

Government of Goa,  
DEPARTMENT OF INFORMATION & PUBLICITY  
Panaji, Goa.

**CITIZEN'S CHARTER**

This Charter is a declaration of our mission, goals, efforts, duties towards dissemination of information about government related plans, programmes and developmental activities to the public through various publicity tools, facilitating the local print and visual media in Goa.

**OUR VISION**

The Department of Information & Publicity, Government of Goa disseminates information about the policies decisions & programs of the Govt. of Goa to the media, print, electronic, as well as Digital & Social Media using appropriate means of communication.

- Providing state-of-the-art information retrieval facilities.
- Developing an all encompassing electronic photo library, covering developmental issues as well as photographs of historic interest.
- Organising Events exhibitions, Publicity Campaigns as multimedia awareness programmes for the beneficiaries of the programmes.
- Providing friendly and efficient media facilitation.

**MISSION**

The core functions of the Department of Information and Publicity are:-

1. Dissemination of information about Govt. of Goa policies, programmes and activities.
2. Providing feedback from media to various government Departments and Public Sector Organizations under various Ministries on how these policies and activities are received by the people.
3. Advising the Government on its information /media strategy.
4. Organising exhibitions on Campaigns.
5. Providing explanation and background on official pronouncements.
6. Providing accreditation to media persons based in Goa.

## SERVICES STANDARDS

S.No.	Services	Process	Fees	Time limit
1.	Dissemination of information on policies and programmes of the State Government through press releases, features, backgrounders, press notes through DIP.	<ul style="list-style-type: none"> <li>• Accuracy and quality of materials</li> <li>• Immediacy /promptness in dissemination.</li> <li>• Use of modern means of communication for quick &amp; prompt dissemination.</li> <li>• Simultaneous release in English, Marathi, Konkani for wider reach across the State.</li> </ul>	No fees	Immediate on receipt of information from Departments or after an event is over.
2.	Announcement of important policies and programmes of the State Government to the media through interactive sessions such as Press Conferences, Press Briefings and coverage of events	<ul style="list-style-type: none"> <li>• To ensure good media presence</li> <li>• Issue of timely invite to media.</li> <li>• SMS and email alerts.</li> <li>• Distribution of press material</li> <li>• Issue of follow up release.</li> <li>• Use of whatsapp for dissemination.</li> </ul>	No fees	Issue Invitation/ Send SMS alerts at least 2-3 hours in advance.
3.	Enhancing media visibility	<ul style="list-style-type: none"> <li>• By clarifying queries from media.</li> <li>• Periodic issue of backgrounders and features.</li> <li>• Creating photo opportunities.</li> <li>• Organising periodic one to one interviews, briefings, etc.</li> </ul>	No fees	Need based.
4.	Feedback Services from the English and Vernacular	Scanning newspapers and providing press clippings to	No fees	Daily Basis.

	Media	<p>the client CM, Minister Information, Chief Secretary and Deptts about critical stories on daily basis.</p> <ul style="list-style-type: none"> <li>• Preparation of Daily Digest/news analysis.</li> <li>• Press Clippings from the Newspapers.</li> <li>• Advising Departments on the coverage and trend of the media</li> </ul>		
5.	Accreditation to media to facilitate easy access to information, official Press Conferences/ entry to Government Offices, etc.	<p>For obtaining Accreditation Card, following process is followed:</p> <ol style="list-style-type: none"> <li>1. Applicants are required to file their application in the prescribed format.</li> <li>2. Applicants can apply for accreditation Card any time.</li> <li>3. The details of eligibility criteria, category and other relevant information related to accreditation is mentioned in the guidelines for the Accreditation.</li> <li>4. Duly filled up application meeting all the required criteria is placed before the Central Press Accreditation Committee of the DIP for consideration.</li> </ol>	<p>Fees Rs. 150</p>	<p>Grant of accreditation in respect of fresh cases depends upon submission of supporting documents, completion of formalities and Recommendation of PAC.</p>
6.	Printing of "Nava Parva" official Bulletin of Government. Printing of	<ol style="list-style-type: none"> <li>1. To provide information about Government programmes and projects.</li> </ol>	No fees	<ol style="list-style-type: none"> <li>1. Nava Parva is tri-monthly.</li> <li>2. Telephone directory</li> </ol>

Telephone Directory of State Government.	2. 2. To provide names and numbers of officers in the Government so that they can be contacted for grievances redressal	annually
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**GRIEVANCE REDRESSAL MECHANISM:**

(a): Name and Contact details of Public Grievance Officer

Name: Shri. Kiran B. Munankar, Information officer

Office Address: Udyog Bhavan, 3<sup>rd</sup> floor, Department of Information & Publicity, Panaji, Goa. Telephone No 0832-2226047/2224211

E-mail : km-dip@goa.gov.in

(b) : Website: <http://www:dipgoa.goa.gov.in>