

GOVERNMENT OF INDIA
MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES

LOK SABHA
STARRED QUESTION NO.*419
TO BE ANSWERED ON 31.03.2022

GRIEVANCES REGISTERED IN MSMEs

*419. 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 its quick resolution during the last five years and the current year;
- (b) the details of future initiatives proposed in this regard, State/UT-wise; and
- (c) if not, the reasons therefor?

ANSWER

MINISTER OF MICRO, SMALL AND MEDIUM ENTERPRISES
(SHRI NARAYAN RANE)

- (a) to (c): A statement is laid on the table of the House.

STATEMENT REFERRED TO IN REPLY TO PART (a) TO (c) OF THE LOK SABHA STARRED QUESTION No.* 419 FOR ANSWER ON 31.03.2022

(a) & (b): The Ministry of MSME attended grievances related to Micro, Small & Medium Enterprises (MSMEs) through internet grievance monitoring system (IGMS) to track and monitor grievances upto 31.05.2020. After that Ministry of MSME launched an online Portal “CHAMPIONS” on 01.06.2020 to facilitate MSMEs for quick resolution of their grievances and help for encouraging, supporting, and handholding. This Information & Communication Technology (ICT) based platform facilitates a single window solution for the needs of MSMEs.

State/UT-wise number of grievances received & replied on MSME internet grievance monitoring system (IGMS) during 2016-17 to 2020-21 (upto 08.05.2020) is given at Annexure-I. State/UT-wise number of grievances received & replied on ‘CHAMPIONS’ portal during 2020-21 (from 09.05.2020) to 2021-22(upto 24.03.2022) is given at Annexure-II.

Since inception of the ‘CHAMPIONS’ portal to 24.03.2022, 44,637 grievances have been received, out of which 44,399 grievances have been replied. The portal, through its network, offers not just replies but also resolution and handholding of MSME.

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

- (i) A network of control rooms is functioning in a Hub & Spoke Model.
- (ii) Dedicated Central Control along with 69 State Control Rooms of the Ministry have been set up for real time on-line monitoring and redressal of grievances and handholding. The offline grievance redressal and handholding is also offered.
- (iii) The Ministry has already onboarded nodal officers from banks, Central Govt. Ministries/Deptts, State Govts, CPSEs to deal with various issues related to finance, delayed payments, public procurement policy, Udyam registration and different schemes of Central and State Government.
- (iv) Improvement in Champions Portal is a continuous process and the recent initiatives are as under:
 - (i) Localization of ‘Champions’ portal in 11 regional languages
 - (ii) Initiating Chat Bot
 - (iii) Improved MIS
 - (iv) Integration of CPGRAM with CHAMPIONS Portal

(c): Does not arise.

Annexure –I

Annexure referred to in reply to part (a) & (b) of the Lok Sabha Starred Question No. 419 for answer on 31.03.2022

State/UT-wise number of grievances received & replied on MSME internet grievance monitoring system (IGMS) during 2016-17 to 2020-21 (upto 08.05.2020)

(In numbers)

STATE / UT	2016-17		2017-18		2018-19		2019-20		2020-21 (UPTO 08/05/20)	
	Received	Replied	Received	Replied	Received	Replied	Received	Replied	Received	Replied
ANDAMAN AND NICOBAR ISLANDS	3	3	1	1	1	1	0	0	0	0
ANDHRA PRADESH	34	34	131	129	121	99	131	91	8	8
ARUNACHAL PRADESH	4	4	1	1	3	2	1	0	0	0
ASSAM	29	29	53	52	49	40	47	26	0	0
BIHAR	65	65	331	328	222	168	137	88	11	11
CHANDIGARH	13	13	17	17	18	16	16	7	8	8
CHHATTISGARH	50	50	110	110	76	61	57	33	4	3
DADAR AND NAGAR HAVELI	9	9	6	6	2	1	9	3	2	2
DAMAN AND DIU	4	4	6	6	4	4	3	3	0	0
DELHI	683	683	303	299	314	245	426	270	60	57
GOA	4	4	5	5	17	16	9	6	3	3
GUJARAT	182	182	338	334	213	174	378	241	28	23
HARYANA	106	106	239	238	185	147	230	134	33	30
HIMACHAL PRADESH	18	18	45	42	32	27	47	32	7	6
JAMMU AND KASHMIR	32	32	25	25	48	41	36	31	2	2
JHARKHAND	40	40	129	128	106	76	67	46	4	4
KARNATAKA	105	105	271	270	266	200	294	204	30	26
KERALA	37	37	89	88	68	56	74	51	5	4
LADAKH	0	0	0	0	0	0	1	1	0	0
LAKSHADWEEP	2	2	0	0	0	0	0	0	0	0
MADHYA PRADESH	90	90	390	389	266	213	187	123	8	8
MAHARASHTRA	335	335	824	822	651	516	894	509	86	72
MANIPUR	10	10	2	2	2	2	6	6	0	0
MEGHALAYA	4	4	1	1	7	6	1	0	0	0
MIZORAM	1	1	1	1	0	0	0	0	0	0
NAGALAND	1	1	1	1	0	0	2	1	0	0
ODISHA	43	43	154	154	97	73	126	79	18	13
PUDUCHERRY	3	3	2	2	6	3	4	2	1	1
PUNJAB	77	77	153	152	111	89	87	57	35	33
RAJASTHAN	130	130	419	417	251	204	213	123	20	18
SIKKIM	0	0	1	1	0	0	0	0	0	0
TAMIL NADU	144	144	252	250	193	137	315	187	33	25
TELANGANA	78	78	121	121	100	76	143	87	18	17
TRIPURA	3	3	7	6	3	3	4	4	0	0
UTTAR PRADESH	284	284	925	921	650	537	643	389	54	46
UTTARAKHAND	14	14	70	70	49	38	62	37	10	10
WEST BENGAL	130	130	210	210	198	154	255	168	21	17
Total	2767	2767	5633	5599	4329	3425	4905	3039	509	447

Annexure –II

Annexure referred to in reply to part (a) & (b) of the Lok Sabha Starred Question No. 419 for answer on 31.03.2022

State/UT-wise number of grievances received & replied on 'CHAMPIONS' portal during 2020-21 (from 09.05.20) to 2021-22(upto 24.03.2022) is given at Annexure-II.

(In numbers)

STATE / UT	2020-21		2021-22 (Upto 24.03.2022)	
	Received	Replied	Received	Replied
ANDAMAN AND NICOBAR ISLANDS	28	28	75	73
ANDHRA PRADESH	543	543	385	380
ARUNACHAL PRADESH	8	8	13	13
ASSAM	383	383	164	163
BIHAR	755	755	564	548
CHANDIGARH	124	124	46	45
CHHATTISGARH	380	380	211	201
DADAR AND NAGAR HAVELI	14	14	0	0
DADAR AND NAGAR HAVELI AND DAMAN AND DIU	20	20	24	24
DAMAN AND DIU	15	15	0	0
DELHI	2074	2074	822	810
GOA	103	103	65	65
GUJARAT	2124	2124	1119	1106
HARYANA	1317	1317	661	657
HIMACHAL PRADESH	225	225	98	98
JAMMU AND KASHMIR	150	150	103	102
JHARKHAND	611	611	267	262
KARNATAKA	1865	1865	909	898
KERALA	782	782	417	411
LADAKH	5	5	2	2
LAKSHADWEEP	3	3	0	0
MADHYA PRADESH	1155	1155	523	514
MAHARASHTRA	5330	5330	2886	2841
MANIPUR	81	81	24	23
MEGHALAYA	25	25	7	7
MIZORAM	9	9	4	4
NAGALAND	49	49	10	9
ODISHA	716	716	309	306
PUDUCHERRY	42	42	20	20
PUNJAB	714	714	394	393
RAJASTHAN	1506	1506	595	589
SIKKIM	15	15	6	6
TAMIL NADU	2624	2624	1091	1066
TELANGANA	939	939	675	652
TRIPURA	19	19	9	9
UTTAR PRADESH	3274	3274	1228	1207
UTTARAKHAND	369	369	126	124
WEST BENGAL	1732	1732	657	645
Total	30128	30128	14509	14273