

## RIGHT TO INFORMATION ACT, 2005

### **PASSPORT OFFICE, BAREILLY**

Disclosure of information under section 4(1)(b) of the Right to Information Act, 2005 in respect of Passport Office, Bareilly as on 01.07.2024.

#### Article 4(b)(i)- The particulars of its organization, Functions and Duties.

##### ORGANIZATION

Passport Office, Bareilly established on 04 April, 1983 is one of 37 Passport offices of Central Passport Organization functioning under Ministry of External Affairs, Govt. Of India. It is headed by Passport officer. Its main Office is located at Vikasjyoti Commercial Complex, II & III floor BDA building, Priyadarshini Nagar, Bareilly, U.P. 243122. To meet the additional demand of passport services, recently One Camp has been opened in the Main Office for submission of passport application. There is One Passport Seva Kendra (PSK) operational under this office since 13.03.2012, which is located at Radha Krishna Tower, CC-146/A, Plot No. 317/1 Kha, Jagatpur Lala Begum, Pilibhit Bypass Road, Bareilly, U.P. Eight Post Office Passport Seva Kendra (POPSK) & One RPO Camp is also operational under this office, details are mentioned below:

Sl No.	POPSK	Operational Since	Full Address
1.	Pilibhit	30.04.2017	Head Post Office, Opposite L.H. Sugar Mill, Station Road, Pilibhit, Uttar Pradesh. 262001
2.	Moradabad	26.02.2018	Head Post Office Gurhatti Civil Lines in front of jail, Moradabad, Uttar Pradesh 244001
3.	Bijnor	03.03.2018	Head post office Bijnor near Nagar Palika, Roadways Bus stand road Bijnor, Uttar Pradesh-246701.
4.	Rampur	17.04.2018	Head Post office Rampur, Rajdwara Road ,Near Main SBI Branch, Rampur, Uttar Pradesh-244901
5.	Badaun	29.12.2018	Head Post Office, Near Kachahari, Badaun, Uttar Pradesh.
6.	Amroha	25.01.2019	Head Post Office, Near Kot Chauraha, Amroha, Uttar Pradesh, 244221.
7.	Shahjahanpur	08.03.2019	Head Post Office, Cantt Area, Near G.F College, Shahjahanpur, UP -242001
8.	Nagina	13.03.2024	Sub Post Office, Near Gandhi Murti, Old Tehsil, Nagina, Bijnor 246762
9.	RPO Bareilly Camp	01.06.2023	Vikas Jyoti Commercial Complex, BDA Building, Priyadarshini Nagar, Bareilly - 243001 Passport Office Bareilly, BDA Building Nainital Road Izatnagar, Bareilly-243001.

Sandeep Shukla (CPIO, Passport Office, Bareilly)

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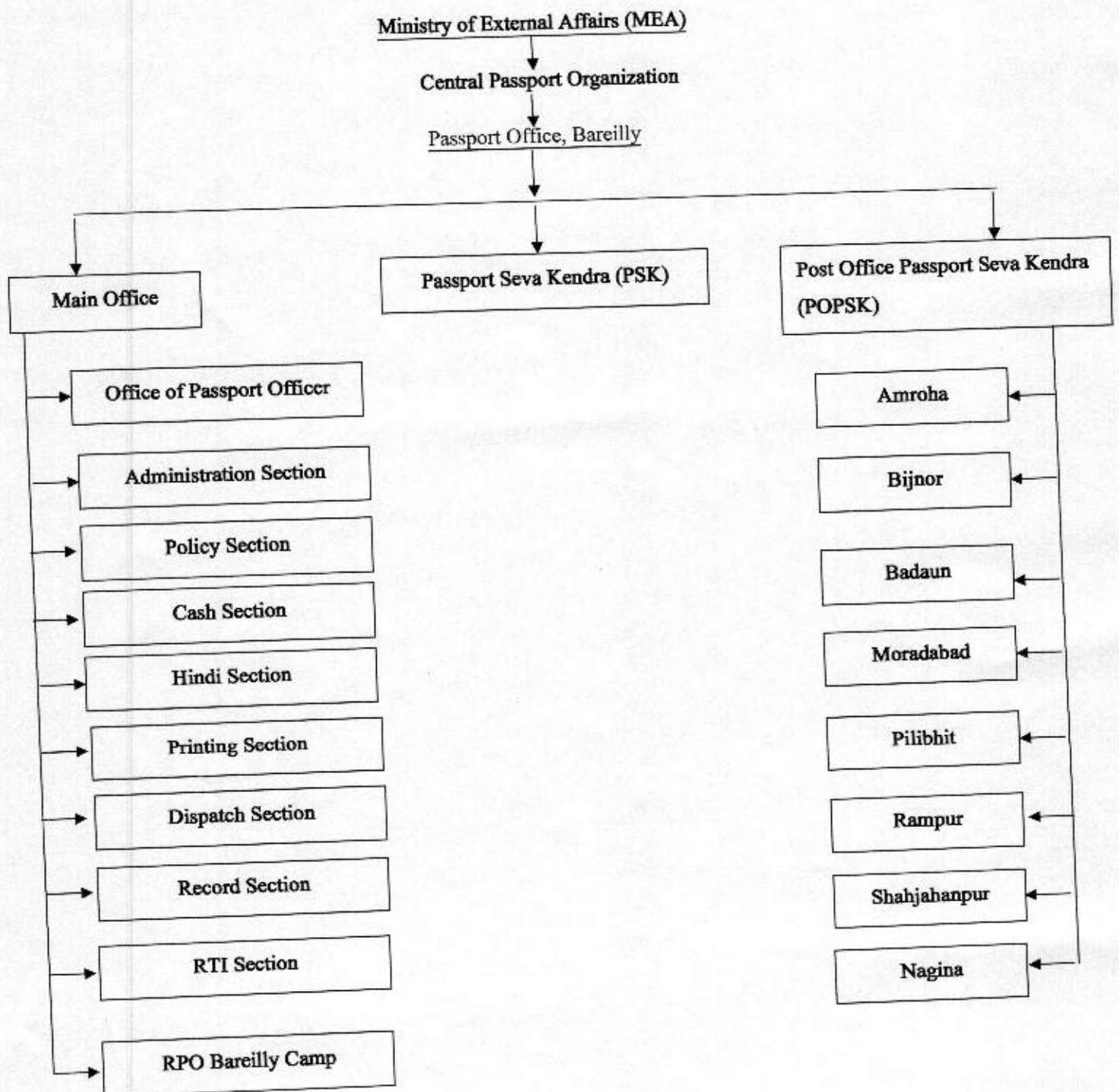
At present Thirteen (13) Districts viz Amroha, Badaun, Bareilly, Bijnor, Etah, Firozabad, Kasganj, Mainpuri, Moradabad, Pilibhit, Rampur, Sambhal, & Shahjahanpur of UP falls under the jurisdiction of RPO Bareilly.

This Office has been notified under rule 10(4) of Central Government Official Language, 1976 [Published in Gazette of India Part-II, Section 3, Sub Section- (ii) dated 16<sup>th</sup> march 2016] on 16.03.2016.

31 Officers/Officials are at strength of Passport office, bareilly as on 01.07.2024. The hierarchy from top to bottom is as under :

1. Passport Officer (PO)	-	01
2. Assistant Passport Officer (APO)	-	01
3. Senior Superintendent	-	01
4. Superintendent	-	02
5. Junior Translation Officer	-	01
6. Assistant Superintendent	-	04
7. Senior Passport Assistant (SPA)	-	16
8. Stenographer	-	01
9. Junior Passport Assistant (JPA)	-	03
10. Driver	-	01

## Organization of Passport Office, Bareilly





## **FUNCTION AND DUTIES:**

Passport Office, Bareilly renders passport and other related services to the citizens in general and 13 Districts of Uttar Pradesh in particular viz. Amroha, Badaun, Bareilly, Bijnor, Etah, Firozabad, Kasganj, Mainpuri, Moradabad, Pilibhit, Rampur, Sambhal, & Shahjahanpur in accordance with the provisions of the Passport Act, 1967 and Passport rules as amended from time to time. This office renders passport services to citizens in a timely, transparent more accessible, reliable in a comfortable manner through its committed, trained and motivated work force.


### **Article 4 (b)(ii)- The Powers and Duties of its officers and employees.**

**Passport Officer** is designated as Head office with powers delegated under the Delegation of Financial Power Rules, 1987 for disposal of administrative work and for smooth functioning of Passport Office. Other functional Powers related to passports services of all the officers/officials of Passport Officer are derived from passport Act, 1967 & the Passport rules, which are available on our website [www.passportindia.gov.in](http://www.passportindia.gov.in).

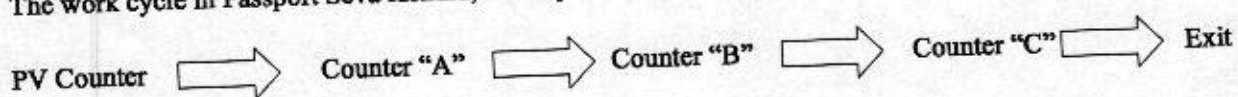
The primary duty of officers and officials of this office is to deliver passport and other related services to citizens (on submission of application as prescribed) in timely and transparent manner. Duties are assigned to each Officer/Official as per their hierarchy at Passport Office (Main Office), Passport Seva Kendra (PSK) and Post Office Passport Seva Kendra (POPSKs)

### **Article 4 (1)(b)(iii)- The procedure followed in the decision making process, including channels of supervision and accountability.**

The procedure indicated in Passport Act, Passport Rules, Passport Manual 2020, subsequent orders/directions received time to time from PSP Division Ministry of External Affairs in issuance of passport are followed. All gazetted officers from the level of superintendent to Passport Officer have been designated as Passport Issuing Authority (PIA) for issuance of passports and take decisions/actions after the application are examined/verified by verifying officers i.e. Assistant Superintendent, Senior Passport Assistants, Junior Passport Assistants posted in the Passport Office/ Passport Seva Kendra/ Post Office Passport Seva Kendra.

  
Sandeep Shukla (CPIO, Passport Office, Bareilly)

The work cycle in Passport Seva Kendra, Bareilly is mentioned below:



➤ PV COUNTER:

- Checking of availability of required documents with applicant in original.
- Generation of token.

➤ COUNTER "A"/CSE COUNTER:

- Receipt of Passport Application, data Modification, Scanning of documents and file collection by TCS Staff.
- Capturing Photo and Biometric of Applicants.

➤ COUNTER "B":

- Verification of the Passport Applications and related documents by the verifying officer (Government Officials).
- If any documents left for scanning/or data modification required, verifying officer sends it back to Counter "A".
- In case of complication in application it may be sent to the In-charge (PSK) by verifying officer for opinion or further necessary action.

➤ COUNTER "C":

- Granting and index checking the passport applications by the granting officer simultaneously (Government Officers).
- Granting the Passport Application on the basis of Pre Police verification, Post Police Verification and No Police verification on case to case basis.
- In case of complication it may be sent to APO/In-charge (PSK) for opinion or further necessary action.
- After granting the passport application form along with documents are returned to the applicants.

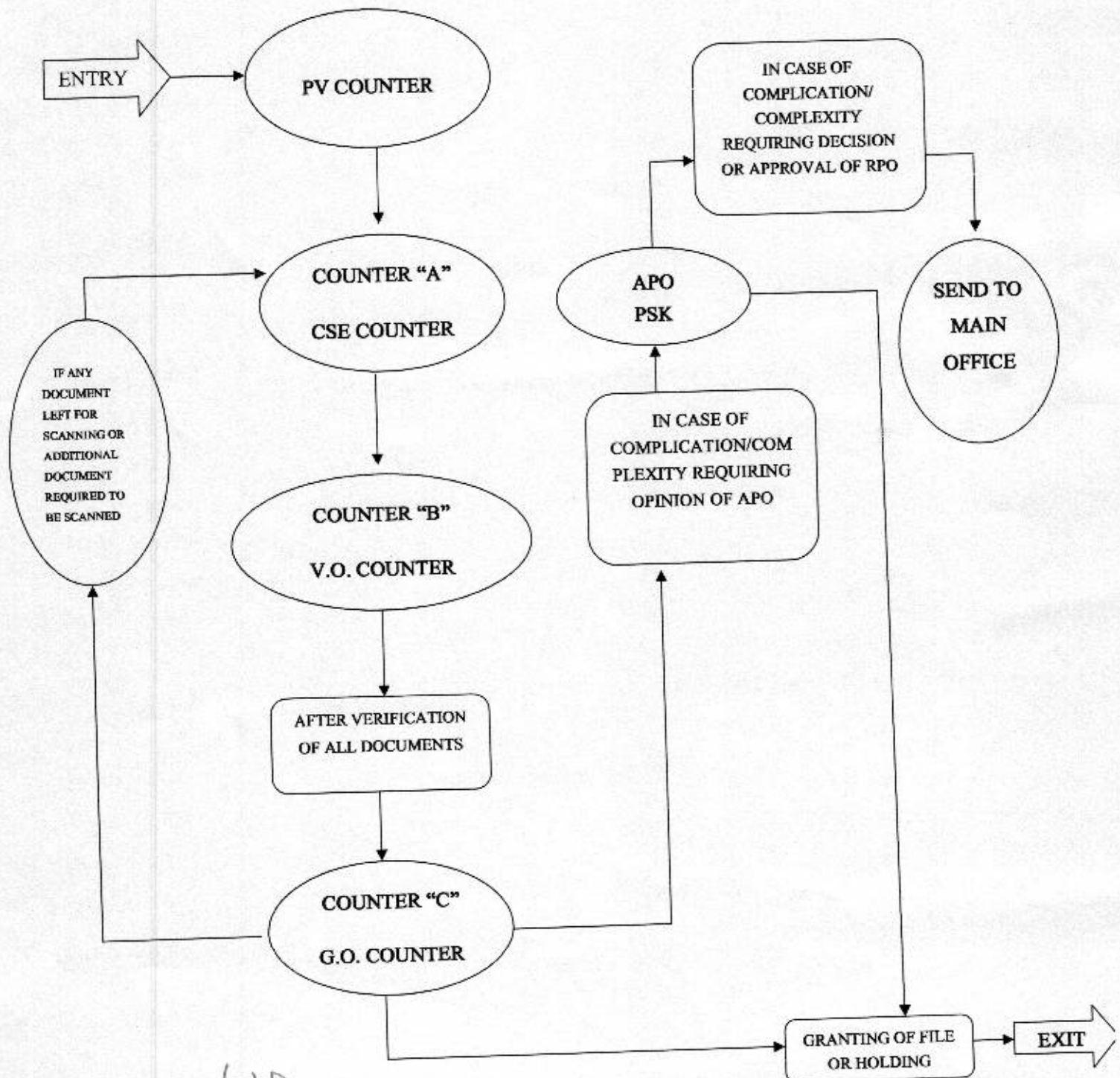
- **Police Clearance Certificate:** Police Verification is sent electronically to the concerned police authority and after receipt of clear police verification report, the Police Clearance certificate is issued.
- **APO/In-charge, Passport Seva Kendra:** Assistant Passport Officer (APO)/Senior Superintendent who is In-charge of Passport Seva Kendra supervises the work of Passport Seva Kendra and take decisions on complicated applications escalated to him/her. In case the application is more complex or requires Passport Officer's opinion or policy decision, he/she escalated such cases to Main Office/RPO for detailed examination, approval or decision.



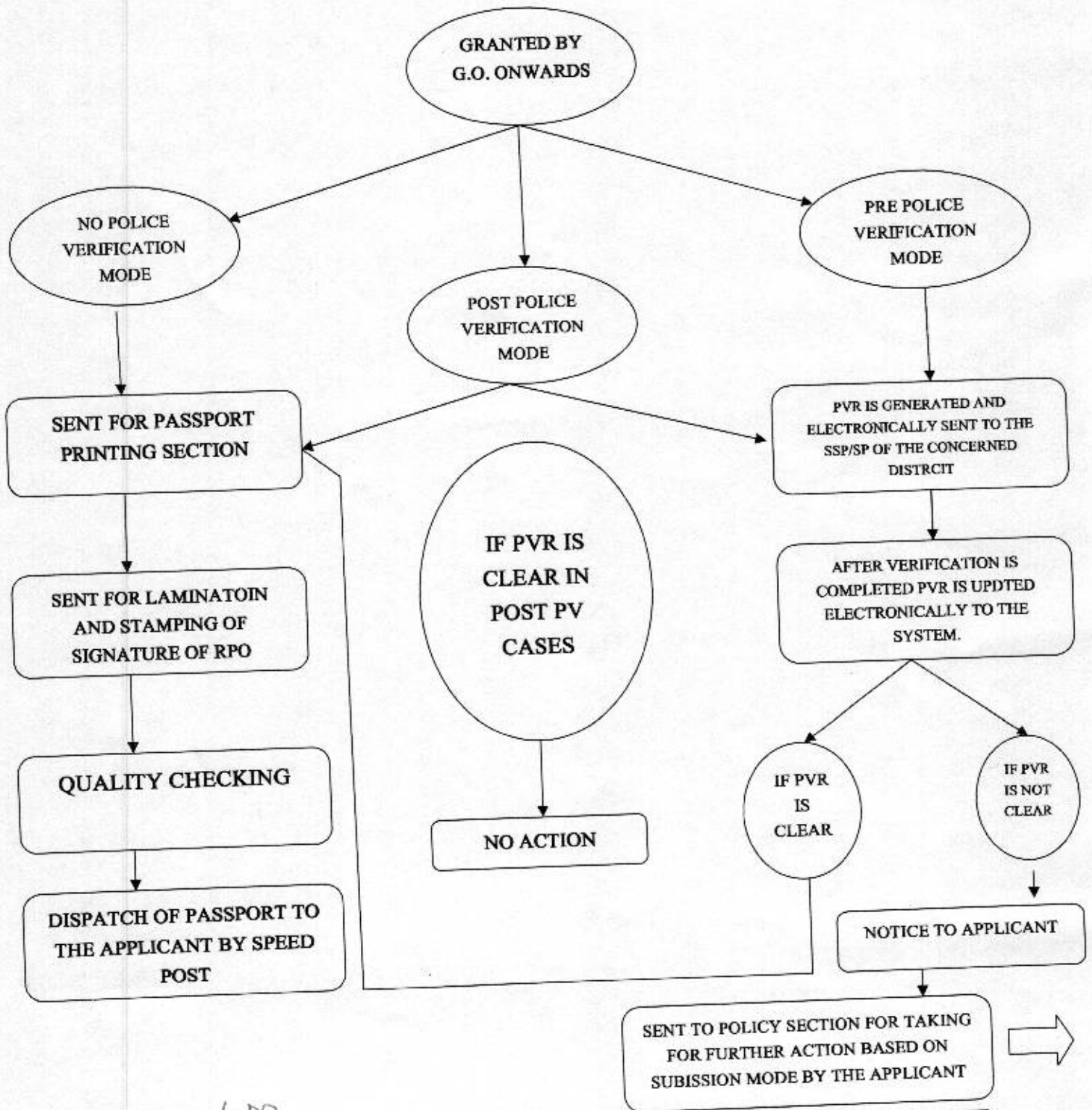
**FLOW CHART OF PROCESS ADOPTED BY PASSPORT OFFICE, BAREILLY**

**FLOW CHART INDICATING THE PROCESS OF ISSUANCE OF PASSPORT AT PASSPORT SEVA**

KENDRA



**FLOW CHART INDICATING PROCESS ADOPTED IN ISSUANCE OF PASSPORT  
AFTER GRANTING AT PASSPORT SEVA KENDRA**





**Process followed/Work done in the Passport Office (Main Office), Bareilly (In Passport matters)**

- Review of Police Verification Report (If received adverse).
- Calling of clarification from applicants in case of any discrepancy comes in notice.
- Complex Policy Cases like Double/Multiple Passports, impersonation, illegal, forged documents etc. are dealt by the Passport Officer and Other Officers on case to case basis.
- If necessary, public may also come with online appointment (or without appointment) for enquiry to the main office to resolve their problems or issues related to their passport application on Public meeting day i.e. Monday, Wednesday & Friday (except gazetted holidays on these days).
- Printing, Stamping, Lamination, quality check, and dispatch of passports.
- Printing and Dispatch of PCC.

**In Administrative Matters:** Dealing assistants submit the file to senior officers who in turn submit to the Passport Officer. If necessary matter is referred to the PSP division, Ministry of External Affairs or Office of the Principal Chief Controller of Accounts, MEA or any other office/ Authority for further necessary action. The office also follows the guidelines issues by other departments, particularly the Cabinet Secretariat, Department of Official language, Department of Personnel and Department of Training and Expenditure, Ministry of Finance.

**Article 4 (1) (b) (iv)- The norms set by it for the discharge of its functions:**

The Passport Office, Bareilly discharges its functions as per Passport Act, 1967, the Passport Rules as well as the norms laid down in Citizen Charter 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 citizen Charter is available at [www.passportindia.gov.in](http://www.passportindia.gov.in)

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

List of documents held and used by its employees for discharging of its information related to passport service:-

- The Passport Act, 1967.
- The Passport Rules, 1980.
- The Passport Manual, 2020 [Restricted Document].
- Guard file related to MEA's orders/Instructions.

**Article 4 (1) (b)(vi)- A statement of categories of documents that are held by it or under its control:**

Passport Office, Bareilly hold the following documents:

**Administrative Section:**

- Establishment related files including service books of all officers (except Passport officer) and Officials.
- Court case related files in respect of Personnel matters.
- Parliament Questions related files.
- Inspections and audit related files.
- Office order files.
- General Administration related files.
- Electricity bill file.
- Right to Information Applications.
- CIC Orders.
- Public Grievances.
- Tender and related Documents.
- Document related to procurement through GeM Portal.

**Policy Section:**

This section holds all the files related to passport applications & passport matters in addition to following:

- Files related to complex cases.
- Passport kept in safe custody.
- Court case related file in respect passport applications.

**Cash Section:**

- All type of Bills.
- Bill & Bill Pay register, NPS Register and Loan Register.
- Cash Report.
- Weekly and Monthly Statements of receipts & Expenditure.
- List of payment.
- Cheque Book.
- Cash Book.
- Control Register.
- Challan Register.
- Party register.
- Challan.
- Cash Receipts received from PSK (Passport Seva Kendra)
- Income Tax related Paper.
- PFMS related documents.



Article 4 (1) (b) (vii)- The particulars of any arrangement that exists for consultation with or representation by the members of public in relation to formulation of its policy or implementation thereof:

The Matter is being looked after at the level of Ministry of External Affairs.

Article 4 (1) (b) (viii)- A 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 meeting 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, in addition to their assigned work, a committee comprising of 07 officers and officials of this office have been constituted named Official Language Implementation Committee which looks after progress in use of Rajbhasha (Hindi) in day to day official work. In addition to this local Purchase committee, Tender Evaluation Committee is also being constituted from time to time.

Article 4 (1) (b) (ix)- A Directory of Officers and employees as on 01.07.2024.

S No.	Name of the Officer/Employees	Designation of the Officer/Employees	The Phone No./ Extension
01.	Shailendra Singh	Passport Officer	0581-2311874
02.	Sandeep Shukla	Assistant Passport Officer/CPIO	0581-2311874

❖ Passport Office, Bareilly Enquiry No. 0581-2302033.

**Article 4 (1) (b) (x)- Details of monthly remuneration received by each of officers and staff of Passport Office, Bareilly including the system of Compensation as provided in its regulation as on 01.07.2024:-**

S. No.	Name of the Officers/Officials	Designation	Present Pay (as per 7 <sup>th</sup> CPC)
(I)	(II)	(III)	(IV)
1.	Shri Shailendra Singh	Passport Officer	Level-11
2.	Shri Sandeep Shukla	Assistant Passport Officer	Level-10
3.	Shri Dharamveer Singh	Senior Superintendent	Level-08
4.	Shri Dinesh Singh	Junior Translation Officer	Level-07
5.	Smt. Suman Saxena	Superintendent	Level-07
6.	Smt. Meera Saxena	Superintendent	Level-07
7.	Shri Sreesh Srivastava	Assistant Superintendent	Level-06
8.	Shri Vinay Chandra	Assistant Superintendent	Level-06
9.	Shri Khim Singh	Assistant Superintendent	Level-06
10.	Shri Manish Kumar Singh	Assistant Superintendent	Level-06
11.	Smt. Garima Thapliyal	Stenographer	Level-04
12.	Shri Aleem Husain	Senior Passport Assistant	Level-04
13.	Shri Dal Chand	Senior Passport Assistant	Level-04
14.	Shri Mohd. Asif	Senior Passport Assistant	Level-04
15.	Shri Gireesh Chandra	Senior Passport Assistant	Level-04
16.	Shri Narendra Kumar	Senior Passport Assistant	Level-04
17.	Shri Bhagmal Singh	Senior Passport Assistant	Level-04
18.	Shri Ganga Dutt	Senior Passport Assistant	Level-04
19.	Shri Sanjay Kumar Pandey	Senior Passport Assistant	Level-04
20.	Shri Gauri Shyam Saxena	Senior Passport Assistant	Level-04
21.	Shri Harish Kumar	Senior Passport Assistant	Level-04
22.	Shri Rajesh Kumar	Senior Passport Assistant	Level-04
23.	Shri Pramod Kumar	Senior Passport Assistant	Level-04
24.	Shri Babu Khan	Senior Passport Assistant	Level-04
25.	Shri Kaushal Singh	Senior Passport Assistant	Level-04
26.	Shri Mohd. Atir Ansari	Senior Passport Assistant	Level-04
27.	Shri Mithun Kumar	Senior Passport Assistant	Level-04
28.	Shri Vikrant Srivastava	Junior Passport Assistant	Level-02
29.	Smt. Vimla Devi	Junior Passport Assistant	Level-02
30.	Shri Raghunandan Prasad	Driver	Level-05
31.	Shri Kalicharan	Junior Passport Assistant	Level-03

**Article 4 (1) (b) (xi)- Budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditure and reports on disbursements made.**

**STATEMENT OF BUDGET (INDICATING PORPOSED EXPENDITURE AND DISBURSEMENTS MADE).**

S.No.	Major/Minor detailed Head	Final Budget 2023-24 (in rupees)	Estimated (FE) for Year (in rupees)	Actual Expenditure upto 31.03.2024 for Financial Year 2023-24 (in rupees)	Vote on Account (VOA) for Financial Year 2024-25 (in rupees) upto August 2024
1	2	3	4	5	
1	Salaries		19000000	17674434	10000000
2	Rewards		2400000	2266564	1100000
3	Medical Treatment		200000	90951	63000
4	Allowance		12500000	11636325	6250000
5	LTC		400000	246412	167000
6	Domestic Travel Expenses		2800000	2713920	1367000
7	Office Expenses		6000000	5729880	2750000
8	Rent, Rate, Taxes		250000	132357	150000
9	Fuel & Lubricant		0	0	108000
10	Minor Civil & Electric Work		0	0	63000
11	Professional Services		550000	511942	202000
12	Repair & Maintenance		0	0	42000
13	Postage Office Expenses		5400000	5270226	2250000
14	Swachhta Action Plan		500000	495037	396000
15	I.T (D.E)		300000	293414	167000
16	Machinery & Equipment		0	0	83000
17	ICT		0	0	167000
18	Furniture & Fixtures		0	0	83000
19	Other Fixed Assets		0	0	42000
	<b>TOTAL</b>		<b>50300000</b>	<b>47061462</b>	<b>25450000</b>



Article 4 (1) (b) (xii)- The Manner of execution of subsidiary programmes including the amounts allocated and the details of beneficiaries of such programmes.

-----NIL-----

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

-----NIL-----

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

All Information related to issuance of passports and status thereof can be accessed by the applicants through our website [www.passportindia.gov.in](http://www.passportindia.gov.in)

Article 4 (1) (b) (xiv)- 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:

"Enquiry Counter" at Main office functions on all working days. In addition to this, information can be obtained through toll free no 1800-258-1800 and our office telephone numbers (0581- 2302033, 2311874).

GP

**Article 4 (1) (b) (xvi)- The names, designation and other particulars of Public Information Officers.**

**First Appellate Authority**

Shailendra Singh  
Passport Officer  
Passport Office, Bareilly,  
Vikasjyoti Commercial Complex  
II & III floor, BDA Building  
Priyadarshini Nagar, Bareilly  
UP, 243122  
E-mail: [rpo.bareilly@mea.gov.in](mailto:rpo.bareilly@mea.gov.in)

**Central Public Information Officer**

Sandeep Shukla  
Assistant Passport Officer  
Passport Office, Bareilly,  
Vikasjyoti Commercial Complex  
II & III floor, BDA Building  
Priyadarshini Nagar, Bareilly  
UP, 243122  
E-mail: [rpo.bareilly@mea.gov.in](mailto:rpo.bareilly@mea.gov.in)

**Article 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 every year on our website

[www.passportindia.gov.in](http://www.passportindia.gov.in)