



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.	Providing policy support and guidance to KVIC and MGIRI as and when required	Shri Samar Nanda (Deputy Secretary) 23062745	55
2.	Approval of proposals from KVIC and MGIRI for participation in international exhibitions.		55
3.	Release of funds to KVIC and MGIRI under different schemes		55
4.	Approval of new proposals from KVIC and Coir Board for development of traditional industries clusters under SFURTI		55
5.	Scheme of promotion of Innovation, Entrepreneurship and Agro-Industry (ASPIRE)		120
6.	Approval of proposal under International cooperation scheme	Dr. P.G.S.Rao (Director) 23063198	60
7.	Release of funds under marketing assistance scheme to implementing agency i.e. National Small Industries Corporation(NSIC), a PSU of Gol		16
8.	Release of funds under performance and credit rating scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of Gol		16
9.	Udyog Aadhar		Instantly
10.	Approval of Proposals from Coir Board for participation in international exhibitions.	Shri R.R.Meena (Deputy Secretary) 23062736	55
11.	Providing policy support and guidance to Coir Board as and when required		35
12.	Release of funds to Coir Board under different schemes		55
13.	Release of funds to Credit Guarantee Fund Trust for Micro, Small Enterprises (CGTMSE)	Arun Kumar, (ADC) 23061277	30
14.	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)		30
15.	Approval of proposals under IPR (NMCP scheme)	Shri Piyush Srivastava (ADC) 23062694	30
16.	Reimbursement of fee for product certifications		30
17.	Approval of proposals under National Manufacturing Competitiveness Programme (NMCP) schemes (Design Clinic, Lean Manufacturing, TEQUP, QMS/QTT, ICT)		30
18.	Approval of proposals of implementing agencies as Host Institutions/ Business Incubators (His/BIs) and incubates under BIs for support of innovative business ideas which could be commercialized in a year.		30

19.	Release of funds (Grant-in-Aid) by O/o DC(MSME) to MSME-Tool Rooms/Technology Development Centres	Shri Nikunja Kishore Sundaray, Joint Secretary 011-23062241	SC/ST Fee reimbursement in 30 working days. Others - 45 working days.
20.	Approval of proposal under MSE-CDP	Shri R.K.Rai (Director) 9818117168 011-23062561	30
21.	Prompt Grievance Redressal	<ol style="list-style-type: none"> 1. Shri R.C.Tully, roberttully.edu@nic.in 23062992 2. Shri L. Haokip, Dir, l.haokip@nic.in 23061431 3. Shri. Samar Nanda, D.S, samar.nandad@nic.in 23062745 4. Shri A.K.Chaube, D.S, ak.chaube@nic.in 23061636 5. Shri R.R. Meena,DS, rajar.meena@nic.in 23062736 6. Dr. P.G.S.Rao, Dir. gs.perni@nic.in 23063198 	30