

i. Cover Page



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, 2012

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.

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

Digital conversion of Indian Films by 2017.

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

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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) | Jsb.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 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 | 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. 1000 0/- |

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| | | | | | | 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, BECIL, 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, BECIL, 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 | Processing Fee | Demand Draft | Rs. 10,000 |
| | | | | | | | | Permission fee | Demand Draft | (a)Rs . 2 lakhs per channel per annum for |

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| | | | | | | clearances the permission is granted with the approval of Hon'ble Minister of I&B. | | | | uplinking. (b) Rs. 5 lakh per channel per annum for downlinking. |
| 5. | Issue of Permission for Downlinking of TV Channels uplinked from Abroad | 10% | Ms. Supriya Sahu Joint Secretary (Broadcasting) | Jsb.inb@nic.in | 011-23382597 9013005005 | The application for issue of permission for Downlinking of TV Channels uplinked from Abroad is examined in consultation with CA, BECIL, Department of Revenue, Department of Space and Ministry of Home Affairs. On receipt of their clearances ,the permission is granted with the approval of Hon' | 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 Permission fee | Demand Draft Demand Draft | Rs. 10,000/- (a)Rs .10lakh per channel for registration |

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| | | | | | | ble Minister of I&B. | | | | 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 Krishi Vigyan Kendras /Institutes | 15% | Smt Supriya Sahu, Joint Secretary (Broadcasting) | Jsb.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) after getting the clearances from Ministry of Home Affairs, M/o | 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). For details please visit Ministry's website http://www.mib.nic.i | Processing fee | Demand Draft | Rs. 2500 /- |

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| | | | | | | 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. | n | | | |
| 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/ | 8% | Shri Khurshid Ahmed Ganai, Joint Secretary (P&A) | ka.ganai@nic.in | 011-23383857 9818807183 | 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 |

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| | 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 Khurshid Ahmed Ganai, Joint Secretary (P&A) | ka.ganai@nic.in | 011-23383857 9818807183 | 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 10 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 under the | 25% | Shri Khurshid Ahmed Ganai, Joint Secretary(P&A) | ka.ganai@nic.in | 2338 3857 9818807183 | 1. Received the grievance petitions from CPGRAMS/DA RPG/PRSEC/ by post etc. | Grievance petition may be submitted to Grievance Officer by post/e-mail / in person/direct login to CPGRAM | Nil | Nil | 0 |

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| <p>administrative control of Ministry to discharge their functions as per their individual Citizens' Charter and to issue instructions thereof.</p> | <p>Shri D.P. Reddy, Joint Secretary(Films)</p> <p>Smt Supriya Sahu, Joint Secretary (Broadcasting)</p> | <p>jsf.inb@nic.in</p> <p>jsb.inb@nic.in</p> | <p>011-23382597 956045677 7</p> <p>011-23382597 901300500 5</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 acknowledgment/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/Responsibility Centre with reference to</p> | <p>system, bringing out precise and factual grievance.</p> | | | |
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| | | | | | | <p>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/commercial TV serials | 5% | Shri D.P. Reddy, Joint Secretary(Films) | Jsf.inb@nic.in | 011-23382597 9560456777 | 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 | (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. (iv)A draft for US\$225 or equivalent to Indian | NA | Demand Draft | US\$ 225/- or equivalent to Indian Rupees. |

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| | | | | | | granted with the approval of Joint Secretary(Films) in the Ministry of Information and Broadcasting | 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 licences were received. | 100% | 8 |
| 2 | Issue of License to Multi System Operators | - | ---- | ---- | ---- | ---- | - | - | - |
| 3 | Setting up teleport by TV Channels for uplinking/ downlinking | - | ---- | ---- | ---- | ---- | - | - | - |
| 4. | Issue of permission for Uplinking/Downlinking of TV Channels uplinked from India | - | ----- | ----- | ---- | ----- | - | - | - |
| 5. | Issue of Permission for Down linking of TV Channels uplinked from Abroad | - | ----- | ----- | ----- | ----- | - | - | - |
| 6. | Setting up of Community Radio Stations(CRS) by Non-Governmental Organisations(NGO), Educational Institutes and Krishan Vigyan | - | ---- | ----- | ---- | ---- | - | - | - |

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| | Kendras /Institutes | | | | | | | | |
| 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 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 November, 2011. | 100% | 5 |
| 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 1290 grievance petitions received, 620 grievance petitions were replied to within stipulated time line. | 48% | 12 |

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| 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 14 shooting permissions, all permission are given in stipulated time limit. | 100% | 5 |
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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 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</p> | 4 | months | | Records of Ministry of I&B |

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| | | | applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances. | | | | |
| 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 completed applications, to the concerned Ministries/Departments for necessary clearances.</p> | 4 | months | | Records of Ministry of I&B |
| 6.. | Setting up of Community Radio Stations(CRS) by Non GovernmentalOrganisa | 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 | 4 | months | | Records of Ministry of I&B |

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| | tions(NGO), Educational Institutes and Krishi VigyanKendras/ Institutes | | 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. | | | | |
| 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 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 |

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| 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% | <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 |
| 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 Khurshid Ahmed Ganai, Joint Secretary (P&A) | 23383857 | ka.ganai@nic.in | 9818807183 |

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)) | 011-23382127 | ira.joshi@nic.in | 9818941601 | 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 |

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| 4. | Photo Division | 011- 24392136 | www.photodivision008@gmail.com 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 | mattujpsingh@rediffmail.com | 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 |

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| 11. | National Film Archive of India | 020-25671569 25659379 | nfaipune@gmail.com | 0942357 0555 | Law College Road, Pune-411004 |
| 12. | Central Board of Film Certification | 022- 23694343 23690083 23675308 23631048 | ceocbfcmm@rediffmail.com | 0981981 5444 | Bharat Bhavan, 91E, Walkeshwar Road, Mumbai- 400006 |
| 13. | Press Council of India | 011 - 24368726 | vibha.b@nic.in | 9868078 847 | Soochana Bhavan, CGO Complex, Lodi Road, New Delhi |
| 14. | Film & Television Institute of India | 020 - 25431010 | dinarain@yahoo.com Filminst@gmail.com | 0981129 7327 | Law College Road, Pune-411004 |
| 15. | Satyajit Ray Film & Television Institute | 033- 24320070 | Shankardff3@yahoo.com | 0983644 3485 9999312 397 | E.M. By Pass Raod, Panchasayar, Kolkata -700094 |
| 16. | Indian Institute of Mass Communication | 011 – 26741450 011-26741268 | jaideepbhatnagar@hotmail.com | 9999882 948 | JNU, New Campus, Aruna Asaf Ali Marg, New Delhi 110067 |
| 17. | Children's Film Society, India | 022-23526798 | ceo@cfsindia.org | 0982132 2544 | 8 th Floor, Phase 1, Films Division Complex, 24, Dr. Gopalrao Deshmukh Marg, Mumbai- 400 026 |

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|-----|---|-------------------------------|--------------------|-------------|--|
| 18. | National Film Development Corporation | 022 - 24949971 | nina@nfdcindia.com | 09867973806 | Discovery of India Building, Nehru Centre, 6 th Floor, Dr. A.B. Road, Worli, Mumbai-400018. |
| 19. | Broadcast Engineering Consultants India Limited | 011-23378823 | becil@vsnl.com | 9910766533 | 14 ^B Ring road, IP Estate, New Delhi-110002 |
| 20. | Prasar Bharati, (All India Radio) | 011- 23421300 | dgair@air.org.in | 9818291188 | AkashwaniBhavan, SansadMarg, New Delhi. |
| 21. | Prasar Bharati, (Doordarshan) | 011- 23389353 011-23382028 | webadmin@dd.nic.in | 9910011334 | 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. |