



CITIZENS' / CLIENTS' CHARTER

MINISTRY OF INFORMATION AND BROADCASTING

A WING, SHASTRI BHAWAN

DR. RAJENDRA PRASAD ROAD

NEW DELHI – 110001

WWW.MIB.GOV.IN

YEAR 2023-24

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 | 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 | Shri Sanjiv Shankar, Joint Secretary(B-I), MIB | jsb-moib@gov.in | 011-23384453 | 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 Sanjiv Shankar, Joint Secretary(B-I), MIB | jsb-moib@gov.in | 011-23384453 | 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 HITS services to prospective licensee. | 10 | Shri Sanjiv Shankar, Joint Secretary(B-I), MIB | jsb-moib@gov.in | 011-23384453 | The application for issue of license for providing HITS service is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on 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 Sanjiv Shankar, Joint Secretary(B-I), | jsb-moib@gov.in | 011-23384453 | 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. |

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|----|---|---|---|-----------------|--------------|--|---|--------------------------------------|--|---|
| | (TRP) Agencies to operate in India | | MIB | | | 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 Sanjiv Shankar, Joint Secretary (B-I), MIB | jsb-moib@gov.in | 011-23384453 | 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 Permission fee | Online through Broadcast Seva Portal Online through Broadcast Seva Portal | Rs. 10,000/- Rs. 2 lakhs per teleport per year |
| 6. | Issue of permission for Up linking/ Down linking of TV Channels uplinked from India | 8 | Shri Sanjiv Shankar, Joint Secretary (B-I), MIB | jsb-moib@gov.in | 011-23384453 | 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 Permission fee | Online through Broadcast Seva Portal Online through Broadcast Seva Portal | Rs. 10,000/- (a)Rs. 2 lakhs per channel per annum for uplinking. (b) Rs. 5 lakh per channel per annum for down-linking. |

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| 7. | Issue of Permission for Down linking of TV Channels uplinked from Abroad | 6 | Shri Sanjiv Shankar, Joint Secretary (B-I), MIB | jsb-moib@gov.in | 011-23384453 | 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 Permission fee | Online through Broadcast Seva Portal Online through Broadcast Seva Portal | Rs. 10,000/- (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 Sanjiv Shankar, Joint Secretary (B-I), MIB | jsb-moib@gov.in | 011-23384453 | 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 | Ms. Neerja Sekhar, Additional Secretary, MIB | asmib.inb@nic.in | 011-23387558 | The application for permission for setting up of CRS is examined by Screening Committee under the Chairpersonship of Additional Secretary, after getting the clearances from Ministry of Home Affairs, M/o Defence, and M/o Communications. On the basis of | Applicants can submit their application form online via broadcast seva portal, applicants are required to submit a processing fee of | Processing fee | Online through Bharatkosh Portal(http://bharatkosh.gov.in) | Rs.2500/- |

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| | | | | | | 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 (LoI) is issued accordingly to the applicant. | 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 (P&A), 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. | 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/- |
| 11. | Issue of approval letter for the | 5 | Shri C. Senthil Rajan, Joint Secretary (P&A), | jspna-moib@gov.in | 011-23073775 | The proposal for issue of approval for publication of magazine is examined in | Applications are required to be submitted online | In case of news magazines | Online through Bharatkosh | Rs. 20,000/- |

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|-----|---|---|--|--------------------|---------------|--|--|---|--|---------------------------------------|
| | 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. | | MIB | | 011-23388771 | consultation with concerned Ministries | 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 | In case of news-paper and facsimile edition of foreign news-paper | Portal(http://bharatkosh.gov.in) Online through Bharatkosh Portal(http://bharatkosh.gov.in) | 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/DOPPW etc. Grievances are also received by post from other Ministries/Departments or directly from petitioner(s). 2. Relevant grievances received physically or through e-mail are uploaded on the portal i.e., http://pgportal.gov.in . 3. Issue of acknowledgement/interim reply to the petitioner(s). 4. Forwarding of grievances to the concerned authority | Grievance petition may be submitted to Grievance Officer by post/e-mail / in person/direct login to bringing out precise and factual grievance. | Nil | Nil | Nil |
| 13. | Permission of shooting letter to the foreign Producers for | 5 | Shri Prithul Kumar Joint Secretary (Films) | Jsfilms.inb@nic.in | 011-2338-4453 | The application for issue of permission is examined in consultation with the Ministry of Home Affairs and the Ministry of | (i) Application is accepted online on | NA | Online payment | Indian Rupees equivalent to USD 225/- |

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| | <p>filming a feature film / reality TV show/Commercial TV serial in India is issued through FFO.</p> | | | | | <p>External Affairs where ever required. The clearance of MHA is required where shooting is to be done in 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>www.ffa.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 applicant wants official co-production status, a signed agreement between the parties is required</p> | | | |
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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 license application is pending. | 100% | 8 |
| 2. | Issue of Registration to Multi System Operator | 100% | - | - | - | - | 1486 MSO registration has been granted by the Ministry within the prescribed time limit. | 100% | 8 |
| 3. | Issue of license for providing HITS services to prospective licensee. | 100% | - | - | - | - | No license application is pending. | 100% | 10 |
| 4. | Registration of Television Rating Points (TRP), Agencies to operate in India. | 100% | - | - | - | - | One application of M/s TAM Media is under consideration for registration as TRP Agency. | 100% | 10 |
| 5 | Setting up teleports by TV Channels for up linking/ down linking | 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 |

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| 6. | Issue of permission for Uplinking/Down linking of TV Channels uplinked from India | 100% | - | - | - | - | All clearances were received in 29 cases during the last one year and decision for permission conveyed within the stipulated time limit in 29 cases. | 100% | 8 |
| 7. | Issue of Permission for Down linking of TV Channels uplinked from Abroad | 100% | - | - | - | - | No such application is pending. | 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 date of receipt of clearances from concerned Ministries / Departments. | 100% | 15 |

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| 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% | - | - | - | - | No such application is pending. | 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% | - | - | - | - | Out of 32 shooting applications received in 2022, 30 shooting permissions have been given from January 2022 to December 2022. One application was referred to MEA as it was for a documentary project. One application for feature film is pending as inputs are awaited from the applicant. | 100% | 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 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 |

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| 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 | Time taken for grant of permission to Teleport for up linking/ down linking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances. | 4 | months | | Records of Ministry of I&B |
| 6. | Issue of permission for Up linking/ Down linking of TV Channels uplinked from India | 8 | Time taken for grant of permission to TV Channels for up linking/Down linking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances. | 4 | months | | Records of Ministry of I&B |

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| 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 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 |
| 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 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 |

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| 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 | 5 | <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</p> | 3 | months | | Records of M/o I&B |

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| | investment/facsimile edition of foreign newspaper by an entity having/not having foreign investment. | | receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances. | | | | |
| 12. | Grievance Redressal Mechanism. | 5 | 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 30 | Days Days Days | | Records of Ministry of I&B |
| 13. | Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/commercials TV Serials | 5 | Time Taken for issue of permission from receipt of application. | 3 | Weeks | | Records of Ministry of I&B where clearance of MHA/MEA is required. More time may be taken in cases where consultation from MHA and MEA is required. |

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 | Shri C. Senthil Rajan, Joint Secretary | 011-23382597 | Jsb2-moib@gov.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) | 011-23389223 | puv.sam@gmail.com | 9868257081 | Shastri Bhawan, 'A' Wing, 1 st Floor, Dr. Rajendra Prasad Road, New Delhi-110001 |
| 2. | New Media Wing | 011-24369431 | Kshitij.singha@gov.in | 7042906279 | Room No. 443, 4 th Floor, Soचना Bhavan,CGO Complex,Lodhi Road, New Delhi-110003 |
| 3. | Directorate of Publications Division | 011- 2436 8009 | dpd@nic.in | 9891465849 | 6 th Floor, Soचना Bhavan,CGO Complex, Lodhi Road, New Delhi-110003 |
| 4. | Registrar of Newspapers for India | 011-24369968 | dpradmn.rni@gov.in | 8802524154 | Soचना Bhawan, 9th floor, CGO Complex, Lodhi Road, New Delhi-110003. |
| 5. | Central Bureau of Communication | 011-24369601 | gita.mohan@nic.in | - | Soचना Bhavan, Lodhi Road, CGO Complex, ,New Delhi-110003 |
| 6. | Central Board of Film Certification, Mumbai | 022- 23510413 | romum.cbfc@nic.in | 8826065988 | Film Division Complex, Phae-1 Building, 9 th Floor, Dr. G. Deshmukh Marg, Mumbai-400026 |

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| 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 | 9643034368 | 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, Kolkota - 700094 |
| 10. | Indian Institute of Mass Communication | 011-26741450 011-26741268 | adgiimc1965@gmail.com | - | JNU, New Campus, Aruna Asaf Ali Marg, New Delhi 110067 |
| 11. | National Film Development Corporation Limited | 022-66288280 | nfdc@nfdcindia.com | - | Discovery of India Building, 6th Floor, Nehru Center, Dr. A.B. Road, Worli, Mumbai-400018. |
| 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- 23421218 | dgair@prasarbharati.gov.in | 9891635257 | DG:AKASHVANI, Akashwani Bhavan, Sansad Marg, New Delhi- 110001 |
| 14. | Prasar Bharati, (Doordarshan) | 011-23118801 | dgdd@prasarbharati.gov.in | - | Doordarshan Directorate, Tower-A, Copernicus Marg, New Delhi-110001. |
| 15. | Electronic Media Monitoring Centre | 011-24269432, 011-24269433 | 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 | <p>Time taken for issue of license from the date of receipt of security clearance from MHA in respect of complete applications.</p> <p>The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p> | 4 Months |
| 2. | Issue of Registration to Multi System Operators | <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 of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.</p> | 2 Months |
| 3. | Issue of license for providing HITS services to prospective licensee. | <p>Time taken for issue of permission from the date of receipt of clearance from MHA in respect of application complete in all respects and applicant can commence up linking/down linking operations within a year from the date of issuance of SACFA clearance from WPC.</p> | 4 Months |

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| 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 | Time taken for grant of permission to Teleport for up linking/ down linking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances. | 4 Months |
| 6. | Issue of permission for Up linking/ Down linking of TV Channels uplinked from India | Time taken for grant of permission to TV Channels for up linking/Down linking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances. | 4 Months |
| 7. | Issue of permission for Down linking of TV Channels uplinked from Abroad | 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. 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 |
| 8. | Issue of Permission for Uplinking by News Agency | 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. 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 |

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| 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 (Lol) 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 |

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| 12. | Grievance Redressal Mechanism. | Issue of acknowledgement/interim reply to the petitioner. | 3days |
| | | Time taken for transfer of the Grievance Petition to the concerned Administrative Wing/Responsibility Centre | 7days |
| | | 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 | 30 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: Shri C. Senthil Rajan, Joint Secretary
- B. Phone No. 011-23382597, Email- jsb2-moib@gov.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