




*Republic of Mauritius*

Government Printing Department  
**CUSTOMER CHARTER**



I have the honour to present the Department's Customer Charter in booklet form. This Charter has been specially written for our valued customers and potential new customers so that they benefit from useful information as regards to our services.

I am also confident that the displayed images would help our customers to have an overview of the different stages needed before our product ends in their hands.

*T.G. Knubley (Ms)*  
*Ag. Government Printer*



## **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.



## 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)

**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

## 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 of Government gazettes
- Subscription to Government gazette (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, Lottery ticket, Parking Coupon, Book, Brochure, Ballot paper, Letterhead, Visiting Card, etc...



## **Our Vision**

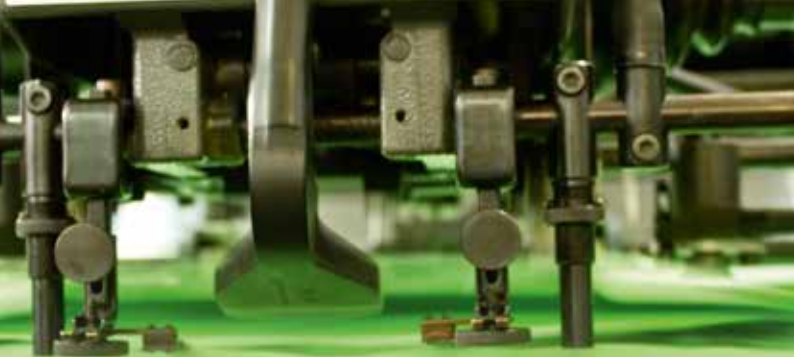
To be the most cost effective and efficient service provider.

## **Our Mission**

Our mission is to contribute to the promotion of educational democracy and welfare of the country by providing effective and efficient printing services and timely dissemination of information.

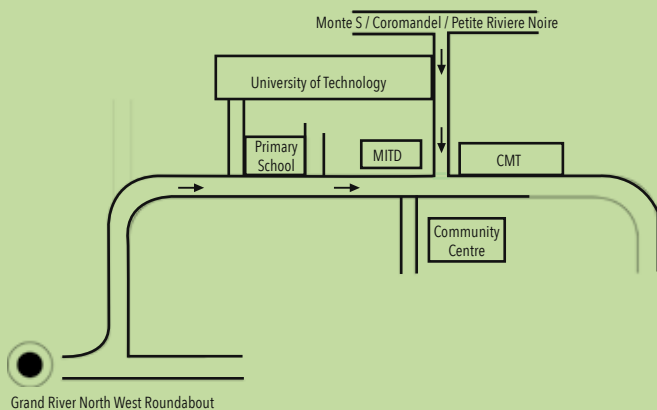
## **Our main objectives**

We aim at exceeding our customer's expectations.



## Location

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



## Contacts

**Tel No.:** 234-5294-96

**Fax No.:** 234-2268

**Email:** [prin@govmu.org](mailto:prin@govmu.org)

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

## 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.



**In order to provide a better service, we request our stakeholders to:**

1. Submit the necessary information (postal/e-mail address, phone numbers or any other contact details).
2. Inform us promptly of any change of address.
3. Renew the subscription in time to avoid any additional costs and suspension in the delivery of government gazettes.

**Complaints**

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.