

## NSIC

### Grievance Redressal Mechanism

The grievances from customers are treated as the feedback from customers to make improvements in the systems.

NSIC receives grievances from MSME units/Customers through:

- **MSME CHAMPIONS** portal of Ministry of MSME. The weblink for lodging grievance is <https://champions.gov.in/>
- **CPGRAM** portal of Department of Administrative Reforms and Public Grievances (DARPG). The weblink for lodging grievance is <https://pgportal.gov.in/>
- The aggrieved unit may also send their grievance by post addressed to:  
**Grievance Officer**  
**National Small Industries Corporation Limited**  
**NSIC Bhawan, Okhla Industrial Estate,**  
**New Delhi - 110020**

All the grievances received are resolved and disposed expeditiously through a developed mechanism explained below:

#### **Grievance Redressal Mechanism**

The grievances coming through portals or by post are received by the Nodal Officer in Grievance cell. Details of the Nodal Officer is as under :

Smt. Nitika Anand

Grievance Officer

Email Id : [grievance@nsic.co.in](mailto:grievance@nsic.co.in)

Phone No. : 011-26926275

The subject and matter in grievance is first understood from the point of view of the aggrieved and forwarded to the concerned department(s)/Branch/Centre for providing resolution and the action taken by them is communicated to Nodal Officer who professionally communicates the reply to Complainant.

All efforts are made to provide holistic resolution within 10 days' time.

The critical issues where substantive expertise is necessary the grievance is referred to a higher authority and efforts are made so as to provide resolution is within 30 days' time.

In case the grievance is not satisfactorily addressed, the same may be escalated to the Chairman-cum-Managing Director of the Corporation.

**Note:-** The RTI matters/ court related/ sub-judice matters/ religious matters/ suggestions/ service matter of Central Govt. employees are exempted from disposal under Grievance Redressal Mechanism.