

Details for registration number : GOVUP/E/2026/0039074

Name Of Complainant Yogi M. P. Singh

Date of Receipt 29/03/2026

Received By Ministry/Department Uttar Pradesh

Grievance Description

Subject: Formal Complaint regarding Technical Failure of Rajkosh Payment Gateway on UP RTI Online Portal and resulting Obstruction of Legal Rights - RTO Mirzapur.

To,
The Chief Minister's Office (CMO),
Government of Uttar Pradesh, Lucknow.

Details of the Grievance:

1. PREAMBLE:

I, Yogi M P Singh, on behalf of the applicant Keshav Pratap Singh (alias Tantrik K P Singh), resident of Mohalla Surekapuram, Jabalpur Road, Mirzapur City (PIN 231001), am filing this formal grievance regarding the systemic failure of the "RTI Online" initiative of the Uttar Pradesh Government.

2. INCIDENT SUMMARY:

On 29-03-2026, I attempted to file a formal RTI request addressed to the Public Information Officer (PIO) of the Office of the Regional Transport Officer (RTO), Mirzapur. The request pertains to the status of Hypothecation Removal for Vehicle RC No: UP63BC3789 (Chassis No: K10CNC544453), following the maturity of an auto loan from Axis Bank (Account XX9087).

3. TECHNICAL FAILURE DESCRIPTION:

During the final stage of the application on the portal (rtionline.up.gov.in), the system failed to redirect to the "Rajkosh" Payment Gateway. The portal displayed a critical error: "Bank URL Not Found! Rajkosh Payment Gateway is having issues!"

Despite the payment page failing, the NIC-UP Government RTI Wing system generated and sent Transaction IDs via SMS to my registered mobile number (7379105911). The IDs are:

CTRNSR20260000000652

CTRNSR20260000000653

4. LEGAL IMPLICATIONS:

The Right to Information Act, 2005, is a fundamental tool for transparency. By providing an online portal that is technically broken, the Department of IT and the Transport Department are effectively denying me my legal right to seek information. The "Bank URL Not Found" error is not a user error but a server-side configuration failure between the RTI Portal and the State Treasury (Rajkosh).

5. INFORMATION SOUGHT IN THE STUCK RTI:

For the record, the information I am attempting to seek from RTO Mirzapur is:

Current processing status of Hypothecation Removal for UP63BC3789.

Name and designation of the staff who received the electronic communication from Axis Bank.

The specific mechanism/workflow used by RTO Mirzapur to handle automated bank data.

The maximum prescribed span of time for completing this process as per the Citizen Charter.

6. REQUESTED ACTION:

I humbly request the following interventions:

Immediate Technical Audit: Direct the NIC-UP and Rajkosh Payment Gateway teams to resolve the "Bank URL Not Found" error so that citizens can pay the required fees.

Manual Intervention: Direct the PIO, RTO Mirzapur, to take cognisance of this grievance and provide the requested information, as the failure to file online is due to government technical errors.

Reconciliation: Please verify whether the Transaction IDs mentioned above can be manually reconciled to register the RTI request without requiring a new payment attempt, which could lead to further technical issues.

7. DECLARATION:

I have already attempted to resolve this via email to the RTI Helpdesk (onlinertihelpline.up@gov.in) and to the CMO, but received automated responses directing me to this portal. I am attaching the screenshots of the SMS and the Gateway error as evidence.

Applicant: Keshav Pratap Singh (alias Tantrik K P Singh)

Representative: Yogi M P Singh

Mobile: 9794089100 / 7379105911

Address: Mohalla Surekapuram, Jabalpur Road, Mirzapur City, UP - 231001.

Current Status	Grievance received
Date of Action	29/03/2026
	Officer Concerns To
Forwarded to	Uttar Pradesh
Officer Name	Shri Arvind Mohan (Joint Secretary)
Organisation name	Uttar Pradesh
Contact Address	Chief Minister Secretariat , Room No. 321, U.P. Secretariat, Lucknow
Email Address	arvind.12574@gov.in
Contact Number	05222226350



Axis Bank



with your virtual relationship team on [1206647000](tel:1206647000) between 9.30 am IST and 6.30 pm IST on all bank working days. - Axis Bank

SMS • 9:22 am

Saturday, 21 Mar

Your Axis Bank Auto Loan A/c no. XX9087 will mature in 2 months. Post loan closure, we will be sending the data to the RTO for hypothecation removal. Asset details as per our records is RC no.: UP63BC3789, Engine no.: MA3JMTB1SRCA73502 and Chassis no.: K10CNC[544453](#). Please visit the nearest Loan Centre in case of any corrections. If there is no correction required in the asset details, please ignore this message.

SMS • 12:18 pm



Smart SMS is 100% secure. Truecaller never uses this information. Everything is processed and stored on your phone.



Mahesh Pratap Singh <yogimpsingh@gmail.com>

Complaint regarding technical barriers in RTI Online Portal - Mirzapur RTO Matter

1 message

Mahesh Pratap Singh <yogimpsingh@gmail.com>

29 March 2026 at 16:42

To: cmhelpline-up@gov.in, cmo-up@nic.in, Chief Minister <cmup@nic.in>, arvind.12574@gov.in

To, The Executive Officer, Chief Minister Office (CMO), Uttar Pradesh.

Respected Sir/Madam,

I wish to bring to your kind attention the technical difficulties faced by citizens on the UP RTI Online portal.

On 29-03-2026, I attempted to file an RTI request regarding a vehicle hypothecation matter (RC: UP63BC3789) at RTO Mirzapur. Despite the portal being an initiative for transparency, the payment gateway "Rajkosh" is non-functional, showing the error "Bank URL Not Found!"

I have received multiple Transaction IDs (CTRNSR2026000000653) via SMS, but the process is stuck. This technical glitch is preventing me from exercising my legal right to information.

I request you to:

1. Direct the NIC/RTI cell to resolve the Rajkosh Payment Gateway issue.
2. Ensure that the RTO Mirzapur processes my request once the portal is functional.

Applicant: Keshav Pratap Singh (alias Tantrik K P Singh) Represented by: Yogi M P Singh Address: Mohalla Surekapuram, Jabalpur Road, Mirzapur City. Mobile: 7379105911

Respectfully, Yogi M P Singh

3 attachments

1774781675783.jpg
209K

3/29/26, 4:42 PM

Gmail - Complaint regarding technical barriers in RTI Online Portal - Mirzapur RTO Matter



1774781675779.jpg
229K

 **Whatsappdoc.pdf**
72K



Mahesh Pratap Singh <yogimpsingh@gmail.com>

Technical Failure: Bank URL Not Found - Transaction ID CTRNSR20260000000653

1 message

Mahesh Pratap Singh <yogimpsingh@gmail.com>

29 March 2026 at 16:35

To: RTI-Online <onlinertihelpline.up@gov.in>, RTI Help-Desk <helprtionline-dopt@nic.in>

To: The RTI Technical Support Team, Uttar Pradesh Government.

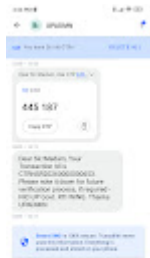
I am Yogi M P Singh (Mobile: 7379105911). I am writing to report a recurring technical failure on the UP RTI Online portal (rtionline.up.gov.in).

While attempting to submit an RTI request today (29-03-2026), the system generated Transaction IDs via SMS (CTRNSR20260000000652 and CTRNSR20260000000653), but failed to redirect to the Rajkosh payment gateway. The error message displayed was: "Bank URL Not Found! Rajkosh Payment Gateway is having issues!

Because of this, I am unable to pay the RTI fee and complete my legal submission. Please investigate this gateway error and confirm if my current transaction IDs can be processed or if I need to restart the process.

Regards, Yogi M P Singh Mohalla Surekapuram, Mirzapur City.

3 attachments



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229K



1774781675783.jpg
209K



Whatsappdoc.pdf
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