

**REGIONAL PASSPORT OFFICE, GHAZIABAD****RIGHT TO INFORMATION**

**Disclosure of information under  
Article 4 (1) (b) of the Right to Information Act, 2005  
in respect of Regional Passport Office, Ghaziabad, U.P.**

**\*\*Article 4(1) (b) (i) of the Right to information Act, 2005:-**

**Particulars of organization, functions and duties of the Regional Passport Office, Ghaziabad**

**HISTORICAL BACKGROUND:-**

The issue of passport is a central subject under the Indian Constitution and allotted to the Ministry of External Affairs, Government of India. Regional Passport Office, Ghaziabad is one of the Passport Offices functioning under Central Passport Organization, Ministry of External Affairs.

Regional Passport Office, Ghaziabad came into existence in the month of January, 1997 by bifurcation of Passport Office, Bareilly. It is functioning from CGO Complex- 1, Hapur Road, Hapur Chungi, Kamla Nehru Nagar, Ghaziabad Uttar Pradesh-201002 on the 2<sup>nd</sup> and 3<sup>rd</sup> floors. At present one Passport Seva Kendra (PSK) and 11 Post Office Passport Seva Kendras (POPSKs) as listed below are functioning under the Regional Passport Office, Ghaziabad.

S. No.	PSK/POPSK/PSLK Name	Address	Date of Inauguration
01.	PSK Ghaziabad	Passport Seva Kendra, Block-A Ground Floor, Pacific Business Park, Plot No 37/1, Site-IV, Sahibabad Industrial Area, Ghaziabad, U.P.-201010	13 <sup>th</sup> of March, 2012
02.	Post Office PSK Meerut	Head Post Office Meerut Cantt, Meerut, U.P. -250001	23 <sup>rd</sup> of Feb, 2018
03.	Post Office PSK Agra	Agra Fort Head Post Office, Agra, U.P.-282003	27 <sup>th</sup> of Feb, 2018
04.	Post Office PSK Vrindavan	Head Post Office, Bhaktivedanta Swami Marg, Gaura Nagar Colony, Vrindavan, Mathura, U.P.-281121	22 <sup>nd</sup> of May, 2018
05.	Post Office PSK Bulandshahr	Head Post Office, Laxmi Nagar, Bulandshahr, U.P. -203001	29 <sup>th</sup> of Nov, 2018
06.	Post Office PSK Aligarh	Head Post Office, NH-509, Civil Lines, Aligarh, U.P.-202001	30 <sup>th</sup> of Nov, 2018
07.	Post Office PSK Saharanpur	Head Post Office, Near Punjab Hotel, Saharanpur, U.P.-247001	15 <sup>th</sup> of Jan, 2019

08.	Post Office PSK Achhnera	Head Post Office, Near Railway Station, Achhnera, U.P.-283101	17 <sup>th</sup> of Jan, 2019
09.	Post Office PSK Hathras	Post Office, Near Railway Station Hathras, U.P.-204102	21 <sup>st</sup> of Jan, 2019
10.	Post Office PSK Muzaffarnagar	City Post Office, Shiv Chowk, Civil Lines South, Muzaffarnagar, U.P.-251002	28 <sup>th</sup> of Jan, 2019
11.	Post Office PSK Noida	Head Post Office, B-83, B Block, Pocket-B, Sector-19, Noida, Gautam Budh Nagar, U.P.-201301	27 <sup>th</sup> of Feb, 2019
12.	Post Office PSK Baghpat	Post Office, Baghpat, U.P.-250609	05 <sup>th</sup> of March, 2019

**JURISDICTION:-** Regional Passport Office, Ghaziabad caters to thirteen districts of Western Uttar Pradesh namely Agra, Aligarh, Baghpat, Bulandshahar, Gautam Budh Nagar, Ghaziabad, Hathras, Hapur, Mathura, Meerut, Muzaffarnagar, Shamli and Saharanpur.

**ORGANISATION:-**

This office has a total working strength of 51 staff as on date. The hierarchy-wise details in the Regional Passport Office, Ghaziabad is as follows (as on 23.08.2024):

S. No.	Name of the Post	Post
01.	Regional Passport Officer	Group A
02.	Deputy Passport Officer	Group A
03.	Assistant Passport Officer	Group A
04.	Senior Superintendent	Group B, Gazetted
05.	Superintendent	Group B, Gazetted
06.	Assistant Superintendent	Group B, Non-Gazetted
07.	Junior Translation Officer	Group B, Non-Gazetted
08.	Stenographer	Group C
09.	Senior Passport Assistant	Group C
10.	Junior Passport Assistant	Group C
11.	Office Assistant/MTS	Group C

## **FUNCTIONS AND DUTIES:-**

This office deals with the issuance of Passport and related services, Police Clearance Certificate (PCC) and Global Entry Programme (GEP) to the Indian citizens.

### **\*\*Article 4(1) (b) (ii) of the Right to Information Act, 2005:-**

#### **Powers and duties of the employees of the Regional Passport Office, Ghaziabad**

Regional Passport Officer (RPO) is designated as Head of the Office. For the smooth running of the offices, certain financial powers have been delegated to them. The financial powers of employees of Regional Passport Office have been detailed in delegation of financial Power Rule, 1978 and subsequent 2 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. These 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 Passport Act, 1967 and Passport Rules, 1980.

### **\*\*Article 4(1) (b) (iii) of the Right to information Act, 2005: -**

#### **Procedure to be followed in the decision making process, including channels of supervision and authority**

The Regional Passport Office, Ghaziabad follows the procedure indicated in Passport Manual 2020 (Confidential) for decision making in issuance of passports and other related services. The officers from the post of Superintendent to Regional Passport Officer level are designated as Passport Issuing Authority (PIA) for issuance of passport and take decisions/actions with the help of Assistant Superintendent, Senior Passport Assistant, Junior Passport Assistant posted in the PSK/section in accordance with Passport Act, Passport Rules, Passport Manual and other relevant books.

## **WORK FLOW CHART OF REGIONAL PASSPORT OFFICE, GHAZIABAD: -**

The applications for passport, PCC and related services are accepted at PSK and POPSKs under RPO, Ghaziabad. Entry in PSK / POPSKs is strictly as per appointment date and time slot booked through [www.passportindia.gov.in](http://www.passportindia.gov.in)

When applicant arrives at PSK / POPSKs the following steps are undertaken:

### **Counter – A:**

- Scrutiny of Passport application by TCS staff in PSK and by DoP staff in POPSKs.
- Receipt of Passport application, Data verification, biometric, scanning, capturing the photographs of applicant and balance fees collection by TCS staff/DoP staff.

### **Counter – B:**

- Verification of the Passport application and other documents by the Verifying Officer (Government Official of RPO).
- In case of any shortcoming in the processing of the case due to requirement of some documents/clarification of applicants, the file has to be kept on hold till completion of documents or necessary confirmation from issuing authorities.

### **Counter – C:**

- Granting and mandatory internal checking of Passport application by Granting Officer simultaneously (Government Official of RPO).
- Police verification is sent to concern district electronically.
- In case of any shortcoming in the processing of the case due to requirement of some documents/clarification of applicants, the file has to be kept on hold till completion of documents or necessary confirmation from issuing authorities.

### **Police Clearance Certificate (PCC):-**

**Police Clearance Certificate (PCC) applications are also accepted at PSK/POPSKs.**

**PCC is a certificate indicating police clearance and hence it cannot be issued without clear police verification report. It basically pertains for checking of criminal antecedents and confirmation from police authorities that there are no criminal proceedings against the applicant. Hence, every time a PCC application is submitted, a new Police Verification report should be obtained.**

### **Global Entry Program (GEP):-**

It is provided for expedited entry for Indian nationals entering into USA. It was launched in 2017. The application is received both by Mission/ Post and RPO directly. Processing of application takes place at PSK with CSE, VO & GO and (Counter A, B & C). The application is processed on pre-PV. The application also requires comments of Ministry of Finance and Ministry of Home Affairs and then comments are conveyed to US authorities for further processing.

### **Regional Passport Office, Ghaziabad (Back / Main Office):-**

- Receipt of Police verification electronically.
- Printing of Passports.
- Lamination of Passports.
- Stamping seal & Signature on Passports.
- Passport dispatch through speed post.
- Review of Adverse police reports and follow up action.
- Processing of Escalated files/complex cases received from PSK/POPSKs.
- Administration and Establishment function.

In other administrative matters, Dealing Assistant submits the files to Superintendent/Senior Superintendent who in turn submits to the Regional 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 <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) etc.

### **\*\*Article 4(1)(b)(iv) of the Right to information Act, 2005: -** **Norms set for the discharge of function**

The Regional Passport Office, Ghaziabad discharges its functions as per the norms laid out in the Passport Act of 1967 and various circulars and rules issued by the Ministry of External Affairs from time to time.

**\*\*Article 4(1)(b)(v) of the Right to information Act, 2005: -**  
**Rules, Regulations, Instructions, Manual and Records**

**Passport Act and associated rules:** These are already available on the websites of MEA India ([www.mea.gov.in](http://www.mea.gov.in)) and Passport India ([www.passportindia.gov.in](http://www.passportindia.gov.in)).

In addition, the Regional Passport office also follows the relevant rules, regulations, and orders of the Government of India, such as CCS (Conduct) Rules, CCS (LTC) Rules, CCS (Leave) Rules, CCS (Pension) Rules, General Financial Rules, Fundamental, and Supplementary Rules, etc. These rules are already in the public domain. It also takes into account the judgments of the Supreme Court of India and High Courts. As far as the administrative side is concerned, it follows Medical Attendance Rules, CCS (CCA) Rules, General Provident Fund Rules, Delegation of Financial Power Rules, House Building Advance Rules, CCS (Revised Pay) Rules, Central Treasury Rules, etc.

In addition, various Manuals/Circulars, etc., issued by MEA are also used. The Regional Passport Office in Ghaziabad holds documents such as copies of reports released by the Ministry of External Affairs (MEA), Parliament Questions related to the Regional Passport Office sent by MEA, Correspondence with Ministries/other organizations, departments, state governments, and letters/e-mails, etc.

The Office maintains files relating to the personnel files and Service Book (including Leave Account) of its employees, Court-related litigations files, Procurement of stationery & furniture, CPWD complaints, Circulars, Purchase and distribution of stationery items, Maintenance of Annual Performance Assessment Reports and Other Miscellaneous matters.

**\*\*Article 4(1) (b) (vi) of the Right to information Act, 2005: -**  
**Statement of the categories of documents that are held by the Ministry or under its control**

The Regional Passport Office, Ghaziabad holds the following documents:

- Ordinary Passport Booklets.
- 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 Passport Act, 1967.
- Passport Manual.

**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 stationery & furniture.
- Circulars.
- Celebration of Republic Day, Independence Day, Hindi Pakhwada, International Yoga Day Swachhata Pakhwada etc.
- Purchase and distribution of stationery items.
- Maintenance of Annual Performance Appraisal reports.
- Other Miscellaneous matters.

**\*\*Article 4(1)(b)(vii) of the Right to information Act, 2005: -**  
**Particulars of Any Arrangements**

Arrangement for consultation with or representation by, the Members of the public in relation to the formulation of policies or implementation thereof is done by the Ministry of External Affairs, Government of India, New Delhi.

**\*\*Article 4(1)(b)(viii) of the Right to information Act, 2005: -**  
**A statement of the board, councils, committee & other bodies**

At the level of this office, one Rajbhasha Karyanvayan Samiti (Official Language Implementation Committee) consisting of 7 members (including the President) of this Office has been constituted to review progress in the implementation of Rajbhasha Hindi in day-to-day work of the office. The names of the members of the committee are as follows.

S. No.	Name	Designation
01.	Shri Anuj Swarup	Regional Passport officer
02.	Shri Deepak Chandra	Senior Superintendent
03.	Shri Vibhuti Bhushan	Senior Superintendent
04.	Shri Utkarsh Mishra	Junior Translation Officer
05.	Shri Muhammad Murad Shah	Stenographer
06.	Shri Kundan Pandey	Senior Passport Assistant
07.	Shri Manoj Kumar	Junior Passport Assistant

**\*\*Article 4(1)(b)(ix) of the Right to information Act, 2005: -**  
**Directory of Officers and Employee**

S. No.	Name of the Officers/Employees	Designation of Officers/Employees	Telephone Numbers
01.	Shri Anuj Swarup	Regional Passport Officer	0120-2701515
02.	Shri Prem Singh	Deputy Passport Officer /In-Charge of PSK	0120-2700320

**Staff List:** - Directory of Officers and Employees of RPO, Ghaziabad as on date 23.08.2024

S. No.	Name	Designation
01.	Shri Anuj Swarup	Regional Passport Officer
02.	Shri Prem Singh	Deputy Passport Officer
03.	Shri Narendra Kumar	Assistant Passport Officer
04.	Shri Gaurav Kumar Tyagi	Senior Superintendent
05.	Ms. Cherry Mittal	Senior Superintendent
06.	Shri Mohd. Imran	Senior Superintendent
07.	Shri Umesh Prasad	Senior Superintendent
08.	Shri Deepak Chandra	Senior Superintendent
09.	Shri Vibhuti Bhushan	Senior Superintendent
10.	Ms. Aastha Sharma	Superintendent
11.	Shri Govind Ram	Superintendent
12.	Shri Utkarsh Mishra	Junior Translation Officer

13.	Shri Muhammd Murad Shah	Stenographer
14.	Ms. Puja Rani	Assistant Superintendent
15.	Shri Puran Chand Kandpal	Assistant Superintendent
16.	Ms. Reshu Kumari	Assistant Superintendent
17.	Shri Kundan Pandey	Senior Passport Assistant
18.	Shri Ranjan Kumar Verma	Senior Passport Assistant
19.	Shri Ram Niwas	Senior Passport Assistant
20.	Shri Vikas Kumar	Senior Passport Assistant
21.	Shri Krishan Kumar	Senior Passport Assistant
22.	Shri Brij Gopal Giri	Senior Passport Assistant
23.	Shri Shivtosh Kumar Shrivastava	Senior Passport Assistant
24.	Shri Devender Kumar	Senior Passport Assistant
25.	Shri Jandail Singh	Senior Passport Assistant
26.	Shri Prasoon Kumar Malviya	Senior Passport Assistant
27.	Shri Lalit Kumar	Senior Passport Assistant
28.	Shri Kamalveer Singh	Senior Passport Assistant
29.	Shri Pawan Kumar	Senior Passport Assistant
30.	Shri Manoj Kumar	Senior Passport Assistant
31.	Shri Naresh Kumar	Senior Passport Assistant
32.	Shri Akshay Tomer	Senior Passport Assistant
33.	Shri Ravi Kishan	Senior Passport Assistant
34.	Shri Chandra Kant Bharti	Senior Passport Assistant
35.	Shri Jitendra Panwar	Senior Passport Assistant
36.	Shri Vikas Kumar	Senior Passport Assistant
37.	Shri Hemwant Kumar	Junior Passport Assistant
38.	Shri Manoj Kumar	Junior Passport Assistant
39.	Shri Chandan Kumar	Junior Passport Assistant
40.	Shri Shahbaj Ahmad	Junior Passport Assistant
41.	Shri Shashank Sharma	Junior Passport Assistant
42.	Ms. Deepa Sharma	Junior Passport Assistant
43.	Shri Rahul	Junior Passport Assistant
44.	Shri Ajay Kumar	Junior Passport Assistant
45.	Shri Kulveer Singh	Junior Passport Assistant
46.	Shri Manoj Kumar Silswal	Junior Passport Assistant

47.	Shri Prem Singh Tamta	Office Assistant
48.	Shri Majid Ali	Office Assistant
49.	Shri Naresh Kumar	Office Assistant
50.	Shri Lilu Singh	Office Assistant
51.	Shri Harjinder Singh	Office Assistant

**\*\*Article 4(1)(b)(x) of the Right to information Act, 2005: -**

**Details of Remuneration of Officers and staff of Regional Passport Office, Ghaziabad**

S. No.	Category of Officers	Number	Grade Pay
01.	Regional Passport Officer	01	6600/-
02.	Deputy Passport Officer	01	6600/-
03.	Assistant Passport Officer	01	5400/-
04.	Senior Superintendent	06	4800/-
05.	Superintendent	02	4600/-
06.	Assistant Superintendent	03	4200/-
07.	Junior Translation Officer	01	4200/-
08.	Stenographer	01	4200/-
09.	Senior Passport Assistant	20	2400/-
10.	Junior Passport Assistant	10	1900/-
11.	Office Assistant	05	1800/-

**\*\*Article 4(1)(b)(xi) of the Right to information Act, 2005: -**

**Budget allocated**

Abstract of budget estimates 2024-25 and expenditure (as on 23.08.2024)

S. No.	Heads	BE 2024-25 (Rs. in thousands)	Total Expenditure up to 23.08.2024
01.	Salary	38,000	94,70,252
02.	Rewards	4,000	14,77,054
03.	Allowances	25,800	85,25,571
04.	Leave Travel Concession	500	1,01,612
05.	Wages	0	0
06.	Medical	1,500	4,69,589
07.	Domestic Travel Expenses	8,50	4,84,970
08.	Office Expenses	5,000	28,76,100
09.	Fuels & Lubricants	0	0
10.	Repair & Maintenance	150	64,967
11.	Other Revenue Expenditure	0	0
12.	Postal and Freight Charges for Travel Documents	12,000	50,52,338
13.	Rents, Rates and Taxes for Land & Buildings	0	0
14.	Minor Civil & Electric Works	200	0



15.	Professional Services	500	1,78,916
16.	Information Technology (Digital Equipment)	3,000	4,11,746
17.	Swachhta Action Plan	600	2,53,005
18.	Motor Vehicles	0	0
19.	Information, Computer, Telecommunication Equipment (ICT)	400	0
20.	Furniture & Fixture	400	0
21.	<b>Total</b>	<b>92,900</b>	<b>2,93,66,120</b>

**\*\*Article 4(1)(b)(xiii) of the Right to information Act, 2005: -**

Travel agents/any 3<sup>rd</sup> party is not authorized to submit the passport applications. Only the passport applicants have to appear in person at Passport Seva Kendra/Post Office Passport Seva Kendras and submit the Passport Applications. No travel agent is recognized to deal with this office to submit application at PSK/POPSKs on any passport related work.

**\*\*Article 4(1)(b)(xiv) of the Right to information Act, 2005: -**

**Details in respect of the information available to or held by it, reduced in an electronic form**

The information and status regarding the issuance of passports and related services are available on the Passport India website ([www.passportindia.gov.in](http://www.passportindia.gov.in)).

**\*\*Article 4(1)(b)(xv) of the Right to information Act, 2005: -**

**Facilities available to Citizens for obtaining information**

Citizens can obtain information via the website [www.passportindia.gov.in](http://www.passportindia.gov.in). Useful information/latest news is also provided on X handle of RPO, Ghaziabad @[rpoghaziabad](https://twitter.com/rpoghaziabad). Apart from this, citizens are provided passport issuance information through Enquiry Counters and also via telephone, emails (contact.rpogzb@mea.gov.in), etc. Citizens can also visit RPO Ghaziabad, CGO Complex-1, Hapur Road, Hapur Chungi, Kamla Nehru Nagar, Ghaziabad from Monday to Thursday (Except Gazetted holidays) 10:00 AM onwards and meet concerned officials in Room No. 331 (3rd floor). Instructions are also displayed on the notice boards of the Regional Passport Office, PSK, and POPSKs.

**\*\*Article 4(1)(b)(xvi) of the Right to information Act, 2005: -**

**Name, Designation and other particulars of the Public Information Officers**

S. No.	Public Information Officers	Name, Designation and other details
01.	First Appellate Authority (FAA)	<b>Shri Anuj Swarup, I.F.S.</b> Regional Passport Officer, Regional Passport Office, Ghaziabad CGO Complex-1, Hapur Road, Hapur Chungi, Kamla Nehru Nagar, Ghaziabad, U.P. Email ID :- rpo.ghaziabad@mea.gov.in
02.	Central Public Information Officer (CPIO)	<b>Shri Vibhuti Bhushan</b> Senior Superintendent, Regional Passport Office, Ghaziabad, CGO Complex-1, Hapur Road, Hapur Chungi, Kamla Nehru Nagar, Ghaziabad, U.P. Email ID :- contact.rpogzb@mea.gov.in

**NODAL OFFICER OF GRIEVANCES:-**

**Shri Vibhuti Bhushan**

Senior Superintendent,  
Regional Passport Office,  
Ghaziabad, U.P.  
Tel. No. 0120-2700320

**\*\*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.

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