



**Government of India
Ministry of External Affairs
Regional Passport Office**

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Dated the 23 January 2015

F No.MAS/551/2/2015

PRESS RELEASE

To empower applicants especially from rural areas and enhance the transparency, a **Social Audit Cell** has been opened at Regional Passport Office, Chennai. The applicant himself can appear before the special cell and conduct audit of his own passport application. All information that is supposed to be provided by the office as per the Right to Information (RTI) Act, would be provided at the cell upon oral enquiry by the applicants free of cost. To facilitate applicants, an official has been deployed at the Social Audit Cell. The above Social Audit Cell will function on all working days from 09.30 a.m. and 12.30 p.m. except Tuesdays at the main office of Regional Passport Office at Rayala Towers, Anna Salai, Chennai. Copies of documents such as police verification reports with remarks, or notes of the police officials, file notes of Verification Officer or Granting Officer regarding 'on-hold' applications, details of previous or lost passports to enable applicants to file an FIR with police regarding loss of passport and details about information sought from Missions or Embassies abroad for issue of passport applicants who had travelled on Emergency Certificates(EC) could be obtained from the cell.

Normally, from RPO Chennai Passports are being issued between 2nd and 25th day from the date of their application, depending upon the requirement of Police Verification Reports. The Public Grievance Redressal Mechanism has further been strengthened for speedy process of clearing of long pending cases. Applicants whose applications are pending for a long time can meet the Deputy Passport Officer/Regional Passport Officer without any appointment and put up their grievances on all working days from 09.30 a.m. and 12.30 p.m. except Tuesdays.