

CITIZENS' CHARTER

Directorate of Industries

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1. Citizen`s Charter - Rationale

Directorate of Industries, under the Department of MSME, Government of Uttarakhand has documented this Citizens' Charter as a declaration of the mission, values and standards to achieve excellence in the formulation of policies and their successful implementation to nurture an inclusive all-round industrial development in the State of Uttarakhand.

This Citizens' Charter will be a benchmark to determine our efficiency and would be a dynamic document, which will be reviewed periodically to keep in line with changing economic and social trends as well as changing expectations of the business community. The main objective of creating the Citizens' Charter is to provide transparency in the workings of the Department and provide a reference for the level of services to be expected by the stakeholders of the department.

2. About Us

Directorate of Industries

Directorate of Industries (MSME Department) is the State level office responsible for implementing the policies and programmes for Industrial Development in the State. The main aim of the Directorate of Industries is to provide a comprehensive framework to enable a facilitating, investor-friendly environment for ensuring rapid and sustainable industrial development in Uttarakhand and through this generate additional employment opportunities and bring about a significant increase in the State Domestic Product, eventually widening the financial resource base of the State and reducing the regional income disparities.

The Directorate of Industries plays a pivotal role in rendering assistance to the entrepreneurs. The process of assistance encompasses the entire investor life cycle from the very first stage of project identification to financial assistance up to the commissioning of Industrial units.

Existing industry is also benefitted by helping them being competitive by a process of continuous up-gradation of technology and modernization.

The Department also acts as a 'Nodal Agency' for mitigating the problems of Industries and liaises with other departments for devising remedial measures. The department is assisted by other departments and corporations like SIIDCUL, etc. The Department is also the nodal agency for Khadi, Handicrafts and for the Single Window System (Investments) for the State.

Our Vision / Mission / Objectives

Vision

- Sustaining the entrepreneur friendly environment of the State through balanced, sustainable, environment-friendly industrial development
- Generation of quality employment for the existing and future human resources aligned with the promotion and growth of MSME industries

Mission

- To act as a facilitator for industrial promotion and sustainability of micro, small and medium industrial sector in the State with an aim to prominently place Uttarakhand as a preferred investment destination for national and international investors

Objectives

- Promoting growth of MSME's and creating employment opportunities including self-employment opportunities
- Ensuring inclusive development through setting-up of MSME's in all the regions of districts

- Facilitating Investments through effective implementation of Single Window System
- To be among the best States in Ease of Doing Business
- To facilitate domestic and foreign investment and to coordinate faster implementation of investment approvals as part of its responsibilities as nodal agency for the Single Window Clearance System.
- To initiate measures towards procedural changes to make functioning of the Department more transparent and responsive
- Promoting Handloom & Handicrafts Sectors and generating Employees opportunities in these sectors

3. What We Do

Planning

- Formulating Policies and Schemes for targeted industrial Development.
- Preparation of proposal for industrial infrastructure development

Execution / Implementation

- Implementation of Industrial Policies and Programmes of Central and State Government
- Secretariat related duties of State Level UdgogMitra& State Level Empowered Committee
- Collection, compilation and dissemination of data of registered MSME Units
- Ensure availability of information related to concessions, exemption and incentives as notified under Industrial Policies
- Disposal of issues, problems and complexities in relation to industrial development
- Rehabilitation of sick industrial units

- Implementation of Right to Information Act, 2005; Right to Services Act 2011; MSME Act, 2006 and Uttarakhand Enterprises Single Window Facilitation and Clearance Act, 2012
- Allotment of Land / Plots / Sheds in Mini / Large Industrial Area

Promotion

- Entrepreneurship Development and Promoting Self- Employment
- Marketing promotion of local produce and established MSMEs through Fair / Exhibition / Outlets etc.
- Program implementation for inclusive development of various MSMEs, Handloom and Handcrafts units and rural industrial clusters
- Promotion of exports of MSME, Handloom and Handicraft products

Coordination

- Implementation of DCMSME, DC Handloom and DC Handicraft Schemes of Government of India
- Coordination and implementation of schemes of various Banks, Financial Institutions, National and International institutions like SIDBI, NSIC, UNDP, NABARD, CGFTI
- Coordination with various Research and Development Institutions and seek their support in industrial development
- Training and motivational programs for industrial labour / managers in coordination with related institutions

a. Organizations working under the Department

Uttarakhand Handloom & Handicraft Development Council (UHHDC)

Uttarakhand Handloom & Handicraft Development Council (UHHDC) is a society registered under Society Registration Act, 1860 and is the apex body for the overall development and promotion of handlooms and handicrafts in the state. Hon'ble MSME

Minister is the Chairperson of the council and Principal Secretary, MSME is the Member Secretary of the council. The council works through the Directorate of Industries & District Industries Centres. The main objectives of UHHDC are as follows:

- Generation of sustainable employment opportunities in handloom and handicraft sectors.
- Revival of traditional crafts by strategic design interventions, product development & marketing promotion.
- Preparation and implementation of comprehensive work plan for these sectors, incorporating various initiatives and interventions

Himadri

UHHDC obtained “**Himadri**” trademark registration and uses the brand as a hallmark of quality & genuine craft products of the State. Genuine products are being sold under “**Himadri**” brand name through UHHDC emporiums. Artisans are given sufficient exposure to markets through participation in craft bazaars, Delhi Haat, SurajKund fair and other exhibitions. UHHDC has also organized several craft exhibitions and appointed as Nodal agency for fairs / exhibitions/ publicity etc. by the government of Uttarakhand.

Uttarakhand Maati Kala Board

For the economical and technical upliftment of artisans, the Government of Uttarakhand established the Uttarakhand Maati Kala Board in the year 2011. Identification cards have been to 865 artisans. The Board has distributed 338 electrical potter wheels to pottery artisans in the districts of Udham Singh Nagar, Haridwar and Dehradun. The Board also provided technical and marketing support through different exhibitions and fairs.

b. Policies / Schemes being administered by the Department

- a. MSME Policy, 2015
- b. MahilaUdhyamiVisheshProtsahanYojana, 2015
- c. Chief Minister SwarojgarYojana
- d. Central Capital Investment Subsidy Scheme, 2013

- e. Freight Subsidy Scheme, 2013
- f. Mega Textile Park Policy, 2015
- g. Mega Industrial & Investment Policy, 2015
- h. Price & Purchase Policy, 2014
- i. Land Allotment Policy, 2016
- j. Schemes of Uttarakhand Handloom and Handicraft Development Council
- k. Special Integrated Industrial Incentive Policy (Hill Policy), 2008 (as amended in 2011)

Integrated Development and Promotion of Handicrafts Scheme (IDPH)

Integrated Development and Promotion of Handicrafts Scheme (IDPH) is aimed at benefiting 24,300 SC/ST artisans in Uttarakhand State. The Scheme to be implemented in 15 Blocks of the State. The main objective of the Scheme is the revival of traditional crafts through design interventions, product development & marketing promotion through enhancement of managerial & entrepreneurial skills of the artisans. The main components of the Scheme are:

- Common Facility Centre for Entrepreneurs/Exporters
- Design Development
- Market Promotion
- Direct Assistance (Tool Kits)

Common Facility Centers are being established under the scheme in 15 blocks across the State to provide different facilities to artisans and craftsmen.

d. Single point of contact for Investor Facilitation

The State Government of Uttarakhand enacted The Uttarakhand Enterprises Single Window Facilitation and Clearance Act, 2012 [Uttarakhand Act No. 05 of 2013] which was passed by the Uttarakhand Legislative Assembly and assented to by the H. E. Governor on 24th January, 2013.

The Act was passed to provide necessary framework for time bound licenses, approvals, no-objection certificates, permissions and sanctions for establishment of industry in the State of Uttarakhand.

i. Nodal Agency under the Single Window Act

The Directorate of Industries is the Nodal Agency and is the liaison between the various departments and the investors requiring the approvals from these departments. The State UdyogMitra is located in the offices of the Directorate of Industries and is the Nodal Agency for State Empowered Committee while the District Industries Centers have been empowered to act as the Nodal Agency for the District Empowered Committee. Both these Committees are the final decision-makers in regards to the approval for any new or existing industry and Directorate of Industries manages the entire architecture of Single Window System.

ii. MSME Facilitation Desk

The Directorate of Industry has established the Single Window Cell, which is also the single point of contact for any businessperson / investor setting up or expanding their business in the State. A dedicated toll-free helpline number is active and trained staff are available between 10 am to 5 pm during Monday to Saturday except for the 2nd Saturday of the month for any investment related queries.

iii. Approval Mechanism for Business Projects

The State of Uttarakhand has created a two-tier system for approvals:

- **In Principle Approval** is accorded through the State Empowered Committee and the District Empowered Committee for cases under its jurisdiction (defined according to the nature of industries) within a period of 15 days maximum

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- **Pre Establishment Approvals** are accorded by the respective department within 15 days (with provision for Deemed Approval under Section 9 of The Uttarakhand Enterprises Single Window Facilitation and Clearance Act, 2012 [Uttarakhand Act No. 05 of 2013] after the prescribed time line)

- **Pre Operation Approvals** are accorded by the respective department within 30 days (with provision for Deemed Approval under Section 9 of The Uttarakhand Enterprises Single Window Facilitation and Clearance Act, 2012 [Uttarakhand Act No. 05 of 2013] after the prescribed time line)

iv. Single Window Clearance System (SWCS)

The State Government of Uttarakhand has developed a robust web application through which investors can apply for approval for new or existing business projects by logging onto www.investuttarakhand.com.

The SWCS provides the following features to investors:

- i. Registration of Investors
- ii. Comprehensive List of Services
- iii. Online Application for In Principle Approval
- iv. Online application, payment, tracking and download of approval certificate from SWCS for department specific approvals
- v. Grievance Module
- vi. Appeal

The single window clearance system mainly contains two parts as shown below:

Stage 1: In-Principle Approval

The Directorate of Industry (Nodal Department) and other line departments scrutinizes all the submitted documents that investors have applied through the Common Application form (CAF). They then convene on a prescribed date to provide an In-Principle approval from State Empowered Committee / District Empowered Committee to the investor to setup / expand their business.

Stage 2: Pre Establishment / Pre Operation Approval

Having received the In Principle Approval earlier, the investor now is required to apply and receive the Pre Establishment / Pre Operation Approvals from the respective departments based on the requirements of the project and laws and rules in effect.

The Online Single Window System thus allows investors /applicants to apply to the services through a complete online mechanism thus reducing the need for filing hardcopies or even visiting multiple agencies. The users can apply, track, get their businesses approved and download their approval certificate through the single sign-on through the investuttarakhand.com portal.

4. Service Standards

S. No.	Name of the Service (NOCs, Licenses, Registration, Certificates, Approvals)	Timeline (Days within which approval must be granted)
1	UdyogAadhar Registration	1 Working Day
2	Application under PMEGP for credit linked subsidy programme	1 Working Day
3	Registration under Special Package of Industrial Incentive Scheme (CCIS-2013)	1 Working Day
4	Claim of Central Capital Investment Subsidy for New Units	As per availability of funds / budget
6	Registration under Freight Subsidy Scheme 2013	1 Working Day
7	Claim of Freight Subsidy Scheme 2013	As per availability of funds / budget
8	Application under Chief Minister SwarojgarYojna for credit linked subsidy programme	As per availability of funds / budget
9	Registration under MSME Policy, 2015	As per availability of funds / budget
10	Claim of the Investment Promotion Incentive under MSME Policy, 2015	As per availability of funds / budget
11	Claim of the Interest Subsidy under MSME Policy, 2015	As per availability of funds / budget
12	Reimbursement of Electricity Bills under MSME Policy, 2015	As per availability of funds / budget
13	Claim of State Transport Subsidy under MSME Policy, 2015	As per availability of funds / budget
14	Reimbursement of VAT under MSME Policy, 2015	As per availability of funds / budget
15	Registration under Hill Policy	As per availability of funds / budget
16	Claim of the Capital Subsidy under Hill Policy	As per availability of funds / budget
17	Claim of the Interest Subsidy under Hill Policy	As per availability of funds / budget
18	Reimbursement of Electricity Bills under Hill Policy	As per availability of

		funds / budget
19	Claim of State Transport Subsidy under Hill Policy	As per availability of funds / budget
20	Reimbursement of VAT under Hill Policy	As per availability of funds / budget
21	Claim for Capital Subsidy under Special Promotional Scheme for Women Entrepreneurs	As per availability of funds / budget
22	Claim for Interest Subsidy under Special Promotional Scheme for Women Entrepreneurs	As per availability of funds / budget
23	Land allotment in Departmental Industrial Estates	15 Working Days
25	Transfer in Departmental Industrial Estates	30 Working Days
26	Rent Permisson in Departmental Industrial Estates	30 Working Days
28	Restoration of Cancellation Plot	30 Working Days
31	Time Extension for New Industrial Units	30 Working Days
33	Registration Certificate under MSME Policy 2015 - Uttarakhand Micro and Small Enterprise Facilitation Council	1 Working Day
34	In Principle Approval - Common Application Form	15 Working Days
35	Registration under Purchase Preference Policy, 2014 for Micro and Small Units	1 Working Day
41	PEC Certificate under Mega Textile Park Policy, 2016	As per availability of funds / budget
42	EC Certificate under Mega Textile Park Policy, 2016	As per availability of funds / budget
43	VAT Reimbursement under Mega Textile Park Policy, 2016	As per availability of funds / budget
44	Power Assistance / Power Bill Rebate under Mega Textile Park Policy, 2016	As per availability of funds / budget
45	Stamp Duty Exemption / Reimbursement under Mega Textile Park Policy, 2016	As per availability of funds / budget
55	Interest Subsidy under Mega Textile Park Policy, 2016	As per availability of funds / budget
56	Mandi Tax / Fee Exemption under Mega Textile Park Policy, 2016	As per availability of funds / budget
57	CST Reimbursement under Mega Textile Park Policy, 2016	As per availability of funds / budget
36	PEC Certificate under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget
37	EC Certificate under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget
46	Permission for Relocation within district	15 Working Days
47	Permission for Relocation within State	15 Working Days
48	Permission for Relocation outside State	15 Working Days
38	VAT Reimbursement under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget

39	Power Assistance / Power Bill Rebate under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget
40	Stamp Duty Exemption / Reimbursement under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget
49	Interest Subsidy under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget
50	Mandi Tax / Fee Exemption under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget
51	CST Reimbursement under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget
52	Reimbursement of Registration Fee under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget
53	Subsidy for Establishment of ETP under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget
54	Payroll Assistance under Mega Industrial and Investment Policy, 2015	As per availability of funds / budget

5. Grievance Redressal Mechanism

The State Government of Uttarakhand notified The Uttarakhand Right to Service Act, 2011 that defines clear procedures for applicants to submit grievances relating to non-compliance with the defined timelines in the services notified in the Act..

The Act defines a two level Appellate System defined as

- First Appeal for appeal to the First Appellate Authority within thirty days from the date of rejection or expiry of the given time limit with a final disposal time of 30 days
- Second Appeal for appeal to the Second Appellate Authority within thirty days from the date of such rejection or expiry of the given time specified by the First Appellate Authority with a final disposal time of 30 days

The Act empowers the First Appellate Authority and the Second Appellate Authority, while deciding an appeal under the provisions of the Act, to have the same powers as are vested in a civil court while trying a suit under the Code of Civil Procedure, 1908 (5 of 1908).

Grievance Redressal under The Uttarakhand Enterprises Single Window Facilitation and Clearance Act, 2012

Section 16 of the Notification of The Uttarakhand Enterprises Single Window Facilitation and Clearance Act, 2012 [Uttarakhand Act No. 05 of 2013], defines clear procedures for applicants to submit grievances relating to non-compliance with the defined timelines. The Single Window Portal enables users to post their grievances and ensures remedial steps to be taken to facilitate industries.

6. Public Consultation

Before any major policy change the department does stakeholder consultation through the state governments dedicated portal for publishing draft regulations (<http://ukpublicconsultation.in/>) and invite comments / feedback prior to enactment. The Public Consultation module has been integrated with the Online Single Window System of Uttarakhand.

7. Our Expectations

- Honesty in furnishing complete information and documents as mentioned in the controlling Act / Rules
- Cooperativeness and forthrightness in inquiries and verifications
- Regular feedback from Central Public Sector Enterprises / Associations / Autonomous bodies
- Keeping proper records of letters and communications with the Department
- To check the Departmental website <https://www.doiuk.org/> and the Single Window Portal www.investuttarakhand.com regularly for updates on policies, programmes and procedures/guidelines.
- Proper utilization of financial assistance as terms and conditions and timely completion of projects.
- Timely submission of Utilization Certificates

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