

Citizen Charter

Directorate of Printing executes all printing jobs of various Ministries / Departments of the Government of India.

1. Our Vision

The following will be the Vision Statement of the Directorate of Printing:-

2. Vision Statement

- To provide best quality printing at most competitive rates and to ensure assured delivery of printed matter within desired time schedule to our client+ Departments.
- A Vision Statement is a statement of future intent. We need to translate this Vision into reality with long term strategic planning.
- The Mission statement is a clear and succinct representation of the Organizations purpose for existence. Thus the Mission Statement of the Directorate of Printing will be as under:-

3. Mission Statement

- To aspire towards achievement in overall excellence in our work and encourage creativity, ethics and value in our organization and ensure accountability of each employee towards the goals of the organization.
- To provide a transparent, responsive and responsible administration that will balance the demands of our Client Departments and meet the aspirations of our employees.
- To constantly innovate and introduce changes in procedure, in consonance with requirements of today and tomorrow and to make the Government of India Presses profit driven, industrial units which are self sustainable in the long run.
- To constantly strive towards upgradation and introduction of latest modern technology in Printing in the Government of India Presses.
- To remain the sole printers to the Government of India.

4. The Citizen Charter

- To offer a one stop solution to all Government Departments for all their printing needs.

- To provide complete information to client Departments about the methods, rules, regulations applicable when printing jobs and requisitions are forwarded to us for printing.
- To render time bound service and meet deadlines. The norms in this regard will be displayed on the website i.e minimum delivery time and response time –in the most professional manner
- To display working hours and shift-timings of all GIPs and office working hours of the Directorate of Printing.
- To display norms for calculation of cost of printing and procedure to raise bills and receive payments for our services, for the benefit of our Client Departments.
- To provide information regarding procedure for approval of paper quality and list of available paper and sample paper in the Directorate of Printing itself without asking client Department to liaison with individual GIPs.
- To provide our client/user Departments a complaints/grievance redressal cell along with Name and telephone number of officer, in the Directorate of Printing specially designated for the purpose.
- To notify any change or added facilities to all our clients Departments through our website.

5. Details of business transacted by the Directorate of Printing.

- The Directorate of Printing , an attached Office of the Ministry of Urban Development, is primarily responsible for executing printing jobs of all Ministries/Departments of Govt. of India along with printing of publications of various Ministries/Departments and also printing of forms for Civil and Defence purpose. Stocking and distribution of various forms for Ministries/Departments, as per their requirements are other important functions of this Directorate. Having professional in the Organization, this Directorate also renders advice from time to time to various State Governments and Central Government on technical matters relating to printing and allied matters in printing technology as well. It has under its administrative control 16 Govt. of India Presses including 3 Text Book Presses spread throughout the country, and outside Printing Branch and one Form Store at Kolkata for exclusively fulfilling the demand for various standard forms for the Ministries/Departments of the Central Government.
- The Directorate mainly deals with the printing of various items of Ministries/Departments including Lok Sabha and Rajya Sabha, such as Sessional jobs, daily Bulletin, Manuals, Reports, Publicity Materials, Scientific Publication etc. In spite of heavy constraints and specific demands of Departments for printing of publications etc. by Desk Top Publishing,

Offset printing with colours, best efforts are made to accommodate requests of various Departments to achieve desired quality in production. Some of the voluminous items as mentioned below are printed under tight time schedule every year:-

- Economic Survey of Ministry of Finance.
- Publications connected with Adult Education.
- Reports of Comptroller and Auditor General of India.
- Printing work relating to Republic Day, Independence Day and Other Official Ceremonies.
- Overnight printing of all the seasonal jobs of Parliament (i e. List of Business, Question list Bill, Synopsis, Cut Motion etc.) for circulation amongst the Hon`ble Members of Parliament during Session.
- Periodicals, Reports, Journals of different Departments.
- Import and Export Policy.
- Annual Reports, Performance Budget and Demand for Grants of all the Ministries/Departments of the Govt. of India.
- Railway Budget
- Weekly and Extra-Ordinary Gazettes of Govt. of India.
- Extra Ordinary and Weekly Gazette of Delhi.
- National Cadet Corps invitations, reports, bulletins etc.
- Programme of VIPs of inside and outside country.
- Reports of the Commission of Inquiries.

6. Details of Clients

All Ministries/ Departments of Govt. of India including Lok Sabha /Rajya Sabha Secretariat, State Governments.

Expectations from the Ministries/Departments.

Each Ministry/ Department/State Govt. expect timely completion of job by the Govt. of India Press under the Directorate of Printing. Two Manager level officers work in the Directorate of Printing who keep liaison with each Press and assign the jobs to the concerned press keeping in view the urgency, Workload of each press and other relevant factors. Each job is assigned a job number and sent to the concerned Govt. of India Press. The Govt. of India Press does the printing job accordingly.

All the Ministries/Departments are expected to give C.D/Camera ready, copy of the material to be printed at least 45 days in advance so that the job may be accomplished in time. In case of urgency also, the job is completed but it is expected that at least 15 working days should be given to the Govt. of India Press

7. Public Grievances Redressal Mechanism

The Public Grievances of employees of various Govt. of India Presses received direct or through the P.G.Cell of the Ministry of Urban Development generally pertain to their service matters.

For redressal of public grievances of employees of the presses , a P.G.Cell is functioning in the Directorate of Printing under Shri R.K.Arora, Joint Director(Admn.)- II as Nodal Officer to monitor and ensure timely disposal of all the P.G.Cases.

In order to ensure prompt redressal of P.G. Cases, following time schedule has been laid down:-

- The receipt of PG Case in the Section:- the concerned dealing assistant shall put up the receipt in 3 working days.
- The concerned Assistant Director shall clear the file within one working day.
- Where report is to be collected from GIPs the same will be obtained within 15 working days.
- After receipt of the report, final reply shall be sent to the applicant within 2 working days and a copy shall also be endorsed to the P.G Cell in the Ministry of Urban Development.
- In case where any other Ministry/Department is to be consulted, a reference shall be made within four working days and an interim reply shall be given to the applicant. A follow up action with the concerned Department shall continue so that a final reply to the applicant may be sent within a total period of 21 days from the date of receipt of P.G.Case.

8. Matter Pertaining to the RTI in the Directorate of Printing

In the Directorate of Printing all Assistant Directors are APIO for the RTI matter in respect of the subject matter being handled by them. The concerned Deputy Director is the CPIO and the Deputy Secretary is the Appellate Authority. In the Government of India Presses, the Manager of the Presses is the CPIO, who gives information to the applicants. The next superior authority dealing with the subject matter is the Appellate Authority.