



CITIZENS' / CLIENTS' CHARTER

MINISTRY OF INFORMATION AND BROADCASTING

A WING, SHASTRI BHAWAN

DR. RAJENDRA PRASAD ROAD

NEW DELHI – 110001

WWW.MIB.GOV.IN

YEAR 2024-25

VISION:

Create an enabling framework 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 growth for media and entertainment sector through a multi-pronged strategy with increasing use of new and emerging technologies, universal reach of broadcasting, strengthen public service broadcaster, promote and encourage good cinema, ensure freedom of press and media, emphasize value based content and effective dissemination of information.

Service/Transaction:

S.No	Service Transaction	Weightage%	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	Shri Prabhat, Additional Secretary, MIB	asmib.inb@nic.in	011-23387558, 23387617	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 fulfillment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Hon'ble Minister, I&B.	Online application to be submitted on Broadcastseva portal in the prescribed pro-forma(Form A) For details, please visit Ministry's website http://www.mib.gov.in	Entry fee	Online	Rs. 10 crores entry fee
2.	Issue of Registration to Multi System Operators	8	Shri Prabhat, Additional Secretary, MIB	asmib.inb@nic.in	011-23387558, 23387617	The application for issue of registration for providing MSO service is examined and security clearance from MHA is solicited. On receipt of security clearance and on fulfillment of other eligibility conditions as, detailed in the CTN Act, 1995, registration is granted with the approval of JS	Application for MSO registration is to be submitted online through Ministry's website i.e. new.broadcastseva.gov.in	Processing fee	Online via Bharat kosh	Rs. 1 lakh
3.	Issue of license for providing HTS services to prospective licensee.	10	Shri Prabhat, Additional Secretary, MIB	asmib.inb@nic.in	011-23387558, 23387617	The application for issue of license for providing HTS service is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfillment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Hon'ble Minister, I&B.	Online application to be submitted on Broadcastseva portal in the prescribed pro-forma(Form A) For details, please visit Ministry's website http://www.mib.gov.in	Entry fee	Online	Rs. 10.00 Crore
4.	Registration of Television Rating Points	10	Shri Prabhat, Additional Secretary, MIB	asmib.inb@nic.in	011-23387558, 23387617	The application for issue of license for providing TRP service is examined and clearance from	Application to be submitted to the Secretary (I&B) in	Registration fee	Online	Rs. 10.00 Lakh.

	(TRP) Agencies to operate in India					security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfillment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Hon'ble Minister of I&B.	triplicate in the prescribed format. For details, please visit Ministry's website http://www.mib.gov.in			
5.	Setting up teleports by TV Channels for up linking/ down linking	6	Shri Prabhat, Additional Secretary, MIB	asmib.inb@nic.in	011-23387558, 23387617	The application for issue of permission for Teleport is examined in the Ministry. On receipt of clearance from security angle and on fulfillment of other eligibility conditions as detailed in the Policy Guidelines for Uplinking and Downlinking, permission is granted with the approval of Hon'ble Minister of Information & Broadcasting preferably within 30 days of receiving all such clearances.	Application to be submitted online through Broadcast Seva Portal. For details, please visit Ministry's website http://new.broadcastseva.gov.in	Processing fee	Online through Broadcast Seva Portal	Rs. 10,000/-
								Permission fee	Online through Broadcast Seva Portal	Rs. 2 lakhs per teleport per year
6.	Issue of permission for Up linking/ Down linking of TV Channels uplinked from India	8	Shri Prabhat, Additional Secretary, MIB	asmib.inb@nic.in	011-23387558, 23387617	The application for issue of permission for up linking/ down linking of TV channels uplinked from India is examined in the Ministry. On receipt of clearance from security angle, and on fulfillment of other eligibility conditions as detailed in the Policy Guidelines for Uplinking and Downlinking, permission is granted with the approval of Hon'ble Minister of Information & Broadcasting preferably within 30 days of receiving all such clearances.	Application to be submitted online through Broadcast Seva Portal. For details, please visit Ministry's website http://new.broadcastseva.gov.in	Processing Fee	Online through Broadcast Seva Portal	Rs. 10,000/-
								Permission fee	Online through Broadcast Seva Portal	(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	6	Shri Prabhat, Additional Secretary, MIB	asmib.inb@nic.in	011-23387558, 23387617	The application for issue of permission for providing down linking of TV channels uplinked from abroad is examined in the Ministry. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Policy Guidelines for uplinking and downlinking, permission is granted with the approval Hon'ble Minister of Information & Broadcasting preferably within 30 days of receiving all such clearances.	Application to be submitted online through Broadcast Seva Portal. For details, please visit Ministry's website http://new.broadcastseva.gov.in	Processing Fee	Online through Broadcast Seva Portal	Rs. 10,000/-
								Permission fee	Online through Broadcast Seva Portal	(a)Rs10 lakhs per channel for registration of the company for ten years. (b) Rs. 15 lakh per channel per annum for down linking.
8.	Issue of permission for Up linking by News Agency	6	Shri Prabhat, Additional Secretary, MIB	asmib.inb@nic.in	011-23387558, 23387617	The application for issue of permission for New Agency is examined in the Ministry. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Policy Guidelines for uplinking and downlinking, permission is granted with the approval Hon'ble Minister of Information & Broadcasting preferably within 30 days of receiving all such clearances.	Application to be submitted online through Broadcast Seva Portal. For details, please visit Ministry's website http://new.broadcastseva.gov.in	Processing Fee	Online through Broadcast Seva Portal	Rs. 10,000/-
9.	Grant of permission for the setting up of Community Radio Stations (CRS)	15	Dr. KK Nirala, Joint Secretary(IP-II), MIB	jsip-mib@gov.in	011-23380422	The application for permission for setting up of CRS is examined by Screening Committee under the Chairpersonship of Joint Secretary(IP-II), after getting the clearances from Ministry of Home Affairs, M/o Defence,	Applicants can submit their application form online via broadcast seva portal, applicants are required to	Processing fee	Online through Bharatkosh Portal(http://bharatkosh.gov.in)	Rs.2500/-

						and M/o Communications. On the basis of the Recommendation of the Screening Committee, the Inter - Ministerial Committee (IMC) under the Chairpersonship of Secretary (I&B) takes a decision on the proposal. Letter of Intent (Lol) is issued accordingly to the applicant.	submit a processing fee of Rs. 2500/- to the Ministry of Information and Broadcasting. Applicant can submit application form through Ministry's online portal : Broadcasting Seva Portal (https://www.broadcastseva.gov.in/) For details, please visit Ministry's website: https://mib.gov.in/ .			
10.	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	Shri C. Senthil Rajan, Joint Secretary (IP), MIB	jspna-moib@gov.in	011-23073775 011-23388771	The proposal for issue of approval for publication of magazine is examined in consultation with concerned Ministries, if any.	Applications are required to be submitted online through National Single Window System (NSWS) portal to this Ministry. Also seven sets of the proposed magazine are required to be submitted in original. For details, please visit Ministry's website www.mib.gov.in	NA	Online through Bharatkosh Portal(http://bharatkosh.gov.in)	Rs. 5,000/-

							*Due to operational reasons, the application is required to be submitted offline.			
11.	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 C. Senthil Rajan, Joint Secretary (IP), MIB	jspna-moib@gov.in	011-23073775 011-23388771	The proposal for issue of approval for publication of magazine is examined in consultation with concerned Ministries, if any.	Applications are required to be submitted online through National Single Window System (NSWS) portal to this Ministry. 11 sets in case of news magazine and 9 sets in case of newspapers and facsimile edition of foreign newspaper are required to be submitted in original. For details, please visit Ministry's website www.mib.gov.in *Due to operational reasons, the application is required to be submitted offline.	In case of news magazines In case of news-paper and facsimile edition of foreign news-paper	Online through Bharatkosh Portal(http://bharatkosh.gov.in) Online through Bharatkosh Portal(http://bharatkosh.gov.in)	Rs. 20,000/- Rs. 5,000/-
12.	Grievance Redressal Mechanism.	5	Shri R. K. Jena, Sr. Economic Advisor, MIB	rk.jena@gov.in	011-2338-3857	Grievance petition are received electronically through e-mail or CPGRAMs portal from DARPG/PRSEC/PMO etc. Grievances are also received by post from other Ministries/Departments or directly from petitioner(s).	Grievance petition may be submitted to Grievance Officer by post/e-mail / in person/direct login to bringing	Nil	Nil	Nil

						<p>2. Relevant grievances received physically or through e-mail are uploaded on the portal i.e., http://pgportal.gov.in.</p> <p>3. Forwarding of grievances to the concerned authority</p>	out precise and factual grievances.			
13.	Permission of shooting letter to the foreign Producers for filming a feature film / reality TV show/Commercial TV serial in India is issued through FFO.	5	Dr. Ajay Nagabhushan MN, Joint Secretary (Films)	Jsfilms.inb@nic.in	011-2338 8771	<p>The application for issue of permission is examined in consultation with the Ministry of Home Affairs and the Ministry of External Affairs where ever required. The clearance of MHA is required where shooting is to be done is restricted or protected or sensitive areas and the clearance of MEA is required where script contains political overtone(s). Based on clearance (if any from MHA/MEA) and Script Evaluation Report from empanelled script evaluators permission is granted with the approval of Joint Secretary (Films) Ministry of Information and Broadcasting.</p>	<p>(i) Application is accepted online on indiachinehub.gov.in</p> <p>ii) In case the applicant wishes to bring equipment from outside the country, a list of Equipment to be temporarily imported to be provided.</p> <p>iii) In case any living personality is portrayed in the film as a character, 'No objection letter' obtained from the personality concerned should be provided.</p> <p>(iv) In case the</p>	NA	Online payment	Indian Rupees equivalent to USD 225/-

							applicant wants official co-production status, a signed agreement between the parties is required			
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EVALUATION CRITERIA							PERFORMANCE		
S. No.	Subject	EXCELLENT 100%	VERY GOOD 90%	GOOD 80%	FAIR 70%	POOR 60%	Achievement	Raw Score	Weighted Score
1.	Issue of license for providing DTH services to prospective licensee	100%	-	-	-	-	No license application is pending.	100%	8
2.	Issue of Registration to Multi System Operator	100%	-	-	-	-	As on 31.03.2024, a total no. of 845 MSOs are registered with this Ministry. 63 new registration/renewal has been granted by this Ministry within the prescribed time limit.	100%	8
3.	Issue of license for providing HITS services to prospective licensee.	100%	-	-	-	-	One applicant has been granted permission	100%	10

4.	Registration of Television Rating Points (TRP), Agencies to operate in India.	100%	-	-	-	-	No application is pending	100%	10
5	Setting up teleports by TV Channels for up linking/ down linking	100%	-	-	-	-	No such application is pending	100%	6
6.	Issue of permission for Up linking/Down linking of TV Channels uplinked from India	100%	-	-	-	-	All clearances were received in 44 cases during the last one year and decision for permission conveyed within the stipulated time limit in 44 cases.	100%	8
7.	Issue of Permission for Down linking of TV Channels uplinked from Abroad	100%	-	-	-	-	All clearances were received in 01 case during the last one year and decision for permission conveyed within the stipulated time limit in 01 case.	100%	6
8.	Issue of Permission for Uplinking by News Agency	100%	-	-	-	-	No such application is pending.	100%	6
9.	Grant of permission for the setting up of Community Radio Stations (CRS)	100%	-	-	-	-	Forwarding of the complete applications to the concerned Ministries / Department and signing of Grant of Permission Agreement (GoPA) for setting up of CRS were done for all the cases within the stipulated time limit from	100%	15

							date of receipt of clearances from concerned Ministries / Departments.		
10.	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.	100%	-	-	-	-	Two proposals were received and processed within prescribed time.	100%	8
11.	Issue of approval letter for the publication of Indian editions of foreign magazines dealing with news and current affairs/ Newspapers/periodicals by an entity having foreign investment/ facsimile edition of foreign newspaper by an entity having/ not having foreign investment.	100%	-	-	-	-	No such application is pending.	100%	5
12.	Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/commercials TV serials	100%	-	-	-	-	In FY 24-25, 65 Total Applications received for National permission (including coproduction status) 57 Shooting permissions granted 01 permission denied 03 Projects referred to Ministry of External	100%	5

							<p>Affairs(MEA) as they were documentary projects</p> <p>01 Application sent to MHA for clearance is still pending.</p> <p>02 animation projects were denied coproduction status as the application did not comply with the Bilateral Agreement.</p> <p>02 applications pending official coproduction status (1 animation and 1 live action)</p>		
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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 Registration to Multi System Operators	8	<p>Time taken for issue of registration 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 frame of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	2	months		Records of Ministry I&B
3.	Issue of license for providing HITS services to prospective licensee.	10	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 uplinking/downlinking operations within a year from the date of issuance of SACFA clearance from WPC.	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	6	<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 one month, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4	months		Records of Ministry of I&B
6.	Issue of permission for Up linking/ Down linking of TV Channels uplinked from India	8	<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 one month, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4	months		Records of Ministry of I&B
7.	Issue of permission for Down linking of TV Channels uplinked from Abroad	6	<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 one month, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4	months		Records of Ministry of I&B

8.	Issue of Permission for Uplinking by News Agency	6	<p>Time taken for grant of permission to News Agency 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 one month, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4	months		Records of Ministry of I&B
9.	Grant of permission for the setting up of Community Radio Stations (CRS)	15	<p>Time taken in forwarding the complete application to the concerned Ministries / Department for necessary clearances.</p> <p>Time taken for issue of Letter of intent (LoI) for setting up of Community Radio Stations (CRS) from the date of receipt of clearance / permission from all the concerned Ministries / Department in respect of complete applications.</p> <p>Time taken in signing of Grant of Permission Agreement (GoPA) for setting up CRS</p>	<p>7 (from the receipt of complete application)</p> <p>4</p> <p>7(from the receipt of complete application)</p>	<p>Days</p> <p>Months</p> <p>Days</p>		Records of M/o I&B

10.	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
11.	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	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. 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.	3	months		Records of M/o I&B
12.	Grievance Redressal Mechanism.	5	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	2 21	Days Days		Records of Ministry of I&B
13.	Issue of permission letter to the foreign Producers for shooting	5	Time Taken for issue of permission from receipt of application.	3	Weeks		Records of Ministry of I&B where clearance of

	of feature films for TV/Cinema and reality shows/commercials TV Serials						<p>MHA/MEA is required.</p> <p>More time may be taken in cases where consultation from MHA and MEA is required.</p>
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Grievance Redressal Mechanism:

S.No	Post	Name of Officer	Landline Number	E mail
1.	Public Grievance Appellate Officer	Shri Rabindra Kumar Jena Sr. Economic Adviser	011-23383857	rk.jena@gov.in
2	Public Grievance Nodal Officer	Smt. Meenu Batra, Joint Secretary	011-23384453	meenu.batra66@nic.in

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)	011-23388517	pushpinder.kaur@gov.in	-	Shastri Bhawan, Room No. 109, 'A' Wing, 1 st Floor, Dr. Rajendra Prasad Road, New Delhi-110001
2.	New Media Wing	011-24363640	nmw.admn-moib@gov.in	-	Room No. 1049, 10 th Floor, Soochna Bhavan,CGO Complex,Lodhi Road, New Delhi-110003
3.	Directorate of Publications Division	011- 2436 2932	dpd@nic.in	9250320727	6 th Floor, Soochna Bhavan,CGO Complex, Lodhi Road, New Delhi-110003
4.	Registrar of Newspapers for India	011-24369968	dpradmn.rni@gov.in	8802524154	Soochna Bhawan, 9th floor, CGO Complex, Lodhi Road, New Delhi-110003.
5.	Central Bureau of Communication	011-24369521	prdgcbc@gov.in	-	Soochna Bhavan, Lodhi Road, CGO Complex, ,New Delhi-110003

6.	Central Board of Film Certification, Mumbai	022- 23510413	romum.cbfc@nic.in	9637109520	Film Division Complex, Phae-1 Building, 9 th Floor, Dr. G. Deshmukh Marg, Mumbai-400026
7.	Press Council of India	011 - 24368724	ds-pci@nic.in	-	1 st Floor, Room No. 149, Soochana Bhawan, CGO Complex, Lodhi Road, New Delhi
8.	Film & Television Institute of India	020 - 25580006	registrar@ftii.ac.in	8527048363	Law College Road, Pune-411004
9.	Satyajit Ray Film & Television Institute	033- 24329300	contact@srfti.ac.in	033- 24328355	E.M. By Pass Road, Panchasayar, Kolkata - 700094
10.	Indian Institute of Mass Communication	011-26741450 011-26741268	registrar@iimc.gov.in	-	JNU, New Campus, Aruna Asaf Ali Marg, New Delhi 110067
11.	National Film Development Corporation Limited	022-35248444	nfdc@nfdcindia.com	-	NFDC-FD Complex, Dr. Gopalrao Deshmukh Marg, Mumbai-400026.
12.	Broadcast Engineering Consultants India Limited	011-23379885	contactus@becil.com	-	14- B, Ring Road, Indraprastha Estate, New Delhi-110002
13.	Prasar Bharati, (All India Radio)	011- 23421300 011-23421061	dgair@prasarbharati.gov.in	9414027714	DG:AKASHVANI, Akashwani Bhavan, Sansad Marg, New Delhi- 110001
14.	Prasar Bharati, (Doordarshan)	011-23114599	dgdd@prasarbharati.gov.in	9717718845	Doordarshan Directorate, Tower-A, Copernicus Marg, New Delhi-110001.
15.	Electronic Media Monitoring Centre	011-24363640	adgemmc-moib@gov.in	-	10th Floor Soochna Bhawan, CGO Complex, Lodhi Road, New Delhi - 110003

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	Time taken for issue of license from the date of receipt of security clearance from MHA 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
2.	Issue of Registration to Multi System Operators	Time taken for issue of registration from the date of receipt of security clearance from MHA 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.	2 Months
3.	Issue of license for providing HTS services to prospective licensee.	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.	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 one month, 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 one month, 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 one month, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4 Months
8.	Issue of Permission for Uplinking by News Agency	<p>Time taken for grant of permission to News Agency 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 one month, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p>	4 Months

9.	Grant of permission for the setting up of Community Radio Stations (CRS)	<p>Time taken in forwarding the complete application to the concerned Ministries / Department for necessary clearances.</p> <p>Time taken for issue of Letter of Intent (LoI) for setting up of Community Radio Stations (CRS) from the date of receipt of clearance / permission from all the concerned Ministries / Department in respect of complete applications.</p> <p>Time taken in signing of Grant of Permission Agreement (GoPA) for setting up CRS.</p>	<p>Within 7 days from the receipt of complete application.</p> <p>4 months</p> <p>Within 7 days from the receipt of complete application.</p>
10.	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
11.	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

12.	Grievance Redressal Mechanism.	Time taken for transfer of the Grievances/Petitions to the concerned Administrative Wing/Responsibility Centre	2 days
		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	21 days
13.	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 receipt of application.	On submission of all requisite documents, permission to shoot is issued within 3 weeks. More time is taken in cases where clearance from MHA/MEA is required.

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

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

- A. Inform our Public Grievance Nodal Officer: Smt. Meenu Batra, Joint Secretary
- B. Phone No. 011-23384453, Email- meenu.batra66@nic.in
- C. Register your grievance on the following portal: <http://pgportal.gov.in>
- D. Send an email to Performance Management Division, Cabinet Secretariat, CCC-grievance@nic.in