



सत्यमेव जयते

GOVERNMENT OF PUDUCHERRY

CITIZEN'S CHARTER

of

DIRECTORATE OF INDUSTRIES AND COMMERCE,

Industrial Estate, Thattanchavady

Puducherry- 605009

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2017

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PREFACE

The Department of Industries and Commerce plays a vital role for the balanced industrial growth of Puducherry. It facilitates accelerated industrial growth for the overall economic development and better quality of life to the people of the State through effective administration. In order to promote sustainable and balanced industrial growth, the Department of Industries and Commerce have framed a new Industrial Policy 2016 which enlightens about types of incentives, Ease of Doing Business and all sorts of support for the development of industries in Puducherry. The Department facilitates single window clearance for the benefit of the entrepreneurs through Industrial Guidance Bureau ensuring certain accepted timelines by all the line departments in giving various clearances and also ensures that the incentives due to them are extended at the appropriate time.

This Citizen Charter provides information about the functions, organizational structure and other activities of the Department in a comprehensive manner. Even though District Industries Centre, Puducherry is a part of the Department of Industries and Commerce,, considering its activities, separate Citizen Charter has been published by the District Industries Centre, Puducherry

Introduction

The Directorate of Industries & Commerce is located in Thattanchavady Industrial Estate, Puducherry. It is headed by the Director of Industries and Commerce, assisted by the Deputy Director(Technical) and Deputy Director(Administration). There is a Sub-Office in Karaikal region headed by the Assistant Director, Karaikal. The Sub- Offices in Mahe and Yanam are managed by the Technical Officers. The details of the officers and the contact details and the organization structure of the department is provided in the following pages.

Head Office / Sub Offices - Details

Sl. No	Name and Designation	Address	Phone No.
1.	Thiru.G.Malar Kannan, Director of Industries & Commerce	Industrial Estate Thattanchavady Puducherry –9	2248476,2248168, 2248320, Fax: 0413- 2248476 E-mail: ind.pon@nic.in
2.	Thiru .K.T.Alagiri. General Manager District Industries Centre.	Industrial Estate Thattanchavady Puducherry –9	2248987,2248391/ 2249392-93 E- mail: dic.pon@nic.in
3	Thiru S.Dinakaran Deputy Director of Industries & Commerce	Industrial Estate Thattanchavady Puducherry –9	2248320,2248168
4.	G.Ramakrishnan Assistant Director District Industries Centre	Rural Industrial Estate Kottucherry Karaikal	04368-265438
5.	Technical Officer	Civil Station Mahe	0490-2333235
6.	Technical Officer	Administrative Office, Yanam	0884-2321257

The department of Industries implements various Plan Schemes

Various Plan Schemes / Budget

(Rs in Lakhs)

Sl. No	Name of the Scheme	2016-17		
		Budget Estimate	Revised Estimate	Actual Expenditure
1	Development of Handicraft	69.71	26.02	21.48
2	Development of Khadi & Village Industries Board	850.00	943.03	928.43
3	Development of Coir	47.50	12.84	11.11
4	Training	175.66	133.35	120.82
5	Marketing and Publicity/ Promotional Campaign for attracting Foreign Investment	116.12	136.44	131.61
6	Strengthening of DIC	85.23	79.68	77.13
7	Development of Silk	10.22	7.95	7.94
8	MUPSES	90.00	88.37	78.36
9	Motivation of Entrepreneurs to Start Industries and Fiscal Assistance to Industries	400.00	466.00	245.17
10	Share Capital/GIA to PDL	0.00	0.00	0.00
11	Share Capital/GIA to PIPDIC	0.00	0.00	0.00
12	Share Capital/GIA to PTC	1955.93	1705.70	1696.00
13	Share Capital/GIA to SBTML	657.00	657.00	564.18
14	Strengthening of Directorate	30.95	31.94	25.58
	Total(A)	4488.32	4288.32	3907.81
15	National Mission of Food Processing(NMFP)-CSS	96.58	46.58	0.00
	Total(B)	4584.90	4334.90	3907.81
16	Building	50.00	10.00	4.98
	Grand Total	4634.90	4344.90	3912.79

Various Plan Schemes / Budget

(Rs in Lakhs)

Sl. No	Name of the Scheme	Revised Estimate 2016-17	Budget Estimate 2017-18
1	<i>Development of Handicraft</i>	26.02	73.68
2	<i>Development of Khadi & Village Industries Board</i>	943.03	900.00
3	<i>Development of Coir</i>	12.84	46.80
4	<i>Training</i>	133.35	160.50
5	<i>Marketing and Publicity/ Promotional Campaign for attracting Foreign Investment</i>	136.44	140.22
6	<i>Strengthening of DIC</i>	79.68	97.02
7	<i>Development of Silk</i>	7.95	10.00
8	<i>MUPSES</i>	88.37	92.50
9	<i>Motivation of Entrepreneurs to Start Industries and Fiscal Assistance to Industries</i>	466.00	540.52
10	<i>Share Capital/GIA to PDL</i>	0.00	0.00
11	<i>Share Capital/GIA to PIPDIC</i>	0.00	0.00
12	<i>Share Capital/GIA to PTC</i>	1705.70	1675.00
13	<i>Share Capital/GIA to SBTML</i>	657.00	657.00
14	<i>Strengthening of Directorate</i>	31.94	44.60
	Total(A)	4288.32	4437.84
15	<i>National Mission of Food Processing(NMFP)-CSS</i>	46.58	1.00
	Total(B)	4334.90	4438.84
16	<i>Building</i>	10.00	50.00
	Grand Total	4344.90	4488.84

New Industrial Policy-2016

To make Puducherry a high tech manufacturing and services hub leading to vibrant industrial growth based on Puducherry's intrinsic strengths. The New Industrial policy 2016 introduces schemes to improve the economy of the U.T. of Puducherry. It create electronic manufacturing hub using the large technical resources and ensure synergy between academia and industries. To ensure rapid, balanced, sustainable eco friendly industrial development, to bring a significant increase in the GSDP, to develop a strong high tech manufacturing sector, to make Puducherry the most preferred investment destination, to achieve higher export growth and also provide employment to the youth

VISION

To create a conducive atmosphere for the investors to come forward and invest in this Union Territory and to give Efficient, Transparent and Proactive Governance.

MISSION

- Ensuring balanced and sustainable industrial development in all regions of the Union Territory, while conserving all the aspects of the environment.
- Developing a strong manufacturing sector with focus on employment generation product competitiveness and value addition in products.

- Promotion of rapid industrialization and making Puducherry the most preferred investment destination with the ultimate objective of achieving inclusive growth.
- Achieving higher export growth.
- Improving standard of living through gainful employment by enhancing the employability and skill sets of the work force.

The new Industrial Policy identifies 10 Priority sectors and 16 Thrust area Industries which could trigger the growth of the industries, investments and employments in the U.T. of Puducherry State.

The Priority Sector are as under:

1. Electronic, IT and knowledge based Industries.
2. Energy efficient and eco –friendly industries.
3. Low water consumption.
4. Employment oriented Industries.
5. Industries which can sustain on local resources.
6. Industries that generate multiplier effect.
7. Export oriented Industries.
8. Industries based on nanotechnology.
9. Halal food Industries
10. Halal Hubs.

The Thrust Area Industries are as under:

1. Electronic Manufacturing
2. IT/ITES
3. Automobile Industry.
4. Plastic Industries
5. Agro and Food Processing Industry.
6. Marine products
7. Solar Power and Renewable energy products.
8. Leather products excluding Tannery
9. Biotech Industries.
10. Engineering Industries
11. Gem and Jewellery
12. Textile, Garments and Apparel Industries
13. Pharmaceutical Formulations
14. Traditional Handicraft Industries
15. Tourism Industries
16. Fragrance and Flavour Industries

Ease of Doing Business

An Industrial Guidance Bureau (IGB) set up at present in the Directorate of Industries and Commerce is functioning for effective coordination between the line departments to enable the entrepreneurs to get various licenses. Weekly meetings are conducted to facilitate easy clearances.

To simplify the procedures and regulations, timelines are fixed for each department such that Licences / clearances are issued by the concerned department strictly within the specified period as mentioned below

Common Application received through IGB is forwarded within 3 days to the line departments for the following purposes.

INDUSTRIAL GUIDANCE BUREAU

SINGLE WINDOW CLEARANCE

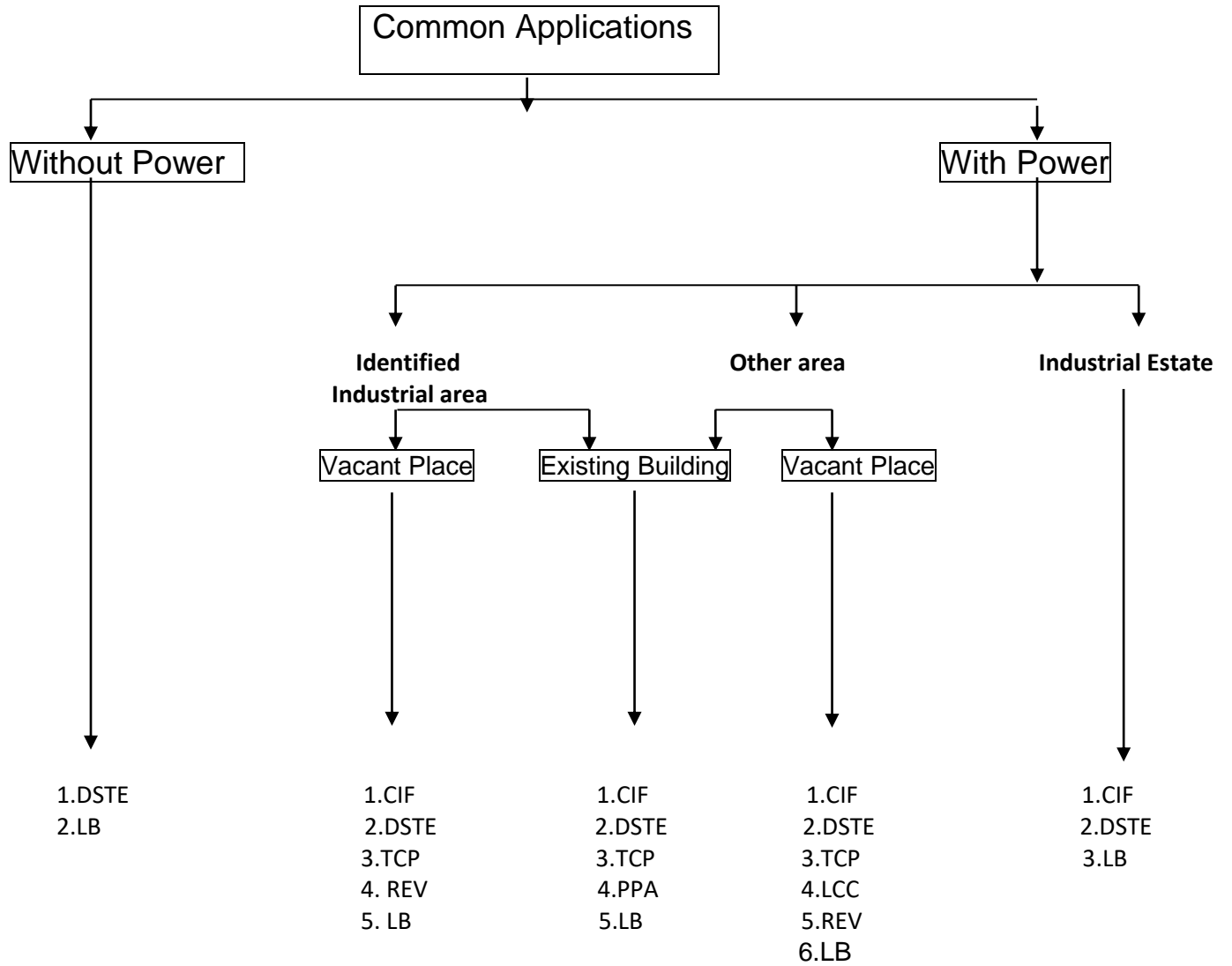
Sl. No	Line Departments		Purpose
1	Chief Inspectorate of Factories and Boilers	CIF	Clearance under Factories Act
2	Directorate of Science, Technology and Environment	DSTE	Environment / Pollution Clearance
3	Town and Country Planning	TCP	Site clearance
4	Puducherry Planning Authority	PPA	Clearance for building plan approval
5	Town & Country Planning Department – Land Use Conversion Committee	LCC	Land use Conversion
6	Revenue Department	REV	Clearance from land acquisition
7	Municipality/Commune Panchayat	LB	Public objection / issue of permission

The details of number of copies to be attached while applying through IGB

List of enclosures for each Department

		CIF	DSTE	TCP	PPA	REV	LB	IGB
1	Common Application	1	1	1	1	1	1	1
2	Acknowledgement Part I / Part II & NOC for enhancement / modification	1	1	1	1	1	1	1
3	Attested copy of Land Document / Lease Deed	1	-	1	1	1	1	1
4	Site & Building Plan (Blue Print)	4	1	2	1	1	1	1
5	Process details with flow chart & Pollution details	1	1	-	-	-	1	1
6	Partnership Deed / Memorandum of Articles	1	-	-	-	-	1	1
7	Resolution for authorization	1	-	-	-	-	1	1
8	Building Plan Approval	-	-	1	1	-	1	1
9	Electricity Demand Bill	-	-	-	-	-	1	1
10	Form 1C & Chalan	1	-	-	-	-	-	1
11	FMB Sketch (Vacant Land)	-	-	1	-	1	-	1

The Flow of Common Applications to the Departments



Clearances and Approvals by Various Departments

Sl.No	Item/Activity	Department/ Organisation	Time limit/ (working days)
Pre Establishment Stage			
1	Forwarding of common application to the concerned Departments	District Industries Centre	3
2	Issue of NOC and Consent to establish	Pondicherry Pollution Control Committee	30
3	Site clearance	Town and Country Planning Department	30
4	Approval of factory building and machinery lay-out	Inspectorate of Factories and Boilers	30
5	Permission for land-use conversion/ground water clearance (outside the industrial estate)	Town and Country Planning Department / Agriculture Department	30
6	Clearance under Revenue Acts (if required)	Revenue Department	30
7	Licence, (if required)	Food and Drugs Administration	30
8	Statutory permission for establishment of the unit	Municipality/ Commune Panchayat	30
Post Establishment Stage			
9	Licence	Municipality / Commune Panchayat	30
10	Factory Licence	Inspectorate of Factories	30
11	Air and Water Consent for operation of the unit	Pondicherry Pollution Control Committee	30

UDYOG AADHAAR MEMORANDUM (UAM) – MSME Registration

Udyog Aadhaar Memorandum is an initiative of Ministry of MSME Government of India, simplifying the registration procedure for Entrepreneurs and promoting ease of doing business.

As per Ministry of Micro, Small & Medium Enterprises, Government of India notification, the filing of Entrepreneur Memorandum (EM) Part- I & II and issuance of Acknowledgement has been replaced by Udyog Aadhaar Memorandum (UAM) and Udyog Aadhaar Acknowledgement respectively.

UAM is applicable only for existing running units and not for any upcoming units.

The process of filing UAM is a simple one page document through ONLINE.

UAM shall be filed on self declaration basis and no supporting documents are required to be uploaded while filing.

Existing enterprises, which have filed Entrepreneurship Memorandum-I or Entrepreneurship Memorandum-II or both, or the holders of Small Scale Industry registration, prior to enforcement of Micro, Small and Medium Enterprises Development Act, 2006 (27 of 2006) shall not be required to file Udyog Aadhaar Memorandum, but if they so desire, they may also file the Udyog Aadhaar Memorandum

Udyog Aadhaar Memorandum shall be filed online by MSMEs in the **Udyog Aadhaar portal** (<http://udyogaadhaar.gov.in>), maintained by the Ministry of MSME Government of India .

The following details are required for registration of Udyog Aadhar Memorandum **(UAM)**

1. Udyog Aadhar Number
2. Name of the owner
3. Social Category
4. Name of the Enterprise
5. Type of Organisation
6. Postal Address
7. Date of Commencement of Business
8. Previous Registration Details
9. Bank Details
10. Major Activity of the Business
11. NIC Code
12. Total Number of Persons Employed
13. Investment details of Plant and Machineries

Useful information on how to fill up the data while Registering for UAM

Aadhaar Number	12 digits Aadhaar number issued to the applicant. This Aadhaar number shall be of the Proprietor in case of Proprietary Enterprise, of the Managing Partner in case of Partnership Enterprise and of the Authorised Person in case of Other forms of Enterprises
Name of Owner	The applicant name as mentioned on the Aadhaar Card issued by UIDAI
Social Category	General / Scheduled Caste / Scheduled Tribe / Other Backward Castes
Name of Enterprise	Name of the Legal Entity to conduct business. One applicant can have more than one enterprises doing business and each one can be registered for a separate Udyog Aadhaar and with the same Aadhaar Number
Type of Organization	Type of Business entity or Legal Entity. (Proprietorship, Partnership Firm, Hindu Undivided Family, Private Limited Company, Co-Operative, Public Limited Company, Self Help Group, LLP, Others)
Postal Address	Address of the business including mobile and email address
Date of Commencement	The date on which businesses was started
Previous Registration Details	Details of previous MSME registration, if any should be entered here
Bank Details	Details of the bank account of the company including IFSC Code and Bank Account number
Major Activity	Major area of activity of the business – manufacturing or service

NIC Code	The appropriate NIC Code should be entered from the National Industrial Classification (NIC) handbook. The Applicant may choose multiple National Industrial Classification-2008 (NIC) Codes to includes all their activities. Which means user can select multiple NIC code of Manufacturing and Service sector by clicking “Add More” button
The person employed	The total number of people employed in the business
Investment in Plant & Machinery / Equipment	Amount of money invested in terms of machinery and equipment by the business
DIC	Details of the District Industries Centre nearest to the business, if required
SUBMIT	The Applicant must click on Submit button to generate acknowledgment number

Subsidies and Incentives Offered

1. Capital Investment Subsidy (For New and Expansion of existing Industries).
2. VAT/SGST Reimbursement (For New Industries).
3. Interest Subsidy for new Industries
4. Stamp Duty Exemption.
5. Infrastructure Development Subsidy (For IT/ITES)
6. Power Subsidy (For all Industries)
7. Generator Subsidy
8. Employment Incentive
9. Subsidy on Pollution Control Equipment
10. Technology Acquisition Fund
11. Skill Enhancement Fund
12. Quality Certification Subsidy
13. Intellectual Property Protection Support.
14. Market Development Support
15. Assistance for Energy and Water conservation.
16. State Awards.

In order to identify, appreciate and motivate the Entrepreneurs / Enterprises of the Union Territory of Puducherry, scheme of awards will be instituted for the best outstanding Entrepreneurs / Enterprises. A cash award of Rs.2 lakhs and a citation will be given to Micro, Small and Medium Enterprises in the following categories

- a) Outstanding Entrepreneur .
- b) Outstanding SC/ST Entrepreneur:
- c) Innovation in Technology (Product (or) Process):
- d) Outstanding Exporter:
- e) Green and eco-friendly Measures:
- f) Outstanding Artisan of the year

Procedures for claiming Subsidy

The Industrial units can register their claim in the prescribed form available with the Directorate of Industries and Commerce prior to taking effective steps for setting up of new units / undertaking expansion, diversification and modernization. The application for the grant of incentives / Subsidy shall be submitted to the Directorate of Industries and Commerce with the prescribed form after filing the Udyog Aadhar.

The subsidy shall be disbursed upon the availability of funds during that financial year and may be disbursed in the next financial year subject to availability of funds.

Public Sector Undertakings under Administrative Control of Industries Department

Brief Details of the Public Sector Undertakings

PONDICHERRY TEXTILE CORPORATION LTD. (PTC-AFT)

The Anglo French Textiles Mill situated at Cuddalore Road, Mudaliarpet, Puducherry was taken over by the Govt. of Puducherry in 1985. The present activities of the Mills are Spinning and Weaving. The Yarn production Capacity is around 1000 Kgs./day. Presently, the spinning activity in 'C' unit is being carried out at Iyyankuttipalayam Puducherry.

SWADESHEE-BHARATHEE TEXTILE MILLS LTD (SBTML)

Swadeshee Cotton Mills situated at Maraimalai Adigal Salai, Puducherry & Sri Bharthi Mills situated at Mudaliarpet, Puducherry were taken over by Pondicherry Textile Corporation (A Govt. of Puducherry undertaking) w.e.f.01.04.2005 from the National Textile Corporation Subsequently, the Government of Puducherry has formed a Company namely Swadeshee-Bharathee Textile Mills Ltd on 12-7-2005. The main activity carried out in the Mill is Spinning and its Yarn production capacity is 4000Kgs./day.

PONDICHERRY INDUSTRIAL PROMOTION DEVELOPMENT AND INVESTMENT CORPORATION LIMITED (PIPDIC)

The Corporation was established in the year 1974 as an undertaking of the Government of Puducherry which is situated at Roman Rolland Street, Puducherry. The main objectives are promoting Industrial Development in the U.T. of Puducherry by way of extending financial assistance and maintenance of Industrial Estate.

The following are some of the Schemes of Financial Assistance

- General Term loan Scheme;
- Merit loan scheme to Good Borrowers;
- Tourism Related Activities;
- Hotel & Restaurant projects.

The total loans sanctioned by the PIPDIC since inception upto 31.03.2016 to 3813 Units amount to Rs.465.52 Crores, out of which, the total disbursement made is Rs.319.18 Crores.

PUDUCHERRY DISTILLERIES LIMITED (PDL)

The Puducherry Distilleries Limited is situated at Ariyapalayam village near Villianur. The main activity of the Corporation is blending and bottling of Arrack by procuring Rectified Spirit. The production capacity of Arrack product in the form of Blending: 2.4 lakh litres, Bottling: 57000 litres.

PUDUCHERRY KHADI AND VILLAGE INDUSTRIES BOARD (PKVIB)

Puducherry Khadi and Villages Industries Board (PKVIB) situated at kamarajar Salai, Puducherry was established on 15.05.1981. The prime function is to promote and develop Khadi and Village Industries programmes in the Rural areas. The Board is implementing Prime Minister Employment Generation Programme (PMEGP), Loan/Subsidy is extended under the Scheme for setting up of new Industries in the rural areas, providing direct/indirect employment. The Board is marketing the Khadi & Village Industries products through its show rooms/bandhars.

INDUSTRIAL ESTATE

The Government of Puducherry and PIPDIC have established 9 Industrial Estates located in various places of Puducherry and Karaikal in the U.T. of Puducherry. 3 Estates are under the maintenance of the Industries Department and the remaining are maintained by the PIPDIC.

INDUSTRIAL ESTATES MAINTAINED BY INDUSTRIES DEPARTMENT

(i) **Thattanchavady Industrial Estate** was established during 1962 in an area of 51 acres which were developed as 48 Nos of Plots and 60 Sheds which were allotted to the Entrepreneurs.

(ii) **Manapet Industrial Estate** was established during 1969 in an area of 15.58 acres which were developed as 38 Nos of Plots of various sizes and 13 Sheds which were allotted to the Entrepreneurs.

(iii) **Kottucherry – Karaikal Industrial Estate** was established during 1968 in an area of 7.66 acres which were developed as 24 Nos of Plots of various sizes which were allotted to the Entrepreneurs.

INDUSTRIAL ESTATE MAINTAINED BY PIPDIC

- (1) **Mettupalayam Industrial Estate** was established during 1976 in an area of 167 acres which were allotted to the Entrepreneurs.

- (2) **Kirumampakkam Industrial Estate** was established during 1975 in an area of 25 acres which were developed as 14 Nos of Plots and 8 Sheds which were allotted to the Entrepreneurs.

- (3) **Sedarapet Industrial Estate** was established during 1982 in an area of 62 acres which were developed as 187 Nos of Plots of various sizes were allotted to the Entrepreneurs

- (4) **Thirubuvanai Industrial Estate** was established during 1999 in an area of 52 acres which were developed as 131 Nos of Plots and 4 Sheds which were allotted to the Entrepreneurs

- (5) **Kalapet- (IT Park)/ Industrial Estate** was established during 1999, and 17 sheds which were allotted to the Entrepreneurs.

- (6) **Polagam- Karaikal. Industrial Estate** was established during 1999 in an area of 596 acres .

Industrial Infrastructures

Sl.No	Name of the Industrial Estates	Year of Establishment	Area (acres)	No. of Sheds	No. of Plots
1	Thattanchavady	1962	51	60	48
2	Kottucherry, Karaikal	1968	7.66	25	24
3	Manapet	1969	15.58	13	38
4	Kirumampakkam	1975	25	8	14
5	Mettupalayam	1976	167	91	415
6	Sedarapet	1982	62	-	187
7	Thirubuvanai	1999	52	4	131

Grievance Redressal Mechanism

Redressal of Grievance

In case of non compliance of the service standards, the service recipients / stakeholders can contact the following public grievance Officer:-

Deputy Director,

Directorate of Industries and Commerce,

Industrial Estate, Thattanchavady, Puducherry-605009

[Tel:-0413-2248168](tel:0413-2248168) / 2248320

Escalation of Grievance

In case of grievance is not redressed well with in time, the same can be taken up at higher level to the following Authority;-

The Director,

Directorate of Industries and Commerce,

Industrial Estate, Thattanchavady,

Puducherry-605009.

Tel;- 0413-2248476

E-mail: indpondy@rediffmail.com.

If still not satisfied with the services rendered, the same can be taken up with the following Authority;-

The Secretary to Government (Industries and Commerce),

Chief Secretariat,

Puducherry-605001.Tel;- 0413-2233307

The Right to Information Act 2005

An Act to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority.

Designation of Public Information Officer and First Appellate Authority;-

Deputy Director (Administration) has been designated as Public Information Officer (PIO) and the Director of Industries and Commerce has been designated as First Appellate Authority (FAA)

Request for obtaining information;-

A person, who desires to obtain any information under this Act, shall make a request in writing or through electronic means in English or in the official language of the area in which the application is being made, accompanying such fee as may be prescribed to the PIO specifying the particulars of the information sought by him or her.

Disposal of request;-

Within thirty days of the receipt of the request, the information is either provided on payment of such fee as may be prescribed or rejected for any of the reasons specified under the said Act.

Appeal;-

Any person, who does not receive a decision within the specified time, or is aggrieved by a decision of the PIO, can within thirty days appeal to the First Appellate Authority.

Conclusion

As part of the Performance Monitoring and Evaluation System(PMES) for Government Departments, the Department has reviewed the Citizens' Charter and revised the same in line with the Industrial Policy-2016. Feed backs from the Entrepreneurs / Industrialists / Public regarding services delivered are most welcome, as this would enable the department to improve the service delivery mechanism. Feed back/Suggestions on the Citizens' Charter can be sent to;-

The Director, Directorate of Industries and Commerce, Industrial Estate, Thattanchavady, Puducherry-605009.

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