



CITIZENS' / CLIENTS' CHARTER

MINISTRY OF INFORMATION AND BROADCASTING

A WING, SHASTRI BHAWAN

DR. RAJENDRA PRASAD ROAD

NEW DELHI – 110001

WWW.MIB.NIC.IN

YEAR 2014-15

VISION:

Create an enabling environment for sustained growth of media and entertainment sector, facilitate value based wholesome entertainment and effectively disseminate information on government policies, programs and achievements.

MISSION:

Facilitate sustained annual growth rate of 13 percent for media and entertainment sector; ensure free flow of information to the public and safeguard freedom of press and media; effectively disseminate information on the policies, programs and achievements of government using emerging technologies, promote development of broadcasting industry in India; strengthen Public service Broadcaster; work towards universal digitalization of broadcasting by 2017; expand FM radio network to all cities of one lakh and above by 2014-15 and community radio service for empowering local communities; create a policy framework for the development of value based content for healthy entertainment of people of all ages; restore, digitalize, preserve and enhance public access to the archival wealth of films, video and audio resources; support digital conversion of Indian films by 2016-17; upscale human resources development and set up centers of excellence for media and entertainment sector.

Service/Transaction:

S. No	Service / Transaction	Weight %	Responsible Person (Designation)	E-mail	Mobile (Phone Number)	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Issue of license for providing DTH services to prospective licensee	8	Smt Supriya Sahu, Joint Secretary (Broadcasting)	Jsb.inb@nic.in	90130-05005 011 - 23382597	The application for issue of license for providing DTH service is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Secretary (I&B).	Application to be submitted to the Secretary (I&B) in triplicate in the prescribed pro-forma (Form A). For details, please visit Ministry's website http://www.mib.nic.in	Entry fee	Demand Draft	Rs. 10 crores entry fee
2.	Issue of License to Multi System Operators	8	Smt Supriya Sahu Joint Secretary (Broadcasting)	Jsb.inb@nic.in	90130-05005 011- 23382597	The application for issue of license for providing MSO service is examined and clearance from security angle is solicited from	Application to be submitted to the Secretary (I&B) in triplicate in the prescribed format. For details, please visit Ministry's website http://www.mib.nic.in	Processing fee	Demand Draft	Rs. 1.00 Lakh

						Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Guidelines license is granted with the approval of Secretary (I&B).				
3.	Issue of license for providing HITS services to prospective licensee.	10	Smt. Supriya Sahu, Joint Secretary (Broadcasting)	Jsb.inb@nic.in	90130-05005 011-23382597	The application for issue of license for providing HITS service is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Secretary (I&B).	Application to be submitted to the Secretary (I&B) in triplicate in the prescribed format (Form A). For details, please visit Ministry's website www.mib.nic.in	Entry fee	Demand Draft	Rs. 10.00 Crore

4.	Registration of Television Rating Points (TRP) Agencies to operate in India	10	Smt. Supriya Sahu, Joint Secretary (Broadcasting)	Jsb.inb@nic.in	90130-05005 011-23382597	The application for issue of license for providing TRP service is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Secretary (I&B).	Application to be submitted to the Secretary (I&B) in triplicate in the prescribed format. For details, please visit Ministry's website http://www.mib.nic.in	Entry fee	Demand Draft	Rs. 10.00 Lakh.
5.	Setting up teleports by TV Channels for up linking/ down linking	8	Ms. Supriya Sahu Joint Secretary (Broadcasting)	Jsb.inb@nic.in	90130-05005 011-23382597	The application for issue of license for providing Teleports by TV channels is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfilment	Application to be submitted to the Secretary (I&B) in the prescribed proforma (5 copies). For details, please visit Ministry's website http://www.mib.nic.in	Processing fee Permission fee	Demand Draft Demand Draft	Rs. 10,000/- Rs. 2 lakhs per teleport per year

						of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Secretary (I&B).				
6.	Issue of permission for Up linking/ Down linking of TV Channels uplinked from India	8	Ms. Supriya Sahu Joint Secretary (Broadcasting)	Jsb.inb@nic.in	90130-05005 011-23382597	The application for issue of license for providing up linking/ down linking of TV channels uplinked from India service is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Secretary (I&B).	Application to be submitted to the Secretary (I&B) in triplicate in the prescribed proforma. For details, please visit Ministry's website http://www.mib.nic.in	Proces sing Fee	Demand Draft	Rs. 10,000/-
								Permis sion fee	Demand Draft	(a)Rs. 2 lakhs per channel per annum for uplinking. (b) Rs. 5 lakh per channel per annum for down-linking.

7.	Issue of Permission for Down linking of TV Channels uplinked from Abroad	10	Ms. Supriya Sahu Joint Secretary (Broadcasting)	Jsb.inb@nic.in	90130-05005 011-23382597	The application for issue of license for providing down linking of TV channels uplinked from abroad service is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Secretary (I&B).	Application to be submitted to the Secretary (I&B) in triplicate in the prescribed proforma. For details, please visit Ministry's website http://www.mib.nic.in	Processing Fee Permis sion fee	Demand Draft Demand Draft	Rs. 10,000/- (a)Rs10 lakhs per channel for registra- tion of the company for ten years. (b) Rs. 15 lakh per channel per annum for down linking.
8	Setting up of Community Radio Stations (CRS) by Non-Governmental Organizations (NGO), Educational Institutes and Krishi Vigyan Kendras	15	Smt Supriya Sahu, Joint Secretary (Broadcasting)	Jsb.inb@nic.in	90130-05005 011-23382597	The application for setting up of CRS is examined by Screening Committee under the Chairmanship of Joint Secretary (Broadcasting) after getting the	Applicants are required to submit 7 sets of application in prescribed application form along with a processing fee of R. 2500/- to the Secretary (I&B). For details, please visit Ministry's	Processing fee	Demand Draft	Rs. 2500/-

	/Institutes.					clearances from Ministry of Home Affairs, M/o Defence, and M/o Telecommunication. On the basis of the recommendation of the Screening Committee, the Inter -Ministerial Committee under the Chairmanship of Secretary (I&B) takes a decision on the proposal. Letter of Intent is issued accordingly to the licensee.	website http://www.mib.nic.in			
9.	Issue of approval letter for the publication of Indian editions of foreign magazines/ journals/ periodicals /New Magazines by an entity having foreign investment in the category of Specialty/ Technical/	8	Shri Anurag Srivastava, Joint Secretary (P&A)/CVO	sanurag@ias.nic.in	85271-37070 011-23384453	The proposal for issue of approval for publication of magazine is examined in consultation with concerned Ministries.	Application are required to be submitted to the Secretary I&B in seven sets in the prescribed proforma. For details, please visit Ministry's website www.mib.nic.in	NA	Demand Draft	Rs. 5,000/-

	Scientific.									
10.	Issue of approval letter for the publication of Indian editions of foreign magazines dealing with news and current affairs/ Newspapers by an entity having foreign investment/ facsimile edition of foreign newspaper by an entity having/not having foreign investment.	5	Shri Anurag Srivastava, Joint Secretary (P&A)/CVO	sanurag@ias.nic.in	85271-37070 011-23384453	The proposal for issue of approval for publication of magazine is examined in consultation with concerned Ministries	Application submitted to the Secretary I&B in 11 sets in case of news magazines and 9 sets in case of newspapers and facsimile edition of foreign newspaper in the prescribed proforma. For details, please visit Ministry's website www.mib.nic.in	In case of news magazines In case of newspaper and facsimile edition of foreign newspaper	Demand Draft Demand Draft	Rs. 20,000/- Rs. 5,000/-
11.	Grievance Redressal Mechanism.	5	Shri Anurag Srivastava, Joint Secretary (P&A)/ CVO	sanurag@ias.nic.in	85271-37070 011-23384453	Grievance petitions are received from CPGRAMS/DA RPG/PRSEC/ by post etc. 2. Entry of grievance on CPGRAMS portal	Grievance petition may be submitted to Grievance Officer by post/e-mail / in person/direct login to CPGRAM system, bringing out precise and factual grievance.	Nil	Nil	Nil

					<p>http://pgportal.gov.in if grievance received in Ministry through e-mail or post.</p> <p>3. Issue of acknowledgment/interim reply to the petitioner.</p> <p>4. The transfer of grievances to the concerned administrative wing/ Responsibility Centres for examination and giving a final reply to the petitioner</p> <p>5 Examination of the grievance petition by the concerned administrative wing of this Ministry/Responsibility Centre with reference to relevant rules/regulations /instructions issued in the matter from time to time in</p>				
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						consultation with the concerned media units. If considered necessary, additional information /clarification may be sought from the petitioner.				
						6. Conveying the Final decision to the complainant by the concerned Division/Responsibility Centers.				
12.	Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/commercial TV serials.	5	Shri Raghvendra Singh, Addl. Secretary (Films)	jsfilms.inb@nic.in	98180-43424 011-23073775	The application for issue of permission is examined in consultation with Ministry of Home Affairs. On receipt of MHA clearance & also clearance of script evaluation from empanelled script evaluators, permission is granted with the approval of Addl. Secretary (Films) in the Ministry of Information and Broadcasting	(i)Four copies of detailed shooting script (ii)Shooting location list (iii)Particulars of crew e.g. Passport details, their nationality, date of birth, complete address. (iv)A draft for US\$225 or equivalent to Indian Rupees drawn in favour of Pay & Accounts Officer, Ministry of I&B (MS), New Delhi.	NA	Demand Draft	US\$ 225/- or equivalent to Indian Rupees.

EVALUATION CRITERIA							PERFORMANCE		
S. No.	Subject	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	Achievement	Raw Score	Weighted Score
		100%	90%	80%	70%	60%			
1..	Issue of license for providing DTH services to prospective licensee	100%	-	-	-	-	No application for new licenses was received.	100%	8
2	Issue of License to Multi System Operators	100%	-	-	-	-	Out of 281 applications received, 177 registrations have been issued. 08 registrations have been cancelled. Remaining applications have been processed. Security clearance awaited.	100%	5
3.	Issue of license for providing HITS services to prospective licensee.	100%	-	-	-	-	One application was received and same has been processed as per HITS guidelines. The letter of intent will be issued after receipt of one time entry fee of Rs. 10.00 crore for the applied company.	100%	10
4.	Registration of Television Rating Points (TRP), Agencies to operate in India.	100%	-	-	-	-	One application received which is under process.	100%	10

5	Setting up teleport by TV Channels for up linking/ down linking	100%	-	-	-	-	All clearances were received in NIL during one year and decision for permission conveyed within the stipulated time limit	100%	8
6.	Issue of permission for Up linking/Down linking of TV Channels uplinked from India	-	-	73%	-	-	All clearances were received in 15 cases during the last one year and decision for permission conveyed within the stipulated time limit in 11 cases.	73%	5.8
7.	Issue of Permission for Down linking of TV Channels uplinked from Abroad	100%	-	-	-	-	2 applications received. All clearances during last one year and decisions for permission in both cases were taken and conveyed within the stipulated time.	100%	10
8.	Setting up of Community Radio Stations (CRS) by Non-Governmental Organizations (NGO), Educational Institutes and Krishi Vigyan Kendras /Institutes	100%	-	-	-	-	Letters of Intent were issued for all cases within the stipulated time limit from date of receipt of all clearances from concerned Ministries/Departments.	100%	15
9.	Issue of approval letter for the publication of Indian editions of foreign magazines/ journals/ periodicals/New Magazines by an entity having foreign	-	-	80%	-	-	Out of the total applications received 80% were processed within the stipulated time limit.	80%	6.4

	investment in the category of Specialty/ Technical/ Scientific.								
10.	Issue of approval letter for the publication of Indian editions of foreign magazines dealing with news and current affairs/ newspapers by an entity having foreign investment/facsimile edition of foreign newspaper by an entity having/not having foreign investment.	100%	-	-	-	-	No application was received during the period upto January, 2014.	100%	5
11.	Grievance Redressal Mechanism.	-	-	-	-	54%	Out of 1851 grievance petitions received, 1006 grievance petitions were replied to within stipulated time line.	54%	2.7
12.	Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/commercial TV serials	-	85%	-	-	-	Out of 39 shooting permissions received, 33 shooting permissions have been given in stipulated time limit and remaining 01 shooting permission is pending.	85%	4.2

Service Standards

S. No	Services/Transaction	Weight %	Success indicators	Service standards	Unit	Weight	Data source
1.	Issue of license for providing DTH services to prospective licensee	8	<p>Time taken for issue of license from the date of receipt of security clearance from MHA in respect of complete applications.</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4	months		Records of Ministry of I&B
2.	Issue of License to Multi System Operators	8	<p>Time taken for issue of license from the date of receipt of security clearance from MHA in respect of complete applications.</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4	months		Records of Ministry I&B
3.	Issue of license for providing HITS services to prospective licensee.	10	<p>Time taken for issue of permission from the date of receipt of clearance from MHA in respect of application complete in all respects and applicant can commence up linking/down linking operations within a year from the date of issuance of SACFA clearance from WPC.</p>	4	months		Records of Ministry of I&B

4.	Registration of Television Rating Points (TRP) Agencies to operate in India.	10	Time taken for issue of permission from the date of receipt of clearance from MHA in respect of application complete in all respects.	4	months		Records of Ministry of I&B.
5.	Setting up teleports by TV Channels for up linking/ down linking	8	Time taken for grant of permission to Teleport for up linking/ down linking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.	4	months		Records of Ministry of I&B
6.	Issue of permission for Up linking/ Down linking of TV Channels uplinked from India	8	Time taken for grant of permission to TV Channels for up linking/Down linking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.	4	months		Records of Ministry of I&B
7.	Issue of permission for Down linking of TV Channels uplinked from Abroad	10	Time taken for grant of permission to TV channels for down linking from the date of receipt of clearances/ permission from all the concerned Ministries/Departments in respect of complete applications.	4	months		Records of Ministry of I&B

			The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.				
8..	Setting up of Community Radio Stations (CRS) by Non Governmental Organizations (NGO), Educational Institutes and Krishi Vigyan Kendras/ Institutes	15	Time taken for issue of letter of Intent (LOI) for setting up of Community Radio Stations (CRS) from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.	4	months		Records of Ministry of I&B
9.	Issue of approval letter for the publication of Indian editions of foreign magazines/ journals/ periodicals/New Magazines by an entity having foreign investment in the category of Specialty/ Technical/ Scientific.	8	Time taken for issue of approval from the date of receipt of the application complete in all respect.	3	months		Records of M/o I&B
10.	Issue of approval letter for the publication of	5	Time taken for issue of approval from the date of receipt of comments from	3	months		Records of M/o I&B

	Indian editions of foreign magazines dealing with news and current affairs/newspapers by an entity having foreign investment/facsimile edition of foreign newspaper by an entity having/not having foreign investment.		<p>various Ministries including security clearance from Ministry of Home Affairs in respect of applications complete in all respect.</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>				
11.	Grievance Redressal Mechanism.	5	<p>Issue of acknowledgement/interim reply to the petitioner.</p> <p>Time taken for transfer of the Grievance Petition to the concerned Administrative Wing/Responsibility Centre</p> <p>Time taken to give final reply to the petitioner from the date of receipt of grievance or date of receipt of clarification /additional information sought from the petitioner, whichever is later</p>	3 7 2	Days Days Months		Records of Ministry of I&B
12.	Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/commercial TV serials	5	Time taken for issue of permission from the date of receipt of clearance from Script Evaluator and MHA in respect of application complete in all respects.	3	Weeks		Records of Ministry of I&B

Grievance Redressl Mechanism:

S.No	Name of the Public Grievance Officer	Landline Number	E mail	Mobile Number
1.	Shri Anurag Srivastava, Joint Secretary (P&A)/CVO	011 23384453	sanurag@ias.nic.in	8527137070

Stake-holders/clients:-

S.No.	Stakeholder's/Client's Description
1	Newspapers/Magazines/TV &Radio Channels/Multi –media and Print Creative Agencies/Outdoor Publicity Agencies/Printers/NGOs.
2.	Film Producers, Directors, crews etc.
3..	General public

List of Responsibility Centers and Subordinate Organizations:-

S.No.	Responsibility Centers and Subordinate Organizations Description	Landline Number	E Mail	Mobile Number	Address
1.	Press Information Bureau (PIB))	011-23384717	Anuragmisra1959@gmail.com	9717825935	Room.No. 103, A Wing, Shastri Bhavan, New Delhi.
2.	Research Reference & Training Division	011 - 24364844	dir2-rrtd@nic.in	9811359991	Soochana Bhavan,CGO Complex, Lodi Road, New Delhi
3.	Directorate of Publications Division	011-24366672	Sgkumar55@gmail.com	9810802924	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi

4.	Photo Division	011- 24392136	Photodivision008@gmail.com	-	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi
5.	Registrar of Newspapers for India	011-26106251	dprni@nic.in	9560476476	West Block-8, Wing - 2, R.K. Puram, New Delhi.
6.	Directorate of Field Publicity	011- 26103421 011-26101465	dirhq.dfp@nic.in	9313869131	East Block4, Level 3, R.K. Puram, New Delhi 110066
7.	Song & Drama Division	011- 24364147	mekkei@rediffmail.com	9350362271	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi
8.	Directorate of Advertising and Visual Publicity	011-24369525	dgdavp@nic.in	9717593616	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi
9.	Films Division	022-23513633	dgfilmsdivision@gmail.com	09820016501	24,Dr. Gopalrao Deshmukh Marg, Mumbai-400 026
10.	Directorate of Film Festivals	011-26499398 011-26499371	dir.dff @ nic.in	9999312397	Siri Fort Auditorium Complex, August Kranti Marg, New Delhi-110049
11.	National Film Archive of India	020-25671569 25659379	nfaipune@gmail.com	09423570555	Law College Road, Pune-411004

12.	Central Board of Film Certification	022- 23694343 23690083 23675308 23631048	ceocbfcmmum@rediffmail.com	09969445454	Bharat Bhavan, 91E, Walkeshwar Road, Mumbai-400006
13.	Press Council of India	011 - 24368720	vibha.b@nic.in	9868078847	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi
14.	Film & Television Institute of India	020 - 25431010	djnarain@yahoo.com	09823897327	Law College Road, Pune-411004
15.	Satyajit Ray Film & Television Institute	033- 24320070	director@srfti.ac.in	09051977700	E.M. By Pass Road, Panchasayar, Kolkota -700094
16.	Indian Institute of Mass Communication	011 – 26741450 011-26741268	jaideepbhatnagar@hotmail.com	9999882948	JNU, New Campus, Aruna Asaf Ali Marg, New Delhi 110067
17.	Children's Film Society, India	022-23526798	ceo@cfsindia.org	09969233004	8 th Floor, Phase 1, Films Division Complex, 24, Dr. Gopalrao Deshmukh Marg, Mumbai-400 026
18.	National Film Development Corporation	022 - 24949971	nfdc@nfdcindia.com	09867973806	Discovery of India Building, Nehru Centre, 6 th Floor, Dr. A.B. Road, Worli, Mumbai-400018.
19.	Broadcast Engineering Consultants India	011-23378823	becil@vsnl.com	9910766533	14 ^B , Ring road, IP Estate, New Delhi-110002

	Limited				
20.	Prasar Bharati, (All India Radio)	011- 23421300	dgair@air.org.in	9868505897	Akashwani Bhavan, Sansad Marg, New Delhi.
21.	Prasar Bharati, (Doordarshan)	011- 23389353 011-23387670	webadmin@dd.n ic.in	0053219217	Mandi House, Copernicus Marg, New Delhi -1

Indicative expectation from service recipients:-

S.No.	Indicative Expectations from Service recipients
1.	Approach the Ministry/Department concerned directly for obtaining services included in the Citizen's Charter.
2.	Apply for the service in the prescribed format giving complete information along with documents and fee as prescribed in the Citizen's Charter.
3.	Await the decision of the competent authority on his application up to the timelines prescribed in the Charter.
4.	In case of any failure or delay in service delivery in accordance with the timelines prescribed in the Charter approach the designated Officer directly to deliver such service in the Ministry/Department.
5.	In case services applied for are not delivered even after approaching the designated officer, a clear statement of Grievance indicating the background and officials/channels previously approached, may be filed before the Public Grievance Officer of the Ministry/Department.
6.	Await decision of the Public Grievance Officer upto prescribed time line.



Citizens'/Clients' Charter
Government of India
Ministry of Information & Broadcasting
Shastri Bhawan, New Delhi-110001

Our Commitments to you

Service Standards

S. No	Our Services and Transactions	How we measure our performance in this area	Our Service Standards
1.	Issue of license for providing DTH services to prospective licensee	<p>Time taken for issue of license from the date of receipt of security clearance from MHA in respect of complete applications.</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4 Months
2.	Issue of License to Multi System Operators	<p>Time taken for issue of license from the date of receipt of security clearance from MHA in respect of complete applications.</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4 Months
3.	Issue of license for providing HITS services to prospective licensee.	<p>Time taken for issue of permission from the date of receipt of clearance from MHA in respect of application complete in all respects and applicant can commence up linking/down linking operations within a year from the date of issuance of SACFA clearance from WPC.</p>	4 Months

4.	Registration of Television Rating Points (TRP) Agencies to operate in India.	Time taken for issue of permission from the date of receipt of clearance from MHA in respect of application complete in all respects.	4 Months
5.	Setting up teleports by TV Channels for up linking/ down linking	<p>Time taken for grant of permission to Teleport for up linking/ down linking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4 Months
6.	Issue of permission for Up linking/ Down linking of TV Channels uplinked from India	<p>Time taken for grant of permission to TV Channels for up linking/Down linking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications.</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4 Months
7.	Issue of permission for Down linking of TV Channels uplinked from Abroad	<p>Time taken for grant of permission to TV channels for down linking from the date of receipt of clearances/ permission from all the concerned Ministries/Departments in respect of complete applications.</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4 Months

8..	Setting up of Community Radio Stations(CRS) by Non Governmental Organizations(NGO), Educational Institutes and Krishi Vigyan Kendras/ Institutes	<p>Time taken for issue of letter of Intent (LOI) for setting up of Community Radio Stations(CRS) from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications.</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4 Months
9.	Issue of approval letter for the publication of Indian editions of foreign magazines/ journal/ periodical/New Magazine by an entity having foreign investment in the category of Specialty/ Technical/ Scientific.	Time taken for issue of approval from the date of receipt of the application complete in all respect.	3 Months
10	Issue of approval letter for the publication of Indian editions of foreign magazines dealing with news and current affairs/newspapers by an entity having foreign investment/facsimile edition of foreign newspaper by an entity having/not having foreign investment.	<p>Time taken for issue of approval from the date of receipt of comments from various Ministries including security clearance from Ministry of Home Affairs in respect of applications complete in all respect.</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	3 Months
11	Grievance Redressal Mechanism.	<p>Issue of acknowledgement/interim reply to the petitioner.</p> <p>Time taken for transfer of the Grievance Petition to the concerned Administrative Wing/Responsibility Centre</p> <p>Time taken to give final reply to the petitioner from the date of receipt of grievance or date of receipt of clarification /additional</p>	<p>3 days</p> <p>7 days</p> <p>2 Months</p>

		information sought from the petitioner, whichever is later	
12	Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/commercial TV serials	Time taken for issue of permission from the date of receipt of clearance from Script Evaluator and MHA in respect of application complete in all respects.	3 Months

For more details on the procedure, documents required and contact person, please visit our website at www.mib.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Shri Anurag Srivastava, Joint Secretary (P&A),
Phone No. 23384453, Mobile No. 8527137070, Email- sanurag@ias.nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat, CCC-grievance@nic.in

