

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

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

HISTORICAL BACKGROUND

Passport Office, Amritsar started functioning from June, 2008. It caters to Seven District viz Amritsar, Amritsar Rural, Taran Taran, Ferozepur, Faridkot, Sri Muktsar Sahib, Fazilka. The main office of RPO Amritsar, one PSK and one POPSK, Ferozepur under its jurisdiction starts their functioning from 09.00am to 5:30pm with lunch break 01:00pm to 01:30pm.

ORGANISATION

This office has a total of 27 Officers and staff members.

The hierarchy at the Regional Passport Office, Amritsar 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
8. Office Assistant/MTS

FUNCTIONS AND DUTIES

This office deals with the issuance of Passport/travel document to the citizens of 7 districts of Punjab. Powers and duties of the employees of the Regional Passport Office, Amritsar.

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

Regional Passport Officer has been 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 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 is already on the MEA's 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, Amritsar follows the procedure indicated in Passport Manual 2020 for decision making in issuance of Passports. The officers from the Superintendent to Regional Passport Officer Level have been designated as Passport Issuing Authority (PIA) for issuance of Passport and take decisions/actions with the help of Assistant Superintendent, Senior Passport Assistant and Junior Passport Assistant posted in the section in accordance with Passport Act, Passport Rules and Passport Manual.

WORK FLOW CHART OF REGIONAL PASSPORT OFFICE, AMRITSAR Passport Applications are accepted at Passport Seva Kendra located at Passport Seva Kendra, SRK Mall, Mall Road, Amritsar-143001 and Post office Passport Seva Kendra, Near Sher Shah Walli Chowk, Ferozpuer Cantt for applicants who have appointment on the time and date slot booked in www.passportindia.gov.in.

1. **Counter-A**
Scrutiny of Passport Application by TCS Staff/DoP Staff, Receipt of Passport Application, Data verification, scanning and cash collection by TCS Staff/DoP Staff.
2. **Counter- B**
Verification of the Passport Application by the Verifying Officer (Government Official).
3. **Counter-C**
Granting and index checking the Passport application by the Granting Officer simultaneously (Government Official).
4. Police Verification sent to concern district electronically.
5. Receipt of Police Verification electronically.
6. Printing of Passport
7. Lamination of Passport.
8. Signature of PIAs on Passport
9. Passport delivery at Counter or by dispatch.

PCC Services are granted and dispatch the applicant address after fresh Police Verification report received. In other administration matters, Dealing Assistant submits the files to Superintendent who in turn submits to the Passport Officer. If necessary, matter is referred to the PSP 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.mpa.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 (Rajbhasha).

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, Amritsar discharge of its functions as per the norms lay 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>.

For the benefit of citizens, detailed instructions and related information on passport services including on fees and documents required have been provided on the Portal www.passportindia.gov.in.

Services Citizen Support

Passport Seva Kendra (PSK)	The PSKs throughout India provide amenities and services like executive support, information kiosks, photocopying, food and beverage facilities, public phone booth, baby-care room, television, electronic queue management system, ATM facilities and special facilities for differently abled persons.
Information Access, Online Registration, Application, Fee Payment, Appointment and Application Status Tracking.	Available on 'Anytime Anywhere' basis. Citizens can submit their applications online through Passport Portal and seek an appointment to visit their nearest Passport Seva Kendra (PSK) which is generally available within a range of 1-7 working days. However, there could be seasonal and regional variations.
National Call Centre	24x7 Toll Free interactive Voice Response Support, Executive Support from 8 AM to 10 PM available in 17 Indian Languages.
SMS Status Tracking Service	Apart from basic free SMSs, Optional premium service is also available at payment of a nominal fee.
Email based Helpdesk	Functioning through Passport Portal for answering Citizen's queries
mPassport Seva	The mobile app is designed for smart phone users, giving Passport related information and application status.
Passport Mela	Passport Mela is generally held as a special measure in Passport Offices/PSKs on public/closed holidays to facilitate extended hours to citizens for submission of application.
Passport Adalat	Passport Adalats are generally held at Passport Offices to redress long pending grievances and complex cases.
Passport Seva Kamp	Passport Seva Kamps are held for the benefit of applicants, on need basis, at distant locations from a PSK

Service Delivery Standards and Timelines

As per statutory provisions, on the receipt of an application the PIA, after making such inquiry as it may consider necessary, shall issue the passport or travel documents or refuse to issue the passport or travel documents. Time limits given below are subject to Police Verification (PV) or any such inquiry or any other factor which may be beyond the control of the PIA.

Nature of Service	Indicative Timelines	Remarks
Fresh (First Time) Passport (Police Verification required before issuance)	Up to 30 working days (PV period excluded)	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA and receipt of clear Police Verification Report.
Fresh (First Time) Passport required after issuance or where PV is not required I. Tatkaal II. Government/PSU Employee	Up to 7 Working days	From the date of receipt of complete documentation and enrolment and subject to the confirmation of authenticity of Verification Certificate/Identity Certificate/No Objection Certificate and satisfaction of PIA.
Re-issue of passport on expiry or on exhaustion of Visa Pages	Up to 7 working days (In cases where pre-police verification is not required)	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA provided there is no change in personal particulars.
Re-issue of passport due to (a) change in personal particulars, and/or (b) in lieu of lost/stolen/damage/mutilated passport	Up to 7 working days in cases where pre-police verification is not required and up to 30 working days in cases where PV is required (PV period excluded).	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA and requisite verification/clearances.
Miscellaneous Services like Police	Up to 3 working days (In	From the date of receipt of complete documentation

Clearance Certificate, Surrender Certificate or any miscellaneous certificate based on passport.	cases where police verification is not required)	and enrolment and subject to the satisfaction of PIA and requisite verification/clearances.
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Applications are to be submitted online in the prescribed format through the portal www.passportindia.gov.in followed by a visit to the PSK in person for enrolment, which will involve capturing of biometrics, photograph and collection of fees, if any. Timelines stipulated, if any, for completion of formalities should be adhered to by the applicants for time-bound delivery of required service from the PIA.

Applicants are advised to track status of their application before raising any query/grievance,

Grievance Redressal

Any grievance or complaint arising out of any non-compliance of service standards, failure in delivery of service or in the functioning of a PIA may be logged online at (a) Central Public Grievance Redress and Monitoring System (CPGRAMS) pgportal.gov.in or (b) www.passportindia.gov.in or (c) registered at toll free No. 1800-258-1800.

Feedback/suggestions

Feedback and suggestions can be given by (i) logging on to Passport portal www.passportindia.gov.in (click feedback) (ii) calling toll free No. 1800-258-1800 or (iii) writing to Assistant Passport Officer (PG), Public Grievance Cell, Room No.24, CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi 110001, Tel. No. 011-23384519, 23384497, Fax No. 011-23384461, email: Passport.pg@mea.gov.in

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 Civil Service Conduct Rules, Central Civil Service Leave Travel Concession Rules, 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, 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, Amritsar 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**
- * **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 Pa) Rules, 1997**
- * **Central Treasure Rules**

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

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

1. **Appointment**
2. **Personal File and service book (including leave account) of its employees**
3. **Court Related litigation files**
4. **Procurement of Stationary & furniture**
5. **electricity and Water Bills**
6. **Republic Day & Independence Day Celebration**
7. **Purchase and distributions of stationery items**
8. **Other miscellaneous matter**

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.**
- **Arrangement for consultation with or 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.
- Statements of boards, councils, committee and other bodies.

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

At the level of this office, one Rajbhasha Kriyanvayan Smiti (Official Language Implementation Committee) consisting of (6) Members of this office has been constituted to review progress in implementation of Rajbhasha Hindi in day to day work of this office.

Directory of officers and employees and monthly remuneration as on 25.08.2022.

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

Sr. No.	Name of Officer/Official	Designation
1.	Sh. Shamsheer Bahadur Singh	Passport Officer
2.	Smt. Vandana Sharma	Senior Superintendent
3.	Sh. Ved Parkash	Senior Superintendent
4.	Smt. Alka Rana	Senior Superintendent
5.	Sh. Raj Kumar Verma	Superintendent
6.	Ms. Sugandha Khera	Junior Translator Officer
7.	Sh. Ankit Garg	Assistant Superintendent
8.	Sh. Sanjeev Kumar Sinha	Senior Passport Assistant
9.	Sh. Raubins Kumar	Senior Passport Assistant
10.	Smt. Seema Talwer	Senior Passport Assistant
11.	Sh. Husan Lal	Senior Passport Assistant
12.	Smt. Surinder Kaur	Senior Passport Assistant
13.	Sh. Sanjeet Kumar	Senior Passport Assistant
14.	Sh. Shiv Prasad Yadav	Senior Passport Assistant
15.	Sh. Parveen	Senior Passport Assistant
16.	Sh. Vikash Sharma	Junior Passport Assistant
17.	Sh. Ankur	Junior Passport Assistant
18.	Sh. Vikash	Junior Passport Assistant
19.	Sh. Hariom Khinchi	Junior Passport Assistant
20.	Sh. Prem Prakash Sagar	Junior Passport Assistant
21.	Sh. Eugin Minj	Junior Passport Assistant
22.	Smt. Sarita	Junior Passport Assistant
23.	Sh. Atul Suhag	Junior Passport Assistant
24.	Sh. Amit Kumar	Junior Passport Assistant
25.	Sh. Neeraj	Junior Passport Assistant
26.	Sh. Joginder Pal	Office Assistant
27.	Sh. Amit	Multi Tasking Staff

In addition to above, 06 Data Entry Operators and 01 MTS are also working with Regional Passport Office.

Details of Pay with Pay Matrix. of officers and staff presently deployed at Passport Office, Amritsar:-

S. No. Category of Officer Pay level as per 7th CPC Matrix

Sr. No.	Category of Officer	Pay level as per 7 th CPC Matrix
1.	Passport Officer	10
3.	Senior Superintendent	8
4.	Superintendent	7
5.	Assistant Superintendent	6
6.	Senior Passport Assistant	4
7.	Junior Passport Assistant	2
8.	Office Assistant/Multi Tasking Staff	1

Budget allocate 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.

S. No.	Head of Accounts	Approved Budget Grant for year 2022-23.	Actual Expenditure Incurred upto 25.08.2022
1.	Salaries	20000000	7950763
2.	Wages	0	0
3.	OTA	0	0
4.	Medical	400000	295846
5.	DTE/TA	700000	141907
6.	O.E	8000000	3003638
7.	Postage Office Exp.	5000000	2015482
8.	Minor	7000000	2414673
9.	Professional Service	600000	158342
10.	IT	300000	53503
11.	Swachhta Action Plan	200000	0
11.	Grand Total	42200000	16034154

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 applications have to appear in person at Passport Seva Kendra and submit the Passport applications. No travel agent is recognized to deal with this office with effect from October 2011 to submit application at PSK.

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

Article 4 (1) (b) (xiv) of the Right 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 by telephone. Citizens can also visit the Officers during the office hours on all working days except Wednesday between 09.30 am to 12.00 noon. Some of the instructions are also displayed on the notice boards of the 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.

Appellate Authority:-

Shri Shamsheer Bahadur Singh, Passport Officer, Plot No. 9, District Shopping Centre, Ajanla Road, Ranjit Avenue, Amritsar. Phone No. 0183-2506252 Fax No. 0183-2502108 E-mail rpo.amritsar@mea.gov.in

Central Public Information Officer:-

Smt. Vandana Sharma, Senior Superintendent, Plot No. 9, District Shopping Centre, Ajanla Road, Ranjit Avenue, Amritsar. Phone No. 0183-2506252 Fax No. 0183-2502108 E-mail rpo.amritsar@mea.gov.in

Such other information as may be prescribed: and thereafter updated the publications every year.

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

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

Public Grievances Officer:-

Smt. Vandana Sharma, Senior Superintendent, Plot No. 9, District Shopping Centre, Ajanla Road, Ranjit Avenue, Amritsar. Phone No. 0183-2506252 Fax No. 0183-2502108 E-mail rpo.amritsar@mea.gov.in

Note:- This is prepared as per available office record and this office not liable for any discrepancies.