

**RIGHT TO INFORMATION****Disclosure of information Article 4 (1) (b) of the Right to Information Act, 2005 in respect of Regional Passport Office, Cochin****Article 4(1) (b) (i): Particulars of organization, functions and duties of the Regional Passport Office, Cochin****HISTORICAL BACKGROUND**

Regional Passport Office, Cochin was opened in 1975. It was inaugurated by the then Home Minister, Govt of Kerala, Shri. K. Karunakaran in the presence of Chief Passport Officer, Shri. Madhavankutty on 27-04-1975, as a subordinate office of Ministry of External Affairs under the supervision of Central Passport Organization. It caters 6 districts viz. Palakkad, Thrissur, Ernakulam, Kottayam, Idukki & Alappuzha of Kerala & the Union Territory of Lakshadweep. The issue of Passport is a central subject under the Indian constitution and allotted to the Ministry of External Affairs. It was in 1954 that the first 5 Regional Passport Offices at Bombay, Calcutta, Delhi, Madras and Nagpur were set up. This necessitated the setting up of a separate organization and the Central Passport and Emigration Organization was created in 1959 as a subordinate office of the Ministry of External Affairs. At present there are a total of 37 Passport Offices in the country.

To augment and improve the delivery of Passport services to Indian citizens, the Ministry of External Affairs (MEA) launched Passport Seva Project in May 2010. The project has been implemented in a Public Private Partnership (PPP) mode with Tata Consultancy Services (TCS), selected through a public competitive procurement process. Under this programme, the sovereign and fiduciary functions like verification, granting and issuing of Passport have been retained by MEA. The ownership and strategic control of the core assets including data/information is with MEA.

Passport Seva Project enables simple, efficient and transparent processes for delivery of Passport and related services. Apart from creating a countrywide networked environment for Government staff, it integrates with the State Police for physical verification of applicant's credentials and with India Post for delivery of Passports.

As a part of Pan-India roll out of Passport Seva Project Version 2.0, RPO Cochin migrated to the V.2.0 on 12<sup>th</sup> May 2025. With this transition, RPO Cochin has commenced the issuance of e-Passports, which is a combined paper and electronic passport, with an embedded Radio Frequency Identification (RFID) chip bearing the personal and bio-metric information of the holder. The encrypted data in the e-Passport can be securely authenticated by the Immigration Officials globally, thereby safeguarding the security of Indian Passports and confirming the genuineness at border controls.

Regional Passport Office, Cochin is credited with 5 Passport Seva Kendras and 5 Post Office Passport Seva Kendras (POPSKs) under its jurisdiction. The Regional Passport Office, Cochin has jurisdiction over 6 Revenue districts of Central Kerala viz., Alappuzha, Ernakulam, Idukki, Kottayam, Palakkad and Thrissur and 1 Union Territory viz., UT of Lakshadweep.

**Name and Address of Passport Seva Kendras (PSKs)**

S.No	PSK Name	Address
1	PSK, Alappuzha	Alleppey Avenue Centre, Nr.Kannan Varkey Bridge, Beach Road, Alappuzha - 688001
2	PSK, Aluva	Moosa Vaidyar Memorial Building, Nr.Casino Theatre, Aluva Perumbavoor Road, Aluva – 683101
3	PSK, Kottayam	Kalisseril Commercial Complex, No 1265 - B, B1, Olive Celestina, TB Road, Kottayam - 686001
4	PSK, Thrissur	2 <sup>nd</sup> Floor, Rowdha Towers, Nr.Railway Station, Poothole Road, Thrissur-680004
5	PSK, Cochin	Ground Floor, Heera Royale, Airport Seaport Airport Road, Cochin Palace P.O, Karingachira – 682301

**Name and Address of Post Office Passport Seva Kendras (POPSKs)**

S.No	POPSK Name	Address
1	POPSK, Kavaratti	Head Post Office, Kavaratti, UT of Lakshadweep 682 555
2	POPSK, Chengannur	Head Post Office, Chengannur, Alappuzha 689 121
3	POPSK, Kattappana	Head Post Office, Kattappana, Idukki 685 508
4	POPSK, Palakkad	Head Post Office, Olavakkode, Palakkad 678 002
5	POPSK, Nenmara	Post Office, Nenmara, SH58, Nenmara - 678508

**ORGANISATION**

This office has a total of **49** officers and staff members as on date.

The hierarchy at the Regional Passport Office, Cochin includes the following stages:-

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

**FUNCTIONS AND DUTIES**

This office deals with the issuance of Passport/travel document to the citizens of 6 districts viz. Palakkad, Thrissur, Ernakulam, Kottayam, Idukki & Alappuzha of Kerala and the Union Territory of Lakshadweep.

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

Regional Passport Officers are also delegated 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 Rules, 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 officers of Passport Office are derived from the Passports Act. This Act and rules are 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 Passports Act and Passports 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 Regional Passport Office, Cochin follows the rules and procedures indicated in Passport s Acts & Rules as elaborated in Passport Manual 2010 with periodical amendments for decision making in issuance of Passports. The officers from the 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, Passports Rules and Passport Manual 2010. Passports Act & Rules empower Passport Issuing Authorities (PIA) to impound or revoke Passports obtained by suppression of facts or with fake documents or based on inputs received from the other authorities.

**WORK FLOW CHART OF REGIONAL PASSPORT OFFICE, COCHIN**

Passport applications are accepted at 5 Passport Seva Kendras located at Thrissur, Aluva, Kochi, Kottayam and Alappuzha and 5 Post Office Passport Seva Kendras (POPSKs) at Chengannur, Kattappana, Palakkad, Nenmara and Kavaratti, UT of Lakshadweep from applicants who have appointments on the time and date slot booked in [www.passportindia.gov.in](http://www.passportindia.gov.in) / 'mPassport Seva' application. Application has to be registered online in the website of the Passport Seva Project and an Application Reference Number (ARN) has to be generated. Apart from the above, Regional Passport Officer, Cochin has the discretionary power to authorize walk-in tokens on merits to the applicants with ARN sheets and relevant documents between 9:00 am to 12:30 pm without online appointments.

**Passport Seva Kendras**

Mainly 3 counters are there in PSKs to process application viz.

**1. Counter-A**

Receipt of Passport application, Data comparison/modification, scanning, cash collection, 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). Police verification, if required, will be initiated electronically once application is granted.

**PCC will be issued on receipt of clear Police verification.****Main office**

1. Receipt of Police verification report electronically
2. Printing of Passports
3. Lamination of Passports
4. Stamping seal & signature on Passports.
5. Passport delivery through speed post.
6. Review of Adverse police reports and follow up action.
7. Processing of Escalated files/complex cases received from PSKs.
8. Administration and Establishment function.
9. Attestation/Apostille of documents.

In other Administrative matters, Junior Passport Assistants/ Senior Passport Assistants/ Assistant Superintendents submit the files to Superintendent who in turn submits it 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.in>, the Ministry of Parliamentary Affairs at <http://www.mpa.nic.in> and the Ministry of Personnel, Public Grievance and Pensions <http://www.persmin.nic.in>, Ministry of Home Affairs <http://www.mha.gov.in>, Ministry of Finance <http://www.finmin.nic.in> and 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 Regional Passport Office, Cochin discharge of its functions as per the norms lay 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 subject to completion of documentations and usual checks.

The norms are available at <https://www.passportindia.gov.in>.

**The rules, regulations, instructions, manuals and records held by it as under its control as used by its employees for discharging its functions. (Article 4(1) (b) (v) of the Right to information Act, 2005)****Passports Act and Passports Rules:**

These are already available on the MEA's website <https://www.mea.gov.in>.

**Transfer Policy and transfer orders:**

Transfer policy and transfer orders are available on the MEA's website <https://www.mea.gov.in> & <https://www.passportindia.gov.in>.

**In so far as the administrative side is concerned, we use the following rules in discharge of its functions:-**

- Medical Attendance Rules
- CCS(CCA) Rules
- CCS (Conduct) Rules
- CCS (Leave) 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 RPO under its control (Article 4(1) (b) (vi) of the Right to information Act, 2005)**

The Regional Passport Office, Cochin holds the following documents:

- Copies of Reports released by our Ministry.
- Parliament Questions related to Passport Office sent by Ministry of External Affairs.
- Correspondence with Ministries/other organizations, departments, state governments and letters/emails from individuals seeking information etc.
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**The administrative side of the office maintains files relating to the following:**

- Appointments of Staff
  - Operation of RPO/PSK/POPSK
  - Personal files and service book (including leave account) of its employees
  - Litigations files
  - Procurement of stationery & furniture
  - Electricity and water bills
  - Circulars and Office Memorandums
  - Maintenance of Annual Performance Appraisal Reports
  - Republic Day & Independence Day Celebrations
  - Progressive use of Official Language files
  - Other miscellaneous matters
- \* The files are retained for the period specified as per record retention schedule prescribed by Ministry from time to time.

**The following documents are held by this office:-**

- Ordinary Passport Booklets
- Diplomatic/ Official Passport Booklets
- Certificate of Identity.
- Apostille Stickers.

**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 to information Act, 2005)**

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

**Statement 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: (Article 4(b) (viii) of the Right to Information Act, 2005)**

At the level of this office, one Rajbhasha Karyanvayan Samiti (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 the office.

**Directory of Officers and Staff of Regional Passport Office, Cochin and monthly remuneration as on 13.05.2025 (Article 4(1) (b) (ix) & (x) of the Right to Information Act, 2005)**

Sl. No.	Name of the Official	Designation
01	R. Anitha Nandhini	Regional Passport Officer
02	Evilin Daniel	Deputy Passport Officer
03	N V Santha	Assistant Passport Officer
04	R Asamole	Assistant Passport Officer
05	Ansamma Abraham	Assistant Passport Officer
06	K.V. Bimal	Assistant Passport Officer
07	M.N Bertin	Assistant Passport Officer
08	Ani Shibu	Assistant Passport Officer
09	Shibu John	Assistant Passport Officer
10	Annie Alex	Assistant Passport Officer
11	B.Rajalekshmy	Assistant Passport Officer
12	Sandhya Nair	Assistant Director (Official Language)
13	M.P. Ambikamol	Senior Superintendent
14	Mini Paul	Senior Superintendent
15	Smt. Shobha Ajayakumar	Senior Superintendent
16	Sunu K Paul	Senior Superintendent
17	V S Jyothirmayi	Senior Superintendent
18	P.C Beena	Senior Superintendent
19	Shiny James	Senior Superintendent
20	Smt. Jiji Roby	Senior Superintendent
21	K.Muraleedharan Pillai	Senior Superintendent
22	K. Sreekanth	Senior Superintendent
23	C.S Mini	Senior Superintendent
24	V. Vijayakumar	Senior Superintendent
25	Deepak Kumar	Superintendent
26	K.R. Reena	Superintendent
27	N.M. Suhara Beevi	Superintendent
28	Deepa Raj	Superintendent
29	M.P. Sivakumar	Senior Translation Officer
30	M.P.Pramod Kumar	Assistant Superintendent
31	Lakshmi Sankar	Assistant Superintendent
32	Surendra Sharma	Junior Translation Officer
33	Manoj K	Senior Passport Assistant
34	K. Sujani	Senior Passport Assistant
35	Nipun C.P	Senior Passport Assistant
36	Rambilash Kumar Bhaskar	Senior Passport Assistant
37	Ajish Sebastian	Junior Passport Assistant
38	Suraj Kumar	Junior Passport Assistant
39	Ram Parvesh Singh	Junior Passport Assistant
40	Nilesh Kumar	Junior Passport Assistant
41	Kundan Kumar	Junior Passport Assistant
42	Madhuranjan Kumar	Junior Passport Assistant
43	Sankar Kumar Datta	Junior Passport Assistant



44	Sajan Sebastian	Junior Passport Assistant
45	Subin Pappachen	Junior Passport Assistant
46	Raktim Prakash Sarkar	Junior Passport Assistant
47	Theertha N.R	Junior Passport Assistant
48	Amal Tom Jose	Multi-Tasking Staff

In addition to the above, 15 Data Entry Operators and 10 Print Operators are outsourced in this office, whose payment is being made directly by the hiring agency appointed by the Ministry.

**Details of monthly remuneration of Officers and staff of Regional Passport Office, Cochin as on 13.05.2025.**

Sl. No.	Category of Officers	Total Number	Level in pay Matrix VII <sup>th</sup> CPC
1	Regional Passport Officer	1	Pay Level 12
2	Deputy Passport Officer	1	Pay Level 11
3	Assistant Passport Officer	8	Pay Level 10
4	Assistant Director (OL)	1	Pay Level 10
5	Senior Superintendent	10	Pay Level 8
6	Superintendent	4	Pay Level 7
7	Stenographer Grade-I	1	Pay Level 7
8	Assistant Superintendent	2	Pay Level 6
9	Junior Translation Officer	1	Pay Level 6
10	Senior Passport Assistant	4	Pay Level 4
11	Junior Passport Assistant	11	Pay Level 2
12	Multi-Tasking Staff	1	Pay Level 1

**Budget allocation to each agency, indicating particulars of all plans, proposed expenditure and reports on disbursements made. (Article 4(1) (b) (xi) of the Right to Information Act, 2005)**

**Abstract of Budget Estimates 2025-26 and expenditure**

Head	Budget Estimate 2025-26 (in thousands of rupees)	Expenditure till 30.04.2025 (in thousands of rupees)
Salaries	28778	4922
Rewards	5300	1191
Medical Treatment	500	0
Allowance	22042	4472
Leave Travel Concession	700	43
Domestic Travel Expenses	11457	2
Office Expenses	8516	1008
Professional Service	3000	0
Postal & Freight Charges for Travel Documents	31000	2408
Information Technology	402	82
Swachhta Action Plan	682	116
<b>Total</b>	<b>112377</b>	<b>14244</b>

**Information related to procurements**

Notice / tender details, bids awarded are available in the government e-Marketplace (GeM) portal <https://www.gem.gov.in>.

**The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes; (Article 4(1) (b) (xii) of the Right to Information Act, 2005)** : Nil

**Particulars of recipients of concessions, permits or authorizations granted by it: (Article 4(1) (b) (xiii) of the Right to Information Act, 2005)**

**Issue of Passports to general public:**

Travel agents are not authorized to submit the Passport applications. The Passport applicants have to appear in person at PSK/POPSK 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 have been uploaded on website <http://www.passportindia.gov.in>

**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 : (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 Regional Passport Office. Citizens can also visit the officers during the office hours on all working days between 09.30 to 13.00 hrs. Enquiry can also be made at the Tel. No. 9447731152 (WhatsApp)/ 0484-2315152.

**The Names, designations and other particulars of the Public Information Officers: (Article 4(1) (b) (xvi) of the Right to Information Act, 2005)**

**(a) CPIO & FAA:**

<b><u>Central Public Information Officer:</u></b> Smt. M.P. Ambikamol, Senior Superintendent, Regional Passport Office, Panampilly Nagar, Cochin, Ernakulam-682036. Phone No. 0484-2310920 Fax No. 0484-2310915 Email: <a href="mailto:rpo.cochin@mea.gov.in">rpo.cochin@mea.gov.in</a>	<b><u>First Appellate Authority:</u></b> Ms. R. Anitha Nandhini, Regional Passport Officer, Regional Passport Office, Panampilly Nagar, Cochin, Ernakulam-682036. Phone No. 0484-2315152 Fax No. 0484-2310915 Email: <a href="mailto:rpo.cochin@mea.gov.in">rpo.cochin@mea.gov.in</a>
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**Such other information as may be prescribed, and thereafter updated every year: (Article 4(1) (b) (xvii) of the Right to Information Act, 2005)**

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



**Public Grievance Officer:**

Shri. K.V. Bimal,  
Assistant Passport Officer (Administration),  
Regional Passport Office,  
Panampilly Nagar,  
Cochin, Ernakulam-682036.  
Phone No. 0484-2310921  
Fax No. 0484-2310915  
Email: [rpo.cochin@mea.gov.in](mailto:rpo.cochin@mea.gov.in)