



Citizen's/Client's Charter

Ministry of Micro, Small & Medium Enterprises
Udyog Bhawan, New Delhi

Our Commitment to you

Sl.No	Our Services and Transactions	Responsible Officer	Our Service Standard Days
1.	Approval of new and complete proposals from KVIC and Coir Board for development of traditional industries clusters under SFURTI	Shri Supriyo Ghosh (Director) 23061636	60
2.	Approval of new complete proposals under A Scheme of promotion of Innovation, Entrepreneurship and Agro-Industry (ASPIRE)		90
3.	Promoting policy support and guidance to KVIC in respect of PMEGP		45
4.	Release of fund to KVIC under PMEGP		30
5.	International Cooperation Scheme	Ms. Mercy Epao (Director) 23061431	60
6.	NSIC / National SC/ST Hub Scheme		15
7.	IEC/Media Cell		15
8.	Providing policy support and guidance to KVIC and MGIRI	Shri Deepak Rai Narang (Deputy Secretary) 23062745	55
9.	Release of funds to KVIC and MGIRI under different schemes		55
10.	Providing policy support and guidance to Coir Board as and when required		35
11.	Release of funds to Coir Board under different schemes		30
12.	Issues related to DBT & DATC, Annual Report, Statistical work including Web Based Data Portals, IT related matters and RTI matters.	Shri R.R. Meena (Deputy Secretary) 23062736	60
13.	Udyam Registration	Shri Anshuman Mohanty (Director) 23061197	Online
14.	Release of funds to Credit Guarantee Fund Trust for Micro, Small Enterprises (CGTMSE)	Shri Deepak Rao (Joint Development Commissioner) 23061726	30
15.	Release of funds under MSE-CDP	Shri U.C. Shukla (Director) 23062148	30

16.	Credit Linked Capital Subsidy for technology upgradation of micro and small enterprises in select sub-sectors / products approved under the Credit Linked Capital Subsidy Scheme(CLCSS)	Shri Deepak Rao (Joint Development Commissioner) 23061726	90days subject to availability of budgetary provision.	
17.	Release of funds (Grant-in-Aid) by O/o DC(MSME) to MSME-Tool Rooms/Technology Development Centres	Shri Sanjeev Chawla (Director) 23061078	30 days	
18.	Approval of proposals under Credit Linked Capital Subsidy-Technology Upgradation Scheme (CLCS-TUS) schemes (IPR, ZED, Lean Manufacturing Design)	Shri M K Saraswat (Director) 23062561	Building Awareness on intellectual Property Rights (IPR) For Micro, Small and Medium Enterprises Reimbursement of Patent/GI/ Trademark (after approval)	90 (Subject to complete application submitted by MSMEs)
			Financial Support to MSMEs in ZED Certification Scheme: New ZED Portal under Consultation Stage	Within 90 days subject to submission of all relevant documents by MSMEs
			Lean Manufacturing: 1. In principle approval of Mini Clusters.	60
			2. Approval of SPVs	90
			Design Expertise for manufacturing to MSME Sector : 1. In principle approval of design / Student Projects at Project Appraisal Panel level by Implementing Agencies	60
			2. Approval of Design Projects at Project Monitoring and Advisory Committee.	90

19.	Prompt Grievance Redressal	<p>1. Shri Supriyo Ghosh Director, supriyo.ghosh47@gov.in 23061636</p> <p>2. Ms. Mercy Epao Director, mercy.epao@nic.in, 23061431</p> <p>3. Shri Deepak Rai Narang, Deputy Director, Deepak.narang@nic.in 23062745</p> <p>4. Shri R.R. Meena, DS, rajar.meena@nic.in 23062736</p> <p>5. Shri O.P. Mehta Director (Coord.) opmehta@dcmsme.gov.in 23063363</p>	30
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