



GOVERNMENT OF INDIA
DEPARTMENT OF PUBLICATION
CIVIL LINES, DELHI – 110 054.
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No: 673/O&M/2018

Dated : 27th August, 2019

OFFICE MEMORANDUM

Subject: Citizens'/Clients' Charter of Department of Publication for 2018-19 on a Half yearly Basis-regarding.

The undersigned is directed to refer to Ministry of Housing and Urban Affairs (Coordination Section) O.M. No A-46020/02/2015-Coord.(Vol.II) Dated 13.02.2019 and to forward a copy of updated Citizens'/Clients' Charters of Department of Publication for 2018-19 on a Half Yearly Basis (from 01-10-2018 to 31-03-2019) which is uploaded in the website i.e. www.deptpub.nic.in in Bilingual (Hindi and English) and being updated through NIC enclosed herewith for the information

Encl: As above.


(A.S.Pensia)
Asstt. Controller (Admn.)

To

1. The Under Secretary (Coord), Ministry of Urban Development, Nirman Bhavan, New Delhi.
2. The Deputy Secretary (PG Division), Department of Administration Reforms & public Grievances, PG Division, Sardar Patel Bhawan, Sansad marg, New Delhi.
3. e-gazette section, for uploading on the website.



Citizen`s / Client`s Charter
For
Department of Publication
(Half yearly Basis-2018-2019)
(01-10-2018 to 31-03-2019)

Address	Civil lines, Delhi-110054
Website ID	www.deptpub.nic.in
Date of Issue	July 2019
Next Review	January 2020

Citizen`s /Client`s Charter for Department of Publication-

(Half Yearly Basis-2018-2019)

(01-10-2018 to 31-03-2019)

VISION Mission

Vision

To develop as capable publisher, custodian and distributor of all central Government Publications in order to provide efficient services to Government.

MISSION

To meet the Publications-need of the Union Government in an efficient and effective manner.

(01-10-2018 to 31-03-2019) Main Services/Transactions

S. No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required
1.	To provide prompt and timely services to the indenters / customers.	35	Smt. Lucy Jyoti Beck, Asstt. Controller (Business)	Acobdep 2017@gmail.com	996831 32679	To deliver demanded books daily within half an hour to 2 (TWO) hours time.	Requisition from the Customers
						To deliver demanded books within 5 days after receiving payment through NEFT /NTR Portal.	Requisition from the Indenters along with receipt showing payment made through NEFT/NRT portal for required publications.

S. No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobil e (Phone No.)	Process	Document Required
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2.	To ensure realization of dues from Ministries / Departments	35	Shri V.K.Singh , Financial Officer	fo-dep@nic.in	989954 5256	By constant follow-ups with the indenters for outstanding payment by sending reminders along with copies of bills to the concerned Ministry / Department	A forwarding letter containing bill No. and date of the payment made through NEFT/ RTGS.
3.	To adopt latest technology in stock management and improve work environment.		Mrs. Lucy Jyoti Back, Asstt. Controller (Business)	Acobdep 2017@gmail.com	99683132 679	Updating of all publication including fresh arrivals on the website of this Department.	Updating of the Publication on the website on this Department.

(01-10-2018 to 31-03-2019) Main Services/Transactions

S. No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobil e (Phone No.)	Process	Document Required
4.	Acknowledgement/Forwarding of the Public Grievance Petitions	05	Shri A.S. Pensia , Asstt. Controller (Admn.)	acop-dep@nic.in	99907 22186	Acknowledgement, scrutiny of grievance petition, identifying concerned section, forwarding for redressal under intimation to petitioner.	_Details of nature of specific grievance, postal address and e-mail of the Petitioner.
5.	Decision on receipt of grievance disposal communication from office concerned.	05	Shri A.S.Pensia, Asstt. Controller (Admn.)	acop-dep@nic.in	99907 22186	Sending reminders holding review meetings, scrutiny of record / final disposal report received from section concerned and taking final decision on redressal.	Forwarding letter containing all the details of nature of grievances and copies of documents sent earlier and payment details etc.

(01-10-2018 to 31-03-2019)

IV-Service Standards

S. No.	MAIN SERVICES	STANDARD
1. a)	To provide prompt and timely services in respect of Publication of Advt. in Gazette of India Part-III, Sec.-IV (extra-ordinary and weekly). Relating to various University / Banks / Insurance Companies and Statutory Bodies.	Forwarding of print orders to the concerned Government of India Presses for e-publishing and uploading the advertisement in the concerned parts and section of Gazette of India
b)	Part-IV (Weekly)- relating to change of name, religion, Adoption, Advertisement of Stock Exchanges and Company Notices etc.	-----DO-----
2.	To provide prompt and timely services to the indenters / customers.	Supply of demanded books to the Customers/Indenters within the stipulated time frame

(01-10-2018 to 31-03-2019)

Grievance Redress

Website URL to lodge <http://pgportal.gov.in/>

S.No.	Name of Public Grievance Officer	Helpline	Email	Mobile
1.	Shri A.S. Pensia	23813761	acop-dep@nic.in	9990722186

LIST OF Stakeholders/Clients

S.No.	Stakeholders / Clients
1.	Central Government Ministries/Departments and Organizations
2.	Ministry of Defence for defence Publications
3.	Hon'ble Supreme Court of India for Supreme Court Report
4.	State Governments/Union Territory Administration and Organizations
5.	Citizens of India

(01-10-2018 to 31-03-2019)

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centre's	Landline Nos.	Email	Mobile No.	Address
1.	Department of Publication	23812527	cop-dep@nic.Com	011-23813761	Controller of Publication Civil Lines Delhi - 110054

Citizen`s /Client`s Charter for Department of Publication

(Half Yearly Basis -2018-2019)

(01-10-2018 to 31-03-2019)

Indicative expectations from service recipients

It is the responsibilities of the Citizens / Clients if they are to avail efficient service delivery at the standards stated in the Charter. They should make sure that the documents submitted by them must be complete i.e. completed application forms along with the required enclosures, duly attested where required; cross-checking for information or the latest position on a matter on the Department's website before raising a query or a grievance etc.