

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

**Particulars of Organization, functions:**

**Article 4 (1) (b) (i) Right to Information Act, 2005**

**Historical Background:-**

The Regional Passport Office, Guwahati was inaugurated by the then Hon'ble Minister of State for External Affairs, Shri Samarendra Kundu on June 15, 1979 for service to the people of seven North Eastern States. The office was then located at Chenikuti Hill Side, Guwahati.

In the year 1988, the office was shifted to its present location at Rani Bagan, Basistha Road, 3rd Bye Lane. In the same year, the state of Tripura was truncated from the jurisdiction of RPO, Guwahati and was put under the jurisdiction of the Regional Passport Office, Kolkata.

At present, this office deals with the Passport applications from six North Eastern States viz. Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram and Nagaland.

**ORGANISATION:-**

This office has a total of 42 officers and staff member.

The hierarchy of the Passport Office, Guwahati includes the following stages:

- 1) Passport Officer
- 2) Deputy Passport Officer
- 3) Assistant Passport Officer
- 4) Senior Superintendant
- 5) Superintendant
- 6) Assistant Superintendant
- 7) Senior Passport Assistant
- 8) Junior Passport Assistant
- 9) Chauffeur

Other categories of employees working in Passport Office, Guwahati are one Stenographer and a Hindi Translator (Deployed currently).

## **FUNCTIONS AND DUTIES:-**

This Office deals with the issuance of Passport / Travel document to the citizens of Six States viz. Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram and Nagaland through its Six PSKs, Ten POPSKs and Back Office.

### **Powers and Duties of the employees of the Passport Office, Guwahati.**

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

Passport Officers are also delegated as Head 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 by CPO. 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 Passport Act. This act and rules is already on the MEA's website [www.passportindia.gov.in](http://www.passportindia.gov.in). The duties of officers and employees of the office flow from the Passport Act and Passport Rules: website [www.passportindia.gov.in](http://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 Passport Office, Guwahati 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 Superintendants, Senior Passport Assistant and Junior Passport Assistants posted in the sections in accordance with Passport Act, Passport Rules and Passport Manual, 2016. Passport Act and Rules empowers Passport Issuing Authorities (PIA) to cancel, impound or revoke passports obtained in violation of various rules of Passport Act, 1967 and other relevant rules.

### **WORK FLOW CHART OF PASSPORT OFFICE, GUWAHATI**

Online Passport applications booked through 'www.passportindia.gov.in' website are accepted at Passport Seva Kendras located at Guwahati, Shillong, Dimapur, Imphal, Aizawl, Itanagar and POPSKs (at Silchar, Kokrajhar, Mangaldoi, Tezpur, Dibrugarh,

Tinsukia, Diphu, Khonsa, Changlang, and Tura) from applicants who have appointments on the time and date slot booked in [www.passportindia.gov.in](http://www.passportindia.gov.in). Apart from the online booking and online payment, passport applicants can walk in with ARN sheets and relevant documents at PSKs and POPSKs without online appointment date and such cases are considered based on the merit of the case. The process of application in all PSKs and POPSKs is scheduled as under.

**1. Counter- A**

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

**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 as per merit of the case).

**Back Office Processing**

1. Printing of Passports
2. Lamination of Passports
3. Stamping, seal and 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 and follow up action
7. Processing of Escalated / Complex files received from PSKs
8. Grievances redressal

**PCC**

Police Clearance Certificate Services are granted and delivered across the counter at PSK and PSLKs if clear report is available for the Passport in the system. If report is not available / not clear in the system, verification is sent electronically to Special Branch concerned and PCC is issued only after receipt of clear Police Report.

In other administrative matters, Junior Passport Assistants and Senior Passport Assistants / Assistants Superintendants 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> , the Ministry of Parliamentary Affairs at <http://mpa.nic.in>, the Ministry of Personnel, Public Grievances and pensions <http://persmin.nic.in>, the Ministry of Finance <http://www.finmin.nic.in>, 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 Passport Office, Guwahati discharge its functions 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 Passport Office, Guwahati 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.

In the discharge of its functions, the Passport Office, Guwahati uses various Central Acts, Rules, Codes and Regulations etc. It also uses various judgments 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
- Central Service Leave Rules
- CCS (Conduct) 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 the Ministry are also used.**

**Statement of the categories of document that are held by the Passport Office or under its control.**

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

**The Passport Office, Guwahati holds the following documents:**

1. The Passport Act, 1967
2. The Passport Rule
3. Passport Manuals
4. Copies of the report by our Ministry
5. Correspondences which Ministries / Other organizations departments, state Governments.

**The administrative side of the office maintains 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. Circulars and Office Memorandums
7. Progressive use of Official Languages files.

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

**The following documents are also held by this office**

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

**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 of Information Act, 2005**

This office is not delegated to have any arrangement for consultation with or representation by the members of the public in relation to formulation of its policy and implementation thereof. The matter is looked at MEA.

**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. 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) (viii) 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.

**A Directory of its officers and employee**

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

<b>Sl. No.</b>	<b>Name of the Officials</b>	<b>Designation</b>
1.	Naorem J. Singh	Passport Officer
2.	Lobsang Tsering	Deputy Passport Officer
3.	Dulal Sutradhar	Deputy Passport Officer
4.	M.S. Sangma	Deputy Passport Officer
5.	M.S. Thangpong	Deputy Passport Officer

6.	C. Vanlalhruaia	Deputy Passport Officer
7.	Joydeep Chakraborty	Assistant Passport Officer
8.	Maheswari Devi	Assistant Passport Officer
9.	Ratan Kr. Tamuli	Senior Superintendent
10.	Manish Jayaswal	Senior Superintendent
11.	Madan Pandey	Superintendent
12.	Amal Chandra Biswas	Superintendent
13.	Malasawmthang Infimate	Assistant Superintendent
14.	Annada Das	Assistant Superintendent
15.	Girish Baishya	Assistant Superintendent
16.	Ajeet Kumar	Assistant Superintendent
17.	Shyamal Kumar Das	Senior Passport Assistant
18.	Anil Kumar Jha	Senior Passport Assistant
19.	Atish Kumar Depnkar	Junior Passport Assistant
20.	Santosh Kumar	Junior Passport Assistant
21.	Jyotish Prakash	Junior Passport Assistant
22.	Dhananjay Kumar	Junior Passport Assistant
23.	Manish Sinha	Junior Passport Assistant
24.	Shakti Kumar Pandey	Junior Passport Assistant
25.	Rajesh Ranjan	Junior Passport Assistant
26.	Martin Phaipi	Junior Passport Assistant
27.	Susanta Mondal	Junior Passport Assistant
28.	Blesso T. Haokip	Junior Passport Assistant
29.	Md. Rizwan Ansari	Junior Passport Assistant
30.	Pranab Kumar Mukherjee	Junior Passport Assistant
31.	Shrikant Modi	Junior Passport Assistant
32.	Vidya Bhusan Das	Junior Passport Assistant
33.	Renu Kumari	Junior Passport Assistant
34.	Pankaj Kumar Mahtha	Junior Passport Assistant
35.	Abhinav Kumar	Junior Passport Assistant
36.	Devashish Paul	Junior Passport Assistant
37.	Mahesh Singh	Junior Passport Assistant
38.	Manju Barman Koch	Junior Passport Assistant
39.	Tusheswar Das	Junior Passport Assistant
40.	Ramesh Lahkar	Chauffeur
41.	Meena Kumari	Hindi Translator
42.	Kumar Anand	Stenographer

In addition of above, five (05) Data Entry Operators are temporarily employed in Passport Office, Guwahati whose appointment and payment are being made directly by the hiring agency appointed by Ministry. Twelve (12) DEOs deployed in PSK Shillong, PSK Aizawl, PSK Itanagar, PSK Imphal, PSK Dimapur and POPSK Diphu.

**Details of monthly remuneration of Officers and staff of Passport Office, Guwahati as on 08/05/2017.**

<b>Sl. No.</b>	<b>Category of Officers</b>	<b>Number</b>	<b>Pay</b>
1.	Passport Officer	1	Level- 12
2.	Deputy Passport Officer	5	Level- 11
3.	Assistant Passport Officer	2	Level- 10
4.	Senior Superintendant	2	Level- 8
5.	Superintendant	2	Level- 7
6.	Assistant Superintendant	4	Level-6
7.	Senior Passport Assistant	3	Level- 4
8.	Junior Passport Assistant	24	Level- 2
9.	Hindi Translator	1	Level-6
10.	Stenographer	1	Level- 4
11.	Chauffeur	1	Level-3

**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 2015-16 and expenditure**

<b>HEAD</b>	<b>BUDGET ESTIMATE (2017-2018) (in thousands)</b>	<b>ACTUAL EXPENDITURE UP TO 31/03/2018 (For the FY 2017-18) (in thousands)</b>
SALARY	28750	28749
WAGES	0	0
OVERTIME ALLOWANCE	0	0
MEDICAL TREATMENT	400	220
DOMESTIC TRAVEL EXPENSES	2360	1638
RATES AND TAXES	1500	1366
MINOR WORKS	0	0
PROFESSIONAL SERVICES	50	0
POSTAGE OFFICE EXP	3350	3327
INFORMATION TECHNOLOGY	100	100
OFFICE EXPENSES	8770	8387
<b>TOTAL</b>	<b>45280</b>	<b>43787</b>



**The manner of execution of subsidy programmes, including the amounts collected and details of beneficiaries of such programmes**

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

Nil

**Particulars of receipts of concessions, permits or authorization granted by it.**

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

Issue of Passport 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.

**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 has 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 website 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 between 10:00 to 12:00 hrs.

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

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

**Appellate Authority:-**

Shri Naorem J. Singh, IFS  
Regional Passport Officer  
Regional Passport Office, Guwahati  
Phone: 0361-2220606  
E-mail ID: [rpo.guwahati@mea.gov.in](mailto:rpo.guwahati@mea.gov.in)

**Central Public Information Officer:-**

Shri Joydeep Chakraborty  
Assistant Passport Officer  
Regional Passport Office, Guwahati  
Phone:0361-2228547, 2264841  
E-mail ID: [rpo.guwahati@mea.gov.in](mailto:rpo.guwahati@mea.gov.in)

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