



## The National Small Industries Corporation Limited

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**The norms set by it for the discharge of its functions**

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**The National Small Industries Corporation Limited  
(A Government of India Enterprise)  
NSIC Bhawan, Okhla Industrial Estate,  
New Delhi- 110020 (INDIA)  
Website: <http://www.nsic.co.in>**

## **THE NORMS SET BY NSIC FOR THE DISCHARGE OF ITS FUNCTIONS**

The Corporation is a wholly owned government of India organization. NSIC provides integrated support services to MSMEs under Technology, Marketing, Credit etc. through a set of specially tailored schemes. The functions/ services are well defined and made available to public at large at the website of the Corporation.

These services can be accessed by MSMEs through our various branch/ field offices located all over India.

A updated list of offices including their address and contact details are available at <https://www.nsic.co.in/Corporate/SearchBranch.aspx>.

MSMEs may also contact at toll No. 1800111955.

The Corporation has defined policies and norms applicable on all its activities. Each activity contains detailed instructions for disposal of work handled by Head Office, Zonal, Branch Offices and Technical Service Centres. These rules and guidelines are issued from time to time and are modified according to the operational requirements. However, general administrative rules remain the same unless modified. As explained Heads of Departments at Corporate office and in all other offices of NSIC, have been extended sub-delegation of powers to carry out day to day activities. Matters/issues involving beyond the sub-delegated powers of the Heads are referred to the next decision making authority and in cases of major policy decisions, the issues are referred to management level for policy decision. The norms set by the Corporation have been clearly defined in the each Manual relating to each activity, products, services which the Corporation render to the Micro, Small & Medium Enterprises (MSMEs) and also to various stakeholders and to its employees. The procedure reference in each Manual clearly defines the procedure involved and the level of responsibility at each functioning level.

The Corporation has Grievance Redressal Mechanism within the organization to resolve the grievances/ complaints. The details and process of the Grievance Redressal Mechanism is available at the website of the Corporation.