

GOVERNMENT OF INDIA
MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES

LOK SABHA
UNSTARRED QUESTION NO. 780
TO BE ANSWERED ON: 24.07.2025

TECHNICAL FAILURE ON MSMEs PLATFORM

780. DR. T SUMATHY *ALIAS* THAMIZHACHI THANGAPANDIAN:

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

- (a) whether Micro, Small and Medium Enterprises (MSMEs) have faced delays or technical failures while accessing credit or registrations through the Udyam, MSME Samadhaan or the Trade Receivables Discounting System (TReDS) platform in Tamil Nadu and if so, the details thereof;
- (b) whether the Government has documented system download attempts or application rejection rates due to platform downtime and if so, the details thereof;
- (c) the remedial actions such as system upgrades, helpline expansions or offline support undertaken to restore confidence among users; and
- (d) whether the Government would establish a service-level guarantee for platform uptime and grant temporary facilitation assistance centres in key urban clusters and if so, the details thereof?

ANSWER

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

(a) to (d): Udyam Registration Portal (URP) was launched on 01.07.2020 to facilitate ease of registration for MSMEs. To bring Informal Micro Enterprises (IMEs) under the formal ambit of MSMEs and for providing benefits under Priority Sector Lending (PSL), Udyam Assist Platform (UAP) was launched by the Ministry in collaboration with SIDBI on 11.01.2023. MSME Samadhaan Portal was launched for monitoring of the outstanding dues to the MSEs. These Portals are managed by NIC Cell of the Ministry of MSME. Trade Receivables e-Discounting System (TReDS) facilitates the discounting of trade receivables of MSMEs. TReDS Platforms are RBI regulated entities.

In view of the increase in the number of the registrations over a period of time, bulk uploading of Data on UAP and API integration with a number of Ministries/organisations, the space constraints have been felt regarding the Portal. In view of the technological upgradation requirement of the existing system, action has been taken to migrate the Udyam Registration Portal to NGC 2.0 with enhanced security measures, performance and storage.

Grievances of MSMEs are being addressed through CHAMPIONS Portal launched on 01.06.2020 by the Ministry of MSME, which is an ICT based system. Further, hand-holding and support to the MSMEs is also provided by field offices of the Ministry of MSME.
