



CITIZENS' / CLIENTS' CHARTER
MINISTRY OF INFORMATION AND BROADCASTING
A WING, SHASTRI BHAWAN
DR. RAJENDRA PRASAD ROAD
NEW DELHI – 110001
WWW.MIB.GOV.IN
YEAR 2018-19

VISION:

Create an enabling environment 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 multi-pronged strategy with increasing use of emerging technologies, universal digitization 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	Smt. Anju Nigam, Joint Secretary (Broadcasting II)	jsb2-moib@nic.in	011-23383857	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 fulfilment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Hon'ble Minister, 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.gov.in	Entry fee	Demand Draft	Rs. 10 crores entry fee
2.	Issue of License to Multi System Operators	8	Smt. Anju Nigam, Joint Secretary (Broadcasting-II)	jsb2-moib@nic.in	011-23383857	The application for issue of license for providing MSO service is examined for fulfillment of eligibility conditions as detailed in the guidelines. License is granted with the approval of Additional	-	Processing fee	Online via Bharat Kosh	Rs. 1.00 lakh

						Secretary (I&B)				
3.	Issue of license for providing HITS services to prospective licensee.	10	Mrs. Anju Nigam, Joint Secretary (Broadcasting-II)	jsb2-moib@nic.in	011-23383857	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 fulfilment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Hon'ble Minister, I&B.	Application to be submitted to the Secretary (I&B) in triplicate in the prescribed format (Form A). For details, please visit Ministry's website www.mib.gov.in	Entry fee	Demand Draft	Rs. 10.00 Crore
4.	Registration of Television Rating Points (TRP) Agencies to operate in India	10	Mrs. Anju Nigam, Joint Secretary (Broadcasting-II)	jsb2-moib@nic.in	011-23383857	The application for issue of license for providing TRP service is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Guidelines,	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.gov.in	Registration fee	Demand Draft	Rs. 10.00 Lakh.

						license is granted with the approval of Hon'ble Minister, I&B.				
5.	Setting up teleports by TV Channels for up linking/ down linking	8	Shri Vikram Sahay, Joint Secretary (P&A)	jspna- moib@gov.in	011- 23073775 011- 23388771	The application for issue of license for providing Teleports by TV channels is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Guidelines, license 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.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 Vikram Sahay, Joint Secretary (P&A)	jspna- moib@gov.in	011- 23073775 011- 23388771	The application for issue of license for providing up linking/ down linking of TV channels uplinked from India service 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 proforma. For details, please visit Ministry's website http://www.mib.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

						and on fulfilment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Secretary (I&B).				lakh per channel per annum for down-linking.
7.	Issue of Permission for Down linking of TV Channels uplinked from Abroad	10	Shri Vikram Sahay, Joint Secretary (P&A)	jspna-moib@gov.in	011-23073775 011-23388771	The application for issue of license for providing down linking of TV channels uplinked from abroad service is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, and on fulfilment of other eligibility conditions as detailed in the Guidelines, license is granted with the approval of Secretary (I&B).	Application to be submitted to the Secretary (I&B) in triplicate in the prescribed proforma. For details, please visit Ministry's website http://www.mib.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	Grant of permission for the setting up of Community Radio Stations (CRS)	15	Smt. Anju Nigam, Joint Secretary (Broadcasting-II)	jsb2-moib@nic.in	011-23383857	The application for permission to set up of CRS is examined by Screening Committee under the Chairpersonship	Applicants can submit their application form via online or offline mode, in both cases applicants are required to submit 7 sets of	Processing fee	Demand Draft/Online through Broadcasting Seva Portal	Rs.2500/-

						of Joint Secretary (Broadcasting) after getting the clearances from Ministry of Home Affairs, M/o Defence, 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 (LoI) is issued accordingly to the licensee.	application in prescribed application format along with a processing fee of R. 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/ .			
9.	Issue of approval letter for the publication of Indian editions of foreign magazines/ journals/ periodicals /New Magazines by an entity having	8	Shri Vikram Sahay, Joint Secretary (P&A)	jspna-moib@gov.in	011-23073775 011-23388771	The proposal for issue of approval for publication of magazine is examined in consultation with Ministries.	Application are required to be submitted to the Secretary (I&B) in seven sets in the prescribed proforma. For details, please visit Ministry's website www.mib.gov.in	NA	Demand Draft	Rs. 5,000/-

	foreign investment in the category of Specialty/ Technical/ Scientific.									
10.	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 Vikram Sahay, Joint Secretary (P&A)	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	Application submitted to the Secretary I&B in 11 sets in case of news magazines and 9 sets in case of newspapers and facsimile edition of foreign newspaper in the prescribed proforma. For details, please visit Ministry's website www.mib.gov.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/-
11.	Grievance Redressal Mechanism.	5	Smt. A. Srija, Economic Adviser	srija.a@gov.in	011- 23383374	Grievance petitions are received electronically through e-mail or CPGRAMs portal from DARPG/PRSEC/ PMO etc. Grievances are also received by post from other Ministries/Depart	Grievance petition may be submitted to Grievance Officer by post/e-mail / in person/direct login to CPGRAMs system, bringing out precise and factual grievance.	Nil	Nil	Nil

					<p>ments or directly from petitioner(s).</p> <p>2. Relevant grievances received physically or through e-mail are uploaded on the CPGRAMs portal i.e., http://pgportal.gov.in.</p> <p>3. Issue of acknowledgement/ interim reply to the petitioner(s).</p> <p>4. Forwarding of grievances to the concerned administrative wing/responsibility centers for examination and giving a final reply to the petitioner(s).</p> <p>5. Examination of the grievance petition(s) by the concerned administrative wing of this Ministry/Responsibility Centre with reference to relevant rules/regulations</p>				
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						<p>/instructions issued in the matter from time to time in consultation with the concerned media units/Department(s). 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 Centers.</p> <p>7. Grievances are then disposed of from the portal with the approval of the competent authority.</p>				
12	Permission of shooting letter to the foreign Producers for filming a feature film / reality TV show/Commercial TV serials in India is issued	5	Shri Ashokkumar R. Parmar, Joint Secretary (Films)	jsfilms.inb@nic.in	9810217893 011-23384453	The application for issue of permission is examined in consultation with the Ministry of Home Affairs and the Ministry of External Affairs	(i)A simple letter conveying intention to shoot in India, Mentioning the dates of shooting, particulars of cast and crew (includes their passport details, nationality, date of birth, complete address) and	NA	Demand Draft	Indian Rupees equivalent to USD 225.

	through FFO.				<p>where 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. On the basis of 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>the details of locations of shooting</p> <p>(ii) Four copies of detailed shooting script.</p> <p>(iii) In case the applicant wishes to bring equipment from outside country, a list of equipment to be temporarily imported to be provided.</p> <p>(iv) In case any living personality is portrayed in the film as a character, "No objection letter" obtained from the personality should be provided.</p>			
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EVALUATION CRITERIA							PERFORMANCE		
S. No.	Subject	EXCELLEN T	VERY GOOD	GOOD	FAIR	POOR	Achievement	Raw Score	Weighted Score
		100%	90%	80%	70%	60%			
1.	Issue of license for providing DTH services to prospective licensee	100%	-	-	-	-	No application for new licenses was received.	100%	8
2.	Issue of License to Multi System Operator	100%	-	-	-	-	As and when MSO applications of desirous applicant is received, the same is processed in DAS Section and the MSO registration is granted with the approval of the competent authority. So far, 1471 MSO registration have been issued by the Ministry.	-	-
3.	Issue of license for providing HITS services to prospective licensee.	100%	-	-	-	-	No application for HITS is pending.	100%	10
4.	Registration of Television Rating Points (TRP), Agencies to operate in India.	100%	-	-	-	-	No application for registration of TRP agency is pending.	100%	10
5	Setting up teleport by TV Channels for up linking/ down linking	100%	-	-	-	-	All clearances were received in Nil case during the last one year and decision for permission conveyed within the stipulated time limit	100%	8

6.	Issue of permission for Up linking/Down linking of TV Channels uplinked from India	100%	-	-	-	-	All clearances were received in 63 cases during the last one year and decision for permission conveyed within the stipulated time limit in 63 cases.	100%	8
7.	Issue of Permission for Down linking of TV Channels uplinked from Abroad	100%	-	-	-	-	All clearances were received in 15 cases during the last one year and decision for permission conveyed within the stipulated time limit in 15 cases.	100%	10
8.	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
9.	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.	-	-	-	66%	-	6 proposals were received and 4 were processed in prescribed time limit whereas 2 were delayed due to late receiving of comments from concerned stakeholders.	66%	6.4
10.	Issue of approval letter for the publication of Indian editions of foreign magazines dealing with news and current affairs / Newspapers/periodicals	100%	-	-	-	-	Only 1 proposal was received and clarification was sought from applicant company, which is still awaited.	100%	5

	by an entity having foreign investment/ facsimile edition of foreign newspaper by an entity having/ not having foreign investment.								
11.	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 21 shooting permissions received, 21 shooting permissions have been given from January 2018 to December, 2018.	100	-

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	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		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.	Issue of license for providing HITS services to prospective licensee.	10	<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		Records of Ministry of I&B
4.	Registration of Television Rating Points (TRP) Agencies to operate in India.	10	<p>Time taken for issue of permission from the date of receipt of clearance from MHA in respect of application complete in all respects.</p>	4	months		Records of Ministry of I&B.
5.	Setting up teleports by TV Channels for up linking/ down linking	8	<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 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.	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 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
7.	Issue of permission for Down linking of TV Channels uplinked from Abroad	10	<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.	Grant of permission for the setting up of Community Radio Stations (CRS)	15	<p>Time taken in forwarding the complete applications 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 clearances / permission from all the concerned Ministries / Department in respect of complete applications.</p>	7 4 7	Days Months Days		Records of M/o I&B

			Time taken in signing of Grant of Permission Agreement (GoPA) for setting up of CRS from the date of complete application.				
9.	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
10.	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
11.	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	3 7	Days Days		Records of Ministry of I&B

			/additional information sought from the petitioner, whichever is later	2	Months		
12.	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. A maximum period of 60 days is required for processing of applications.

Grievance Redressal Mechanism:

S.No	Name of the Public Grievance Officer	Landline Number	E mail
1.	Smt. A. Srijia, Economic Adviser	011-23383374	srija.a@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)	011-23384798	puv.sam@gmail.com	9868257081	Room No. 112, A Wing, Shastri Bhavan, New Delhi.
2.	New Media Wing	011-24369431	s.rabee@gov.in	9643034368	10 th Floor, Soochana Bhavan,CGO Complex, Lodi Road, New Delhi
3.	Directorate of Publications Division	011-24366670/7	dpd@nic.in	9810673231	Soochana Bhavan, CGO Complex,

		1			Lodi Road, New Delh-110003
4.	Photo Division	011- 24392136	Photodivision00 8@gmail.com	-	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi
5.	Registrar of Newspapers for India	011- 26106251	dprni@nic.in	9560476476	West Block-8, Wing -2, R.K. Puram, New Delhi.
6.	Bureau of Outreach Communication	011- 24369510	damorvr@gmail. com	9868351563	Room no. 363, Third Floor, Soochana Bhavan, CGO Complex, Lodi Road, New Delhi
7.	Films Division	022- 23519503	finance@filmsdivison.org	-	24,Dr. Gopalrao Deshmukh Marg, Mumbai-400 026
8.	Directorate of Film Festivals	011- 26499386	dff.tanurai@gma il.com	-	Siri Fort Auditorium Complex, August Kranti Marg, New Delhi-110049
9.	National Film Archive of India	020- 25671569 25659379	nfaipune@gmail .com	09423570555	Law College Road, Pune-411004
10.	Central Board of Film Certification, Mumbai	022- 235104773	romum.cbfc@ni c.in	8826065988	Film Division Complex, Phae-1 Building, 9 th Floor, Dr. G. Deshmukh Marg, Mumbai- 400026
11.	Press Council of India	011 - 24368724	us.complaints- pci@nic.in	9873170203	Soochana Bhavan, CGO Complex,Lodi Road,New Delhi
12.	Film & Television Institute of India	020 - 25580006	registrarftii2013 @gmail.com	7447797092	Law College Road, Pune- 411004
13.	Satyajit Ray Film & Television Institute	033- 24320070	director@srfti.ac .in	-	E.M. By Pass Road, Panchasayar, Kolkota -700094
14..	Indian Institute of Mass Communication	011 – 26741450 011-	adgiimc1965@g mail.com	-	JNU, New Campus, Aruna Asaf Ali Marg, New Delhi 110067

		26741268			
15.	Children's Film Society , India	022- 23526798	ceo@cfsindia.org	-	8 th Floor, Phase 1, Films Division Complex, 24, Dr. Gopalrao Deshmukh Marg, Mumbai-400 026
16	National Film Development Corporation Limited	022 – 24949971/ 022- 24951413/ 66288290	manoipingua@nfdcindia.com njshaikh@nfdcindia.com	9818146936 9969058763	Discovery of India Building, Nehru Centre, 6th Floor, Dr. A.B. Road, Worli, Mumbai-400018.
17.	Broadcast Engineering Consultants India Limited	011- 23378823	becil@vsnl.com	9910766533	14 ^B . Ring road, IP Estate, New Delhi-110002
18.	Prasar Bharati, (All India Radio)	011- 23421300	dgair@air.org.in	9868505897	Akashwani Bhavan, Sansad Marg, New Delhi.
19.	Prasar Bharati, (Doordarshan)	011- 23389353 011- 23387670	webadmin@dd.nic.in	0053219217	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.



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 License to Multi System Operators	<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
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

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.	Grant of permission for the setting up of Community Radio Stations (CRS)	Time taken in forwarding the complete application to the concerned Ministries / Department for necessary clearances. 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.	Within 7 days from the receipt of complete application. 4 months

		Time taken in signing of Grant of Permission Agreement (GoPA) for setting up CRS.	Within 7 days from the receipt of complete application.
9.	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
10.	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.	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
11.	Grievance Redressal Mechanism.	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 days 7 days 2 Months
12.	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.	3 weeks or maximum 60 days 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 Officer: Smt. A. Srija, Economic Adviser,
Phone No. 23383374, Email- srija.a@gov.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat, CCC-grievance@nic.in