



Republic of Mauritius

GOVERNMENT PRINTING DEPARTMENT

CUSTOMER CHARTER

2025

**GOVERNMENT
PRINTING
DEPARTMENT**

CUSTOMER CHARTER

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GOVERNMENT PRINTING DEPARTMENT

FOREWORD



It is my great pleasure to present the Customer Charter of the Government Printing Department to our valued customers.

This Charter reaffirms our commitment to delivering quality and reliable services. It also serves as a guide for our employees, setting clear standards of service excellence in alignment with the Department's Vision and Values, as outlined in our Annual Report and Strategic Plan.

Our dedicated team remains steadfast in its efforts to ensure the highest level of service delivery. We recognise the importance of collaboration and cooperation in achieving this goal, and we warmly welcome your feedback to help us serve you better.

It is both our privilege and honour to serve our customers and the nation, as we continue to grow and contribute to collective success.

Taryn Knubley
Government Printer

INTRODUCTION





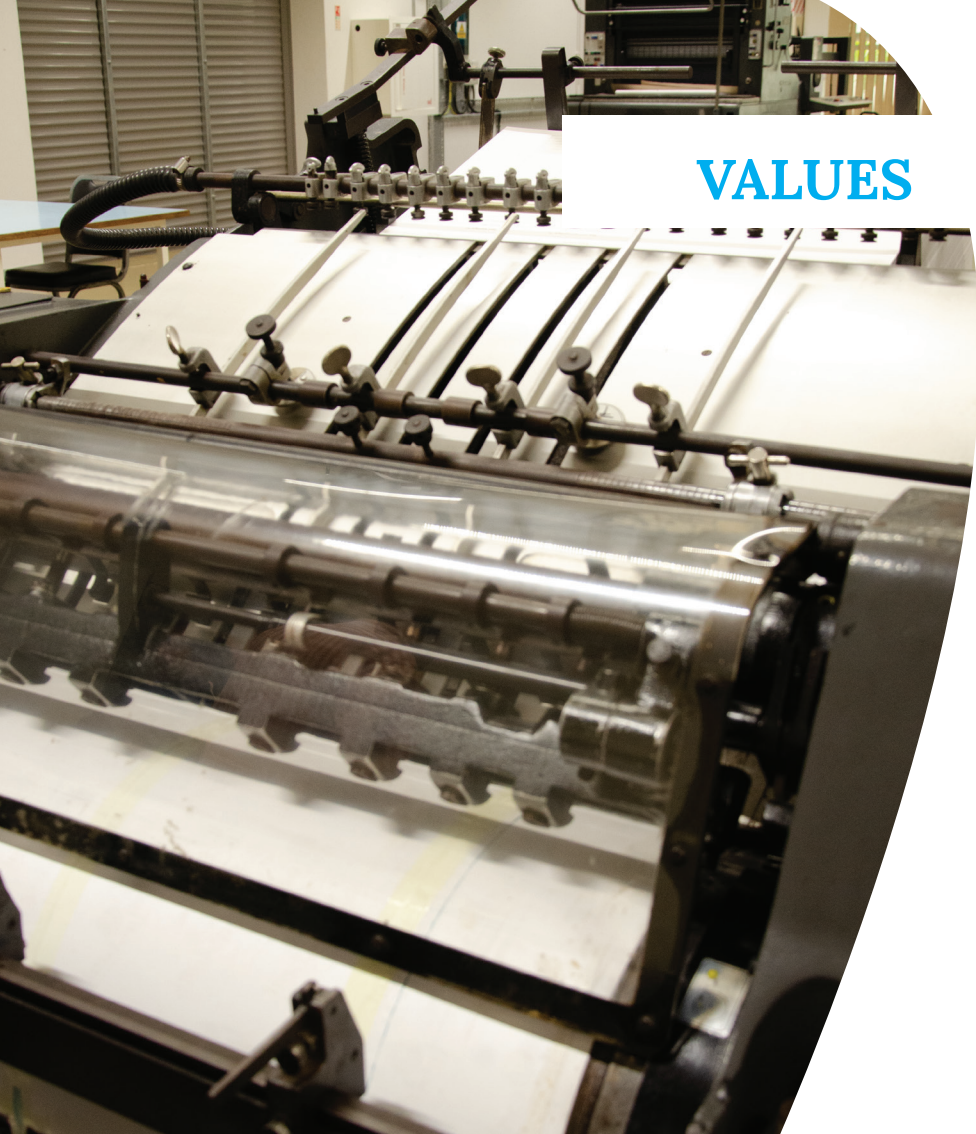
The Government Printing Department falls under the aegis of the Prime Minister's Office and its key functions is the provision of Printing services to our customers.

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.

A close-up, low-angle shot of a typewriter's internal mechanism, focusing on the typebars and the carriage. The image has a warm, golden-brown color palette. A white, semi-transparent rectangular box is positioned in the upper right quadrant, containing the text "MISSION STATEMENT" in a bold, black, serif font. The typewriter's components are metallic and show signs of wear and age.

MISSION STATEMENT

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



VALUES

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.



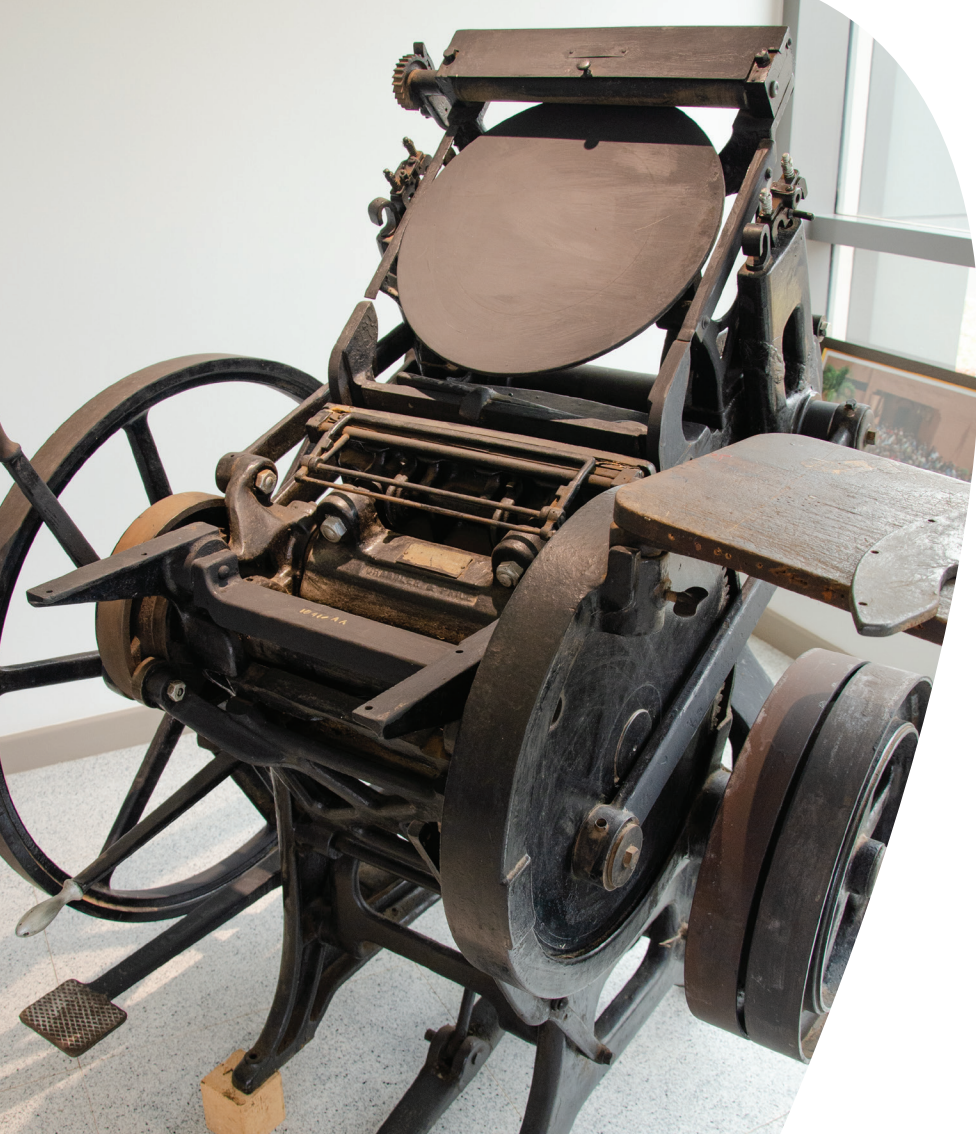
COMPLAINTS

**THE GOVERNMENT GAZETTE
OF MAURITIUS
EXTRAORDINARY**
Published by Authority

749 — Loe
750 — Election of Seven



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



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
registry: prin@govmu.org

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

Govt gazette e-mail: govtgaz@govmu.org

DEPUTY GOVERNMENT PRINTER

Tel No.: 260-4737

Email: rezaprin@gmail.com
mmohamudally@govmu.org

ASSISTANT GOVERNMENT PRINTER

Tel No.: 260-4738

Email: agovprinter@gmail.com

PRINTING OFFICER

Tel No.: 260-4752

Email: srussun@govmu.org
nrussun@govmu.org

FINANCE

Tel No.: 260-4743

Email: ktoolsea@govmu.org

PROCUREMENT

Tel No.: 260-4745

Email: sbhugaloo@govmu.org

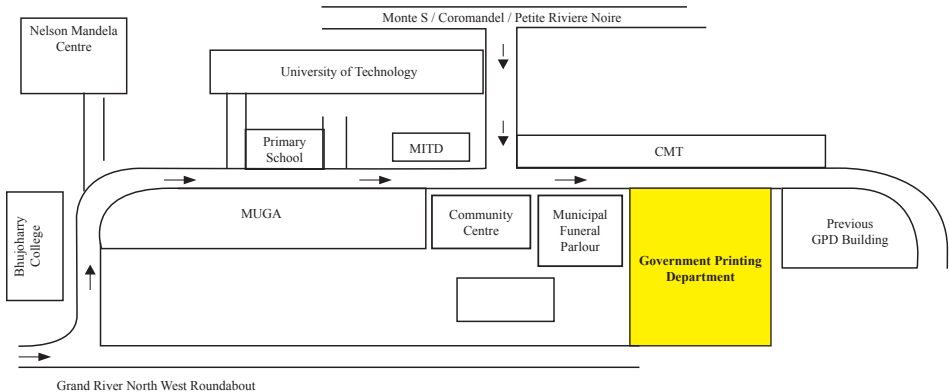
HUMAN RESOURCES

Tel No.: 260-4741

Email: epankan@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.