



CITIZEN'S / CLIENT'S CHARTER

NATIONAL FILM ARCHIVE OF INDIA

MINISTRY OF INFORMATION AND BROADCASTING

Law College Road, Pune-411 004

Website: www.nfai.gov.in

Vision:

National Film Archive of India is committed to the acquisition, preservation, restoration and dissemination of India's socio-cultural heritage, widely enshrined in the form of films and cinematic material.

Mission :

The mission is critical for the benefit of society at large and aims to create an archival and preservation policy through strategic direction, leadership, partnership, and collaboration between not just the National Film Archive of India, but also other government institutions like the Films Division, National Film Development Corporation, Children Film Society of India, Film & Television Institute of India, Directorate of Film Festival, state government institutions etc. and other private libraries. Being the nodal agency with an experience of 40 years into this activity, NFAI, the national custodian for preservation of audiovisual heritage, has to be strategically ensure that the efforts and resources under this Mission are optimally utilized to generate the desired results within a set timeframe.

Service Standards:

Service Standards	
Sr.No.	Main Services
1	Theatre facility for screening of films at NFAI, Pune (Main & Preview Theatre)
2	Film Circle/Club Membership fee (Annual Basis)
3	Film/Video/DVD viewing facilities
4	Book Library facility on entry fee basis
5	Distribution Library Membership Registration/Renewal facility.
6	Lending of films on nominal service charge basis
7	Preservation Techniques consultancy services

Main Services / Transaction

S. No.	Services/Transaction	Weight %	Responsible Person (Designation)	E-mail	Land line Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1)	Loaning of films for Producers' copying work.	20%	Film Preservation Officer, NFAI.	nfaipune[at]gmail[dot]com	020-29708253	Submission of simple application giving the details of films etc.	Permission from the Producer/ copyright owner	General	Demand Draft	.Rs 1000 per reel.
2)	Film Club membership (Annual Basis)	20%	Film Section, NFAI.	nfaipune[at]gmail[dot]com	020-29708253	Submit the prescribed application form in Distribution Library Section.	Photograph and identity proof for issuing Identity Card.	General	Demand Draft.	Rs.1500 per annum.
3)	Distribution Library Registration/ Renewal Charges	20%	Film Section, NFAI	nfaipune[at]gmail[dot]com	020-29708253	Submit the application in prescribed proforma.	Registration Certificate and bye-laws of the organization.	General	Demand Draft	Rs. 1000 per annum
4)	Theatre facility for screening of films at NFAI,Pune	20%	Film Preservation Officer, NFAI.	nfaipune[at]gmail[dot]com	020-29708253	Submit the simple application in NFAI.	-nil-	General	Cash/Demand Draft	Rs.2000 per hour for Main Theatre and Rs. 1000 per hour for Preview Theatre.

Other various services provided on nominal charges are listed below:-

Sr.No.	Description of Services	Amount (in Rupees)
1	Steenbeck film viewing charges	Rs. 150 per hour
2	Service charges of film for watching on steenbeck or in theatre for research	Rs. 100 per reel
3	Video/DVD viewing charges	Rs. 50 per hour
4	Service charges for film for Distribution Library Members	Rs. 2000 per film
5	Service charges for film for Non Distribution Library Members	Rs. 2500 per film
6	Distribution Library Membership Registration/Renewal Charges	Rs. 1000 per annum
7	Entry fee for Book Library	Rs. 10 per day
8	Visit/consultancy charges for study group	Rs. 500 per day
9	Service charges for Producers Video copying work from Archive film	Rs. 1000 per reel
10	Service charges for Producers Video copying work of the films deposited by the Producers	Rs. 100 per reel
11	Service Charges for viewing (Digital Cinema) films in NFAI Digital film Library	Rs. 50 Per film per person

Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
Loaning of films for Producers' copying work.	20.00	Time taken from the date of receipt of application till the making of film available to the producer.	15	days	20.00	Acquisition Register and relevant files.
Film Club Membership (Annual Basis)	20.00	Time taken to issue Film Club Membership Identity Card from the date of receipt of completed application.	07	days	20.00	Membership Register.
Distribution Library Registration / Renewal Charges.	20.00	Time taken from the date of receipt of application to issue of registration/renewal of membership.	15	days	20.00	DL Membership Register and relevant files.
Theatre facility on hire basis.	20.00	Time taken from the date of receipt of application for the hire of theatre till the confirmation of the availability of the theatre.	7	days	20.00	Theatre Booking Records.
Film/Video viewing facility offered to scholars / film students.	20.00	Time taken to grant permission from the date of receipt of completed application.	7	days	20.00	Steenbeck/Theatre Booking records film data base.

Grievance Redress Mechanism :

a)	Name and contact details of Public Grievance Officer	Administrative Officer, National Film Archive of India, Law College Road, Pune-411 004
b)	Helpline number/Website URL to lodge grievance	Telephone No: 020-29708253. URL – https://www.nfai.gov.in
c)	Response to be expected by person lodging the grievance	Acknowledgement of the Grievance and reasonable time to redress the grievance.
d)	Timelines for redress	Depends upon the category of grievance. In normal course it has to be redressed within 15 Days.

Stakeholders/clients:

Stakeholders in NFAI include individuals, group of individuals and common public at large. In addition to this Film Societies, Students and Teachers of Cinema, Journalism, Mass Communication, Cultural Organizations, Educational Institutions, Government units, Film Festival Organisers, Research scholars from India and abroad etc. take the benefit of the various services rendered by NFAI. Their suggestions are also taken into consideration, which are found within the government rules.

Responsibility Centers and Subordinate Organizations:

Main services are delivered at National Film Archive of India, Law College Road, Pune-411 004.
(Land Line Number: 020-25658253, e-mail: nfaipune[at]gmail[dot]com)

Distribution Library Films are routed through our following three regional offices:-

Sr. No.	Name of Regional Office	Land Line Number	Address
	Regional Office, National Film Archive of India Bangalore.		Regional Office, Kendriya Sadan, 4th Floor, E-Wing, Koramangala, Bangalore-560 034.
	Regional Office, National Film Archive of India Kolkata	033-24323487	Regional Office, C/o Satyajit Ray Film & TV Institute Campus, PO: Panchasayar, E.M. Bypass Road, Kolkata-700 094.
	Regional Office, National Film Archive of India Thiruvananthapuram	0471-2384810	Regional Office, Chitranjali Studio Complex Thiruvallom Thiruvananthapuram – 695 027

Citizens/clients if they are to avail the services from NFAI, they are required to give simple application or prescribed application form depending upon the services to be availed. Depending upon the availability of films service delivery can be made.

Month and Year for the next review of the Charter:

Review of charter would be made once in two years.