

2024-25

CITIZEN'S CHARTER



Government of India
Ministry of Micro,
Small and Medium Enterprises

CITIZEN'S CHARTER

2024-25



सत्यमेव जयते

Government of India
**Ministry of Micro,
Small and Medium Enterprises**



Address :

Udyog Bhawan,
New Delhi – 100011

Website ID :

<https://msme.gov.in/>

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Citizen's Charter

1. Introduction:

1.1 The Micro, Small and Medium Enterprises (MSME) sector has emerged as a highly vibrant and dynamic sector of the Indian economy over the last five decades. It contributes significantly in the economy and social development of the country by fostering entrepreneurship and generating large employment opportunities at comparatively lower capital cost, next only to agriculture. MSME are complementary to large industries as ancillary units and this sector contributes significantly in the inclusive industrial development of the country.

1.2 Ministry of Micro, Small & Medium Enterprises (M/o MSME) envisions a progressive MSME sector by promoting growth and development of the Sector, including Khadi, Village and Coir Industries, in cooperation with Ministries/ Departments, State Governments and other stakeholders, by providing support to existing enterprises, adopting cutting edge technologies and encouraging creation of new enterprises.

1.3 A number of statutory and non-statutory bodies work under the aegis of the M/o MSME. These include the Khadi and Village Industries Commission (KVIC) and the Coir Board, besides National Small Industries Corporation (NSIC), National Institute for Micro, Small and Medium Enterprises (NIMSME) and Mahatma Gandhi Institute for Rural Industrialization (MGIRI).

1.4 The primary responsibility of promotion and development of MSME is of the State Governments. The Government of India, supplements efforts of the State Governments through various initiatives, in their efforts to encourage entrepreneurship, employment and livelihood opportunities and enhance the competitiveness of MSME in the changed economic scenario.

2. Vision:

Ministry of Micro, Small & Medium Enterprises (M/o MSME) envision a vibrant MSME sector by promoting growth and development of the MSME Sector, including Khadi, Village and Coir Industries, in cooperation with concerned Ministries/Departments, State Governments and other Stakeholders, through providing support to existing enterprises and encouraging creation of new enterprises.

3. Functions/Activities (Allocation of Business Rules)

MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES¹ (SUKSHMA, LAGHU AUR MADHYAM UDYAM MANTRALAYA)

PART – I

Subjects in List I of the Seventh Schedule to the Constitution of India:

1. Industries, the development and regulation of which by the Union are declared by Parliament to be expedient in public interest under the Industries (Development and Regulation) Act, 1951 (65 of 1951) and the Micro, Small and Medium Enterprises Development Act, 2006 (27 of 2006) so far as they relate respectively to small scale industrial undertakings and ancillary industrial undertakings and, as the case may be, micro, small and medium enterprises defined in the said Acts.

PART – II

2. For the Union territories, the subject mentioned in PART I above so far as they exist in regard to these territories.

PART – III : GENERAL AND CONSEQUENTIAL

3. All matters of policy and planning relating to and coordination of all measures for development of micro, small and medium enterprises, including khadi, cottage, village and coir industries.

¹Modified vide Amendment series no. 243 dated 15.10.1999, 256 dated 06.09.2001 and 289 dated 09.05.2007

4. National Board for Micro, Small and Medium Enterprises.
5. Co-operation in the micro, small and medium enterprises sector, including cottage, khadi, village and coir industries, excepting cooperative sugar factories.
6. All matters relating to preference policies for procurement of goods produced and services rendered by micro and small enterprises by Ministries or Departments, public sector undertakings and aided institutions of the Central Government.
7. All matters relating to technical and economic cooperation with the United Nations Industrial Development Organisation for promotion and development of micro, small and medium enterprises, including cottage, khadi, village and coir industries.
- 7A. Sectoral issues of Micro, Small and Medium Enterprises in sectors which are not allocated to any specific Department.²
- 7B. Development of flavours and fragrances.³

PART - IV : ATTACHED OFFICE

8. Small Industries Development Organization (SIDO) and Office of the Development Commissioner (Small Scale industries), including Small Industries Development Organization field units like Small Industry Service Institutes, Regional Testing Centres and Field Testing Stations, Small Entrepreneurs Promotion and Training Institute (SEPTI), etc.

PART - V: STATUTORY AND AUTONOMOUS BODIES AND TRAINING INSTITUTES

9. Khadi and Village Industries Commission (KVIC), Mumbai.
10. Coir Board (CB), Kochi.
11. Tool Rooms and Training Centres operated through the Small Industries Development Organization.

²Inserted vide Amendment series no.334 dated 06.07.2017

³Inserted vide Amendment series no.334 dated 06.07.2017

12. Entrepreneurship Development and Skill Development or Training Institutes:
- (i) National Institute of Small Industry Extension Training (NISIET), Hyderabad.
 - (ii) Omitted.⁴
 - (iii) Omitted.⁵
 - (iv) Central Footwear Training Institute (CFTI), Agra.
 - (v) Central Footwear Training Institute (CFTI), Chennai.
 - (vi) All Training Institutes of Khadi and Village Industries Commission.
 - (vii) All Training Institutes of Coir Board
13. Credit Guarantee Fund Trust for Small Industries.
14. Research and Development Centres, including:-
- (i) Institute for Design of Electrical Measuring Instruments (IDEMI), Mumbai.
 - (ii) Electronic Service and Training Centre (ESTC), Ramnagar.
 - (iii) Process and Product Development Centre (PPDC), Agra.
 - (iv) Process and Product Development Centre (PPDC), Meerut.
 - (v) Fragrance and Flavour Development Centre (FFDC), Kannauj.
 - (vi) Centre for the Development of Glass Industry (CDGI), Firozabad.
 - (vii) Mahatma Gandhi Institute of Rural Industrialization, Wardha.
15. Any other statutory body or institute created for Micro, Small and Medium Enterprises including those in the unorganized sector.

PART - VI : PUBLIC SECTOR UNDERTAKING

16. National Small Industries Corporation Limited, Delhi.

PART - VII : AWARDS AND EXHIBITIONS

17. National Awards for Micro, Small and Medium Enterprises, including khadi, cottage, village and coir industries.
18. National Awards for Research and Development Efforts by Micro, Small and Medium Enterprises, including khadi, cottage, village and coir industries.

⁴Omitted vide Amendment series no.314 dated 2.5.2015

⁵Omitted vide Amendment series no.314 dated 2.5.2015

19. National Awards for Quality Products, including khadi, cottage, village and coir industries.
20. National and international exhibitions, buyer-seller meets and similar events for promotion and development of micro, small and medium enterprises, including khadi, cottage, village and coir industries.

PART - VIII : ADMINISTRATION OF ACTS, RULES AND REGULATIONS

21. The Micro, Small and Medium Enterprises Development Act, 2006 (27 of 2006) and Rules and Regulations thereunder.
22. Section 29 B of the Industries (Development and Regulation) Act, 1951(65 of 1951) to the extent its provisions relate to small scale industrial undertakings and ancillary industrial undertakings and Rules and Regulations thereunder.
23. The Khadi and Village Industries Commission Act, 1956 (61 of 1956) and Rules and Regulations thereunder.
24. The Coir Industry Act, 1953 (45 of 1953) and Rules and Regulations thereunder.

PART - IX : MISCELLANEOUS

25. Coordination and implementation of Prime Minister's Rozgar Yojana and Rural Employment Generation Programme and similar schemes or programmes relating to industrialization and employment generation through promotion and development of micro, small and medium enterprises, including khadi, cottage, village and coir industries with the States or Union territories, and enhancing the competitiveness of such enterprises and industries.
26. All other matters relating to micro, small, medium enterprises including khadi, cottage, village and coir industries, not specifically allocated to any other Ministry or Department and nomenclature of the existing non-statutory organizations, field offices and institutions under the Ministry in line with the Micro, Small and Medium Enterprises Development Act, 2006 (27 of 2006).

4. Division-wise work allocation

Sl. No.	Division/ Organization under M/o MSME	Head of Division and contacts	Coverage/Activity
(i)	Small & Medium Enterprises (SME) Division	Ms. Mercy Epao Joint Secretary (SME) Email: js.sme@nic.in Tel: 23061543	The SME Division looks after overall administrative supervision of the National Small Industries Corporation (NSIC) Ltd., a central public sector enterprise and National Institute for Micro, Small & Medium Enterprises (NIMSME) an autonomous national level entrepreneurship development and training organization. The Division is also responsible for implementation of the National SC/ST Hub Scheme, International Cooperation Scheme and Assistance to Training Institutions, among others. In addition, the SME Division also deals with preparation of Ministry's media campaign for promotion of schemes and its implementation through the electronic, print and social media. https://msme.gov.in
(ii)	Agro & Rural Industry (ARI) Division	Sh. Vipul Goel Joint Secretary (ARI) Email : js.ari@nic.in Tel: 011-23063283	The ARI Division looks after the administration of two statutory bodies - the Khadi and Village Industries Commission (KVIC) and Coir Board and also of the Mahatma Gandhi Institute for Rural Industrialization (MGIRI). It also supervises the implementation of the Prime Minister's Employment Generation Programme (PMEGP), the Scheme of Fund for Regeneration of Traditional Industries (SFURTI) and A Scheme for Promotion of Innovation, Rural Industry and Entrepreneurship (ASPIRE). https://msme.gov.in

Sl. No.	Division/ Organization under M/o MSME	Head of Division and contacts	Coverage/Activity
(iii)	General Administration & Financial Institutions (AFI) Division	Sh. Ateesh Kumar Singh Joint Secretary (AFI) js.afi-msme@ gov.in Tel: 011- 23062081	AFI Division is allocated the work, inter alia, of General administration, vigilance of the Ministry. It also looks after administrative supervision of CHAMPIONS Desk/ CPGRAMS and follow up on complaints of MSME including with Banks, Financial Institutions and CLCS-TU scheme. AFI Division is also administrated Externally Aided Projects including RAMP and UNIDO programmes, Multilateral Finance Institution for funding support and technical assistance. RAMP section in the AFI Division implements the newly launched World Bank supported Central Sector Scheme "Raising and Accelerating MSME Performance" (RAMP) which aims at improving firm capabilities in the MSME sector through increased outreach of existing schemes, and increased Centre-State collaboration, https://msme.gov.in
(iv)	Integrated Finance Wing (IFW)	Ms. Simmi Chaudhary Economic Adviser & Joint Secretary ea-msme@gov. in Tel: 011- 23063433	IFW examines the various proposals received from the Programme Divisions of Ministry and the O/o DC(MSME) for : (i) Concurrence of release of funds under various schemes; (ii) Furnishing comments on EFC/SFC for the Schemes to be continued and convene the EFC/SFC meetings. It tenders advice as and when sought by Programme Wings on various issues having financial implications. The Wing also examines other miscellaneous matters relating to signing of MoU, other Agreements, Contracts, etc. https://msme.gov.in

Sl. No.	Division/ Organization under M/o MSME	Head of Division and contacts	Coverage/Activity
(v)	Information Technology (IT) and Planning	Ms. Simmi Chaudhary Economic Adviser & Joint Secretary ea-msme@gov.in Tel: 011-23063433	Handling Planning for M/o MSME and all IT related functions including DBT, PM Gati Shakti, Prayas, Digital Governance, NIC & Cyber Security and e-office implementation. Coordinating the complete compliance of the directives for the Direct Benefit Transfer (DBT) schemes of the Ministry. Implementing promotion of Digital Payment in the Ministry and managing the IT Cell of the Ministry are some of its other important activities. https://msme.gov.in
(vi)	HR, Coordination, and Data Management (including data Analytics)	Ms. Kajal Jain Deputy Director General Email: ddg-msme@gov.in Tel: 011-23062241	This division undertakes HR and capacity building & Training of employees; coordination matters; analysis of data and statistics related to the MSME Sector; and provides technical inputs for evidence based decision making pertaining to MSME Sector. Technical coordination with all stakeholders towards development and maintenance of MSME databases. https://msme.gov.in The division also handles SS & PR scheme, RTI, Annual Report of Ministry, e-Pragati, e-Samiksha, RRCPS Portal, AVAMS Portal, She-Box Portal etc.
(vii)	Budget Division	Ms. Simmi Chaudhary Economic Adviser & Joint Secretary Email: ea-msme@gov.in	- Budget division of the Ministry performs the following activities: (i) Preparation of Detailed Demands for Grants (DDG); (ii) Appropriation Account, Monitoring of expenditure against budget on Monthly and Quarterly basis; (iii) Statement of Budget Estimate (SBE); (iv) Release of funds under various heads of the

Sl. No.	Division/ Organization under M/o MSME	Head of Division and contacts	Coverage/Activity
		Tel: 011-23063433	schemes; (v) Compilation of information pertaining to Assets Register; (vi) Opening or deletion of object heads under various schemes for preparation of DDG; (vii) Surrender of Savings in the Grant; (viii) Preparation of Revised Estimates (RE); (ix) Budget Estimates (BE) and Supplementary demands for Grants; (x) Uploading of Data in Union Budget Information System (UBIS) Portal. i.e. Statement of Budget Estimate (SBE), Budget Estimate (BE), Revised Estimate (RE) and Actual; (xi) Monitoring of Unspent Balances; (xii) Re-appropriation of funds in different heads of accounts; (xiii) Compilation of information pertaining to "Rs. 100 cr. Saving Note" of Schemes; (xiv) Preparation for various meetings such as Senior Officers' Meeting, DAPSC, DAPST, Pre-Budget discussion meeting, Department Related Parliamentary Standing Committee (DRPSC); (xv) Background Note (xvi); Monitoring of Expenditure scheme wise and Object Head wise in respect of SCSP, TASP and NER on Monthly and Quarterly basis; (xvii) Monitoring and forwarding report on Government Guarantees.
Attached office/Subordinate organizations			
(viii)	Office of the Development Commissioner (MSME)	OFFICE of DC-MSME A-Wing 7th Floor, Nirman Bhawan,	Office of the Development Commissioner (O/o DC-MSME) implements policies and various programmes and schemes for providing infrastructure and support services to MSME. O/o DC-MSME is an attached office of the Ministry, headed

Sl. No.	Division/ Organization under M/o MSME	Head of Division and contacts	Coverage/Activity
		Maulana Azad Road, New Delhi – 110108 PABX No-011-23063800	by the Additional Secretary & Development Commissioner (AS&DC), MSME. It functions through a network of 33 MSME-Development & Facilitation Offices (DFO), 28 Branch MSME- Development and Facilitation Offices (Br. DFO), 4 MSME-Testing Centres (MSME- TC), 7 MSME-Testing Stations (MSME-TS), and 2 MSME-Training Institutes (MSME- TI). O/o DC-MSME also operates a network of 18 Technology Centres which are autonomous bodies registered as Societies under the Societies Registration Act. https://www.dcmsme.gov.in/
(ix)	Khadi & Village Industries Commission (KVIC)	Headquarters- KHADI & VILLAGE INDUSTRIES COMMISSION “Gramodaya”, 3, Irla Road, Vile Parle (West), Mumbai, Pin-400056. Maharashtra, India. Telephone : (std code 022) 69168912 / 69168913 / 69168914	The KVIC is charged with the planning, promotion, Organisation and implementation of programs for the development of Khadi and other village industries in the rural areas in coordination with other agencies engaged in rural development wherever necessary. https://www.kviconline.gov.in/

Sl. No.	Division/ Organization under M/o MSME	Head of Division and contacts	Coverage/Activity
(x)	Coir Board	Coir House, Coir Board, M.G. Road, Kochi, Kerala, 682 016 Tel : 0484- 2351900 Fax : 0484- 2370034	Coir Board is a Statutory Body established under the Coir Industry Act, 1953 for promoting the overall development of coir industry including export promotion of Coir and Coir Products and improvement of the living conditions of the workers engaged in this traditional industry in India. http://coirboard.gov.in/
(xi)	National Small Industries Corporation (NSIC)	NSIC Bhawan, Okhla Industrial Estate, New Delhi - 110020, Tel: 011- 26926275, 011- 26926370	National Small Industries Corporation (NSIC), is an ISO 9001:2015 certified Government of India Enterprise under Ministry of Micro, Small and Medium Enterprises (MSME). NSIC has been working to promote, aid and foster the growth of micro, small and medium enterprises in the country. NSIC operates through countrywide network of offices and Technical Centres in the Country. In addition, NSIC has set up Training cum Incubation Centre managed by professional manpower. The vision of NSIC is "To be premier organization fostering the growth of Micro, Small and Medium Enterprises in the country." https://www.nsic.co.in/Home/Index

Sl. No.	Division/ Organization under M/o MSME	Head of Division and contacts	Coverage/Activity
(xii)	NI-MSME	National Institute for MSME (ni-msme) Yousufguda 500 045, Hyderabad, Telangana Tel: 40-23633260 Email: info@nimsme.org ar@nimsme.org	<i>The primary objective of ni-msme is to be the Trainer of Master Trainers. Today, with the technological development and ever-changing market scenario, the organization's involvement has undergone changes too. From being merely training, ni-msme has widened its scope of activities to consultancy, research, education, extension and information services.</i> https://www.nimsme.gov.in/
(xiii)	Mahatma Gandhi Institute for Rural Industrialization,	<ul style="list-style-type: none"> • Mahatma Gandhi Institute for Rural Industrialization Maganwadi, • Wardha, Maharashtra – 442 001. 0752-240328 Email: director.mgiri@gmail.com	The main objectives of the institute is (i) to accelerate rural industrialization for sustainable village economy so that KVI sector co-exists with the main stream (ii) attract professionals and experts to Gram Swaraj, (iii) empower traditional artisans, (iv) innovation through pilot study/field trials, (iv) R&D for alternative technology using local resources www.mgiri.org

5. Main Services to the citizens:

Sl. No.	Schemes/ Programmes	Brief introduction of the scheme	Our Service Standard Days	Officer to be contacted
1.	Examination of proposals under Scheme of Fund for Regeneration of Traditional Industries (SFURTI).	SFURTI is launched in the year 2005 with the view to make the traditional industries more competitive, market-driven, productive, profitable and capable of providing sustainable employment for traditional industry artisans and rural entrepreneurs.	60	Sh. Arun G Joint Director ARI Division Email: arun.g@gov.in Tel: 011-21410238
2.	Examination of proposals under 'A Scheme of Promotion of Innovation, Entrepreneurship and Agro-Industry' (ASPIRE)	ASPIRE aids to set up a network of technology centres and to set up incubation centres to accelerate entrepreneurship and also to promote startups for innovation in agro-industry.	90	
3.	Promoting policy support and guidance to KVIC in respect of PMEGP	Prime Minister's Employment Generation Programme (PMEGP) is a credit-linked subsidy scheme aimed at generating employment by micro-enterprises in the non-farm sector. It provides Margin Money (Subsidy) to beneficiaries who avail loans from banks to set up new enterprises, thereby promoting entrepreneurship and employment opportunities in the country. The scheme is implemented by Khadi and Village Industries Commission (KVIC) functioning as the nodal agency at the national level.	45	

Sl. No.	Schemes/ Programmes	Brief introduction of the scheme	Our Service Standard Days	Officer to be contacted
4.	Release of fund under SFURTI and ASPIRE and to KVIC under PMEGP	As given at Sl.1,2 and 3	30	
5.	Providing policy support and guidance to KVIC	The objective of KVIY is to increase productivity and wages of Khadi artisans & secure livelihood, increase number of artisans, improve infrastructure for Khadi production, increase Khadi production and sales, Renovate & modernize sales outlets and Promote Marketing and Exports through the implementation of various scheme components like – (i) Modified Market Development Assistance (MMDA) (ii) Interest Subsidy Eligibility Certificate Scheme (ISEC) (iii) Work-shed Scheme for Khadi Artisans (iv) Strengthening Infrastructure of Existing Weak Khadi Institutions and Assistance for Marketing Infrastructure (v) Centre of Excellence for Khadi (CoEK)	55	Sh. Ashok Kumar Sharma Director (ARI) ARI Division Email: dir-msme@gov.in Tel: 011-23061636
6.	Release of funds to KVIC under different schemes		30	

Sl. No.	Schemes/ Programmes	Brief introduction of the scheme	Our Service Standard Days	Officer to be contacted
		(v) Marketing (Exhibitions) and (vi) Science & Technology (S&T) Scheme.		
7.	Providing policy support and guidance to MGIRI	To support, upgrade and accelerates the process of rural industrialization in the country following Gandhian vision of sustainable village economy, self-sufficient in employment and amenities and to provide S&T inputs to make the rural products and services globally competitive.	55	
8.	Release of funds to MGIRI under different schemes		30	
9.	Matter related with Coir Board	Coir Board is implementing the umbrella Scheme 'Coir Vikas Yojana' (CVY) aimed at sustainable development of the coir sector through enhanced production, employment and export as well as domestic marketing of coir and coir products. The Umbrella Scheme CVY has the following six components:	35	Sh. Arun G Joint. Director ARI Division Email: arun.g@gov.in Tel: 011-21410238
10.	Release of fund to Coir Board	<ol style="list-style-type: none"> 1. Science and Technology 2. Skill Upgradation & Mahila Coir Yojana 3. Export Market Promotion 4. Domestic Market Promotion 5. Trade and Industry Related Functional Support Services 6. Welfare Measures 	30	

Sl. No.	Schemes/ Programmes	Brief introduction of the scheme	Our Service Standard Days	Officer to be contacted
11.	International Cooperation Scheme	The scheme aims to build Capacity of MSMEs for entering export market by facilitating their participation in international exhibitions/ fairs/ conferences/ seminar/ buyer-seller meets abroad as well as providing them with actionable market-intelligence and reimbursement of various costs involved in export of goods and services. The Scheme provides opportunities to MSMEs to continuously update themselves to meet the challenges emerging out of changes in technology, changes in demand, emergence of new markets, etc.	60	Ms. Ankita Pandey Director (IC &WEC) Email: ankita.pandey@nic.in Tel: 011-23061795
12.	NSIC/National SC/ ST Hub Scheme	To provide professional support to Scheduled Caste and Scheduled Tribe Entrepreneurs to fulfill the obligations under the Central Government Public Procurement Policy for Micro and Small Enterprises Order 2012, adopt applicable business practices and leverage the Stand-Up India initiatives	15	Shri H.K. Wadhwa Deputy Secretary Email: hk.wadhwa@nic.in 011-23062736

Sl. No.	Schemes/ Programmes	Brief introduction of the scheme	Our Service Standard Days	Officer to be contacted
13.	IEC/Media Cell		15	Ms. Rukmani Attri, Joint Development Commissioner, O/o DC, MSME) Email: rukmani.attri@gov.in Tel: 011-23061804
14.	Issues related to DBT & DATC, Annual Report, Update of Web based Data Portals, IT related matters and RTI matters.		60	Sh. H.P. Singh, Joint Director, Email: harendrapratap@dcmsme.gov.in Tel: 011-23061178
15.	Udyam Registration and related matters	Any person who intends to establish a micro, small or medium enterprise may file Udyam Registration online in the Udyam Registration portal, based on self-declaration with no requirement to upload documents, papers, certificates or proof. The Udyam Registration may also help MSMEs in availing the benefits of Schemes of Ministry of MSMEs such as Credit Guarantee Scheme, Public Procurement Policy, additional edge in Government Tenders & Protection again Becomes eligible for priority sector lending from Banks.	10	Sh. Amit Kumar Tamaria Deputy Director Email: dcdi-gangtok@dcmsme.gov.in 011-23063800

Sl. No.	Schemes/ Programmes	Brief introduction of the scheme	Our Service Standard Days	Officer to be contacted
16.	Release of funds under MSE-CDP	M/o MSME is implementing Micro and Small Enterprises - Cluster Development Programme (MSE-CDP) for development of clusters. The objective of the scheme is to enhance the productivity and competitiveness of Micro and Small Enterprises (MSE) by extending financial assistance as Government of India (GoI) grant for establishment of Common Facility Centers (CFC) in the existing clusters and for establishment of new or upgradation of existing Industrial Areas, Estates and Flatted Factory Complex. MSE-CDP is a demand driven scheme and Central Sector Scheme.	30	Sh. A.K. Tamaria Joint Director Email: dcdi-gangtok@dcmsme.gov.in O/o Development Commissioner (MSME) 011-23062465 (Director) 011-23062148
17.	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)	25% capital subsidy to SC-ST owned MSE for procurement of Plant & Machinery, Equipment through institutional finance (subsidy cap of Rs.25 Lacs) without any sector specific restrictions.	90 days subject to availability of budgetary provision.	Director, O/o DC Tel:011-23062148

Sl. No.	Schemes/ Programmes	Brief introduction of the scheme	Our Service Standard Days		Officer to be contacted
18.	Release of funds (Grant-in-Aid) by O/o DC(MSME) to MSME-Tool Rooms/Technology Development Centres	Looking at the successful functioning of the existing Technology Centres and with a view to expand and upgrade the network of Technology Centres (Tool Rooms and Technology Development Centres) in the country	30 days		<u>Mohd. Ali Rahman,</u> <u>Joint Director</u> <u>O/o Development Commissioner (MSME)</u> <u>Email:</u> <u>rahmanmali@dcmsme.gov.in</u>
19.	Approval of proposals under Credit Linked Capital Subsidy-Technology Upgradation Scheme (CLCS-TUS); Schemes (IPR, ZED, Lean Manufacturing & Design incubation)	Scheme (CLCS-TUS) for promoting competitiveness amongst Micro, Small and Medium Enterprises (MSMEs) by the way of wastage reduction through Lean Manufacturing, support for Design improvement, building awareness on Intellectual Property Rights, Zero Defect Zero Effect (ZED) Scheme, digitally empowerment of MSME through Digital MSME and to promote & support untapped creativity of individual and to promote adoption of latest technologies in manufacturing as well as knowledge based innovation MSMEs through Incubation across India.	Build- ing Aware- ness on Intel- lectual Prop- erty Rights (IPR) For Micro, Small and Medium Enter- prises Reim- burse- ment of Patent/ GI/ Trade- mark (after approv- al)	90 days (Subject to com- plete ap- plication submitted by MS- MEs	Sh. Vinamra Mishra Director Email: vinamra.mishra@gov.in Tel: 011-23063198

Sl. No.	Schemes/ Programmes	Brief introduction of the scheme	Our Service Standard Days		Officer to be contacted
			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	60	

Sl. No.	Schemes/ Programmes	Brief introduction of the scheme	Our Service Standard Days		Officer to be contacted
			at Project Appraisal Panel level by Implementing Agencies		
			2. Approval of Design Projects at Project Monitoring and Advisory Committee. Approval of proposals complete in all respect of Implementing Agencies as Host Institutions (HIs) for processing of proposals.	90	

(I) Grievance & RTI Mechanism:

	Nodal Officer	Appellate Authority
For Grievances Redressal	Sh. H.P. Singh, Joint Director, Office of Development Commissioner (MSME), Nirman Bhawan, New Delhi- 110011. Ph: 011-23061178. Email id: harendrapratap@dcmsme.gov.in	Sh. Ateesh Kumar Singh, Joint Secretary (AFI), Ministry of Micro, Small and Medium Enterprises, Udyog Bhawan, New Delhi- 110011. Ph: 011- 23062081 Email id: js.afi-msme@gov.in

	Nodal Officer	Appellate Authority
For RTIs	Ms. Kimjalam Karthak, Under Secretary, Nodal CPIO, Ministry of Micro, Small and Medium Enterprises, Udyog Bhawan, New Delhi – 110011. Tel: 23062746; Email id: kimjalam.k@gov.in	Sh. H.P. Singh, Joint Director, Office of DC(MSME), Nirman Bhawan, New Delhi. Ph: 011-23061178. Email id: harendrapratap@ dcmsme.gov.in

(II) Prompt Grievance Redressal (subject specific):

Subject Matter	Name & Designation Officers	Contact No.	E-mail
KVI-1 & 2/ MGIRI	Sh. Ashok Kumar Sharma Director M/o MSME)	011-23061636	dir-msme@gov.in
RAMP/Champion/ Scheme/GA/ Protocol	Sh. Vinamra Mishra Director	011-23061431	vinamra.mishra@ gov.in
SFURTI/ASPIRE/ COIR BOARD/ PMEGP	Sh. Arun G Joint Director M/o MSME)	011-21410238	arun.g@gov.in
HR/WEC	Ms. C.V. Sarada Deputy secretary	011-23063290	vs.chikkala@nic.in
SME/EDI	Sh. H.K. Wadhwa Deputy Secretary	011-23062736	hk.wadhwa@nic.in
DBT/DATC	Sh. H.P. Singh, Joint Director	011-23061178	harendrapratap@ dcmsme.gov.in

Applicants can meet the Nodal Grievance Officer on every Wednesday between 10:00 am– 1:00 pm. Prior intimation will be highly appreciated.

(i) Expectations from Applicants

- Submission of complete, precise and factual grievances pertaining to M/o MSME on pg portal

- Provide identification preferably by giving telephone no. / email ID for follow up
- Avoid submission of anonymous/pseudonymous grievances.

(ii) For Grievance Redressal Process and Timeline please refer <https://pgportal.gov.in>. As per the guidelines of Department of Administrative Reforms and Public Grievances (DARPG), the following are not taken up for redressal:

- RTI matters
- Court related/ Subjudice matters
- Religious matters
- Suggestions
- Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013-Estt. (A-III) dated 31.08.2015.

(iii) Information about facilitating implementation of Right to Information (RTI), 2005.

- An RTI /PG Cell has been set up in M/o MSME for monitoring RTI implementation as per RTI Act, 2005 in M/o MSME and its organisations (i.e. attached/sub-ordinate offices and statutory bodies).
- The Applicant may file RTI applications through online portal (<https://rtionline.gov.in/>)
- Applicant may also find suo motu disclosure u/s 4 of the RTI Act, 2005 on the link <https://msme.gov.in/right-information-act?status=archive>





Government of India
**Ministry of Micro,
Small and Medium Enterprises**