



Central Information Commission launches upgraded Second Appeals and Complaints Portal on 17 August 2026

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The Central Information Commission (CIC) launched its upgraded Appeal and Complaint Management System (AppCoMS 2.0) today, 17th August 2026. The upgraded portal was launched by Sh. Raj Kumar Goyal, Chief Information Commissioner.

The upgraded portal has been developed and implemented as per the prescribed project timeline, with the objective of strengthening the digital infrastructure of the Commission and streamlining the workflow for processing Second Appeals and Complaints under the Right to Information Act, 2005.

The Appeal and Complaint Management System (AppCoMS) is an online web application portal, initially introduced by the Central Information Commission in September 2016. It enables citizens to file Second Appeals and Complaints online and facilitates end-to-end digital processing of cases, including registration, scheduling of hearings, issuance and uploading of decisions and other related processes.

The AppCoMS 2.0 has been developed as a technologically upgraded platform with enhanced security standards, improved functionalities and streamlined workflows. It will facilitate smoother processing of Second Appeals and Complaints and provide a more user-friendly experience to applicants and other stakeholders.

A key feature of AppCoMS 2.0 is the introduction of user accounts for Applicants, Central Public Information Officers (CPIOs) of the Public Authorities and other stakeholders, linked with their e-mail ID and mobile number. In the upgraded system, Applicants will be able to submit Second Appeals and Complaints through their user accounts.

Under the upgraded system, applicants will have access to a number of additional functionalities. Applicants can view case timelines, access documents, download hearing notices and decisions/ orders. Another important feature of AppCoMS 2.0 is the facility for use of Digital Signature Certificates (DSCs) for digitally signing and issuing notices/orders by the Commission.

The upgraded portal also provides enhanced facilities for Public Authorities and their designated officers, including the creation of user accounts for CPIOs to enable them to access Second Appeals and Complaints details and submit case-related documents through the portal.

The decisions issued during the transition period (from 1st August onwards) and dispatched by post will be uploaded on the upgraded portal/ website in the coming days.

The launch of AppCoMS 2.0 is in line with the Government of India's continuing efforts to promote transparent and citizen-centric governance through technology and digital transformation.



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