



Citizen's/Client's Charter

**Office of the Development Commissioner (MSME)
Ministry of Micro, Small & Medium Enterprises
Nirman Bhawan, New Delhi**

Our Commitment to you

Sl. No.	Our Services and Transactions		Responsible Officer	Our Services (Days)
1.	Udyam Registration		Shri. A. K. Tamaria (Deputy Director) Tel.: Extension 2433	Online
2.	Release of funds to Credit Guarantee Fund Trust for Micro, Small Enterprises (CGTMSE)		Shri. Deepak Rao (Joint Development Commissioner) Tel.: 011-23061726	30
3.	Release of funds under MSE-CDP		Shri. U.C. Shukla (Director) Tel.: 011-23062148	30
4.	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. Deepak Rao (Joint Development Commissioner) Tel.: 011-23061726	90 (subject to availability of budgetary provision)
5.	Release of funds (Grant-in-Aid) by O/o DC(MSME) to MSME-Tool Rooms / Technology Development Centres		Shri. Sanjeev Chawla (Director) Tel.:011-23061178	30
6.	Approval of proposals under Credit Linked Capital Subsidy - Technology Upgradation Scheme (CLCS-TUS) schemes (IPR, ZED, Lean Manufacturing Design)	Building Awareness on intellectual Property Rights (IPR) For Micro, Small and Medium Enterprises	Shri. Vinamra Mishra Director (Tech & Projects) Tel.011-23063198	90 (subject to complete application submitted by MSMEs)
		Reimbursement of Patent/GI/ Trademark (after approval)		
		Financial Support to MSMEs in ZED Certification		Within 90 days subject to submission of

		<p>Scheme: New ZED Portal under Consultation Stage</p>		all relevant documents by MSMEs
		<p>Lean Manufacturing: 1. In principle approval of Mini Clusters.</p>		60
		<p>2. Approval of SPVs</p>		90
		<p>Design Expertise for manufacturing to MSME Sector : 1. In principle approval of design / Student Projects at Project Appraisal Panel level by Implementing Agencies</p>		60
		<p>2. Approval of Design Projects at Project Monitoring and Advisory Committee.</p>		90
7.	Prompt Grievance Redressal		Dr. O.P. Mehta Director (Coord.) Tel No. 011-23063363	60 (In case of delay, an interim reply with reasons for delay is required to be given)