

**Publications Division**  
**Ministry of Information & Broadcasting**

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**Citizen Charter**

*Our mission*

- To publish 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.
- To 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.
- To 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 keep pace with technology, to provide e-recruitment solutions through an interactive website. Also, 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 is also being published in Hindi and English.
- To enter in the field of e-publishing through multi-media interactive CDs on subjects of cultural heritage and historical monuments and also e-books on the subjects already enlisted above.
- To ensure wider reach of our publications and hence govt. policies and programmes, through organizing and participating in Book Exhibitions and such other events like quizzes and competitions, through an integrated marketing action plan.

*Our Services*

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

- Soochana Bhavan, CGO Complex Lodhi Road New Delhi Tel. No. 24365610
- Hall No. 196, Old Secretariat, Delhi Tel. No. 23890205
- 'A' Wing, F-Block, Ground Floor, Rajaji Bhavan, Besant Nagar, Chennai Tel. No. 044-24917673
- 8, Esplanade East, Kolkotta Tel. No. 033 – 22488030

- 701, C-Wing, 7<sup>th</sup> Floor, Kendriya Sadan, Belapur, Navi Mumbai. No. 022-27570686
- Block no.4, First Floor, Gruhakalpa Complex, M.J. Road, Nampally, Hyderabad – 500001 Tel. No. 040 – 24605383
- IInd floor, Hall no.1, Kendriya Bhavan, Sector H, Alganj, 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

### *Home Library Scheme*

To reach out to the masses through Home Library Scheme. The salient features of the scheme are as under:

1. Lifetime membership fee is Rs.100/-(non-refundable)
2. Three-year subscribers of any of the Division's Journals get 50% concession and only Rs.50/- as membership fee.
3. 20% discount on purchase of books worth Rs.100/- or more (after discount).
4. On purchase of books worth Rs.500/- or more (after discount) in a year, members get in-house books/journals worth Rs.25/- free.
5. A Catalogue of Publications Division's books will be given free of cost to all members.
6. The scheme is operational within geographical boundaries of India only on a pilot basis.

Publications Division reserves the right to terminate the scheme any time by giving one month's notice through advertisement in newspapers.

### *Our Clients*

- Our Authors, Readers, Subscribers & Distributors.

### *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, calculated on 6 monthly basis.

- **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 content, 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.

***Book Prices and Subscription Charges***

- Our books are sold at a reasonable price with special discounts during exhibitions and special occasions like Independence Day, Republic Day and Gandhi Jayanti etc. at all sales counters. For bulk order for distributors we give the following discounts:

- i) Inland Retail Dealers on published prices 25%
- ii) Inland Wholesale Dealer with a stipulation that they would give a minimum business of Rs. 12,000/- (gross) during each contractual year
  - a) On published prices 33 1/3% (25% + 8 1/3% over riding discount)
  - b) An additional bonus discount over and above 33 1/3% to those wholesalers who give a business of Rs. 2 lakhs (gross) or over during one contractual year 6%

**Government departments – Central /State**

- iii) State Govts/ Union Territories/ Municipal Corporations
  - a) on a single bulk order upto and including Rs. 1 lakh (gross) 25%
  - b) on a single bulk order over Rs. 1 lakh (gross) 33 1/3%

**Libraries**

- On published price of all publications 10%

**Subscription for Journals**

The existing rates of subscription in respect of each journal are as under:

	<b>Bal Bharati</b>	<b>Other Journals</b>
Single copy	Rs.8	Rs.10
Annual subscription	Rs.80	Rs.100
Subscription for two years	Rs.150	Rs. 180
Subscription for three years	Rs.200	Rs. 250

These rates are inclusive of postal charges by ordinary mail.

Rates of annual subscription for supply of journals in foreign countries (by Air mail)

	<b>Bal Bharati</b>	<b>Other Journals</b>
Neighboring countries	Rs.510	Rs. 530/-
Other countries	Rs.710	Rs. 730/-

The rates of annual subscription for Employment News, a weekly journal, which is priced @ Rs. 8/- per copy is Rs. 350/-.

### **Commission for Employment News Agents**

Commission on the gross value of copies of each issue taken by an agent will be allowed at the rate of:

a)	Upto 2000 copies	25%
b)	Upto 2001 – 6000 copies	30%
c)	More than 6001 copies	35%

### **Grievance redressal**

Approach the concerned Officer directly for redressal of the grievance.

Some grievances take time for redressal, therefore, allow two to three weeks time for our response.

If not satisfied, provide a clear statement of grievance giving the background, details of interaction with the officers previously approached for redressal to

Joint Director (Grievance)  
Publications Division  
CGO Complex  
Sochna 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.

### **Suggestions from the Citizens**

Advice and suggestion from all citizens are invited on any aspect of our functioning. These may be sent at the following address:

Mail Address : Publications Division, Ministry of Information & Broadcasting, Soochna Bhavan, CGO Complex, Lodhi Road, New Delhi – 110 003.

e-mail : [dpd@sb.nic.in](mailto:dpd@sb.nic.in)

Visit our website for any details regarding Publications Division

<http://www.publicationsdivision.nic.in/>

### **Mechanism for Monitoring**

ADG (I/C) Publications Division has designated a senior officer as the “Nodal Officer” to oversee the implementation and monitoring of Citizen Charter.

2. The “Nodal Officer” shall be responsible for implementation and monitoring of organizations performance vis-à-vis commitment made in the Charter on regular basis. He shall keep the Head of the Deptt. informed.
3. The In-charge of the each wing shall submit a monthly report in performa annexed (Annexure – II) to the Nodal Officer on the 1<sup>st</sup> of the ensuing month giving details of cases received on an item of work during the month, number of cases where the work could not be completed within the prescribed time limit and reasons therefore. The monthly report shall be compiled by the Nodal Officer and submitted to the ADG (I/C), Publications Division for his perusal, to be discussed in the first weekly meeting of the following month for which the report has been submitted.
4. A consolidated quarterly report shall be submitted in the performa enclosed (Annexure - III) giving details of corrective action proposed to be taken to

meet the commitment in case of shortfall and steps taken, if any, to further improve the services.

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