



CITIZEN'S / CLIENT'S CHARTER
OF
DEPARTMENT OF INDUSTRIES AND COMMERCE

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DEPARTMENT OF INDUSTRIES AND COMMERCE

Website: <http://www.karnatakaindustry.gov.in>

No. 49, South Block, Khanija Bhavan
Race Course Road
Bangalore . 560 001

The Department of Industries and Commerce acts as a catalyst for the overall development of the industrial sector through effective discharge of developmental and facilitation roles. With a view to promote investment and trade, the Department formulates and implements the Policies of the State, Identification of Sectoral Advantages of the State and Human resource development for sustainable and growth-oriented industrialization has been a crucial role of the Department. Facilitating the take off of infrastructure projects that boost the industrial growth has also been the Department's forte. The Department helps enhance the competitiveness of domestic industry through modernization, technology up-gradation and adoption of best practices. It also provides a forum for entrepreneurs and industrialists through their associations to represent their needs to the Government, which translates into Policies of the State.

(i) Vision

The Directorate of Industries and Commerce shall provide clean, efficient, proactive and transparent service to the entrepreneurs to enable Karnataka to be the most preferred state for Industrial Investments.

(ii) Mission

- ❖ To create enabling environment for robust industrial growth
- ❖ To ensure inclusive industrial development in the state
- ❖ To provide additional employment
- ❖ To enhance the contribution of manufacturing sector to the State's GDP from current level of 17% to 20% by the end of Industrial Policy period

(iii) SERVICE STANDARDS

The Department of Industries and Commerce comprises of Sections as indicated in the table below that offers the main services as per standards indicated against each:-

Section/ Responsible Officer	Main Services	Standard	Formalities required (forms and documents)
Administration Additional Director (Admn) addl-dir-adm @karnataka industry.gov.in	a) All action relating to creation and filling of posts/ vacancies in the Department	Time line for taking advance action relating to filling of vacant posts/anticipated vacancies in the Department in six months before the due date of vacancy if known on basis of end of tenure/deputation period etc.	1) for direct recruitment: -Government approval / permission and selection from the KPSC. 2) for promotion: prescribed departmental examinations and annual performance reports for the last 5 years.
	b) All action on personnel matters such as:-		
	i) maintenance of service records	i) Within a fortnight of the event for which entry is due.	i) Service Book
	ii) Issue of orders relating to appointment	ii) Within 5 working days	ii) Necessary orders from the Government /KPSC selection list.
	iii) Fixation of pay	iii) 14 days from receipt of LPC and Service Book.	iii) Service Book and LPC
	iv) Promotion	iv) Issue of orders within a week of promotional approval /DPC.	iv) Proceedings of the DPC
	v) Posting and transfer	v) Issue of orders within 2 days of approval	v) Note sheet orders and CMA Proceedings

	vi) Leave, LTC & HTC	vi) Sanction order will be issued within a fortnight of application	vi) leave application and necessary documents as per KCSR Leave: KCSR Rule-112 to 114 & 119. LTC : KCSR Rule 553A HTC : KCSR Rule 549 Maternity leave: Rule 135 of KCSR
	c) All action relating to retirement of personnel on superannuation /VR/Death as per pension rules	Within 15 days of receiving proposal.	Pension application in Form-VII with enclosures as per KCSR and Rule 285, including NDC and LPC
	Time bound, Automatic promotion and sanction of additional increments	Within 15 days, after submission of necessary information	Immediate previous 5 years Performance Report and prescribed Departmental Examinations.
Accounts Section.	1. Preparation / obtaining the budgetary provisions from the Govt.- Monitoring the Internal Finance of the Department.	Proposal for appendix B every Year by October last week.	Proposal from the DIC Offices. As per GPF Rules 1957 Form No. I. GPF Admission. Form No.III. Application GPF Advance. Form No.IV. GPF Advance Sanction. Form No.VI. For Partial Withdrawal towards construction & Repairs of House. Form No.VI A. GPF Final withdrawal (for Gazetted Officers) Form No.VI B. GPF Final withdrawal (for Non-Gazetted.) Form No.VI C. GPF Final withdrawal (for Death Case)
	2. Rendering of opinion to the files received from departmental sections on policy matters.	One Week.	
	3. Sanction of GPF Advance / Partial and Final withdrawals.	20 days.	

	4.Sanction of Medical Reimbursement	20 days.	As per Medical Attendance Rules 1963. For Medical Reimbursement. Form B. (Essentiality Certificate) Form C (Claiming of refund of M.R) Form D. (Reimbursement for Spectacles) Form E . (Reimbursement for Dentures) Form A. (Special Nurses) Form AA (Production of Employment Certificate by the class - III & IV employees to obtain admission in the Govt. Hospital, to the Concerned Medical officers.)
Cash Section	After receiving sanction order preparation and submitting to treasury:-		
	1) Detailed Contingency/ Bill (DC Bill	2 days	Office Order and vouchers
	2) Traveling Allowance Bill (TA Bill) H. T.A/ LTC	6 days	TA Bills/HTC/LTC/Transfer TA Bill
	3) Preparation of Salary Bill	Every Month by 20 th	Increment roll and Attendance certificate from all sections
	4) Arrears Bill, GPF Bill Medical Reimbursement bill GIS and FBF Bill and Festival Advance Bill of Officers/Officials working in Head Office	5 days	Office order and Vouchers
	5. Compulsory waiting period salary GIS and FBF Bill and GPF Bills of Officers working in Boards and Corporation	2 days	Employee request and AG authorization /Office Order
	6. Filling of Income Tax deducted in salary in Form 24 and 25 Calculation of income Tax to be deducted in salary officers/Officials	E TDS by 15 th July 15 th October, 15 th January And 15 th June	Deduction Statement

	7.Issuing Form No.16 to Officers /Officials	April . Every year	
	8. Group Insurance Payment of deputation employees of Department	Every month last week	GIS Cheque/DD by Deputation Office/Officials
	9. Issue of H.B.A - NDC	30 days	Request of employee/ AG Clearance Certificate.
Vishwa Section Additional Director (Vishwa) add-dir-vishwa@karnataka industry.gov.in	<ul style="list-style-type: none"> Prime Minister Employment Generation Programme Monitoring of implementation of PMEGP by District industries centre Monitoring of release of margin money to Nodal agency and furnishing of utilization report. Funds are released by KVIC. 	30 days to send U.C	Banks has to give Utilisation details in prescribed format.
	<ul style="list-style-type: none"> Establishment of urban haath and permanent exhibition centres Proposals will have to be received from S.P.V(Special purpose vehicles) 	After receiving from the Joint Director's of the District, Consolidated report will be sent to KVIC by 3 day	Joint director's of the District has to submit the reports in prescribed format.
	Project proposals recommended to Govt for sanction	1 week	Detailed project report (D.P.R), Memorandum of Association of S.P.V, 15% of Stake confirmation from SPV.
	After receipt of sanction from govt funds will be released to SPV	2 weeks	
	<ul style="list-style-type: none"> Release of Rebate to KVIB Karnataka State Khadi and Village Industries Board (KVIB) will submit the proposal. 		Proposal along with Utilisation Certificate for earlier release and list of institutions for whom rebate is released.
	Project proposals recommended to Govt for sanction	1 week	
	After receipt of sanction from govt funds will be released to KVIB.	2 weeks	

	<ul style="list-style-type: none"> • Release of funds to RUDSETI'S Director Rudseti will send the proposal through the concerned Joint Director of the district for release of funds for construction of buildings and other assets. 		Proposal should be attached with a Utilisation certificate for earlier release
	Proposals will be sanctioned and funds will be released at Directorate level, if proposals received within September of financial year.	1 week	
	Project proposals received after September of financial year then, proposals will be recommended to Govt for sanction	1 week	
	Release of grants to clients after sanctioned and fund released from Govt.	2 weeks	
	<ul style="list-style-type: none"> • Vishwa training /infrastructure funds Proposal will have to be received from sectoral boards / corporations and District industries centre 	1 week	Proposal should be attached with a Utilisation certificate for earlier release
	Proposals will be sanctioned and funds will be released at Directorate level, if proposals are received within September of financial year.	1 week	
	Project proposals received after September of financial year, then proposals will be recommended to Govt for sanction. After receipt of sanctions from Govt, funds will be released to concerned	2 weeks	

MSME Section Additional Director (MSME) Addl-dir-ssi @karnataka industry.gov.in	<ul style="list-style-type: none"> • Industrial Raw materials to MSME. L&M industries. <p>Proposals recommended by DICs will be scrutinized in respect of coal and other raw materials and recommended to concerned Authorities / organizations for allotment.</p>	7 days	Required Documents for each kind of industrial raw materials will be obtained at district level.
	<ul style="list-style-type: none"> • Cluster Development for MSMEs: <p>New proposals recommended by KCTU will be scrutinized and recommended to Govt. for release of State Share.</p>	7 days	As per Cluster Development Guidelines of Govt. of India- <ol style="list-style-type: none"> 1. Project report 2. Details of SPV 3. Means of Finance
	<ul style="list-style-type: none"> • Micro and Small Enterprises Facilitation Council. <p>Settlement of delayed payments receivable by MSMEs .</p>	90 days	<ol style="list-style-type: none"> 1. Prescribed application form. 2. IEM 3. Purchase Order. 4. Invoices/delivery challans. 5. Agreement between the supplier and buyer. 6. Notarised affidavit from the supplier. 7. Correspondences made by the supplier regarding payment. 8. Documents related to Part payment received. 9. Annual statement of accounts of supplier.

	Package of Reliefs and concessions for rehabilitation of sick SSI units- Sanction of Seed Margin Money to eligible sick units for rehabilitation with additional loan from financial institutions subject to maximum of Rs.2.5 lakhs on recommendations from DICs	30 days	<ol style="list-style-type: none"> 1. Application 2. District Level Task Force Committee and DLSWA Recommendation 3. Project report 4. Appraisal report from financial institutions 5. Any other documents relevant to the reliefs and concessions
<p>D.I.C. Central Cell</p> <p>Additional Director (DIC)</p> <p>Addl-dir-dic @karnataka industry.gov.in</p>	<p>• S.C.P. / T.S.P. – Under SC/ST Scheme:-</p> <p>Action Plan will be prepared and submitted to Government for approval. After getting approval from Empowered Committee, again proposal will be submitted to Government for sanction of funds to implementing agencies.</p>	<p>After receipt of Govt. Order, separate Office Order allocating the funds will be issued to implementing agencies within Ten (10) days.</p> <p>After receipt of Payees Receipt from Boards and Corporations, the P.R. will be submitted to Treasury within Five (5) days.</p> <p>After receipt of Cheque from Treasury, the Cheque will be forwarded to the concerned Board/ Corporations within Five (5) days.</p> <p>U.C. from DICs. Will be obtained within Six (6) months. And U.C.s., from Boards and Corporations will be obtained within 30 days. In respect of Civil Works / Training Programmes with in 9 months.</p>	<p>Those applicants who are perusing their traditional profession as Artisans will be selected by Joint Director, D.I.Cs., / concerned Boards and Corporations as per scheme Guidelines. The beneficiaries are required to submit Caste Certificate, Land Documents, and Estimates for LCWS.</p> <p>After release of funds, U.Cs., and Progress Report will be collected.</p>

		In respect of Funds released to DICs, funds will be drawn in the respective Treasuries.	
	<ul style="list-style-type: none"> • SKKY:- <p>(a) Proposals which were approved during 2007-08 by Govt., are being implemented in subsequent years.</p>	<p>After receipt of Govt. Order, separate Office Order allocating the funds will be issued to implementing agencies within Ten (10) days.</p>	<p>Under SKKY, proposal will contain Project Report, Land Documents, Bank Guarantee, MOU First charge / Second charge, Bank loan sanction letter, Building Estimate and approved plan.</p>
	<p>(b) Fresh proposals are pending, will be processed as per Evaluation Report.</p>	<p>After receipt of Payees Receipt from Boards and Corporations, the P.R. will be submitted to Treasury within Five (5) days.</p> <p>After receipt of Cheque from Treasury, the Cheque will be forwarded to the concerned Board/ Corporations within Five (5) days.</p> <p>U.C. from DICs. Will be obtained within Six (6) months. And U.C.s., from Boards and Corporations will be obtained within 30 days. In respect of Civil Works / Training Programmes with in 9 months.</p>	<p>For subsequent releases proposal will be submitted enclosing U.Cs., for the earlier releases.</p> <p>Payees Receipt will be sent to Treasury enclosing Government Order / Office Order.</p>

	<ul style="list-style-type: none"> • D.I.C.Buildings and J.D.'s Quarters: <p>The proposal will be submitted by Joint Directors, District Industries Centre.</p>	<p>After receipt of proposal from DICs., and the scrutiny proposal will be submitted to Government for sanction within 15 days.</p> <p>After receipt of Govt. Order separate Office Order will be issued to the concerned Executive Engineer / Assistant Executive Engineer, P.W.D. / Nirmiti Kendra for drawal of funds through Payees Receipt duly counter-signed by the Joint Director, DIC within 10 days.</p>	<p>After completion of work, the concerned Joint Director will submit the U.C., duly certified by Executive Engineer / Assistant Executive Engineer, P.W.D. / Nirmiti Kendra along with building estimate and approved plan.</p>
	<ul style="list-style-type: none"> • The clients (Boards & Corporations) are: <p>Complete proposals as per MPIC will be submitted by Boards & Corporations under Head of Account. Head of Account: 2851-00-102-0-69</p>	<p>After receipt of proposal it will be processed and get the approval of Commissioner for Industrial Development within Ten (10) days.</p> <p>Office Order will be issued, as per delegation of powers to Head of the Department for drawal of funds by the clients within Eight (8) days.</p> <p>After receipt of Payees Receipt from the client, it will be processed and sent to Treasury</p>	<p>Payees Receipt will be sent to Treasury enclosing the Office Order.</p> <p>The concerned client will submit the U/c duly certified by the Chartered Accountant in the prescribed format.</p>

		within Ten (10) days. After receipt of Cheque the same will be given to the client within Five (5) days.	
Industrial Development Section Joint Director (Industrial Development) jd-id @ karnataka industry.gov.in	<ul style="list-style-type: none"> Formulation and implementation of Industrial Policy and Operational guidelines. 	1) Once in five years (or) as per the directions of the Government.	1) Discussions with various Industries Associations. 2) Study of Industrial Policies of other States. 3) Feed back on the earlier Industrial Policies. 4) Vision and Objectives.
	<ul style="list-style-type: none"> Sanction of Incentives and Concessions to projects cleared in SHLCC, as per the Industrial Policies. 	Time limit (working days) for sanction from the date of receipt of complete proposal as per operational guidelines.	Documents to be submitted and procedures to be followed are as per operational guidelines and circulars as available on the Dept. website www.karnatakaindustry.gov.in
	a) Entry Tax Exemption certificate	10 days	As per section 7.1.1(Implementation phase) / 7.1.2(Operational phase) / 8.1 (EOU) of operational guidelines
	b) Stamp duty exemption and concessional registration charges certificate	10 days	As per circular dt.16-4-2011 As per circular dt.16-4-2011
	c) APMC cess exemption certificate	10 days	As per circular dt.28-6-2011
	d) Eligibility certificate for interest free VAT loan	30 days	As per circular dt.28-6-2011
	e) Eligibility certificate for conversion of purchase tax into interest free loan for Sugar mills	30 days	
	f) Sanction of Special incentives to enterprises coming up in low HDI districts	15 days	As per section 13.1 of operational guidelines
	g) Sanction of Additional incentives to enterprises following Reservation Policy of the State	15 days	As per section 19.1 of operational guidelines

	h) Sanction of Land conversion fine reimbursement	30 days	As per section 6.1 of operational guidelines
	i) Sanction of Investment subsidy for establishment of Effluent Treatment Plant	45 days	As per section 10.1(b) of operational guidelines & circular dt.28-6-2011
	j) Sanction of Anchor unit subsidy	45 days	As per section 12.1 of operational guidelines
	<ul style="list-style-type: none"> Release of Subsidy and other fiscal incentives. 	Based on the release of grant from the Government, 30 days from the receipt of complete proposal from J.D, DICs.	<ol style="list-style-type: none"> For Investment subsidy, joint inspection reports as per Annexures 1 to 6. For other fiscal incentives, as per operational guidelines and circular dt.28.06.2011.
	<ul style="list-style-type: none"> Providing opinion of the State to DIPP/CSEZ on IL/IEM/EOU proposals. 	10 days from the receipt of relevant information from the Unit.	<ol style="list-style-type: none"> Copies of Statutory clearances Land documents General license from local body
	<ul style="list-style-type: none"> Recommendation of proposals under Industrial Park Scheme. 	10 days from the receipt of relevant information from the Unit.	<ol style="list-style-type: none"> Copies of Statutory clearances Land documents Sanctioned plan Occupancy Certificate from the local body/authority Employment generation details
	<ul style="list-style-type: none"> Providing information under RTI Act. 	30 days from the receipt of the application along with prescribed fee.	Application on a plain paper specifying the information required along with the purpose and name and address of the applicant.
	<ul style="list-style-type: none"> Issual of NDC in cases of Development loan and State aid loan. 	15 days from the receipt of complete proposal along with recommendation from J.D, DICs.	<ol style="list-style-type: none"> Original loan sanction file DCB Repayment details along with original challans and reconciliation statement
	<ul style="list-style-type: none"> Providing replies for assurances of Legislative Assembly and Legislative Council. 	10 days from the receipt of assurance paras from the Government.	
	<ul style="list-style-type: none"> SLCC approval for issues related to implementation of Industrial Policy. 	10 days to process the complete proposal for placing before SLCC.	

	<ul style="list-style-type: none"> • Providing concessions to BIFR cases • Furnishing para wise replies to Government with respect to Court cases. 	As per the directions of BIFR and Government. 10 days from the receipt of petition copy from Government / Government Advocate.	As per the directions of BIFR and Government.
SEZ osd@karnataka industry.gov.in	Incentives and concessions as per State Policy for SEZs 2009	Time limit (working days) from the date of receipt of complete proposal as per operational guidelines.	Documents to be submitted and procedures to be followed are as per operational guidelines and circulars as available on the Dept. website www.karnatakaindustry.gov.in
	a. Issue of Entry Tax Exemption Certificate	10 days	Sl. No. 4.1 (c) of operational guidelines as available on the Dept. website www.karnatakaindustry.gov.in
	b. Issue of Stamp Duty Exemption Certificate	10 days	Sl. No. 4.2 (c) of operational guidelines as available on the Dept. website www.karnatakaindustry.gov.in
	3. Issue of Electricity Tax Exemption Certificate	10 days	Sl. No. 4.3 (c) of operational guidelines as available on the Dept. website www.karnatakaindustry.gov.in
	4. Sanction of Capital Subsidy for CETP	60 days	Sl. No. 4.4 of operational guidelines as available on the Dept. website www.karnatakaindustry.gov.in
A.E.P Section Joint Director (AEP) Jd-aep@ karnataka industry.gov.in	<ul style="list-style-type: none"> • Release of funds as per MPIC to organizations and agencies. 	1.As per MPIC, the proposals are received from the clients and process (i) Issue Office Orders as per the financial powers delegated to the Commissioner for ID within 15 days. (ii) Send proposals to Govt for issual of Govt. Order. within 15 days	1. Annual programme details as per MPIC. 2. Prescribed format is there for receiving utilization certificate however there is no specific prescribed format for the proposals but necessary justification should be given for releasing / processing the proposals. 3. Submission of the utilization of the grants released during previous year by the clients.

	<ul style="list-style-type: none"> Releasing of funds for conducting Exhibitions at Districts level and State level to encourage marketing of products manufactured by the entrepreneurs and also provide financial assistance for the entrepreneurs to participate in the fairs / exhibitions within the country and outside the country 	<ol style="list-style-type: none"> As per the Office Orders/Govt. Orders the Payees Receipts received from the clients will be processed and sent to the Commissioner ID for countersignature within Two Days. Send to Cash Section within two days for producing to treasury. After receiving the Cheque from the Cash Section will be sent to the Clients within two days. 	
	<ul style="list-style-type: none"> Implementation of recommendations pertains to the Dept. made in the Dr.Sarojini Mahishi Report. 	<ol style="list-style-type: none"> Collection of quarterly data from Dist. Industries Centre during the 1st and 2nd month of the quarter and the consolidated report will be submitted to Govt. during the 3rd month of the quarter. The clarification sought by the entrepreneurs / clients will be given within 2 weeks. 	<p>Specific format is there for collection of quarterly data from the Districts. The Industrial units should submit the quarterly employment details in a specific format to the concerned Dist. Industries Centre.</p>

<ul style="list-style-type: none"> Market Development Assistance in lieu of Rebate to Coir Co-operatives:- 	1. As per MPIC, the proposals along with utilization certificate are received from the clients and process	<p>1) Central Govt. Specific format is there for submission of proposal for claiming the State & Central Share.</p> <p>2) Submission of the utilization of the grants released during previous year (Both State & Central Share) by the clients along with the Proposal.</p>
	(i) Consolidated proposal will be submitted to the Govt. for issuance of Govt. Order releasing the State Share within one Month.	
	(ii) As per the Govt. Order the Payees Receipts received from the clients will be processed and sent to the Commissioner ID for countersignature within Two Days.	
	(iii) Send to Cash Section within two days for producing to treasury.	
	(iv) After receiving the Cheque from the Cash Section will be sent to the Clients within two days.	

		<p>2. After issuance of the state Govt. order for release of Complete State share, Consolidated proposal will be submitted to the Central Govt. for releasing the Central Share within Fifteen days.</p> <p>(i) As per the Govt. Order the Payees Receipts received from the clients will be processed and sent to the Commissioner ID for countersignature within Two Days.</p> <p>(iii) Send to Cash Section within two days for producing to treasury</p> <p>(iv) After receiving the Cheque from the Cash Section will be sent to the Clients within two days.</p>	
Planning Section Joint Director (Planning) Jd-plg@karnatakaindustry.gov.in	<ul style="list-style-type: none"> Preparation of MPIC reports by coordination with other sections of the Head Office and submitting report to Govt. 	15 th of every month (Monthly)	Scheme wise MPIC reports in the prescribed MPIC format.
	<ul style="list-style-type: none"> Preparation of Central Sector Scheme (.CSS) report and submitting report to Govt. 	12 th of every month (Monthly)	Scheme wise CSS report to be collected from the concerned section in the prescribed format.
	<ul style="list-style-type: none"> Preparation of Pendency report regarding proposals sent to Govt. for release of funds under plan 	5 th of every month (Monthly)	Collecting Proposals sent to Govt. from concerned sections of the Head Office.

	schemes.		
	<ul style="list-style-type: none"> Preparation of Quarterly progress report of Monitorable targets 	15 th of each quarter ending. (Quarterly)	Collecting progress reports from the concerned sections in the prescribed format.
	<ul style="list-style-type: none"> Preparation of Performance Budget and Annual Report both in Kannada and English 	By 2 months after the end of the Financial Year. (Yearly)	Collecting progress reports from all the sections of the Head Office and from Boards and Corporations.
	<ul style="list-style-type: none"> Attending to Public Grievances received from DPAR and submitting of report to DPAR. 	1 st week of every month (Monthly)	Public Grievances received by DPAR and intern sent to Head Office.
Statistics Section.	<ul style="list-style-type: none"> Micro, Small & Medium enterprises registered (part-1 and part-II) during the month are compiled districtwise and consolidated report is sent to Govt. of Karnataka and Govt. of India every month 	Monthly progress report of MSMEs registered during the month is sent to GOK & GOI on or before 25th of the next month	MSMEs registered during the month are being uploaded to the computer by the DICs and the consolidated report is generated through computer by 10th of next month.
	<ul style="list-style-type: none"> Preparation of KDP reports 	KDP monthly progress reports are sent on or before 25th of next month to <ol style="list-style-type: none"> Principal Secretary to C&I, Govt. of Karnataka Director, Planning and Monitoring Dept. 	KDP monthly progress reports are to be received from PMEGP, MSME, section of H.O. and Handicrafts and KSFC
	<ul style="list-style-type: none"> Compilation and preparation of Mahilabhivruddhi yojane (KMAY) progress reports. 	KMAY monthly progress reports are sent on or before 25th of next month to . <ol style="list-style-type: none"> Director women & child welfare dept. Secretary women & child welfare, govt. of Karnataka. Director planning & 	KMAY monthly progress reports are to be received from CEDOK, GTTC, Handicrafts and KSFC

		monitoring and 3. Joint Director, Planning I&C Head Office.	
	<ul style="list-style-type: none"> • Compilation and preparation of Minorities progress reports. 	Minority monthly progress report are sent on or before 25th of next month to . a. Directorate Minorities dept b. Director, planning and monitoring.	Minority monthly progress reports are to be received from Handicrafts, KSFC and MSME
	<ul style="list-style-type: none"> • Compilation and preparation of Classification of Industries as per NIC-98 and its progress reports 	Quarterly progress report and monthly progress report is sent to - i. Joint Commissioner, MSME New Delhi ii. Deputy Director, MSME New Delhi, iii. Director, MSME development Institute, Bangalore	MSMEs registered according to NIC 36 classification during the month are being uploaded to the computer by the DICs and the consolidated report is generated through computer by 10th of next month.
	<ul style="list-style-type: none"> • Supply of Information pertaining to Micro, Small and Medium Enterprises. 	Researchers, for project work, students and entrepreneurs and other institutions.	5 days to prepare this data in required manner.

iv) Expectations from Service recipients

- All documents published by Department of Industries and Commerce are placed in the public domain of the Department's website at www.karnatakaindustry.gov.in Citizens / Clients are requested to access the requisite document(s) at the website
- Queries if any can be emailed to Concerned Section Heads Additional Director (Admn) can be contacted at e-mail: adl-dir-adm@karnatakaindustry.gov.in for any information regarding administration, accounts, cash, audit, inspection and information section of Head Office.
- Karnataka Civil Service Rules (KCSR) is available at Web-site: www.finance.kar.nic.in under Acts and Rules.
- Citizens are requested to submit their grievance directly to Public Grievance Officer. They can write to Commissioner for industrial Development and Director, Department of Industries and Commerce if no response is received from the officer concerned in three months

(iv) Grievance Redress Mechanism

a) For any grievance relating to services delivered by the Department of Industries and Commerce as per the standards given in this citizen's charter / stakeholders may lodge their grievance on <http://karnatakaindustry.gov.in> or write a letter by post / fax to:

Joint Director (Planning)

Public Grievance Officer
 Department of Industries and Commerce
 No 49, Ground Floor, South Block
 Kanija Bhavan, Race Course Road
 Bangalore . 560 001
 Telephone . 22386791
 Fax - 2238909

b) On lodging of a grievance acknowledgment is given immediately if sent by post an acknowledgement can be expected in 7 working days. The redress of grievance can be expected in 30 days.

(vi) List of Stakeholders / Service recipients

- Visvesvaraya Industrial Trade Centre (VITC)
- Karnataka Council for Technology Upgradation (KCTU)
- Dr Jagajivanram Leather Institute of Technology (KILT)
- Karnataka Udyog Mithra (KUM)
- KARNATAKA State Industrial and Infrastructure Development Corporation Limited (KSIIDC)
- Government Tool Room & Training Centre (GTTC)
- Karnataka Industrial Areas Development Board (KIADB)
- Karnataka State Small Industries Development Corporation Limited (KSSIDC)
- Karnataka State Coir Development Corporation (KSCDC)
- Karnataka State Handicrafts Development Corporation (KSHDC)
- Mysore Paper Mills Ltd
- Industry Associations
- NGOs
- Employees of Industries and Commerce. Department.

(vii) Responsibility centre

The Department of Industries and Commerce has following district level sub-ordinate office.

Sl. No	Name of the District	Officer Address	Telephone Numbers		email address
			STD Code	Numbers	
1	Bangalore Urban	Office of the Joint Director, District Industries Centre, Bangalore Urban District, Rajajinagar Industrial Estate, Rajajinagar, Bangalore-560 010	080	22222633 22243125(F)	jd-bang-@karnatakaindustry.gov.in
2	Bangalore Rural	Office of the Joint Director, District Industries Centre, Bangalore Rural District, Rajajinagar Industrial Estate, Rajajinagar, Bangalore-560 010	080	23142151 23142152 23145216(F)	jd-bang-@karnatakaindustry.gov.in
3	Bagalkote	Office of the Joint Director, District Industries Centre, Room No. 135, Mini Vidhana Soudha, Navanagar, Bagalkote	08354	234245 235294(F)	jd-bagalkote@karnatakaindustry.gov.in
4	Belgaum	Office of the Joint Director, District Industries Centre, Udyam Bagh, Belgaum . 590 008	0831	2440430 2440852 2441209(F)	jd-belgam@karnatakaindustry.gov.in
5	Bellary	Office of the Joint Director, District Industries Centre, Hospet Road, Bellary-583 103	08392	242370(F) 242643	jd-bellary@karnatakaindustry.gov.in
6	Bidar	Office of the Joint Director, District Industries Centre, Naubad, Bidar	08482	232769 233129(F)	jd-bidar@karnatakaindustry.gov.in
7	Bijapur	Office of the Joint Director, District Industries Centre,	08352	250976 250607 (F)	jd-bijapur@karnatakaindustry.gov.in

		Industrial Estate, Station Back Road, Shikhara Khana, Bijapur.			
8	Chamarajnar	Office of the Joint Director, District Industries Centre, Room No. 323, 3 rd Floor, District Office Complex, B.Rachaiah Double Road, Chamarajnar	08226	224915 224916(F)	jd-cnagar@karnatakaindustry.gov.in
9	Chickmagalur	Office of the Joint Director, District Industries Center, Near Zilla Panchyat, Kadur Road, Chickamagalur	08262	220726 220921 (F)	jd-cmagalur@karnatakaindustry.gov.in
10	Chickaballapur	Office of the Joint Director, District Industries Centre, ATI Building, Chickaballapura	08156	273303 273302(F)	jd-cbalapur@karnatakaindustry.gov.in
11	Chitradurga	Office of the Joint Director, District Industries Centre, Jogi Matti Road, Chitradurga	08194	235994 (F) 235817	jd-cdurga@karnatakaindustry.gov.in
12	D.Kannada	Office of the Joint Director, District Industries Centre, Yeyyadi, Mangalore	08242	212494 (F) 214021	jd-mangalore@karnatakaindustry.gov.in
13	Dharwad	Office of the Joint Director, District Industries Centre, Rayapur, Dharwad	0836	2322627 (F) 2322986	jd-dharwad@karnatakaindustry.gov.in
14	Davangere	Office of the Joint Director, District Industries Centre, Opp. Church, 10 th Main, P.J.Extension, Davangere.	08192	232053(F) 232052 232051	jd-dvangere@karnatakaindustry.gov.in
15	Gadag	Office of the Joint Director, District Industries Centre, RISHB PLAZA Building, Opp. K.E.B, Gadag	08372	230771(F) 231398	jd-gadag@karnatakaindustry.gov.in
16	Gulbarga	Office of the Joint Director,	08472	223988	jd-gulbarga@karnatakaindustry.gov.in

		District Industries Centre, M.S.K. Mill Road, Jeewarigi Road Cross, Gulbarga		232404(F)	
17	Hassan	Office of the Joint Director, District Industries Centre, Near K M F , Industrial Estate, Bangalore Road, Hassan	08172	240289 240606 240364(F)	jd-hassan@karnatakaindustry.gov.in
18	Haveri	Office of the Joint Director, District Industries Centre, Room No. 24, B Block, District Administrative Building, Devagiri, Haveri . 581 110	08375	249028(F) 249029	jd-haveri@karnatakaindustry.gov.in
19	Kodagu	Office of the Joint Director, District Industries Centre, Bus Stand Road, Madikeri	08272	228746 (F) 228431	jd-kodagu@karnatakaindustry.gov.in
20	Kolar	Office of the Joint Director, District Industries Centre, D.C. Office Compound, Kolar	08152	222402 224920(F)	jd-kolar@karnatakaindustry.gov.in
21	Koppal	Office of the Joint Director, District Industries Centre, Opp. Mayur Hotel, Koppal	08539	231548 (F) 231101	jd-koppal@karnatakaindustry.gov.in
22	Mandya	Office of the Joint Director, District Industries Centre, Subhash Nagar, Mandya	08232	224098 221358 226964(F)	jd-mandya@karnatakaindustry.gov.in
23	Mysore	Office of the Joint Director, District Industries Centre, Sayyaji Rao Road, ATI Building, Mysore	0821	2446885(F) 2520886	jd-mysore@karnatakaindustry.gov.in
24	Raichur	Office of the Joint Director, District Industries Centre, Hyderabad Road, Raichur	08532	235646 235811(F)	jd-raichur@karnatakaindustry.gov.in
25	Ramanagara	Office of the Joint Director, District Industries Centre, Industrial Estate, Ramanagara		7273006 7273007(F)	jd-ramanagara@karnatakaindustry.gov.in
26	Shimoga	Office of the Joint Director,	08182	222802	jd-shimoga@karnatakaindustry.gov.in

		District Industries Centre, 100q Road, Rajendra Nagar, Shimoga-577 204.		278302 277522 (F)	
27	Tumkur	Office of the Joint Director, District Industries Centre, Industrial Estate, B.H.Road, Tumkur	0816	2280741 2281562(F)	jd-tumkur@karnatakaindustry.gov.in
28	Udupi	Office of the Joint Director, District Industries Centre, Plot No.36C, Shivalli Industrial Area, Manipal, Udupi	0820	2534338(F) 2522605	jd-udupi@karnatakaindustry.gov.in
29	Uttara Kannada	Office of the Joint Director District Industries Centre Shirwad , Karwar-581306	08382	282302(F) 282367	jd-karwar@karnatakaindustry.gov.in
30	Yadagir	Office of the Joint Director District Industries Centre, APMC Yard, Ganja Pradesh, Yadagir.	8473	296717	Jd-yadgir@karnatakaindustry.gov.in

Advised the Sub-ordinate offices to publish citizen's/client's charter separately.

(viii) Month and Year of next review: December 2013

(ix) Criteria for external evaluation / assessment for all services listed in the Charter:

Sl.No.	Section/main service	Weight in %	Data Source
01	Administration <ul style="list-style-type: none"> • All action relating to creation and filling of posts/ vacancies in the Department • All action on personnel matters • Conducting of Audit on the accounts of District and other Offices of the Department. • Annual Inspection of District Industries Centre. • Preparation/Obtaining the Budgetary provision from the Government. • Rendering of opinion to the files received from departmental sections on policy matters. • Filing of Income Tax deducted in salary in Form-24 and 26. 	4 3 3 2 2 2 1	17
02	Vishwa – <ul style="list-style-type: none"> • Prime Minister Employment Generation Programme • Establishment of Urban Haath and Permanent Exhibition Centres. • Release of Rebate to Khadi & Village Industries Board. • Release of funds to RUDSETI. • Vishwa Training/Infrastructure Funds. 	3 1 1 3 2	10
03.	Industrial Development Section. <ul style="list-style-type: none"> • Formulation and implementation of Industrial Policy and Operational Guidelines. • Sanction of Incentives and Concessions to Projects cleared in SHLCC as per the industrial policies. • Providing opinion of the State to DIPP/CSEZ on IL/IEM/EOU proposals. • Recommendation of proposals under industrial Park Scheme. • Providing information under RTI Act. • Issue of NDC in cases of Development Loan and State Aid Loan. 	2 5 3 2 3 2 2	24

Files & documentary records, material records and Website.

	<ul style="list-style-type: none"> • Providing replies for assurances of Legislative Assembly/Council. • SLCC approval for issues related to implementation of industrial policy. • Providing concessions to BIFR cases. • Establishment of SEZs. 	2 1 2	
04.	MSME Section <ul style="list-style-type: none"> • Industrial Raw materials to MSME, L & M Industries. • Cluster Development for MSMEs. • Micro and Small Enterprises Facilitation Council • Package of Reliefs and Concessions for rehabilitation of Sick SSI Units. 	4 5 6 4	19
05.	DIC Central Cell – <ul style="list-style-type: none"> • SCP/TSP/SKKY • DIC Buildings and JD& Quarters. • The Clients (Boards and Corporation) 	5 3 4	12
06.	AEP Section - <ul style="list-style-type: none"> • Release of Funds to organisations and agencies. 	6	6
07.	Planning Section - <ul style="list-style-type: none"> • MPIC report • Central Sector Progress Report. • Uploading budget. • Quarterly report. • Supply of Information pertaining to Micro, Small and Medium Enterprises. 	2 3 3 2 2	12