



# **Citizen's Charter**

## **Department of Printing and Stationery (DP&S) Government of Goa**

*An ISO 9001:2008 Certified Department*

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## **Our Vision**

To timely deliver our publications and printed products and consistently meet customer expectations.

## **Our Mission**

- To recognize the citizens/clients right to Quality, Services, Timely Delivery and Cost
- To ensure maximum satisfaction to the citizens/clients
- To continually improve services and service standards
- To continually improve quality by investing in people and technology

## **Stakeholders Consulted**

- Citizens
- State Government Departments
- Educational Institutions
- DP&S Staff

Service Standards				
Sr. No.	Service/Transaction	Service Standard	Service Indicator	Units
1	Publication of Government Notifications/Orders in Official Gazette* <i>*Gazette published every Thursday (If holiday, then following working day)</i>	Within 7 days from the date of receipt of complete request	Time	Days
		Within 10 days from the date of receipt of complete request where notification/orders contains more than 40 pages	Time	Days
2	Publication of Private Notices in Official Gazette	Within 7 days from the date of receipt of Notice	Time	Days
3	Publication of Government Notification/Order in Extraordinary Gazette	Within 1 day from receipt of Notification/Order	Time	Days
4	Publication of Government/Private Tenders/Notices in the 'Goa Vacancy and Tender Bulletin*' <i>*Bulletin published every Monday (If holiday, then following working day)</i>	Within 7 days from the date of receipt of Tender/Notice	Time	Days
5	Publication of New and Amended Acts	Within 15 days from the date of publication of Notice in Official Gazette	Time	Days
6	Dispatch of Gazette/Bulletin to subscriber by Post/Email	a. First dispatch within 7 days from the date of payment of subscription b. Subsequent dispatches within one day from the date of publication till the validity of the subscription	Time	Days
7	Sale of Gazette, Bulletin, Acts, Utility Calendar*, Diaries* and other Publications at the DP&S sales counter <i>*Next Year's Utility Calendar and Diary will be available from November 15 of current year</i>	Within 5* minutes from the time of payment <i>*Upto 20 quantity</i>	Time	Minutes
8	Sale of Certified copies of Gazette	2 minutes per page	Time	Minutes
9	Intimating Govt. Departments about readiness of their supply order for next year's Utility Calendar and Diary	By December 15 of current year	Date	Date
10	Supply of Scheduled Forms	Within 7 days from date of receipt of complete request	Time	Days

Service Standards (Contd.)				
Sr. No.	Service/Transaction	Service Standard	Service Indicator	Units
11	Supply of Departmental Specific Forms/Reports	Within 15 days from the date of receipt of complete request for upto 20,000 sheets (Pro rata increase in service standard based on additional quantity)	Time	Days
		Within 15 days from the date of receipt of complete request for upto 8000 sheets in Color Prints (Pro rata increase in service standard based on additional quantity)	Time	Days
		Within 15 days from the date of receipt of complete request for upto <ul style="list-style-type: none"> <li>• 32,000 pages of Booklet of A4 size</li> <li>• 16,000 pages of Booklet of A3 size</li> <li>• 8,000 pages of Booklet of A2 size</li> </ul> (Pro rata increase in service standard based on additional quantity)	Time	Days
12	Supply of Rubber Stamps	Within 7 days from the date of receipt of complete request	Time	Days
13	Supply of Ancient Photograph	Within 7 days from the date of receipt of complete request	Time	Days
14	Braille Printing	Within 7 days from the date of receipt of complete request	Time	Days
15	Reference of old publications in the Library	Immediately		
16	Fixing of Rate Contracts for Govt. Departments for supply of stationery	By March 31 every year	Date	Date

*\*Days refer to working days*

Expectation from Service Recipients	
Service/Transaction	Expectation from Service Recipients
Publication of Government Notifications/Orders in Official Gazette	<ul style="list-style-type: none"> <li>The official email ID should be used to send scanned copy of the Notification/Order(s)</li> <li>All Notification/Order(s) should be duly signed and stamped by concerned authority</li> <li>Editable copy in word format should also be provided</li> </ul>
Publication of Private Notices in Official Gazette	<ul style="list-style-type: none"> <li>Requestor should duly sign the Notice along with full name and residential address</li> <li>For requests from Devasthan, Notice should also be countersigned by the Mamlatdar of the concerned Taluka</li> </ul>
Publication of Government Notification/Order in Extraordinary Gazette	<ul style="list-style-type: none"> <li>All Notifications/Orders should be duly signed and stamped by concerned authority</li> <li><b>Or (if sent by email)</b></li> <li>The official email ID should be used to send scanned copy of the Notification/Order which is duly signed and stamped by concerned authority</li> <li>Editable copy in word format should also be provided</li> <li>Following 3 categories of Notification/Order to be submitted for publication in the Extraordinary Gazette <ul style="list-style-type: none"> <li>Constitutional Orders like Ordinances etc., issued by President of India, Governor of Goa; under the provisions of the Constitution of India</li> <li>Acts, Rules which have a financial impact on the State Treasury</li> <li>Orders issued by Election Authorities i.e. Chief Election Commission, State Election Commission and Returning Officers</li> </ul> </li> <li>Notification/Order received by DP&amp;S upto 16.00 hrs. will be published within 1 day</li> <li>Notification/Order(s) received by post 16.00 hrs. it will be published within 2 days</li> </ul>
Dispatch of Gazette/Bulletin to subscriber by Post/Email	<ul style="list-style-type: none"> <li>Refer to website <a href="http://www.goaprintingpress.gov.in">www.goaprintingpress.gov.in</a> for list of publications and price</li> <li>Payment to be made at DP&amp;S office in Panaji or Sales Counter at Margao</li> <li>Duly signed and complete application form should be submitted</li> </ul>
Intimating Govt. Departments about readiness of their supply order for next year's Utility Calendar and Diary	<ul style="list-style-type: none"> <li>Material to be collected within 1 month from date of intimation</li> </ul>

Service/Transaction	Expectation from Service Recipients
<p>Supply of Scheduled Forms</p> <p>Supply of Departmental Specific Forms/Reports</p> <p>Supply of Rubber Stamps</p>	<p>For Department specific forms/reports and stamps:</p> <ul style="list-style-type: none"> <li>• Specimen with complete specifications should be provided</li> <li>• Editable soft copy along with the duly signed hard copy of the specimen should be provided (size of the stamp should be mentioned)</li> <li>• Timely approval of proof should be provided for all</li> <li>• Material to be collected within 1 week from date of intimation</li> <li>• Transfer entry certificate signed by competent authority to be submitted for collection</li> </ul>
<p>Supply of Ancient Photograph</p>	<ul style="list-style-type: none"> <li>• Duly signed and complete application form should be submitted</li> </ul>
<p>Braille Printing</p>	<ul style="list-style-type: none"> <li>• Requestor to provide soft copy in editable format</li> </ul>

<b>Complaint Handling Mechanism (CHM)</b>		
Where to lodge a complaint	<ul style="list-style-type: none"> <li>• In person or post at the DP&amp;S office in Panaji</li> <li>• Tel.: 0832-2426441 (Ext.: 19)</li> <li>• Email: <a href="mailto:pgo-gpps.goa@nic.in">pgo-gpps.goa@nic.in</a></li> </ul> <p><i>Complaint form is also available at the Sales Counter at the DP&amp;S office in Panaji</i></p>	
Acknowledgement of complaints	<ul style="list-style-type: none"> <li>• Complaints received in person/telephone will be acknowledged instantly</li> <li>• Complaints received through post/email will be acknowledged within 1 day</li> </ul>	
Time for resolution of complaint	Within 15 days from the date of receipt of complaint	
Escalation of complaints	In case the complaint is not resolved in 15 days time or the resolution is not to the satisfaction of the complainant, the same can be escalated to the Director, DP&S for review	
Time for resolution complaint after escalation	Within 15 days from the date of escalation	
Contact details of Director and Public Grievance Officer (PGO)	PGO Designation: Office Superintendent Tel.: 0832-2426441 (Ext. 19) Email: <a href="mailto:pgo-gpps.goa@nic.in">pgo-gpps.goa@nic.in</a>	Director DP&S Tel.: 0832-2226528 Email: <a href="mailto:dir-gpps.goa@nic.in">dir-gpps.goa@nic.in</a>

### **Subordinate Offices:**

DP&S has one responsibility centre in Margao for the sale of various publications and accepting request for private notices/advertisements