

REGIONAL PASSPORT OFFICE, PATNA

RIGHT TO INFORMATION – Disclosure of information Article 4 (1) (b) of the Right to Information Act, 2005

Article 4(1)(b)(i): Particulars of organization, functions and duties

HISTORICAL BACKGROUND

Regional passport office, Patna was initially open in 1979. It was inaugurated by the then Minister of External Affairs, Sh. Atal Bihari Vajpayee on 13-04-1979 as a subordinate office of Ministry of External Affairs under the supervision of Central Passport Organization. It caters all the district of Bihar. 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.

ORGANISATION

This office has a total actual strength of **57** officers and staff members.

The hierarchy-wise details at the Regional Passport Office, Patna is as follow:-

(As on 24.02.2023)

Sl. No	Name of the Post	Post	Sanction Strength	Actual Strength
1	Regional Passport Officer	Group A	1	1
2	Deputy Passport Officer	Group A	2	0
3	Assistant Passport Officer	Group A	3	4
4	Senior Superintendent	Group B, Gazetted	7	12
5	Superintendent	Group B, Gazetted	7	1
6	Assistant Superintendent	Group B, Non-Gazetted	11	4
7	Senior Translation Officer	Group B, Non-Gazetted	1	1 (on TD)
8	Stenographer	Group B, Non-Gazetted	1	1

9	Senior Passport Assistant	Group C	15	28
10.	Junior Passport Assistant	Group C	17	4
11	Office Assistant/MTS	Group C	4	1
	TOTAL		69	57
In addition to above 10 Data Entry Operators are also working in RPO, Patna.				

FUNCTIONS AND DUTIES

This office deals with the issuance of passport/travel document to the citizens of 38 districts of Bihar.

Passport Seva Project: -

In order to deliver all passport related services to the citizens in a timely, transparent, more accessible, reliable manner and in a comfortable environment through streamlined process and committed, trained and motivated workforce the Ministry of External Affairs has initiated the Passport Seva Project. In the new evolved system, the appointment date and time is given to the applicant in online registration. For the purpose of faster, reliable transparent convenient, streamlined and highly secured processing of the passport applications, the applicants are advised to fill their forms online (www.passportindia.gov.in) in toll free call centre No. 1800-258-1800) and generate Application Reference Number (ARN) . Detailed guidelines for filling up the form is given in the website and for further clarifications, applicant can call the toll free call centre number. It has helped in streamlining the submission process and improving accuracy of particulars/details printed on Passport.

Passport applications are accepted through 2 Passport Seva Kendras(PSK) and 35 Post Office Passport Seva Kendras located as follow:-

Sl. No.	Name of POPSK	Address
1	SIWAN	Head Post Office, Siwan
2	MUZAFFARPUR	Head Post Office, Muzaffarpur
3	BETTIAH	Head Post Office, Bettiah
4	BHAGALPUR	Head Post Office, Bhagalpur
5	PURNEA	Head Post Office, Purnea
6	GAYA	Head Post Office, Gaya
7	MOTIHARI	Head Post Office, Motihari
8	CHHAPRA(SARAN)	Head Post Office, Chapra
9	BUXAR	Head Post Office, Buxar
10	Hajipur	Head Post Office, Hajipur
11	Ara (Bhojpur)	Head Post Office, Ara

12	Gopalganj	Head Post Office, Gopalganj
13	MUNGER	Head Post Office, Munger
14	NAWADA	Head Post Office, Nawada
15	SAMASTIPUR	Head Post Office, Samastipur
16	MADHUBANI	Head Post Office, Madhubani
17	BEGUSARAI	Head Post Office, Begusarai
18	NALANDA(BIHAR SHARIF)	Head Post Office, Nalanda
19	Sitamarhi	Head Post Office, Sitamarhi
20	Saharsa	Head Post Office, Saharsa
21	Jamui	Head Post Office, Jamui
22	Forbeshganj	Head Post Office, Forbeshganj
23	Banka	Head Post Office, Banka
24	Jehanabad	Head Post Office, Jehanabad
25	Katihar	Head Post Office, Katihar
26	Sheohar	Head Post Office, Sheohar
27	Maner	Sub Post Office, Maner
28	Dalsingsarai	Head Post Office, Dalsingsarai
29	Khagaria	MukhyaDakGhar, Khagaria
30	Dalmianagar	Head Post Office, Dalmianagar
31	Kishanganj	Head Post Office, Kishanganj
32	Aurangabad	Head Post Office, Aurangabad
33	Sasaram	Head Post Office, Sasaram
34	EKMA	MukhyaDakGhar, EKMA
35	Supaul	Head Post Office, Supaul

Powers and duties of the employees of the Regional Passport Office, Patna.

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

Regional Passport Officers have 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. The duties of officers and employees 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 Regional Passport Office, Patna follows the procedure indicated in Passport Manual 2016(as amended from time to time) 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 Supdt, SPA, JPA posted in the section in accordance with Passport Act, Passport Rules and Passport Manual.

WORK FLOW CHART OF REGIONAL PASSPORT OFFICE, PATNA

Passport applications are accepted at PSK, Patna; PSK, Darbhanga and 35 POPOSs located under the jurisdiction of Regional Passport Office, Patna for applicants who have appointments on the time and date slot booked in www.passportindia.gov.in.

Entry in above PSK/POPOSs is strictly as per appointment date and time slot booked in www.passportindia.gov.in . When applicant arrives at the PSK, the following steps will be undertaken:

Work flow chart of PSK.

1. Counter-A

- Scrutiny of Passport Application by TCS staff,
- Receipt of Passport application, Data verification, scanning and cash collection by TCS 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.

8. Lamination of Passport.

9. Signature of PIAs on Passport.

10. Passport delivery at Counter or by dispatch.

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

In other administrative matters, Dealing Assistant submits the files to 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://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 are 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, Patna 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>.

Rules, regulations, instructions, manuals and records held by or under the control of the Regional Passport Office, Patna 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 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, instructions, 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, Patna uses various Central Acts, Rules, Codes, 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 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.

The Regional Passport Office, Patna 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/e-mails from individuals seeking information etc.

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

- ☐ Appointments
- ☐ Personal files and service book (including leave account) of its employees
- ☐ Court related litigation files
- ☐ Continuation of temporary posts
- ☐ Procurement of stationary & furniture
- ☐ Electricity and water bills
- ☐ Circulars
- ☐ Republic Day & Independence Day Celebration
- ☐ Purchase and distribution of stationery items

- ☐ Maintenance of Annual Confidential reports
- ☐ Other Miscellaneous matters.

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

The following documents are held by this office: -

Scanned Application forms, Ordinary Passport Booklets, Official Passport Booklets, Diplomatic Passport Booklets.

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

At the level of this office, one RajbhashaKriyanvayanSmiti (Official Language Implementation Committee) consisting of (10) 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 employees and monthly remuneration as on **24.02.2023**

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

Sl. No.	Name Of the Official	DESIGNATION	Basic Pay
1.	Tavishi Behal Pandey	Regional Passport Officer	Level 12
2.	Madhab Mandi	Assistant Passport Officer	Level 10
3.	S. K. Mondal	Assistant Passport Officer	Level 10
4.	Bikash Chakraborty	Assistant Passport Officer	Level 10
5.	Ram Lakhan	Assistant Passport Officer	Level 10
6.	Madan Pandey	Senior Superintendent	Level 8
7.	Dilip Kumar	Senior Superintendent	Level 8
8.	Manoj Kumar	Senior Superintendent	Level 8
9.	Dinesh Prasad	Senior Superintendent	Level 8
10.	Randhir Kumar	Senior Superintendent	Level 8
11.	Shambhu Sharan	Senior Superintendent	Level 8
12.	Ashok Kumar Keshri	Senior Superintendent	Level 8
13.	Atul Kumar	Senior Superintendent	Level 8
14.	Pankaj Kumar	Senior Superintendent	Level 8
15.	Nikhil Ranjan	Senior Superintendent	Level 8
16.	Sachin Kumar	Senior Superintendent	Level 8
17.	Antaryami Roy	Senior Superintendent	Level 8
18.	Anil Kumar (on TD)	Senior Translation Officer	Level 8

19.	Jawed Anwar	Superintendent	Level 7
20.	Deepak Kumar Singh	Assistant Superintendent	Level 6
21.	Seth Munna Lal	Assistant Superintendent	Level 6
22.	SomeshVerma	Assistant Superintendent	Level 6
23.	Mahesh Prasad	Assistant Superintendent	Level 6
24.	Shekhar Kumar	Stenographer	Level 6
25.	Sudeep Kumar Sinha	Senior Passport Assistant	Level 4
26.	Madanjit kumar	Senior Passport Assistant	Level 4
27.	Ramji Prasad	Senior Passport Assistant	Level 4
28.	Aman Choudhary	Senior Passport Assistant	Level 4
29.	Savita kumari	Senior Passport Assistant	Level 4
30.	Pankaj Kumar	Senior Passport Assistant	Level 4
31.	Shashi Ranjan Kumar	Senior Passport Assistant	Level 4
32.	Pawan Kumar	Senior Passport Assistant	Level 4
33.	Sujit kumar	Senior Passport Assistant	Level 4
34.	Kameshwar Prasad	Senior Passport Assistant	Level 4
35.	Anil Kumar	Senior Passport Assistant	Level 4
36.	Sanjay kumar	Senior Passport Assistant	Level 4
37.	Sandhya Sharma	Senior Passport Assistant	Level 4
38.	Mithu Singh	Senior Passport Assistant	Level 4
39.	Ram Gopal Basak	Senior Passport Assistant	Level 4
40.	Mohammad Aslam	Senior Passport Assistant	Level 4
41.	Uday Prasad Singh,	Senior Passport Assistant	Level 4
42.	Premlata Kumari	Senior Passport Assistant	Level 4
43.	Indu Kumari	Senior Passport Assistant	Level 4
44.	Neelam Dutta	Senior Passport Assistant	Level 4
45.	Roshan Kumar	Senior Passport Assistant	Level 4
46.	Sanjay Kumar	Senior Passport Assistant	Level 4
47.	Ajay Kumar	Senior Passport Assistant	Level 4
48.	Abhishek Kumar Sundaram	Senior Passport Assistant	Level 4
49.	Paramjeet Kumar	Senior Passport Assistant	Level 4
50.	Imteyaz Ansari	Senior Passport Assistant	Level 4
51.	Deepak Kumar	Senior Passport Assistant	Level 4
52.	Rahul Kumar	Senior Passport Assistant	Level 4
53.	Preeti Rani,	Junior Passport Assistant	Level 2
54.	Aminesh Anand	Junior Passport Assistant	Level 2
55.	Sanjay Kumar	Junior Passport Assistant	Level 2
56.	Anjali Kumar	Junior Passport Assistant	Level 2
57.	Anand Kumar	MTS	Level 1

In addition to above 10 Data Entry Operators are also working in RPO, Patna.

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.

Abstract of budget 2022-23 and expenditure.

Name of Account	Sanction Grant	Actual Expenditure
Salaries	52800000	50471561
Wages	0	0
OTA	0	0
Medical	480000	222873
DTE/TA	4500000	2675340
O.E	14500000	11807536
Postage O.E	18500000	16428767
RRT	820000	770428
Minor	300000	21382
IT	400000	270330
Professional Service	600000	424343
Swachhta Action Plan	200000	158878

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 07/02/2012 to submit application at PSK.

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.pasportindia.gov.in>.

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

Citizens can obtain information through the web-site of the office at <http://passportindia.gov.in>. Apart from this citizen 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 1000hrs to 1300hrs. 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.

Central Public Information Officer: -

Sh. Ram Lakhan

Assistant Passport Officer
Regional Passport Office,
D Block, Mauryalok Complex
Patna-800001
Phone No. 0612-2223267
Fax No. 0612-2227972
E-mail: rpo.patna@mea.gov.in

Appellate Authority:-

Mrs. Tavishi Behal Pandey

Passport Officer,
Passport Office,
D Block, MauryaLok Complex
Patna-800001
Ph no: 0612-2223267
Fax No.0612-2227972
E-mail: rpo.patna@mea.gov.in
E-mail for grievances: rpo.patna@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: -

Shri Dinesh Prasad

Senior Superintendent
REGIONAL PASSPORT OFFICE,
PATNA
TEL NO.-0612-2223267



भारत सरकार / GOVERNMENT OF INDIA

दूरभाष / Tel-0612-2222267

विदेश मंत्रालय / MINISTRY OF EXTERNAL AFFAIRS

मौर्यलोक कम्प्लेक्स / Maurya Lok Complex

फैक्स / FAX-0612-222972

क्षेत्रीय पासपोर्ट कार्यालय / REGIONAL PASSPORT OFFICE

डी-ब्लॉक / D-Block

ई-मेल / E-mail-rpo.patna@mea.gov.in

पटना / Patna-800 001

संदर्भ संख्या/Ref No-PAT/798.01/11

दिनांक: 30.12.2020

सूचना के अधिकार अधिनियम, 2005 के तहत आवेदकों के लिए महत्वपूर्ण सूचना।
Important notice for obtaining information under RTI Act, 2005

1. सूचना के अधिकार अधिनियम, 2005 के तहत आवेदन काउंटर संख्या 02 पर जमा किए जा सकते हैं।
Application under RTI Act, 2005 may be submitted at Counter No. 02.
2. आवेदक सूचना के अधिकार के तहत अपना आवेदन डाक द्वारा भी केंद्रीय जन सूचना अधिकारी, क्षेत्रीय पासपोर्ट कार्यालय, डी-ब्लॉक, मौर्यलोक कम्प्लेक्स, पटना-800001 को भेज सकते हैं।
Applicant may also send their application through post, addressed to Central Public Information Officer, Regional Passport Office, D-Block, Mauryalok Complex, Patna-800001.
3. आवेदक सूचना के अधिकार के तहत अपना आवेदन आनलाइन www.rtionline.gov.in पर अपलोड कर सकते हैं।
Applicant may upload their application online on www.rtionline.gov.in.
4. सूचना के अधिकार अधिनियम, 2005 के तहत आवश्यक आवेदन शुल्क ऑनलाइन/डिमांड ड्राफ्ट/पोस्टल ऑर्डर/बैंकर्स चेक/नगद के रूप में स्वीकार्य है।
Application fee under RTI Act, 2005 is accepted as online/Demand Draft/Postal Order/Bankers Cheque/Cash.



(अमरेन्द्र कुमार अमर / Amrendra Kumar Amar)
 वरिष्ठ अधीक्षक व / Senior Superintendent &
 केंद्रीय जन सूचना अधिकारी / Central Public Information Officer