DIRECTOR'S SERVICE GUARANTEE FOR TIMELY PUBLICATION OF PUBLIC NOTIFICATIONS/DECLARATIONS SUBMITTED BY PRIVATE INDIVIDUALS IN THE MANIPUR GAZETTE

I, **Ng. Roben Singh, Director of Printing & Stationery, Government of Manipur**, am committed to ensuring efficient, transparent and citizen-centric delivery of services in respect of the publication of notifications/declarations relating to change of name, surname, correction thereof, and other allied matters concerning private individuals and their minor wards in the Official Weekly Gazette of the Government of Manipur through the Manipur e-Gazette Portal (https://egazettemanipur.mn.gov.in).

To reinforce this commitment and promote public confidence in the Directorate's services, I, the undersigned, voluntarily offer the following Service Guarantee for publication of public notifications/declarations submitted by private individuals relating to change of name, surname, correction thereof, and other allied matters concerning themselves or their minor wards in **the Manipur Gazette (Weekly).**

1. Preamble

The Manipur Gazette (Weekly) of the Government of Manipur is ordinarily published on every working Wednesday and serves as the authoritative medium for publication of notifications, orders, rules, appointments and other communications issued by Government Departments, Constitutional Bodies, Statutory Authorities, Judicial Institutions and Public Sector Undertakings.

Further, with the approval of the Government of Manipur conveyed vide letter No. PS-107/10/2025-GAD-GAD dated 12th November, 2026 of the General Administration Department, Government of Manipur, the Directorate has extended the scope of publication in the Manipur Gazette to include public notifications/declarations submitted by private individuals relating to change of name, surname, correction thereof, and other allied matters concerning themselves or their minor wards with effect from 2nd December, 2026 vide Notification No. ES-DPS/8/2025-DPS-DP&S dated 27th November, 2026 of the Directorate of Printing & Stationery, Government of Manipur and published in Manipur Gazette Extraordinary No. 299 dated 28th November, 2026.

Applications for such publication shall be submitted online through the designated official email addresses, namely ***dprintingstationery@gmail.com*** **and** ***dir.govtpress-mn@manipur.gov.in*****, or through the designated WhatsApp account (9402268344)** of the Directorate until the Manipur e-Gazette Portal at https://egazettemanipur.mn.gov.in becomes fully operational for receiving such applications from the general public.

The online application shall conform to **the "Guidelines for Publication of Public Notices" provided as Annexure-A** to the aforesaid Notification dated 27th November, 2026 and shall be accompanied by payment of the prescribed publication fee of ₹300 (Rupees Three Hundred only) as fixed by the Government of Manipur.

2. Scope of the Guarantee

This Service Guarantee applies to public notifications/declarations submitted by private individuals relating to change of name, surname, correction thereof, and other allied matters concerning themselves or their minor wards and submitted through the Manipur e-Gazette

Portal or, until the Portal becomes fully operational for receiving such applications, through the designated official email addresses or WhatsApp account of the Directorate, together with payment of the prescribed publication fee.

3. Assured Service Standard

Any public notification/declaration submitted by a private individual relating to change of name, surname, correction thereof, and other allied matters concerning himself, herself or his/her minor ward that:

(a) is submitted through the Manipur e-Gazette Portal or, until the Portal becomes fully operational for receiving such applications, through the designated official email addresses or WhatsApp account of the Directorate;

(b) is complete in all respects and complies with the prescribed requirements; and

(c) **is received on or before 10:00 AM on the Monday** of the relevant publication week subject, to the condition that the date of receipt of the application and the scheduled date of publication (i.e. Wednesday) are separated by not less than two working days, with the date of publication being counted as one of the two working days.

shall be processed for publication in the immediately succeeding issue of the Official Weekly Gazette.

Explanation: *Where an application is received at 9:00 AM (before 10 AM deadline) on a Monday and both Monday and Tuesday are holidays, with Wednesday being the next working day and the scheduled date of publication, the condition is not satisfied as the period contains only one working day. However, if either Monday or Tuesday, or both, are working days, the condition shall be deemed to be satisfied for the service guarantee to come into force.*

Without prejudice to the foregoing, applications uploaded or received online after the prescribed cut-off time may nevertheless be processed and published in the immediately succeeding issue of the Manipur Gazette (Weekly), where administratively feasible. Such publication shall, however, be purely discretionary and shall not give rise to any claim under this Service Guarantee.

4. Conditions for Eligibility

The Service Guarantee shall apply only where:

a) the application has been successfully submitted through the Manipur e-Gazette Portal or, until the Portal becomes fully operational for receiving such applications, through the designated official email addresses or WhatsApp account of the Directorate;

(b) the prescribed publication fee has been successfully paid;

(c) all required documents, declarations and particulars have been duly uploaded on the Manipur e-Gazette Portal or transmitted through the designated official email addresses or WhatsApp account of the Directorate, as applicable;

(d) no clarification, correction, rectification or additional document has been sought from the applicant through the Manipur e-Gazette Portal or through the designated electronic submission channels of the Directorate; and

(e) any delay is solely attributable to the Directorate.

5. Service Guarantee Payment

In the unlikely event that the Directorate fails to publish an eligible notification/declaration within the assured timeline for reasons solely attributable to the Directorate, the applicant shall be eligible to receive, from the Director personally, **a Service Guarantee Payment equivalent to the publication fee actually paid by the applicant for the concerned notification/declaration**.

Such payment shall be made **through UPI or bank transfer from the personal bank account of the Director** to the **bank account or mobile number linked to UPI**, as furnished by the applicant.

The Service Guarantee Payment is intended solely as an **expression of accountability and commitment to service excellence** and shall not be construed as:

(a) compensation for actual or consequential loss;

(b) refund of Government fees;

(c) damages;

(d) admission of legal liability by the Government or the Directorate; or

(e) creation of any contractual relationship.

6. Exclusions

This Service Guarantee shall not apply where delay arises due to:

(a) incomplete, inaccurate or defective applications;

(b) incorrect, illegible, deficient or insufficient supporting documents;

(c) failure or delay in payment of the prescribed fee;

(d) requests for correction, clarification, rectification or additional information from the applicant;

(e) force majeure events, including natural disasters, public emergencies, cyber incidents, prolonged failures of statewide internet connectivity or power supply, or other circumstances beyond the reasonable control of the Directorate;

(f) directions, restrictions or prohibitory orders issued by courts, election authorities or other competent authorities; or

(g) any circumstance not attributable to the Directorate.

7. Nature of the Assurance

This Service Guarantee is a voluntary citizen-centric assurance offered by the undersigned during his tenure as Director of Printing & Stationery, Government of Manipur.

It is intended to promote transparency, accountability, efficiency, and public trust in Government service delivery.

8. Limitation

This Service Guarantee:

a) does not confer any statutory or legal right;

(b) does not limit any right or remedy otherwise available under law;

(c) does not create any enforceable obligation upon the Government of Manipur;

(d) shall not be construed as a Government policy, rule, notification or statutory scheme; and

(e) shall remain operative only during the tenure of the undersigned as Director of Printing & Stationery unless modified, suspended or withdrawn by him.

9. Commitment

This Service Guarantee is based on a simple principle:

"The Directorate's confidence in its service standards should be reflected not only in the commitments it makes, but also in the responsibility it accepts when those commitments are not fulfilled."

The Directorate shall continue to strive to deliver timely, transparent and accountable publication services through the Manipur e-Gazette system and to strengthen public confidence through measurable standards of service delivery.

10. **Effective Date**

This Director's Service Guarantee shall come into force with effect from **30th November, 2026** and shall **remain valid during the tenure of the undersigned** as **Director, Directorate of Printing & Stationery, Government of Manipur**, unless modified, suspended or withdrawn through a public notice issued by the undersigned.

Dated: 28th November, 2026

Digitally signed by
NGANGBAM ROBEN SINGH
Date: 28-11-2026
14:36:28

(Ng. Roben Singh)
Director
Directorate of Printing & Stationery
Government of Manipur