



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

S. N.	Name of the Services and Transactions	Time lines for delivery of service (Days)	Details of Designated officer responsible for delivery of service
1.	Udyam Registration Certificate	Online	Shri Pawan Kumar Singh, Deputy Director Tel.:- 011- 23061163
2.	Project approval and release of funds under Micro & Small Enterprises - Cluster Development Programme (MSE-CDP)	30	Shri U.C. Shukla, Director Tel.:- 011- 23062230
3.	Release of funds (Grant- in-Aid) by Office of DC(MSME) to MSME-Tool Rooms/ Technology Development Centres	30	Shri Mohamad Ali Rahman, Joint Director Tel.:- 011-23061198
4.	Release of funds (Grant-in-Aid) by Office of DC(MSME) for establishment of New Technology Centres and Extension Centres under TCEC scheme.	30	Shri Ramesh Kumar Yadav, Joint Director Tel.:- 011- 23062148
5.	Components of MSME Champions Scheme i. MSME Sustainable ZED Certification <i>ZED Certification of MSMEs</i> ii. MSME Competitive (Lean) <i>Lean Certifications of MSMEs through Group of Enterprises (GoE)</i> iii. MSME Innovative (Incubation, Design, IPR) <i>Approval of Ideas of Incubatees, Design Projects, IPR support to MSME</i>	90 days (Subject to submission of all requisite documents by MSMEs as per the guideline and provisions/ process) and subject to availability of budget provision	Shri Vinamra Mishra, Director Tel.:- 011-23063198

S. N.	Name of the Services and Transactions	Time lines for delivery of service (Days)	Details of Designated officer responsible for delivery of service
6.	Prompt Grievance Redressal	30 (In case of delay, an interim reply with reasons for delay is required to be given)	Ms. Ashwini Lal, Additional Development Commissioner /Nodal Officer Tel.:- 011-23060536