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CITIZEN'S / CLIENT'S CHARTER

MINISTRY OF INFORMATION AND BROADCASTING

A WING SHASTRI BHAVAN

DR. RAJENDRA PRASAD ROAD

NEW DELHI – 110001

WWW.MIB.NIC.IN

JANUARY,2011

VISION:

To disseminate information on the policies, programmes and achievements of Government and provide an enabling environment for the media and entertainment sector to play a pivotal role in providing accurate information, wholesome entertainment & nurturing diverse opinions for educating and empowering the people of India to be informed citizens.

MISSION :

- To effectively disseminate information on the policies, programmes and achievements of Government while ensuring free flow of information to the public and safeguarding freedom of the press and media in general.

- To communicate and publicise the Government's Flagship programmes directly to the beneficiaries through appropriate multimedia public campaigns down to the grassroots level.

- Strengthen and expand infrastructural support in order to create opportunities for young talent to develop its potential in the fields of print media, electronic media and films.
- To promote, facilitate and develop the Broadcasting Industry in India and strengthen the Public Service Broadcaster.
- Adopt a structured and time bound approach towards evolving a sound and accurate 'Rating' systems for Broadcasting Sector which has an over-riding impact on content creation by Broadcasters.

- Activate the process to evolve Public Private Participation (PPP) mode in the entertainment and media sectors with industry bodies like CII, FICCI, ASSOCHAM etc.
- To promote and develop good and value based cinema for healthy entertainment of people of all ages and create a policy framework for achieving this.

- To restore, digitalize, preserve and enhance public access to the archival wealth of films, video and audio resources.

- Make India the hub for Animation, Gaming and VFX Sector utilizing the comparative advantage of India in this sector.

- Combat film, music and video piracy in coordination with other concerned agencies.

- Celebrate 100 years of Films in 2013.

- Ensure transparency in decisions making and eliminate delays in implementations at all levels.

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	9	ShriArvind Kumar, Joint Secretary(Broadcasting)	Jsb.inb@nic.in	011 - 23382597	The application for issue of license for providing DTH service is examined in consultation with Ministry of Home Affairs. On receipt of their clearance from Security angle license is granted with the approval of Secretary	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	Nil	Nil	Nil
2.	Issue of License to Multi System Operators	9	ShriArvind Kumar, Joint Secretary(Broadcasting)	Jsb.inb@nic.in	23382597	The application for issue of license to Multi System Operators is examined in consultation with Ministry of Home Affairs. On receipt of their clearance from	Application to be submitted to the Secretary, I&B in prescribed format. For details please	Processing fee	Demand Draft	Rs. 1000 0/-

						Security angle license is granted with the approval of Secretary	visit Ministry's website http://www.mib@nic.in			
3.	Setting up teleport by TV Channels for uplinking/downlinking	7	ShriArvind Kumar, Joint Secretary(Broadcasting)	Jsb.inb@nic.in	23382597	The application for setting up of teleports by TV channels and permission is granted with the approval of Secretary	For details please visit Ministry's website http://www.mib@nic.in	Processing fee	Demand Draft	Rs. 10,000/-
4.	Setting up of Community Radio Stations(CRS) by Non-Governmental Organisations (NGO), Educational Institutes and KrishanVigyanKendras/Institutes	15	ShriArvind Kumar, Joint Secretary(Broadcasting)	Jsb.inb@nic.in	23382597	The application for setting up CRS is examined by Screening Committee under the Chairmanship of Joint Secretary(Broadcasting) after getting the clearances from Ministry of Home Affairs, M/o Defence, and M/o Telecommunication On the basis of the recommendation of the Screening Committee	For details please visit Ministry's website http://www.mib@nic.in	Processing fee	Demand Draft	Rs. 2500/-

						the Inter Ministerial Committee under the Chairmanship of Secretary I&B take a decision on the proposal . Letter of Intent is issued accordingly to the licensee.				
5	Title verification of Newspapers/Journals/Magazines for publishers/ Newspapers owners	7	Shri P. Jairaj, Press Registrar, Registrar of Newspapers for India	prrni@nic.in	011- 26108788	Submission of application in the prescribed format available on RNI's website www.rni.nic.in .	For list of documents to be submitted, please visit RNI's website www.rni.nic.in	Nil	Nil	Nil
6	Issue of Registration Certificate/Revised registration certificate/Duplicate certificate of Registration for Newspapers/Journals/Magazines for	7	Shri P. Jairaj, Press Registrar, Registrar of Newspapers for India	prrni@nic.in	011- 26108788	Submission of application in the prescribed format available on RNI's website www.rni.nic.in	1. Copy of the declaration whose format is available in RNI's website www.rni.nic.in , filled by the publishers/printer before concerned District Magistrate / DCP & duly	Nil	Nil	Nil

	publishers/ Newspapers owners						authenticated by the District Magistrate / DCP 2. Affidavit , whose format is available in RNI's website www.rni.nic.in , duly signed by Notary for “ No Foreign tie- up” in original 3. First issue after filling declaration as per time limit, prescribed in Section 5(5) of PRB Act, 1867. 4. Latest issue when submitting registration request. 5. Photocopy of the annual statement, , whose format is			
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							available in RNI's website www.rni.nic.in , for the previous financial year duly certified by a Chartered Accountant and Attested by Notary Public in case of Revised Registration Certificate. For further details please visit www.rni.nic.in			
7	Publishing Employment News in various languages to subscribers, agents and sales emporia	7	Business Manager, Directorate of Publications Division, Sookhana Bhavan, CGO, Complex, New Delhi - 110003	enabm_sa@yahoo.com	9868319498	On demand in form of an application by the subscribers, Agents and Sales emporia	Nil	Annual	Cash/DD/PO/MO	350/-
8.	Payment of Bills by DAVP	7	Shri K.S. Dhatwalia, ADG(DAVP)	Adg.davp@nic.in	01124369527	Submission of bills in prescribed proforma. For further details please visit website www.davp.nic.in	Prescribed proforma. For further details please visit website	-	-	-

							www.davp.nic.in			
9	Accreditation to media to facilitate easy access to information, official Press Conferences/entry to Govt. offices etc.	7	Sh R.C. Joshi, Director	-	01123388517	Applicants can file their request online in the prescribed format available on the website of PIB . For details please visit website www.pib.nic.in .	For details regarding documents to be submitted please visit website www.pib.nic.in	-	Nil	Nil
10.	Selection of films for National Film Awards	5	Shri Bhupendra Kainthola, Director	Nfa2009dff@gmail.com	099111113777	By placing advertisement through Newspapers, website etc inviting Film entries. For details please visit www.dff.nic.in	-	Feature film	Demand Draft	Rs. 2500/-
								Non feature film	Demand Draft	Rs. 750/-
								Best writing on cinema	Demand Draft	Rs. 750/-
11.	Selection of films for International	5	Shri Shankar Mohan, Joint Director	Sdd.dff@nic.in	01126490457	By placing advertisement through Newspapers, website	-	Nil	Nil	Nil

	Film Festival of India					etc inviting Film entries. For details please visit www.dff.nic.in . Under competition section, the Jury decides the awards, for best film, best Actor, Best Actress & special Jury Awards				
12.	Selection of films for Indian Panorama	5	ShriBhupendraKanthola, OSD		01126499378	By placing advertisement through Newspapers, website etc inviting Film entries. For details please visit www.dff.nic.in	For documents, please visit website www.dff.nic.in	Feature film	Demand Draft	Rs. 5000/-
								Non feature film		Rs. 1500/-
13	Assistance to first time film makers for film making	5	ShriVikaramJit Roy, GM(Production NFDC, Mumbai)	-	09819301966	Applications are invited as per the guidelines given on the website www.nfdcindia.com	The application should be accompanied with Script, Synopsis, Treatment Note & Budget of the film. For details	Feature Film	Demand Draft	Rs. 10,000/-
								Documentary Film		Rs. 5000/-

							please visit www.nfdcin dia.com			
14.	Grant of certificates for public exhibition of film.	5	Mrs. Pankaja Thakur, CEO,CBFC	ceocbfcmum@rediffmail.com	022 - 23631048	Application for certification of a film at the CBFC is to be filed in duplicate alongwith the necessary documents	Details of documents to be submitted may please be seen at CBFC website http://cbfcindia.gov.in/			For details regarding Fee please visit website http://cbfcindia.gov.in/

Success indicator

S. No	Main Services/Transaction	Weight	Success indicator
1.	Issue of license for providing DTH services to prospective licensee	9	Time taken for issue of license from the date of receipt of complete application.
2.	Issue of License to Multi System Operators	9	Time taken for issue of license to the prospective operators from the date of receipt of complete application
3..	Setting up teleport by TV Channels for uplinking/ downlinking	7	Time taken for grant of permission to TV channels for uplinking/ downlinking from the date of receipt of complete application
4.	Setting up of Community Radio Stations(CRS) by Non Governmental Organisations(NGO), Educational Institutes and Krishi Vigyan Kendras/Institutes	15	Time taken for grant of license for setting up of Community Radio Stations(CRS) from the date of complete application
5	Title verification of Newspapers/Journals/Magazines for publishers/ Newspapers owners	7	Time taken from the date of receipt of application from DM/DCP(L) in Registrar of Newspapers for India(RNI)
6	Issue of Registration Certificate/Revised registration certificate/Duplicate certificate of Registration for	7	Time taken from the date of receipt of application along with entire set of documents.

	Newspapers/Journals/Magazines to Publishers/ Newspaper Owners .		
7.	Publishing Employment News in various languages to subscribers, agents and sales emporia	7	Time taken to deliver the papers to subscribersagent and sales emporia
8.	Payment of Bills	7	Time taken for payment from the date of receipt bills
9.	Accreditation to media to facilitate easy access to information, official Press Conferences/entry to Govt. offices etc.	7	Time taken for grant of accreditation in respect of fresh cases complete in all respects.
10.	Selection of films for National Film Awards	5	Time taken from the date of receiving film entries
11.	Selection of films for International Film Festival of India	5	Time taken from the date of receiving film entries
12.	Selection of Films for Indian Panorama	5	Time taken from the date of receiving film entries
13	Assistance to first time film makers for film making	5	Time taken to convey a decision from the date of receipt of completed applications .
14.	Grant of certificates for public exhibition of films	5	Time taken to issue certificate from the date of receipt of complete application.

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	9	Time taken for issue of license from the date of receipt of complete application.	6	months		Records of Ministry of I&B
2.	Issue of License to Multi System Operators	9	Time taken for issue of license to the prospective operators from the date of receipt of complete application	6	months		Records of Ministry I&B
3..	Setting up teleport by TV Channels for uplinking/ downlinking	7	Time taken for grant of permission to TV channels for uplinking/ downlinking from the date of receipt of complete application	6	months		Records of Ministry of I&B
4.	Setting up of Community Radio Stations(CRS) by Non Governmental Organisations(NGO), Educational Institutes and Krishi Vigyan Kendras/ Institutes	15	Time taken for grant of license for setting up of Community Radio Stations(CRS) from the date of complete application	6	months		Records of Ministry of I&B
5	Title verification of Newspapers/Journals/ Magazines for publishers/ Newspapers	7	Time taken from the date of receipt of application from DM/DCP(L) in Registrar of Newspapers for India(RNI)	30	days		Records of Registrar of Newspapers for India(RNI)

	owners						
6	Issue of Registration Certificate/Revised registration certificate/Duplicate certificate of Registration for Newspapers/Journals/ Magazines to Publishers/ Newspaper Owners .	7	Time taken from the date of receipt of application along with entire set of documents.	30	days		Records of RNI
7.	Publishing Employment News in various languages to subscribers, agents and sales emporia	7	Time taken to deliver the papers to Subscribers agent and sales emporia	1	Week		Records of Directorate of Publication Division(DPD)
8.	Payment of Bills	7	Time taken for payment from the date of receipt of bills	30	days		Records of DAVP
9.	Accreditation to media to facilitate easy access to information, official Press Conferences/entry to Govt. offices etc.	7	Time taken for grant of accreditation in respect of fresh cases complete in all respects.	90	days		Records of PIB
10.	Selection of films for National Film Awards	5	Time taken from the date of receiving film entries	3	Months		DFF Records
11.	Selection of films for International Film	5	Time taken from the date of receiving film entries	4	Months		DFF Records

	Festival of India						
12.	Selection of Films for Indian Panorama	5	Time taken from the date of receiving film entries	3	Months		DFF Records
13	Assistance to first time film makers for film making	5	Time taken to convey a decision from the date of receipt of completed applications .	6	Months		NFDC's records
14.	Grant of certificates for public exhibition of films	5	Time taken to issue certificate from the date of receipt of complete application.	21	days		Records of CBFC

Grievance Redress Mechanism;

S.No	Name of the Public Grievance Officer	Landline Number	E mail	Mobile Number
1.	Shri K.A. Ganai, Joint Secretary (P&A)	23383857	Jadmin.inb @nic.in	

Stakeholders/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 Centres and Subordinate Organisations:-

S.No.	Responsibility Centres and Subordinate Organisations Description	Landline Number	E Mail	Mobile Number	Address
1.	Press Information Bureau (PIB))	011-23383634	dirmcpib@gmail.com	-	A Wing, Shastri Bhavan, New Delhi.
2.	Research Reference & Training Division	011 - 24364844	dir1-rrtd@nic.in	-	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi
3.	Directorate of Publications Division	011-24365610	dpd@sb.nic.in	-	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi

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4.	Photo Division	011-24392136	Division_photo@yahoo.com	-	SoochanaBhavan, CGO Complex, Lodi Road, New Delhi
5.	Registrar of Newspapers for India	011-26108788	prrni@nic.in	-	West Block-8, Wing -2, R.K. Puram, New Delhi.
6.	Directorate of Field Publicity	011-26106316	ddpr@dfp.nic.in	9968280020	East Block4, Level 3, R.K. Puram, New Delhi 110066
7.	Song & Drama Division	011-24363519	Director-sdd@nic.in	-	SoochanaBhavan, CGO Complex, Lodi Road, New Delhi
8.	Directorate of Advertising and Visual Publicity	011-24369560	dgdavp@nic.in		SoochanaBhavan, CGO Complex, Lodi Road, New Delhi
9.	Films Division	022-23510461	admin@filmsdivision.org		24,Dr. GopalraoDeshmukhMarg, Mumbai-400 026

10.	Directorate of Film Festivals	011-26499354	Dir.dff @ nic.in		Siri Fort Auditorium Complex, August KrantiMarg, New Delhi-110049
11.	National Film Archive of India	020-25652259	nfaipune@gmail.com	-	Law College Road, Pune-411004
12.	Central Board of Film Certification	022-23694343	romum@cbfcindia.gov.in		Bharat Bhavan, 91E, Walkeshwar Road, Mumbai-400006
13.	Press Council of India	011 - 24366745	pcibpp@gmail.com	-	SoochanaBhavan, CGO Complex, Lodi Road, New Delhi
14.	Film & Television Institute of India	020 - 25431010	filminst@vsnl.com	-	Law College Road, Pune-411004
15.	Satyajit Ray Film & Television Institute	033-24328355	srfti@cal.vsnl.net.in		E.M. By Pass Raod, Panchasayar, Kolkota -700094
16.	Indian Institute of Mass Communication	011 - 26741450	jaideepbhatnagar@hotmail.com	-	JNU, New Campus, ArunaAsaf Ali Marg, New Delhi 110067

17.	Children's Film Society , India	-	cfsi@cfsindia.org	0982132 2544	8 th Floor, Phase 1, Films Division Complex, 24, Dr. GopalraoDeshm ukhMarg, Mumbai-400 026
18.	National Film Development Corporation	022 - 2496564 3	nfdc@nfdcindia.co m		Discovery of India Building, Nehru Centre, 6 th Floor, Dr. A.B. Road, Worli, Mumbai- 400018.
19.	Broadcast Engineering Consultants India Limited	011- 2337882 3	becil@vsnl.com		14 ^B , Ring road,IP Estate, New Delhi- 110002
20.	PrasarBharati, (All India Radio)	011- 2342130 0	dgair@air.org.in	-	AkashwaniBhav an, SansadMarg, New Delhi.
21.	PrasarBharati, (Doordarshan)	011- 2338935 3	webadmin@dd.nic. in	-	Mandi House, Copernicus Marg, New Delhi -1

Indicative expectation from service recipients:-

S.No.	Indicative Expectations Service Description
1.	Approach first the Ministry/Department concerned directly for redress.
2.	Provide a clear statement of Grievance, indicating the background and officials/channels previously approached for redress.
3.	Should submit the completed application along with all the required enclosures, duly attested where required cross-checking for information or the latest position on a matter on the Main Secretariat's website before raising a query or a Grievance etc.