing room.
- c. Until Final verdict comes from High/Supreme Court, such cases can not be destroyed from Archive section.

6. Copy Section:

- a. Receive an application from Applicant for copy of document/order of particular case.
- b. Complete all the required process and provide to Applicant within 15 days.

The Software has been designed in a **multilingual Product manner** ie. Same product can be customized for State Information Commission of different State. Each functionality given a work code and 'Admin' of the department can assign and/or revoke a particular work code to different officials as per need. Different features of Cause list, SMS/ email. Vad Chart, Leave and joining management, monitoring reports etc enabled in the software.



उत्तर प्रदेश राज्य सूचना आयोग शिकायत एवं अपील ट्रेकिंग प्रणाली



मुख्यपृष्ठ सूचना का अधिकार अधिनियम 2017 सूचना का अधिकार नियमावली, 2018 प्रेषित विज्ञापन शिकायत ट्रेकिंग प्रणाली - संसदीय सहायता प्रदाता केन्द्र - नवीन प्रविष्टि - सहायक सचिव

लघु लिंक

- पोर्टल वेब डिजाइनिंग
- नगरिक सेवा पोर्टल
- नगरिक अधिकारी सेवा पोर्टल
- प्रधान अपीलीय अधिकारी सेवा पोर्टल
- जन सूचना अधिकारी सेवा पोर्टल
- विभाग सेवा पोर्टल



राज्य सूचना आयोग

- हमारे उद्देश्य
- संविधान सूचना आयोग और सूचना आयोग
- सूचना आयोग सूचना आयोग/सूचना आयोग
- कार्य विवरण
- आरटीआई अधिनियम की धारा 4(1)(बी) के तहत प्रवर्तकत्व

- परिचय
- रजिस्ट्रेशन एवं उद्देश्य
- हमारे बारे में
- कार्यविधि
- सौजन्यतापूर्ण सेवा

राज्य सूचना आयोग



श्री धनंजय कुमार मिश्र



श्री सुभाष चंद्र मिश्र



श्रीवती चरण दास



श्री प्रदीप कुमार शर्मा



श्री अशोक कुमार शर्मा



श्री अशोक कुमार शर्मा



श्री प्रदीप कुमार शर्मा

रिपोर्ट

साप्ताहिक साद सूची

अधिसूचित ट्रेकिंग की विभागात्मक सूची

महत्वपूर्ण कार्यवाहिया

- आधिकारिक ई-मेल के माध्यम से
- ई-मेलिंग सूचना

सहायता दस्तावेज़

- उप नाइट अधिकारी का रूप मागदासका
- प्रथम अपीलीय अधिकारी के लिए मार्गदर्शिका
- जन सूचना अधिकारी हेतु मार्गदर्शिका
- गोपनीयता के संकेत दस्ता

महत्वपूर्ण सूचना

कीस एवं कागज

जन सूचना अधिकारियों एवं प्रथम अपीलीय अधिकारियों की सूची

नोडल अधिकारी, जन सूचना अधिकारियों एवं प्रथम अपीलीय अधिकारियों की सूची (अनन्य)

महत्वपूर्ण घोषणाएँ

- जन सूचना अधिनियम/2017 के अन्तर्गत प्राधिकारियों का प्रारम्भिक आवेदन करने का लिए भारत सरकार द्वारा रुप 52.00 लाख एवं 20000 सरकार द्वारा रुप 13.00 लाख की धनराशि स्वीकृत की गयी है। दिनांक 22/02/2016
- आयोग द्वारा जनसूचना अधिकारियों पर अधिनियम की धारा 20 के तहत अधिसूचित अधिवक्ता की समूची: मुख्य सूचना आयोग द्वारा मुख्य सचिव, उप-प्रभु की प्रेषित पत्र व उप-प्रभु शासन द्वारा जारी अधिसूचना 20.10.2023 दिनांक 24/02/2016
- मुख्य सचिव, उत्तर प्रदेश शासन द्वारा सभी जनसूचना के त्रिआयुक्तियों को निर्दिष्ट किया गया कि वह आरटीआई अधिनियम की धारा 4(1)(बी) के तहत प्रवर्तक के रूप में कार्य करें। दिनांक 14/03/2016

महत्वपूर्ण लिंक

अधिनियम की धारा 15(4) के तहत मुख्य सूचना आयोग के दिना-निर्देश	आरटीआई अधिनियम से सम्बंधित डीओओपीसी के परिचय	आरटीआई अधिनियम से सम्बंधित उत्तर प्रदेश शासन के परिचय
महत्वपूर्ण कार्यवाह आदेश	कार्य एवं प्रविष्टि विभाग	केंद्रीय सूचना आयोग
विभिन्न राज्य सूचना आयोग	ऑनलाइन आरटीआई उत्तर प्रदेश	हेल्पलाइन

डिजिटल | अधिनियम सहायता | निम्न एवं सॉल | अधिकार नैतिक | हार्डवेयर नैतिक | सोनीयन नैतिक | सॉफ्टवेयर

भारत सरकार, 01 जनवरी 2014 संसदीय (1/01/14)



<p>तकनीकी परामर्श</p> <p>राष्ट्रीय सूचना विज्ञान केन्द्र</p> <p>लखनऊ, उत्तर प्रदेश</p>	<p>संपर्क करें</p> <p>उत्तर प्रदेश सूचना आयोग</p> <p>फोन: 0522-2724930</p> <p>वेब साइट: श्री वेबसाइट पर</p> <p>ई-मेल: webmaster@upicai.org/india@upicai.org</p>	<p>कार्यालय का पता</p> <p>उत्तर प्रदेश सूचना आयोग</p> <p>7/7ए, अरुणोदय भवन, सिड्डी बिड, गौरी नगर</p> <p>लखनऊ, उत्तर प्रदेश</p>
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पोर्टल को 1866 x 768 डॉट्स पिक्सल पर सार मास्क्रीन पर और गूगल क्रोम में खोले अथा देखा जाय है।
उत्तर प्रदेश सूचना आयोग द्वारा विषयवस्तु प्रदान व अनुपलब्ध की गयी है।

UP State Information Commissioner is first in the country to implement such portal with online hearing facility option to the citizen of State. The portal has been inaugurated on Friday, 5th January 2024 by Sri. Yogi Aditya Nath, Hon'ble Chief Minister, Uttar Pradesh in the presence of Hon'ble Chief Information Commissioner, Sh Bhavesh Kumar Singh, State information Commissioners and other esteemed higher authorities of UP State government departments

Sh. Sunil Sharma, Deputy Director General & SIO, NIC UP and **Smt. Amita Srivastava**, Senior Director (IT) & ASIO along with the project team attended the Portal Inauguration event.

Few glimpses from Project Launch event



