



सत्यमेव जयते

GOVERNMENT OF PUDUCHERRY

CITIZEN'S CHARTE

of

**DIRECTORATE OF INDUSTRIES AND COMMERCE,**

Industrial Estate, Thattanchavady,

Puducherry- 605009

Visit us at <https://industry.py.gov.in/>

2020

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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. P. PRIYTARSHNY Director of Industries & Commerce	Industrial Estate Thattanchavady Puducherry -9	2248476,2248168, 2248320, Fax: 0413- 2248476 E-mail: ind.pon@nic.in
2.	Thiru .N.ANBALAGAN General Manager District Industries Centre.	Industrial Estate Thattanchavady Puducherry -9	2248987,2248391/ 2249392-93 E- mail: dic.pon@nic.in
3	Thiru S. SANDIRAKUMARAN Deputy Director of Industries & Commerce	Industrial Estate Thattanchavady Puducherry -9	2248320,2248168
4.	Thiru. KRISHNAMURTHY 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

## Directorates Of Industries And Commerce, Puducherry Be Allocation- 2020-21

Sl.No.	Name of the Schemes	BE - 2020-21 (in Lakhs)
1	Handicraft (General)	49.73
	Handicraft (SCP)	7.40
	<b>Total</b>	57.13
2	Development of Khadi & Village Industries	931.56
3	Coir (General)	37.83
	Coir (SCP)	6.55
	<b>Total</b>	44.38
4	Training(General)	93.31
	Training(SCP)	13.45
	<b>Total</b>	106.76
5	Marketing & Publicity(General)	51.64
	Marketing & Publicity(SCP)	0.02
	<b>Total</b>	51.66
6	Direction and Administration(DIC)	317.81
7	Sericulture Industries(General)	0.04
8	MUPSES (General)	29.50
	MUPSES(SCP)	13.00
	<b>Total</b>	42.5

9	Motivation of Entrepreneures to Start Industriers and Phsical assistance to industries.	75.00
10	Office of the Claims comissioner(AFT)	6.10
11	Share Capital / GIA to PTC	1499.07
12	Share Capital / GIA to SBTML	1444.02
13	Direction and Administration(DI&C)	399.50
14	Development of Industrial Estate	88.73
15	Payment of current consumption charges water consumption charges Telephone charges etc,	15.25
16	State Startup Cell	30.00
	<b>Grand Total</b>	<b>5078.4</b>

## **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

## **Industrial Guidance Bureau (IGB)**

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**

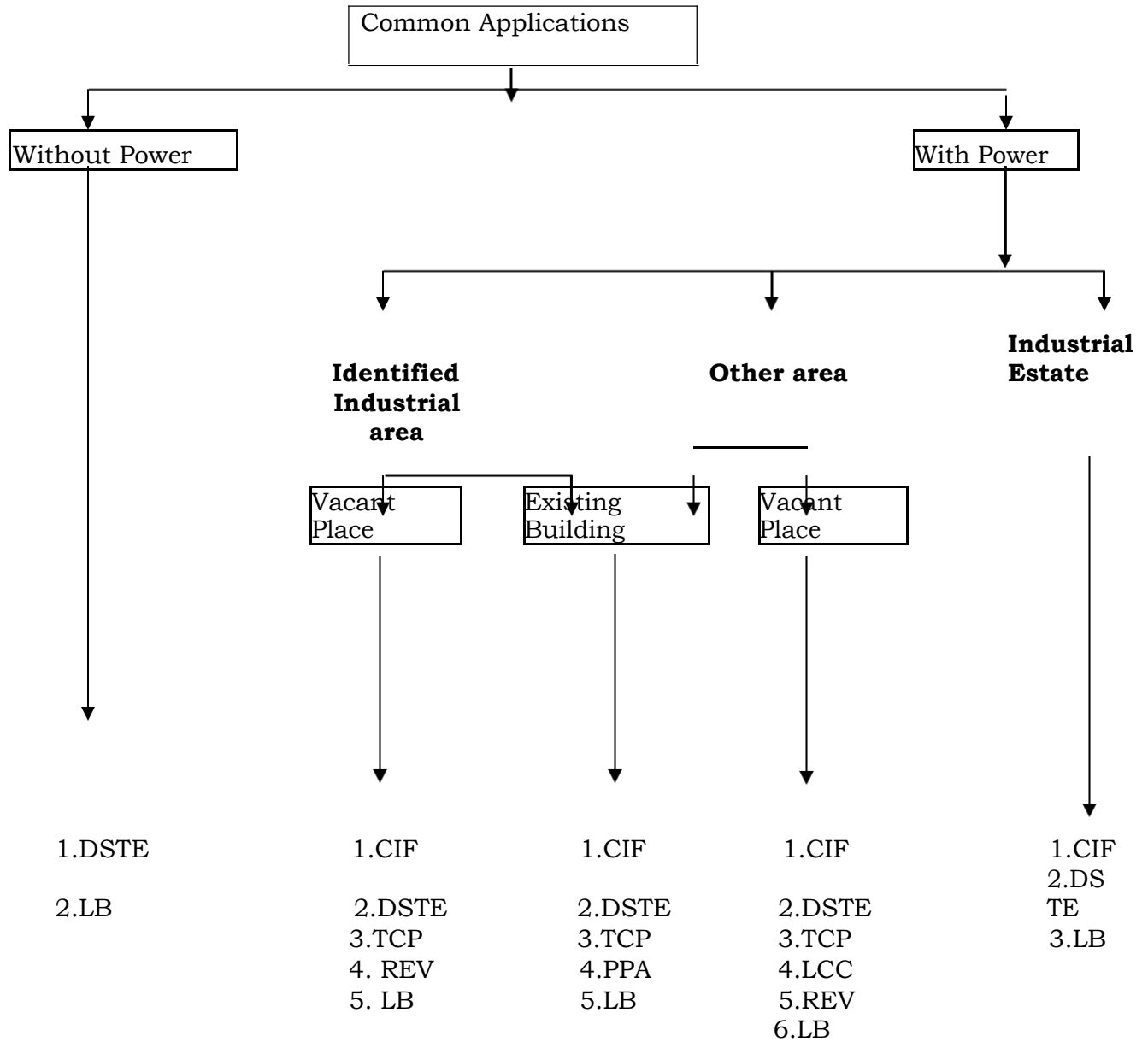
#### **SINGLE WINDOW CLEARANCE**

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)
<b>Pre Establishment Stage</b>			
<b>1</b>	<b>Forwarding of common application to the concerned Departments</b>	<b>District Industries Centre</b>	<b>3</b>
<b>2</b>	<b>Issue of NOC and Consent to establish</b>	<b>Pondicherry Pollution Control Committee</b>	<b>30</b>
<b>3</b>	<b>Site clearance</b>	<b>Town and Country Planning Department</b>	<b>30</b>
<b>4</b>	<b>Approval of factory building and machinery lay-out</b>	<b>Inspectorate of Factories and Boilers</b>	<b>30</b>
<b>5</b>	<b>Permission for land-use conversion/ground water clearance (outside the industrial estate)</b>	<b>Town and Country Planning Department / Agriculture Department</b>	<b>30</b>
<b>6</b>	<b>Clearance under Revenue Acts (if required)</b>	<b>Revenue Department</b>	<b>30</b>
<b>7</b>	<b>Licence, (if required)</b>	<b>Food and Drugs Administration</b>	<b>30</b>
<b>8</b>	<b>Statutory permission for establishment of the unit</b>	<b>Municipality/ Commune Panchayat</b>	<b>30</b>
<b>Post Establishment Stage</b>			
<b>9</b>	<b>Licence</b>	<b>Municipality / Commune Panchayat</b>	<b>30</b>
<b>10</b>	<b>Factory Licence</b>	<b>Inspectorate of Factories</b>	<b>30</b>
<b>11</b>	<b>Air and Water Consent for operation of the unit</b>	<b>Pondicherry Pollution Control Committee</b>	<b>30</b>

## **ASPIRING PUDUCHERRY- INNOVATION AND STARTUP POLICY**

Puducherry is a Union Territory with a total area of 490 sq.kms. It consists of four regions viz., Puducherry, Karaikal, Mahe and Yanam. The main land Puducherry with an area of 294 sq.kms. is situated 165 kms. south of Chennai in the Coromandal Coast of Bay of Bengal. Karaikal with an area of 157 sq.kms. is situated about 140 kms. south of Puducherry in the Coromandal Coast. Yanam with an area of 30 sq.kms. is situated near Kakinada of Andhra Pradesh in the mouth of Godavari River. Mahe is having a total area of 9 sq.kms. near Thalassery, Kerala. The Union Territory of Puducherry is having a total population of 12.5 lakhs as per the 2011 census. The literacy rate of Puducherry is a thumping 86%. The Educational and Health care facilities available at Puducherry is at par with any major developed city of India. Puducherry is well connected with rest of India through road, rail and air connectivity. Tourism is the thriving Industry at Puducherry contributing most to the economy. Puducherry being an erstwhile French Colony has a considerable population with proficiency in French, Tamil and English are the major and official languages. Telugu and Malayalam are spoken at Yanam and Mahe respectively. The combination of its location, literacy rate, tourist potentiality, skilled workforce, coast facing, dry port etc., proves Puducherry as a conducive place to promote entrepreneurship and Startups.

Startup Policy is a flagship initiative of the Government, intending to build a strong eco-system for nurturing innovation and Startups that will drive sustainable economic growth and generate large scale employment opportunities. The Government through this initiative aims to empower Startups to grow through innovation and design with respect to the digital/technology sector and extend to a wide array of sectors including agriculture, marine, manufacturing, information technology, social sector, healthcare, education, etc.

On the sound footing of the new Industrial Policy, 2016, of Puducherry and to rekindle the glory of the past and to achieve the National mission of innovation and startups, Startup Policy proposes to achieve the goal through effective administration across the following areas :-

Simplification and Handholding;

Funding Support and Incentives; and

Industry-Academia Partnership and Incubation.

The Government of Puducherry, being a proactive administration and strengths in good infrastructure, communication, connectivity, serene industrial ambience and is well poised to play the leading role in promotion of startup, at par with the pioneers.

#### VISION :

To create a world-class startup supporting ecosystem in this Union Territory through pro-active services, strategic investment, effective administration and policy interventions to ease the ambience for startups, to provide good quality of life for people of Puducherry.

#### MISSION :

The Startup Policy is aimed at building a conducive Startup ecosystem, providing financial and technical support to aspirants in a time bound manner and implementing a simplified, supportive and self-regulative system that is entrepreneurship friendly.

Have to dream before the dreams can come true for new India, where new generation products and services can be accomplished by poising the strong startup ecosystem. It would build multiplier effects on employment generation



and social transformation, escort to the prosperity of the Union Territory of Puducherry and the Nation as a whole.

#### OBJECTIVE :

To endeavor to promote a congenial, innovative and supportive ecosystem through pro-active initiatives;

To establish World class Incubators/Accelerators equipped with all the required infrastructure and leading industrial practices;

These incubators shall be the mix of Micro Small Medium Enterprises, Tool room, Private Companies, Colleges and proposed Public Private Partnership mode Centres;

To endeavor that every Engineering Colleges to have the incubation facility to foster innovation and entrepreneurship;

To enhance the quality standard of talent pool and to create better employment opportunities at all levels relating to Startups;

To instill and foster innovative ideas in the field of Science and Technology among students;

To encourage educated youth to take up startups;

Pro-active engagement of academia and industry to create the right environment to provide the requisite impetus for the growth of incubators and startups;

To provide adequate incentives and resources to startups, facilitators, mentors and investors to promote startup culture in this Union Territory; and

To generate new avenues of employments through Startups.

## **Ease of Doing Business**

The Concept of EoDB was first introduced during Dec 2014. Since then Business Reforms Action Plan is being notified by the Department for Promotion of Industry and Internal Trade(DPIIT) for implementation by States. Based on the implementation of the reforms and the evidences submitted online, the States are ranked at the national level.

In respect of the UT of Puducherry, Directorate and Commerce, act as the Nodal Department co-ordinating about 20 stake holder departments in implementing the reforms.

During 2015, 98 reforms were notified and based on the implementation our UT was ranked at 20<sup>th</sup> under the category “Jump Start Needed”.

During 2016, 340 reforms were notified and based on the implementation our UT was ranked at 26<sup>th</sup> under the category “Jump Start Needed”.

During 2017-2018, 372 reforms were notified and based on the implementation our UT was ranked at 27<sup>th</sup> under the category “Aspirers”.

During 2019, 187 reforms were notified and based as the implementation our UT was ranked at 27<sup>th</sup> under the category “Aspirers”.

During 2020, 301 reforms has been notified by DPIIT for implementation in August 2020. The same was forwarded to all the stake holder departments. A one-to-one discussion was held with all the stake holder departments by the Director (Ind & Com) during last week of September.

A review meeting under the Chairmanship of Chief Secretary was held on 16.10.2020 and a review meeting under the Chairmanship of the Secretary (Ind & Com)

was held on 24.11.2020 to review the implementation of the reforms by the stake holder departments.

A Puducherry Ease of Doing Business Service Delivery Bill was initiated by the Industries Department fixing timelines with punitive provisions ensuring time bound delivery of services in the UT of Puducherry covering the services of all the stake holder Departments. The Bill is approved by this Administration and the GoI approval is awaited.

A GO was issued in respect of “Central Inspection System” for institutionalizing inspections in respect of various Labour Acts, Environment Acts and Legal Metrology Acts, with provisions for random allocation of inspectors, facilitate scheduling of inspections, uploading of inspection reports, downloading of reports and third party access. Online system for the above is under development.

An EoDB Investor Portal “eodb.py.gov.in” already developed and available in the public domain to facilitate the entrepreneurs on Ease of Doing Business.

The evidence in respect of the reforms implemented during this year is being submitted online.

## UDYAM REGISTRATION

**<https://udyamregistration.gov.in/Government-India/Ministry-MSME-registration.htm>**

An enterprise shall be classified as a micro, small or medium enterprise on the basis of the following criteria, namely: --

- (i) a micro enterprise, where the investment in plant and machinery or equipment does not exceed one crore rupees and turnover does not exceed five crore rupees;
- (ii) a small enterprise, where the investment in plant and machinery or equipment does not exceed ten crore rupees and turnover does not exceed fifty crore rupees; and
- (iii) a medium enterprise, where the investment in plant and machinery or equipment does not exceed fifty crore rupees and turnover does not exceed two hundred and fifty crore rupees

MSME Registration is free, paperless and based on self- declaration

MSME registration process is fully online, paperless and based on self-declaration.

No documents or proof are required to be uploaded for registering an MSME.

Only Adhaar Number will be enough for registration.

PAN & GST linked details on investment and turnover of enterprises will be taken automatically from Government data bases.

Our online system will be fully integrated with Income Tax and GSTIN systems.

Having PAN & GST number is mandatory from 01.04.2021.

Those who have EM-II or UAM registration or any other registration issued by any authority under the Ministry of MSME, will have to re-register themselves.

No enterprise shall file more than one Udyam Registration. However, any number of activities including manufacturing or service or both may be specified or added in one Registration

### **MORE ON REGISTRATION PROCESS**

The form for registration shall be as provided in the Udyam Registration portal.

There will be no fee for filing Udyam Registration.

Aadhaar number shall be required for Udyam Registration.

The Aadhaar number shall be of the proprietor in the case of a proprietorship firm, of the managing partner in the case of a partnership firm and of a karta in the case of a Hindu Undivided Family (HUF).

In case of a Company or a Limited Liability Partnership or a Cooperative Society or a Society or a Trust, the organisation or its authorised signatory shall provide its GSTIN and PAN along with its Aadhaar number.

In case an enterprise is duly registered as an Udyam with PAN, any deficiency of information for previous years when it did not have PAN shall be filled up on self-declaration basis.

No enterprise shall file more than one Udyam Registration: Provided that any number of activities including manufacturing or service or both may be specified or added in one Udyam Registration.

Whoever intentionally misrepresents or attempts to suppress the self-declared facts and figures appearing in the Udyam Registration or updation process shall be liable to such penalty as specified under section 27 of the Act.

**FOR EXISTING ENTERPRISES**

All existing enterprises registered under EM–Part-II or UAM shall register again on the Udyam Registration portal on or after the 1st day of July, 2020.

All enterprises registered till 30th June, 2020, shall be reclassified in accordance with this notification.

The existing enterprises registered prior to 30th June,2020, shall continue to be valid only for a period up to the 31st day of March, 2021.

An enterprise registered with any other organisation under the Ministry of Micro, Small and Medium Enterprises shall register itself under Udyam Registration.

**Useful information on how to fill up the data while Registering for UDYAM REGISTRATION**

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	Type of Business entity or Legal Entity. (Proprietorship, Partnership

Organization	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

<b>Sl.No</b>	<b>Name of the Industrial Estates</b>	<b>Year of Establishment</b>	<b>Area (acres)</b>	<b>No. of Sheds</b>	<b>No. of Plots</b>
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](mailto: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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