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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, 2013

VISION:

To create an enabling environment for Media and Entertainment sector, with appropriate policy framework, to help it grow at a sustainable annual growth rate of above 12 per cent and, in the process, take the benefits of the emerging technologies to disseminate information on the Government's policies, programmes and its achievement, and facilitate value based wholesome entertainment for the people of India.

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 promote, facilitate and develop the Broadcasting Industry in India and strengthen the Public Service Broadcaster.

To promote and develop good and value based content for healthy entertainment of people of all ages and create a policy framework for achieving this.

Universal Digitalization for broadcasting by 2017.

Expansion of FM Radio network to all cities with a population of one lakh and above by 2014-15

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

Digital conversion of Indian Films by 2016-17.

Human Resource Development and setting up of the Centres of Excellence for Media and Entertainment sector.

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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)	Jsib.inb@nic.in	011 - 23382597 901300500 5	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, 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 (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)	Jsib.inb@nic.in	011- 23382597 901300500 5	The application for issue of license to Multi System Operators is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from Security angle,	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.

						license is granted with the approval of Secretary(I&B)				
3.	Setting up teleports by TV Channels for uplinking/downlinking	8%	Ms. Supriya Sahu Joint Secretary (Broadcasting)	Jsb.inb@nic.in	011-23382597 9013005005	The application for setting up of teleports by TV channels is examined in consultation with CA empanelled with Ministry, Department of Space and Ministry of Home Affairs. On receipt of their clearance, the permission is granted with the approval of Secretary(I&B)	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	Demand Draft	Rs. 10,000/-
								Permission fee	Demand Draft	Rs. 2 lakhs per teleport per year
4.	Issue of permission for Uplinking/ Downlinking of TV Channels uplinked from India	8%	Ms. Supriya Sahu Joint Secretary (Broadcasting)	Jsb.inb@nic.in	011-23382597 9013005005	The application for issue of permission for Uplinking/ Downlinking of TV channels uplinked from India is examined in consultation with CA empanelled with Ministry, Department of Space and Ministry of Home	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	Demand Draft	Rs. 10,000
								Permission fee	Demand Draft	(a)Rs. 2 lakhs per channel per

						Affairs. On receipt of their clearances the permission is granted with the approval of Hon'ble Minister of I&B.				annu m for uplink ing. (b) Rs. 5 lakh per chan nel per annu m for downl inking .
5.	Issue of Permission for Down linking of TV Channels uplinked from Abroad	10%	Ms. Supriya Sahu Joint Secretary (Broadcasting)	Jsib.inb@nic.in	011- 23382597 901300500 5	The application for issue of permission for downlinking of TV Channels uplinked from Abroad is examined in consultation with CA empanelled with Ministry, Department of Revenue, Department of Space and Ministry of Home Affairs. On receipt of their	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	Proce ssing Fee Permi ssion fee	Demand Draft Demand Draft	Rs. 10,00 0/- (a)Rs .10lak h per chan nel

						clearances ,the permission is granted with the approval of Hon' ble Minister of I&B.				for registration of the company for ten years .. (b) Rs. 15 lakh per channel per annum for downlinking .
6	Setting up of Community Radio Stations(CRS) by Non-Governmental Organisations (NGO), Educational Institutes and	15%	Smt Supriya Sahu, Joint Secretary (Broadcasting)	Jsib.inb@nic.in	23382597 901300500 5	The application for setting up of CRS is examined by Screening Committee under the Chairmanship of Joint Secretary (Broadcasting)	Applicants are required to submit 7 sets of application in prescribed application form along with a processing fee of R. 2500/- to Secretary (I&B).	Processing fee	Demand Draft	Rs. 2500 /-

	Krishi Vigyan Kendras /Institutes					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, 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.	For details please visit Ministry's website http://www.mib.nic.in			
7.	Issue of approval letter for the publication of Indian editions of foreign magazines/ journal/ periodical /New Magazine by an entity having foreign	8%	Shri Anurag Srivastava, Joint Secretary (P&A)	sanurag@ias.nic.in	011-23384453 8527137070	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 seven sets in the prescribed proforma. For details please visit Ministry's website www.mib.nic.in	NA	Demand Draft	Rs. 5,000

	investment in the category of Speciality/ Technical/ Scientific.									
8.	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)	sanurag@ias.nic.in	011-23384453 8527137070	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/-
9.	To facilitate and encourage the Media Units falling	25%	Shri Anurag Srivastava, Joint Secretary(P&A)	sanurag@ias.nic.in	011-23384453 8527137070	Grievance petitions are received from CPGRAMS/DA RPG/PRSEC/	Grievance petition may be submitted to Grievance Officer by post/e-mail / in person/direct login	Nil	Nil	0

	<p>under the administrative control of Ministry to discharge their functions as per their individual Citizens' Charter and to issue instructions thereof.</p>		<p>Shri Raghavendra Singh , Joint Secretary(Films)</p> <p>Smt Supriya Sahu, Joint Secretary (Broadcasting)</p> <p>Shri Rajesh Kumar Singh, Joint Secretary (Broadcasting)</p>	<p>jsfilms.inb@nic.in</p> <p>Jsb.inb@nic.in</p> <p>Rajeshkr.singh@nic.in</p>	<p>01123073775 9818043424</p> <p>01123382597 9013005005</p> <p>01123383857 9868861954</p>	<p>by post etc.</p> <p>2. Entry of grievance on CPGRAMS portal http://pgportal.gov.in if grievance received in Ministry through e-mail or post.</p> <p>3. Issue of acknowledgement/interim reply to the petitioner.</p> <p>4. The grievance will be transferred to concerned administrative wing/ Responsibility Centres, for examination and giving a final reply to the petitioner</p> <p>5.The grievance petition will be examined by the concerned administrative wing of this Ministry/Respon</p>	<p>to CPGRAM system, bringing out precise and factual grievance.</p>			
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						<p>sibility Centre with reference to relevant rules/regulations /instructions issued in the matter from time to time in consultation with the concerned media units. If considered necessary, additional information /clarification may be sought from the petitioner.</p> <p>6. conveying the Final decision to the complainant by the concerned Division/Responsibility centres.</p>				
10.	Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/comm	5%	Shri Raghvendra Singh, Joint Secretary (Films)	jsfilms.inb@nic.in	011 23073775 9818043424	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	(i)Four copies of detailed shooting script (ii)Shooting location list (iii)Particulars of crew eg. Passport details, their nationality, date of birth, complete address.	NA	Demand Draft	US\$ 225/- or equivalent to Indian Rupees.

	ercial TV serials					from empanelled script evaluators, permission is granted with the approval of Joint Secretary(Films) in the Ministry of Information and Broadcasting	(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.			
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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 102 applications received, 62 licenses have been issued and remaining applications are under submission	61%	4
3	Setting up teleport by TV Channels for uplinking/ downlinking	100%	-	-	-	-	After receiving of all clearances on such cases complete in all respect, decision for permission conveyed within the stipulated time limit	100%	8
4.	Issue of permission for Uplinking/Downlinking of TV Channels uplinked from India	100%	-	-	-	-	After receiving of all clearances on such cases complete in all respects, decision for permission conveyed within the stipulated time limit.	100%	8

5.	Issue of Permission for Down linking of TV Channels uplinked from Abroad	100%	-	-	-	-	After receiving of all clearances on such cases complete in all respects, decision for permission conveyed within the stipulated time limit.	100%	10
6.	Setting up of Community Radio Stations(CRS) by Non-Governmental Organisations(NGO), Educational Institutes and Krishj Vigyan Kendras /Institutes	100	-	-	-	-	Letter 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
7.	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 Speciality/ Technical/ Scientific.	-	-	80%	-	-	Out of the total applications received 80% were processed within the stipulated time limit.	80%	6.4
8.	Issue of approval letter for the publication of Indian editions of foreign magazines dealing with news and current affairs/ newspapers by an	100%	-	-	-	-	No application was received during the period upto January, 2013.	100%	5

	entity having foreign investment/facsimile edition of foreign newspaper by an entity having/not having foreign investment.								
9.	To facilitate and encourage the Media Units falling under the administrative control of Ministry to discharge their functions as per their individual Citizens' Charter and to issue instructions thereof.	-	-	-	-	48%	Out of 1502 grievance petitions received, 784 grievance petitions were replied to within stipulated time line.	52%	13
10.	Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/commercial TV serials	100%	-	-	-	-	Out of 15 shooting permissions received, 14 shooting permissions have been given in stipulated time limit and remaining 01 shooting permission is pending.	93%	5

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..	Setting up teleport by TV Channels for uplinking/ downlinking	8%	<p>Time taken for grant of permission to Teleport for uplinking/ downlinking 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		Records of Ministry of I&B
4.	Issue of permission for Uplinking/ Downlinking of TV Channels uplinked from India	8%	<p>Time taken for grant of permission to TV Channels for uplinking/Downlinking 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		Records of Ministry of I&B
5.	Issue of permission for Downlinking of TV Channels uplinked from Abroad	10%	<p>Time taken for grant of permission to TV channels for downlinking 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</p>	4	months		Records of Ministry of I&B

			completed applications, to the concerned Ministries/Departments for necessary clearances.				
6..	Setting up of Community Radio Stations(CRS) by Non Governmental Organisations(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
7.	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 Speciality/ 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
8.	Issue of approval letter for the publication of Indian editions of foreign magazines dealing with news and current affairs/newspapers by	5%	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.	3	months		Records of M/o I&B

	an entity having foreign investment/facsimile edition of foreign newspaper by an entity having/not having foreign investment.		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.				
9.	To facilitate and encourage the Media Units falling under the administrative control of Ministry to discharge their functions as per their individual Citizens' Charter and to issue instructions thereof.	25%	Issue of acknowledgement/interim reply to the petitioner. Time taken for transfer of the Grievance Petition to the concerned Administrative Wing/Responsibility Centre 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	3 7 2	Days Days Months		Records of Ministry of I&B
10.	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 Redress Mechanism:

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

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))	011-23384717	mohantydn@yahoo.co.in	9212518963	A Wing, R.No. 103A 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	011-24362981	gkmukherjee55@gmail.com	9873018271	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi

4.	Photo Division	011- 24392136	www.photodiv@nic.in	9868111454	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi
5.	Registrar of Newspapers for India	011-26106251	dprni@nic.in	9810681413	West Block-8, Wing -2, R.K. Puram, New Delhi.
6.	Directorate of Field Publicity	011- 26103421 011-26101465	dir.dfp@nic.in.	98108029294	East Block4, Level 3, R.K. Puram, New Delhi 110066
7.	Song & Drama Division	011- 24363508	Jd-sdd@nic.in	9711538167	SoochanaBhavan, CGO Complex, Lodi Road, New Delhi
8.	Directorate of Advertising and Visual Publicity	011-24369560	dgdavp@nic.in	9810607500	SoochanaBhavan, CGO Complex, Lodi Road, New Delhi
9.	Films Division	022-23513633	dgfilmsdivision@gmail.com	09820016501	24,Dr. GopalraoDeshmukhMarg, Mumbai-400 026
10.	Directorate of Film Festivals	011-26499398 011-26499371	dir.dff @ nic.in	9810046241	Siri Fort Auditorium Complex, August KrantiMarg, 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	09819815444	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 Filminst@gmail.com	09811297327	Law College Road, Pune-411004
15.	Satyajit Ray Film & Television Institute	033- 24329300	srfti@cal.vsnl.net.in	09836443485 9999312397	E.M. By Pass Road, Panchasayar, Kolkata -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	09821322544	8 th Floor, Phase 1, Films Division Complex, 24, Dr. Gopalrao Deshmukh Marg, Mumbai-400 026
18.	National Film Development	022 - 24949971	nfdc@nfdcindia.com	09867973806	Discovery of India Building, Nehru

	Corporation				Centre, 6 th Floor, Dr. A.B. Road, Worli, Mumbai-400018.
19.	Broadcast Engineering Consultants India Limited	011-23378823	becil@vsnl.co m	9910766 533	14 ^B . Ring road,IP Estate, New Delhi-110002
20.	Prasar Bharati, (All India Radio)	011- 23421300	dgair@air.org.i n	9818291 188	AkashwaniBhavan, SansadMarg, New Delhi.
21.	Prasar Bharati, (Doordarshan)	011- 23389353 011-23382028	webadmin@dd .nic.in	9910011 334	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.