

Citizen's Charter

VISION:

We envision to inform and empower the people with awareness on central government policies and programmes –

- Making people informed through interpersonal sustained publicity campaigning;
- Bringing about attitudinal changes in the minds of the people through publicity programmes;
- Mobilising public opinion in favour of implementation of welfare and development programmes.

MISSION:

We act as a facilitator in coordination with state/ central government departments/ agencies to create awareness about the policies, programmes and achievements of the government.

Our mission thus is to empower the weaker sections of society especially at the grass roots level with information about schemes meant for their betterment and persuade them to derive benefit from them. These include:-

- To collect feedback and report to the development agency in measureable, analyzable and actionable manner.
- To the client Ministries to enable them to tailor their plan and formulate policies in the best interest of the common man.

SERVICES STANDARDS:

SERVICE STANDARDS		
Sl.No.	MAIN SERVICES	STANDARDS
1.	Field Publicity Campaign with the Aid of Publicity Literature and Different Modes of Audio Visual Tools	Monthly
2.	Feedback to Client Ministries/ Departments	Quarterly

GRIEVANCE REDRESSAL MECHANISM:

- a) Name and contact details of Public Grievance Officer: Mr. S. Kameswara Rao, Additional Director General, DFP, 5th Floor, Sookhana Bhawan, CGO Complex, Lodhi Road, New Delhi-110003. Tel. No. 24369171(O).
- b) Email Address : adg.dfp@nic.in
- c) Response to be expected by person lodging the Grievance: Acknowledgement followed by timely redressal
- d) Timelines for redress: Acknowledgement: Within 15 days of receipt.
Redressal: Within 60 days.
- e) Any grievance may first be lodged with the concerned Regional Head/Officer.
- f) If not redressed within reasonable time, it may be taken up with the Public Grievance Officer.
- g) If the grievance is still not redressed, the same may be taken up with the Joint Secretary (P & A), Ministry of I & B, Fifth Floor, Shastri Bhavan, New Delhi – 110001.

STAKE HOLDERS/CLIENTS.:

- Central government ministries/departments;
- Governments of States/Union Territories;
- Autonomous bodies, NGOs and national and international organizations.
- Common People

RESPONSIBILITY CENTERS AND SUBORDINATE ORGANIZATIONS:

The Directorate has 22 Regional Offices, each headed by a Director/Joint Director/Dy. Director/Asst. Director to supervise publicity activities of units under their jurisdiction. Presently there are 207 Field Publicity Units generally headed by a Field Publicity Officer and are equipped with audio-visual equipment, publicity literature, exhibition kits and a vehicle, which carry out the publicity activities on policies and programmes of the Union Government.

As part of publicity activities, film shows, song and drama programmes, sports meets, debates, competitions, quiz, seminars, talks, group discussions, healthy baby shows, rallies etc. are organized by our field units.

S. No	Region (States & UTs)	Address	Telephone/ Fax & Email ID	FPU
1	Andhra Pradesh & Telangana	Ground Floor, Kendriya Sadan, Sultan Bazar, Koti, Hyderabad – 500095	040-24657960/ 24736645 ro.hyderabad.dfp@nic.in,	Srikakulam, Vishakhapatnam, Kakinada, Guntur, Nellore, Kadapa, Kurnool, Nalgonda, Nizamabad, Sangareddy
2	Arunachal Pradesh	Post Bag No. 109, Itanagar DFP Campus, Shankiview, Itanagar-791111	ro.itanagar.dfp@nic.in	Along, Bomdila, Daporijo, Nampong, Pasighat, Tawang, Tezu, Ziro
3	Assam	House No.68, By lane 1, Ajanata Path, Survey, Beltola, Guwahati-781028	0361-2222281/2222282 ro.guwahati.dfp@nic.in	Barpeta, Nagaon, Tezpur, North Lakhimpur, Dibrugarh, Jorhat, Diphu, Silchar, Haflong
4	Bihar	Ganpat Sadan, East Boring Canal Road, Patna, Bihar - 800001	Telefax: 0612-2533927 ro.patna.dfp@nic.in	Forbesganj, Bhagalpur, Munger, Chapra, Darbhanga, Sitamarhi, Kishanganj
5	Chhattisgarh	17, Jal Vihar Colony, Raipur, Chhattisgarh - 492001	Telefax: 0771-2426840 ro.raipur.dfp@nic.in	Ambikapur, Bilaspur, Balaghat, Durg, Jagadapur, Jabalpur, Kanker, Mandla, Rewa, Shahdol, Sidhi
6	Gujarat , Dadra & Nagar Haweli and Daman & Diu	39/3, 1st Floor, Bimanagar Co-operative Housing Society, Satellite Road Ambawadi, Ahmedabad-380015	Telefax: 079-26751339 ro.ahmedabad.dfp@nic.in	Bhavnagar, Bhuj, Godhra, Junagadh, Palanpur, Surat
7	Jammu & Kashmir	2nd Floor, Media Centre, Radio Colony, Panjtirthi, Jammu-180001	0191-2520083/ 2520093 ro.jammu.dfp@nic.in	Anantnag, Baramulla, Chadoora, Doda, Kathua, Kangan, Kargil, Leh, Poonch, Rajouri, Srinagar, Shopian, Udhampur, Kupwara
8	Jharkhand & Gaya unit of Bihar	Soorya Bhawan, Kilburn Colony, Hinoo, Ranchi, Jharkhand - 834002	Telefax: 0651-2251081 ro.ranchi.dfp@nic.in	Chhaibasa, Jamshedpur, Gumla, Daltangang, Gaya, Dhanbad, Dumka
9	Karnataka	F Wing, 6th Floor, Kendriya Sadan, CPWD Complex, Koramangala, Bangalore-560034	080-25538191/ 25527291 ro.bangaluru.dfp@nic.in	Bellary, Bijapur, Chitradurga, Dharwad, Gulbarga, Hassan, Mangalore, Mysore, Shimoga
10	Kerala & Lakshadweep	Post Bag No. 310, Uppalam Road, Thiruvananthapuram - 695001	0471-2570140/ 2471483 ro.trivandrum.dfp@nic.in	Alappuzha, Kottayam, Ernakulam, Thrissur, Palakkad, Malappuram, Wayanad, Kannur, Kavaratti
11	Madhya Pradesh	M-155, Gautam Nagar, Near Chetak Bridge, Bhopal- 462023	0755-2581037/2581051/2553656 ro.bhopal.dfp@nic.in	Indore, Sagar, Gwalior, Chhindwara, Mandsaur, Jhabua, Chhatarpur, Ujjain
12	Maharashtra & Goa	'B' Wing, Third Floor, Kendriya Sadan, Opp. Akurdi Rly. Station, Pradhikaran, Pune-411044	Telefax: 020-27659478 ro.pune.dfp@nic.in	Ahmednagar, Amravati, Aurangabad, Chandrapur, Jalgaon, Kolhapur, Nagpur, Nanded, Nashik, Panaji, Ratnagiri, Solapur, Wardha
13	MMT (Meghalaya, Mizoram & Tripura)	Lower Lachamara Hills, Shillong -793001	0364- 2534044/2534223 ro.shillong.dfp@nic.in	Aizawal, Lunglei, Jowai, Nongstoin, Tura, William Nagar, Agartala, Kailashahar

14	Nagaland & Manipur	Officer's Hill, Kohima -797001	0370-2243650/ ro.kohima.dfp@nic.in	2243089	Mon, Tuensang, Imphal, Senapati, Chandel, Tamenglong, Churachandpur, Ukhrul
15	North West (Chandigarh, Punjab, Haryana & Himachal Pradesh)	Block V, Ground Floor, Kendriya Sadan, Sector 9, Chandigarh-160009	0172-2743161/ ro.chandigarh.dfp@nic.in	2742423	Amritsar, Ferozepur, Jalandhar, Pathankot, Hissar, Naranaul, Rohtak, Chamba, Dharamsala, Hamirpur, Mandi, Shimla
16	Odisha	25-P, Gajapati Nagar, Sainik School Road, PO- Bhubaneswar, Dist-Khurda, Odisha -751005	0674-2301022/ ro.bhubaneswar.dfp@nic.in	2302033	Balasore, Jeypore, Baripada, Brahmapur, Bhawanipatna, Phulbani, Puri, Sambalpur
17	Rajasthan	305-306, 3rd Floor, Kendriya Sadan, Block A Sector 10, Vidyadhar Nagar, Jaipur, Rajasthan -302023	0141-2236533/ ro.jaipur.dfp@nic.in	2235044	Ajmer, Alwar, Barmer, Bikaner, Dungarpur, Jaisalmer, Jodhpur, Kota, Sawai Madhopur, Sirohi, Sriganganagar, Udaipur
18	Tamil Nadu & Puducherry	1st Floor, Block 8, Shastri Bhawan, 26 Haddows Road, Chennai, Tamil Nadu -600 006.	044- 28275072/28278463 ro.chennai.dfp@nic.in		Vellore, Madurai, Tiruchirapalli, Coimbatore, Salem, Tirunelveli, Puducherry, Dharmapuri, Thanjavur, Ramanathapuram
19	Uttar Pradesh	IIInd Floor, Kendriya Bhawan, Aliganj, Sector-H, Lucknow, Uttar Pradesh -226024	0522-2329354/ rodfplu-up@nic.in	2329355	Gonda, Gorakhpur, Azamgarh, Banda, Mainpuri, Varanasi, Allahabad, Jhansi, Lakhimpur Kheri, Sultanpur
20	Uttarakhand & Western Uttar Pradesh	38-D, Tilak Marg, Dehradun, Uttarakhand - 248001	0135-2626340/ ro.dehradun.dfp@nic.in	2521074	Agra, Aligarh, Bareilly, Meerut, Moradabad, Gopeshwar, Nainital, Pauri, Pithoragarh, Ranikhet, Uttarkashi
21	West Bengal(North) & Sikkim	Ashutosh Mukherjee Road, Subashpally, Siliguri, Dist. Darjeeling, W.B.-734001	0353- 2521460/ ro.siliguri.dfp@nic.in	2436101	Gangtok, Jorethang, Kalimpong, Jalpaiguri, CoochBehar, Raiganj, Malda
22	West Bengal(South) & A & N Islands	2nd Floor, CGO Complex, F Wing, DF-Block, Salt Lake City, Kolkata – 700 064	033-23219444/ ro.kolkata.dfp@nic.in	23349341	Bardhaman, Baharampur, Bankura, Chuchura, Medinipur, Ranaghat, Port Blair

For further details please visit the concerned region's website.

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS:

Our services to the citizens are absolutely free. We do not charge fee for providing publicity support to our clients on various ongoing national themes. However, we organize special programmes to focus on specific themes on client ministry/organisation's request and these are organized on the basis of funds made available to DFP by the concerned ministry/ organization.

SUGGESTIONS:

We welcome suggestions for improving the quality of our programmes and serving the citizens of the country through our programmes.

You may contact or write to the Principal Director General, DFP, Ministry of I&B, 5th Floor, Sookhana Bhawan, CGO Complex, Lodhi Road, New Delhi-110003. Tel. No. 24364475(O), Fax: 24362841 and e-mail - adg.dfp@nic.in. Your suggestions for improving our programmes are always welcome.

NEXT REVIEW OF THE CHARTER: JULY, 2016.