

GENERAL INFORMATION:

Abbreviations: (1) PSK: Passport Seva Kendra (2) ARN: Application Reference Number (3) PCC: Police Clearance Certificate (4) PVR: Police Verification Report

A. Jumbo Booklet:

Ordinary passport contains 36 Visa pages (Rs.1500/-). To facilitate frequent travellers going abroad, Jumbo passports were introduced and it contains 60 Visa pages (Rs.2000/-). Jumbo passports can be issued as per the availability of passports. Applicants interested in obtaining Jumbo passports have the facility to ask and opt for Jumbo passport at the time of submission of passport application at PSK (at 'A' -Counters) by paying additional fees of Rs.500/- extra. It is advised to apply initially for ordinary passport with Rs.1500/- fees,

B. Timings:

Timings at Regional Passport Office (RPO) and Passport Seva Kendras (PSKs) are as follows:

a. Passport Seva Kendra (PSK) Timings:

		From	To
1	'Walk-In with ARN' Category acceptance	09:00 a.m	10:30 a.m
2	Pre Verification Counters/Token Issuance Counters	09:00 a.m	Till completion of work
3	Processing Counters at 'A' Level	09:00 a.m	Till completion of work
4	Verification Officers Counters at 'B' Level	09:30 a.m	Till completion of work
5	Granting Officers Counters at 'C' Level	09:30 a.m	Till completion of work

Note: Applicants of On-hold cases are requested that the applications submitted and kept On-hold before October 2014 without fixed next appointments at Passport Seva Kendras are lying pending for want of required documents. It is requested to fulfill your documentation at PSKs as walk in applicants without appointment for process OR getting next appointment schedule on or before 28-02-2015. **On-hold applications without fixed appointment cannot be processed under Walk-In category from 01-03-2015.**

b. Regional Passport Office Timings:

OFFICE TIMINGS		From	To
1	Regional Passport Office, Hyderabad	09:30 a.m	06:00 p.m
ENQUIRY COUNTERS TIMINGS			
1	Security Check and Allowing inside office (Cellar)	09:15 a.m	11:30 a.m
2	Token Issuance at Enquiry Counter (Ground Floor)	09:30 a.m	11:30 a.m
3	Public Relations Officers (Ground Floor)	09:30 a.m	Till completion of work

Note: Applicants coming to Regional Passport Office for enquiries are requested not to come too early and stand in queues in front of the gates before opening of this office by presuming that applicants will not be allowed inside the enquiry counters, if they are not standing in the queue from early morning. Enquiry applicants are allowed inside this office premises from 09:15 a.m to 11:30 a.m only. Vehicles are not allowed inside the office premises.

c. Application Process Time in Passport Seva Kendra (PSK):

Generally, a passport application processing will take 2-3 hours at Passport Seva Kendra for capturing Photos, Biometrics and other processes. Yet, due to complexity of some cases and staff leaves, processing of an application may take more time.

C. Student Cases:

Student applicants studying at various educational institutes and their original educational certificates are deposited with the educational institutes are required to produce the following documents.

- A certificate from the recognized educational institution where the passport applicant is studying to the effect that he/she is studying in that institution and the original certificates are retained with that recognized educational institution:
- Photocopy of such documents duly attested by the educational institution where the original certificates have been retained:
- A copy of valid Identity Card of the applicant issued by the educational institution where the applicant is studying.

D. Police Verification Report (PVR):

Police Verification Report is a report submitted by the police to the Passport authorities by recommending or not recommending to issue of passport. Police Verification is done by 2 Types (i) Pre-Verification – Pre Police Verification shall be carried out pre (before) issuance of your passport (ii) Post-Verification- Post Police Verification shall be carried out post (after) issuance of your passport .It is done for the LAST ONE YEAR from the date of submission of passport application, hence it is required to mention all the previous addresses pertaining to last one year stay period. Suppression of Address for the last one year leads to imposition of penalty as per the Government of India rules.

eg: If you are going to submit your application on 31-12-2015; Police Verification Report would be counted from 01-01-2015 to 31-12-2015. Applicants are requested to mention all residence addresses for the last one year.

- a. **General Applicants:** If employed / resided in some other place/s other than the mentioned “Current Residential Address” in the application form, then mention details of last one year address/es with date/month/year in the application form in “Previous Address Column”.
- b. **Student Applicants:** Students have an option to submit passport applications either from the parental address or from the study address. If the student wishes to have parental address in passport, then mention his/her parental address in “Current Residential Address” column with residing since with latest date/month (not from his/her date of birth) , then enter the college address in “Previous Address Column” and enclose original bonafide certificate issued by the college/School. The student is required to submit his/her application at the nearest Passport Seva Kendra as per his/her “Current Residential Address”.

NOTE: Address mentioned in “Current Residential Address” would be printed in Passport.

- c. **Request to the Passport Applicants:** Police Verification would be done in passport applications granted on Pre/Post Police Verification. Applicants are requested to keep a copy of your enclosures submitted with application along with originals to produce before the police officials concerned on enquiry.
 1. Please read the instructions on the Website www.passportindia.gov.in before filling of the form.
 2. Do mention your Complete and Correct Present and Permanent address without fail. Incomplete/ Incorrect Addresses delay passport processing application.
 3. While filling the application, Applicant need to provide two References from the same police station jurisdiction where applicant is residing currently.

NOTE: Under the commissioner of Police - Cyberabad jurisdiction, the police officials would come with “Palmtop” for Passport Police Enquiry.

E. Re-Issue of Passports:

Passports are re-issued due to expiry of validity/Damage/Lost/Change in Particulars/Exhaustion of pages/Change over to Machine Readable Passport (MRP).

1. Re-issue of passport applicants requiring “Emigration Check Not Required (ECNR)” are required to submit Original and a Copy of “Educational Qualification” Certificates (SSC and above qualified persons are eligible to get ECNR status).
2. Re-issue of passport applicants requiring spouse (Husband or Wife) name inclusion are required to furnish Marriage Certificate OR an affidavit (Annexure-D) duly attested by a notary on pasted joint photograph taken by the couple with both husband and wife signatures justifying as proof of marriage.

NOTE: Computer Graphic generated joint photos are not accepted.

F. Change in Date of Birth /Place of Birth:

Applicants who are applying for re-issue of passports with change in Date of Birth/Place of Birth are requested not to approach the Hon'ble High Court directly. Applicants have to first submit passport applications with required change of DOB/POB at PSKs, and applications will be processed as per extant rules. Only in cases where the changes cannot be accorded as per the extant rules, such applicants would be directed to submit a declaratory order from a Civil Court to effect the change in Date of Birth/Place of Birth.

G. Change in Surname:

Male passport applicants applying for change in surname in existing passports are requested to furnish certificates issued by the Governmental Organizations viz.. Board of Secondary Education, Birth Certificate issued under RBD Act. Property Registration Documents, Tahsildar Certificates or Civil Court declaratory order with required "Surname".

H. Name Spellings Should Match on All Documents:

Name of the applicant, Father's name, Mother's name, Date of Birth and Place of Birth should match with the certificates enclosed by the applicant. If any variance found from certificate to certificates in relating to name of the applicant, father's name, mother's name with the particulars entered by the applicant then **Birth Certificate would be considered as final authentic document**. Therefore, applicants are required to produce Birth Certificates with required name/s spellings before Passport Issuing Authority.

I. Application Validity is 365 days:

Applicants, who had submitted their applications at PSKs but are kept On-Hold due to insufficient/incomplete documentation, are requested to visit PSK in Person with all relevant original documents along with copies only on the scheduled date and time printed on Acknowledgement Letter.

Applicants of 'On-Hold' cases should complete the submission procedure within 365 days from the date of initial application submission date. Later, the applications will be considered as "CLOSED" and fees will be forfeited. Thereafter, the applicant has to take fresh appointment for passport with all relevant documents.

J. Rescheduling of Appointments for Fresh OR On-Hold Cases :

NOTE: Your paid passport fees is valid for 365 days. So you can reschedule your appointments for 2 times in 365 days after first appointment date is over.

- a. Applicants, who had submitted their applications at PSKs but are kept On-Hold due to insufficient/incomplete documentation, are requested to visit PSK in Person with all relevant original documents along with copies only on the scheduled date and time printed on Acknowledgement Letter.
- b. Generally, next visiting appointments are booked at the time of keeping the application in 'On-Hold' for submission of required documents by the Granting Officers (GOs) OR Head of the PSK. If you are unable to attend at the concerned PSK on that particular appointment date, there is an option to re-schedule the appointment through internet for another available date as per the applicant convenience .
- c. It is not particular that you can reschedule for another appointment on that particular date. You can reschedule the appointment before or after appointment date. But total rescheduling chances for an applicant are TWO and these two appointments should be booked within 365 days. The applicants are requested to note that after lapse of 3 chances (1 chance at the first time appearing at PSK and 2 chances after the first chance is over) you will not get any appointment date, you will forfeit the amount paid by you. Your first appointment is counted as one chance; these 3 chances are inclusive of first appointment.
- d. Rescheduling of Fresh/On-hold can be accepted up to 2 times by the system. If the applicant does not present himself/herself either of the 2 times then the paid fees amount will be forfeited. Thereafter, the applicant has to take fresh appointment to apply for passport **by mentioning the present file number** and have to pay fees.
- e. Applicants of On-hold cases are required to produce all the required original documents before the Verification Officers and Granting Officers in all the visits.

K. MINORS:

1. Presence of parents while submission of application/s for MINOR/s:

- a. Where both parents holds valid passports- If both parents are having valid passports with spouse name inclusion, then any ONE parent can be present with both parents' passports (in original).
- b. Where one parent holds valid passport - If only one parent holds a valid passport with spouse name inclusion but other does not, then both parents should be physically present along with the original passport of one parent.

- c. Where none of the parents holds valid passport – In case none of the parent hold a passport then both should be physically present with their ID Proofs.

2. Annexure –H:

All Minor applications should be accompanied by Annexure-H.

- a. Please take print out of Annexure-H from Forms and Affidavits Corner from www.passportindia.gov.in website.
- b. Please fill all the details with ink or take a printout (no need to get it attested by Notary or any Gazetted Officer)
- c. Both parents should sign.
 1. If one parent is in abroad, furnish Annexure-H from another parent duly attested by the concerned Indian Embassy.
 2. If disputed parents, please furnish Annexure –C or Annexure-G,
 3. Divorced parents, please furnish certified copy of divorce decree with child custody.
 4. If one parent is dead, please furnish death certificate of the parent.

L. Machine Readable Passports:

- (I) **The International Civil Aviation organization (ICAO) has set a deadline of 24th November, 2015 for globally phasing out of all non-Machine Readable Passports (MRPs). From 25th November 2015 onwards, foreign Governments may deny visa or entry to any person travelling with a non MRP passport.**

The Government of India has been issuing Machine Readable Passports since 2001. The Passports, however, issued before 2001 and particularly those issued during mid 1990s with a validity of 20 years fall in the category of non-MRPs. All

Hand written passports with pasted photographs are also considered non-MRPs.

By the end of November 2014, it is estimated that there are approximately 2.86 lakh handwritten passports in circulation.

Approximately 6 Crore Indians hold valid passports.

Indian citizens residing in India and abroad and holding handwritten passports as well as 20year passports with validity beyond the 24th November 2015, should, therefore, apply for reissue of passports and obtain MRP passports well before the deadline in order to avoid any inconvenience in obtaining foreign visa or immigration Problem.

(II) PASSPORTS VALID FOR LESS THAN SIX MONTHS:

Many international travelers may not realize that having an unexpired passport is sometimes not enough to obtain Visas or to enter certain foreign countries. **Indian citizens travelling on Passports which may expire in less than six months**

should renew their passports before any upcoming international travel. It is especially important to check the passports

needs of any minor who may be accompanying their parents as passports for **minors have a shorter validity period (5 years)** than passports for adults (10 years). The universal practice in vogue now is; **“Once your passport crosses the nine-year mark, it is time to get new passport”**.

(III) EXHAUSTION OF VISA PAGES:

Some countries do not accept passports which may have fewer than two pages remaining. Please check your passport to ensure that you have enough visa pages. There is no provision of additional booklets/pages and you will be required to apply reissuance of passport following standard procedures. Frequent travelers may opt for **Jumbo Passport containing 60 pages.**

For more details related to passport services, Passport website (www.passportindia.gov.in) or the National Call Centre (toll free number 1800-258-1800) may be accessed.

M. Non Acceptance of Verification Certificates issued by some authorities and 3 documents under Tatkaal Scheme:

a. 3 out of 16 documents:

Due to non-availability of on-line verification of certificates for genuineness, the acceptance of 3 out of 16 documents for consideration of application under Tatkaal was stopped.

b. Verification Certificates:

Due to non-availability of specimen signatures and contact details through internet, Verification Certificates issued by the following officers for consideration of application under Tatkaal was stopped.

(i). Sub-Divisional Magistrates

(ii). Concerned Tahsildars OR Concerned Station House Officers (SHOs) for an applicant staying in the area under his/her Jurisdiction.

N. Death Cases/Medical Emergency Cases:

Applicants who wish to meet Regional Passport Officer (RPO) for appointment and passport (applicable only in case of medical/death emergency supported by documents) are requested to contact RPO directly.

O. Public Notice and Advisory:

a. Applicants are requested not to purchase air tickets /freeze travel plans without a valid travel document in hand. Passport issuance process is detailed and might take some additional time in some cases where there is deficiency in documentation or where police report is Pending/ Adverse.

b. Applicants are advised to desist from dealing with Touts /Agents who may be charging exorbitantly for their service and further, may be making false promises about arranging assured urgent appointment or faster passport service delivery. After the launch of Passport Seva Kendras, the appointments are available to general public through the website. The Government has not authorized any intermediary / representative to undertake such activity or to give such assurances.

P. Liability of the Applicant:

All the applicants are requested to furnish/enter correct information in e-passport application form. Giving wrong information viz.. Marital status, Educational Qualifications, Previous Passport details, Emergency Certificate details, previous address details, pending criminal case details, renunciation of Citizenship...etc leads to imposition of penalties as per the extant rules.

Your entered data can be modified in the system at the time of processing of application at **“A” processing counters in PSK**. No data modifications will be accepted by the system after submission of your application at PSK. Passports will be issued as per the data submitted/verified by you at PSKs. You are requested and required to double check the data before submission of application.

Q. Right To Information Act:

Nodal officer for RTI is the Regional Passport Officer. RTI and PG letters will not be accepted by Passport Seva Kendras. RTI applicants are requested to furnish Rs 10/- Indian Postal Order (IPO)/Demand Draft (DD) in the name of “The Regional Passport Officer –Hyderabad” payable at Hyderabad.

RTI Officer Name and Designation: Ms.Ashwini Sattaru, IFS
Regional Passport Officer

Postal Address : The Regional Passport Office,
D.No:8-2-215 to 219,
Adjacent to Prashant Theatre,
Kummarguda,
Secunderabad-500 003 Telangana

NOTE: Please mention on the postal cover as “RTI-Application”.

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Name of RPO	Name of the RPO & contact No.	Address	Name of DPO/APO & contact No.	Name of CPIO & contact No.	Name of Grievance Officer & contact No.	Contact No. for tele-enquiry
Hyderabad	Ashwini Sattaru, 040 27715333 & 2771 5115	D.No. 8-2-215-219, Kummarguda, Secunderabad – 500 003	<u>DPOs:</u> i) L Madan Kumar Reddy, ii) Syed Ali Sabeer, iii) Ravi Kosuri and iv) PVR Rajasekharam <u>APOs:</u> v) MS Reddy, vi) A Ram Reddy, and vii) S Amruth Rao	Ashwini Sattaru, 040 27715333 & 2771 5115	L Madan Kumar Reddy, 040 27806657	1800 258 1800

U. Frequently Asked Questions (FAQs):

Elaborated FAQs are enlisted in website www.passportindia.gov.in under FAQs column, you may refer for queries.