

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

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

HISTORICAL BACKGROUND

JURISDICTION :

Passport Office, Surat started its functioning w.e.f. 16.08.2003 at APMC, New Sardar Market, Dhumbal, Surat-395010 (rented building). In the year 2013, Passport Office, Surat was shifted to Government (MEA) owned building at Plot No. 174/P, Umra North, Surat-395007. The Passport Office, Surat caters to Southern region of Gujarat State.

After launch of "Passport Seva Project" in partnership with Tata Consultancy Services in 2012, passport applications are being accepted through one Passport Seva Kendra located at Udhana.

The Ministry of External Affairs and Department of Posts(DOP) had announced on 24th Jan. 2017 their decision to utilize the Head Post Offices(HPO) in the various states as Post Office Passport Seva Kendra(POPSK) for delivering passport related services to the citizens of our country. The objective of this partnership is to extend passport service on a larger scale and to ensure wider area coverage. Accordingly till date 4 POPSKs at Valsad, Navsari, Bardoli & Rajpipla have been made functional under PO, Surat's jurisdiction.

ORGANISATION

This office has a total of 28 officers & staff members as on 13.02.2020. The hierarchy at Passport Office, Surat is as follows:

- 1) Deputy Passport Officer (Group A)
- 2) Assistant Passport Officer (Group A)
- 3) Senior Superintendent (Group B Gazetted)
- 4) Superintendent(Group B Gazetted)
- 5) Assistant Superintendent(Group B) Non Gazetted
- 6) Stenographer (Group C)
- 7) Senior Passport Assistant (Group C)
- 8) Junior Passport Assistant (Group C)

FUNCTIONS AND DUTIES

This office deals with the issuance of passport/travel document to the citizens of following 7 districts of South region of Gujarat.

1. Dang	5. Valsad
2. Tapi (Vyara)	6. Surat (city)
3. Narmada	7. Surat (Rural)
4. Navsari	

Powers and duties of the employees of the Passport Office, Surat Article 4(1) (b) (ii) of the Right to Information Act, 2005

Passport Officer is designated as Head of the 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 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 the officials of Passport Office are derived from the Passport Act. This Act and rules are already on the MEA's website www.passportindia.gov.in. The duties of officers and officials of the office flow from the Passport 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 Passport Office, Surat follows the procedure indicated in Passport Manual 2016 and subsequent circulars/orders issued by the Ministry from time to time for decision making in issuance of passports. The officers from the Superintendent to Passport Officer level have been designated as Passport Issuing Authority (PIA) for issuance of passport and take decisions/actions with the help of Assistant Superintendents, Sr. Passport Assistants and Jr. Passport Assistants posted in the section in accordance with Passport Act, Passport Rules and Passport Manual.

WORK FLOW CHART OF PASSPORT OFFICE, SURAT

Passport applications are accepted at the following PSK/POPSKs :

Sr. No.	Name of the PSK/POPSK	Address
1	PSK Surat	1 st Floor, Union Trade Centre, Beside Apple Hospital, Udhana Darwaja, Surat-395007
2	POPSK Valsad	Valsad Head Post Office, Valsad-396001
3	POPSK Navsari	Navsari Head Post Office, Navsari-396445
4	POPSK Bardoli	Bardoli Head Post Office, Bardoli-394601
5	POPSK Rajpipla	Rajpipla Mukhya Dakghar, Rajpipla-393145

The work flow chart is as under:

1. Initial scrutiny /issue of tokens by TCS staff at PSK & DOP staff at POPSKs.
2. **Counter A** - Capture of photograph & biometrics, scanning of documents, acceptance of fees where applicable and scrutiny of passport application by TCS staff at PSK & DOP staff at POPSKs.
3. **Counter B** – Verification of the passport application by the verifying officer (Government official).
4. **Counter C** – Granting and index checking the passport application by the Granting Officer (Government official)
Police verification (if required) sent to concerned district electronically on case to case basis.
5. Applicant will receive acknowledgement slip on their respective E-mail ID after completion of passport processing, then applicant is allowed to carry file at home.
6. Receipt of Police Verification Report (PVR) electronically.

In Main office (Back office) :

7. Printing of passport
8. Lamination of passport
9. Stamp signature on passport
10. Quality check
11. Finally Passport is dispatched through speed post.

PCC Services are granted and delivered across the counter at Passport Seva Kendra, if the report is available for the same Passport in the System.

In other administrative matters, Dealing Assistant submits the files to Superintendent/Sr. Superintendent who in turn submits to the Passport Officer. 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://mpa.nic.in>, the Ministry of Parliamentary affairs at <http://mpa.nic.in> and the Ministry of Personnel, Public Grievances and Pensions <http://persmin.nic.in> and the Ministry of Home Affairs (Rajbhasha).

Norms set by the Ministry for the discharge of its functions

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

The Passport Office, Surat discharges of its functions as per the norms lay down by the CPV Division, Ministry of External Affairs, New Delhi. It is our endeavors 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://passportindia.gov.in>.

Rules, regulations, instructions, manuals and records held by/ under the control of the Passport Office, Surat 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's 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 CCS(Conduct) Rules, CCS (CCA) Rules, CCS(Leave Travel Concession) Rules, CCS(Pension) Rules, Provident Fund Rules, General Financial Rules, Fundamental and Supplementary Rules etc. These rules are already in the public domain as printed priced publication.

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

In the discharge of its functions, the Passport Office, Surat uses various Central Acts, Rules, Codes, Regulations, etc. It also uses various judgments of the Supreme Court of India and High Courts and other subordinate 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
- 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, 1997
- Central Treasury Rules

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

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

Passport Office, Surat holds the following documents:

- Copies of Reports released by Ministry
- Parliament Questions related to Passport Office sent by Ministry of External Affairs.
- Relevant Correspondence with Ministry/other organizations, departments, state government letters/e-mails from individuals seeking information etc.

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

- Personal files and service book (including leave a/c)
- Court related litigation files
- Continuation of temporary posts
- Procurement of stationary, furniture and other misc. items
- Electricity and water bills
- Circulars
- Republic Day & Independence Day celebrations
- Purchase and distribution of stationery items

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

The following documents are held by this office:-

- India International Ordinary Passport Booklets.
- Official / Diplomatic Passport booklets

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

- Arrangement for consultation with representation by the Members of the public in relation to formation of Policies or implementation thereof. The matter is being looked after at the level of the MEA.
- Statement of boards, councils, committees and other bodies

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

At the level of this office, one Rajbhasha Kriyanvayan Samiti (Official Language Implementation Committee) consisting of (8) members of this office has been constituted to review progress in implementation of Rajbhasha in day to day work of the office.

Directory of officers & employees as on 01.01.2020 & Details of monthly remuneration of officers and staffs of P.O., Surat: -

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

Sr.No.	Name	Designation
1	Shri Ashok R. Sonkusare	Passport Officer
2	Smt. Uma N. Bhatkar	Assistant Passport Officer
3	Smt. Sukhada S. Phatak	Assistant Passport Officer
4	Smt. Ankita A. Churi	Assistant Passport Officer
5	Smt. Minakshi Y. Temkar	Assistant Passport Officer
6	Smt. Priti P. Hegisthe	Assistant Passport Officer
7	Shri Ravindranath V.K.	Senior Superintendent
8	Shri Vishesh kumar Meena	Assistant Superintendent
9	Shri Ashish Parashar	Assistant Superintendent
10	Shri Janak R. Parmar	Senior Passport Assistant
11	Smt. Bhavna Vaghela	Senior Passport Assistant
12	Shri Binay Shankar	Senior Passport Assistant
13	Shri Vaman Lokare	Senior Passport Assistant
14	Shri Suresh Prajapati	Stenographer
15	Shri Lalit Kumar Tripathi	Junior Passport Assistant
16	Shri Navjeet Kumar	Junior Passport Assistant
17	Shri Sunil Kumar	Junior Passport Assistant
18	Shri Prabhat Kishor	Junior Passport Assistant
19	Shri Chandan Kumar	Junior Passport Assistant
20	Shri Manoj Singh	Junior Passport Assistant
21	Shri Shrikrishan Singaria	Junior Passport Assistant
22	Kum. Sonam Kumari	Junior Passport Assistant
23	Smt. Khushbu Kumari	Junior Passport Assistant
24	Shri Ashish Kumar	Junior Passport Assistant
25	Shri Rahul Sharma	Junior Passport Assistant
26	Smt. Akanksha Bhatnagar	Junior Passport Assistant
27	Smt. Harsha Giri	Junior Passport Assistant
28	Shri Manish Kumar	Junior Passport Assistant

In addition to above, 9 Data Entry Operators and 1 MTS are also working on contract basis with Passport Office, Surat

Sr.No.	Category of Officers/Officials	No.	Pay Martix
1.	Deputy Passport Officer	1	Level 11 (Rs. 71800-208700)
2.	Assistant Passport Officer	5	Level 10 (Rs. 56100-177500)
3.	Sr. Superintendent	1	Level 8 (Rs. 47600-151100)
4.	Superintendent	0	Level 7 (Rs. 44900-142400)
5.	Assistant Superintendent	2	Level 6 (Rs. 35400-112400)
7.	Stenographer	1	Level 4 (Rs. 25500-81100)
8.	Senior Passport Assistant	4	Level 4 (Rs. 25500-81100)
9.	Junior Passport Assistant	14	Level 2 (Rs. 19900-63200)
10.	Data Entry Operators	9	Outsourced by MEA
11.	MTS	01	Outsourced by MEA

Budget allocated 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 2019-2020 and expenditure:

Head	Budget Estimate 2019-20	Expenditure till 31.12.2019
Salaries	20000000.00	17203587.00
Wages	---	---
OTA	---	---
Medical	200000.00	73392.00
Domestic Travel Exp.	1500000.00	1046524.00
Office Expenses	7000000.00	5241693.00
Rent, Rates & Taxes	500000.00	356444.00
Minor work	2000000.00	413.00
Information Technology	200000.00	50594.00
Postage Office Expenses	5000000.00	3210932.00
Professional Services	50000.00	0
Swachhta Action Plan	200000.00	25355.00
Total	36650000.00	27208934.00

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

Travel agents are not authorized to submit the passport applications. Only the passport applicants have to appear in person at Passport Seva Kendra and submit the Passport Applications. No travel agent is recognized to deal with this office to submit application at PSK /POPSK on any passport related work.

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

All information regarding issuance of passports and status thereof is available 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 by telephone. Citizens can also visit the officers during the office hours on all working days except Wednesday between 9.30 am to 12.30 pm with prior online appointment available at <http://www.passportindia.gov.in>. Some of the instructions are also displayed on the notice boards and web page of Passport Office, Surat.

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

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

Appellate Authority	Central Public Information Officer (CPIO)
Shri Ashok R. Sonkusare Passport Officer Passport Office, Surat Plot No. 174/P, Umra, Surat North, Surat - 395007 Phone : 0261-2228225 Fax : 0261-2228226 Email : rpo.surat@mea.gov.in	Smt. Uma N. Bhatkar Assistant Passport Officer Passport Office, Surat Plot No. 174/P, Umra, Surat North, Surat - 395007 Phone : 0261-2228225 Fax : 0261-2228226 Email : rpo.surat@mea.gov.in