

RIGHT TO INFORMATION - Disclosure of information Article 4 (1) (b) of the Right to Information Act, 2005 in respect of Regional Passport Office, Chennai

Article 4(1) (b) (i): Particulars of organization, functions and duties of the Regional Passport Office, Chennai

HISTORICAL BACKGROUND

The Regional Passport Office was established at Chennai (formerly Madras) in the year 1955 and was situated in George Town. In the year 1966, the office was shifted to the Government owned premises at Shastri Bhavan, Nungambakkam. In September, 2011, the Office was shifted to its own premises at Rayala Towers, Anna Salai, Chennai 600 002.

Initially, this office was catering to the needs of other neighboring states of Kerala, Andhra Pradesh and Karnataka. After bifurcation in 1976 and 1983 and 2008, Regional Passport Office, Chennai caters to the needs of residents of the districts of Chennai, Kancheepuram, Tiruvallur, Vellore, Tiruvannamalai, Cuddalore, Chidambaram, Villupuram, Dharmapuri, Krishnagiri Kallakurichi, Ranipet, chengalpattu and also the Union Territory of Puducherry (Puducherry district) .

The issue of passport is a central subject under the Indian constitution and allotted to the Ministry of External Affairs. It was in 1954 that the first 5 Regional Passport Offices at Bombay, Calcutta, Delhi, Madras and Nagpur were set up. This necessitated the setting up of a separate organization and the Central Passport and Emigration Organization was created in 1959 as a subordinate office of the Ministry of External Affairs. At present there are a total of 38 Passport Offices in the country.

ORGANISATION

This office has a total of 61 officers and staff members.

The hierarchy at the Regional Passport Office, Chennai includes the following stages:-

1. Regional Passport Officer
2. Deputy Passport Officer
3. Assistant Passport Officer
4. Senior Superintendent
5. Superintendent
6. Stenographer
7. Senior Hindi Translator
8. Assistant Superintendent
9. Senior Passport Assistant
10. Junior Passport Assistant
11. Office Assistant
12. Multi Tasking Staffs

FUNCTIONS AND DUTIES

This office deals with the issuance of passport/ travel document to the citizens of 13 Districts Chennai, Kancheepuram, Tiruvallur, Vellore, Tiruvannamalai, Cuddalore, Chidambaram, Villupuram, Dharmapuri, Krishnagiri Kallakurichi, Ranipet, chengalpattu and also the Union Territory of Puducherry (Puducherry district)

Powers and duties of the employees of the Regional Passport Office, Chennai-

Article 4(1) (b) (ii) of the Right to Information Act, 2005

Regional Passport Officers are also designated as Head of the Offices. For the smooth running of the offices, certain financial powers have been delegated to them. The financial powers of employees of Passport Office have been detailed in Delegation of Financial Power Rules, 1978 and subsequent orders issued in reference to the delegation of financial Power rules. These powers may be seen at annexure of delegation of financial rules and Passport rules. Other powers of officers of Passport Office are derived from the Passports Act 1969. This Act and rules are already on the MEA's website www.passportindia.gov.in. The duties of officers and employees of the office flow from the Passports Act and Passports Rules: website www.passportindia.gov.in.

Procedure to be followed in the decision making process, including channels of supervision and authority

Article 4(1) (b) (iii) of the Right to information Act, 2005

The Regional Passport Office, Chennai follows the rules and procedures indicated in Passports Acts & Rules as elaborated in Passport Manual 2020 along with periodical amendments issued by PSP Division, MEA for decision making in issuance of passports, Surrender Certificate, Police Clearance Certificate, Global Entry Program, No objection to return to India, etc.,. The officers from the Superintendent to Regional Passport Officer level (gazette) are designated as Passport Issuing Authorities (PIA) for issuance of passport and take decisions/actions with the help of Assistant Superintendents, Senior Passport Assistants & Junior Passport Assistants posted in the sections in accordance with Passports Act, Passports Rules and Passport Manual 2020. Passports Act & Rules empower Passport Issuing Authorities (PIA) to impound or revoke passports obtained by suppression of facts or with fake documents or based on inputs received from other investigating authorities.

WORK FLOW CHART OF REGIONAL PASSPORT OFFICE, CHENNAI

Passport applications are accepted at 4 Passport Seva Kendras (PSK) located at Saligramam, Aminjikarai, Tambaram and Puducherry and 13 Post Office Passport Seva Kendras (POPSK) located at the Cuddalore, Tiruvannamalai, Vellore, Villupuram, Chennai GPO, Kanchipuram, Tiruvallur, Ranipet, Arani, Dharmapuri, Krishnagiri, Kallakurichi and Chidambaram for applicants who have appointments on the time and date slot booked in www.passportindia.gov.in. Application has to be registered online in the website of the Passport Seva Project and an Application Reference Number (ARN) has to be generated, following which the applicant has to visit PSK/POPSK at the booked time slot.

Passport Seva Kendra's

Mainly 3 counters are there in PSKs to process application viz.

1. Counter-A

- Receipt of Passport application, Data comparison/modification, scanning, Taatkal cash collection, capturing of photograph and biometrics (TCS Staff).

2. Counter-B

- Verification of the personal particulars mentioned in the Passport application form and to verify the genuineness of the documents by the Verifying Officer (Government official).

3. Counter-C

- Index checking and Granting the Passport application with ECR/ECNR by the Granting Officer (Gazetted Government official).

Police verification will be initiated electronically once the application is granted except for the following cases:

- a) Government servants/PSU employees and their dependent family members (Spouse and dependent children upto 18 years of age only) who produce prescribed 'Identity certificate' (Annexure-A) from their controlling authority.
- b) Minor child upto to the age of 18 years (validity of passport limited to 18 year of age) whose both or either parent hold a valid passport and the name of either parents is mentioned in his/her spouse's passport and consent of both parents is available in form of Annexure 'D'.
- c) Those who have held Diplomatic/Official passports (within one year of expiry), when applying for issue of ordinary passport after surrender/ safe custody of diplomatic/ official passport. This, however, applies only to persons who were issued Diplomatic/ Official passports by virtue of their constitutional position or government service (including their dependents).
- d) Inter-country adoption cases subject to submission of court order and Conformity Certificate & NOC from CARA along with complete application.
- e) In reissue cases, if passport application is submitted before expiry or within 3 years after expiry of passport, provided there is a Clear PV on the previous passport and nothing adverse is noticed except in following cases:

- i) Applicants from UTs of J & K and Ladakh;
- ii) Cases of Nagaland residents and Naga origin residing outside the state;
- iii) Lost/Stolen/ damage cases;
- iv) Reissue application in lieu of minor's passport (valid for 5 years or up to 18 years), after attaining age of majority;
- v) Change of name and/or personal particulars like Date of Birth, Place of Birth, Sex or Parent's names, change in appearance etc. However, in cases of application for reissue only for change/addition of name/surname by women applicant due to marriage/divorce, no fresh Police verification is required.

PCC applications can be submitted at PSKs/POPSKs followed which the certificate is issued only after the Police verification report found to be clear-

Main office

1. Receipt of Police verification report electronically
2. Printing of Passports
3. Lamination of Passports
4. Stamping seal & specimen signature on Passports.
5. Passport delivery through speed post.
6. Review of Adverse police reports and follow up action.
7. Processing of Escalated files/complex cases received from PSKs.
8. Administration and Establishment function.
9. General Enquiry (Both online & walk-in).

In other administrative matters, Junior Passport Assistants/ Senior Passport Assistants/ Assistant Superintendents submit the files to Superintendent who in turn submits it to higher Officer or Passport Officer for approval or orders. If necessary, matter is referred to the PSP Division, Ministry of External Affairs, New Delhi for final approval. The office also follows the guidelines issued by other departments, particularly the Cabinet Secretariat at <http://www.cabsec.nic.in>, the Ministry of Parliamentary Affairs at <http://www.mpa.nic.in> and the Ministry of Personnel, Public Grievances and Pensions <https://persmin.gov.in/>, Ministry of Home Affairs <http://www.rajbhasha.gov.in>, Ministry of Finance <https://finmin.gov.in/> and Ministry of Health and family welfare <https://mohfw.gov.in/> etc.

Norms set by the Ministry for the discharge of its function

Article 4(1) (b) (iv) of the Right to information Act, 2005

The Regional Passport Office, Chennai discharges its functions as per the norms laid down by the PSP Division, Ministry of External Affairs, New Delhi. It is our endeavor that all files are disposed of within the stipulated time frame for issuance of passport subject to completion of documentations and usual checks. The norms are available at <http://www.passportindia.gov.in>.

The rules, regulations, instructions, manuals and records held by it as under its control as used by its employees for discharging its functions-

Article 4(1) (b) (v) of the Right to information Act, 2005

Passports Act and Passports Rules:

These are already available on the website <http://www.passportindia.gov.in>.

In so far as the administrative side is concerned, we uses the following Rules in discharge of its functions:-

- Medical Attendance Rules
- CCS(CCA) Rules
- CCS (Conduct) Rules
- CCS (Leave) Rules
- General Provident Fund Rules
- Leave Travel Concession Rules
- General Financial Rules, 2017
- Delegation of Financial Power Rules
- House Building Advance Rules
- CCS (Revised Pay) Rules, 2016
- Central Treasury Rules

In addition various Manuals/Circulars etc., issued by MEA are also used.

Statement of the categories of documents that are held by the RPO or under its control-

Article 4(1) (b) (vi) of the Right to information Act, 2005

The Regional Passport Office, Chennai takes decision based on the following documents:

- The Passports Act, 1967
- The Passports Rules, 1980
- Passport Manual 2020
- Citizenship Act of India, 1955
- Citizenship Rules, 2009

The administrative side of the office maintains files relating to the following:

- Appointments
- Personal files and service book (including leave account) of its employees
- Litigations files
- Procurement of stationery & furniture
- Electricity and water bills
- Circulars and Office Memorandums (issued by Ministry)
- Maintenance of Annual Performance Appraisal Reports
- Republic Day & Independence Day Celebrations and other National Day events
- Progressive use of Hindi as Official Language files
- Swachhta and Vigilance Awareness files
- Other miscellaneous matters

* The files are retained for the period specified as per record retention schedule prescribed by MEA from time to time.

The following documents are held by this office:-

- Ordinary Passport Booklets
- Diplomatic/ Official Passport Booklets
- Safe custody of passports.

The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof:

Article 4(1) (b) (vii) of the Right to information Act, 2005

There is no direct dealing with the members of the public in relation to formation of policies or implementation thereof. However the major Public Grievances which may have policy change implication are forwarded to PSP Division, MEA, New Delhi for further action.

Statement of boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other are open to the public, or the minutes of such meetings are accessible for public:

Article 4(b) (viii) of the Right to Information Act, 2005

At the level of this office, one Rajbhasha Kriyanvayan Samiti (Official Language Implementation Committee) has been constituted to review progress in implementation of Rajbhasha Hindi in day to day work of the office.

Directory of Officers and Staff of Regional Passport Office, Chennai and monthly remuneration as on 25/11/2020

Article 4(1) (b) (ix) & (x) of the Right to Information Act, 2005

S.NO.	NAME	DESIGNATION
1.	SHRI. S.VIJAYAKUMAR	HoO
2.	SMT.A.RAJESWARI	DPO
3.	SHRI. NARESH R HEDAO	DPO
4.	SHRI. R. GANESH	APO
5.	SHRI. C. CHENDURVELAN	APO
6.	SHRI.ANOOP ASOKAN	APO
7.	SMT.V. THULASI	APO
8.	SMT. BEENA S S	APO
9.	SMT. M. LATHA MAHESWARI	APO
10.	SMT. A.S. LATHA	Sr.Supdt.,
11.	SMT. S. RAJESWARI	Sr.Supdt.,
12.	SMT. SOBHA AJAYAKUMAR	Sr.Supdt.,
13.	SMT. A.R.K. REMA	Sr.Supdt.,
14.	SMT. VANISREE SRIRAM	Sr.Supdt.,
15.	SMT. G. VARALAKSHMI	Sr.Supdt.,
16.	SHRI. P. MURUGAN	Sr.Supdt
17.	SMT.S.SELVAKUMARI	Sr.Supdt
18.	SHRI.B.SUJITH	Sr.Supdt
19.	SMT. SWAPNA.S	Sr.Supdt
20.	SMT. V.INDRA	Sr.Supdt
21.	SMT.B.MALATHY	Supdt
22.	SHRI.S.SAHAYARAJ	Supdt
23.	SHRI.S.V.RAMAKRISHNAN	Supdt
24.	SHRI.MURALI	Steno
25.	MS.JYOTI NADONI	STO
26.	SHRI. P.M. RAMAN	Asst.Supdt.,
27.	SMT. P.MALATHI	Asst.Supdt.,
28.	SHRI.LINKAN SINGH	Asst.Supdt.,
29.	SHRI. YOGENDER SINGH	Asst.Supdt.,
30.	SHRI.A.V.A. PADMANABHAN	SPA
31.	SHRI.ASHOK KUMAR YADAV	SPA
32.	SMT.E. SIVAKAMIA MMAI	SPA
33.	SHRI. G.K. MALAKONDAIAH	SPA
34.	SMT. V.RAMANI BAI	SPA
35.	SMT. S.ASHA	SPA
36.	SHRI.R.PRAVEEN KUMAR	SPA
37.	SMT .M ELAVARASI	SPA
38.	SMT. M. SHAKILA PRIYA	SPA

39.	SMT. T.CHANDRA	JPA
40.	SHRI. ABHIRANJAN PRAKASH	JPA
41.	SHRI. ANSHU ARYAN	JPA
42.	SHRI. RAVI RANJAN KUMAR	JPA
43.	SHRI. ARBIND KUMAR	JPA
44.	SHRI. VIRENDRA KUMAR SONI	JPA
45.	SHRI.SUMAN KUMAR	JPA
46.	SHRI. B. AKBAR BASHA	JPA
47.	SHRI. J. ALEX PAUL	JPA
48.	SHRI. J. SUTHEESH	JPA
49.	SMT.D.AMIRTHAM	JPA
50.	SMT. R. VIJAYAKUMARI	JPA
51.	SHRI.JOGINDER	JPA
52.	SHRI.ASHU KUMAR	JPA
53.	SMT.DEVARA RAMYA	JPA
54.	SHRI. C RAGHUL KANTH	JPA
55.	SHRI.VICKY KUMAR	JPA
56.	SHRI. GOVIND TRIVEDI	JPA
57.	SHRI. HANSRAJ SINGH	JPA
58.	SMT. SELVAKUMARI	OA (MTS)
59.	SMT. M.LAKSHMI	OA (MTS)
60.	SMT. CHITRA.B	MTS
61.	SHRI. VIPIN.V	MTS

In addition to above, 2 Consultants, 17 Data Entry Operators and 1 Multi Task Staffs are temporarily employed in this office, whose payment is being made directly by the hiring agency appointed by the Ministry.

Details of monthly remuneration of officers and staff of Regional Passport Office, Chennai

S.No.	Category of Officers	Number	Level of Pay
1	Head of Passport Office	1	Level 11
2	Deputy Passport Officer	2	Level 11
3	Assistant Passport Officer	6	Level 10
4	Senior Superintendents	11	Level 8
5	Superintendents	3	Level 7
6	Stenographer	1	Level 7
7	Senior Hindi Translator	1	Level 7
8	Assistant Superintendent	4	Level 6
9	Senior Passport Assistant	9	Level 4
10	Junior Passport Assistant	19	Level 2
11	Office Assistant(MTS)	2	Level 1
12	Multi Tasking Staff	2	Level 1

Budget allocation to each agency, indicating particulars of all plans, proposed expenditure and reports on disbursements made.

Article 4(1) (b) (xi) of the Right to Information Act, 2005

Abstract of Revised Estimates 2023-2024 and expenditure

Head	Final Estimates 2023-2024 (in thousands)	Actual Expenditure
Salaries	35498	3,51,60,891
Wages	0	0
Rewards	3648	33,84,505
Medical Treatment	1000	6,35,054
Allowances	26000	2,50,89,685
Leave Travel Concession	200	46,079
Domestic Travel Expenses	2400	17,21,874
Office Expenses	14700	1,43,20,352
Postal Office Expenses	18000	1,67,54,468
Rent, Rate & Tax	2200	21,37,336
Minor Works	7000	41,00,000
Professional Service	100	23,600
Information Technology (Digital Equipment)	3000	27,29,923
Swatchta Action Plan	1300	9,94,190
Motor Vehicles	0	0
Information, Computer, Telecommunication Equipment (ICT)	330	2,63,549
Furniture & Fixtures	450	3,56,591
Total	115826	10,77,18,097

The manner of execution of subsidy program, including the amounts allocated and the details of beneficiaries of such program :

Article 4(1) (b) (xii) of the Right to Information Act, 2005

A total of Rs. 1,20,000/- (One lakh twenty thousand) in cash prizes was distributed to the winners of various competitions during Hindi Fortnight 2024. Additionally, as part of the Hindi Incentive Scheme, a cash award of Rs. 19,000/- (Nineteen thousand) was distributed to the winners.

As part of the productivity-linked incentive scheme for the financial year 2023-24, a sum of Rs. 6,40,387 (Six lakhs forty thousand three hundred and eighty-seven) was given to the employees.

Particulars of recipients of concessions, permits or authorizations granted by it :

Article 4(1) (b) (xiii) of the Right to Information Act, 2005

Issue of passports to general public.

Travel agents are not authorized to submit the passport applications. The passport applicants have to appear in person at Passport Seva Kendra/Post Office Passport Seva Kendra and submit the passport application at the given time slot in the chosen PSK/POPSK.

Details in respect of the information, available to or held by it, reduced in an electronic form: Article

4(1) (b) (xiv) of the Right to Information Act, 2005

All information regarding issuance of passports and status thereof have been uploaded on website <http://www.passportindia.gov.in>

The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use :

Article 4(1) (b) (xv) of the Right to Information Act, 2005

Citizens can obtain information through the website of the office at <http://www.passportindia.gov.in> . Apart from this, Citizens can book an online enquiry appointment and visit the officers on any working day (except Tuesday). Enquiry can also be made through Telephone at the No. 044-28513640, 044-28513639. **In addition, applicants can walk-in to RPO, Chennai and can call through whatsapp no. 7305330666 on every Tuesday from 12:00PM – 01:00PM for ‘Meet your RPO’ and ‘Chat your RPO’ program to redress their grievances.** Some of the instructions are also displayed on the notice boards of the Regional Passport Office.

The Names, designations and other particulars of the Public Information Officers:

Article 4(1) (b) (xvi) of the Right to Information Act, 2005

Central Public Information Officer :

Shri. Naresh .R. Hedao,
Deputy Passport Officer,
Regional Passport Office,
Rayala Towers 2 & 3, IV Floor,
158, Anna Salai, Chennai
600 002, Tamil Nadu
Phone: 044-28513638,
Fax: 44-28513637
rpo.chennai@mea.gov.in

First Appellate Authority :

Shri S.Vijayakumar IFS,
Head of Passport Office,
Regional Passport Office,
Rayala Towers 2 & 3, IV Floor,
158, Anna Salai, Chennai
600 002, Tamil Nadu
Phone No. 044-28518848 Fax No. 044-28513637
Email : rpo.chennai@mea.gov.in

Such other information as may be prescribed, and thereafter updated every year : Article 4(1) (b) (xvii) of the Right to Information Act, 2005

All such information as may be prescribed is updated annually on website.
