

Details for registration number : GOVUP/E/2026/0105488

Name Of
Complainant

Yogi M. P. Singh

Date of Receipt

17/08/2026

Received By
Ministry/Department

Uttar Pradesh

Grievance Description

Respected Sir,

I, Yogi M. P. Singh, resident of Teliyaganj, Mirzapur, Uttar Pradesh, wish to bring to your kind attention a persistent technical failure in the RTI Online Portal of Uttar Pradesh (rtionline.up.gov.in), which is directly preventing citizens from exercising their statutory right to information under the RTI Act, 2005. I request your intervention to ensure this matter is resolved at the appropriate technical level without unnecessary delay.

Point 1 — Nature of the Problem: On multiple occasions, while attempting to log into the RTI Online Portal, the OTP required for mobile-based authentication was never received on my registered number, despite several repeated attempts spread over hours. Without OTP verification, the login process cannot be completed, effectively denying access to file RTI applications and first appeals online.

Point 2 — Portal Server Timeout: Separately, the portal itself was found to be completely inaccessible on at least one occasion, returning a browser-level "ERR_TIMED_OUT" error, meaning the server did not respond to the request at all. This is independent of any user-side or ISP-side issue and points toward server infrastructure failure or capacity issues at the hosting end.

Point 3 — Verification of My Internet Connection: To rule out any fault on my end, I conducted multiple internet speed tests over the period 03–16 August 2026 using my JioFiber Postpaid connection (Account No. +91-5442352874). These tests showed download speeds ranging from 9.6 to 30 Mbps and upload speeds from 19 to 35 Mbps, with a clean baseline latency reading as low as 17 ms and negligible packet loss on most tests. This confirms that my internet connection was, for the most part, functioning within normal and acceptable parameters, and therefore the OTP/portal failure cannot be attributed solely to my connectivity.

Point 4 — Parallel Diligence with Service Provider: In the interest of a complete and fair diagnosis, I have also lodged a formal grievance with my telecom service provider, Reliance Jio

Infocomm Limited, bearing Registration No. DOTEL/E/2026/0052586, dated 17/08/2026, requesting them to investigate any latency fluctuations on their end. This step was taken purely to eliminate all possible causes on my side before escalating the matter to the State Government.

Point 5 — Pattern, Not an Isolated Incident: This is not a one-time glitch. The recurring nature of OTP failures and server unresponsiveness suggests a systemic issue with the portal's SMS/OTP gateway integration and/or server capacity, which is likely affecting not just myself but other citizens attempting to use the portal across the state.

Point 6 — Request for Direct Technical Referral: Since the RTI Online Portal is technically hosted and managed by the National Informatics Centre, Uttar Pradesh (NIC-UP), and its content and administrative ownership rests with the Department of Administrative Reforms, Uttar Pradesh, I respectfully request that this grievance be forwarded directly to these two authorities for root-cause investigation and technical resolution.

Point 7 — Request to Avoid District-Level Routing: I specifically and respectfully request that this grievance not be routed or forwarded to the District Magistrate, District Informatics Officer, or any district-level RTI nodal office. The fault described here is a state-level server/technical infrastructure issue, and referral to the district level typically results in procedural delay without any resolution, since district offices do not have the technical capability to rectify server-side.

I request your good office to kindly direct NIC-UP and the Department of Administrative Reforms, UP, to investigate the OTP delivery failure and server downtime on rtionline.up.gov.in without further delay, and to ensure the portal is restored to stable and reliable working condition, so that citizens are not denied their statutory rights due to technical negligence.

Current Status	Case closed
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Date of Action	07/09/2026
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Remarks

आवेदक द्वारा उ० प्र० आर० टी० आई० ऑनलाइन पोर्टल पर तकनीकी समस्या को लेकर शिकायत की है सर्वर डाउन होने के कारण कभी कभी पोर्टल पर आवेदन करने एवं OTP प्राप्त करने में तकनीकी समस्या आ सकती है जो कि सिर्फ कुछ समय के लिए होती है आवेदक से सम्पर्क कर उसकी समस्या का निराकरण करने का प्रयास किया गया एवं तकनीकी समस्या आने पर कुछ समय बाद पोर्टल पर पुनः आवेदन करने के लिए कहा गया

Rating	1
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Rating Remarks	I am thoroughly dissatisfied with the closure of grievance GOVUP/E/2026/0105488. During the phone call, I explicitly explained that
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it takes 20 minutes just to open the RTI application folder on the UP RTI portal. Using "server down" as a generic excuse is unacceptable and deliberately overlooks the large-scale, dismal performance of this statutory portal. Furthermore, the irresponsible closure comment on the CPGRAMS portal entirely lacks the name and designation of the staff member who made it, evading accountability. CPGRAMS grievances are received by the CMO and forwarded to the state's Jan Sunwai portal. However, the closure report completely omits the Jan Sunwai registration number. Without this reference, it is impossible to determine which specific department of the UP Government arbitrarily closed this complaint. This process lacks transparency. I demand this grievance be reopened, the responsible officer be identified, and the technical issue be escalated to NIC-UP.

Officer Concerns To

Officer Name	Shri Bhaskar Chandra Kandpal (Joint Secretary)
Organisation name	Government of Uttar Pradesh
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