

Publications Division
Ministry of Information & Broadcasting

Citizen Charter

Our mission

- “ To give authentic and up to date information to general public in India and abroad, on topics of national importance. This is done by.
- “ Publishing books and periodicals on matters of national importance in the spheres of Economy, History, Art & Culture Heritage, Gandhian, Biographies of national leaders and Children’s literature etc. at reasonable price to facilitate wider access to people.
- “ Publish Selected Speeches of Presidents and Prime Ministers of India to serve as a repository of thoughts at the highest levels of state and govt. for the future generations to read and imbibe.
- “ Publish Employment News weekly in Hindi, English and Urdu to publicize job opportunities in the Central and State Government organizations including Public Sector Undertakings.
- “ To publish Yojana, a journal on developmental activities in 13 major languages besides, Ajkal, a literary magazine in Hindi and Urdu and Bal Bharati, a magazine for children. Another magazine . Kurukshetra, devoted to rural development published in Hindi and English.
- “ Intent to enter in the field of e-books.
- “ To ensure wider reach of our publications and hence govt. policies and programmes, through organizing and participating in Book Exhibitions in India & abroad and organize events/competitions etc., through an integrated marketing action plan.

Our Services

Providing books, Journals, and CDs through our Sales Emporia located at

- “ Sookhana Bhavan, CGO Complex Lodi Road New Delhi Tel. no. 24365610
- “ Hall No. 196, Old Secretariat, Delhi Tel. No. 23890205
- “ AqWing, F-Block, Ground Floor, Rajaji Bhavan, Besant Nagar, Chennai Tel. No. 044-24917673
- “ 8, Esplanade East, Kolkotta Tel. No. 033 . 22488030
- “ B-701, C Wing, 7th Floor, Kendriya Sadan, CBD Belapur, Navi Mumbai - 400614 Tel. No. 022-27570686
- “ Block no.4, First Floor, Gruhakalpa Complex, M.G. Road, Hyderabad . 500001. Tel. No. 040 . 24605383
- “ IInd floor, Hall no.1, Kendriya Bhavan, Sector H, Aliganj, Lucknow . 226024. Tel. No. 0522-2325455
- “ Bihar State Co-operative Bank Building, Ashoka Rajpath, Patna . 800004. Tel. No. 0612 . 2683407
- “ Press Road, Near Govt. Press, Thiruvananthapuram . 695001. Tel. No. 0471 - 2330650 Feeder Stores, CGO Complex, NH-IV, NIT, Near KC Cinema, Faridabad, Haryana Tel.No.0129-2413702

Our commitments to our Clients

- " **Book Buyers** - provide quality Books on issues of national interest at affordable price.
 - " **Subscribers of Journals** - We will process the request for subscription for Journals, within four weeks after receiving the subscription.
 - " **Authors** - Publication of books within 8-10 months of acceptance of manuscripts, timely payment of royalty to our authors.
Publication of books on subjects such as Indian philosophy, culture, history, freedom struggle, land and people, flora and fauna, art and architecture, popular science and technology, media and communication, sports and games, health and nutrition, folk literature, economy and polity, environment, disaster management, women's empowerment personalities and other areas which may be covered under the objectives mentioned above.
- Helping employment seekers by publishing employment opportunities through the weekly **Employment News**
- " **Distributors** - Timely supply of Books and Journals on demand as per terms of agreements

Expectations from our Readers

- " Prompt feedback from the readers about the quality of contents, presentation, timely publication, wider & easy availability, improvement of websites.
 - " Suggestions for new titles & improvements of existing books market trend advice on books & journals, from time to time.
Authors wishing to publish book through Publications Division can send proposal by email or post. The proposal should be on topics which are consistent with our objectives viz. subjects encompassing various aspects of India's heritage, community life, science and fine arts and development.
- Suggestions for improvement of services

Book Prices and Subscription Charges

- " Our books are sold at a reasonable price with special discounts during exhibitions and special occasions at all sales counters. For bulk order for distributors we give the special discounts:

Grievance Redressal

Grievances may be addressed to:-

Joint Director (Grievance)
Publications Division
CGO Complex
Soochna Bhavan, Lodhi Road,
New Delhi . 110 003.
Phone : 24362958

If you are not satisfied with our reply or action taken on your complaint, you may send your grievance to:-

Joint Secretary (Grievances)
Ministry of Information & Broadcasting
Shastri Bhavan,
New Delhi . 110 001.

Publications Division

(Coordination Cell)

Subject: Implementation of Citizen's/Client's Charter of Ministry of Information and Broadcasting for the year 2014 -regarding

Reference Ministry of I&B I.D. Note No.-3/12/10-FS dated 31.12.2013 on the above noted subject is.

2. In this regard, it is stated that Citizen Charter of the Publications Division has been revised. Accordingly copy of Citizen's Charter of Publications Division is enclosed for preparation of Citizen's/Client's Charter for the year 2014.

Encl: As above

(Gopal)

Dy. Director (Admn.)

Tel.No.24368009

Ministry of I&B {Shri P.K. Jha, DO(FS)}, Shastri Bhavan, New Delhi
DPD I.D. No. No.3-22/2005-CC, Dated 25.02.2014

No.3-46/2013-CC
Government of India
Publications Division
Ministry of Information & Broadcasting
Soochna Bhavan, CGO Complex, Lodhi Road

Dated 28.08.2015

Subject: Reconstitution of Internal Complaints Committee (Women's Cell) in Publications Division.

The Internal Complaints committee of Publications Division has been reconstituted with the following members:

S.No.	Name & Designation	Telephone Number
1.	Ms. Manjula, Dy. Director, Chairperson	011-24362920
2.	Smt. Sobhana Taneja, Asstt. Director (OL), Member	011-24362977
3.	Sh. Shahid Anwar, Asstt. Director, Member	011-24362928

2. The Internal Complaints Committee will review the programmes and monitor implementation of the development schemes for women in accordance with the guidelines suggested by the National Commission for Women. The Committee will also function as the Complaint Committee in terms of the judgment delivered by the Hon'ble Supreme Court in matter relating to sexual harassment in work place, which has since been included in the CCS (Conduct) Rules, 1964 as rule 3 C. Accordingly this Cell will also look into all complaints of sexual harassment except complaints filed against the heads of the Division.

3. The Chairperson shall have the authority to co-opt or call for the participation of any other officers of the Division as and when required by the Committee.

This issues with the approval of Additional Director General (I/c).


(Gopal)

Dy. Director (Admn.)
Tel.No.24362932

To
Chairperson/Members of ICC, Publications Division

Copy to:

1. PPS to ADG(I/c)
2. PS to Director (Admn.)
3. All Officers/Staff Members of Publications Division
4. All field units located in Delhi and outside Delhi
5. M/o I&B (Shri S.S. Bedi, US), Shastri Bhavan, New Delhi
6. A & G Section for displaying on the Notice Board
7. Ms. Leela Minakshi, AD/Web-site in-charge for uploading on the DPD's web-site