

RIGHT TO INFORMATION (RTI)

DISCLOSURE OF INFORMATION UNDER SECTION 4 (1) (b) OF THE RIGHT TO INFORMATION ACT, 2005 IN RESPECT OF REGIONAL PASSPORT OFFICE, THIRUVANANTHAPURAM.

SECTION 4(1) (b) (i): PARTICULARS OF ORGANISATION, FUNCTIONS AND DUTIES OF THE REGIONAL PASSPORT OFFICE, THIRUVANANTHAPURAM:

HISTORICAL BACKGROUND

Regional Passport Office Thiruvananthapuram, a subordinate office of Ministry of External Affairs (MEA) was established as a full-fledged Passport Office on 10.01.1992 and thus became part of Central Passport Organisation after upgrading the then Passport Liaison office under RPO Cochin. The Central Passport Organisation was established in 1959 as a subordinate organisation of MEA. At present, a total of 37 Passport offices are in India along with 93 state-of-the-art Passport Seva Kendras, 19 Passport Seva Laghu Kendras & 424 Post Office Passport Seva Kendras (POPSKs) 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 by a 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 total PSKs operationalized in Kerala, Regional Passport Office Thiruvananthapuram is credited with the opening up of the first three PSKs in Kerala under its jurisdiction in January 2012 and POPSKs at Pathanamthitta in March 2017 and Attingal in February 2019. The Regional Passport Office, Thiruvananthapuram has jurisdiction over three Revenue Districts of southern Kerala viz, Thiruvananthapuram, Kollam and Pathanamthitta. The address and location of PSKs and POPSKs are as follows:

1. PSK Vazhuthacaud (Thiruvananthapuram City): Ground Floor, Carmel Towers High, Opp. Cotton Hill School, Vazhuthacaud, Pincode - 695014.
2. PSK Neyyattinkara (Thiruvananthapuram Rural): XVIII/397(A), 2nd Floor, Akshaya Complex, Opp. KSRTC Station, Neyyattinkara, Pincode - 695521.
3. PSK Kollam: S.N.Trust Complex, First Floor, Vellappally Nagar, Near Corporation Office, Kollam, Pincode - 691320.
4. POPSK Pathanamthitta: Pathanamthitta Head Post Office, Pathanamthitta, Pincode - 689645.
5. POPSK Attingal: Attingal Head Post Office, Attingal, Pincode - 695101.

ORGANIZATION

This Office has a total of 40 officers and staff members. The hierarchy of the Regional Passport Office, Thiruvananthapuram is as follows: -

- 1) Regional Passport Officer
- 2) Deputy Passport Officer
- 3) Assistant Passport Officer
- 4) Senior Superintendent
- 5) Superintendent
- 6) Stenographer Gr. I
- 7) Assistant Superintendent
- 8) Junior Translation Officer
- 9) Senior Passport Assistant
- 10) Junior Passport Assistant
- 11) Multi-Tasking Staff
- 12) Office Assistant

Other categories of employees working in Regional Passport Office, Thiruvananthapuram are DEOs, MTS and Print Operators.

FUNCTIONS AND DUTIES

This Office deals with the issuance of Passports, Police Clearance Certificate etc in three districts viz, Thiruvananthapuram, Kollam and Pathanamthitta through its 3 PSKs, 2 POPSKs & Main office.

SECTION 4(1) (b) (ii): POWERS AND DUTIES OF THE EMPLOYEES OF THE REGIONAL PASSPORT OFFICE, THIRUVANANTHAPURAM:

Regional Passport Officer is the Head of Office and for the smooth running of the office, certain financial powers have been delegated. The financial powers have been detailed in Delegation of Financial Power Rule, 1978. Other powers of officers of Passport Office are derived from the Passports Act 1967. The duties of officers and employees of the office flow from the Passport Act and Passport Rules. This act and rules are uploaded on the website www.passportindia.gov.in.

SECTION 4(1) (b) (iii): PROCEDURE TO BE FOLLOWED IN THE DECISION-MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY:

Regional Passport Office, Thiruvananthapuram follows the rules and procedures indicated in Passport Acts & Rules as elaborated in Passport Manual 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. Passport Issuing Authorities (PIA) are empowered to impound or revoke passports obtained by suppression of facts or with fake documents or based on adverse inputs received from the other authorities.

WORK FLOW CHART

Online Passport applications/PCC applications are accepted at Passport Seva Kendras located at Thiruvananthapuram, Kollam, Neyyattinkara and Post Office Passport Seva Kendras Pathanamthitta and Attingal from applicants who have booked appointments for a specific date and time slot 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, capturing of photograph and biometrics (TCS Staff)
- 2. Counter-B**
 - Verification of the Passport application by the Verifying Officer (Non-Gazetted 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.**

The process of application in all POSPKs is scheduled as under:
(Only Normal applications are accepted in POSPK)

- 1. Counter- A**
 - Receipt of Passport application, Data comparison/ modification, scanning, capturing of photograph and biometrics (Department of Post Office Staff)
- 2. Counter-B**
 - Verification of the Passport application by the Verifying Officer (Non-Gazetted Government official)
- 3. Applications are escalated to Main office for index checking and granting the passport application by the Granting Officer (Gazetted Official)**
- 4. Police verification (online) and document verification to issuing authorities.**

BACK OFFICE PROCESSING

1. Printing of Passports (Normal/Diplomatic/Official).
2. Lamination of Passports.
3. Stamping, seal & signature on passports.
4. Passport despatch through speed post.
5. Printing of Police Clearance Certificate (PCC) and despatched.
6. Issue of Surrender Certificates.
7. Apostille/Attestation of Documents.
8. Storage of physical documents.
9. Review of Adverse police reports for decision and follow up action.
10. Processing of Escalated/complex files received from PSKs/POPSKs.

Police Clearance Certificates are issued to Indian Passport holders applying for immigration/work/residence/family visa/permit in respect to some countries/employment visa. PCCs are granted on Pre-Police verification and despatched to the applicant on receipt of clear police verification report.

Surrender Certificates are issued to applicants surrendering their Indian passport at the Passport Office for renunciation of Indian citizenship and acquiring foreign nationality/citizenship.

Global Entry Program (GEP) is provided for expedited entry for Indian nationals entering into USA. It was launched in 2017. Processing of application takes place at PSKs. The application is processed on pre-PV. The application also requires comments of Ministry of Finance and Ministry of Home Affairs.

In other administrative matters, Junior Passport Assistants, Senior Passport Assistants and Assistant Superintendents submit the files to Superintendent who in turn submits to superior officers for approval or orders. 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 www.cabsec.nic.in, the Ministry of Parliamentary Affairs at www.mpa.nic.in, the Ministry of Personnel, Public Grievances and Pensions at persmin.nic.in, the Ministry of Home Affairs at www.rajbhasha.gov.in, the Ministry of Finance at www.finmin.nic.in, the Ministry of Health and Family Welfare at www.main.mohfw.gov.in etc.

SECTION 4(1) (b) (iv): NORMS SET BY THE MINISTRY FOR THE DISCHARGE OF ITS FUNCTIONS:

Regional Passport Office, Thiruvananthapuram discharges its function as per the norms laid down by the PSP 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/PCC subject to completion of documentations and usual checks. The norms are available at www.passportindia.gov.in.

SECTION 4(1) (b) (v): RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS HELD BY OR UNDER THE CONTROL OF THE REGIONAL PASSPORT OFFICE, THIRUVANANTHAPURAM OR USED BY ITS EMPLOYEES FOR DISCHARGING ITS FUNCTIONS:

Passport Act and Rules are available at www.passportindia.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.

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 the High Courts.

In so far as the administrative side is concerned, it uses the following Rules in the discharge of its functions such as Medical Attendance Rules, CCS(CCA) Rules, CCS Conduct Rules, Central Service Leave Rules, General Provident Fund Rules, Receipts and Payments 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 etc. In addition, various Manuals/ Circulars etc., issued by the Ministry of External Affairs are also used.

SECTION 4(1) (b) (vi): A STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY THE PASSPORT OFFICE OR UNDER ITS CONTROL:

The Regional Passport Office, Thiruvananthapuram holds documents such as The Passport Act 1967, The Passport Rules 1980, Passport Manual 2020, Ordinary Passport Booklets, Diplomatic/ Official Passport booklets, Identity Certificate and Apostille stickers.

Other than the above-mentioned documents, copies of Reports released by Ministry of External Affairs, Parliament Questions related to Passport Office sent by Ministry of External Affairs, Correspondence with Ministries/other organizations, departments, state governments and letters/e- mails from individuals seeking information etc are also held by this office.

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

- 1) Fresh Appointments
- 2) Personal Files and Service Books (including leave account) of employees
- 3) Court related litigation files
- 4) Procurement of stationery & furniture
- 5) Electricity, water, rent and various other bills
- 6) Circular and Office Memorandums
- 7) Progressive use of Official Language files
- 8) Other miscellaneous matters

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

SECTION 4(1) (b) (vii): 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:

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

SECTION 4(1) (b) (viii): 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:

Committees such as Rajbhasha Karyanvayan Samiti (Official Language Implementation Committee), Purchase Committee, Women's Committee have been constituted for internal consultation.

SECTION 4(1) (b) (ix): A DIRECTORY OF ITS OFFICERS AND EMPLOYEES:

Sl.No.	Name of the Official	Designation
1.	Jeeva Maria Joy	Regional Passport Officer
2.	K.N.Minimoal	Deputy Passport Officer
3.	A. Brinda	Assistant Passport Officer
4.	T. Mini	Assistant Passport Officer
5.	P.R. Bindhukumari	Assistant Passport Officer
6.	Manju. R.S	Assistant Passport Officer
7.	Padmakumar. K.C	Assistant Passport Officer
8.	Krishan Kumar	Assistant Passport Officer
9.	Mini. D. K	Assistant Passport Officer
10.	Jasmine. S	Assistant Passport Officer
11.	Salilaja L.G	Senior Superintendent
12.	Geetha Kumari. C.S.	Senior Superintendent
13.	Anitha V R	Senior Superintendent
14.	Sheela.S	Superintendent
15.	Sheelaja. S	Steno Grade-I
16.	Ajithkumar. S.S	Assistant Superintendent
17.	Shamji B.Singh	Assistant Superintendent
18.	Ramesh S Nair	Assistant Superintendent
19.	Sandhya Ajithkumar	Assistant Superintendent
20.	Beena.C.S	Assistant Superintendent
21.	Surya Prakash Chandwara	Assistant Superintendent
22.	Bishwajit Kr Das	Junior Translation Officer
23.	Arun.S	Senior Passport Assistant
24.	Aparna Gopan	Junior Passport Assistant
25.	Chitra Kumary. S	Junior Passport Assistant
26.	Devashish Deo	Junior Passport Assistant
27.	Manoj Kumar A M	Junior Passport Assistant
28.	Retna Pradeep P	Junior Passport Assistant
29.	Siva Prasad S P	Junior Passport Assistant
30.	Kapil Meena	Junior Passport Assistant
31.	Brajesh Kumar Meena	Junior Passport Assistant
32.	Vishnu Narayanan A. K	Junior Passport Assistant
33.	Aakash Dodiya	Junior Passport Assistant
34.	Gaurang	Junior Passport Assistant
35.	Manoj Kumar	Junior Passport Assistant
36.	Dinesh Kumar Meena	Junior Passport Assistant
37.	Roshiny. M	Junior Passport Assistant
38.	Neethu Muraleedharan	Multi-Tasking Staff
39.	Suresh Kumar. C	Office Assistant
40.	Durga. S	Multi-Tasking Staff

In addition of above, 11 Data Entry Operators, 1 Multi-Tasking Staff and 05 Print Operators are outsourced in this office whose payment is being made directly by the hiring agency appointed by the Ministry.

SECTION 4(1) (b) (x): THE MONTHLY REMUNERATION RECEIVED BY EACH OF ITS OFFICERS AND EMPLOYEES, INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN ITS REGULATIONS:

Details of monthly remuneration of Officers and staff of Regional Passport Office, Thiruvananthapuram as on 01.07.2025: -

Sl.No.	Category of Officers	Number	Pay
1.	Regional Passport Officer	1	Level -11 (67700-208700)
2.	Deputy Passport Officer	1	Level -11 (67700-208700)
3.	Assistant Passport Officer	8	Level -10 (56100-177500)
4.	Senior Superintendent	3	Level -8 (47600-151100)
5.	Superintendent	1	Level -7 (44900-142400)
6.	Stenographer GR. I	1	Level -7 (44900-142400)
7.	Assistant Superintendent	6	Level -6 (35400-112400)
8.	Junior Translation Officer	1	Level -6 (35400-112400)
9.	Senior Passport Assistant	1	Level -4 (25500-81100)
10.	Junior Passport Assistant	14	Level -2 (19900-63200)
11.	Multi-Tasking Staff	2	Level-1 (18000-56900)
12.	Office Assistant	1	Level-1 (18000-56900)

SECTION 4(1) (b) (xi): BUDGET ALLOCATION TO EACH AGENCY, INDICATING PARTICULARS OF ALL PLANS, PROPOSED EXPENDITURES AND REPORTS ON DISBURSEMENTS MADE:

Abstract of budget estimates 2025-2026 and expenditure for FY 2024-2025:

HEAD	BUDGET ESTIMATE 2025-2026 (in ₹)	ACTUAL EXPENDITURE FY 2024-2025 (in ₹)
Salaries	1,95,06,000	1,88,84,062
Rewards	35,00,000	38,23,994
Medical Treatment	1,72,000	1,64,796
Allowances	1,49,56,000	1,44,77,895
Leave Travel Concession	1,25,000	1,23,299
Domestic Travel Expenses	35,00,000	34,99,970
Office Expenses	60,00,000	58,85,236
Rent, Rates and Taxes for Land and Building	21,70,000	21,69,876
Minor Civil and Electric Works	10,000	9,869
Professional Services	20,00,000	19,95,610
Repair & Maintenance	1,00,000	99,714
Swachhta Action Plan (SAP)-Office Expenses	6,50,000	6,49,896
Information Technology	7,00,000	6,72,641
Postage Office Expenses	95,00,000	90,52,055
TOTAL	6,28,89,000	6,15,08,913

SECTION 4(1) (b) (xii): THE MANNER OF EXECUTION OF SUBSIDY PROGRAMMES, INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES:

Not Applicable

SECTION 4(1) (b) (xiii): PARTICULARS OF RECEIPIENTS OF CONCESSIONS, PERMITS OR AUTHORIZATIONS GRANTED BY IT:

The passport applicants have to appear in person at Passport Seva Kendra and submit the passport application.

SECTION 4(1) (b) (xiv): 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 www.passportindia.gov.in.

SECTION 4(1) (b) (xv): THE PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION, INCLUDING THE WORKING HOURS OF A LIBRARY OR READING ROOM, IF MAINTAINED FOR PUBLIC USE:

Citizens can obtain information through the website of the office at 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 official on all working days (except Wednesday) between 09.30 to 12.30 hrs.

SECTION 4(1) (b) (xvi): THE NAMES, DESIGNATIONS AND OTHER PARTICULARS OF THE PUBLIC INFORMATION OFFICERS:

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: -

Smt. Jeeva Maria Joy

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

**SECTION 4(1) (b) (xvii): SUCH OTHER INFORMATION AS MAY BE PRESCRIBED; AND
THEREAFTER UPDATE THESE PUBLICATIONS EVERY YEAR:**

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

PUBLIC GRIEVANCE OFFICER: -

Smt. A.Brinda,

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