

REGIONAL PASSPORT OFFICE, MUMBAI

HISTORICAL BACKGROUND

The Regional Passport Office, Mumbai is one of the oldest offices functioning since 1954. In order to cater to increasing workload and to provide better services to the public, the Ministry of External Affairs decided to have a modern, fully equipped, independent office with all amenities for the public at Bandra Kurla Complex (BKC) in Mumbai which started functioning from August 2017.

JURISDICTION

The Regional Passport Office, Mumbai caters to Mumbai city, Mumbai Suburban district and district of Aurangabad, Ratnagiri, Sindhudurg, Thane, Raigad, Palghar, Nashik, Jalgaon, Dhule, Nandurbar in Maharashtra and Union Territory of Daman and Dadra Nagar Haveli. After launch of 'Passport Seva Project' in partnership with Tata Consultancy Services in 2012, passport applications are being accepted through 5 Passport Seva Kendras located at Malad, Andheri, Lower Parel, Thane & Nashik.

The Ministry of External Affairs (MEA) and the Department of Posts (DOP) had announced on 24th January, 2017 their decision to utilize the Head Post Offices (HPO) in the various states as Post Office Passport Seva Kendra (POPSK) for delivering passport related services to the citizens of our country. The objective of this partnership is to extend passport services on a larger scale and to ensure wider area coverage. Accordingly till date 13 POPSKs at Aurangabad, Bhiwandi, Bhusawal, Daman, Dhule, Jalgaon, Rajapur, Santacruz, Silvassa, Sion, Vashi, Vikhroli & Dombivli have been made functional under the RPO, Mumbai's jurisdiction.

ORGANISATION

The sanctioned Staff Strength of RPO Mumbai is 208, this office has a total strength of 94 staff officials as on date. The hierarchy at the Regional Passport Office, Mumbai is as follows:-

1. Regional Passport Officer (Group A)
2. Additional Passport Officer (Group A)
3. Deputy Passport Officer (Group A)
4. Assistant Passport Officer (Group A)
5. Senior Superintendent (Group B Gazetted)
6. Stenographer Grade – I (Non-Gazetted)
7. Superintendent (Group B) (Gazetted)

8. Assistant Superintendent (Group B) Non Gazetted
9. Senior Passport Assistant (Group C)
10. Junior Passport Assistant (Group C)
11. Office Assistant (Group C)

FUNCTIONS AND DUTIES

This office deals with the issuance of passport/travel document to the citizens of following 12 districts of Maharashtra and union territory of Daman and Dadra Nagar Haveli.

1. Mumbai City	2. Palghar
3. Aurangabad	4. Nashik
5. Ratnagiri	6. Jalgaon
7. Sindhudurg	8. Dhule
9. Thane	10. Nandurbar
11. Mumbai Suburban	12. Raigad
13. Daman and Dadra Nagar Haveli	--

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 (Website- www.passportindia.gov.in Toll free call centre No. 1800-258-1800) and generate Application Reference Number (ARN). Detailed guidelines for filling up of 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. Under Passport Seva Project, five Passport Seva Kendras and Thirteen Post Office Passport Seva Kendras are functional under the RPO, Mumbai's jurisdiction.

WORK FLOW CHART OF REGIONAL PASSPORT OFFICE, MUMBAI:

The Passport applications are being accepted at the following PSKs/POPSKs:

Sr No.	Name of the PSK/POPSK	Address
1	PSK, Malad	2-C, Ground Floor, Raheja Tipco Plaza Rani Sati Marg, Malad (East), Mumbai 400 0097
2	PSK, Andheri	The Great Oasis Enterprises Pvt. Ltd. D-13, 21,MIDC, Marol (C cross Rd), Andheri (East), Mumbai 400 069.
3	PSK, Lower Parel	Trade Point, Kamala Mill Compound, Pandurang Budhkar Marg, Lower Parel, Mumbai 400 013.
4	PSK, Thane	Passport Seva Kendra, Dosti Pinnacle, Unit No. G-1, Road No. 22, Wagle Industrial Estate, Thane West, Thane - 400604
5	PSK, Nashik	Passport Seva Kendra, Star Zone Mall, Part of Shop No. 3 & 4, Ground Floor, Nashik-Pune National Highway, Nashik Road, Nashik - 422101
6	POPSK, Daman	Post Office, Moti Daman Fort Area, Opp. DMC, Pin-396226
7	POPSK, Aurangabad	Office of Post Master General, Aurangabad Region, Cantonment, Aurangabad - 431002.
8	POPSK, Silvassa	Post Office of Silvassa, Opp. Bal Udyan Garden, Vapi Silvassa Main Road, Silvassa - 396230
9	POPSK, Vikhroli	Post Office Kannamwar Nagar, Near Vikas College, Vikhroli (East), Mumbai- 400083
10	POPSK Jalgaon	Qtr No-1, B-1 Postal Staff quarter, Near Tahsil Office, Baliram Peth, Jalgaon- 425001.
11	POPSK Rajapur	Post Office Rajapur, Mukhya Tapal Karyalay, Rajapur, Ratnagiri-416702.
12	POPSK Dhule	Head Post Office Building, Lane No-1, Opp. Rajawade Sansodhan Manda, Dhule-424001.
13	POPSK Bhusawal	Bhusawal Head Post Office Building, Modern road, Bhusawal-425201.
14	POPSK Sion	Sion Post Office, Opp. Indira market, Near Best Depot, Sion East, Mumbai- 400022.
15	POPSK Vashi	Vashi MDG Post Office, Sector 16-A, First Floor, Opposite to MTNL Building, Vashi-400703.
16	POPSK Santacruz	Santacruz East Post Office, Near Railway Station, Santacruz (East), Mumbai-400055.
17	POPSK Bhiwandi	Bhiwandi Post Office, Bhramanali, Near Vithal Mandir, Bhiwandi, Thane- 421303.
18	POPSK Dombivli	1, behind K.V. Pendharkar College, Azde Gaon, MIDC, Dombivli East, Dombivli, Maharashtra 421203

Entry in above PSK's / POPSK's is strictly as per appointment date and time slot booked in www.passportindia.gov.in.

When applicant arrives at the PSK, the following steps are undertaken:

1. **Counter-A:**
 - Scrutiny of Passport Applications by Staff of Service Provider.
 - Receipt of Passport applications, Data verification, scanning and cash collection by Staff of Service Provider.
2. **Counter-B:**
 - Verification of the Passport application by the Verifying Officer (Government Official).
3. **Counter-C:**
 - Granting and mandatory internal checking of the Passport application by the Granting Officer simultaneously (Government official).
 - Police verification sent to concerned district electronically on case to case basis.
4. At the Main Office at BKC upon receipt of Police verification Report (PVR) electronically, Printing of Passport etc. commences. Finally, Passport is dispatched through speed post.

Powers and Duties of the Employees of Regional Passport Office, Mumbai:

The financial powers 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 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 Passports Act 1967. Both Rules and Acts are already on the MEA's website: www.passportindia.gov.in . The duties of officers and employees of the office flow from the Passports Act and Passport Rules available on website: www.passportindia.gov.in.

Procedure to be followed in the decision making process, including channels of Supervision and Authority:

The Regional Passport Office, Mumbai follows the procedure indicated in Passport Manual 2020 and subsequent orders issued by the Ministry from time to time for decision making in issuance of passports. The officers from Superintendent to Regional Passport Officer Level have been designated as Passport Issuing Authority (PIA) for issuance of passport and take decision/action with the help of Asstt. Supdt, SPA, JPA posted in the section in accordance with Passports Act, Passport Rules, Passport Manual and circulars/orders issued by the Ministry from time to time. PCC Services are granted and delivered by speed post after receipt of clear report from police authorities.

ADMINISTRATIVE MATTERS:

In other administrative matters, Dealing Assistant submits the files to Superintendent/Sr. Supdt/DPO, who in turn submits it to the Passport Officer. If necessary, a 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.cabsec.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 (Official Language Division).

Norms set by the Ministry for the discharge of its Functions /Duties:

The Regional Passport Office, Mumbai functions as per the norms laydown by the PSP Division, Ministry of External Affairs, and New Delhi. Efforts are made to dispose of files within 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, Mumbai are used by its employees for discharging functions.

Passports Act and Passport Rules:

These are already available on the MEA's website <http://www.mea.gov.in> and <http://www.passportindia.gov.in>. In addition, the Regional Passport Office also utilizes the relevant rules, regulations and orders of the Government of India such as Civil Service (Conduct) 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 under its control are used by its employees for discharging functions. The office also uses various Central Acts, Rules, Codes, Regulations, etc. including various judgments of the Supreme Court of India / High Courts and other subordinate 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
- Central Treasury Rules etc.

In addition various Manuals/Circulars etc. regularly issued by Ministry of External Affairs are also used.

Statement of the categories of documents that are held by the Ministry or under its control:

The Regional Passport Office, Mumbai holds the following documents:

- ❖ Copies of Reports released by Ministry of External Affairs.
- ❖ Parliament Questions related to Passport Office sent by Ministry of External Affairs.
- ❖ Relevant correspondence with Ministries/Other organizations, departments, State Governments and letters/e-mails from individual seeking information etc.

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

- Personal files and Service books of its employees
- Court related files
- Procurement of stationery & furniture
- Electricity and water bills
- Circulars
- General Administrative and other Miscellaneous matters

The following documents are held by this office:-

- Blank Ordinary Passport Booklets.
- Blank Official & Diplomatic Passport Booklets
- Miscellaneous Administrative items.

At the level of this office, one Rajbhasha Kriyanvayan Samiti (Official Language Implementation Committee) consisting of 5 members of this office has been constituted to review progress in implementation of Rajbhasha Hindi in day to day work of this office.

Staff Strength Of Regional Passport Office, Mumbai as on 01.02.2022:

Designation	Actual strength as on 01.02.2022	Sanctioned strength
Regional Passport Officer	1	1
Addl. Passport Officer	0	01
Deputy Passport Officer	03	05
Assistant Passport Officer	06	10
Senior Superintendent	22	25
Superintendent	02	19
Stenographer	02	02
Junior Translator Officer	01	02
Assistant Superintendent	09	34
Senior Passport Assistant/Chauffer	07+1	48
Junior Passport Assistant	32	49
Office Assistant	08	12
Total	94	208

Directory of officers and employees and monthly remuneration as on 01.02.2022:

Sr. No.	Name of the Official	Designation
1.	Dr. Rajesh Gawande	R.P.O
2.	Smt. S.P. Pargi	D.P.O
3.	Shri. A. A. Churi	D.P.O
4.	Smt. P.P. Khanvilkar	D.P.O
5.	Smt. P.P. Wankhedkar	A.P.O
6.	Shri. M.B. Patil	A.P.O
7.	Smt. C.D. Suryawanshi	A.P.O
8.	Smt. A.H.Mondkar	A.P.O
9.	Shri. M.A. K. Mulla	A.P.O
10.	Smt. B.G. Goraksha	A.P.O
11.	Shri. Bimal K. V.	Sr. Supdt
12.	Shri. Salim Khan	Sr. Supdt
13.	Smt. Annie Alex	Sr. Supdt
14.	Smt. V. Baby Sreeja	Sr. Supdt
15.	Smt. Sheeba V	Sr. Supdt
16.	Smt. Prabhavathi K. E.	Sr. Supdt
17.	Smt. Bindu M.	Sr. Supdt
18.	Smt. Sunu K. Paul	Sr. Supdt
19.	Smt. K. V. Kochurani	Sr. Supdt
20.	Smt. V.S. Jyothirmayi	Sr. Supdt
21.	Shri. Kuldeep Pal	Sr. Supdt
22.	Smt. P.S. Kurale	Sr. Supdt
23.	Shri. V.Y. Zimre	Sr. Supdt
24.	Shri. M. V. Bhamre	Sr. Supdt
25.	Smt. S. D Kamod	Sr. Supdt
26.	Smt. N. S. Joshi	Sr. Supdt
27.	Smt. S. K. Alurkar	Sr. Supdt
28.	Shir. K. S. Kargutkar	Sr. Supdt
29.	Shri. Vijay Ram Meena	Sr. Supdt
30.	Shri. M. K. Meena	Sr. Supdt
31.	Shri. L. K. Meena	Sr. Supdt
32.	Shri. G. D. Bhosale	Sr. Supdt
33.	Smt. L. S. Nair	Superintendent
34.	Shri. Umesh Devadhia	Superintendent
35.	Shri. M. K. Nair	Steno
36.	Shri. P. John Mark	Steno
37.	Shri. G. Mogaveera	Asstt. Supdt
38.	Shri. V. L. Revadekar	Asstt. Supdt
39.	Shri. A. K. Nizampurkar	Asstt. Supdt
40.	Shri Nishant Dadwal	Asstt. Supdt
41.	Smt. S. N. Meshram	Asstt. Supdt

42.	Shri. R. N. Thorat	Asstt. Supdt
43.	Shri. T. V. Sawant	Asstt. Supdt
44.	Shri. S. B. Sawant	Asstt. Supdt
45.	Shri. C. G. Solanki	Asstt. Supdt
46.	Smt. Anshu Dubey	J.T.O
47.	Shri. C. N. Shirke	Chauffer
48.	Ms. P. C. Mahale	S.P.A
49.	Shri. Ashok Kumar	S.P.A
50.	Smt. N. D. More	S.P.A
51.	Shri. I. M. Tamboli	S.P.A
52.	Shri. Rajan Hire	S.P.A
53.	Shri. P. P. Mohite	S.P.A
54.	Kum. Junu Singh	S.P.A
55.	Shri. Umesh K. Gupta	J.P.A
56.	Shri. Dharmendrakumar	J.P.A
57.	Shri. Pintu Kumar	J.P.A
58.	Shri. Anmol Mehto	J.P.A
59.	Shri. Amit	J.P.A
60.	Shri. Kuldeep Yadav	J.P.A
61.	Shri. Parveen Kumar	J.P.A
62.	Shri. Parvinder Singh	J.P.A
63.	Shri. Shiva Mansawar	J.P.A
64.	Shri. Hemant Meena	J.P.A
65.	Shri. Ajay S Meena	J.P.A
66.	Ms. Devi Meena	J.P.A
67.	Shri. Devinder Singh	J.P.A
68.	Shri. Ravi Prakash Meena	J.P.A
69.	Shri. Basavakumar	J.P.A
70.	Shri. Y. S. Kadam	J.P.A
71.	Shri. Umesh Surve	J.P.A
72.	Shri. Mukund Kamble	J.P.A
73.	Shri. P. D. Pednekar	J.P.A
74.	Smt. P. D. Rathod	J.P.A
75.	Shri. Aman	J.P.A
76.	Shri. Ravi Siwatch	J.P.A
77.	Shri. Himanshu Yadav	J.P.A
78.	Shri. Vinay Kumar Kandra	J.P.A
79.	Shri. Praveen	J.P.A
80.	Shri. Yogesh Kumar Yadav	J.P.A
81.	Shri. Manoj Kumar	J.P.A
82.	Shri. Aniket Aryan	J.P.A
83.	Shri. Vikas Swami	J.P.A
84.	Shri. Vikas Yadav	J.P.A
85.	Shri. Ravi Shankar Sahu	J.P.A

86.	Shri. Aakash Rathee	J.P.A
87.	Shri. Vishal D. Hiwale	O.A
88.	Shri. Akshay Meena	O.A
89.	Shri. Dibyajit Satua	O.A
90.	Shri. Srikant	O.A
91.	Shri. Mithilesh Sonkusare	O.A
92.	Shri. Vishnu Shanker Ojha	O.A
93.	Shri. Mahavir P. Ajnabi	O.A
94.	Shri. Vikash K. Gupta	O.A

In addition to the above (as on 01.02.2022), 32 Data Entry Operators staff are also working in RPO, Mumbai on contract basis.

Details of Monthly Remuneration of Officers and Staff of Passport Office, Mumbai as on 01.02.2022:

Sr. No.	CATEGORY OF OFFICERS	NUMBER	SCALE OF PAY
1.	Passport Officer/ Addl. Passport Officer	1	Level 12
2.	Deputy Passport Officer	3	Level 11
3.	Assistant Passport Officer	6	Level 10
4.	Senior Superintendent	22	Level 08
5.	Superintendent	2	Level 07
6.	Stenographer Grade-I+ J.T.O	02+1	Level 07
7.	Assistant Superintendent	09	Level 06
8.	Chauffer	01	Level 02
9.	Senior Passport Assistant	07	Level 04
10.	Junior Passport Assistant	32	Level 02
11.	Office Assistant	08	Level 01
12.	Data Entry Operators/MTS	32	Salary drawn from MEA.
	Total	126	