



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	Shri Samar Nanda (Director) 23062745	55
2.	Release of funds to KVIC and MGIRI under different schemes		55
3.	Approval of new proposals from KVIC and Coir Board for development of traditional industries clusters under SFURTI		55
4.	Scheme of promotion of Innovation, Entrepreneurship and Agro-Industry (ASPIRE)		120
5.	Promoting policy support and guidance to KVIC in respect of PMEGP	Shri Deepak Rai Narang (Deputy Secretary) 23063198	45
6.	Release of fund to KVIC under PMEGP		45
7.	Decision on proposals received under International Cooperation Scheme	Shri A.K. Chaube (Director) 23061636	60
8.	Udyog Aadhar	Ms. Mercy Epao (Director) 23061431	Instantly
9.	Release of fund to NSIC for implementations of National SC/ST Hub		15
10.	Providing policy support and guidance to Coir Board as and when required	Shri R.R. Meena (Deputy Secretary) 23062736	35
11.	Release of funds to Coir Board under different schemes		30
12.	Release of funds to Credit Guarantee Fund Trust for Micro, Small Enterprises (CGTMSE)	Shri Anshuman Mohanty (Director) 23061197	30
13.	Release of funds under MSE-CDP	Shri R. K. Rai, (Director) 23062561	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)	Shri Anshuman Mohanty (Director) 23061197	90 days subject to availability of budgetary provision.

15.	Release of funds (Grant-in-Aid) by O/o DC(MSME) to MSME-Tool Rooms/Technology Development Centres		Shri R. K. Rai, (Director) 23062561	30 days
16.	Approval of proposals under IPR (NMCP scheme)	Reimbursement of Patent/GI (after approval)	Ms. Mandeep Kaur, IAS Joint Development Commissioner 23061091	90 (Subject to complete application submitted by the Unit)
17.	Approval of proposals under National Manufacturing Competitiveness Programme (NMCP) schemes (Design Clinic, Lean Manufacturing, TEQUP, QMS/QT, ICT)	Financial Support to MSMEs in ZED Certification Scheme:	Shri Sudhir Garg, JS&ADC 23062241	10-15 days from the date of evidences uploaded by the applicant
		1. Desk Top Assessment		
		2. Site Assessment/Rating		8-12 Weeks from date of site assessment
		Lean Manufacturing:		
		1. In principle approval of Mini Clusters.		60
		2. Approval of SPVs		90
		Design Clinic:		
		1. In principle approval of design Projects at PAP level		60
		2 Approval of Design Projects at PMAC		90
18.	Prompt Grievance Redressal		1. Shri A.K.Chaube, Director, ak.chaube@nic.in 23061636 2. Ms. Mercy Epao Director, mercy.epao@nic.in , 23061431 3. Shri. Samar Nanda, Director, samar.nanda@nic.in 23062745 4. Shri R.R. Meena, DS, rajar.meena@nic.in 23062736 5. Shri Anil Tripathi, Director (Coord.) anil.tripathi@gov.in , 23063800	30