



Citizen's/client's Charter for Department of Publication

(Half Yearly basis 2023-2024)

(01-10-2023 to 31-03-2024)

Address	Civil Lines, Delhi-110054
Website Id	www.deptpub.nic.in
Date of Issue	September 2023
Next Review	January 2024

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Vision & Mission

Vision

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

Mission

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

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Main Services/Transactions

S. No	Services/ Transaction	Weight	Responsible Person (Designation)	E-mail	Mobile No.	Process	Document Required
1.	To provide prompt and timely services to the indenters/ customers	38	Smt. Lucy Jyoti Beck Asstt. Controller (Business)	acop-dep@nic.in	9968312679	To deliver demanded books daily within half an hour to 2 hours time	Requisition from the Customers
						To deliver demanded books within 5 days after receiving payment through NTR Portal/NEFT	Requisition from the indenters along with receipt showing payment made through NEFT/NTR portal for required publications.
2.	To ensure realization of dues from Ministries/ Departments	24	Smt. Mukta Narula (Financial Officer)	fo-dep@nic.in	011-23813762	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/NTR portal
3.	To adopt latest technology in stock management and improve work environment	22	Smt. Lucy Jyoti Beck, Asstt. Controller (Business)	acop-dep@nic.in	9968312679	Updating of all publication including fresh arrivals on the website of this Department.	Updating of the Publication on the website of this Department.

4.	Acknowledgement /forwarding of the Public Grievance Petitions.	09	Smt. Lucy Jyoti Beck, Asstt. Controller (Admn.)/HoO	acop-dep@nic.in	9968312679	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.	07	Smt. Lucy Jyoti Beck, Asstt. Controller (Admn.)/HoO	acop-dep@nic.in	9968312679	Sending reminders holding review meetings, scrutiny of records/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.

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IV-Service Standards

S. No.	MAIN SERVICES	STANDARD
1. (a)	To provide prompt and timely services in respect of Publication of Advertisement in Gazette of India Part-III, Section-4 (Extra-ordinary and weekly). Relating to various University/Banks/Insurance Companies and Statuary 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 Exchange and Company Notices etc.	-----Do-----
2.	To provide prompt and timely services to the Indenters/Customer.	Supply of demanded books to the Indenters/Customers within the stipulated time frame.

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Grievance Redress

S.No.	Name of Public Grievance Officer	Helpline	E-mail	Mobile
1.	Smt. Lucy Jyoti Beck, Asstt. Controller (Admn.)/HoO	23813761	acop-dep@nic.in	9968312679

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List of Stakeholders/Clients

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

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Responsibility Centers and Subordinate Organizations.

S. No.	Responsibility	Landline	E-mail	Mobile	Address
1.	Department of Publication	011-23812527	cop-dep@nic.in	011-23813761	Controller of Publication. Civil Lines Delhi-110054

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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.