

OPPORTUNITY INFRASTRUCTURE

Micro, Small and Medium Enterprise (MSME) Development and Facilitation Office

WHAT THIS INSTITUTION IS

Micro, Small and Medium Enterprise Development and Facilitation Offices (MSME-DFOs) are central government offices that support Micro, Small and Medium Enterprises (MSMEs) across a whole state or region. They belong to the Ministry of MSME (MoMSME) and work under the Development Commissioner (DC-MSME) in New Delhi. An MSME Development and Facilitation Office (MSME-DFO) is not a district office. The Development Commissioner (MSME) operates a national network of MSME-DFOs in state capitals and major industrial cities (such as Agra, Indore, Jaipur, Karnal, Patna), supported by Branch MSME-DFOs and a small number of Development Nucleus Cells (Ladakh, Lakshadweep). Each DFO covers many districts, while day-to-day MSME help in each district is provided by the state-run District Industries Centre (DIC). MSME-DFOs are field offices of the Development Commissioner (MSME) responsible for implementing Ministry of MSME schemes across their multi-district jurisdiction; their functions span access to finance and insurance, technology and common facility infrastructure, hand-holding for Udyam, GST and GeM registration, and entrepreneurship/cluster/PM Vishwakarma programmes, rather than direct cash transfers or subsidies.

WHY THIS MATTERS TO YOU

If you want to attend a free entrepreneurship training programme, need help with your cluster's common facility needs, or are a traditional artisan eligible for Pradhan Mantri (PM) Vishwakarma, the MSME-DFO is the central government office that conducts these programmes in your area.



GOVERNANCE

| LAW / POLICY | SCOPE |
|--|---|
| MSME Development Act, 2006 | Framework for MSME promotion and facilitation |
| Micro and Small Enterprise (MSE)-Cluster Development Programme (Micro and Small Enterprises Cluster Development Programme (MSE-CDP)) | Cluster support norms for Common Facility Centres and infrastructure |
| PM Vishwakarma Scheme | Artisan identification, screening, training, and credit for 18 traditional trades |
| DC-MSME Administrative Orders | DFO jurisdiction, staffing, and programme budgets |

- **Centre:** Ministry of MSME → DC-MSME (New Delhi)
- **Regional:** MSME-DFO (headed by Director or Joint Director)
- **Sub-regional:** Branch MSME-DFOs (headed by Assistant Director)
- **Institutional oversight (district-interface bodies):**
- **Standing Advisory Committee on Credit to MSMEs** (state level) – reviews banking access for MSMEs; coordinates policy recommendations to State Level Bankers' Committee (SLBC)
- **State MSME Advisory Committee** – advises state government on MSME policy; MSME-DFO represents central perspective
- **Funding:** Entirely central (Ministry of MSME budget)

KEY POSITIONS

| POSITION | RESPONSIBILITY |
|---------------------------|---|
| Director / Joint Director | Head of office; scheme oversight, liaison with Ministry, state governments, and banks |
| Deputy Director | Statistics, District Industrial Potential Surveys, monitoring |
| Assistant Directors | Portfolios: Micro and Small Enterprises - Cluster Development Programme (MSE-CDP), Udyam Registration, credit, PM Vishwakarma, state coordination |
| Instructors | Conduct Entrepreneurship Skill Development Programme (ESDP) and Management Development Programme (MDP) trainings |



MANDATED SERVICES

- Prepare and update District Industrial Potential Surveys (DIPS) identifying viable sectors for each district; for Aspirational Districts, prepare the District Development Plan
- Develop project profiles for viable micro and small-scale products (specifications, capital, manpower, market, suppliers) and provide model project reports for entrepreneurs to use when seeking bank finance, with DFO guidance on adapting the report
- Conduct free ESDP and MDP trainings (2-6 weeks) for new entrepreneurs, Scheduled Caste (SC) / Scheduled Tribe (ST), women, and rural youth
- Implement PM Vishwakarma: identify eligible traditional artisans, lead screening committees, facilitate training and toolkit access
- Identify MSME clusters, prepare diagnostic studies, facilitate proposals for Common Facility Centres (CFCs) under MSE-CDP
- Support Udyam Registration, Government e-Marketplace (GeM) onboarding, Goods and Services Tax (GST) compliance, and intellectual property protection
- Run an Entrepreneur Development Cell (EDC) at every DFO that hosts quarterly credit facilitation programmes – entrepreneurs bring business proposals for one-to-one discussion with public sector banks after EDC pre-scrutiny
- MSME-DFO officers regularly participate in District Level Review Committee (DLRC) meetings – the DLRC is chaired by the District Collector and convened by the Lead District Manager under the RBI Lead Bank Scheme – to take up credit-related issues for MSMEs
- MSME-DFOs are members of the State Level Bankers' Committee (SLBC), which implements the RBI Lead Bank Scheme at state level and monitors credit flow to the MSME sector
- Use the RBI State-level Empowered Committee on MSME to escalate credit-flow issues for further directions to banks
- Handle MSME grievances on the CHAMPIONS (Creation and Harmonious Application of Modern Processes for Increasing the Output and National Strength) portal

LINKED SCHEMES

- **PM Vishwakarma** – training, toolkit, and credit support for 18 traditional artisan trades
- **MSE-Cluster Development Programme** – Common Facility Centres and cluster infrastructure
- **ESDP/MDP** – free 2-6 week entrepreneurship and management training
- **CHAMPIONS** – grievance redressal for MSMEs at champions.gov.in
- **Udyam Registration** – MSME registration and formalisation via camp-mode facilitation

HOW TO LOCATE

Portal: dcmsme.gov.in – full list of DFOs and branch offices with contacts and jurisdiction

Also: Ask the DIC General Manager – DFOs coordinate regularly with DICs; individual DFO websites: Jaipur (msmediajaipur.gov.in), Agra (msmediagra.gov.in), Karnal (msmedikarnal.gov.in), Indore (msmeindore.nic.in)

KEY FACILITIES

An MSME-DFO office should have: officer cabins and meeting rooms, training halls for ESDPs and MDPs with 20-40 participant capacity, a computer and digital facilitation lab for Udyam Registration and GeM onboarding, and a library with District Industrial Potential Surveys and scheme brochures.



WHAT A FUNCTIONING MSME-DFO LOOKS LIKE

- A District Industrial Potential Survey exists for the district and has been updated recently
- ESDP/MDP training programmes have been conducted in the district in the last 12 months
- PM Vishwakarma applications have been screened and forwarded from the district
- Active MSE-CDP clusters in the jurisdiction are progressing through implementation stages
- DFO officers attend District Level Review Committee and credit facilitation meetings
- Udyam Registration camps have been conducted in the district

GRIEVANCE REDRESSAL

During service delivery. The first point of contact is the Director / Joint Director of the MSME-DFO, or for specific portfolios, the Assistant Director handling MSE-CDP, PM Vishwakarma, or Udyam facilitation. For credit-related grievances, the MSME-DFO will escalate to LDMS, SLBC, RBI, and bank controlling offices on behalf of the entrepreneur, and will action credit grievances filed via CHAMPIONS by forwarding to the relevant bank controlling officer.

After service. Escalation is to DC-MSME at the Ministry of MSME in New Delhi. Credit-related issues for MSMEs are taken up at District Level Review Committee (DLRC) meetings (chaired by the District Collector under the RBI Lead Bank Scheme).

External. CHAMPIONS portal (champions.gov.in) is the Ministry of MSME's dedicated grievance-tracking system. The Centralised Public Grievance Redress and Monitoring System (CPGRAMS, pgportal.gov.in) is the central grievance route. For PM Vishwakarma application issues, the dedicated scheme portal (pmvishwakarma.gov.in) has a grievance module. District Industrial Potential Survey (DIPS) / MSE-CDP implementation complaints go through dcmsme.gov.in.
