

GOVERNMENT OF INDIA  
MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3453**  
**TO BE ANSWERED ON 10.08.2023**

**COMPLAINT CELL OF MSMEs**

3453. SHRI SUNIL KUMAR MONDAL:

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

- (a) the details of the grievances registered through complaint cell of Micro, Small and Medium Enterprises (MSMEs) and the action taken in this regard for quick resolution during last three years and the current year, State/UT-wise; and
- (b) the future initiatives taken by the Government in this regard?

**ANSWER**

MINISTER OF STATE FOR MICRO, SMALL AND MEDIUM ENTERPRISES  
(SHRI BHANU PRATAP SINGH VERMA)

(a) & (b): Ministry of MSME launched an online Portal “CHAMPIONS” on 01.06.2020 to facilitate MSMEs for quick resolution of their grievances.

Since inception of the ‘CHAMPIONS’ portal and upto 31.07.2023, 68,617 grievances have been received, out of which 68,272 grievances have been replied.

Ministry of MSME’s key initiatives under CHAMPIONS Portal are as under:

- (i) A network of 69 Control Rooms have been set in Hub & Spoke model for real time on-line monitoring and redressal of grievances of MSMEs.
- (ii) The Ministry has onboarded nodal officers from Banks, Central Government Ministries/Departments, State Governments, CPSEs to deal with various issues related to finance, delayed payments, public procurement policy, udyam registration and different schemes of Central and State Government.
- (iii) Localization of ‘CHAMPIONS’ portal in 11 languages to increase public outreach and information dissemination.
- (iv) Provision of Chat Bot for quick grievance redressal.
- (v) Feedback Mechanism and MIS for capturing real time feedback and its analysis.

State/UT-wise detail of grievances received & replied on ‘CHAMPIONS’ portal for the last three years and the current year is placed at Annexure.

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**Annexure referred to in reply to part (a) & (b) of the Lok Sabha Unstarred Question No. 3453 for answer on 10.08.2023**

State/UT-wise number of grievances received & replied on 'CHAMPIONS' portal for the last three years and the current year.

(In numbers)

S. No.	STATE/UT	2020-21		2021-22		2022-2023		2023-2024 (upto 31.07.2023)	
		Grievances Received	Replied as of now	Grievances Received	Replied as of now	Grievances Received	Replied as of now	Grievances Received	Replied as of now
1	MAHARASHTRA	5330	5272	2939	2935	3029	3047	1417	1415
2	UTTAR PRADESH	3274	3238	1248	1264	1426	1426	664	645
3	TAMIL NADU	2624	2606	1115	1106	1588	1590	757	760
4	GUJARAT	2124	2103	1131	1138	1018	1016	533	535
5	DELHI	2074	2049	848	858	868	865	355	346
6	KARNATAKA	1865	1854	924	924	845	829	329	346
7	WEST BENGAL	1732	1717	671	674	1239	1245	497	474
8	RAJASTHAN	1506	1490	602	611	746	738	382	387
9	HARYANA	1317	1287	672	697	637	623	275	266
10	MADHYA PRADESH	1155	1141	530	538	561	556	225	225
11	TELANGANA	939	930	689	675	544	558	233	236
12	KERALA	782	764	419	436	331	318	134	129
13	BIHAR	755	740	569	570	622	629	363	356
14	ODISHA	716	711	311	312	331	328	126	129
15	PUNJAB	714	707	398	404	456	448	256	263
16	JHARKHAND	611	590	270	284	303	305	179	164
17	ANDHRA PRADESH	543	537	390	392	531	526	209	211
18	ASSAM	383	381	166	167	146	144	70	67
19	CHHATTISGARH	380	373	215	213	316	312	146	146
20	UTTARAKHAND	369	369	129	125	177	178	83	82
21	HIMACHAL PRADESH	225	218	100	106	87	86	34	34
22	JAMMU AND KASHMIR	150	147	104	106	107	102	43	43
23	CHANDIGARH	124	124	47	47	56	56	23	22
24	GOA	103	99	65	69	45	44	20	21
25	MANIPUR	81	81	25	24	72	70	15	16
26	NAGALAND	49	49	10	10	7	7	8	8
27	PUDUCHERRY	42	41	20	21	30	30	13	13
28	ANDAMAN AND NICOBAR ISLANDS	28	27	80	80	61	62	34	34
29	MEGHALAYA	25	25	7	7	12	12	7	7
30	DADRA AND NAGAR HAVELI AND DAMAN AND DIU	49	49	24	24	20	20	15	14
31	TRIPURA	19	19	9	9	23	23	7	7
32	SIKKIM	15	15	6	6	4	4	3	1
33	MIZORAM	9	9	4	4	4	4	5	5
34	ARUNACHAL PRADESH	8	8	13	13	15	15	11	11
35	LADAKH	5	5	2	2	5	5	4	4
36	LAKSHADWEEP	3	3	0	0	0	0	0	0
<b>Grand Total</b>		<b>30128</b>	<b>29778</b>	<b>14752</b>	<b>14851</b>	<b>16262</b>	<b>16221</b>	<b>7475</b>	<b>7422</b>