

**GOVERNMENT OF INDIA
DEPARTMENT OF PUBLICATION
CIVIL LINES, DELHI – 110 054.**

CITIZEN'S CHARTER

Department's Vision, Mission, Objectives and Functions

VISION:

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

MISSION:

- To meet publication needs of the Union Government in an efficient and effective manner.

OBJECTIVES:

- To provide prompt and timely services to the indenters / customers.
- To ensure realization of dues from Ministries / Departments.
- To adopt latest technology in stock management and improve work environment.

FUNCTIONS:

- Stocking, Sale and Distribution of Government Publications and Periodicals brought out by various Ministries / Departments of Government of India.
- Publishing Gazette of India.

- Cataloguing of publications / periodicals, issue of symbol numbers, pricing and sales promotional activities.
- Securing advertisements for insertion in Government Publications and Periodicals.
- Stocking and distribution of Defence publications.
- To maintain accounts and supply of publications to private agencies, Sale and Return agents and running Department's own Sales - Depots / Counters.
- Timely raising of bills and realization thereof.

To provide prompt and timely services to the indenters / customers

Action 1:

To ensure the availability of the published copies of Gazette Notifications containing their advertisement to the indenters within 45 days from the receipt of their material for printing, complete in all respect.

Action 2:

To supply the demanded books to the Indenters within 5 days after encashment of payment sent by the indenter

To ensure realization of dues from Ministries / Departments.

Action 1:

By raising Bills in time and constant follow-ups with the indenters for current payments

Action 2:

Raising of outstanding bills towards realization of payment thereof.

To adopt latest technology in stock management and improve work environment.

Action 1:

Digitalization of Gazette of India on the website of this Department by creating e Gazette Cell. (Gazette Notifications printed from January 1, 2010 onwards at respective GIPs (Mayapuri/Minto Road/Faridabad) would be uploaded by them where as this Department along with Minto Road Press have taken up the Job of uploading Gazette Notifications prior to January 1, 2010