

RIGHT TO INFORMATION – Disclosure of information Article 4 (1) (b) of the Right to Information Act, 2005 in respect of Regional passport Office, Lucknow

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

HISTORICAL BACKGROUND

Passport Office, Lucknow was opened in December 1956 and shifted to its new office building in Vipin Khand, Gomti Nagar, Lucknow on 01-12-2008. 49 districts belong to Bundelkhand, Eastern and Central Uttar Pradesh, comes under jurisdiction of this office. However any citizen of India can submit passport and related services applications anywhere through our portal www.passportindia.gov.in . This Office provides passport and related services to around 6 lakh people every year. At present Four Passport Seva Kendras (PSKs) and Thirty Post Office Passport Seva Kendras (POPSKs) are functioning under Regional Passport Office, Lucknow. The new renovated Passport Office complex (Videsh Bhawan) is a modern building with the best of facilities for the public. The new building has a covered area of more than 30,000 sq. ft. which would provide a congenial and convenient ambience to the public and an ideal atmosphere for efficient functioning of the Office. Apart from centralized air conditioning, the amenities would include spacious and comfortable waiting areas, easy access for senior citizens and the physically challenged and adequate parking space of over 6000 sq. ft.

The issue of passport is a central subject. Ministry of External Affairs (MEA) is responsible for the issuance of passport to Indian citizen through a network of 36 Passport Offices around the country and 199 Indian Mission/Posts abroad.

ORGANISATION

This office has a total sanctioned strength of 157 officer & staff whereas presently there are 110 officers and staff members.

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

1. Regional Passport Officer
2. Deputy Passport Officer
3. Assistant Passport Officer
4. Senior Superintendent
5. Superintendent
6. Assistant Superintendent
7. Senior Translator Officer
8. Junior Translator Officer
9. Senior Passport Assistant
10. Stenographer
11. Junior Passport Assistant
12. Office Assistant

FUNCTIONS AND DUTIES

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

Powers and duties of the employees of the Regional Passport Office, Lucknow

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. These Act and 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 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, Lucknow follows the procedure indicated in Passport Manual 2020 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 Superintendent, Sr. Passport Assistant, Jr. Passport Assistant posted in the section in accordance with Passport Act, Passport Rules and Passport Manual.

WORK FLOW CHART OF REGIONAL PASSPORT OFFICE, LUCKNOW

Passport applications are accepted at 4 Passport Seva Kendras and 30 Post Office Passport Seva Kendras for applicants who have appointments on the time and date slot booked in www.passportindia.gov.in.

Details of the Passport Seva Kendras:

Four Passport Seva Kendras (PSKs) are located at Lucknow, Kanpur, Varanasi, and Gorakhpur.

Details of Thirty Post Office Passport Seva Kendras(POPSKs):

Thirty POPSKs functioning under RPO, Lucknow are located at Jhansi, Ghazipur, Prayagraj, Ayodhya, Deoria, Amethi, Raebareli, Pratapgarh, Sultanpur, Azamgarh, Mau, Unnao, Sitapur, Gonda, Bahraich, Balrampur, Jaunpur, Chunar(Mirzapur), Fatehpur, Banda, Hamirpur, Bhadohi, Siddharthnagar, Misrikh, Ambedkarnagar, Maharajganj, Kheri, Hardoi, Farrukhabad and Ballia.

Passport Seva Kendras.

Mainly 3 types of 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 by TCS Staff

2. Counter-B

- Verification of the Passport application & documents by the Verifying Officer (Government official)

3. Counter-C

- Granting and index checking the Passport application by the Granting Officer simultaneously (Government official). 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.

4. Police verification sent to concern district electronically

PCC is a certificate indicating police clearance and hence it cannot be issued without police verification. It basically pertains to checking of criminal antecedents and confirmation from police 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.

Main Office

1. Receipt of Police verification electronically.
2. Printing of Passports.
3. Lamination of Passports.
4. Stamping seal & Signature on Passports.
5. Passport dispatch 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.

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 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, Lucknow 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, Lucknow 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, Lucknow 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, 2017
- 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

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

The Regional Passport Office, Lucknow 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 Passport Act, 1967.
- ❖ The Passport Rules.
- ❖ 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
- ❖ Contribution of temporary posts
- ❖ Procurement of stationery & furniture
- ❖ Electricity and water bills
- ❖ Circulars
- ❖ Republic Day & Independence Day Celebration
- ❖ Purchase and distribution of stationery items
- ❖ Maintenance of Annual Performance Appraisal reports
- ❖ Other Miscellaneous matters

*The files are retained for the period specified as per record retention schedule prescribed by Ministry from time to time.

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

The following documents are held by this office:-

- India International Ordinary Passport Booklets.
- Official & Diplomatic Passport booklets.
- 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

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.

Strength of officers and employees

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

Regional Passport Officer -01

Deputy Passport Officer – 02

Assistant Passport Officer – 04

Senior Superintendent (PGO) - 21

Superintendent - 03

Assistant Superintendent – 14

Senior Translator Officer - 01

Junior Translator Officer - 01

Senior Passport Assistant (UDC) – 38

Stenographer - 01

Junior Passport Assistants – 21

Office Assistant – 03

Total Strength = 110

In addition to above, **10 Data Entry Operators & 05 MTS** are also working with Regional Passport Office.

Details of pay of officers and staff of Passport Office, Lucknow : -

Sl. No.	Category of Officers	Level of Pay
1.	Regional Passport Officer	12
2.	Deputy Passport Officer	11
3.	Assistant Passport Officer	10
4.	Senior Superintendent	8
5.	Superintendent	7
6.	Assistant Superintendent	6
7.	Senior Translator Officer	7
8.	Junior Translator Officer	6
9.	Senior Passport Assistant	4
10.	Stenographer	6
11.	Junior Passport Assistant	2
12.	Office Assistant	1
13.	Data Entry Operator, MTS	On contract through MEA

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 estimates 2021-2022 and expenditure for FY 2021-2022

HEAD	BUDGET GRANT 2020-21 (IN THOUSANDS) TILL 31.03.2021	BUDGET GRANT 2021-22 (IN THOUSANDS) TILL 31.03.2022	ACTUAL EXPENDITURE (in Rs.) UPTO 31.12.2021 for the FY 2021-2022
Salaries	87200	90000	69465914
Wages	380	0	0
Postal	15000	20000	12079344
T/E	22000	24000	13743963
O.E.	10000	11000	7221805
RR/T	1900	2280	1612378
Medical Treatment	3000	2500	771189
IT	1500	1800	364313
Minor Works	4500	6900	281271
Professional Service	700	500	391380
Swachhta Action Plan	200	200	46659
Grant Total	146380	15,91,80,000	10,59,78,216

*** PAYMENT OF BUILDING MAINTENANCE TO CPWD MADE DIRECTLY BY PAO, MEA.

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 applicants 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 has been uploaded on website <http://www.passportindia.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 citizens 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 between 10:30 to 13:30hrs. 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

First Appellate Authority:-

SHRI KANISHK SHARMA

Regional Passport Officer
Regional Passport Office,
Passport Office Complex,
Vipin Khand, Gomti Nagar,
Lucknow (U.P.) – 226 010
Phone No. 0522-2307530
E-mail: rpo.lucknow@mea.gov.in

Central Public Information Officer:-

SHRI YASH PAL

Deputy Passport Officer
Regional Passport Office,
Passport Office Complex,
Vipin Khand, Gomti Nagar
Lucknow (U.P.) – 226 010
Phone No. 0522-2307528
E-mail: rpo.lucknow@mea.gov.in

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

Such other information as may be prescribed: and thereafter updated the publications every year.

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