



CITIZEN CHARTER
CENTRAL BOARD OF
FILM CERTIFICATION



MINISTRY OF INFORMATION
AND BROADCASTING

September, 2011

CITIZEN'S / CLIENT'S CHARTER

i) **COVER PAGE:**

Enclosed

ii) **VISION:**

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

iii) **MISSION :**

- 1 To ensure healthy entertainment, recreation and education to public through Certification of films.
- 2 To monitor the certification process.
- 3 To aid the coverage of film censorship in all parts of the country.
- 4 To create awareness among members for bridging gap between guidelines for Censorship and current trend in films through workshops and meetings.
- 5 To adopt modern technology for certification process through computerization of Certification process.
- 6 To maintain transparency about Board's activities through replies to RTI queries and publication of annual report.

iv) **SERVICE STANDARDS:**

SERVICE STANDARDS		
S.No.	MAIN SERVICES	STANDARD
1.	CBFC ensures healthy entertainment, recreation and education to public through certification of films	
2.	CBFC monitors the certification process.	
3.	CBFC aids the coverage of film censorship in all parts of the country	
4.	CBFC creates awareness among panel members for bridging gap between guidelines for censorship and current trend in films through workshops and meetings	

5	CBFC adopts modern technology for certification process through its computerization	
6.	CBFC maintains transparency about Board's activities through replies to RTI queries and publication of annual report	
7.	CBFC makes available the information of films certified to students in the same research field	
8.	CBFC helps the state police authorities in the process relating to seizure of interpolated films	

V) **GRIEVANCE REDRESS MECHANISMS**

The Chief Executive Officer is the Public Grievance Officer. Any member of the public can approach the Chief Executive Officer for redress of grievance.

VI) **STAKEHOLDERS / CLIENTS**

Stakeholders are Public at Large
Primary clients are productions houses of Films

VII) **RESPONSIBILITY CENTRES**

Under the Cinematography Rules framed and notified under the Cinematography Act, the Chief Executive Officer, the Regional Officers, Additional Regional Officers and Assistant Regional Officers or any other. Officer of the Board, so authorized by the Chairperson of the Board, is empowered to examine the films for facilitating consequential certification for public exhibition. Each of these officers constitute the Responsibility centers in respect of the films so examined by them with respect to content of the film certified and categorized for public exhibition.

VIII) **INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS**

The general expectations for the service recipient are twofold. Firstly in so are as the content of the films applied for certification, the content is expected to adhere to the permissible limits prescribed under the Cinematography Act and proscribed contents are avoided. Secondly, in it is expected that they would respect the professionalism and judgement of CBFC examination team and accept the category so accorded after examination, and adhere to the exhibition proscriptions.

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.

In the event of non-compliance with service standard the general expectation is that the aggrieved persons shall bring to the notice of the respective Regional officer.

IX) **MONTH AND YEAR FOR NEXT REVIEW OF THE CHARTER**

A Cinematography Bill is being framed is in the process of being introduced in the Parliament. Upon the enactment of the new Cinematograph Act, the Clients charter shall be reviewed

MISSION:

- Activate the process to evolve Public Private Participation (PPP) mode in the entertainment and media sectors with industry bodies like CII, FICCI, ASSOCHAM etc.
- To promote and develop good and value based cinema for healthy entertainment of people of all ages and create a policy framework for achieving this.
- Combat film, music and video piracy in coordination with other concerned agencies.
- Celebrate 100 years of Films in 2013.
- Ensure transparency in decisions making and eliminate delays in implementations at all levels

Service/Transaction:

Sr. No	Service/ Transaction	Weight	Responsible person (Designation)	E-mail	Mobile (Phone Number)	Process	Documents Required	Fees
1.	Grant of Certificates for public exhibition of film.	5	Mrs.Pankaja Thakur, CEO,CBFC	Ceo.cbfc@nic.in	022-23631048	Application for certification of a film at the CBFC is to be filed in duplicate alongwith the necessary documents	Details of documents to be submitted may please be seen at CBFC website http://cbfcindia.gov.in	For details is regarding Fee please visit website http://cbfcindia.gov.in

Service Standards

Sr. No	Services/Transaction	Weight	Success indicators	Service Standard	Unit	Weight	Data Source
1.	Grant of Certificates for Public exhibition of films	5	Time taken to issue certificate from the date of receipt of complete application	21	Days		Records of CBFC

Grievance Redress Mechanism:

Sr.No.	Name of the Public Grievance Officer	Landline Number	E-mail	Mobile Number
1.	Smt.Pankaja Thakur, CEO	022-23631048	ceo.cbfc@nic.in	9819815444

Stakeholders/clients:-

Sr.No.	Stakeholder's/Client's Description
1.	Film Producers,Directors etc.
2.	General Public

List of Responsibility Centres and Subordinate Organisations:-

Sr.No.	Responsibility Centres and Subordinate Organisations Description	Landline Number	E-Mail	Mobile Number	Address
1.	Central Board of Film Certification, Mumbai	022-23694343	romum.cbfc@nic.in		Bharat Bhavan,91-E, Walkeshwar Road, Mumbai-400 006.
2.	Central Board of Film Certification, Chennai	044-28278764	rochen.cbfc@nic.in		35-Haddows Road,Shastri Bhavan,Chennai-600 006
3.	Central Board of Film Certification, Kolkata	033-25524164	rokol.cbfc@nic.in		8-Esplenade Road, 3 rd floor,Kolkata-700 069.
4.	Central Board of Film Certification, Bangalore	080-25525164	robang.cbfc@nic.in		P.B.No.36, Kendriya Sadan, 4 th floor, 'D' wing, 17 th Main Koramangala, Bangalore- 560 034
5.	Central Board of Film Certification	040-23314478	rohyd.cbfc@nic.in		Samachar Bhavan, 1 st floor, 10-2-1, A.C.Guards, Hyderabad- 500 028
6.	Central Board of Film Certification	011-24361456	rodel.cbfc@nic.in		III floor, Paryavaran Bhavan, CGO Complex, Lodhi Road, New Delhi-110 003.
7.	Centtal Board of Film Certification	0471-2320857	adrotvm.cbfc@nic.in		Chalachitra Kalabhavan, Vazthacaud, Thiruvanthapuram-695014
8.	Central Board of Film Certification	0671-2301220	roctc.cbfc@nic.in		Chalachitra Bhavan, OFDC Campus, Buxi

					Bazar, Cuttak- 753 001
9.	Central Board of Film Certification	0674- 2386059	roguw.cbfc@nic.in		Jyothi Chitraban Films Studio, Guwahati- 781 003