

CITIZEN'S CHARTER
PRESS INFORMATION BUREAU
MINISTRY OF INFORMATION & BROADCASTING

Shastri Bhawan, 'A' wing, 1st Floor,

Dr. Rajendra Prasad Road,

New Delhi.110001.

www.pib.nic.in

Month and Year of issue – **March, 2022**

CITIZEN CHARTER

THE PRESS INFORMATION BUREAU

II. THE VISION

The Press Information Bureau, Government of India under the Ministry of information and Broadcasting disseminates information about the policies, decisions & programs of the Government of India through the media, print & electronic and digital, using appropriate means of communication.

- Providing state-of-the-art information retrieval facilities from its website.
- Developing an all-encompassing electronic photo library, covering developmental issues as well as photographs of historic interest.
- Organizing media outreach programmes.
- Providing friendly and efficient media facilitation for its clients.

III. THE MISSION

The Press Information Bureau`s core functions are: -

- Dissemination of information about Government of India policies, programmes and activities.
- Providing feedback from media to various Government Departments and Public Sector Organizations under various Ministries on how these policies and activities are received by the people.
- Advising the Government on its information /media strategy
- Providing explanation and background on official pronouncements.
- Providing accreditation to media persons based in New Delhi.
- Organizing media outreach programmes like special media interactive sessions.

IV. SERVICES STANDARDS

SERVICE STANDARDS

S.No.	Services	Process	Fees	Time limit
1	Dissemination of information on policies and programmes of the Central Government through press releases, features, backgrounders, press notes through PIB HQs, 5 Zones divided into 19 Regional and 16 Branch Offices.	<ul style="list-style-type: none">• Accuracy and quality of materials• Immediacy /promptness in dissemination.• Use of modern means of communication for quick & prompt dissemination.• Simultaneous release in English, Hindi, Urdu and regional languages for wider reach across the country through PIB HQs and Regional/Branch Offices.	No fee is required	Immediate
2	Announcement of important policies and programmes of the Central Government to the media through interactive sessions such as Press Conferences, Press Briefings and coverage of events	<ul style="list-style-type: none">• To ensure good media presence• Issue of timely invite to media.• SMS and email alerts.• Distribution of press material• Issue of follow up release.• Live Tweets and posts on Social Media Platforms.		

3	Enhancing media visibility of the client Ministry / Department.	<ul style="list-style-type: none"> • By clarifying queries from media. • Periodic issue of backgrounders and features. • Creating photo opportunities. • Organising periodic one to one interviews, briefings, etc. 		
4	Feedback Services to the client Ministry/Deptt. from the National and Vernacular Media	<ul style="list-style-type: none"> • Scanning newspapers and providing press clippings to the client Ministry/Deptt on daily basis. • Preparation of Daily Digest of News and views and Special Digests on emerging issues at Headquarters and Regional/Branch Offices. • Press Clippings from the Regional Offices • Advising Ministries/ Departments on the coverage and trend of the media 		

5	Accreditation to media persons to facilitate easy access to information, official Press Conferences/entry to Government Offices, etc.	<p>For obtaining Accreditation Card, following process is followed:</p> <ol style="list-style-type: none"> 1. Applicants are required to file their application online in the prescribed format available on the website of PIB. i.e. www.pib.nic.in 2. Applicants can apply for accreditation Card any time. 3. The details of eligibility criteria, category and other relevant information related to accreditation is mentioned in the Guidelines for the Accreditation which are available on PIB's website 4. Duly filled up application meeting all the required criteria is placed before the Central Press Accreditation Committee (CPAC) of PIB for consideration. 	No fee is required	Grant of accreditation in respect of fresh cases depends upon submission of supporting documents, completion of formalities and recommendation of CPAC and police verification. Normally all the modalities are finalised and Accreditation Card is issued to the applicant in fresh as well as renewal cases after completion of formalities subject to security clearance.
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6.	<p>Take cognizance of fake news suo-moto or on receipt of a complaint regarding fake news including misinformation and misrepresentation (misleading) circulating in mainstream and social media on matters concerning the Government of India.</p>	<p>The Press Information Bureau's Fact Check Unit (FCU) receives complaints through –</p> <ol style="list-style-type: none"> 1. Email ID - socialmedia@pib.gov.in 2. Website Portal - https://factcheck.pib.gov.in/ 3. WhatsApp Hotline – 8799711259 <p>The Unit publishes fact checked information on its accounts on Twitter, Facebook, Telegram, KOO and Instagram.</p>	No fee is required	
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V. GRIEVANCE REDRESSAL MECHANISM:

(a): Name and Contact details of Public Grievance Officer

Name	Sh. Shambhu Nath Choudhary
Designation	Addl. Director General
Office Address	Press Information Bureau, Room No. 112, 'A' Wing, 1st Floor, Shastri Bhawan, New Delhi-110001.
Telephone No	Tele: 011-23384798, Mob: 09868257081
Fax	
E-mail	puv.sam@gmail.com

(b): Helpline Number/Website URL to Lodge grievance_

<http://darpq.grievance.nic.in>.

(c): Response to be expected by person lodging the grievance: Within 60 days. Efforts are made to address the grievance within the maximum time limit of 60 days, decision to be communicated immediately after it is taken and the status of the grievance to be displayed <http://darpq.grievance.nic.in>.

(d) : Time lines for redress : 60 days

VI. Stake Holders/ Clients

1. Media
2. Ministries/Departments of the Central Government.
3. General Public (Beneficiaries of Central Government's Flagship Programmes).

VII. Responsibility of Centre and subordinate Organizations.

Headquarters: Press Information Bureau, 1st Floor, 'A' Wing, Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi – 110001.

Zonal Offices: Lucknow, Kolkata, Mumbai, Chennai & Guwahati

Regional Offices: Lucknow, Dehradun, Chandigarh, Srinagar, Kolkata, Bhubaneshwar, Patna, Mumbai, Ahmedabad, Jaipur, Bhopal, Raipur, Chennai, Thiruvananthapuram, Bengaluru, Hyderabad, Vijayawada, Guwahati and Imphal.

Branch Offices: Varanasi, Shimla, Jalandhar, Jammu, Ranchi, Pune, Nagpur, Panaji, Jodhpur, Port Blair, Cochin, Shillong, Agartala, Gangtok, Kohima and Aizwal.

Service Standard of the Headquarters and Regional Offices:

(i) HQs:

- Dissemination of authentic information on Government policies and programmes to media in English, Hindi & Urdu.
- Feedback on media coverage to the client Ministries/Departments
- Accreditation to Media

(ii) Zonal/Branch Offices:

- Dissemination of information in regional languages through 19 Regional and 16 Branch Offices
- Providing timely feedback on regional media coverage to PIB HQs for inclusion in Daily Digest.

(iii) Media Outreach Programme:-

- Organizing Vartalaaps, Regional Conferences etc.

VIII. Indicative expectations from Service recipients.

- Timely and quick response on important issues and policy decisions in the Government circle.
- Supply of newsworthy information on regular periodicity.
- Exclusive stories
- Hassle free accreditation.

IX. Month and Year for the next review of the Charter.

December, 2021 or when a need is felt due to functional/structural changes if any, whichever is earlier.