

RIGHT TO INFORMATION – Disclosure of information Article 4 (1) (b) of the Right to Information Act, 2005 in respect of Passport Office, Thiruvananthapuram.

Article 4(1) (b) (i): Particulars of organisation, functions:

Historical Background :-

Regional Passport Office Trivandrum, a subordinate office of Ministry of External Affairs was established as a full-fledged Passport Office on 10.01.1992 after upgrading the then existed Passport Liaison office under RPO Cochin and thus became part of Central Passport Organisation. The Central Passport & Emigration Organisation was established in 1959 as a subordinate organisation of Ministry of External Affairs. At present, a total of 36 Passport offices are in the country added with 93 state of the art Passport Seva Kendras, 19 Passport Seva Laghu Kendras & 424 Post Office Passport Seva Kendras across the country offering Passport services to citizens in a timely, transparent, more accessible and reliable manner and in a comfortable environment through streamlined processes and committed trained and motivated workforce. PSKs are operating on a public private participation (PPP) mode and M/s Tata Consultancy Services (TCS) is the project Partner of Passport Seva Project with the MEA since its inception in 2010.

Out of the 13 PSKs operationalized in Kerala, Regional Passport Office Trivandrum is credited with opening up of first three PSKs in Kerala under its jurisdiction in January 2012 and POPSK at Pathanamthitta in March 2017 and Attingal in February 2019. The Regional Passport Office Trivandrum has jurisdiction over three Revenue Districts of southern Kerala viz, Trivandrum, Kollam and Pathanamthitta. The address and location of PSKs and POPSK are as under:

1. PSK Trivandrum City: Ground floor, Carmel Towers High, Opp.: Cotton Hill School, Vazhuthacaud.
2. PSK Neyyattinkara (Rural): XVIII/397(A), Akshaya Complex, Opp: KSRTC Station, Neyyattinkara.
3. PSK Kollam S.N.Trust Complex, Vellappally Nagar, Near- Corporation Office, Kollam.
4. POPSK Pathanamthitta: Post Master, Pathanamthitta Head Post Office, Pathanamthitta - 689645.
5. POPSK Attingal: Post Master, Attingal Head Post Office, Attingal-695101.

ORGANISATION

This Office has a total of 35 officers and staff members.

The hierarchy of the Regional Passport Office, Thiruvananthapuram includes the following stages:-

- 1) Regional Passport Officer.
- 2) Assistant Passport Officer.
- 3) Senior Superintendent.
- 4) Superintendent.
- 5) Assistant Superintendent.
- 6) Senior Passport Assistant.
- 7) Junior Passport Assistant.

Other categories of employees working in Regional Passport Office, Trivandrum are Stenographer.

FUNCTIONS AND DUTIES

This Office deals with the issuance of passport/travel document to the citizens of three districts viz, Trivandrum, Kollam & Pathanamthitta through its 3 PSKs, 2 POPSK & Main office.

Powers and Duties of the employees of the Regional Passport Office, Thiruvananthapuram.

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

Regional Passport Officers are also delegated as Head of Office. For the smooth running of the office, certain financial powers have been delegated to them. The financial powers of employees of Passport Office have been detailed in delegation of financial power Rule, 1978 and subsequent orders issued with 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. This act and rules is 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 Passport 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, Thiruvananthapuram follows the rules and procedures indicated in Passport Acts & Rules as elaborated in Passport Manual 2016 with periodical amendments for decision making in issuance of passports. The Officers from Superintendent to Regional Passport Officer level (gazetted) 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, Passport Rules and Passport Manual 2016. Passport Act and Rules empowers Passport Issuing Authorities (PIA) to impound or revoke passports obtained by suppression of facts or with fake documents or based on inputs received from the other authorities.

WORK FLOW CHART OF PASSPORT OFFICE, THIRUVANANTHAPURAM

Online Passport applications booked through 'www.passportindia.gov.in' website are accepted at Passport Seva Kendras located at Thiruvananthapuram, Kollam, Neyyattinkara and Post Office Passport Seva Kendras Pathanamthitta & Attingal from applicants who have appointments on the time and date slot booked in www.passportindia.gov.in. The process of application in all PSKs is scheduled as under.

- 1. Counter- A**
 - Receipt of Passport application, Data comparison/ modification, scanning and cash collection, capturing of photograph and biometrics (TCS Staff)
- 2. Counter-B**
 - Verification of the Passport application by the Verifying Officer (Government official).
- 3. Counter- C**
 - Index checking and Granting the Passport application by the Granting Officer.(Gazetted Government Official)
- 4. Police verification (online) and document verification to issuing authorities (random).**

Back office processing

1. Printing of Passports
2. Lamination of Passports
3. Stamping, seal & signature on passports.
4. Passport delivery through speed post.

5. Storage of physical documents in record station.
6. Review of Negative police reports for decision & follow up action.
7. Processing of Escalated/complex files received from PSKs.

Police clearance Certificate Services are granted on Pre Police verification and will be despatched on receipt of clear report.

In other administrative matters, Junior Passport Assistants and Senior Passport Assistants, Assistant Superintendents submit the files to Superintendent who in turn submits to higher Officer or Passport Officer for approval or orders. If necessary, matter is referred to the CPV Division, Ministry of External Affairs 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 <http://persmin.nic.in> and the Ministry of Home Affairs <http://www.rajbhasha.gov.in> and the Ministry of Finance <http://www.finmin.nic.in> and the Ministry of Health and family welfare <http://www.mohfw.nic.in> etc.

Norms set by the Ministry for the Discharge of its functions

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

The Regional Passport Office, Thiruvananthapuram discharge its function as per the norms laid down by the CPV Division, Ministry of External Affairs, New Delhi. It is our endeavour 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>.

Rules, regulations, instructions, manuals and records held by or under the control of the Regional Passport Office, Thiruvananthapuram used by its employees for discharging its functions.

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

Passport Act and Passport Rules:

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

In addition, the Passport Office also utilizes the relevant rules, regulations and orders of the Government of India, such as Civil Service Conduct Rules, Central Civil Service Leave Travel Concession Rules, and Central Service Leave Rules. Civil Service Pension Rules, Provident Fund Rules, General Financial Rules, Fundamental and Supplementary Rules etc. These rules are already in the public domain as printed priced publications.

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

In the discharge of its functions, the Regional Passport Office, Thiruvananthapuram uses various Central Acts, Rules, Codes, Regulations, etc. It also uses various judgements of the Supreme Court of India and High Courts.

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

- Medical Attendance Rules
- CCS(CCA) Rules
- CCS(Conduct) Rules
- Central Service Leave Rules
- General Provident Fund Rules
- Leave Travel Concession Rules
- General Financial Rules, 2005
- 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 the Ministry are also used.

Statement of the categories of documents that are held by the PO or under its control.

The Regional Passport Office, Thiruvananthapuram holds the following documents;

- 1) The Passport Act 1967
- 2) The Passport Rule
- 3) Passport Manuals

The administrative side of the office maintain files relating to the following: *

- 1) Appointments
- 2) Personal Files and Service Books (including leave account) of employees
- 3) Court related litigation files
- 4) Procurement of stationery & furniture
- 5) Electricity and water bills
- 6) Circular and Office Memorandums
- 7) Progressive use of Official Language files.

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

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

The following documents are held by this office:-

- Ordinary Passport Booklets
- Diplomatic/ Official Passport booklets.
- Identity Certificate.

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

Statements 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.

There is no direct dealing with the members of the public in relation to formation of policies or implementation thereof.

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

Sl.No.	Name of the Official	Designation
1.	Ashique Karattil	Regional Passport Officer
2.	Sissy Manuel	Assistant Passport Officer
3.	K.N.Minimoal	Assistant Passport Officer
4.	P.K.Hemalatha	Assistant Passport Officer
5.	A.Brinda	Assistant Passport Officer
6.	T.Mini	Senior Superintendent
7.	P.R.Bindhukumari	Senior Superintendent
8.	Manju R.S.	Senior Superintendent
9.	Padmakumar K.C.	Senior Superintendent
10.	A.V.Minimol	Senior Superintendent
11.	Jayashankar G.	Senior Superintendent
12.	Mini D.K	Senior Superintendent
13.	Sheelaja.S	Steno Grade-1
14.	Geetha Kumari.C.S	Superintendent
15.	Preetha.S	Superintendent
16.	Jacob.V.J	Superintendent
17.	Ajithkumar. S.S	Assistant Superintendent
18.	Shamji B.Singh	Assistant Superintendent
19.	Anitha.V.R	Assistant Superintendent
20.	Sheela.S	Assistant Superintendent
21.	Sandhya Ajithkumar	Senior Passport Assistant
22.	Arun.S	Senior Passport Assistant
23.	Venugopal.C	Senior Passport Assistant
24.	Suresh Kumar.S	Senior Passport Assistant
25.	Pushpadasan.A	Senior Passport Assistant
26.	Beena.C.S	Senior Passport Assistant
27.	Madhuri Devi	Senior Passport Assistant
28.	Rahul Kumar	Junior Passport Assistant
29.	Anjali Kumari	Junior Passport Assistant
30.	Kumar Gaurav	Junior Passport Assistant
31.	Jeevendra Singh	Junior Passport Assistant
32.	Chandan Kumar Sah	Junior Passport Assistant
33.	K.Mohanakumar	Junior Passport Assistant

34.	Chitra Kumary.S	Junior Passport Assistant
35.	Devashish Deo	Junior Passport Assistant

In addition of above, 06 Data Entry Operators and 3 Multi-Tasking Staffs are temporarily employed in Regional Passport Office, Thiruvananthapuram 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, Thiruvananthapuram as on 01.01.2021

क्रम सं. Sl.No.	Category of Officers	Number	Pay
1.	Regional Passport Officer	1	Level -12 (78800-209200)
2.	Assistant Passport Officer	4	Level -10(56100-177500)
3.	Senior Superintendent	7	Level -8(47600-151100)
5.	Stenographer GR.I	1	Level -7(44900-142400)
6.	Superintendent	3	Level -7(44900-142400)
6.	Assistant Superintendent	4	Level -6(35400-112400)
7.	Senior Passport Assistant	7	Level -4(25500-81100)
8.	Junior Passport Assistant	8	Level -2(19900-63200)

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

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

Abstract of budget estimates 2020-2021 and expenditure for FY 2019-2020.

HEAD	BUDGET ESTIMATE 2019-2020	ACTUAL EXPENDITURE FY 2019-2020
SALARIES	3,46,50,000	82,62,542
WAGES	0	0
OVERTIME ALLOWANCE	0	0
MEDICAL CLAIMS	1,67,000	14,004
DOMESTIC TRAVEL EXPENSES	10,00,000	4,89,739
OFFICE EXPENSES	13,33,000	4,38,411
POSTAGE OFFICE EXPENSES	27,33,000	6,29,718

RENTS, RATES AND TAXES	7,23,000	5,42,469
MINOR WORKS	10,000	0
PROFESSIONAL SERVICES	8,33,000	1,18,433
INFORMATION TECHNOLOGY	2,67,000	74,867
SWACHHTA ACTION PLAN	67,000	0
TOTAL	2,08,66,000	1,05,70,183

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

Nil

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 and submit the passport application.

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

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

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

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

Citizens can obtain information through the web-site of the office at <http://www.passportindia.gov.in>. Apart from this, citizens are provided passport issuance information through Enquiry counters and also through telephone. Some of the instructions are also displayed on the notice boards of the Passport Office. Citizens can also visit the officers during the office hours on all working days (except Wednesday) between 09.30 to 12.30 hrs.

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:-

Smt.A.Brinda,

Assistant Passport Officer,
Regional Passport Office, Thiruvananthapuram
SNSM Building, Karalkada Jn.,
Kaithamukku, Pettah P.O,
Thiruvananthapuram- 695024.
Phone No. 0471- 2573394
Fax No. 0471-2461132
E-mail: rpo.trivandrum@mea.gov.in

First Appellate Authority:-

Shri. Ashique Karattil

Passport Officer,
Regional Passport Office, Thiruvananthapuram
SNSM Building, Karalkada Jn.,
Kaithamukku, Pettah P.O,
Thiruvananthapuram- 695024.
Phone No. 0471-2460132
Fax No. 0471-2461132
E-mail: rpo.trivandrum@mea.gov.in

Such other information as may be prescribed: and thereafter updated annually.

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

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

Public Grievances Officer:-

Smt.A.Brinda,

Assistant Passport Officer,
Regional Passport Office, Thiruvananthapuram
Phone No . : 0471- 2573394/ 2460132
Email: rpo.trivandrum@mea.gov.in