



कामधे इत्यन्तमनाम्।
प्राणिनाम् उन्नतिनाशनम्॥



सत्यमेव जयते

खादी और ग्रामोद्योग आयोग

KHADI AND VILLAGE INDUSTRIES COMMISSION

सूक्ष्म, लघु और मध्यम उद्यम मंत्रालय, भारत सरकार

Ministry of Micro, Small & Medium Enterprises, Govt of India

No. PMEGP/Policy/2020-21

Date: 16.09.2020

CIRCULAR

Sub: To settle online grievances on PMEGP e-portal by Implementing Agencies and Financing Bank Branches. reg.

As you are aware that, PMEGP online portal is implemented w.e.f 1st July 2016 for transparent and timely implementation of PMEGP programme. It is observed that after online submission of application by PMEGP beneficiaries, timely grievances redressal is essential for smooth implementation of scheme.

In order to receive and redress the grievances of PMEGP beneficiaries on time bond manner, online grievances system is in place on PMEGP e-portal. These grievances are majorly in respect of technical issues of the portal and issues related to implementing agencies, financing bank branches, etc. Beneficiary will select the type of grievances and send to the concerned agency for redressal.


The grievances received by the concerned agency needs to be resolved within 3 working days. The log-in credentials for grievances module will be the same user ID and Password which is already used by respective implementing agencies and banks. If the grievances are not resolved by concerned implementing agencies/Bank within 3 days, it will be escalated to competent authority of concerned implementing agencies/Bank for further action.

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It is, therefore, requested that all implementing agencies to monitor grievances module, available on PMEGP portal on daily basis and take necessary action to redress the grievances.

This is issued with the approval of Competent Authority.


(M. Rajan Babu)
DY.CEO (PMEGP)

To,

1. All State/Divisional Offices, KVIC
2. All State/UT KVI Boards.
3. All Zonal Dy.CEOs. of KVIC.
4. All Director, Industries, State Govt.
5. The Secretary, Coir Board, Coir House,
M.G.Road, Kochi - 682016
6. All CMDs of Bank.

Copy for kind information to:

1. Jt. Secretary, Ministry of MSME, New Delhi
2. OSD to Chairman, KVIC
3. OSD to CEO, KVIC
4. Jt. CEO, KVIC, Mumbai
5. OSD to CVO Cell, KVIC, Mumbai
6. OSD to FA Cell, KVIC, Mumbai
7. Dy.CEOs in Central Office, KVIC, Mumbai
8. All Zonal Dy.CEOs, KVIC.
9. All Industry/Programme Directors, KVIC, Mumbai.
10. Director (IT) with a request to place the Circular on KVIC/PMEGP website.
11. Director (Publicity) with a request to publish the same in the ensuing "JAGRITI"
12. Director (Hindi Cell) for translation in Hindi
13. Master file for record.



ग्रामोदय, 3, इर्ला रोड, विलेपार्ले (प.) मुंबई-400056.

Gramodaya, 3, Irla Road, Vile-Parle (W), Mumbai-400056.

Website: www.kvic.org.in