



MSME Facilitation Centre (MFC) - "Points of Single Contact" for information and procedures

Many MSME entrepreneurs are not conversant with the provisions of relevant Acts and Rules, compliances, application forms, and the location of government offices to submit the applications for approvals, certificates and licenses to start enterprises or to avail government incentives.

Entrepreneurs were required to visit various offices to enquire, consult, and finally to submit applications. Apart from the running around, they often become victims of unscrupulous middlemen.

Even after all this, more visits were required to be made to follow up and finally collect certificates or licenses. This remained one of the biggest challenges and a disincentive for entrepreneurs who wanted to start a new venture, diversify or expand.

Every district now has an MSME Facilitation Centre (MFC) located in their respective District Industries Centres (DIC) and in Kolkata. The MFCs are dedicated service providers on statutory compliances for an MSME entrepreneur. The MFC is tagged to the online Single Application Gateway (SAG) through <http://myenterprisewb.in> and acts as a single point to receive all applications made by an entrepreneur to various government entities for compliances and to avail government incentives.

The hands-on facilitation services provided by an MFC to MSME entrepreneurs include:

1. All information on statutory compliances needed to set up an enterprise or to avail government incentives.
2. Application forms.
3. A checklist of the documents to be attached with the application.
4. Hand-holding support to fill out the forms.
5. Thorough checking of the forms ensure they are correct in all respects
6. Submitting the application to the government office by the MFC.
7. Answering any queries that a government office may have
8. Collecting the certificate/license on behalf of the applicant either in person or through SAG.
9. Delivering it to the applicant.

These services are available on line through SAG at <http://myenterprisewb.in>

The most important development has been that definite deadlines have been fixed for the delivery of certificates and licences.

Another important development has been the appointment of relationship officers for businesses. With an average of 10,000 businesses starting every year and all of them with special needs, the emphasis has been on giving them a headstart in a very competitive environment. The initiative to introduce a relationship officer for every new enterprise has seen some surprisingly good results and has evoked very good response from those involved in the MSME sector. There are 400 specially trained relationship officers working in the field in the state.

List of MFCs

DETAILS OF MSME FACILITATION CENTRES (MFCs)

SL. NO.	NAME OF DIC/SUB DIC	NAME OF MFC	ADDRESS	CONTACT NUMBER	E-MAIL ID OF GM, DIC
1	Kolkata	Kolkata	Silpa Sadan, Ground Floor, 4, Camac Street, Kolkata- 700016	033-40613062	gmkol.msse-wb@nic.in
2	Howrah	Howrah	C.E.O, Dasnagar, Howrah	033-26530206	gmhwh.msse-wb@nic.in
3	North 24 Pgs	North 24 Pgs	D.I.C. Building, Ground Floor, Hatipukur Road, Barasat, Kolkata - 700124	(033) 29517677	gmnpg.msse-wb@nic.in

SL. NO.	NAME OF DIC/SUB DIC	NAME OF MFC	ADDRESS	CONTACT NUMBER	E-MAIL ID OF GM, DIC
4	South 24 Pgs	South 24 Pgs	67 Bantick Street, 3rd Floor, Kolkata - 700069	94333-88238	gmspg.msse-wb@nic.in
5	Siliguri	Siliguri	Industrial Estate, 2nd Mile Sevoke Road, P.O. Siliguri, Dist.- Darjeeling, PIN-734001	0353-2542408/ 8239, M- 70014-68661	ocsil.msse-wb@nic.in
6	Jalpaiguri	Jalpaiguri	Club Road, P.O. & Dist. Jalpaiguri, PIN- 735101	03561-228087/ 230843, M- 98302-73795	gmjal.msse-wb@nic.in
7	Malda	Malda	Malda, K.J. Sanyal Road, P.O. & Dist. Malda, PIN- 732-101.	03512-251252	gmmal.msse-wb@nic.in
8	Hooghly	Hooghly	Municipal Terminal Building, 1st floor, P.O. Chinsurah, Dist. Hooghly, PIN- 712 101.	033-26802667	gmhg.msse-wb@nic.in
9	Murshidabad	Murshidabad	District Industries Centre, Murshidabad, 20/1, C.R. Das Road, P.O. : Berhampore, Dist. Murshidabad	03482-252206	gmmurs.msse-wb@nic.in
10	Nadia	Nadia	District Industries Centre, Bungalow Road, (Anatheswar Road), P.O. Krishnagar, Dist. Nadia	03472-252496	gmnadia.msse-wb@nic.in
11	Purulia	Purulia	District Industries Centre, Purulia, Collectorate Compound, Near Bus Stand, P.O. & Dist. Purulia, PIN -723 101	03252-223257	gmpur.msse-wb@nic.in
12	Bankura	Bankura	District Industries Centre, Bankura, Machantala, Shilpa Bhawan, P.O. & Dist. Bankura, PIN-722 101	03242-254965	gmbank.msse-wb@nic.in
13	Birbhum	Birbhum	District Industries Centre, Birbhum, Commercial Estate, 1st floor, P.O. Suri, Dist. Birbhum, PIN 731 101	03462-255428	gmbir.msse-wb@nic.in
14	Purba Medinipur	Purba Medinipur	District Industries Centre, Purba Medinipur, Dharinda Nearn DM Office, PO-Tamluk, Dist- Purba Medinipur, PIN-721636	03228-263442	gmpum.msse-wb@nic.in
15	Paschim Medinipur	Paschim Medinipur	District Industries Centre, Paschim Medinipur, Dak Bungalow Road, Saratpally, P.O.: Midnapore, Dist. Paschim Medinipur, PIN- 721 101	03222-275179	gmpam.msse-wb@nic.in
16	Purba Burdwan	Burdwan	District Industries Centre, Burdwan, Purta Bhawan, 5th floor, Sadarghat, P.O. & Dist. Burdwan, PIN 713 101	0342-2545122	gmburd.msse-wb@nic.in

SL. NO.	NAME OF DIC/SUB DIC	NAME OF MFC	ADDRESS	CONTACT NUMBER	E-MAIL ID OF GM, DIC
17	Paschim Burdwan	Durgapur	ADDA 1st Administrative Building, City Centre, Durgapur- 713216	0343-2545933	ddanci.msse-wb@nic.in
		Asansol	Court Compound, Asansol	0341-2254522	
18	Uttar Dinajpur	Uttar Dinajpur	District Industries Centre, Uttar Dinajpur, Commercial Estate, Raiganj	03523-252141	gmudpur.msse-wb@nic.in
19	Dakshin Dinajpur	Dakshin Dinajpur	District Industries Centre, Dakshin Dinajpur, D.R.D.A. Building, P.O. Balurghat, Dist. Dakshin Dinajpur	03522-255975	gmddpur.msse-wb@nic.in
20	Darjeeling	Darjeeling	District Industries Centre, Darjeeling, Old Secretariat Buildings, P.O:& Dist. Darjeeling, PIN - 734101	0354-2254210	gmdjlg.msse-wb@nic.in
21	Coochbehar	Coochbehar	District Industries Centre, Cooch Behar, Kadamtala, PO & Dist - Cooch Behar, PIN-736 101.	03582-222428	gmcoch.msse-wb@nic.in

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