



GOVERNMENT OF INDIA
MINISTRY OF MICRO, SMALL & MEDIUM ENTERPRISES

INFORMATION HANDBOOK

(Disclosure as per provisions contained in the
Right to Information Act, 2005)

https://cic.gov.in/sites/default/files/RTI- Act _English.pdf

2026-27

MSME-Development & Facilitation Office (MSME-DFO)
Ministry of MSME, Government of India
Kanjany Road, Ayyanthole, P.O.
Thrissur, Kerala - 680 003
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**Contact details of Appellate Authority, CPIO, Transparency Officer (RTI)
and Nodal Officer(RTI) in respect of MSME-DFO Thrissur**

| Authority under RTI Act | Name | Designation | Contact details |
|--------------------------------|-----------------------|-------------------------|---|
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| CPIO | Shri Martin P Chacko | Assistant Director-I | Tel (O): 0487-2360536 Email: martin.pc@dcmsme.gov.in |
| Nodal Officer | Shri Vishesh Aggarwal | Assistant Director - II | Tel (O): 0487-2360536 Email: aggarwal.vishesh@nic.in |

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CHAPTER-1

INTRODUCTION

MSME Development & Facilitation Office Thrissur under the Development Commissioner (Micro, Small & Medium Enterprises) [O/o DCMSME], Ministry of MSME, Government of India is a field office for the State of Kerala and UT of Lakshadweep and is located at Kanjani Road, Ayyanthole, P.O. Thrissur, Kerala - 680 003 headed by the Director. MSME-DFO Thrissur functions as per the directions of the Office of the Development Commissioner (Micro, Small & Medium Enterprises) and implements different policies and programmes for the promotion and development of MSMEs in Kerala and Lakshadweep.

In addition, it provides a comprehensive range of common facilities/workshops, technology support services, marketing assistance, etc. The Office implements a number of schemes for the MSME sector, the details of which are available on the website of the office at www.msmedithrissur.gov.in.

Vision

To unlock the potential of Kerala and Lakshadweep based MSME sectors in the endeavor for becoming the growth engine for the economy with the vision of reaching \$5 Trillion through cumulative effort and generating mass employment and becoming dominant player of Atmanirbhar Bharat

Mission

MSME Development & Facilitation Office through Office of the Development Commissioner (MSME) supports the MSME sector in the endeavors of formalization, access to knowledge services, improving competitiveness, reducing imports, availability of skilled manpower, access to latest technology and marketing.

Key Objectives and Functions

The main services rendered by MSME-DFO office are:

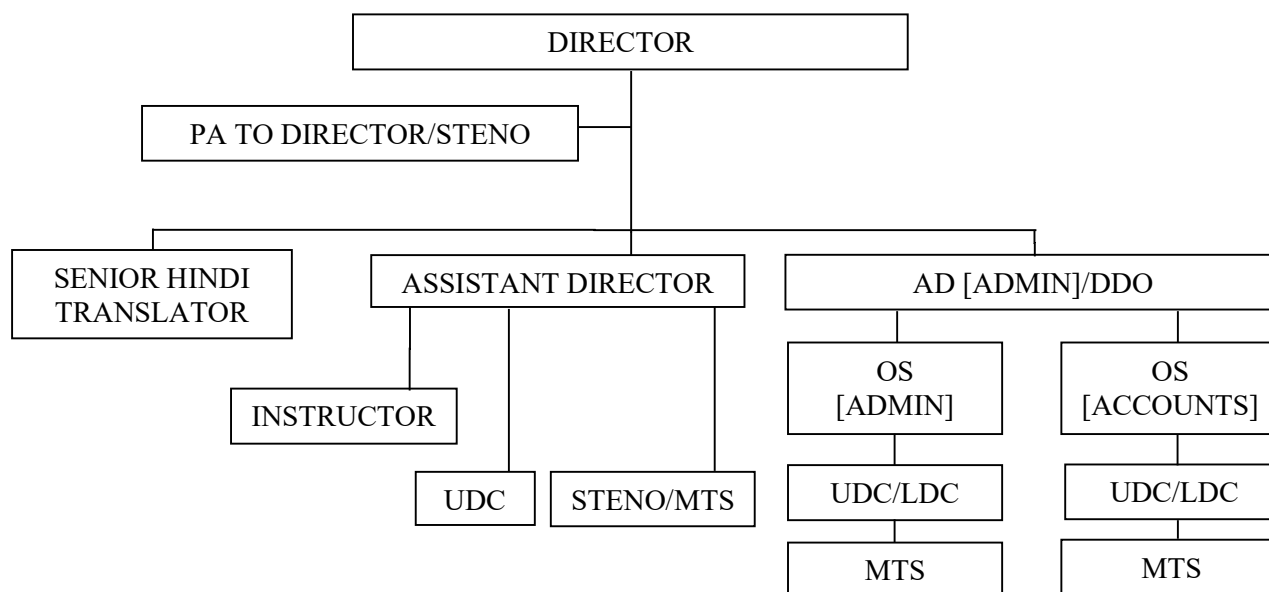
1. Udyam Registration
2. Champions Portal
3. MSE Cluster Development
4. Public Procurement Policy
5. Procurement & Marketing Support Scheme
6. International Co-operation Scheme
7. MSME Innovation Scheme – Incubation/IPR/ZED/Lean
8. Assistance/consultancy to prospective entrepreneurs/existing units.
9. Entrepreneurship Skill Development Programmes
10. Export promotion
11. PM Vishwakarma
12. Linkage with State Govt. functionaries
13. Preparation/Updation of District Industrial Potential Surveys.
14. Project profiles
15. Other action plan activities assigned by Headquarters

CHAPTER-2

PARTICULARS OF ORGANIZATION, FUNCTION AND DUTIES

MSME-Development & Facilitation Office, Thrissur, Kerala, started in 1956 is one of its kinds in the State of Kerala having jurisdiction for all the 14 districts of Kerala. Apart from offering various consultancy and support services, the Institute also conducts Entrepreneurial, Technical and Managerial training programmes for the benefit of prospective and existing entrepreneurs. A Nucleus Cell, under the administrative control of MSME-Development & Facilitation Office, Thrissur, Kerala is functioning at Kavaratti Island of Lakshadweep to look after the various needs of MSME entrepreneurs in the Union Territory of Lakshadweep Islands. The Services of MSME-Development & Facilitation Office, Thrissur, Kerala are mainly focused on helping the existing/prospective entrepreneurs to increase their productivity and prospective entrepreneurs to set up new

Units. Broad Organization Chart of MSME-DFO Thrissur is shown as under:



Particulars of Powers and Duties

1. MSME-DFO, Thrissur under the O/o DCMSME, Ministry of Micro, Small and Medium Enterprises (MSME), Government of India focus on the promotion and development of MSMEs in Kerala. Promotion and development of MSMEs is primarily the responsibility of the States and Union Territories (UTs) and the role of the Central Government in this field is to aid and assist the States/UTs in this Endeavour.
2. MSME-DFO, Thrissur renders services such as: -
 - a) Assistance/consultancy to prospective entrepreneurs.
 - b) Assistance/consultancy rendered to existing units.
 - c) Preparation/Updating of District Industrial Potential Surveys.
 - d) Project profiles
 - e) Entrepreneurship Awareness Programmes
 - f) Management Development Programmes
 - g) Entrepreneurship Skill development Programmes
 - h) Export promotion
 - i) Common facility Workshop
 - j) Technical assistance

- k) Linkage with State Govt. functionaries
 l) Other action plan activities assigned by Headquarters
 m) Implementation of Schemes of Ministry of MSME

Work Allocation

| Sl. No | Name of the Officer Designation | Contact No. & Email ID | Portfolios Assigned |
|--------|--|--|--|
| 1. | Shri G.S. Prakash, Director | Ph: 0487-2360536, 2360686, 2973636 E-Mail: dddi.tcr- msme@gov.in | Overall Co-ordination of all activities of MSME-DFO, Thrissur & MSME-DNC, Kavaratti. |
| 2. | Shri. Martin. P. Chacko Assistant Director – I (Food) | Ph: 0487-2360536, 2360686, 2973636 E-Mail: martin.pc@demsme.gov.in | Trade –Food/Agri Processing Policies & Schemes: Public Procurement Policy, Vendor Development, Delayed Payments, TReDS, GEM, TCs & ECs, Setting up EC at DFO Thrissur, SC/ST Hub, SENET Districts: Palakkad, Kannur & Kasargod Other Duties as assigned by Director |
| 3. | Shri Mrunmay Sunil Ramteke Assistant Director Gr1 | Ph: 0487-2360536, 2360686, 2973636 E-Mail: mrunmay.s.r@gov.in | Trade- Metallurgy DDO, Administration, Establishment, budget allocation & Expenditure management, Vigilance, Office Infrastructure, Outsourcing of HR services, Supervision & Coordination with CPWD, House Keeping/Maintenance of premises & building, maintenance & operation of Conference Rooms, training halls, PA system, LED wall, lift, Firefighting equipment, all other Electrical & Electronic Installations in Office, Swachh Bharat Abhiyan, Designated Officer for Official Language Implementation, Nodal officer for Court cases & Updation of LIMBS, Office E-mails, GeM IDs of officials/GeM procurement for office purposes, Cyber security, Administration & Accounts matters of MSME DNC Kavarati, Coordination with MSE DNC Kavarati Other duties as assigned by the Director |
| 4. | Smt. Lachithamol U.C Assistant Director- II (EI) | Ph: 0487-2360536, 2360686, 2973636 E-Mail: adlcm.tcr- msmedi@gov.in | Trade- Economical & Statistical Data Collection & Reports Policies & Schemes:- PMS, ESDP, IC, EFC Other Works: Export, Marketing, Exhibitions, media & publicity, MPR (descriptive), Annual Report, IFC, News letter District: Ernakulam & Alappuzha Other Duties assigned by Director |
| 5. | Smt. Safoora M A Assistant Director - II (Stat) | Ph: 0487-2360536, 2360686, 2973636 E-Mail: safoora.ma@gov.in | Trade: Economic & Statistical Studies/Reports. Policies & Schemes: GOI&GOK MSME& Industry related policies, Udyam Registration, CHAMPIONS portal, National awards, MPR |

| Sl. No | Name of the Officer Designation | Contact No. & Email ID | Portfolios Assigned |
|---------------------------------------|--|---|---|
| | | | (numerical) Other works: Women Entrepreneurship, Office website, ICC Districts: Kozhikode & Malappuram Other Duties assigned by Director |
| 6. | Shri. Vishesh Aggarwal Assistant Director-II (Stat) | Ph: 0487-2360536, 2360686, 2973636 E-Mail: aggarwal.vishesh@nic.in | Trade: Economic & Statistical Studies/Reports Policies & Schemes: Credit related schemes & policies, PM Vishwakarma, RTI, RAMP Other works: Tax & GST, Coordination with State Government, Coordination with other organizations in the M/o MSME, Parliament & LA Questions, VIP Visits/References, Library, Coordination with Associations Districts: Wayanad & Kottayam Other Duties assigned by Director |
| 7. | Smt. K. Rekha, Assistant Director-II (Chem.) | Ph: 0487-2360536, 2360686, 2973636 E-Mail: invkr.tcr-msmedi@gov.in | Trade: Rubber, Plastic, Chemical, Glass & Ceramics Policies & Schemes; CDO, MSE-CDP, MSME-Innovation, MSME-CHAMPIONS Other works- Startups, R& D, Industry-Institute Partnership, Waste Management & Pollution Control, support for Publicity & Media coordination District: Thrissur Other works as assigned by Director |
| 8. | Ms. Mahalakshmi M Assistant Director Gr.II | Ph: 0487-2360536, 2360686, 2973636 E-Mail: mahalakshmi.m@dcmsme.gov.in | Trade: Hosiery Policies & Programmes;- MSE-CDP MSME-Innovation, MSME-CHAMPIONS, Support for Coordination of ESDP & Udyam Registration (as per requirement) Other works- Rural Entrepreneurship, support for Publicity & Media coordination District: Thiruvananthapuram & Pathanamthitta Other works as assigned by Director |
| MSME- DNC Kavarati, UT of Lakshadweep | | | |
| 9. | Shri Perumal S Assistant Director Gr I | Ph: 4896 265 395 E-Mail: perumals.101@dcmsme.gov.in | Trade: Leather & Footwear In-charge of MSME DNC Kavatai, UT of Lakshadweep. Coordination of all activities of MSME -DNC in close coordination with UT administration & DFO Thrissur. Implementation of programs & policies of Ministry of MSME in UT of Lakshadweep. |

| Sl. No | Name of the Officer Designation | Contact No. & Email ID | Portfolios Assigned |
|--------|---------------------------------|------------------------|---|
| | | | Dissemination of information on Testing facilities & related support to MSMEs in Kerala & Lakshadweep. Other works as assigned by Director |

HINDI DIVISION

| Sl.No | Name of the Officer | Work allotted |
|-------|---|--|
| 01 | Ms. Shivane (SV) Senior Hindi Translator | OL implementation, OLIC, TOLIC meetings, Hindi workshops, Action Plan to achieve the targets as per the OL annual action plan. Support to AD (MSR) in all communications related to Estt., Accounts, CPWD, O/o DC (MSME), Court Cases etc. Assistance to AD (LM) in publicity & handling social media, Disruptive MPR, Annual Report News Letter, Write Ups on significant assistance, success stories |

ALLOCATION OF WORK AMONG OFFICE SUPERINTENDENTS

| Sl.No | Name & Designation | Work allotted |
|-------|--------------------------|--|
| 01 | Smt. Aniamma Chacko (AC) | Assistance to AD (LM) & AD (SMA) in co-ordination of various activities under them. Online submission of ESDP/PMS data, Maintenance of stock & distribution of various brochures for Field activities, ESDP certificates & maintenance of ESDP certificate register, Purchase & maintenance of training aids, exhibition materials. File work & support on field activities of AD (LM), AD (SMA), AD (KR) & AD (MM). |
| 02 | Smt. C K Jalaja (CKJ) | <ul style="list-style-type: none"> • Overall Supervision of Establishment Section • All Service Matters of Gazetted & Non-Gazetted Staff • All Court Cases • Activities of Swachh Bharat Abhiyan • Matters dealing with UPS/NPS • CGEGIS-Maintenance of records, all cases of grant of advances under GFR including HBA • Pension cases, preliminary verification and also maintenance of staff list, superannuation list • Holiday List/CGEWC etc • Preparation and updation of Staff Position and Seniority list periodically • Request for Posting/recruitment of manpower, Creation and abolition of posts, master folder of Office Orders and Circulars • Security/FG Policy/Special Pay • Bio-metric status/attendance register • Overall Supervision of maintenance work of Office building/CPWD • Deputation of Officers/Staff for training • Operation & maintenance of Conference Rooms, Jubilee Hall, PA System, LED Wall, Lift, other electrical/electronic installation, SAP. • Other work as assigned by Director & AD (MSR) |

| | | |
|----|------------------|---|
| 03 | Smt. Usha P (UP) | <ul style="list-style-type: none"> • Overall Supervision of Accounts Section • Budget, Expenditure Management • Scrutiny and passing of vouchers, preparation of contingent bills related to both Non-plan and plan expenditure and maintenance of CB registers. • Maintenance and preparation of expenditure statements under different heads of accounts. • Updation of Newspaper/Bag Registers • Other work as assigned by Director & AD (MSR) |
|----|------------------|---|

ALLOCATION OF WORK AMONG STENOGRAPHERS

| Sl.No | Name & Designation | Work allotted | Officers |
|-------|-------------------------|--|---------------------|
| 01 | Smt. K.M. Baby (KMB) | Assistance to AD (MPC) & AD (VA) in various activities assigned to them. Coordination of all works related to SENET & AMC, utilization of funds under SENET / AMC, maintenance of related records, Disposal of obsolete IT equipment in Office Support on field activities of AD (KR) & AD (MM) | AD (MPC) AD (VA) |
| 02 | Smt. Preethy M.G. (PMG) | Works assigned by the attached officers Alternate to PA to Director | AD(LM) AD(SMA) |
| 03 | Shri. N M Shaji (NMS) | Works assigned by the attached officer Alternate to PA to Director | AD(MPC) AD(VA) |
| 04 | Smt. Sheena S. (SS) | PA to Director Office emails, E-office, DC (MSME) correspondence of Director, Inward of DAK to officers, Vigilance Follow up of important matters with officers, state government on behalf of Director | Director |
| 05 | Smt. Viji Alet (VA) | Works assigned by the attached officers Alternate to PA to Director | AD (KR) AD (MM) |

ALLOCATION OF WORK AMONG INSTRUCTORS

| Sl.No | Name & Designation | Work allotted | Officers |
|-------|--------------------------------|--|----------|
| 01 | Shri Jethuram V (JRV) | IFC/EDC support for publicity & Exhibitions Support to upload photos and videos of activities in the social media/ publicity materials | *AD(LM) |
| | | Technical support in operation & maintenance of Electronic & Electrical infrastructure | AD (MSR) |
| | | Idukki District Coordination, Organization of various field level programs as allotted by Director | AD(VA) |
| 02 | Shri. G. Sreeram Pillai, (SRP) | Organization of various Feld level programs as allotted by Director Kollam District Coordination supportfor field activities | AD (MPC) |

ALLOCATION OF WORK AMONG UPPER DIVISION CLERKS

| Sl.No | Name & Designation | Officers |
|-------|-------------------------------|---------------------|
| 1. | Smt. Leena M D (LMD) | OS (UP) |
| 2 | Shri Sebastian K Joseph (SKJ) | OS (CKJ) |
| 3. | Smt.Suja Roy (SR) | AD (MPC) AD (LM) |

ALLOCATION OF WORK TO LOWER DIVISION CLERK

| Sl.No | Name & Designation | Officer/section |
|-------|----------------------|--|
| 01 | Shri Amit Kumar (AK) | OS (CKJ) & OS (UP) Works related to the seat of PA of Director as and when required |

ALLOCATION OF WORK AMONG MTS

| Sl.No | Name & Designation | Officers |
|-------|------------------------------|---|
| 01. | Shri Benny Thomas (BT) | AD(LM), AD(SMA), AD (KR), AD (MM) Support for field activities of other officers |
| 02. | Shri. M. Manikandan, (MM) | Library, RECEPTION, AD (VA), AD (MPC) Support for field activities of officers |
| 03. | Shri. Santhosh P B (SPB) | Despatch, OS (CKJ) & OS (UP) Support for field activities of officers |
| 04. | Shri. Ayush Krishnan R (AKR) | AD (LM)- RECEPTION, IFC/ EDC AD(MSR) - for operation & maintenance of IT/Electronic Equipment in office; AD (MPC) for SENET as required |
| 05. | Ms.Saranya K.S (SKS) | AD (MPC) & AD (VA)- in their file/section & field works |

WORK ORDER IN RESPECT OF YOUNG PROFESSIONALS

| Sl.No. | Name & Designation of the official | Allotted work |
|--------|------------------------------------|---|
| 1 | Ms. Arunima Markose YPAM) | Support in implementation&coordination of the programmes, policies and other activities by AD (LM), AD (SMA) ,AD(KR) & AD (MM) Other works as assigned by Director |
| 2. | Ms. Aruna Markose YP(A) | Support in implementation&coordination of the programmes, policies and other activities by AD (MPC) & AD (VA) IFC/EDC All other works as assigned by Director |
| 3 | Ms Aisha Reja P YP(AR) | Support to AD (PS) in Implementation & Coordination of all activities of MSME DNC Kavarati. All other works as assigned by Director |

WORK ALLOCATION AMONG OFFICIALS ATTACHED IN ESTABLISHMENT & ACCOUNTS

Smt. Leena M.D, UDC

- Preparation of Pay & Allowances bills of Gazetted/Non-Gazetted officers
- Scrutiny and passing of all bills and issue of Cheque and maintenance of registers
- Coordination work related to Internal/Local audit inspection and post audit objection and correspondence.
- Data entry related to New Pension Scheme
- Maintenance of Cash Book, Permanent Advance etc.
- Entry of Quarterly & Monthly Expenditure in EBMS Portal.
- Income Tax calculations and quarterly/annual filing
- Sending of Reconciliation Report to PAO for payments and receipts.
- Uploading data's in CDDO/NPS software
- Preparation of Budget Estimate and Revised Estimate and allotment funds
- Works related to MPR of Accounts Section
- Sending of LOP and bank reconciliation for payments and receipts.
- Other general & miscellaneous work in Accounts Section i.e. MPR of Receipts, Budget, LOC, LOA from PAO, etc.
- GEM/DBT Data

- GST filing
- Other works assigned by AD (MSR)

Shri Sebastian K Joseph, UDC

- Matters relating to outsourced staff other than processing of bills/payments or agreements
- Issuance of Duplicate Service Book
- Maintenance of Service Book and Leave Account
- EHRMS
- Coordination of Internal/Local audit report related to Estt. Section
- Preparation of bills/maintenance of accounts of Nucleus Cell
- Payment of Electricity/Telephone bills, Payment of Professional Tax
- Preparation of monthly/quarterly report and receipt statements
- Activities of Swacch Bharat Abhiyan
- Housekeeping, maintenance of office equipment, photocopies/EPABX/Fire Extinguisher/Water filter/Usufructs and processing of bills relating to the same.
- Payment of Electricity/telephone bills, payment of professional tax, issue of liveries, Misc. bills
- Purchase of office equipment's Stationary for Establishment
- Supervision of maintenance work of Office building/CPWD
- Recording/indexing and weeding out of old records, Disposal of unserviceable stores etc
- Physical verification of Stores/Disposal of stores, register Supervision of outsourced services and allocation of quarters
- Other works assigned by AD (MSR) & OS (Estt.)

Shri Amit Kumar, LDC

- Monthly Data Entry related to New Pension Scheme/ UPS in Protean Site
- Income Tax Calculations and quarterly/annual filing
- Preparation of TA bills under Plan funds and updation of the corresponding registers
- Preparation of General TA Bills of all officials and LTC bills of officers & officials, Maintenance of corresponding registers
- Preparation of bills for other various advances and maintenance of register for such advances.
- Preparation of Medical claim and medical bills
- Processing of DTE Plan bills
- General Provident Fund-Grant of advances, withdrawals and preparation of bills, other related work and maintenance of registers.
- List of Payments (LOP)
- All cases under CEA-preparation of sanction order, issue of salary and other certificates etc.
- Payment of Electricity/Telephone Bills, Payment of Professional Tax
- Posting & Maintenance of CL/RH account register/bio-metric status/attendance register
- Works related to the seat of PA to Director
- Other work as assigned by AD(MSR)/OS(CKJ)/OS(UP)

Shri Santhosh, MTS & Ms. Saranya K S, MTS)

- Despatch of letters/post office work/maintenance of despatch register, stamp account register
- Diarizing and distribution of Tapals of Establishment division
- Photocopy/printing work of Estt.Section
- Purchase of postage stamp and other work as assigned by AD (CSA)/OS (Estt.)
- Stock Register Maintenance, Updation and related works
- Support for office maintenance, maintenance & operation of office equipments
- Support to the In- house & field activities of Officers
- Works assigned by AD(MSR)/OS(CKJ)/OS(UP)

CHAPTER-3

POWERS AND DUTIES OF OFFICERS AND EMPLOYEES

MSME-DFO is headed by an officer of the rank of Director (JAG level in Government of India) and is responsible to carry out the main functions of office as per the directions of the Office of DC(MSME).

The financial powers of Director as head of office are outlined in Delegation of Financial Power Rules (DFPR), 1978. The General Financial Rules lay down the procedure to be followed for exercising the powers available in DFPR. The administrative powers are contained in Financial Rules/Service Rules, Leave Rules, etc. These rules are available at the websites of the Ministry of Finance and Department of Personnel and Training. The administrative and financial powers in the day-to-day management of the office are vested with Head of Office.

The duties of the IEDS officers are as under:

(i) Director (IEDS)

1. To advise in formulation of policies for the promotion and development of MSMEs, viz. policy for reservation/de-reservation, technology up-gradation, programmes, quality management systems, energy conservation, Government purchase programmes, raw material assistance and marketing supports, etc.
2. Planning and executing work related to Entrepreneurs Development Programmes and Vendor Development Programmes, etc.
3. Planning and creating technical documents and data base to MSMEs, viz. Project Profiles, Industry Studies, Cluster Studies, source of supplies of various inputs for MSMEs etc.
4. Planning and implementation of Ozone Depleting Substance (ODS) phase out Programme as per the Montreal Protocol for MSMEs in association with Ministry of Environment & Forest.
5. Coordinating with Bureau of Indian Standards in formations/amendment of standard. Also monitoring Quality Control Order on Electrical Appliances.
6. Assisting and coordinating with MSMEs and its associations on rationalization of tariffs, be it excise duty or custom duty or other taxes.
7. Appraisal of Industrial License, Foreign Collaborations, Industrial Entrepreneurship Memorandum (IEM), Foreign Investment Promotion Board, 100% Export Oriented Unit (EOU) proposals from MSMEs' angle.
8. Technical advice on Export Import policy, Input-Output norms, Import License & Advance License mainly concerning MSMEs.
9. Entrepreneur's guidance on technology related issues.

(ii) Assistant Director Grade-I/Grade-II (IEDS)

1. To visit and promote Micro, Small and Medium Enterprises and to advise supervisory staff and workers in different technical problems which confront them in the manufacture Mechanical/Chemical/Electrical/Electronics/Food based specific laws/standards/Glass & Ceramics/Hosiery/Leather & Footwear based/Metal Finishing/Metallurgy Engineering Industries products and also to suggest improved and economic techniques of production in engineering industry. To manage production / extension Centres technically as well as administratively. To prepare and improve model scheme for the manufacturing of different products. To represent the

organization in the various Committees and bodies where the interest of MSMEs vis-a-vis other sector have to be watched. To advise the Industry on various promotional aspects i.e. providing project profiles for setting up of MSMEs.

2. To conduct industrial trainings for Entrepreneurship Development & advising the industry regarding modern industrial management techniques and quality standards, Intellectual Property Rights etc.
3. Implementation of Policies and schemes in regard to development of MSMEs.
4. To maintain close coordination with Industry i.e. MSMEs at large and State Governments, District Industry Centres etc. and to suggest improved techniques of production, quality and proper handling of material and improved method of working to MSMEs.

(iii) Investigator/ Skilled Workers etc.

1. To collect data from industries and operate various mechanical machines in the workshops/Labs attached to MSME-DFOs/TCs/TSSs.

Following are the non-technical posts in MSME-DFO, Thrissur and the duties attached thereto: -

- i. Assistant Director Grade (I)/ (II) –** Collection of Industry data / information required for Evaluation Study from programme beneficiary / Stake holders. Scrutiny and compilation / tabulation of data collected in the field investigation. Preparation of textual tables and appendices for evaluation report. Analysis of primary data. Handling of technical correspondence and drafting of technical reports / notes etc. supervision of the hand tabulation of the junior staff. Assisting seniors in monitoring and evaluation of Government Policies / Schemes.

ii. Office Superintendent

a) General Duties

- (i) Distribution of work among the staff as evenly as possible.
- (ii) Training, helping and advising the staff.
- (iii) Management and co-ordination of the work.
- (iv) Maintenance of order and discipline in the section.
- (v) Maintenance of a list of residential addresses of the Staff.

b) Responsibilities relating to CRU

- (i) To go through the receipts;
- (ii) To submit receipts, this should be seen by the Admin officer or higher officers at the dak stage.
- (iii) To keep a watch on any hold up in the movement of dak; and
- (iv) To scrutinize the section diary once a week to know that it is being properly maintained.

c) Responsibilities relating to issue of drafts

- (i) To see that the draft is letter-perfect, i.e., all corrections have been made before it is marked for issue.
- (ii) To indicate whether a clean copy of the draft is necessary; (iii) To indicate the number of spare copies required;
- (iii) To check whether all enclosures are attached;
- (iv) To indicate priority marking;
- (v) To indicate mode of dispatch.

d) Responsibilities for efficient and expeditious disposal of work and checks on delays

- (i) To keep a note on important receipt with a view to watching the progress of action;

- (ii) To ensure timely submission of arrear and other returns;
- (iii) To undertake inspection of Assistants' tables to ensure that no paper or file has been overlooked;
- (iv) To ensure that cases are not held up at any stage;
- (v) To go through the list of periodically returns every week and take suitable action on items requiring attention during next week.

e) Independent disposal of cases

He/she should take independently action on the following matters: -

- (i) Issuing reminders;
- (ii) Obtaining or supplying factual information of a non-classified nature;
- (iii) Any other action, which a Section Officer is authorized to take independently.

f) Duties in respect of recording and indexing:

- (i) To approve the recording of file and their classification;
- (ii) To review the recorded file before destruction;
- (iii) To order and supervise periodic weeding of unwanted spare copies;
- (iv) Ensuring proper maintenance of registers required to be maintained in the section.

g) Ensuring proper maintenance of reference books, office orders, etc. and keeping them up-to-date.

h) Ensuring neatness and tidiness in the section.

i) Dealing with important and complicated cases him.

j) Ensuring strict compliance with Departmental Security instructions.

iii. Upper Division Clerk (UDC)

He/She works under the orders and supervision of the Assistant Director-I/II or Office Superintendent on case to case basis and is responsible for the work entrusted. Where the line of action on a case is clear or the Line Officer or higher officers have given clear instructions, he/she should put up a draft without much noting. In other cases, he/she will put up a note keeping in view the following points:-

- a. To see whether all facts are open to check have been correctly stated;
- b. To point out any mistakes or mis-statements of the facts;
- c. To draw attention where necessary to precedents or rules and regulations on the subject;
- d. To put up the guard file, if necessary, and supply other relevant facts and figures;
- e. To bring out clearly the question under consideration and suggest a course of action wherever possible.

iv. Personal Assistant/Stenographer

He/She should keep the officer free from the worries of a routine nature by mailing correspondence, filing papers, making appointments, arranging meetings and collecting information. He/she should be skilled in human relations. An officer has to depend on his/her Personal Assistant for routine jobs so as to have more time to devote himself to the work in which he has specialized. The Personal Assistant should earn the trust of his/her officer for being entrusted with confidential and secret papers. He/She is the keeper of secrets and an assistant to the boss. He/She should be popular with the persons who come in contact with his/her boss officially or who are helpful to his/her boss or who have dealings with the boss as professional men. Some of the more specific functions are enumerated below:

- a) Taking dictation in shorthand and its transcription in the best manner possible.
- b) Fixing up of appointments and if necessary, canceling them.
- c) Screening the telephone calls and the visitors in a tactful manner.
- d) Keeping and accurate list of engagements, meetings, etc., and reminding the officer sufficiently in advance for keeping them up.
- e) Maintaining in proper order the papers required to be retained by the officer.
- f) Keeping a note of the movement of files passed by his officer and other officers, if necessary.
- g) Destroying by burning the stenographic record of the confidential and secret letters after they have been typed and issued.
- h) Carrying out the corrections to the officer's reference book.
- i) Relieving the boss of much of his routine work and generally assisting him in such a manner as he may direct.

v. Lower Division Clerk (LDC)

Lower Division Clerks are ordinarily entrusted with work of routine nature, for example – registration of dak, maintenance of section diary, file register, file movement register, indexing and recording, typing, comparing, dispatch, preparation of arrears and other statements, supervision of correction of reference book, and submission of routine and simple draft, etc.

CHAPTER-4

PROCEDURE FOLLOWED IN DECISION MAKING PROCESS

The term decision has been defined as the act of deciding. The decision-making is thus a deliberate act. It may have short- range or long-range ramifications. In order to carry out the functions, an officer is to do a lot of decision-making acts in financial, administrative and policy matters including technical nature.

- Director, MSME-DFO Thrissur is the controlling officer and administer various schemes/programmes/projects assigned to various officials and report to the DFO Division in the O/o DC (MSME) monthly in the form of Monthly Progress Reports or as and when required for efficient and effective disposal of the works.
- Director, MSME-DFO Thrissur takes regular meetings with the junior officers to discuss issues, review and monitor the progress and movement of files relating to the issues for disposal as per the established norms of Government of India depending upon types of issues viz., Budget, implementation of schemes and review of progress and evaluation, expenditure review, committees/sub-committees set up under various schemes, liaison with various Departments and authorities and miscellaneous works.
- Decisions, approvals and directions on various issues are accordingly taken on the files routed through the controlling officers from appropriate level of decision-making authority.
- Decisions are taken by the prescribed authority as per norms set for the purpose within stipulated time and in an efficient and effective manner.
- Concerned divisions maintain related records in all such aspects with them.

For efficient management of the office, it is necessary that there exists a system to ensure speedy and correct decision-making process. Some procedures have to be observed for this. These principles/procedures are: -

1) General Principles -

- I. An officer will himself initiate action on as many receipts as possible, keeping in view the priority requirements.
- II. Number of levels at which a case is examined will be reduced to the minimum.
- III. Paper work will be kept at an essential minimum.
- IV. Least possible time will be taken for examination and disposal of cases.
- V. While disposing of cases, an officer will aim at optimizing the quality as well as the quantity of work performed by him.

2) Action by dealing hand –

The dealing hand will –

- I. Go through the receipts and separate urgent receipts from the rest.
- II. Enter the receipts in the assistant's diary.
- III. Deal with the urgent receipts first.
- IV. Check enclosures and if any is found missing, initiate action to obtain it.
- V. See whether any other section is concerned with any part or aspect of a receipt and, if so, send copies or relevant extracts to that section for necessary action.
- VI. Bring the receipts on to a current file if one already exists or open a new file.
- VII. File papers in chronological order from left to right.
- VIII. Assign the receipt page number(s) and a serial number.
- IX. Docket the receipts and reproduce on the notes portion of the file remarks, if any, made by an officer on the receipt.
- X. With the help of file registers, indexes, precedent book, standing guard files, reference folders, locate

and collect other files or papers, if any, referred to in the receipt, or having a bearing on the issues raised therein.

- XI. Identify and examine the issues involved in the case and record a note.
- XII. Arrange and reference papers in the case properly.
- XIII. Where necessary, attach a label indicating the urgency grading appropriate to the case.
- XIV. Put up the case to the appropriate higher officer; and
- XV. Indicate the date of submission in the assistant's diary.

3) Action by Section In-charge –

The Section in-charge will –

- I. Scrutinize the note of the dealing hand.
- II. Finally dispose of routine cases.
- III. Take intermediate routine action.
- IV. Records, where necessary, a note setting out his own comments or suggestions; and
- V. Submit the case to the appropriate higher officer.

4) Examination by section – When the line of action on a receipt is obvious or is based on a clear precedent or practice, or has been indicated by a higher officer, and a communication has to issue, a draft will be put up without any elaborate note. In other cases, the section, while putting up a case, will -

- I. See whether all the statements, so far as they are open to check, are correct;
- II. Point out mistakes, mis-statements, missing data or information, if any;
- III. Draw attention, where necessary, to the statutory or customary procedure and point out the relevant law and rules;
- IV. Furnish other relevant data or information available in the department, if any;
- V. State the questions for consideration and being out clearly the points requiring decision;
- VI. Draw attention to precedents;
- VII. Evaluate relevant data and information; and
- VIII. Suggest, where possible alternative courses of action for consideration.

5) Standard Process Sheets - For dealing with cases of repetitive nature, e.g., sanctioning of leave/GPF advances, forwarding of applications, etc., standard process sheets given in the Handbook of House Keeping Jobs issued by the Department of Administrative Reforms and Public Grievances are being used. No notes will be recorded in such cases. In respect of **Substantive matters, dealt with by the department's standard process sheets on similar lines are being used.**

6) Level of disposal and channel of submission –

- I. An officer above the level of Section Officer will take action on a case in accordance with the departmental instructions prescribing the level of final disposal and channel of submission for each category of cases.
- II. As far as possible it will be ensured that the number of level is reduced to minimum.
- III. Wherever level jumping is done in accordance with the departmental instructions in respect of any category of cases, each such case will pass through on its return, all the levels in the prescribed channel of submission.

7) Direct submission of cases by senior assistants -

- I. An assistant in a conventional section who has more than five years' service in the grade including at least six months in the concerned section can submit all his cases direct to the Branch Officer. In appropriate cases, assistants with less than five years' service in the grade is also permitted to submit cases direct to Branch Officer.
- II. All the cases directly submitted by assistants to the Branch Officer will, as a rule, go back to the assistants through the Section Officer. The Section Officer is free to bring to the notice of the Branch Officer any omission or flaws in the submission of cases or the decisions taken and thus give an opportunity to the Branch Officer to reconsider the matter.

8) Examination by Officer -

- I. An officer will regularly discuss with his staff to decide the course of action to be taken on various cases. Normally, a single note will be put up to the decision making level after the line of action is decided.
- II. For dealing with important problem solving issues, the technique of paper rating may be used. This involves entrusting an officer or a Group of Officers with preparing a comprehensive paper which will be put up straight to the decision making level. The paper will contain the background to the problem, issues arising out of it, precedents if any, analysis of all relevant facts and recommendations.

9) Departure from normal procedures or rules – In every case where a major or minor infraction, other than trivial, of the existing procedures or rules is sought to be made, it shall be the responsibility of the decision making authority to ensure that reasons are set out in writing, warranting such a departure from the rules or procedures.

10) Running summary of facts – To facilitate consideration and to obviate repeated recapitulation, a running summary of facts will be prepared and placed on the file in a separate folder labeled as such in every case in which it is evident that such a summary would contribute to its speedy disposal. This summary will also include the advice or views of other departments consulted in the matter but not opinions of individual officer within a department. It should be kept up-to-date, whenever further developments take place.

11) Guidelines for noting –

- I. All notes will be concise and to the point. Lengthy notes are to be avoided.
- II. The verbatim reproduction of extracts from or paraphrasing of the paper under consideration, fresh receipt, or any other part of correspondence or notes on the same file, should not be attempted.
- III. When passing orders or making suggestions, an officer will confine his note to the actual points he proposes to make without reiterating the ground already covered in the previous notes. If he agrees to the line of action suggested in the preceding notes, he will merely append his signature.
- IV. Any officer, who has note upon a file on which a running of facts is available, will in drawing attention to the facts of the case, refer to the appropriate part of the summary without repeating it in his own note.
- V. Relevant extracts of a rule or instruction will be placed on the file and attention to it will be drawn in the note, rather than reproducing the relevant provisions in the note.
- VI. Unless a running summary of facts is already available on the file or the last note on the file itself serves that purpose, a self-contained summary will be put up with every case submitted to the

Minister. Such a summary will bring out briefly but clearly relevant facts, including the views expressed on the subject by other departments, if any, consulted in the matter and the point or points on which the orders of the Minister are sought.

- VII. If apparent errors or mis-statements in a case have to be pointed out or if an opinion expressed therein has to be criticized, care should be taken to couch the observations in courteous and temperate language free from personal remarks.
- VIII. When a paper under consideration raises several major points which require detailed examination and respective orders, each point (or group of related points) will be noted upon separately in sectional notes; such notes will each begin with a list of the major points dealt with therein.
- IX. Notes and orders will normally be recorded on note sheets.
- X. The dealing hand will append his full signatures with date on the left below his note. An officer will append his full signatures on right hand side of note with name, designation and date.
- XI. A note will be divided into serially numbered paragraphs of easy size, say ten lines each. Paragraphs may preferably have brief titles. The first paragraph will give an indication of the evidence and the conclusions reached. The final paragraph should weigh the arguments and make recommendation for action.

12) Modification of notes or orders

- I. Senior officers should not require any modification in, or replacement of, the notes recorded by their junior once they have been submitted to them. Instead the higher officers should record their own notes giving their views on the subject, where necessary, correcting or modifying the facts given in earlier notes. In any case the replacement or modification of the notes, which have already been recorded on a file, when the file has been further noted upon by others, should not be permitted.
- II. Pasting over a note or a portion of it to conceal what has been recorded is not desirable. Where a note recorded in the first instance requires any modification on account of additional facts or any error having come to notice a subsequent note may be recorded keeping the earlier note intact.
- III. Where a final decision already communicated to a party is found later on to have been given on a mistaken ground or wrong facts or wrong interpretation of rules due to misunderstanding, such a withdrawal may have also legal implications. In all such cases, in addition to consulting the Ministry of Law, wherever necessary, such a withdrawal should be permitted only after the approval of an officer higher than the one, who took the original decision, has been obtained and reasons for the reversal or modification of the earlier decision have been duly recorded on the file.

13) Noting on files received from other departments.

- I. If the reference seeks the opinion, ruling for concurrence of the receiving department and requires detailed examination, such examination will normally be done separately through routine notes and only the final result will be recorded on the file by the officer responsible for commenting upon the reference. The officer to whom such a note is submitted will either accept that note or record a note of his own. In the former case he may direct that the note in question or a specified portion thereof may be reproduced on the main file for communication to the department concerned. In the latter case, he will record a suitable note on the main file itself. In either case, a copy of the note recorded on the main file will be kept on the routine notes for retention in the receiving department before the file is retained to the originating department.

- II. The department will open subject wise files each year in which such routine notes will be kept. The inter-departmental note recorded on the file of the originating department will bear the subject file number to facilitate filing of papers and their retrieval for future reference.
- III. Where the reference requires information of a factual nature or other action based on a clear precedent or practice, the dealing hand in the receiving department may note on the file straight away.
- IV. Where a note on a file is recorded by an officer after obtaining the orders of a higher officer, the fact that the views expressed therein have the approval of the latter should be specifically mentioned.

14) Aids to processing

- I. To facilitate processing of cases, each section will develop and maintain the following records for important subjects dealt with by:-
 - a) Standing guard files;
 - b) Standing notes,
 - c) Precedent book;
 - d) Standard process sheets; and
 - e) Reference folders containing copies of circulars etc.
- II. Apart from copies of acts, rules, orders and instructions concerning subjects dealt with by it, each section maintains, for ready reference, the Constitution of India and certain acts, rules and instructions of a general nature.
- III. The documentation-cum-reference system will include reference material peculiar to the needs of the functional sections and consciously developed information system to act as an aid to policy formulation, review and operational decisions.

15) Oral discussions

- I. All points emerging from discussions between two or more officers of the same department and the conclusions reached will be recorded on the relevant files by the officer authorizing action.
- II. All discussions/instructions/decisions, which the officer recording them considers to be important enough for the purpose, should be got confirmed by all those who have participated in or are responsible for them. This is particularly desirable in cases where the policy of the Government is not clear or where some important departure from the prescribed policy is involved over where two or more levels differ on significant issues or the decision itself, though agreed upon by all concerned is an important one.

16) Oral instructions by higher officers

- I. Where an officer is giving direction for taking action in any case in respect of matters on which he or his subordinate has powers to decide, he shall ordinarily do so in writing. If, however, the circumstances of the case are such that there is no time for giving the instructions, he should follow it up by a return confirmation at his earliest.
- II. An officer shall, in the performance of his official duties, or in the exercise of the powers conferred on him, act in his best judgment except when he is acting under instructions of an official superior. In the latter case, he shall obtain the direction in writing wherever practicable before carrying out the instructions, and where it is not possible to do so, he shall obtain return confirmation of the directions as soon, thereafter as possible. If the officer giving the instructions is not his immediate

superior but one higher to him in the hierarchy, he shall bring such instructions to the notice of his immediate superior at the earliest.

17) Oral orders on behalf of or from Minister

- I. Whenever a Member of the personal staff of a Minister communicates to any officer an oral order on behalf of the Minister, it shall be confirmed by him in writing immediately thereafter.
- II. If any officer receives oral instructions from the Minister or from his personal staff and the orders are in accordance with the norms, rules, regulations or procedures they should be brought to the notice of the Secretary (or head of the department where the officer concerned is working in or under a non-secretariat organization).
- III. If any officer receives oral instructions from the Minister or from his personal staff and the orders are not in accordance with the norms, rules, regulations or procedures, he should seek further clear orders from the Secretary (or the head of the department in case he is working in or under a non-secretariat organization). About the line of action to be taken, stating clearly that the oral instructions are not in accordance with the norms, rules, regulations or procedures.

18) Confirmation of oral instructions –

- I. If an officer seeks confirmation of an oral instruction given by his superior, the latter should confirm it in writing whenever such confirmation is sought.
- II. Receipt of communications from junior officers seeking confirmation of oral instructions should be acknowledged by the senior officers or their personal staff, or the personal staff of the Minister, as the case may be.

19) Examination and progressing of cases in which two or more authorities are consulted – Where two or more State Governments, Central Departments or other authorities are simultaneously consulted, the examination and, where necessary, tabulation of the replies will ordinarily be started as soon as replies begin to arrive and not held over till the receipt of all the replies or the expiry of the target date.

20) Filing of papers –

- I. Papers required to be filed will be punched on the left hand top corner and tagged on to the appropriate part of the file, viz., notes, correspondence, appendix to notes and appendix to correspondence in chronological order, from left to right, the latest being at the bottom.
- II. Normally, each part of the file will be placed in a separate file cover. Where, however, 'notes' and 'correspondence' are not bulky, both may be placed in a single file cover by tagging the correspondence portion onto the right side of the cover and the notes portion onto the left side of the same cover. Similarly, both the appendix to notes and appendix to correspondence may be filed in a single file cover, if they are not bulky.
- III. Routine receipts and issues (e.g., reminders, acknowledgements) and routine notes will not be allowed to clutter up the file. They will be placed below the file in a separate cover and destroyed when they have served their purpose. When either the 'notes' or the 'correspondence' portion of a files becomes bulky (say, exceeds 100 pages), it will be stitched and marked 'Volume I'. Further papers on the subject will be added to the new volume of the same file, which will be marked

‘Volume II’, and so on.

21) Arrangement of papers in a case. – The papers in a case will be arranged in the following order from top downwards: -

- I. Reference book;
- II. Notes portion of the current file ending with the note for consideration;
- III. Running summary of facts;
- IV. Draft for approval, if any;
- V. Correspondence portion of the current file ending with the latest receipt or issues, as the case may be;
- VI. Appendix to notes and correspondence;
- VII. Standing guard file, standing note or reference folder, if any;
- VIII. Other papers, if any, referred to, e.g., extracts of notes or correspondence from other files, copies of orders, resolutions, gazettes, arranged in chronological order, the latest being placed on the top;
- IX. Recorded files, if any, arranged in chronological order, the latest being placed on the top; and
- X. Routine notes and papers arranged in chronological order and placed in a separate cover.

22) Referencing –

- I. Every page in each part of the file (viz., notes, correspondence, appendix to notes, and appendix to correspondence) will be consecutively numbered in separate series, in pencil. Blank intervening pages, if any, will not be numbered.
- II. Each item of correspondence in a file, whether receipt or issue, will be assigned a serial number which will be displayed prominently in red ink on the right top corner of its first page.
- III. The paper under consideration on a file will be flagged ‘PUC’ and the latest fresh receipt noted upon, as ‘F.R.’. In no circumstances, will a slip, other than ‘PUC’ and ‘FR’, be attached to any paper in a current file. If there are more than one F.R. they should be flagged separately as F.R.I. F.R. II, so on and I.
- IV. In referring to the papers flagged ‘PUC’ or FR, the relevant page numbers will be quoted invariably in the margin. Their page numbers will refer to other papers in a current file only.
- V. Recorded files and other papers put up with the current file will be flagged with alphabetical slips for quick identification. Only one alphabetical slip will be attached to a recorded file or compilation. If two or more papers contained in the same file or compilations are to be referred to, they should be identified by the relevant page numbers in addition to the alphabetical slip. E.g. A/23n, A/17c, and so on.
- VI. To facilitate the identification of references to papers contained in other files after the removal of slips, the number of the file referred to will be quoted invariably in the body of the note and the relevant page number, together with the alphabetical slip attached thereto, will be indicated in the margin. Similarly, the number and date of orders, notifications and resolutions, and, in the case of acts, rules and regulations, their brief titles together with the number of the relevant section, rule, paragraph or clause, referred to will be quoted in the body of the notes, while the alphabetical slip used, will be indicated in the margin.
- VII. Rules or other compilations, referred to in a case need not be put up if copies thereof are expected to be available with the officer to whom the case is being submitted. The fact of such compilations not having been put up will be indicated in the margin of the notes in pencil.
- VIII. The reference slips will be pinned neatly on the inside of the papers sought to be flagged. When a number of papers put up in a case are to be flagged, the slips will be spread over the entire width of the file so that every slip is easily visible.

23) Linking of files –

- I. If the issues raised in two or more current files are so inter-connected that they must be dealt with together simultaneously, the relevant files will be linked in the manner indicated in (2) below. Such linking may also be resorted to if a paper on one current file is required for reference in dealing with another current file unless a copy of the paper can be conveniently placed on that first file.
- II. When files are to be linked, strings of the file board of the lower file (but not its flaps) will be tied round the upper file and those of the file board or flap of the upper file tied underneath it in a bow out of the way so that each file is intact with all its connected papers properly arranged on its file board or flap.
- III. On receipt back after completion of action, the linked files will be immediately delinked after taking relevant extracts and placing them on the linked files, where necessary.

24) Use of urgency grading –

- I. The two urgency grading authorized for use on cases are 'Immediate' and 'Priority'.
- II. The label 'Immediate' will be used only in cases requiring prompt attention. Amongst the rest, the 'Priority' label will be used for cases which merit disposal in precedence to others of ordinary nature.
- III. Where Lok / Rajya Sabha labels for questions, motions, and bills are used, it will not be necessary to use, in addition, 'Immediate' or 'Priority' label.
- IV. The grading of urgency assigned to a case will be reviewed by all concerned at different stages of its progress and where necessary, revised. This is particularly important for cases proposed to be referred to other departments.

25) Transfer Policy/Transfer orders and other administrative issues

AS&DC (MSME) being the Head of Organization exercises various administrative powers which include Administrative (Promotion, Transfer/Posting, Service matters, etc.), Financial Powers and executing court/CAT/legal cases as per the norms. The transfer policy recruitment rules implementation committee for the Transfer/Policy and various orders approved on these issues are made digitally available on the website of the office of DC MSME (www.dcmsme.gov.in) under the 'Employee corner'.

CHAPTER-5

NORMS FOR DISCHARGE OF FUNCTION OF MSME-DFO Thrissur

All the Officers and Staff members of this Office maintain the norms for the discharge of the functions that have to be followed in the Rules and the decisions of the Government of India, which are to be scrupulously followed. Among the norms on which emphasis generally is laid are the following:

- (i) The normal hours of attendance are 9.00 A.M. to 5.30 P.M. on all working days and other guidelines issued by relevant Ministry/Department from time to time.
- (ii) Office will remain closed on all Saturdays, Sundays and other holidays declared by the Government.
- (iii) Every member of the staff is expected to be in his/her seat and to start work by 9.00 A.M. unless he/she has previously obtained special permission for late attendance.
- (iv) Biometric Attendance shall be marked in dedicated machines installed in office premises or through Mobile App of AEBAS at the time of arrival and also while leaving office.
- (v) The administrative authorities for the enforcement of punctuality should take strict measures.
- (vi) Surprise visit by the Head of Office and other senior officers to the various sections may be carried out to ensure that the attendance is regular and that there are no arrears of work and that efficiency, neatness and tidiness are generally maintained.
- (vii) The lunch hour must be scrupulously examined.
- (viii) A list of the addresses of all officers and members of the staff should be maintained up-to-date in the administration section.
- (ix) Each member of the staff is responsible for the work assigned to him/her.
- (x) Each member of the staff is responsible for all official papers and articles belonging to the office, which are entrusted to him/her for official use.
- (xi) Every officer is expected to exercise the same vigilance in respect of expenditure incurred from public moneys as a person of ordinary prudence to exercise in respect of expenditure of his/her own money.
- (xii) The expenditure should not be prima-facie more than the occasion demands.
- (xiii) No authority would exercise its powers of sanctioning expenditure to pass an order, which will be directly or indirectly to its own advantage.
- (xiv) Expenditure from public money should not be incurred for the benefit of a particular person or section of the people unless a claim for the amount could be enforced in a court of law or the expenditure is in pursuance of a recognized policy or custom.
- (xv) The amount of allowances granted to meet expenditure of a particular type should be so regulated that the allowances are not on the whole a source of profit to the recipients.
- (xvi) The authority concerned will have to keep the public interest uppermost in its mind while making a procurement decision.
- (xvii) All orders conveying sanctions to expenditure of a definite amount or up to a specific limit should express the amount of expenditure sanctioned both in words and figures.
- (xviii) Each staff member should maintain absolute integrity at all times.
- (xix) Each staff member should maintain absolute devotion to duty at all times.
- (xx) Each staff member should render prompt and courteous service to the public.
- (xxi) Each staff member should maintain political neutrality.
- (xxii) Each staff member should observe courtesy and consideration to Members of Parliament and State Legislatures.
- (xxiii) Each staff member should act in accordance with Government rules, Regulations and Policies.
- (xxiv) The authority concerned should ensure that the benefits under the schemes being operated by the office are given only to those MSMEs having registration.



Development & Facilitation Office

Citizen's/Client's Charter
MSME-Development & Facilitation Office (MSME-DFO)
Thrissur, Kerala - 680003

Our Commitment to you

| Sl. No. | Our Services and Transactions | Responsible Officer | Our Services(Days) |
|---------|--|--|--|
| 1. | Udyam Registration | Smt. Safoora M A (Assistant Director) | Online |
| 2. | Prompt Grievance Redressal [Champions Portal] | Smt. Safoora M A (Assistant Director) | 7 Days (In case of delay, an interim reply with reasons for delay is required to be given) |

CHAPTER-6

RULES, REGULATIONS, INSTRUCTIONS, MANUAL AND RECORDS FOR DISCHARGING FUNCTIONS

The rules, regulations and other records pertaining to MSME-DFO Thrissur are held at Headquarter of Development Commissioner, DC (MSME) and are as under:

- (i) Micro, Small and Medium Enterprises Development Act, 2006. The act is available on the link below:
https://www.indiacode.nic.in/handle/123456789/2013?view_type=search&sam_h

| Sl. No. | Short Title |
|---------|--|
| 1. | Ministry of Industry, the Small Industries Development Organization (Senior Hindi Translator) Recruitment Rules, 1983 |
| 2. | The Small Industries Development Organization (Junior Hindi Translator) Recruitment Rules, 1982 |
| 3. | The Ministry of Small Scale Industries, the Small Industries Development Organization Junior Hindi Translator, Group 'C' Posts, Recruitment Rules, 2002 |
| 4. | The Ministry of Small Scale Industries, the Small Industries Development Organization Investigator (Economic Investigation), Group 'C' Posts, Recruitment Rules, 2002 |
| 5. | The Ministry of Small Scale Industries, the Small Industries Development Organization Senior Hindi Translator, Recruitment Rules, 2003 |
| 6. | The Ministry of Small Scale Industries, Small Industries Development Organization, Small Industry Promotion Officer (Economic Investigation), Group 'B' Posts, Recruitment Rules, 2004 |
| 7. | The Ministry of Small Scale Industries, the Small Industries Development Organization, Group 'B' Posts Recruitment Rules, 2004 |
| 8. | MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES, The Indian Enterprise Development Service Rules, 2019 |

The above rules regulate recruitment to Group A, B, C & D posts in Office of the DC (MSME) and its subordinate offices including MSME-DFO Thrissur.

In addition, this office also follows rules, regulations, instructions, orders, etc. issued by various Ministries/Departments, in the day-to-day management of its affairs.

CHAPTER-7

A STATEMENT OF CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL

The categories of documents that are held by this office are as under:

Copies of Acts, Rules, Orders and instructions concerning the subjects being dealt with by this office are maintained. This office also maintains a host of technical books required for its efficient functioning. Further, the following records relating to the important subjects dealt with in this office are also developed and maintained for facilitating processing of cases: -

- (a) Standing guard files;
- (b) Standing notes;
- (c) Precedent book;
- (d) Standard process sheets; and
- (e) Reference folders containing copies of circulars, etc.

Various Divisions and Central Records Room in office maintain different documents. Various documents are also available on the website of MSME-DFO Thrissur

CHAPTER-8

ARRANGEMENTS THAT EXISTS FOR CONSULTATION

1. At State/Union Territory level MSME-DFO Thrissur under the O/o DC(MSME) office has regular interaction with various stakeholders like Industries Department, Government of Kerala, Associations of MSMEs, Banks, Common Facility Centres etc.
2. This Organization conducts subject related sensitization Programmes/Webinars where in the people belonging to the sector are appraised and informed about the existing policies and programmes at different level and other issues relating to the MSMEs. These include sensitization programmes like globalization and Governments measures, patent related issues, etc. The views expressed at such forums are taken care of while framing/modifying policies and programmes.

CHAPTER-9
A STATEMENT OF BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES
CONSTITUTED AS ITS PART

MSME-DFO Thrissur in its capacity as field office of DC(MSME) does not have any boards, councils, committees or other bodies constituted on its own. However, the Boards, Councils and Committees mentioned as under have been constituted at the level of DC(MSME):

1. National Board for Micro, Small and Medium Enterprise constituted under section 3 of the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act, 2006) (The Act is available at the website link at

https://www.indiacode.nic.in/handle/123456789/2013?view_type=search&sam_handle=123456789/1362)

Functions, objectives and brief of the National Board for MSME:-

1. Examine the factors affecting the promotion and development of MSME and make recommendations on the matters.
2. Review the policies and programmes of the Central Government in regard to facilitating the promotion and development and enhancing the competitiveness of such enterprises and the impact thereof on such enterprises.
3. Advise the Central Government on the use of the Fund or Funds constituted under section 12 of MSMED Act 2006 dated 16th June, 2016.
4. The last meeting of the National Board for MSME was held on 26.2.2018.
5. The term of the NBMSME had expired on 23rd April, 2019 on completion of its tenure of two years. The sixth National Board for MSMEs has been re-constituted vide a Notification No. S.O. 498(E) dated 2nd February, 2021 which is available at the website link of the web site of this office at <http://www.dcmsme.gov.in/Gazette-Notification-National-Board.pdf>
6. The detailed information is available on the website of DC(MSME) at http://dcmsme.gov.in/National_Board.aspx

2. Advisory Committee: ‘Advisory Committee has been constituted under sub-section (2) of section 7’ of the MSMED Act, 2006 (The Act is available at the website link at https://www.indiacode.nic.in/handle/123456789/2013?view_type=search&sam_handle=1234_56789/1362) . The details of functions and constitution of the Advisory Committee have been given at the link at http://dcmsme.gov.in/Advisory_Committee.aspx

3. Delayed Payment to Micro and Small Enterprises (MSEs) and Micro and Small Enterprises Facilitation Council (MSEFC): Section 15-24 of the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006 deal with the issues relating to the Delayed Payments to Micro and Small Enterprises (MSEs) by the buyers to the MSE supplier. In the case of delay in payment beyond 45 days, MSEs suppliers may approach the **Micro and Small Enterprises Facilitation Council (MSEFC) constituted under the Act in all State/UTs. Under Section 16 of the MSMED Act, delayed payment to supplier units**, attracts compound interest with monthly interests at three times of the bank rate notified by the Reserve Bank. To further the objective of MSMED Act, 2006 Ministry of MSME launched a portal (<http://samadhaan.msme.gov.in/>) on 30.10.2017. The portal gives information about individual CPSEs/Central Ministries, State Governments etc. and other buyers regarding the payments pending with them in respect of the MSEs. The Central Ministries/State Governments have been provided with user-ID and password to login and monitor the delayed payment cases in respect of organizations under their jurisdiction. The said portal also facilitates MSEs to file their delayed payments related complaints online.

After 15 days of online filing of the case, it is registered by the MSEFC concerned. The Portal has empowered the MSEs to file their delayed payments cases directly. This is being monitored by respective Ministries/ CPSEs and State governments.

4. The various schemes have committees and sub-committees as per the approved schemes from time to time and all the schemes are digitally available on the website of this office at www.dcmsme.gov.in.

CHAPTER-10
DIRECTORY OF OFFICERS AND EMPLOYEES

| SN | Name | Designation | Official E-mail ID |
|-----------|-----------------------------|--------------------------|--------------------------------|
| 1 | Shri. G. S. Prakash | Director | ddd.tcr-msme@gov.in |
| 2 | Shri. Martin P.Chacko | Assistant Director Gr.I | martin.pc@dcmsme.gov.in |
| 3 | Shri. Mrunmay Sunil Ramteke | Assistant Director Gr.I | mrunmay.s.r@gov.in |
| 4 | Shri. Perumal S | Assistant Director Gr.I | perumals.101@dcmsme.gov.in |
| 5 | Smt. Lachithamol U.C | Assistant Director Gr.II | adlcm.tcr-msmedi@gov.in |
| 6 | Smt. Safoora M. A | Assistant Director Gr.II | safoora.ma@gov.in |
| 7 | Shri. Vishesh Aggarwal | Assistant Director Gr.II | aggarwal.vishesh@nic.in |
| 8 | Smt. K.Rekha | Assistant Director Gr.II | invkr.tcr-msmedi@gov.in |
| 9 | Ms. Mahalakshmi M | Assistant Director Gr.II | mahalakshmi.m@dcmsme.gov.in |
| 10 | Smt. Shivaneer | Senior Hindi Translator | shivaneer.10297@dcmsme.gov.in |
| 11 | Smt. Aniamma Chacko | Office Superintendent | aniammac@dcmsme.gov.in |
| 12 | Smt. C.K.Jalaja | Office Superintendent | jalaja@dcmsme.gov.in |
| 13 | Smt. P.Usha | Office Superintendent | usha.p@dcmsme.gov.in |
| 14 | Smt. K.M.Baby | Stenographer Gr.I | baby@dcmsme.gov.in |
| 15 | Smt. Preethy M.G | Stenographer Gr.I | preethymg@dcmsme.gov.in |
| 16 | Shri. Shaji N.M | Stenographer Gr.I | shaji@dcmsme.gov.in |
| 17 | Smt. Sheena S | Stenographer Gr.I | sheena@dcmsme.gov.in |
| 18 | Shri. V.Jethuram | Instructor | jethuramv@dcmsme.gov.in |
| 19 | Shri. G Sreeram Pillai | Instructor | sreeram.pillai@dcmsme.gov.in |
| 20 | Smt.Viji Alet | Stenographer Gr.II | viji.alet@dcmsme.gov.in |
| 21 | Smt.Leena M.D | Upper Division Clerk | leena@dcmsme.gov.in |
| 22 | Smt.Suja Roy | Upper Division Clerk | suja.roy@gov.in |
| 23 | Shri.Sebastian K.Joseph | Upper Division Clerk | sebastian.kj@dcmsme.gov.in |
| 24 | Shri.Amit Kumar | Lower Division Clerk | amitkr.10@dcmsme.gov.in |
| 25 | Shri.Benny Thomas | Multi Tasking Staff | plathottam.benny@dcmsme.gov.in |
| 26 | Shri.M. Manikandan | Multi Tasking Staff | mani.kandan@dcmsme.gov.in |
| 27 | Shri.P.B.Santhosh | Multi Tasking Staff | santhosh.pb@dcmsme.gov.in |
| 28 | Shri.Ayush Krishnan R | Multi Tasking Staff | ayush.krishna@dcmsme.gov.in |
| 29 | Smt.Saranya K.S | Multi Tasking Staff | saranya.kg@dcmsme.gov.in |

Telephone Number: 0487-2360536, 2360686, Fax: 0487-2360216
Email: dcidi-thrissur@dcmsme.gov.in; Website: www.msmedithrissur.gov.in

CHAPTER-11

THE MONTHLY REMUNERATION RECEIVED BY OFFICIALS AND EMPLOYEES INCLUDING THE SYSTEM OF COMPENSATION

The salary and allowances to the employees are paid as per rules, regulations and orders applicable to the Central Government employees and related other orders.

DETAILS OF MONTHLY SALARY OF EMPLOYEES/OFFICIALS March 2026

| Sr. No. | Employee Name | Designation | Pay Level | Basic Pay | Gross |
|---------|-----------------------|-----------------------|-----------|-----------|--------|
| 1 | G S PRAKASH | DIRECTOR | 12 | 122900 | 224450 |
| 2 | MARTIN P CHACKO | ASST. DIRECTOR-I | 10 | 92700 | 170694 |
| 3 | MRUNMAY SUNIL RAMTEKE | ASST. DIRECTOR-I | 10 | 56100 | 105546 |
| 4 | PERUMAL.S | ASST. DIRECTOR-I | 10 | 56100 | 112171 |
| 5 | LACHITAMOL U C | ASST. DIRECTOR-II | 8 | 62200 | 113560 |
| 6 | SAFOORA M A | ASST. DIRECTOR-II | 7 | 58600 | 107152 |
| 7 | VISHESH AGGARWAL | ASST. DIRECTOR-II | 7 | 56900 | 104126 |
| 8 | K REKHA | ASST. DIRECTOR-II | 8 | 72100 | 131182 |
| 9 | MAHALAKSHMI.M | ASST. DIRECTOR-II | 7 | 44900 | 82766 |
| 10 | SHIVANEE | SR. HINDI TRANSLATOR | 7 | 46200 | 75840 |
| 11 | ANIAMMA CHACKO | OFFICE SUPERINTENDENT | 7 | 53600 | 98252 |
| 12 | C K JALAJA | OFFICE SUPERINTENDENT | 6 | 58600 | 107152 |
| 13 | P USHA | OFFICE SUPERINTENDENT | 6 | 55200 | 101100 |
| 14 | BABY K M | STENOGRAPHER-I | 8 | 83600 | 151652 |
| 15 | PREETHY M G | STENOGRAPHER-I | 7 | 66000 | 120324 |
| 16 | SHAJI N M | STENOGRAPHER-I | 7 | 70000 | 127444 |
| 17 | SHEENA S | STENOGRAPHER-I | 7 | 62200 | 113560 |
| 18 | V JETHURAM | INSTRUCTOR | 7 | 58600 | 107152 |
| 19 | G SREERAM PILLAI | INSTRUCTOR | 7 | 56900 | 104126 |
| 20 | VIJI ALET | STENOGRAPHER-II | 6 | 56900 | 104126 |
| 21 | LEENA M D | UDC | 6 | 53600 | 98252 |
| 22 | SEBASTIAN K JOSEPH | UDC | 5 | 44100 | 81342 |
| 23 | SUJA ROY | UDC | 6 | 53600 | 87532 |
| 24 | AMIT KUMAR | LDC | 2 | 21700 | 35708 |
| 25 | BENNY THOMAS | MTS(TECH) | 4 | 47500 | 87394 |
| 26 | M MANIKANDAN | MTS(NON-TECH) | 3 | 39400 | 72976 |
| 27 | P B SANTOSH | MTS(NON-TECH) | 3 | 38300 | 71018 |
| 28 | AYUSH KRISHNAN R | MTS(NON-TECH) | 2 | 27600 | 51972 |
| 29 | SARANYA K S | MTS(NON-TECH) | 2 | 27600 | 51972 |

CHAPTER-12

BUDGET ALLOCATION/EXPENDITURE IN RESPECT OF MSME-DFO, Thrissur

Details of Budget allocated for MSME-DFO Thrissur for its various schemes and programmes for the financial year 2025-26 and the expenditure incurred is tabulated as under:

| MSME Development & Facilitation Office Thrissur Budget and Expenditure as on 31.03.2026 | | | |
|---|--|--------------------|-----------------------|
| (in Rupees) | | | |
| S.No. | Name of Schemes | Budget 2025- 26 | Exp as on 31.03.26 |
| 1. | MSME-DFO, Thrissur | | |
| A | Establishment | 4,42,47,521 | 4,41,75,824 |
| 2. | IPR component of MSME Innovative Scheme | | |
| A | Awareness Programme and IPR including components of CLCS-TUS | 7,76,800 | 7,76,799 |
| 3. | Purchase of Computer | 1,70,000 | 1,58,897 |
| 4. | IT Infrastructure | 3,31,000 | 2,89,889 |
| 5. | Procurement and Marketing Support (PMS) /RAMP Scheme | | |
| A | Procurement and Marketing Support (PMS) /RAMP Exhibitions | 2,01,45,647 | 1,96,77,566 |
| B | PMS/RAMP -VDP/National workshop/Seminar | 64,50,000 | 53,05,184 |
| C | PMS/RAMP-Barcode | 6,12,660 | 6,12,660 |
| 6. | Entrepreneurship and Skill Development -MSMS | | |
| A | ESDP/EAP/MDP | 27,35,000 | 27,19,125 |
| B | ESDP-DTE | 4,50,000 | 4,49,983 |
| 7. | Establishment Expenditure-MSME | | |
| A | SENET | 1,35,000 | 1,35,000 |
| 8 | Library (Other Fixed assets) | 50000 | 49999 |
| 9 | Minor Civil and Electrical works (CPWD) | 67,66,779 | 67,31,236 |
| 10 | MSE - Cluster Development Programme | 4,00,000 | 4,00,000 |
| 11 | PM- Vishwakarma | | |
| A | Exhibition/awareness/workshop | 48,01,000 | 42,81,617 |
| B | PMV-DTE | 6,45,000 | 6,16,772 |
| C | PMV-OE | 8,14,000 | 5,79,721 |
| D | PMV-Prof charges | 22,48,768 | 22,46,751 |

CHAPTER-13

DETAILS OF INFORMATION AVAILABLE IN ELECTRONIC FORM

Various schemes, programmes, other documents and information are up-loaded on the website from time to time and are available in electronic form in the website of this office at <https://msmedithrissur.gov.in/>

Some of the major schemes and other documents available on the website are mentioned as under:

- RTI Act, 2005 and RTI Orders
- PROJECT PROFILES FOR SMALL ENTERPRISES
- CGTMSE (Credit Guarantee trust Fund for MSEs)
- Micro & Small Enterprises - Cluster Development Programme (MSE-CDP)
- Technology Centre Systems Programme (TCSP)
- Procurement and Marketing Support (PMS)
- Entrepreneurship and Skill Development Programme (ESDP) Scheme
- National Award
- Udyam Registration
- MSMED Act
- Export Facilitation Centre
- Champions Portal
- MSME-Intellectual Property facilitation Centre (MSME-IPFC)
- MSME Samadhaan
- PM Vishwakarma
- Fraud Alert
- Benefits of Udyam Registration
- Hand Book on Credit Support Scheme and Agencies for Existing and Prospective Entrepreneurs
- E- Handbook on Patent Registration
- E- Handbook on Trademark Registration
- E- Handbook for Potential MSME Entrepreneurs to Enter into the Export Market
- E- Handbook on Support Schemes for Existing and Prospective Women Entrepreneurs
- E Handbook on Support Schemes/ Agencies for the Entrepreneurs in Food/Agri Processing Sector
- The Child and Adolescent Labour (Prohibition and Regulation) ACT, 1986

CHAPTER-14

PARTICULARS OF FACILITIES AVAILABLE FOR OBTAINING INFORMATION

The Office has a Grievance/RTI Cell which initiates action for prompt disposal of all the grievances through concerned divisions. The grievances are received through a dedicated Champion Portal directly or through the Ministry of MSME. Further under one of icons titled CPGRAMs which are further transferred to this office online. The grievances received under the Champion portal are transferred to concerned officers take appropriate action for suitable reply. In RTI Cell, the RTI applications and appeals received online and in physical form from the applicants as well as from other Ministries are processed within the time frame of RTI.

A CHAMPION (Creation and Harmonious Application of Modern Processes for Increasing the Output and National Strength) is the single window digital system of the Ministry of MSME for the MSMEs. It has been felt necessary to put up and promote a unified, empowered, robust, and bundled with technology driven platform for helping and promoting the Micro, Small and Medium Enterprises (MSMEs) of the country. As the name suggests it will aim at Creation and Harmonious Application of Modern Processes for Increasing the Output and National Strength. Accordingly, the name of the system is CHAMPIONS. This is basically for making the smaller units big by helping and handholding, in particular, by solving their problems and grievances. Three basic objectives of the CHAMPIONS:

1. To help the MSMEs in this difficult situation in terms of finance, raw materials, labour, permissions, etc.
2. To help the MSMEs capture new opportunities in manufacturing and services sectors.
3. To identify the sparks, i.e., the bright MSMEs who can withstand at present and become national and international champions.

CHAPTER-15
INFORMATION RELATED TO PROCUREMENT MADE BY
MSME-DFO THRISSUR DURING 2025-26

(Amount in Rupees)

| Procurement made by General Administration Section during 2025-26 | |
|--|------------------|
| Procurement of goods | 10,26,235 |
| Procurement made for rendering services | 26,26,258 |
| Miscellaneous procurement | 0 |
| Total | 36,52,493 |

CHAPTER-16

PROACTIVE DISCLOSURE OF RTI APPLICATIONS, APPEALS AND THEIR RESPONSES ON THE WEBSITE

For seeking information including the information under the RTI Act, 2005, citizens may approach on any working day at MSME-Development & Facilitation Office (MSME-DFO), Ministry of MSME, Government of India, Kanjani Road, Ayyanthole, P.O. Thrissur, Kerala - 680003. They may also send their applications online and in physical form as per provisions laid under the RTI Act, 2005. Information regarding RTI requests and appeals is provided below.

Details of RTI applications received online and their status

| Financial Year | Requests received | Initial action to be taken | Rejected | Information provided | Transferred to other PA | Returned to applicant | Pending Requests |
|----------------------------|-------------------|----------------------------|----------|----------------------|-------------------------|-----------------------|------------------|
| 01-04-25 to 31-03-26 | 9 | 0 | 0 | 7 | 2 | 0 | 0 |

Details of RTI applications received physically and their status.

| Financial Year | Requests received | Initial action to be taken | Rejected | Information provided | Transferred to other PA | Returned | Pending Requests |
|----------------------------|-------------------|----------------------------|----------|----------------------|-------------------------|----------|------------------|
| 01-04-25 to 31-03-26 | 4 | 0 | 0 | 3 | 1 | 0 | 0 |

Details of Appeals received online and their status

| Financial Year | Opening Balance | Appeal Received | Initial action to be taken | Information Provided | Returned to applicant | Pending appeals |
|----------------------------|-----------------|-----------------|----------------------------|----------------------|-----------------------|-----------------|
| 01-04-25 to 31-03-26 | 0 | 0 | 0 | 0 | 0 | 0 |

Details of Appeals received physically and their status

| Financial Year | Opening Balance | Appeal Received | Initial action to be taken | Information Provided | Returned to applicant | Pending appeals |
|----------------------------|-----------------|-----------------|----------------------------|----------------------|-----------------------|-----------------|
| 01-04-25 to 31-03-26 | 0 | 0 | 0 | 0 | 0 | 0 |

The details of the CPIO/Appellate Authority are updated at the office website regularly.

CHAPTER-17

FOREIGN TOURS OF OFFICIALS OF THE RANK OF JOINT SECRETARY TO THE GOI AND ABOVE AND HEADS OF DEPARTMENTS

There is no officer in the rank of Joint Secretary in MSME-DFO, Thrissur. Thus, the information in this regard for the FY 2025-26 is Nil.

CHAPTER-18

THE NAMES, DESIGNATIONS AND OTHER PARTICULARS OF THE PUBLIC INFORMATION OFFICERS & APPELLATE AUTHORITY

| S. N. | Name of Office | FAA S/Sh. (Designation) | CPIO S/Sh. (Designation) | ACPIO S/Sh. (Designation) |
|--------------|--|------------------------------------|-------------------------------------|--------------------------------------|
| 1 | MSME Development & Facilitation Office Thrissur | Shri G.S.Prakash, JD & HOO | Shri Martin P Chacko, AD | -- |

CHAPTER-19

**DETAILS OF EMPLOYEES AGAINST WHOM DISCIPLINARY ACTION HAS
BEEN PENDING OR FINALIZED FOR MINOR PENALTY AND MAJOR
PENALTY PROCEEDINGS**

The information in this regard for the FY 2025-26 is Nil.

CHAPTER-20

PROGRAMMES TO ADVANCE UNDERSTANDING OF RTI

The information in this regard pertaining to MSME-DFO, Thrissur for the FY 2025-26 is Nil.

CHAPTER-21

**CAG AND PAC PARAS AND THE ACTION TAKEN REPORTS (ATRs) AFTER
THESE HAVE BEEN LAID ON THE TABLE OF BOTH HOUSES OF
PARLIAMENT**

The information in this regard pertaining to MSME-DFO, Thrissur for the FY 2025-26 is Nil.

CHAPTER-22
DETAILS OF THIRD-PARTY AUDIT OF VOLUNTARY DISCLOSURE

Third party audit of Voluntary Disclosure has been done for the year 2025-26 on CIC Website on 28.05.2025.

CHAPTER-23

DETAILS OF QUESTIONS ASKED IN THE PARLIAMENT

This office does not deal directly in Parliament Questions as they are received by the Ministry of MSME and only provides additional information to the grievances forwarded by the Ministry if any. Accordingly, MSME DFO Thrissur provided information on Parliament Questions that were forwarded to this office from information to O/o DC(MSME) within the prescribed time-limit. The details of the questions are available on the respective websites of Rajya Sabha starred Question at <https://rajyasabha.nic.in/rsnew/Questions/eshowallquestion.aspx> Rajya Sabha Unstarred Question at <https://rajyasabha.nic.in/rsnew/Questions/uns.aspx> and Lok Sabha at <http://loksabhaph.nic.in/Questions/questionlist.aspx>.

CHAPTER-24

DETAILS OF SCHEMES/ PROJECTS/ PROGRAMMES

This Office administers a number of schemes and programmes for promotion and development of MSMEs. All the schemes are digitally available on the website of the office at <https://www.msmedithrissur.gov.in/> and at <http://www.dcmsme.gov.in/>. The list of important schemes, programs and activities which are available in an e-book titled Schemes for Micro, Small and Medium Enterprises (MSMEs) is available at the link of the website of this office at <http://www.dcmsme.gov.in/ebook/eBook%20of%20Schemes%20for%20MSMEs.pdf>

- 1. New MSME Definition & Udyam Registration**
- 2. Credit and Financial Assistance**
 - i. Prime Minister Employment Generation Programme (PMEGP)
 - ii. Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE)
 - iii. PM Vishwakarma
- 3. Skill Development and Training**
 - i. Entrepreneurship and Skill Development Programme (ESDP)
 - ii. Technology Centres (Tool Rooms & Technology Development Centres)
- 4. Infrastructure Support**
 - i. Micro & Small Enterprises Cluster Development (MSE-CDP)
 - ii. Technology Centres (Tool Rooms & Technology Development Centres)
- 5. MSME CHAMPION SCHEME**
 - i. MSME – Sustainable (ZED)
 - ii. MSME – Competitive (Lean)
 - iii. MSME – Innovative scheme (Incubation, Design & IPR)
- 6. Procurement and Marketing Support**
 - i. Procurement and Marketing Support (PMS) Scheme
 - ii. Public Procurement Policy (PPP) for MSEs Order, 2012
- 7. Web Services**
 - i. Udyam Registration
 - ii. CHAMPIONS Portal
 - iii. MSME Samadhaan Portal
- 8. Annexures (Addresses/Contact Details) of-**
 - i. MSME Development & Facilitation Offices (DFO)
 - ii. Existing Technology Centres
 - iii. Extension Centres of Technology Centres
 - iv. New Technology Centres
 - v. Regional Testing Centres
 - vi. Regional Testing Stations

CHAPTER-25

LIST OF MATERIALS AVAILABLE: (I) FREE OF COST AND(II) AT A REASONABLE COST OF MEDIUM

This office prepares various project reports, annual reports district industrial potential surveys etc. and the same are uploaded on download section of the website <https://www.msmedithrissur.gov.in/>

Some of the major in include the following:

(A) Free of cost [Soft Copy]

- Annual Reports
- State Profiles
- District Industrial Potential Survey Reports
- Food & Agro based Enterprises Book
- Project Profiles on Covid related items
- Handbooks on Finance, Export etc.