



# 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 GoI		16
8.	Release of funds under performance and credit rating scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of GoI		16
9.	Udyog Aadhar		Instantly
10.	Release of fund to NSIC for implementations of National SC/ST Hub		30
11.	Approval of Proposals of Coir Board for participation in international exhibitions.	Shri R.R.Meena (Deputy Secretary) 23062736	75
12.	Providing policy support and guidance to Coir Board as and when required		35
13.	Release of funds to Coir Board under different schemes		55
14.	Release of funds to Credit Guarantee Fund Trust for Micro, Small Enterprises (CGTMSE)	Shri Anshuman Mohanty (Director) 23061197	30
15.	Release of funds under MSE-CDP	Shri R. K. Rai, (Director) 23062561	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 Anshuman Mohanty (Director) 23061197	30

17.	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
18.	Approval of proposals under IPR (NMCP scheme)	Reimbursement of Patent/GI (after approval)	Shri Vijay Kumar (Director) 23062215	90 (Subject to complete application submitted by the Unit)
19.	Approval of proposals under National Manufacturing Competitiveness Programme (NMCP) schemes (Design Clinic, Lean Manufacturing, TEQUP, QMS/QT, ICT)	<b>Financial Support to MSMEs in ZED Certification Scheme:</b>	Shri Sudhir Garg, JS&ADC (SG), 23062241	10-15 days from the date of evidences uploaded by the applicant
		1. Desk Top Assessment		8-12 Weeks from date of site assessment
		2. Site Assessment/Rating		
		<b>Lean Manufacturing:</b>		60
		1. In principle approval of Minis Clusters.		
		2. Approval of SPVs		90
<b>Design Clinic:</b>				
1. In principle approval of design Projects at PAP level	60			
2. Approval of Design Projects at PMAC	90			
20.	Prompt Grievance Redressal		1. Dr. P.G.S.Rao, Dir. <a href="mailto:gs.perni@nic.in">gs.perni@nic.in</a> 23063198 2. Shri L. Haokip, Dir, <a href="mailto:l.haokip@nic.in">l.haokip@nic.in</a> 23061431 3. Shri A.K.Chaube, D.S, <a href="mailto:ak.chaube@nic.in">ak.chaube@nic.in</a> 23061636 4. Shri. Samar Nanda, D.S, <a href="mailto:samar.nanda@nic.in">samar.nanda@nic.in</a> 23062745 5. Shri R.R. Meena,DS, <a href="mailto:rajar.meena@nic.in">rajar.meena@nic.in</a> 23062736 6. Dr. O. P. Mehta, Dir, <a href="mailto:opmehta@dcmsme.gov.in">opmehta@dcmsme.gov.in</a> Tel: 23063363	30

