

**CITIZEN'S /CLIENT'S CHARTER**  
**CENTRAL BOARD OF FILM CERTIFICATION**

Films Division Complex, Phase-1 Building, 9<sup>th</sup> Floor,

Dr. G.Deshmukh Marg, Mumbai-400026

Website - <http://cbfcindia.gov.in>

Year 2021-2022

## **VISION**

To ensure the good and healthy entertainment by enforcing the provision of the cinematograph Act 1952 and the Cinematograph (Certification) Rules 1983.

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## **MISSION**

- (i) To ensure healthy entertainment, recreation and education to the public through certification of films
- (ii) To enhance transparency and responsibility of certification process.
- (iii) To adopt modern technology for certification process through computerization of certification process and upgradation of infrastructure.
- (iv) To develop CBFC as a Centre of Excellence in film Certification.

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## SERVICES/TRANSACTIONS

<b>S. No</b>	<b>MAIN SERVICES</b>
(i)	CBFC performs film certification in all parts of the country
(ii)	CBFC monitors the certification process
(iii)	CBFC ensures healthy entertainment, recreation and education to public through certification of film
(iv)	CBFC creates awareness among panel members for bridging gap between guidelines for censorship and current trend in films through workshops and meetings
(v)	CBFC adopts modern technology for certification process through progressive digitisation
(vi)	CBFC maintains transparency about Board's activities through proactive disclosure and replies to RTI queries

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**SERVICE STANDARDS:**

<b>Sr. No</b>	<b>Services/ Transaction</b>	<b>Weight %</b>	<b>Success indicators</b>	<b>Service Standard</b>	<b>Unit</b>	<b>Weight</b>	<b>Data Source</b>
1.	Grant of Certificates for public exhibition of films	100	Time taken to issue certificate from the date of receipt of application	Maximum 64 days	Days		(i) Website for registering and apply online for film certification-  <a href="https://www.ecinepramaan.gov.in">https://www.ecinepramaan.gov.in</a>  (ii) Search field on CBFC's website :  <a href="https://www.cbfcindia.gov.in">https://www.cbfcindia.gov.in</a>

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### GRIEVANCE REDRESS MECHANISM

S.No.	Name of the Public Grievance Officer	Landline Number	E-mail
1	Shri Ravinder Bhakar, Chief Executive Officer, Central Board of Film Certification Phase -I Bldg.,9 <sup>th</sup> Floor, Films Division Complex, Dr. Gopalrao Deshmukh Marg, Mumbai - 400026	022-23510477	ceo.cbfc@nic.in

### STAKEHOLDERS/CLIENTS

S.No.	Stakeholder's/Client's Description
1	Stakeholders are public at Large
2	Primary clients are production houses and right-holders of films

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## List of Responsibility Centres and Subordinate Organisation

Sr. No.	Responsibility Centres and Subordinate Organisation Description	Landline Number	E-Mail	Mobile No.	Address
1.	Central Board of Film Certification, Mumbai	022-23510413	romum.cbfc@nic.in	8826065988	Film Division Complex, Phase-1 Building, 9 <sup>th</sup> Floor, Dr.G.Deshmukh Marg Mumbai-400026
2.	Central Board of Film Certification, Chennai	044-28278764 044-28273646	rochen.cbfc@nic.in	8130824026	35-Haddows Road, Shastri Bhavan, Chennai-600 006
3.	Central Board of Film Certification, Kolkata	033-22487266	rokol.cbfc.@nic.in	9433125694	Esplanade Road (east), 3 <sup>rd</sup> Floor, Kolkata-700069
4.	Central Board of Film Certification, Bangalore	080-25525164	robang.cbfc@nic.in	9449503461	P.B.No 36, Kendriya sadan, 4 <sup>th</sup> floor,"D' wing 17 <sup>th</sup> Main Koramangala, Bangalore 560034
5.	Central Board of Film Certification, Hyderabad	040-27544475	rohyd.cbfc@nic.in	9013348980	No.206,CGO towers, 2 <sup>nd</sup> Floor, Kavadi guda opp. Kalpana Theatre Secunderabad
6.	Central Board of Film Certification, New Delhi	011-24361456	rodel.cbfc@nic.in	9013966123	3 <sup>rd</sup> Floor, Parayavaran Bhavan, Old CGO. complex Lodhi Road, New Delhi-110003
7.	Central Board of Film Certification, Thiruvananthapuram	0471-238499	rotvm.cbfc@nic.in	8130034312	Chitranjali studio Complex, Tiruvallum, Thiruvananthapuram-695027
8.	Central Board of Film Certification, Cuttak	0671-23065076	roctc.cbfc@nic.in	9861251985	Chalachitra Bhavan, Baxi Bazar, OFDC, Cuttak-753001
9.	Central Board of Film Certification, Guwahati	0361-2380541	roguw.cbfc@nic.in	7002234725	Jyoti Chitravan Film Studio, Guwahati-781003

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### INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

Sr.No.	Indicative expectations from Service Recipients
(i)	The general expectation from the service recipient is regarding the content of the films applied for certification. The content is expected to adhere to the permissible limits prescribed under the Cinematograph Act
(ii)	It is expected that service recipients would respect the professionalism and judgement of CBFC examination team and accept the category so accorded after examination and consultation with them and adhere to the exhibition prescriptions
(iii)	Applicants for film certification are expected to ascertain the documents required to accompany the application and also deposit the correct fees after ascertaining the same from the website of CBFC. They may also contact information and facilitation services available at CBFC's regional offices for this purpose
(iv)	In the event of non-compliance with service standard the general expectation is that the aggrieved person shall bring to the notice of the respective Regional Officer.

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