



# **The National Small Industries Corporation Ltd.**

## **Citizen's Charter**

The National Small Industries Corporation Limited  
“NSIC Bhawan”, Okhla Industrial Estate  
**New Delhi-110020**

# Citizens Charter For NSIC

## A Charter for Customer Services

### **Introduction**

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### **Introduction**

- This Charter is a declaration of our commitment, expectations and highest standards with Service Quality. National Small Industries Corporation Ltd. (NSIC), is an ISO 9001-2008 certified Government of India Enterprise under Ministry of Micro, Small and Medium Enterprises (MSME), Government of India. NSIC has been working to fulfill its mission of promoting, aiding and fostering the growth of micro, small and medium enterprises in the country.

### **Our Mission**

We shall accomplish our mission with

- We shall endeavor to provide effective and prompt service so as to achieve total customer satisfaction at all times.
- We shall continuously upgrade our service quality, communication facilities and the skill sets to meet customer requirements efficiently.
- We shall constantly adapt, innovate and refine our processes in line with global business trends to maintain credibility and leadership in our field.
- We commit ourselves for fair play, transparency and sincere endeavor for the promotion and growth of Micro, small & Medium Enterprises.
- We shall strive to achieve operational efficiency by attaining better productivity and profitability.
- We shall abide by statutory and legal regulations while carrying out our activities.

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**Our Expectations**

We shall

- Enhance reach of the Corporation resulting in growth in its business
- Achieve operational efficiency and self-sustenance by attaining better productivity and profitability.
- Upgrade the professional skills of all employees keeping in pace with business needs.
- Provide safe, clean, hygienic & congenial work environment for effective contribution by every employee.
- Provide training for skill upgradation of trainees leading to opportunities for their employment/ self-employment.
- Provide common facility services to industries for enhancing their competitiveness and quality.

**Standards of Services**

We shall

- Strictly adhere to the standards, specifications stipulated in ISO-9001:2008
- Deliver our services of the highest standards to fulfil all your requirements and are ever willing to share our knowledge and expertise with you
- Always strive to achieve economy in all services without compromising the quality of the service.
- Deliver our services as provided in the various schemes of the Corporation as per details given as under:-

**A. Single Point Registration Scheme :-**

Sl. No.	Particulars	How we measure the performance in this area	Service Standard	Accountability
1	Submission of Application by Applicant Unit (by post/physical submission)	Checking of document with checklist immediately	Same day of submission/receiving of application	Branch Head
2	Acceptance of application	Application complete in all respect to be acknowledged	Same day of receiving application	Branch Head
3	Scrutiny of application	Conveying shortcomings to the applicant unit on checklist itself	Within 2 working days, e-mail is to be sent to the unit for submission of document w.r.t. deficit documents	Branch Head
			In case the unit fails to submit the deficit document within 6 working days from sending the above email, a reminder e-mail/fax to the units for submission of documents immediately.	

Sl. No.	Particulars	How we measure the performance in this area	Service Standard	Accountability
4	Scrutiny of application	Return of application with complete processing fee in case of failure of submission of shortfall documents within 7 working days.	On 8 <sup>th</sup> day from date of submission/receiving the application	Branch Head
5	Uploading unit's data on SPRS online system	Entering the details on SPRS Online portal	Same day of accepting and acknowledging the complete application with all requisite documents & fee in all respect.	Branch Head
6	Technical Inspection by Inspecting Agency	Forwarding the application to Inspection Agency after entering the details on SPRS online portal.	Carrying out Inspection within 30 days and in case of non-receipt of Inspection Report, follow up action for submission of Inspection Report giving further 30 days time limit.	Branch Head
			Escalating the pending inspection issue with higher authorities of Inspection Agency on or after 50 <sup>th</sup> day from sending the application to Inspection Agency.	
7	Enlistment of MSE under Single Point Registration Scheme	Issuance of Certificate	Within 2 working days from receiving the Inspection Report from Inspection Agency.	Branch Head

**B. Consortia & Tender Marketing Scheme :-**

Sr.No.	Particulars	How we measure the Performance in this area	Service standard	Accountability
1.	Enlistment of MSEs registered under Single Point Registration Scheme are eligible for registration under the scheme. MSEs will submit the application form for enlistment of their unit alongwith requisite documents.	a) After the receipt of application, an inspection will be carried out by officials of NSIC. b) Enlistment Letter will be issued by the respective branch.	Within maximum 5 working days  Within 5 working days after receipt of Inspection report and execution of Agreement by the unit.	Marketing Head & Accounts Head of Branch  Branch Head

**C. Raw Material Distribution :-**

**i) Sanctioning of Financial Limit Against B.G.:-**

Sl. No.	Particulars	How we measure the performance in this area	Service Standard	Accountability
1	Receipt of Application from the Applicant Unit and scrutiny thereof.	Checking of documents with checklist & conveying of observations, if any, to the unit.	Within 5 working days. Communication to be sent to the unit for submission of deficit documents within 7 working days.  In case the unit fails to submit the deficit documents within 7 working days from sending the above communication, one reminder to be given to the unit to submit the documents within 7 days.	Branch Head
2	Closure of case.	Maximum time given to the unit for completion of documents	In case the unit fails to submit the deficit documents within 14 working days from the date of conveying shortcoming of documents/information by NSIC, case will be closed and unit to be informed accordingly.	Branch Head
3	On receipt of complete documents, Inspection of the unit.	Maximum time taken for inspection of the unit.	Within 2 working days from the receipt of complete proposal.	Nominated Officers
4	Preparation of Appraisal Note and conducting meeting of Local Acceptance Committee.	Maximum time taken for preparation of appraisal note and conducting meeting of Local Acceptance Committee.	Within 4 days after conducting the inspection.	Branch Head
5	Conveying the approval to the unit (if the proposal falls within the powers of Branch Head)	Maximum time taken for conveying the decision of the Committee.	Within 1 day from the approval of Local Acceptance Committee	Branch Head

<b>Sl. No.</b>	<b>Particulars</b>	<b>How we measure the performance in this area</b>	<b>Service Standard</b>	<b>Accountability</b>
6	In case proposal is beyond the delegated powers of Branch Head, Zonal Level Acceptance Committee meeting to be convened.	Maximum time taken after recommendations of Branch Level Acceptance Committee.	Within 3 days from the receipt of the proposal from the Branch Level Acceptance Committee.	Zonal Head
7	Conveying the approval of proposal to the unit (if the proposal falls within the powers of Zonal Head).	Maximum time taken for conveying the decision of the Committee.	Within 1 working day from the date of committee's meeting.	Branch Head
8	Forwarding the complete case to Head Office with recommendations of Zonal Level Acceptance Committee (if the proposal falls beyond the powers of Zonal Head)	Maximum time taken for forwarding the complete case to Head Office.	Within 2 working days from the decision of the Committee.	Zonal Head
9	Appraisal of the case by Business Development and Finance Division at Head Office	Maximum time taken after receipt of complete case from Zonal Head.	Within 4 working days from the date of receipt of complete case from Zonal Head.	Appraisal Officers
10	Conveying observations, if any, to concerned branch office.	Maximum time taken for conveying the observations.  Time given to the Branch/Unit for submission of information / clarifications.	Within 1 working day from the date of appraisal completed.  7 working days from the date of communication.  In case of non-receipt of desired information within 7 days, reminder to be sent to provide the information within next 7 days.	Appraisal officer

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Sl. No.	Particulars	How we measure the performance in this area	Service Standard	Accountability
11	Closure of case	Maximum time given to the branch/unit for submission of desired information.	In case the branch/unit fails to provide the desired information/clarification within 14 working days from the date of communication from HO, the case to be closed and branch/unit to be informed accordingly.	Appraisal officer
12	Putting up the case before Acceptance Committee at Head Office after receipt of clarification / information from the branch.	Maximum time taken from convening the meeting of High Power Acceptance Committee	Within 2 working days from receipt of clarification / information from branch.	Appraisal officer
13	Conveying decision of High Power Acceptance Committee to concerned branch office.	Maximum time taken after the decision of High Power Acceptance Committee	Within 1 working day from the decision of High Power Acceptance Committee	Appraisal Officer.

**ii) Raw Material Assistance Against Advance Payment:-**

Sr. No.	Particulars	How we measure the Performance in this area	Service standard	Accountability
1.	Receipt of Application alongwith requisite documents and inspection.	Maximum time taken from the receipt of the Proposal	4 Days	Branch Head
2.	On receipt of the advance payment from the unit alongwith request of the material, the payment will be transferred to Producer/supplier of the material after ensuring the availability of the material.	Maximum time taken from the receipt of the payment from the unit alongwith request of the material	7 Days	Branch Head

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**D. Registration under B2B & B2C Scheme :-**

<b>Sr. No.</b>	<b>Particulars</b>	<b>How we measure the Performance in this area</b>	<b>Service standard</b>	<b>Accountability</b>
1.	Updation of Website & IT related services	Maximum time taken for updating and IT related services	On daily basis	Chief Manager(TISDC)
2.	Registration of Members under Infomediary Services(B2B)	Maximum time taken for registering the members on the portal	Within 7 working days	Branches
3.	Activation of Account of members under Infomediary Services(B2B)	Maximum time taken for registering the members on the portal.	Within 7 working days	Chief Manager(TISDC)
4.	Sending of Welcome letter to members registered	Maximum time taken for sending the welcome letter to the registered member	Within 10 working days	Chief Manager(TISDC)
5.	Complaint with respect to Tender information not received	Maximum time taken to resolve the issue of Tenders not coming	Within 5 working days	Chief Manager(TISDC)

**E. Bank Credit Facilitation Scheme :-**

<b>Sr. No.</b>	<b>Particulars</b>	<b>How we measure the Performance in this area</b>	<b>Service standard</b>	<b>Accountability</b>
1.	For processing the proposals received from the units under Bank Credit Facilitation Scheme	a) Maximum time taken for forwarding the proposal to the Bank with whom we have tie up after receipt of complete proposal from the unit. b) Arranging Sanction or otherwise from the Bank subject to compliance of all the terms & conditions of the bank by the unit.	Within 7 days  2-3 months	Branch Head  Branch Head



## **Responsibilities of the Citizens**

We expect

- continuous feedback on the quality of the services provided to the citizens and on the areas in which they expect improvements.

## **Corruption Free Services**

We

- Shall adopt systems and procedures which leave no scope for any corrupt practice;
- Maintain absolute confidentiality of the information/complaints;
- Assure that there shall be no need for anyone at any time to offer bribe or any other inducement for doing business with us. We shall promptly and expeditiously enquire into all genuine and legitimate complaints of corruption against any employee of our organisation;
- Shall always be honest and transparent and would like to be seen as honest;
- Shall implement all the policies and directives of Central Vigilance Commission.

## **Complaints and Grievances**

We shall

- Keep our complaint and grievance redressal Machinery open and receptive to you.
- Acknowledge your complaints and commit ourselves to redress them within a period of 7 days from the date of receipt of the complaints and will be dealt by Grievance Committee at Head Office, who can be contacted at 011-26312864.

## **Guidance and Help**

- Our Corporate Communication office situated in NSIC Bhawan, New Delhi welcomes your phone calls on 011-269927058.
- Receipts of all applications are to be centralized with the Central Receipt Section situated on the ground floor of the NSIC, Head Office, New Delhi .
- All our Branch offices, Zonal Offices , NTSC and Corporate office are ever willing to provide you the help and assistance required in respect of various services provided by us.
- You are also welcome to visit us at our website: [www.nsic.co.in](http://www.nsic.co.in) to know our various activities. For immediate help and assistance as per your product and services requirement, you may contact the nearest office of the Corporation.