

From

The Chief Secretary to Government Haryana.

To

1. All the Deputy Commissioners in Haryana.
2. All the Superintendents of Police in Haryana.

Dated Chandigarh, the 16th February, 2000.

*Subject :—*Regarding issue of passports.

Sir,

I am directed to invite your attention on the subject noted above where the Cabinet Secretary to Govt. of India and Regional Passport Officer, Chandigarh have emphasised that there should not be any harassment to general public in the process of Police verification. It was also emphasised that Authorised Officers who issue verification certificates should take due care while signing such certificates.

2. Regional Passport Officer, Chandigarh has also brought to the notice of the Govt. that in order to facilitate issue of passport to persons who are in possession of documentation in regard to employment abroad, attending business conferences, medical emergencies or admission into Foreign Universities etc. the Govt. of India has introduced a system of issue of Passport for the above categories of persons on out of turn basis on submission of Verification Certificates. However it has been observed that some of the officers have been issuing these Verification Certificates indiscriminately. In emergent cases passports are issued on the basis of Verification Certificates pending mandatory police reports.

3. The Ministry of external Affairs has also decided that in case of absence of the applicant at the time of police officers visit to the residence, the visiting police constable would leave a slip

at the residence requesting the passport applicant to report at a specified Police Station. This would shift the onus of police clearance on the absentee applicant and initiate a process by which the applicant would be able to contact the government officials for completing the police verification procedure.

4. In addition, the Ministry of External Affairs is also taking several steps to enhance public satisfaction with regard to issuance of passports. These steps include ensuring easier availability of passport application forms which are now available at MEA website, (<http://passport.nic.in>) submission of forms at more centres, computerisation of passport offices etc. A letter dated October 13, 1999, issued by Ministry of External Affairs indicating various steps taken to streamline the process of issuance of passports is enclosed.

5. Para 23 of the Passport Manual, 1982 exempts the following categories of persons from the purview of the requirement of police clearance, since in their cases their identity is reasonably established.

- (i) All verifying authorities, their spouses and minor children.
- (ii) All persons, who apply for fresh passport prior to the expiry of the existing passport;
- (iii) All Government officials, who obtain no objection certificate from their Heads of Offices;
- (iv) All persons, who replace their Diplomatic and Officials Passports with Ordinary passports;

6. The requirement for police verification from all the places of residence of applicant would be reduced from the current two years to one year. Sometimes bonafide applicants share with us their bitter experiences which they undergo with the local police authorities during the process of verification of their antecedents. They may be directed to be polite and appreciative of the problems of the applicants and they should not subject them to any harassment whatsoever.

7. It has also been observed that some Travel Agencies are operative in the State who reportedly fleece the innocent public on the pretext of arranging issue of passports to them in no time. They also reportedly hoodwink the public and make them to shell out huge amounts. The concerned authorities are directed to be more vigilant and keep strict watch on the activities of some of these self claimed "Government recognised Passport Agencies".

8. I have been directed to forward herewith the copies of communication received from aforesaid authorities for your information and strict compliance.

9. These instructions should also be brought to the notice of all concerned officers working under your control for being adhered to rigidly.

Yours faithfully,

Sd/—

Joint Secretary General Administration,
for Chief Secretary to Government Haryana.

A copy alongwith copies of its enclosures is forwarded to the Financial Commissioner and Secretary to Government Haryana, Home Department for information and necessary action.

Sd/—

Joint Secretary General Administration,
for Chief Secretary to Government Haryana.

To

The Financial Commissioner and Secretary to
Government Haryana,
Home Department.

U.O. No. 62/2/2000—6 GSI

Dated Chandigarh, the 16-2-2000

Copy of D.O. Letter No. 502/6/1/99—C.A.V. dated 8-11-1999 from Shri Prabhat Kumar, Cabinet Secretary, New Delhi to Shri Ram S. Varma, Chief Secretary to Government, Haryana.

It is important to provide passport services in a quick, transparent and efficient manner. A coordinated action by all Government agencies would help in devising ways and means to attend to issues which give rise to public dissatisfaction in this regard.

2. It has been reported to me that in almost 20—25% cases incomplete police verification reports result in inordinate delays in the issue of passports. Efforts need to be made to streamline the process of police verification so as to ensure that those who have criminal records are not issued passports, while those with clean records are not harassed. The Ministry of External Affairs has reduced the requirement of police verification for all place of residence of the applicant from the current 2 years to 1 year. The Ministry of External Affairs has also decided that in case of absence of the applicant at the time of police officer's visit to the residence, the visiting police constable would leave a slip at the residence requesting the passport applicant to report at a specified Police Station. This would shift the onus of police clearance on the absentee applicant and initiate a process by which the applicant would be able to contact the Government officials for completing the police verification procedure.

3. In addition, the Ministry of External Affairs is also taking several steps to enhance public satisfaction with regard to issuance of passport. These steps include ensuring easier availability of passport application forms which are now available at MEA website, submission of forms at more centres, computerisation of passport offices, etc. A letter dated, October 13, 1999, issued by Ministry of External Affairs indicating various steps taken to streamline the process of issuance of passport is enclosed

4. I would request you to kindly instruct your officers to ensure that police verification of passport applications is done expeditiously.

MOST IMMEDIATE

S.R. Tayal
JS (CPV) & Chief Passport Officer
Tel: 3387104, 3384529
Fax : 3782821, 3387281

No. vi/401/38/98—II

October 13, 1999

Dear RTO/PO,

Para 23 of the passport Manual, 1982 exempts the following categories of persons from the purview of the requirement of police clearance, since in their cases their identity is reasonably established :

- (i) All verifying authorities, their spouses and minor children;
- (ii) All persons, who apply for fresh passport prior to the expiry of the existing passport;
- (iii) All Government officials, who obtain no objection certificate from their Heads of Offices;
- (iv) All persons, who replace their Diplomatic and Official Passports with ordinary passports;
- (v) Minor, whose parent(s) hold valid passports;

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2. However, the general practice with our passport office has been not to apply this provision rigorously. You may, therefore, start applying these provision rigorously with the stipulation that except for the category of minors the passport to all other categories would be issued on post police verification would be necessary if neither of the parents has a valid Indian passport.

3. In an Inter-Ministerial Meeting the approval of the Ministry of Home Affairs, I B etc. has also been obtained for the following:—

- (i) The requirement for police verification from all the places of residence of the applicant would be reduced from the current two years to one year. Please convey this to the chief of Police as well as all District Superintendents in your area of jurisdiction for modification of their existing instruction. I would also be writing to the Director Generals of the police of every state. Please convey their names, address and fax number to me by return fax.
- (ii) In case of absence of the applicant at the time of police official's visit to the residence, the visiting police constables would leave a slip at the residence intimating the date and time of his visit and asking the passport applicant to report at a specified police station. This would shift the onus of police clearance on the absentee applicant and initiate a process by which the applicant would be able to contact the investigating officials for completing the police verification procedure.
- (iii) On production of verification certificate duly signed by a Deputy Secretary to the Central Government or any other authorised officer, a five year validity passport would henceforth be issued in place of the present one year short validity passport. This relaxation would be reviewed after one year.
- (iv) A full validity passport is to be issued on post police verification basis to all Government servants/public sector employees/armed forces officials and their spouses on the basis of 'No Objection Certificate from their Head of Departments.

4. In post police verification reports the report should not be treated adverse unless it is clearly negative. All incomplete reports stating for e.g. applicant out of station, residing for less than one year etc. the passport should not be revoked or impounded and the applicant should be informed to sort out the police verification report.

5. Please write to the Chief of police as well as all District Superintendents in your area to note these reforms and suitably instruct their field level officer of 3 (i) and (ii) above for implementation.

6. you may brief all officers and dealing hands about these changes particularly the requirement of clear police report from places of only one year's stay instead of two years.

7. You may also devise a system locally where a separate file number could be given to all those categories of applicants to whom passport can't be issued on Post-PVR basis. However please note that they will not be given passports out of turn in routine and will be granted passports when their turn comes along with other normal applicants.

8. These instructions are to be implemented with immediate effect.
with regards.

Yours Sincerely,
Sd/-
(SR Tayal)

All Regional Passport Officers/Passport Officers

(Excluding : P O, Jalandhar, P O, Chandigarh, P O Guwahati, P O Calcutta & P O Srinagar.)

A copy of letter No. RPO/CDG/MISC./99, dated 3-11-99 from Dr. T. Suresh Babu, Regional Passport Officer, Government of India, Ministry of External Affairs, Regional Passport Office, Chandigarh to Sh. Ram S. Varma, IAS, Chief Secretary to Government Haryana.

Taking the opportunity of calling on you on my recent taking over as the new Regional Passport Officer at Chandigarh covering primarily Punjab, Haryana, U. T. and H. P., I would like to place on record our sincere gratitude for your cooperation and support to this office and to hope to receive the same in future also.

In this context, I would like to draw your personal attention and seek your assistance in the following :—

2. In order to facilitate issue of passports to persons who are in possession of documentation in regard to employment abroad, attending business conferences, medical emergencies or admission into Foreign Universities etc., the Government of India has introduced a system of issue of passports for the above categories of persons on out of turn basis on submission at verification Certificates specimen of which is given in the printed instructions attached to the passport application forms. However, it has been observed that some of the Officers have been issuing these verification Certificates so indiscriminately little bothering to check-up the genuineness whether the applicants are personally known to them actually or otherwise. Normally, Passports are issued to the applicants in a period ranging from two to three months. However, in extreme emergent cases passports are issued on the basis of Verification Certificate pending mandatory police reports. But some of the Officers mostly at the local level (SMDs, ADMs, SSPs) and sometimes at the State Government level (Joint Secretaries, Chairman of State Corporations) are on the signing spree of these Verification Certificates. But some of the officers without foreseeing the implications of their "goodwill gestures" have been risking themselves by signing these Verification Certificates with no knowledge of the applicant's background. In some cases, the applicants who are in possession of these Verification Certificate Visit this office without any documentary evidence in proof of their urgency for the issue of passports to them. This often puts us in a difficult position. You appreciate the very facts that Passport is a very valuable document and involves country's security, integrity and sovereignty.

3. You may, therefore, like to consider issuing necessary instructions to all the concerned officers to ensure that they should issue the Verification Certificates only to the persons who are known to them and that who actually need to go abroad in extreme emergent circumstances and the said applicants are in possession of the other required documentation pertaining to the urgency of issue of passports.

4. Secondly, we shall also be grateful if you could kindly put in a word with the Director General of Police of your State to instruct the District Police Authorities to send their police reports to this office as expeditiously as possible enabling this office to issue passports to the needy public without any delay. Sometime bonafide applicants share with us their bitter experiences which they undergo with the local police authorities during the process of verification of their antecedents. They may be directed to be polite and appreciative of the problems of the applicants and they should not subject them to any harassment whatsoever.

5. Thirdly, it has also been observed that some Travel Agencies are operative in the State including the U.T., who reportedly fleece the innocent public on the pretext of arranging issue of passports to them in no time. They also reportedly hoodwink the public and make them to shell out huge amounts. You may, therefore, also like to direct the concerned authorities to be more vigilant and to keep strict watch on the activities of some of these self claimed "Government recognised Passport Agencies."