

Manual-1

(Chapter-2)

Particulars of Organization, Functions and Duties.

2.1 Objective / purpose of the Public authority:

The Department of Industries & Commerce plays a pivotal role in rendering assistance to the entrepreneurs. The process of assistance begins with the very first stage of project identification to financial assistance upto the commissioning of industrial units. The existing industry is also helped in the process of continuous up-gradation of technology and modernization. The Department also acts as a "Nodal Agency" for mitigating the problems of industries and liaise with other departments for devising remedial measures. The department is assisted by the Corporations like Punjab State Industrial Development Corporation, Punjab Small Industries & Export Corporation, Punjab Financial Corporation, Punjab State Electronic Development and Production Corporation etc. In order to look after village and cottage industries, Punjab Khadi & Village Industries Board has also been set up.

2. Mission/Vision of the Public authority:

- To create a conducive investment climate through infrastructure creation, reduced regulations, general facilitation, evolving such policies to induce investment in the State.

- To rejuvenate and make the existing industry competitive, particularly in the small scale sector through improved technology, product quality and marketing.
- To create a special thrust in the areas where Punjab has an edge in terms of cost and competitiveness.

2.3. Brief history of the public authority:

The Department of Industries & Commerce came into existence after independence of India and was reorganized in 1966 after the Reorganization of Punjab.

2.4 Duties of the Public Authority:

ADMINISTRATIVE SET UP OF THE DEPARTMENT:

Principal Secretary to Govt. of Punjab, Department of Industries & Commerce is the administrative head of the Department who is assisted by Director of Industries & Commerce. To achieve the aims and objectives of department, Corporations like Punjab Small Industries Export Corporation, Punjab State Industrial Development Corporation, Infotech, Punjab Alkalis & Chemical Ltd., Punjab Communication Ltd., ESPL, Punjab Financial Corporation Ltd. etc. have been established. The Directorate is headed by Director of Industries & Commerce and have following functional divisions:-

1. Direction & Administration Division:

Main branch officer-Additional Director (Admn).

2. Industrial Policy and Incentive Division:

Main branch officer - Joint Director (Inc.) and Joint Director

Policy-cum-Chief Coordinator

3. Technical Support Division
Main branch officer - Industrial Advisor-cum-Additional Director.
4. Small Scale & Village Industries Division
Main branch officer -Additional Director (SSI)
5. Planning Division
Main branch officer-Joint Director (Planning)
6. Finance & Account Division
Main branch officer -Joint Controller (F&A)
7. Infrastructure Division
This division has two wings, a) The Land Acquisition Cell-
Main Branch Officer Land Acquisition Collector
b) Infra Section- Main branch officer-Joint Director(Infra)
8. Credit Assistance Division
Main branch officer -Joint Director(Credit)
9. Industrial Facilitation Division.
Main branch officer -Chief Coordinator
10. Geological Division.
Main branch officer-State Geologist.
11. Supply & Disposal Division
Main branch officer-Additional Controller of Stores.

Tasks undertaken by various division

Direction & Administration Division:

The administration wing deals with all the Administrative matters of Group-A, Group-B and Group-C and Group 'D' employees.

Industrial Policy and Incentive Division:

Looks after the work relating to Incentives and makes disbursement of incentive/subsidy under various Industrial Policies notified by the Government from time to time.

Technical Support Division

Provide technical facilities to the Industrial Units in the State, monitoring of R&D Centers and Director Boilers.

Small Scale & Village Industries Division

District Industries Centers Schemes, Rural focal Points, Raw material allocation & Schemes of Ministry of Food Processing Industry Govt. of India. .

-Planning Division

Prepares Annual, Five Year and Ten Year Plans and deals with the Plan Schemes, Centrally Sponsored Schemes and Plan Coordination.

Finance & Account Division

Looks after the entire financial matters of the Department.

Infrastructure Division

This division deals with the allotment, transfer, sale on hire purchase and outright basis of plots/sheds of Industrial Areas, Industrial Development Colonies, Rural and Urban Industrial Estates of the State It handles infrastructure problems of these areas and focal points. Progress of

Growth Centers, Mini Growth Centers and Export Promotion Parks set up under Centrally sponsored Schemes is forwarded to the Central Govt. after obtaining from PSIEC. The Land Acquisition Cell of the Department acquires land as per provisions of Land Acquisition Act 1894 for different State Government Corporations/Public Companies for setting up Industrial Projects in the State.

Credit Assistance Division

This Division looks after the recovery of loan under four schemes viz. Seed Margin Money, Interest Free Loan, Punjab State Aid to Industries Act 1935 and Integrated Rural Development Programmes. This Division also looks after the PMRY Scheme.

Industrial Facilitation Division

Looks after the work of policy making, redressing grievances of Industrialists/Associations, providing incentive relief etc.

Geological Division:

This Division is implementing the scheme "Development of Mines and Minerals in the State. The programmes being implemented under this Scheme are of Developmental as well as of regulatory nature.

Supply & Safety Division

This organization arranges annual contracts for the Store items excluding items of Printing and Stationary being used in various State Govt. Departments. These rate contracts are arranged on the basis for indents received from the various departments and for items which are repetitive in nature. Tenders for purchasing imported items by the various departments are also invited and finalised by this organization. It also arranges disposal of

unserviceable stores of the various State govt. department except the vehicles.

2.5 The main activities/functions of the public authority:

The Department of Industries & Commerce, Punjab work as facilitator in the development of industries and act as catalyst for the development of industries in the State.

2.6 List of services being provided by the public authority with a brief write-up on them.

The Department of Industries & Commerce, Punjab, implement the Industrial Policies of the State announced from time to time and guides entrepreneurs to develop industries in the State. The services provided to the Industries are mentioned in the Industrial Policies announced in the previous years and are available in the Library of the Department.

2.7 Organizational structure Diagram at various levels namely State, Directorate, Region, District, Block etc.(whichever is applicable.

The organisation chart of the Department is enclosed.

2.8. Expectation of the Public authority from the public for enhancing its effectiveness and efficiency.

The basic thrust of the Department is to develop Industries in the State and the Public authority expects from the entrepreneurs to establish maximum industries in the State, to adopt latest technology to enhance their competitiveness in the international market and to avail various facilities and concessions as enunciated in the Industrial Policies announced from time to time by the State Government.

2.9 Arrangements and methods made for seeking public participation/contribution.

The Department used to arrange various meetings/conferences with the Industrial Associations of the State and also organize exhibitions, trade fairs etc. with the help of various Industrial Associations.

2.10. Mechanism available for monitoring the service delivery and public grievance redressal

In case entrepreneurs feel aggrieved by any order passed by any officer of the Department, they have opportunity to have personal hearing from the Principal Secretary or the Secretary-cum-Director of Industries & Commerce, Punjab and they can also file appeal against the orders to the higher authorities as provided in the Industrial Policies, Incentive Codes, Rules and Acts which are applicable for the Department of Industries & Commerce. The grievances of the entrepreneurs are also redressed under Single Window Service which has been established at the State level as well as at the District Level. Different committees have been constituted to

monitor the working of the service rendered by the Department, the details are given in the appropriate manual.

2.11 Addresses of the main office and other offices at different levels (Please categorize the addresses district wise for facilitating the understanding by the User).

- i) The main office is situated in Udyog Bhawan, Sector 17, Chandigarh.
- ii) The Directorate of Industries & Commerce, Punjab is located in 17-Bays Building, Sector 17, Chandigarh.
- iii) The Offices of the General Manager, District Industries Centres, are located at address given blow:-

Sr.No.	Address	Area of Jurisdiction
1	General Manage District Industries Centre, Amritsar	Amritsar

2	General Manage District Industries Centre, Bathinda	Bathinda
3	General Manage District Industries Centre, Faridkot	Faridkot
4	General Manage District Industries Centre, Ferozepur	Ferozepur
5	General Manage District Industries Centre, Mandi Gobindgarh	Fatehgarhsahib
6	General Manage District Industries Centre, Gurdaspur	Gurdaspur
7	General Manage District Industries Centre, Hoshiarpur	Hoshiarpur
8	General Manage District Industries Centre, Jalandhar	Jalandhar
9	General Manage District Industries Centre, Kapurthala	Kapurthala
10	General Manage District Industries Centre, Ludhiana	Ludhiana
11	General Manage District Industries Centre, Moga	Moga
12	General Manage District Industries Centre, Muktsar	Muktsar
13	General Manage District Industries Centre, Mansa	Mansa
14	General Manage District Industries Centre, Nawanshahr	Nawanshahr
15	General Manage District Industries Centre, Patiala	Patiala
16	General Manage District Industries Centre, Mohali	Ropar
17	General Manage District Industries Centre, Malerkotla	Sangrur
18	General Manage District Industries Centre, Tarn Taran	Tarn Taran
19	General Manage District Industries Centre, S.A.S.Nagar	S.A.S.Nagar, Mohali.

2.12 Opening hours of the Office: 9.00 AM

Closing hours of the Office: 5.00 P.M

Sr.No.	Address	Area of Jurisdiction
1	Controller of Stores, Punjab.	Chandigarh.
2.	Director of Boilers, Jalandhar	Jalandhar
3.	Senior Technical Officer, Quality Marking Centre(Engg.), Mohali.	Mohali
4.	Senior Technical Officer, Quality Marking Centre(Engg.), Jalandhar	Jalandhar
5.	Senior Technical Officer, Quality Marking Centre(Sports & Leather), Jalandhar.	Jalandhar
6.	Punjab Test House, Ludhiana	Ludhiana
7.	Senior Technical Officer, Quality Marking Centre(Textile), Ludhiana	Ludhiana
8.	Senior Technical Officer, Quality Marking Centre(Engg.), Ludhiana	Ludhiana
9.	Senior Technical Officer, Quality Marking Centre(Engg.), Patiala	Patiala
10.	Senior Technical Officer, Quality Marking Centre(Textile), Amritsar	Amritsar
11.	Senior Technical Officer, Quality Marking Centre(Engg.), Batala	Gurdaspur
12.	Senior Technical Officer, Quality Marking Centre(Engg.), Bathinda	Bathinda
13.	Senior Technical Officer, Quality Marking Centre(Engg.), Moga	Moga
14.	Senior Technical Officer, Quality Marking Centre(Engg.), Malerkotla	Sangrur
15.	Senior Technical Officer, Quality Marking	Ludhiana

	Centre(Electronics) Ludhiana	
16.	Senior Technical Officer, Industrial Development Centre (Gear grinding), Batala	Gurdaspur
17.	Senior Technical Officer, Industrial Development Centre (Engg.), Amritsar	Amritsar
18.	Senior Technical Officer, Industrial Development Centre (Paints and Varnish), Amritsar	Amritsar
19.	Senior Technical Officer, Industrial Development Centre (Engg.), Jalandhar	Jalandhar
20.	Senior Technical Officer, Industrial Development Centre (Engg.) Ludhiana`	Ludhiana
21.	Senior Technical Officer, Industrial Development Centre (Textile), Ludhiana	Ludhiana
22.	Senior Technical Officer, Industrial Development Centre (Roll Grinding) Mandigobindgarh	Fatehgarh Sahib
23.	Senior Technical Officer, Industrial Development Centre (Engg.) Bathinda	Bathinda
24.	Senior Technical Officer, Industrial Development Centre (Engg.) Mohali	Mohali
25.	Senior Technical Officer, Industrial Development Centre (Engg.) Patiala	Patiala
26.	Mining Officer, Mohali.	Ropar
27.	Mining Officer, Hoshiarpur	Hoshiarpur
28.	Mining Officer, Punjab Text House, Ludhiana	Ludhiana
29.	Mining Officer, Dhangu road Pathankot	Gurdaspur
30.	Goelological Laboratory, B-65, Phase VII, Industrial Area, S.A.S.	Attached with State

	Nagar	Geologist.
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