

NSIC LIMITED

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/>
- **CPGRAMS** portal of Department of Administrative Reforms and Public Grievances (DARPG). The weblink for lodging grievance is <https://pgportal.gov.in/>
- **PMIIG.DPIIT** portal: **Public Procurement (Preference to Make in India) Initiatives for Grievances** portal, launched by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India for Violation of PPP-MII Order, 2017 which was issued pursuant to Rule 153(iii) of the General Financial Rules 2017. The weblink for lodging grievance is: <https://pmiig.dpiit.gov.in/>
- **RBI-CMS** Portal: NSIC is registered at RBI-CMS Portal as "Regulated Entity (RE)". The RBI Complaint Management System (CMS) portal is a free, online platform for lodging and tracking complaints against banks, NBFCs, and payment service providers regulated by the RBI. The weblink for lodging grievance is: <https://cms.rbi.org.in>
- The aggrieved unit may also send their grievance by post addressed to:

Sh. Anirbhan Gupta

Grievance Officer

National Small Industries Corporation Limited

NSIC Bhawan, Okhla Industrial Estate,

New Delhi – 110020

Email Id : grievance@nsic.co.in

Phone No. : 011-26926275

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

Grievance Redressal Mechanism: As per NSIC Grievance Redressal Escalation Matrix Flow Chart enclosed herewith.

The subject and matter in grievance received by Grievance Officer 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 Grievance Officer who professionally communicates the reply to Complainant.

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.

Encl.: As above.

NSIC Grievance Redressal Escalation Matrix Flow Chart

