

**CENTRAL INFORMATION COMMISSION**  
**2nd Floor, 'B' Wing, August Kranti Bhawan**  
**Bhikaji Cama Place, New Delhi-110066**  
**Tel: +91-11-26186535**

**Appeal No.CIC/KY/A/2016/000688**

**Appellant:** Seraj Ahmed,  
Mohalla Bajararia Paschim,Khallillabad,  
Distt. -Sant Kabir Nagar, U.P.-272175.

**Respondent:** Central Public Information Officer  
RPO, M/o External Affairs,  
Passport Office Complex, Behind RBI,  
Vipin Khand,Gomti nagar, Lucknow, U.P.-226010.

**Date of Hearing:** 10.03.2017

**Date of Decision:** 10.03.2017

**ORDER**

**Facts:**

1. The appellant filed RTI application dated 02.09.2015 seeking information on 4 points: (i) Certified xerox copy of the order issued by the Home Ministry for issuance of passport to Govt. employees who had applied after taking permission from the concerned department, (ii) Details of the time limit for issuance of the passport of govt. employees whose police verification is not required, (iii) Details of the official/officer concerned where his passport application is pending and (iv) When his passport will be issued.
2. The CPIO responded on 16.09.2015 by giving a point wise reply. The appellant filed first appeal dated 23.10.2015 before the first appellate authority (FAA). The FAA responded on 27.11.2015 . The appellant filed second appeal to the Commission on 14.12.2015 on the ground that information should be provided to him.

**Hearing:**

3. The appellant and the respondent participated in the hearing.
4. The appellant stated that he has been provided incomplete and misleading information, particularly correspondence relating to verification of NOC dated 31.07.2015. The appellant stated that he has been refused this information on the grounds that the procedure is confidential. The appellant further stated that now he has got the passport.
5. The respondent stated that the passport has been issued to the appellant on 23.01.2017. The respondent stated that in their system, there is no feature for issue of reminder if a reply to verification request is not received. In the new system, the position merely shows that passport issue is on 'hold'.

**Discussion/ observation:**

6. The Commission observed that the reply given by the respondent is satisfactory.
7. However, the respondent is advised to improve their system to include issue of reminder/warning if response to request for verification or reply from passport applicant is not received within a predefined time. Further, such a reminder should be issued under intimation to the applicant.

**Decision:**

8. No intervention is required in the matter at the level of this Commission.
  9. The Chief Passport Officer is advised to take action as per para 7 above.
- The appeal is disposed of. Copy of the order be given to the parties free of cost.

**(Radha Krishna Mathur)**  
**Chief Information Commissioner**

Authenticated true copy

(S.C. Sharma)

Dy. Registrar

CC: The Chief Passport Officer , Ministry of External Affairs, CPV Division,  
Patiala House Annexe, Tilak Marg, New Delhi-110001