

Citizen's / Client's Charter
for
Govt. of India Stationery Office.

(2016 – 2017)

Address **3, Church Lane, Kolkata – 700 001.**

Website ID **www.giso.gov.in**

Date of issue **October, 2016**

Next Renew **October, 2017**

Vision

To emerge as an efficient supply of Stationery articles to all the Central Government Offices in India.

Mission

To meet the need of the Stationery articles of the Indentors in an efficient an effective manner.

Citizen's/Client's Charter for Government of India Stationery Office (2016 – 17)

Main Services/Transactions

Sl. No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required
1.	To provide prompt timely supply of Stationery articles to its Indentors.	100% Subject To the Budget Provision	Sri B. N. Halder, Asstt. Controller (Supply) Additional Charge.	acshalder@gmail. Com	033-2262-5481	To deliver demanded Stationery articles to the Indentors after proper scrutinisation of the Indents.	Indents from the Indentors
2.	To ensure realization of dues from Min./ Departments.	90%	Financial Officer. (Post is lying vacant)			By raising Bills in time and constant follow up with the Min./Deptt. for payment.	Copies of bills are enclosed with forwarding letter to the concerned Min./Deptt.
3.	To adopt latest technology in Stock management and improved work environment.	Work in Process through NIC	Sri B. N. Halder, Asstt. Controller (Supply) Additional Charge.	acshalder@gmail. Com	033-2262-5481	Uploading on the web-site of Govt. of India Stationery Office the latest Stock position of the Stationery articles.	Statement regarding Stock position of essential items.
4.	Acknowledgement forwarding of the public grievance petition.	100%	Sri B. N. Halder, Asstt. Controller (Supply) Additional Charge.	acshalder@gmail. Com	033-2262-5481	Acknowledgement scrutiny of grievance petition Identify concerned section to whom the grievance is related and seeking comments/ information about the grievance and compliation of the information for preparing the reply of the grievance.	Details of nature specific grievance postal address of the Petitioner.
5.	Decision on receipt of grievance disposal communication from office concerned.	90%	Sri B. N. Halder, Asstt. Controller (Supply) Additional Charge.	acshalder@gmail. Com	033-2262-5481	Scrutiny of record/final report/reply to be sent to the grievance Petitioner.	Action taken report is kept in the file.

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Service Standards

Sl. No.	Service / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	To provide prompt And timely services to the Indentors.	100%	Supply of demanded Sty. articles to the Indentor within the stipulated time frame subject to availability of the Sty. articles in the store.		Number of days	100%	Indents from the paying Indentors.
2.	To ensure realization of dues from Ministries/Departments by raising bills.	90%	Receiving the amount against bills raised		Number of days.	90%	Indents from the paying Indentors.
3.	To adopt latest technology to stock management and improve the work Environment.	Work in Process through NIC.	Uploading on the web-site the Stock position of Sty.articles in the store of the Govt. of India Sty. Office and three RSD's.		Number of days.		Indents from the Paying Indentors.
4.	Acknowledgement/ Forwarding of the Public grievance Petitions.	100%	Percentage of compliance to the time norms.		Working Days.	100%	Record.
5.	Decision on receipt of grievance disposal by Govt. of India Sty. Office.	90%	Percentage of compliance to the time norms.		Working Days.	90%	Record.

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List of stakeholders/Clients

Serial No.	Stakeholders/Clients
1.	Central Government Ministries/Departments and Organizations

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Grievance Redress

Website URL to lodge http: www.giso.gov.in

Serial No.	Name of Public Grievance Officer.	Helpline	E-mail
1.	Shri B. N. Halder	033-2262-5481	acshalder@gmail.com

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Responsibility Centre's and Subordinate Organizations.

Sl. No.	Responsibility Centre's	Landline Nos.	E-mail	Address
1.	Government of India Stationery Office.	2248 – 6280 2248 - 6289	subircos@gmail.com	Government of India Stationery Office. 3, Church Lane, Kolkata –700 001