

GOVERNMENT OF INDIA
MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES

RAJYA SABHA
UNSTARRED QUESTION NO. 1689
TO BE ANSWERED ON 03.08.2026

**PENDENCY OF DELAYED PAYMENT CASES AND
TECHNOLOGY-DRIVEN REDRESSAL**

1689. SHRI RAJINDER GUPTA:

Will the Minister of MICRO, SMALL AND MEDIUM ENTERPRISES be pleased to state:

- (a) whether Government has taken cognizance that, as of December 2025, pending applications on the MSME delayed payment monitoring system involved dues of over ₹31,000 crore and, if so, the assessment thereof;
- (b) whether a large number of delayed payment cases remain pending at the application stage and, if so, the reasons therefor; and
- (c) whether Government proposes to develop a unified AI-enabled case management system for delayed payment disputes, on the lines of e-Jagriti platform of the Department of Consumer Affairs, with features such as automated case summarisation and real-time tracking and, if so, the details and timeline thereof?

ANSWER

MINISTER OF STATE FOR MICRO, SMALL AND MEDIUM ENTERPRISES
(SUSHRI SHOBHA KARANDLAJE)

- (a): Ministry of MSME has launched MSME SAMADHAAN Portal on 30.10.2017. As on 28.07.2026, out of total of 2,56,892 applications amounting Rs. 55,244.26 crore filed since 30.10.2017 by Micro and Small Enterprises (MSEs), a total of 90,793 cases involving amount of Rs. 21,038 crore are at various stages of adjudication with MSE Facilitation Councils.
- (b): The primary reasons for pendency at various stages inter-alia include incomplete applications/ lack of supporting documents, inconsistencies in the information/documents submitted by the MSEs.
- (c): Ministry of MSME has launched Online Dispute Resolution (ODR) Portal on 27.06.2025. It is a digital, technology-enabled mechanism for ensuring speedy, cost-effective, and transparent resolution of delayed payment disputes involving Micro and Small Enterprises (MSEs). ODR also provides facility of a pre-litigation, dialogue-based mechanism for voluntary mediation, conciliation or negotiation between the buyer and seller before the matter proceeds to MSEFCs for formal adjudication.
