



Republic of Mauritius

# GOVERNMENT PRINTING DEPARTMENT

**CUSTOMER**



**CHARTER**

# GOVERNMENT PRINTING DEPARTMENT





# CUSTOMER CHARTER

# CONTENT



- 07

Foreword

- 14

Services Offered

- 09

Introduction

- 17

Commitments

- 11

Mission Statement

- 19

Complaints

- 13

Values /  
Quality Values

- 23

Opening Hours /  
Contacts

FOREWORD

07

It is my immense pleasure to present the Customer Charter of the Printing Department to our esteemed customers.

Our Charter states our commitment to provide you with quality services. It also provides our employees with clear standards to strive for in service excellence and to achieve the Department's Vision and Values identified in our Annual Report and Strategic Plan.

I may say that Our Team is ever ready to do its maximum for successful service delivery. We have understood the value of collaboration and cooperation. Feedback on your experience with us is most welcomed.

It is our privilege to serve our customers and the country and witness our growth and success.

**Taryn Knubley**  
Government Printer

# INTRODUCTION

# 09





The Government Printing Department falls under the aegis of the Prime Minister's Office and its key functions is the provision of Printing services to our customers.

The Printing Department is the authority for the publication of the Government Gazette wherein laws are passed / gazetted as voted in the National Assembly before becoming effective.

# MISSION STATEMENT



- To provide an efficient and effective printing services
- To have the right person/competencies at the right place.

VALUES

13

## Values

To earn the respect and trust of our customers, we adhere to the following values:

- Honesty and Integrity
- Dignity and Respect
- Excellence and Quality
- Collaboration and Partnership
- Zero Tolerance of corruption practice

## Quality Values

Excellence is our standard.  
To achieve excellence we :

- Exceed our customer's expectations.
- Identify our customers' needs and determine if we are meeting those needs through the use of customer surveys and feedback.
- Ensure that each employee partners in the production concept of every job being "right and on time"
- Maximize the use of technology to support quality service.

## **Services offered**

One-stop service at a single location including Design, Printing and Binding

### **Services offered to the general public and Government / Parastatal Bodies:**

- Insertion of legal and other notices in the Government gazette
- Publication in the Government gazettes
- Subscription to Government gazette for the general public (annual fee Rs. 2,500)

### **Other Services offered to Government/ Parastatal Bodies only:**

- Graphic design services
  - Printing (Offset)
  - Security printing
  - Binding services
  - Short-run Digital Printing services (for emergency or short-run jobs)
- Note: Order to be placed through Storeform 17 (Printing Requisition)

### **Our major products:**

Government Gazette, Parking Coupon, Book, Brochure, Ballot paper, Letterhead, Visiting Card, etc...

## **Service standards you can expect of our employees**

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- We will take ownership of your enquiry, follow-up and keep you informed of progress to completion or direct you towards the section to be consulted.
- We will be realistic about what we can do and in what timeframes.
- We will provide you with accurate and consistent information.
- We will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.
- We will actively seek your feedback on our services to ensure they meet your needs.

OUR COMMITMENTS





- To commit ourselves to deliver quality work.
- To help build trust with our stakeholders.
- To hold confidential information until authorized for release.
- To accept work reviews as a mean to improve and enhance performance.
- To continue improving our knowledge and skills so that our production reach professional standards and achieve the best possible result.

# COMPLAINTS

19

ONLY RUBBER ROLLERS SHOULD BE USED AS INK

We shall make every effort to provide an efficient and effective service. We shall also welcome all suggestions and feedback from Ministries, Departments, the public and any other stakeholders to further improve the service. Consequently you are kindly invited to use the suggestion box (found at reception) to convey your views.



## Helping us to help you

You can help us to meet our commitments to you by:

- Submitting the necessary information (postal / e-mail address, phone numbers or any other contact details).
- Informing us promptly of any change of address.
- Renewing the subscription in time to avoid any additional costs and suspension in the delivery of government gazettes.
- being courteous, polite and respectful of our employees
- respecting the rights of, and provide courtesy towards, other customers
- being open and honest with us by providing accurate and complete details when contacting us
- letting us know when your requirement changes, for example, number of pages, colour preferences
- contacting the Department to make an appointment prior visiting the Department and collecting printed materials
- contacting the employee referred on any correspondence sent to you and quoting the reference number – if applicable
- working with us to help solve problems
- telling us where we fall short on our service in any aspect so that we may improve our services to you
- helping us recognise our employees by telling us when you have received excellent customer service.

**CONTACTS**

**23**

## **THE PARENT MINISTRY**

The Government Printing Department falls under the aegis of the Prime Minister's Office.

### **OPENING HOURS**

#### **MONDAY TO FRIDAY**

##### **Production**

7.00 hrs to 22.15  
(Lunch Break : 10.00 - 11.00)  
(Dinner Break : 18.30 - 19.00)

##### **Administration**

8.45 hrs to 16.00  
(Lunch Break : 12.00 - 12.30)

##### **Cash Office**

8.45 hrs to 15.00  
(Lunch Break : 12.00 - 12.30)

#### **SATURDAY**

##### **Production**

7.00 hrs to 10.45

## **CONTACTS**

### **GOVERNMENT PRINTER**

Tel No.: 260-4755

Fax No.: 260-4763

Email through cs: [gpcs@govmu.org](mailto:gpcs@govmu.org)

registry: [prin@govmu.org](mailto:prin@govmu.org)

Website: <http://gpd.pmo.govmu.org>

Govt gazette e-mail: [govtgaz@govmu.org](mailto:govtgaz@govmu.org)

### **DEPUTY GOVERNMENT PRINTER**

Tel No.: 260-4737

Email: [rezaprin@gmail.com](mailto:rezaprin@gmail.com)  
[mmohamudally@govmu.org](mailto:mmohamudally@govmu.org)

### **ASSISTANT GOVERNMENT PRINTER**

Tel No.: 260-4738

Email: [agovprinter@gmail.com](mailto:agovprinter@gmail.com)

### **PRINTING OFFICER**

Tel No.: 260-4752

Email: [srussun@govmu.org](mailto:srussun@govmu.org)  
[nrussun@govmu.org](mailto:nrussun@govmu.org)

### **FINANCE**

Tel No.: 260-4743

Email: [vnaugloo@govmu.org](mailto:vnaugloo@govmu.org)

### **PROCUREMENT**

Tel No.: 260-4745

Email: [sbhugaloo@govmu.org](mailto:sbhugaloo@govmu.org)

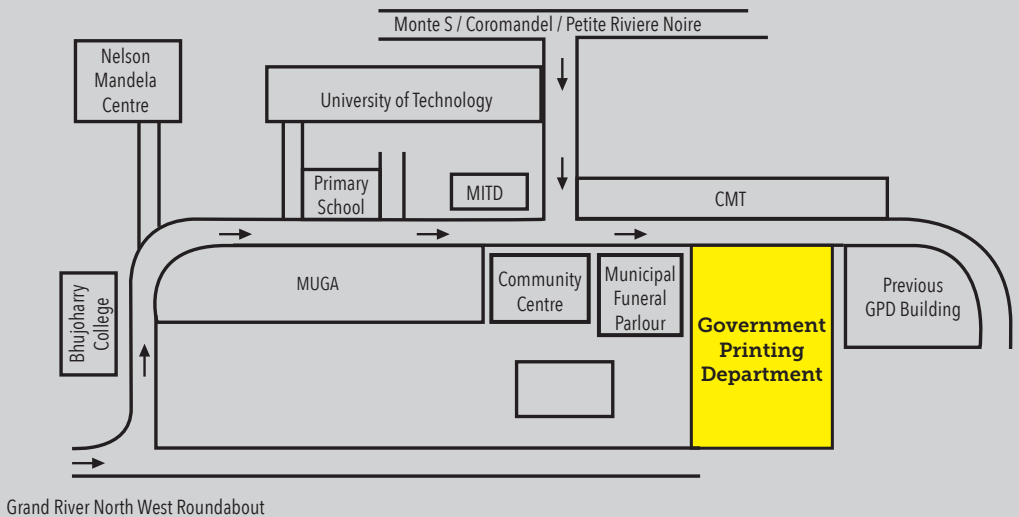
### **HUMAN RESOURCES**

Tel No.: 260-4741

Email: [prbundhun@govmu.org](mailto:prbundhun@govmu.org)

## LOCATION

The Government Printing Department is situated at La Tour Koenig – Pointe aux Sables



## LEGAL DISCLAIMER NOTICE

The statements of commitments in this Charter do not confer any legal rights contractual or otherwise. This Charter is published for information purposes only.

Designed and Printed by the Government Printing Department - August 2024