

RIGHT TO INFORMATION

Disclosure of Information under Article 4(1)(b) of Right to Information Act, 2005
in respect of the Passport Office, Visakhapatnam as on 31.05.2024.

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

HISTORICAL BACKGROUND

The issuance of passport is a central subject under the Indian constitution and is allotted to the Ministry of External Affairs. It was in 1954 that the first 5 Regional Passport Offices were set up at Bombay, Calcutta, Delhi, Madras and Nagpur. This necessitated the setting up of a separate organization and thus 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. The Passport Office, Visakhapatnam was opened in 1997 as a subordinate office of the Ministry of External Affairs under the supervision of Central Passport Organization.

ORGANISATION

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

The hierarchy at the Passport Office, Visakhapatnam includes the following stages:

1. Passport Officer
2. Assistant Passport Officer
3. Senior Superintendent
4. Stenographer
5. Junior Translation Officer
6. Senior Passport Assistant (SPA)
7. Junior Passport Assistant (JPA)
8. Office Assistant

FUNCTIONS AND DUTIES

This office deals with the issuance of passport, police clearance certificate and background verification for Global Entry Programme to the citizens of following 11+1 districts of Andhra Pradesh and Union Territory of Puducherry.

1. Alluri Sitharama Raju
2. Anakapalli
3. Dr. B. R. Ambedkar Konaseema
4. East Godavari
5. Eluru
6. Kakinada
7. Parvathipuram Manyam
8. Srikakulam
9. Visakhapatnam
10. Vizianagaram
11. West Godavari
12. *District of Yanam, Union Territory of Puducherry.*

Article 4(1)(b)(ii): Powers and duties of the employees of the Passport Office, Visakhapatnam.

Passport Officers have been designated as Head of Office. For the smooth running of the offices, certain financial powers have been delegated to them. The financial powers of Passport Officer have been detailed in the delegation of Financial Power Rule, 1978 and subsequent orders issued in reference to the delegation of Financial Power Rules.

Other powers of the officials of the Passport Office are derived from the Passport Act, 1967. This Act and the rules are 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.

Article 4(1)(b)(iii): Procedure to be followed in the decision making process, including channels of supervision and authority.

The Passport Office, Visakhapatnam follows the procedure indicated in Passport Manual, 2020 (available at www.passportindia.gov.in) for decision making in issuance of passports. The Officers from Senior Superintendent to Passport Officer Level have been designated as Passport Issuing Authority (PIA) for issuance of passport and take decisions/actions with the help of SPAs and JPAs posted in the section in accordance with Passport Act, Passport Rules and Passport Manual. Passport Act and Rules also empower Passport Issuing Authorities (PIAs) 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 THE PASSPORT OFFICE, VISAKHAPATNAM

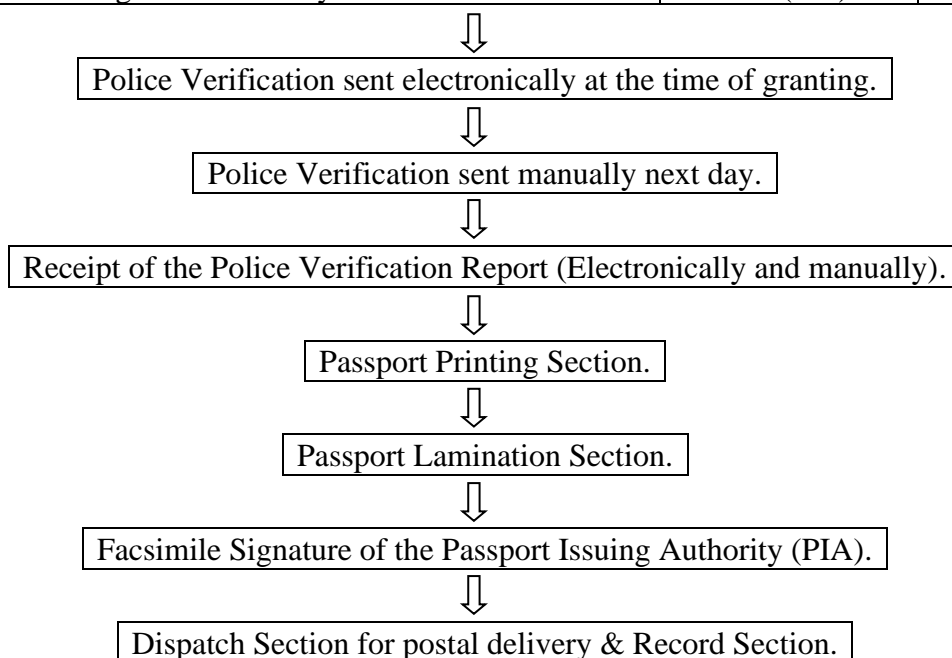
To augment and improve the delivery of passport services to Indian citizens and to render passport services in a time bound, transparent, modern and comfortable atmosphere, the Ministry of External Affairs (MEA), launched the Passport Seva Programme (PSP) in May 2010 in Public-Private Partnership (PPP) mode with M/s Tata Consultancy Services as the Service Provider, which was selected through an open competitive bidding process, setting up Passport Seva Kendra (PSK). Further, MEA in association with the Department of Posts (DoP) announced an innovative initiative on 24 January, 2017 to open PSK at the Head Post Offices (HPO)/Post Offices (PO) in various districts of the states called 'Post Office Passport Seva Kendra' (POPSK). As of now, following 2 PSKs and 7 POPSKs are functioning under the jurisdiction of this office.

| Sl. No. | PSK / POPSK | Location |
|---------|-------------|---------------|
| 1. | PSK | Visakhapatnam |
| 2. | PSK | Bhimavaram |
| 3. | POPSK | Srikakulam |
| 4. | POPSK | Vizianagaram |
| 5. | POPSK | Yellamanchili |
| 6. | POPSK | Kakinada |
| 7. | POPSK | Amalapuram |
| 8. | POPSK | Rajahmundry |
| 9. | POPSK | Eluru |

Passport applications are accepted at Passport Seva Kendras (PSKs) and Post Office Passport Seva Kendras (POPSKs) for applicants who have appointments booked on the time and date slot available at www.passportindia.gov.in. Details of the above are also available on the above website under Passport Office, Visakhapatnam.

Flow chart indicating process of passport application at PSK from submission to issuance of the passport as below:

| | | |
|--|--------------------------|-----------|
| Scrutiny of Passport Application | TCS Staff (CSE) | Counter A |
| Receipt of Passport Applications, Date verification, scanning and cash collection. | TCS Staff (CSE) | Counter A |
| Verification of the Passport Application by the Verification Officer | Government Official (VO) | Counter B |
| Granting of Passport Application by the Granting Officer and index checking simultaneously | Government Official (GO) | Counter C |



PCC SERVICES:

PCC applications are granted on pre-police verification basis.

In other administrative matters, Dealing Assistant submits the files to Superintendent/APO, 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 <https://cabsec.gov.in>, the Ministry of Parliamentary Affairs at <https://www.mpa.gov.in>, the Ministry of Personnel, Public Grievances and Pensions at <https://persmin.gov.in/> and the Ministry of Home Affairs (Rajbhasha) at <https://rajbhasha.gov.in>.

Article 4(1)(b)(iv): Norms set by the Ministry for the discharge of its functions.

The Passport Office, Visakhapatnam, discharges its functions as per the norms laid down by the PSP Division, Ministry of External Affairs, New Delhi. It is our endeavor 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 www.passportindia.gov.in.

Article 4(1)(b)(v): The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions.

Passport Act and Passport Rules:

These are available on the MEA's website www.passportindia.gov.in and www.mea.gov.in.

In the discharge of its duties the Passport Office utilizes all the relevant Central Acts, Rules, Codes, 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 available in the public domain as printed priced publications. 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, 2017
- Delegation of Financial Power Rules
- House Building Advance Rules
- CCS [Revised Pay) Rules, 2016
- Central Treasury Rules.

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

Article 4(1)(b)(vi): Statement of the categories of documents that are held by it or under its control.

The Passport Office, Visakhapatnam, holds the following documents:

- Copies of Reports and Circulars 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:

- Personal files and service books (including leave accounts) of its employees
- Application Details regarding the outsourced DEO, Security and Housekeeping staffs
- Agreements in r/o Hiring of the Security and Housekeeping staffs
- Court/CAT related litigation files
- Procurement of stationary & furniture
- Electricity, Telephone and water bills
- CPWD complaints
- Circulars
- Republic Day & Independence Day Celebration
- Purchase and distribution of stationery items
- Maintenance of Annual Confidential reports
- Other Miscellaneous matters

Following documents are held by this office for providing passport services:

- India International Ordinary Passport Booklets
- Official Passport Booklets
- Diplomatic Passport Booklets

Article 4(1)(b)(vii): 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, committees and other bodies.

Article 4(1)(b)(viii): 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 bodies are open to the public, or the minutes of such meetings are accessible for public

At the level of this office, one Rajbhasha Karyanavayan Samiti (Official Language Implementation Committee) consisting of 05 members of this office has been constituted to review progress in implementation of Rajbhasha Hindi in day to day work of the office.

Article 4(1)(b)(ix): Directory of officers and officials as on 31.05.2024.

| Sl. No. | Name of Officers/Officials (Sh./Smt./Ms.) | DESIGNATION |
|----------------|--|-----------------------|
| 1 | VISHWANJALI M. GAIKWAD | PO |
| 2 | K. N. BHASKARA RAO | APO |
| 3 | YANTRAPATI VIJAYA PHANI | Senior Superintendent |
| 4 | SEEMA KUMARI | Senior Superintendent |
| 5 | NAKKA SRINIVASA RAO | Stenographer |
| 6 | RUPA RAM | JTO |
| 7 | CHENNA SATYAVATHI | SPA |
| 8 | NOOLU PRAKASA RAO | SPA |
| 9 | CHINTHAPALLI POLARAJU | SPA |
| 10 | NATTI SRINIVASU | SPA |
| 11 | GIDDI SRINIVASA KUMAR | SPA |
| 12 | TUMMI NOOKA RAJU | SPA |
| 13 | JALLURI NAGESWARA RAO | SPA |
| 14 | P. APPALA MURTY | SPA |
| 15 | ALTADA JAGANNADHA RAO | SPA |
| 16 | MAMIDI THRINADHA RAO | SPA |
| 17 | PILLA NARENDRA LAKSHMAN KUMAR | SPA |
| 18 | SARWASIDDHI NARASIMHA MURTHY | SPA |
| 19 | CHAPPA UMADEVI | SPA |
| 20 | K. NAGARAJU | SPA |
| 21 | TENJI NIMA SHERPA | SPA |
| 22 | S. VENKATA RAMANA | JPA |
| 23 | DIWAKAR PAL | JPA |
| 24 | SAPTARSHI GHOSH | JPA |
| 25 | NAGENDRA KUMAR PANDEY | JPA |
| 26 | MULAMPAKA RAMA KRISHNA | OA |
| 27 | YALLABILLI TRINADHA RAO | OA |

Article 4(1)(b)(x): Details of the monthly remuneration of officers/officials of Passport Office, Visakhapatnam.

| Sl. No. | Category of the Officer/Official | Number | Pay Level as per 7th CPC |
|----------------|---|---------------|--|
| 1 | Passport Officer | 1 | Level – 11 |
| 2 | Assistant Passport Officer | 1 | Level – 11 |
| 3 | Senior Superintendent | 2 | Level – 8 |
| 4 | Stenographer | 1 | Level – 6 |
| 5 | Junior Translation Officer | 1 | Level – 6 |
| 6 | Senior Passport Assistant | 15 | Level – 4 |
| 7 | Junior Passport Assistant | 4 | Level – 2 |
| 8 | Office Assistant | 2 | Level – 2 |

Article 4(1)(b)(xi): The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made.

Abstract of budget estimates for F.Y. 2024 – 2025 and actual expenditure.

| BUDGET HEAD | Budget Estimates For F.Y. 2024-2025 | Actual Expenditure upto 31.05.2024 |
|--|--|---|
| Salaries | 1,55,00,000 | 31,91,900 |
| Rewards | 8,33,000 | 2,81,850 |
| Medical Treatment | 1,25,000 | 1,750 |
| Allowances | 1,10,00,000 | 27,39,568 |
| Leave Travel Concession | 1,25,000 | 0 |
| Domestic Travel Expenses | 37,50,000 | 7,83,776 |
| Office Expenses | 75,00,000 | 22,02,019 |
| Rents, Rates and Taxes for Land and Buildings | 56,00,000 | 0 |
| Minor Civil and Electrical Works | 31,25,000 | 0 |
| Professional Services | 3,33,000 | 9,300 |
| Postal And Freight Charges for Travel Documents | 1,04,17,000 | 13,67,350 |
| Information Technology (Digital Equipments) | 6,25,000 | 1,09,339 |
| Swachhta Action Plan | 1,67,000 | 0 |
| Information, Computer, Telecommunication Equipment (ICT) | 4,17,000 | 0 |
| Furniture and Fixture | 4,17,000 | 0 |
| TOTAL – | ₹5,99,34,000/- | ₹1,06,86,852/- |

Article 4(1)(b)(xiii): Particulars of recipients of concessions, permits or authorizations granted by it.

Ministry of External Affairs (MEA), PSP Division, has not authorized any Travel agents to submit the passport applications on behalf of the applicants. Only the passport applicants have to appear in person at PSK/POPSK and submit the Passport Applications. No travel agent is recognized to deal with this office with effect from 05.08.2011 after the opening of Passport Seva Kendras (PSKs). Under the new Passport Seva Project (PSP) no role has been envisaged to Travel Agents in submission of passport applications.

Article 4(1)(b)(xiv): Details in respect of the information, available to or held by it, reduced in an electronic form.

All the information regarding issuance of passports and status thereof have been uploaded on website www.passportindia.gov.in.

Article 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 by the following means:

- a. Enquiry Counter
- b. Complaint Box : Complaint / Feedback
- c. Telephone : ☎ 0891-2745746
- d. Email : rpo.vizag@mea.gov.in
- e. Register Grievance at www.passportindia.gov.in – Grievance/Feedback
- f. RPO (PG)
- g. CPGRAMS
- h. X (formerly twitter) : <https://x.com/rpovizag>
- i. National Call Centre : ☎ 1800-258-1800

Citizens can also make general enquiry by visiting the Regional Passport Office between 09.30 AM and 01.00 pm on all working days. Some of the instructions are also displayed on the notice boards of the Passport Office. The information is also displayed on the web page of RPO, Visakhapatnam.

Article 4(1)(b)(xvi): The names, designations and other particulars of the Public Information Officers.

FIRST APPELLATE AUTHORITY

Mrs. Vishwanjali M. Gaikwad
Passport Officer,
Passport Office,
Marripalem, Visakhapatnam – 530009
Phone No.: 0891–2745747
E-Mail: rpo.vizag@mea.gov.in

CENTRAL PUBLIC INFORMATION OFFICER

Smt. Seema Kumari,
Senior Superintendent,
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Phone No.: 0891–2970210
E-Mail: rpo.vizag@mea.gov.in

Article 4(1)(b)(xvi): Such other information, as may be prescribed.

PUBLIC GRIEVANCES OFFICER

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