

RIGHT TO INFORMATION

Disclosure of information Article 4 (1) (b) of the Right to Information Act, 2005 in respect of Passport Office, Panaji-Goa.

Section 4 (1) (b) (i): Particulars of organization, functions and duties of the Passport Office, Panaji-Goa.

PARTICULARS OF ORGANISATION

Regional Passport Office, Panaji, Goa was taken over by the Ministry of External Affairs, New Delhi from the Goa State Home Department on 11/02/1988 and it started functioning in Hotel Fidalgo, Panaji, Goa. In the year 1991, the office was shifted to another rented building 'Gomant Maratha Samaj'. In October 2002, the Regional Passport Office, Panaji, GOA was shifted to Government (MEA) owned building 'PASSPORT BHAVAN' at Patto Plaza, Panaji-Goa, where it is working since then. The building comprises of the office, one guest house and eight staff quarters. The location of building is near to the main Panaji bus stand. The land area is 1000.50 sq mtrs and total built up are in ground to 6th floor is 2413 sq mtrs. This office functions as Passport issuing office of the state of Goa which consists of two districts – North Goa and South Goa together with a population of 17 lakhs.

Under Passport Seva project, a Passport Seva Kendra (PSK) started in Passport Office (co-located site) on 09/03/2012, presently we are releasing 290 appointments on daily basis. Along with normal passport applications this office receives 20-25 application for surrender of Indian Passport, mostly on acquiring Portuguese nationality (Goa being a former Portuguese colony, a special privilege is given to Goans born before 1961). On 19/04/2018, a POPSK (Post Office Passport Seva Kendra) was opened in South Goa Collectorate office in Margao with 20 appointments per day.

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

Sr.No	Designation	No.
1.	Deputy Passport Officer	1
2.	Assistant Passport Officer	0
3.	Senior Superintendent	3
4.	Superintendent	2
5.	Stenographer	1

6.	Assistant Superintendent	2
7.	Senior Passport Assistant	11
8.	Junior Passport Assistant	6
9.	Chauffeur	1

FUNCTIONS AND DUTIES

This office deals with the issuance of passport/travel document to the citizens of entire state of Goa.

Section 4(1) (b) (ii): Powers and duties of officers and employees.

Regional Passport Officers have been designated as Head of the Offices. For the smooth running of the office, financial powers have been delegated to the officer in charge of the Passport Office, Panaji, Goa. The financial powers of the officer in charge of the Passport Office, Panaji, Goa have been detailed in Delegation of Financial Power Rules, 1978 and subsequent delegated powers issued vide separate orders from time to time under Delegation of Financial Power Rules. Other powers of the officials of Passport Office, Panaji, Goa are derived from the Passport Act, 1967 and the Rules framed thereunder. The Act and rules are available 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. Along with Passport issuance, this office also facilitates attestation and apostille of documents done in Ministry, for the people of Goa state.

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

The Regional Passport Office, Panaji follows the procedure enumerated in Passport Manual 2010 for decision making with regard to issuance of passport. 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, Senior-Junior Passport Assistant posted in different section in accordance with Passport Act, Passport Rules and Passport Manual.

Work flow Chart of Regional Passport Office, Panaji-Goa.

Passport applications are accepted at co-located Passport Seva Kendra in the Passport Office, Panaji from applicants who have online appointments on the

time and date slot booked in www.passportindia.gov.in on payment of online fees. The work flow chart is as under:

1. Counter-A

Scrutiny of Passport Application by TCS staff.

Receipt of Passport application, Data verification, scanning by TCS Staff.

2. Counter –B

Verification of the Passport application by the Verifying Officer (Government Official). In case of dubious/ doubtful documents they can recommend verification of such documents from issuing authority.

3. Counter-C

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

EXIT COUNTER - Applicant is issued exit receipt with file number mentioned on it. Then applicant is asked to fill customer satisfaction form & is allowed to carry file home.

4. Police verification sent to concerned district electronically.

5. Receipt of Police verification electronically. Physical Police Verification Report is sent later.

6. Printing of Passport.

7. Lamination of Passport.

8. Stamp Signature on Passport.

9. Quality check

10. Passport delivery by dispatch.

PCC Services are granted and delivered across the counter at Passport Seva Kendra, if the report available for the Passport in the System.

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 the 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).

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

The Regional Passport Office, Panaji discharge of its functions as per the norms laid down by the CPV Division, Ministry of External Affairs, New Delhi. The Passport Office, Panaji endeavours to dispose of all the cases within stipulated time frame for issuance of passport subject to completion of documentations and usual checks. The norms are available at <http://passportindia.gov.in>.

Section 4(1) (b) (v): Rules, regulations, instructions, manuals and records held by or under the control of the Passport Office, Panaji or used by its employees for discharging its functions.

Passport Act and Passport Rules:

Passport Act and Passport Rules are available on the MEA's website <http://www.mea.gov.in>.

In addition, the Passport Office also adhered to the relevant rules, regulations and orders of the Government of India, such as CCS (Conduct) Rules, CCS (CCA) Rules, CCS (Leave Travel Concession) Rules, CCS (Leave) Rules, CCS (Pension) Rules, Provident Fund Rules, General Financial Rules, Fundamental and Supplementary Rules etc. in normal discharge of its administrative and financial functions. These rules are already in the public domain.

The rules, regulations, instructions, manuals and records held by it is under its control as used by its employees for discharge its functions.

In the discharge of its functions, the Regional Passport Office, Panaji uses various Central Acts, Rules, Codes, Regulations, etc. It also uses various judgments of the Supreme Court of India and High Courts.

Section 4 (1) (b)(vi): Statement of the categories of documents that are held by the Passport Office, Panaji, Goa or under its control.

The Passport Office, Panaji, Goa holds the following documents:

- Copies of Reports released by Ministry.
- Parliament Questions related to Passport Office sent by the Ministry of External Affairs.
- Correspondence with Ministries / other organizations, department, state governments and letters/e-mails from individuals seeking information etc.

The administrative side of the Passport Office, Panaji, Goa 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
- Electricity and water bills
- Circulars
- Republic Day & Independence Day Celebration
- Purchase and distribution of stationery items
- Maintenance of Annual Confidential reports
- Other Miscellaneous matters

Section 4(1) (b) (vii): The particulars of any arrangement that exists for consultation with, or representation by, the Members of the public in relation to formulation of policy or implementation thereof.

Nil information

Section 4(1) (b) (viii): A statement of the 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

Nil information.

Section 4(1) (b) (ix) & (x): Directory of officers and employees and monthly remuneration as on 01/04/2018.

Sl. No.	Name of the Official	Designation
1.	श्री देवेन्द्र कुमार शर्मा SHRI DEVENDRA KUMAR SHARMA	पासपोर्ट अधिकारी PASSPORT OFFICER
2.	श्री. प्रकाश एल. पाटकर SHRI.PRAKASH L. PATKAR	वरिष्ठ अधीक्षक SENIOR SUPERINTENDENT
3.	श्रीमती. पी.के. हेमलता SMT. P.K.HEMALATHA	वरिष्ठ अधीक्षक SENIOR SUPERINTENDENT
4.	श्रीमती बी.जी.गोरक्षा SMT B.G. GORAKSHA	वरिष्ठ अधीक्षक SENIOR SUPERINTENDENT

5.	श्रीमती. अनिता कुमारी एम.के. SMT ANITHA KUMARI M.K.	अधीक्षक SUPERINTENDENT
6.	श्रीमती. शोभना वी. SMT. SOBHANA V.	अधीक्षक SUPERINTENDENT
7.	श्रीमती. ललिता शिंदे SMT. LALITA SHINDE	आशुलिपिक/ STENOGRAPHER GR. I
8.	श्रीमती. उमादेवी SMT. G.UMADEVI	सहायक अधीक्षक / ASSISTANT SUPERINTENDENT
9.	श्री हरिंदर सिंह SHRI. HARINDER SINGH	सहायक अधीक्षक / ASSISTANT SUPERINTENDENT
10.	श्री.पुंडलीक महाले SHRI. P.R.MAHALE	वरिष्ठ सहायक पासपोर्ट / SENIOR PASSPORT ASSISTANT
11.	श्री.प्रेषित बेतकेकर SHRI. PRESHIT P. BETKEKAR	वरिष्ठ सहायक पासपोर्ट / SENIOR . PASSPORT ASSISTANT
12.	श्रीमती.मावरा मारकारेन्स SMT. MAURA MASCARENHAS	वरिष्ठ सहायक पासपोर्ट / SENIOR . PASSPORT ASSISTANT
13.	श्रीमती.कॅरोलिना गोनसाल्विस SMT. CAROLINA GONSALVES	वरिष्ठ सहायक पासपोर्ट / SENIOR . PASSPORT ASSISTANT
14.	श्रीमती.आशा नाईक SMT. ASHA SANJAY NAIK	वरिष्ठ सहायक पासपोर्ट / SENIOR . PASSPORT ASSISTANT
15.	श्रीमती.ममता कामत SMT. MAMATA G. KAMAT	वरिष्ठ सहायक पासपोर्ट / SENIOR . PASSPORT ASSISTANT
16.	श्रीमती.करिष्मा गोवेकर SMT. KARISHMA K.X. GOVENCAR	वरिष्ठ सहायक पासपोर्ट / SENIOR . PASSPORT ASSISTANT
17.	श्री.संतोष नाईक SHRI. SANTOSH N.NAIK	वरिष्ठ सहायक पासपोर्ट / SENIOR . PASSPORT ASSISTANT
18.	श्री.प्रेमनाथ सावंत SHRI. PREMNATH S. SAWANT	वरिष्ठ सहायक पासपोर्ट / SENIOR . PASSPORT ASSISTANT
19.	श्री.गौतम मंडल SHRI. GOUTAM MONDAL	वरिष्ठ सहायक पासपोर्ट / SENIOR . PASSPORT ASSISTANT
20.	श्री.राजेन्द्र कोरगावकर SHRI. RAJENDRA KORGAONKAR	वरिष्ठ सहायक पासपोर्ट / SENIOR . PASSPORT ASSISTANT
21.	श्री प्रेम सिंह चौहान SHRI. PREM SINGH CHOUHAN	कनिष्ठ सहायक पासपोर्ट / JUNIOR PASSPORT ASSISTANT
22.	श्री शैलेंद्र मीना SHRI. SHAILENDRA MEENA	कनिष्ठ सहायक पासपोर्ट / JUNIOR PASSPORT ASSISTANT
23.	श्री गणेश SHRI. GANESH	कनिष्ठ सहायक पासपोर्ट / JUNIOR PASSPORT ASSISTANT
24.	श्री नवीन कुमार SHRI NAVIN KUMAR	कनिष्ठ सहायक पासपोर्ट / JUNIOR PASSPORT ASSISTANT
25.	श्री शिवा कान्त SHRI. SHIVA KANT	कनिष्ठ सहायक पासपोर्ट / JUNIOR PASSPORT ASSISTANT
26.	श्री.प्रशांत परब SHRI. PRASHANT S. PARAB	कनिष्ठ सहायक पासपोर्ट / JUNIOR PASSPORT ASSISTANT
27.	श्री.जूडस डि सौजा SHRI. JUDAS D'SOUZA	शोफर /CHAUFFEUR GR. I

In addition there is 1 Multi-tasking Staff is temporarily employed in this office, through the outsourcing agency M/s Orion Security Solutions Pvt. Ltd., New Delhi.

Details of monthly remuneration of officers and staff of Passport Office, Panaji - Goa:-

Sl. No.	Category of Officers	Number	Pay
1.	Deputy Passport Officer	1	Rs. 67700-208700 (Level-11)
2.	Assistant Passport Officer	0	Rs. 56100-177500 (Level-10)
3.	Senior Superintendent	3	Rs. 47600-151100 (Level-8)
4.	Superintendent	2	Rs. 44900-142400 (Level-7)
5.	Steno Gr. -I	1	Rs. 44900-142400 (Level-7)
6.	Assistant Superintendent	2	Rs. 35400-112400 (Level-6)
7.	Senior Passport Assistant	11	Rs. 25500-81100 (Level-4)
8.	Junior Passport Assistant	6	Rs. 19900-63200 (Level-2)
9.	Chauffeur Grade- 1	1	Rs. 21700-69100 (Level-3)

Section 4 (1) (b) (xi) : Budget allocate to each agency, indicating particulars of all plans, proposed expenditures and reports on disbursements made

Head-wise Budgetary allocations in respect of Passport Office Panaji for the year 2018-2019 and Expenditure during FY 2017-2018

Sr.No	HEAD	BUDGET ESTIMATES 2018-19 (in Rs.)	ACTUAL EXPENDITURE DURING F.Y. 2017-2018 (in Rs.)
1	Salaries	1,78,00,000	1,57,33,798
2	Wages	0	0
3	Overtime Allowance	0	0
4	Medical Treatment	10,00,000	14,859
5	Domestic Travel Expense	12,00,000	7,94,337
6	Office Expense	80,00,000	1,11,74,605
7	Postage Office Expenses	12,00,000	11,81,813
8	Rents, Rates & Taxes	4,00,000	26,37,523
9	Minor Works	75,00,000	32,39,302
10	Professional Services	1,00,000	1,04,700
11	Information Technology	5,00,000	1,28,853
12	Swachhta Action Plan	5,00,000	0
	Total	3,82,00,000	3,50,09,790

Section 4 (1) (b) (xii): The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes.

NIL

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

Travel agents are not authorized to submit the passport applications. Only the passport applications have to appear in person at Passport Seva Kendra and submit the Passport Applications. No travel agent is recognized to deal with this office to submit application at PSK.

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

All information regarding issuance of passports and status thereof have been uploaded on website <http://www.passportindia.gov.in>.

Section 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 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 1000 to 1230 hrs. Some of the instructions are also displayed on the notice boards of the Passport Office.

Article 4 (1) (b) (xvi): Names, designations and other particulars of the Central Public Information Officer:

Shri Prakash Laxman Patkar

Senior Superintendent.
Regional Passport Office,
Passport Bhavan,13/EDC Complex,
Patto Plaza, Panaji-Goa – 403001,
Ph: 2437601/2437604
Fax - 2437603
E-mail – rpo.panaji@mea.gov.in

First Appellate Authority:-
Shri Devendra Kumar Sharma
Deputy Passport Officer,
Regional Passport Office,
Passport Bhavan
13/EDC Complex,
Patto Plaza,
Panaji-Goa – 403001,
Ph: 2437601/2437602/2437877
Fax - 2437603
E-mail – rpo.panaji@mea.gov.in
Website: <http://passportindia.gov.in>

Article 4 (1) (b) (xvii): Other information as may be prescribed and thereafter update these publications every year

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

PUBLIC GRIEVANCES OFFICER:-

Shri Devendra Kumar Sharma
Deputy Passport Officer