



Citizen's / Client's Charter for

(Ministry of Micro, Small and Medium Enterprises)

(2011-2012)

Address	Udyog Bhawan, New Delhi-110107
Website ID	http://msme.gov.in/
Date Of Issue	February 2011
Next Review	December 2012

Vision Mission

Vision

To ensure an orderly and robust growth and development of Micro, Small and Medium Enterprises and through this, continue and strengthen the role of MSMEs as an engine of growth for the Indian Economy.

Mission

Promote growth and development of Micro, small and Medium Enterprises, including Khadi, Village and Coir industries, in cooperation with concerned Ministries / Departments, State Governments and other stakeholders by providing support to existing enterprises and encouraging creation of new enterprises. To endeavor to achieve a cumulative growth of 40% in the number of registered enterprises and enhance this sector's contribution to GDP from the present 8% to 10% by the end of 12th Plan..

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval of proposal under MSE-CDP	5	Sh. P. Sarkar (JDC)	psarkar@dcmsme.gov.in	9868135798 (23062694)	Hard intervention viz. Common Facility Centres.	Nil	N/A	N/A	N/A
						Preparation of Diagnostic Study Report (DSR)	Proposal from Stakeholders.	N/A	N/A	N/A
							Application from Stakeholder with copy of approved DSR	N/A	N/A	N/A
							Application from Stakeholder with DPR, proof of commitment regarding required financial contribution, availability of land, commitment of State Government concerned etc. as per the Scheme Guidelines available at o/o	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							dcmsme website: http://www.dcmsme.gov.in			
						Soft intervention in the Cluster	N/A	N/A	N/A	N/A
2	Approval of new proposals from KVIC and Coir Board for development of traditional industries clusters under SFURTI	5	Shri Angshuman Dey, (Director)	angshuman.dey@nic.in	(23062745)	Examination in the concerned section	Diagnostic Study Report	N/A	N/A	N/A
							Cluster Action Plan	N/A	N/A	N/A
							Consent letter from the state Government	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
3	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)	5	Sh. D.Baidya (Dy Director)		9968012595 (23061198)	Examination of the request by the concerned Division, obtaining administrative and financial approval by the Competent Authority, Sanction and release of funds.	Application duly recommended by the bank sanctioning the linked loan for technology upgradation as per the Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A
4	Approval of proposals from KVIC and MGRI for participation in international exhibitions.	2	Shri Angshuman Dey, (Director)	angshuman.dey@nic.in	(23062745)	1. Examination in the concerned section	Prescribed format and documentation outlined in the scheme, Check-list	N/A	N/A	N/A
						2. Concurrence of the IF Wing	File with recommendation of Admn. Wing	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						3. Approval by the Competent Authority	IF Wing's concurrence	N/A	N/A	N/A
						4. Issue of order	Approval of the Competent Authority	N/A	N/A	N/A
5	Approval of proposals from Coir Board for participation in international exhibitions.	2	Shri V K Wadhwa, (Deputy Secretary)	dir.ari@nic.in	(23062736)	1. Examination in the concerned section	Prescribed format and documentation outlined in the scheme, Check-list	N/A	N/A	N/A
						2. Concurrence of the IF Wing	File with recommendation of Admn. Wing	N/A	N/A	N/A
						3. Approval by the Competent Authority	IF Wing's concurrence	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees			
								Category	Mode	Amount	
						4. Issue of Order	Approval of the Competent Authority	N/A	N/A	N/A	
6	Approval of proposal under International cooperation scheme	1	Sh. Jithesh John (Joint Director)	jithesh@nic.in	(23063198)	1. Examination in the section	Prescribed application form	N/A	N/A	N/A	
						2. Approval of proposal by the screening Committee	N/A	N/A	N/A	N/A	N/A
						3. Approval by Secretary (MSME)	N/A	N/A	N/A	N/A	
7	Approval of Proposals received from State Governments / Others seeking financial assistance on matching basis for strengthening the training infrastructure of the existing /new EDIs under the scheme "Assistance to Training Institutions".	1	Sh. U. Viswanadham (Deputy Secretary)	u.viswanadham@nic.in	(23063142)	1.Examination of proposals in the section P-II	Proof of clear title of land in the name of applicant organisation	N/A	N/A	N/A	

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Project cost/ cost estimates duly vetted by Government Organisation/authorised agency	N/A	N/A	N/A
							Commitment of applicable contribution by the applicant organisation.	N/A	N/A	N/A
							Clear recommendation of the State /UT Government regarding the amount of central assistance after examining the purpose, financial estimates for the proposals.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Building plan duly approved by the Local Body/Authorised Agency	N/A	N/A	N/A
						2. Placing the proposal Before Screening Committee for its recommendation	N/A	N/A	N/A	N/A
						3. Approval by the Secretary (MSME) of the recommendation of Screening Committee	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
8	Approval of proposal of Training Programmes under the scheme "Assistance to Training Institutions".	2	Sh. U. Viswanadham (Deputy Secretary)	u.viswanadham@ nic.in	(23063142)	1. Examination of proposals in the Section P-II	Proposals with complete details of the training programmes including venue, duration, type of programme,content.	N/A	N/A	N/A
							Examination and clear recommendation of the Apex Organisation	N/A	N/A	N/A
							Data entry of the programmes by Apex Organisations in the softwa	N/A	N/A	N/A
							UC for earlier grants.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						2. Placing the proposal Before Screening Committee for its recommendation.	N/A	N/A	N/A	N/A
						3. Approval by the Secretary (MSME) of the recommendation of the Screening Committee	N/A	N/A	N/A	N/A
						4. Online approval of approved programmes Convey administrative approval.	N/A	N/A	N/A	N/A
9	Approval of proposals to Host Institutions as Business Incubators(BIs) and incubatees under BIs for support of innovative business ideas which could be commercialize in a year.	1	Shri Anupam Mishra (Addl. Economic Advisor)	anupammishraoffice@gmail.com	8527859835 (23062230)	Examination of the proposal by the concerned Division. Obtaining administrative and financial approvals of the Competent Authority. Sanction and release of funds	Proposals in the prescribed format with summary of the bussiness proposal from Incubatees as per Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
10	Approval of proposals under NMCP schemes (Design Clinic, Lean Manufacturing, TEQUP, QMS/QTT, ICT)	10	Sh. Abhay Bakre (JDC)	abhaybakre@dcm sme.gov.in	9910500573 (23061091)	Examination of the proposal by the concerned Division. Obtaining administrative and financial approvals of the Competent Authority. Sanction and release of funds	Application in the prescribed format alongwith documentation as per Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A
11	Empanelment of Udyami Mitra	1	Sh. U. Viswanadham (Deputy Secretary)	u.viswanadham@ nic.in	(23063142)	1. Examination of proposals in RGUMY Cell	Recommendation of Director/ Commissioner Industries concerned State and Apex organisation Fulfilment of the eligibility criterion as per scheme guidelines available on www.msme.gov.in & rgumy.nic.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							in.			
						2. Placing the proposal Before Screening Committee for its recommendation.	N/A	N/A	N/A	N/A
						3. Approval by the Secretary (MSME) of the recommendation of the Screening Committee	N/A	N/A	N/A	N/A
12	Approval of proposals received from MSME-DIs for organising sensitization Workshops on WTO	2	Sh. S.K.Sharma (Director)	sksharmawto@dcmsme.gov.in	9811826548 (23062237)	Examination of the proposal by the concerned Division. Obtaining administrative and financial approvals of the Competent Authority. Sanction and release of funds	Proposal from MSMEDIs as per guidelines of the scheme available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
13	Approval of proposals under IPR (NMCP scheme)	1	Shri Pankaj Garg (JDC)	pankaj.garg@nic.in	9868433515 (23061726)	Release of funds to the Implementing Agency	Application in the prescribed format alongwith documentation as per Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A
14	Reimbursement of fee for registration of Bar Code	2	Sh N.K.Verma (Dy Dir)	madivision22@gmail.com	9810275240 (23063800)	Sanction of funds to the applicant Enterprise.	Application in the prescribed format alongwith documentation as per Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A
15	Timely release of Funds for strengthening the training infrastructure of the existing /new EDIs under the scheme "Assistance to Training Institutions".	1	Sh. U. Viswanadham (Deputy Secretary)	u.viswanadham@nic.in	(23063142)	1. Examination in the section P-II as per terms and conditions of approval conveyed.	Proof of Contribution of Applicant Organisation	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Proof of opening of single bank account for depositing applicant contribution & Govt. assistance.	N/A	N/A	N/A
						2. Approval of JS (SME)	N/A	N/A	N/A	N/A
						3. Concurrence to the proposals by Internal Finance Wing	N/A	N/A	N/A	N/A
						4. Approval by the Secretary (MSME)	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						5. Issue of sanction letter, preparation of Bills and submission to PAO	Pre-stamped Receipt from the Grantee institution	N/A	N/A	N/A
							Undertaking	N/A	N/A	N/A
							Bond in case of private organisations	N/A	N/A	N/A
							Proof of Registration under CGA	N/A	N/A	N/A
						6. Pay order by PAO with approval of CCA, drawal of cheque and RTGS transfer to account of Grantee institution	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
16	Timely release of grant – in – aid for conducting training programmes	2	Sh. U. Viswanadham (Deputy Secretary)	u.viswanadham@ nic.in	(23063142)	1. Examination in the section P-II as per terms and conditions of approval conveyed.	Certificate of Utilization (UC) of funds released earlier as per GFR Form No 19A	N/A	N/A	N/A
							Commitment by Apex Organisations of training programmes to be completed in the financial year.	N/A	N/A	N/A
						2. Approval of JS (SME)	N/A	N/A	N/A	
						3. Concurrence to the proposals by Internal Finance Wing	N/A	N/A	N/A	

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						4. Approval by the Secretary (MSME)	N/A	N/A	N/A	N/A
						5. Issue of sanction letter, preparation of Bills and submission to PAO	Pre-stamped Receipt from the Grantee institution	N/A	N/A	N/A
					Undertaking		N/A	N/A	N/A	
					Bond in case of private organisations		N/A	N/A	N/A	
					Proof of Registration under CGA		N/A	N/A	N/A	

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						6. Pay order by PAO with approval of CCA, drawal of cheque and RTGS transfer to account of Grantee institution	N/A	N/A	N/A	N/A
17	Release of funds to KVIC and MGIRI under different schemes	19	Shri Angshuman Dey, (Director)	angshuman.dey@nic.in	(23062745)	1. Examination of proposals in the concerned section	Certificate of Utilization (UC) of funds released earlier as per GFR Form No 19A	N/A	N/A	N/A
							Progress Report showing physical and financial achievement in clear terms, adequately explaining shortfall if any and how will the shortfall be made up.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Action Plan (with timeline) for the proposed utilization of the funds sought	N/A	N/A	N/A
						2. Concurrence to the proposals by Internal Finance Wing	Recommendation of the Administrative Ministry on file.	N/A	N/A	N/A
						3. Approval by the Secretary (MSME)	Concurrence of IF Wing on file.	N/A	N/A	N/A
						4. Issue of sanction letter, raising of Bills and submission to PAO	Pre-stamped Receipt from the Grantee institution	N/A	N/A	N/A
						5. Pay order by PAO with approval of CCA, drawal of cheque and RTGS transfer to account of Grantee institution	Bills from the D.D.O.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
18	Release of funds to Coir Board under different schemes	10	Shri V K Wadhwa, (Deputy Secretary)	dir.ari@nic.in	(23062736)	1. Examination of proposals in the concerned section	<p>Certificate of Utilization (UC) of funds released earlier as per GFR Form No 19A</p> <p>Progress Report showing physical and financial achievement in clear terms, adequately explaining shortfall if any and how will the shortfall be made up.</p> <p>Action Plan (with timeline) for the proposed utilization of the funds sought</p>	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						2. Concurrence to the proposals by Internal Finance Wing	Recommendation of the Administrative Ministry on file.	N/A	N/A	N/A
						3. Approval by the Secretary (MSME)	Concurrence of IF Wing on file.	N/A	N/A	N/A
						4. Issue of sanction letter, raising of Bills and submission to PAO	Pre-stamped Receipt from the Grantee institution	N/A	N/A	N/A
						5. Pay order by PAO with approval of CCA, drawal of cheque and RTGS transfer to account of Grantee institution	Bills from the D.D.O.	N/A	N/A	N/A
19	Release of funds to Credit Guarantee Fund Trust for Micro, Small Enterprises (CGTMSE)	5	Sh. Anupam Mishra (AEA)	anupammishraoffice@gmail.com	8527859835 (23062230)	Release of Government Contribution to the Corpus Fund.	Request from CGTMSE with confirmation from SIDBI about release of their proportionate share to the	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Corpus as per Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in			
20	Release of funds (Grant-in-Aid) by O/o DC(MSME) to MSME-Tool Rooms/Technology Development Centres	5	Sh. R.K.Rai (Director)	k.rai@nic.in	9818117168 (23062561)	Release of funds to the autonomous body concerned with the approval of Competent Authority.	Proposal in the prescribed format on items as per approved action plan as per the Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A
21	Release of fund to SIDBI towards Portfolio Risk Fund under Micro Finance Programme	1	Sh. Anupam Mishra (AEA)	anupammishraoffice@gmail.com	8527859835 (23062230)	Release of funds to SIDBI.	Application in the prescribed format as per Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
22	Release of funds under marketing assistance scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of Gol	1	Sh. Jithesh John (Joint Director)	jithesh@nic.in	(23063198)	1. Examination of proposal recived from NSIC in the section	Proposal and relevent documents	N/A	N/A	N/A
						2. Examination and concurrence of Integrated finance wing(IFW) of the ministry	N/A	N/A	N/A	N/A
						3. Issue of sanction order and release of funds	N/A	N/A	N/A	N/A
23	Release of funds under performance and credit rating scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of Gol	1	Sh. Jithesh John (Joint Director)	jithesh@nic.in	(23063198)	Examination of proposal recived from NSIC in the section	Proposal and relevent documents	N/A	N/A	N/A
24	Providing policy support and guidance to KVIC and MGRI as and when required	2	Shri Angshuman Dey, (Director)	angshuman.dey@nic.in	(23062745)	Examination in the concerned section	Relevant documents	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
25	Providing policy support and guidance to Coir Board as and when required	3	Shri V K Wadhwa, (Deputy Secretary)	dir.ari@nic.in	(23062736)	Examination in the concerned section	Relevant documents	N/A	N/A	N/A
26	Prompt Grievance Redressal	10	Shri M.P. Singh, Shri P.P. Murlidharan, Shri. Angshuman Dey, (Asst. Dy Secy, Director)	singhmops@gmail.com; ds.sme@nic.in; angshumandey@nic.in	(23061277)	Grievance relating to the jurisdiction of the Ministry, O/o DC (MSME) can be submitted both electronically (via http://pgportal.gov.in) or by making call to Udyami Helpline 1800-180-6763 or in writing via registered post	Upscalation protocol as per the nature of the complaint.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Approval of proposal under MSE-CDP	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	5.00	Ministry Records
2	Approval of new proposals from KVIC and Coir Board for development of traditional industries clusters under SFURTI	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	5.00	Ministry Records
3	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)	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	5.00	Ministry Records
4	Approval of proposals from KVIC and MGIRI for participation in international exhibitions.	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	2.00	Ministry Records
5	Approval of proposals from Coir Board for participation in international exhibitions.	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	2.00	Ministry Records
6	Approval of proposal under International cooperation scheme	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	75	Days	1.00	Ministry Records
7	Approval of Proposals received from State Governments / Others seeking financial assistance on matching basis for strengthening the training infrastructure of the existing /new EDIs under the scheme "Assistance to Training Institutions".	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	1.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
8	Approval of proposal of Training Programmes under the scheme "Assistance to Training Institutions".	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	2.00	Ministry Records
9	Approval of proposals to Host Institutions as Business Incubators(BIs) and incubatees under BIs for support of innovative business ideas which could be commercialize in a year.	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	1.00	Ministry Record
10	Approval of proposals under NMCP schemes (Design Clinic, Lean Manufacturing, TEQUP, QMS/QTT, ICT)	10.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	32	Days	10.00	Ministry Records
11	Empanelment of Udyami Mitra	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	75	Days	1.00	Ministry Records
12	Approval of proposals received from MSME-DIs for organising sensitization Workshops on WTO	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	2.00	Ministry Records
13	Approval of proposals under IPR (NMCP scheme)	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	1.00	Ministry Records
14	Reimbursement of fee for registration of Bar Code	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	2.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
15	Timely release of Funds for strengthening the training infrastructure of the existing /new EDIs under the scheme "Assistance to Training Institutions".	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	35	Days	1.00	Ministry Records
16	Timely release of grant – in – aid for conducting training programmes	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	35	Days	2.00	Ministry Records
17	Release of funds to KVIC and MGIRI under different schemes	19.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	19.00	Ministry Records
18	Release of funds to Coir Board under different schemes	10.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	10.00	Ministry Records
19	Release of funds to Credit Guarantee Fund Trust for Micro, Small Enterprises (CGTMSE)	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	5.00	Ministry Records
20	Release of funds (Grant-in-Aid) by O/o DC(MSME) to MSME-Tool Rooms/Technology Development Centres	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	5.00	Ministry Records
21	Release of fund to SIDBI towards Portfolio Risk Fund under Micro Finance Programme	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	1.00	Ministry Records
22	Release of funds under marketing assistance scheme to implementing agency i.e.	1.0	Maximum time taken from the date of receipt of the fully completed	16	days	1.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
	National Small Industries Corporation (NSIC), a PSU of Gol		proposal in all respects				
23	Release of funds under performance and credit rating scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of Gol	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	25	Days	1.00	Ministry Records
24	Providing policy support and guidance to KVIC and MGRI as and when required	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	2.00	Ministry Records
25	Providing policy support and guidance to Coir Board as and when required	3.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	35	Days	3.00	Ministry Records
26	Prompt Grievance Redressal	10.0	Average time taken to enter the grievance in CPGRAM i.e. http://pgportal.gov.in received through Udyami Helpline 1800-180-6763 or in writing via registered post.	20	Days	1.00	CPGRAMS & Ministry's Records
			Average time taken to send communication for additional information	35	Days	1.00	CPGRAMS & Ministry's Records
			Average time taken for grievance settlement	75	Days	8.00	CPGRAMS & Ministry's Records

Grievance Redress

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	O.o DC (MSME): Shri M.P. Singh Economic Adviser	23061277	singhmps@gmail.com	
2	ARI: Shri. Angshuman Dey, Director	23062745	angshuman.dey@nic.in	
3	SME: Shri P.P. Murlidharan Dy Secy	23061431	ds.sme@nic.in	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	State Governments
2	MSME Associations
3	Micro, Small and Medium Enterprises
4	National Small Industries Corporation Ltd (NSIC)
5	Khadi and Village Industries Commission (KVIC)
6	Coir Board
7	National Level Entrepreneurship Development Institutes (EDIs) e.g. National Institute for Entrepreneurship and Small Business Development (NIESBUD)-NOIDA, National Institute for Micro, Small and Medium enterprises (Ni-MSME)-Hyderabad, Indian Institute of Entrepreneurship (IIE)-Guwahati,
8	Mahatma Gandhi Institute of Rural Industrialisation (MGIRI)
9	State level EDIs
10	Training Institutions
11	MSME Tools Rooms
12	MSME-DIs (Development Institutes)
13	Small Industries Development Bank of India (SIDBI)
14	National Bank for Agriculture and Rural Development
15	Public Sector Banks
16	The Tamil Nadu Industrial Investment Corporation Ltd., Chennai.

List of Stakeholders/Clients

S.	Stakeholders / Clients
17	State Industrial Development Corporations
18	State Industrial Infrastructure Development Corporations
19	Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE)
20	Citizens

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	National Small Industries Corporation Ltd	011-26926275, 26910910	info@nsic.co.in		Okhla Industrial Estate, Phase-III, New Delhi.
2	Khadi and Village Industries Commission, (KVIC),	022-26714320-25	dit@kvic.gov.in		"Gramodaya" 3, Irla Road, Vile Parle (West), Mumbai - 400056, Maharashtra.
3	National Institute for Entrepreneurship and Small Business Development (NIESBUD),	0120-2403051-54	info.niesbud@nic.in		A-23-24, Sector-62, Institutional Area, Phase-II, NOIDA-201301.
4	National Institute for Micro, Small and Medium Enterprises (NI-MSME),	040-23608544-46	registrar@nimsme.org		Yousuf Gauda, Hyderabad – 500 045.
5	Indian Institute of Entrepreneurship (IIE),	0361-2302646, 2300994, 2300123	iiindia1@bsnl.in		37, NH Bypass, Lalmati, Basistha Chariali, Guwahati – 781 029, Assam.
6	Coir Board	0484-2351807, 2351788	coirboard@vsnl.com		"Coir House", M.G. Road, Ernakulam, Kochi-682016, Kerala
7	Mahatma Gandhi Institute of Rural Industrialisation	07152-253512	director.mgiri@gmail.com		Maganwadi, Warda-442001, Maharashtra
8	MSME-Tool Room, (Indo German Tool Room)	0240 2486832, 2482593, 2470541	gm@igtr-aur.org		P-31, MIDC, Chikalthana Indl. Area, Aurangabad 431 006
9	MSME-Tool Room, (Indo German Tool Room).	079 25840966, 25841963	gm@igtrahd.com		Plot-5003, Phase-IV, GIDC Vatva, Mehmedabad Road, Ahmedabad 382 445 (Gujarat).
10	MSME-Tool Room, (Indo German Tool Room),	0731 4210700/03/04 4210701	indigtr@sancharnet.in		Plot No.291/B -302/A, Sector-E, Sanwer Road,

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
					Industrial Area, Indore 452 003 (MP).
11	MSME-Tool Room (Central Tool Room),	0161 2670057, 2670058, 2670059, 2676166	info@ctrludhiana.com		A-5, Focal Point, Ludhiana 141 010 (Punjab).
12	MSME-Tool Room (Central Tool Room & Training Centre)	033 25771492, 25771068	cttc Kolkata@vsnl.com		Bonhooghly Indl. Area, Kolkata 700 108 (W.B.).
13	MSME-Tool Room, (Central Tool Room & Training Centre),	0674 2742100, 2743349, 3011700	cttc@satyam.net.in		B-36, Chandaka Indl. Area, P.O. Patia, Bhubaneswar 751 024 (Orissa).
14	MSME-Tool Room (Indo Danish Tool Room)	0657 2201261/62, 2200507	reach@idtrjamshedpur.com		M-4 (Part) Phase-VI, Tata Kandra Road, Gamharia, Jamshedpur 832 108 (Jharkhand).
15	MSME-Tool Room (Tool Room & Training Centre)	0361 2655542	trtc_ghy@rediffmail.com		Amingaon Industrial Area, North Guwahati Road, Amingaon, Guwahati 781 031
16	MSME-Tool Room, (Central Institute of Hand Tools),	0181 2290226, 2290225, 2290196	institute_jld@dataone.com		G.T. Road, Bye Pass, Jalandhar-144008 (Punjab).
17	MSME-Technology Development Centre (Institute for Design of Electrical Measuring Instruments),	022 24050301/2/3/4	idemi@vsnl.net		S.T. Tope Marg, Chunabhatti Sion, P.O. Mumbai-400022.
18	MSME-Technology Development Centre (Electronics Service & Training Centre)	05947 251201, 251530, 255951	pd_estc@sancharnet.in		Kaniya, Ramnagar, Dist. Nainital-244715, Uttarakhand.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
19	MSME-Technology Development Centre, (Process cum Product Development Centre)	0121 2511779	info@ppdcmeerut.com		Sports Goods Complex, Delhi Road, Meerut-250002 (U.P.).
20	MSME-Technology Development Centre, (Process and Product Development Centre)	0562 2344006, 2344673	ppdc@sancharnet.in		Foundry Nagar, Agra-282006 (U.P.).
21	MSME-Technology Development Centre, (Central Footwear Training Institute),	044 22501529	cfti@vsnl.net		65/1, G.S.T. Road, Guindy, Chennai-600032
22	MSME-Technology Development Centre, (Central Footwear Training Institute),	0562 2642005, 2642004	info@cftiagra.org.in		C – 41& 42, Site 'C', Sikandra, Industrial Area, Agra-282007 (U.P.).
23	MSME-Technology Development Centre. (Fragrance & Flavour Development Centre),	05694 234465, 234791	ffdcknj@sancharnet.in		Industrial Estate, GT Road, P.O. Makrand Nagar, Kannauj, -209726 (U.P.).
24	MSME-Technology Development Centre, (Centre for Development of Glass Industry),	05612 232293	cdgifizbd@sancharnet.in		A-1/1, Industrial Area, Jalesar Road, P.O. Muiddinpur, Firozabad-283203 (U.P.).
25	MSME-Tool Room (Central Institute of Tool Design)	040 23774536, 23772748	hyd1_citdhyd@sancharnet.in		A-1 to A-8 APIE, Balanagar, Hyderabad 500 037 (A.P.)

Indicative Expectations from Service

S.	Indicative Expectations from Service Recipients
1	Receipt of application/ proposal complete in all respects as per respective scheme guidelines available on web-site of Ministry i.e. www.msme.gov.in .
2	Proper utilisation of central financial assistance released.
3	As per the Terms & Reference stated in the respective Scheme Guidelines.
4	To check the Ministry of MSME website regularly for updates.