



Establishment of e-Facilitation (e-Sewa) Centre for Leather & Footwear Industry in Head Office of Council for Leather Exports @ Chennai : Guidelines

It is proposed to establish an **e-Facilitation (e-Sewa) Centre for Leather & Footwear Industry** in the Head Office of CLE, with effect from 03.04.2023. The brief details and guidelines of the E-Facilitation (e-Sewa) Centre is given below:

- e-Facilitation (E-Sewa) Centre would be a facility inside the CLE Office which will have required infrastructures in the form of a computer, scanner machine, printer etc, with one dedicated staff to operate the e-Sewa Centre.
- Any scheme for Leather & Footwear Industry which are operated by Government of India and/or State Governments, which seek application submission in the online mode, can be applied in the e-Sewa Centre.
- Application for new membership and renewal of membership with the CLE which are to be filed online in the DGFT website and subsequently in the CLE website, can also be applied in the e-Sewa Centre.
- Leather and Footwear industry is predominantly in the MSME sector with more than 98% of the units are belongs to MSME. These MSME units may not possess the required infrastructure and may not have skilled staff to prepare and submit the online application by themselves. For such units, e-Sewa Centre exclusively for the Leather & Footwear industry in the CLE office would help them in handholding and submission of applications in the online portal.
- Any unit whether registered with the CLE or not can avail the services of e-Sewa Centre.
- Interested units can visit the CLE office (as per their convenience and choice) or establish contact with the CLE through Email or phone as mentioned below under 'Process', with all required supporting documents (or share these to CLE through Email) and submit their applications in the online portal, through the CLE staff of e-Sewa Centre who will prepare and submit the applications.
- User Service Charge @ 1% of the value of the application + applicable GST is payable to the CLE for availing the services of e-Sewa Centre. The value of the application refers to the grant value sought in the application, computed at the application stage as per the respective scheme guidelines. In respect of new membership and renewal of membership,

value of the application refers to the stipulated membership fee +GST paid/payable by the applicant units and user service charge @ 1% would be computed on this amount. However, minimum User Service Charge in all cases would be Rs.1000/- + applicable GST.

- 50% of the user service charge would be remitted in advance prior to filing of application in the e-Sewa Centre, and balance 50% would be remitted before the final submission of the application.
- However, for applications filed in the e-Sewa Centre for new membership with the CLE and/or renewal of membership with CLE, User service charge amount would be remitted in one-go, at the time of remittance of membership fee in the CLE online portal.
- One application cycle refers to the application submission, query redressal till the application is approved or rejected by the competent authority.
- e-Sewa Centre is a mere facility for submission of application and/or query redressal in the online portal since the objective of the e-Sewa Centre is to provide common facility support to the MSME units and other units, who may not possess the requisite infrastructure or requisite expertise to submit the application on their own. And for such units, this e-Sewa Centre is a helping tool in the nature of 'one stop Resource Centre'.
- The service of e-Sewa Centre is limited to application submission and/or query redressal and/or status check of the already submitted application etc. e-Sewa Centre is merely a "facility providing centre". In other words, for the applications submitted via CLE e-Sewa Centre, its final acceptance or rejection is not in the hands of CLE. The CLE will not be held responsible for non-approval or reduced sanction of the applications (filed via e-Sewa Centre) or non-payment of the subsidy amount after approval by the competent authority of the relevant scheme. As such, User service charge paid by the applicant is not refundable if the application is subsequently rejected by the competent authority of the scheme or sanction is given for reduced grant or applicant decides or chooses to not to pursue further etc.
- Timing of the e-Sewa Centre would be from 10.30am to 5.00pm on all the working days of the CLE. The application submission once started before 5.00pm will be completed by sitting extended hours on the same day, and if not feasible, would be continued on the next day or as per the convenience of the applicant.
- Record of all the transactions of the e-Sewa Centre will be maintained in a Register (hard copy) by the CLE for its internal references. This Register would be for both physical in-person visit to CLE office as well for Phone contacts or Email contacts.

PROCESS:

- Interested Unit (prospective applicant) will first approach the CLE office and will have discussion with e-Sewa Centre team and would brief on his application and the scheme under which he wants to apply etc. This step could be either through in-person or through emails or phone calls or virtual meeting.
- Units which are outside of Chennai or from any parts of the country, may send Emails to the CLE, explaining their requirements and intention to apply under any scheme, giving their mobile phone contact numbers. CLE e-Sewa Centre would then respond to such Emails and would establish contact with the units.
- After the discussions, once HOD of the e-Sewa Centre is convinced that applications can indeed be submitted by the applicant, the e-Sewa Centre team would inform the approximate user service charge amount payable by the applicant (the grant value will be finally determined only in the last stages of the application submission) and would take the applicant's concurrence by email.
- The applicant would have to remit 50% of the user service charge as advance by Bank Transfer to the CLE. E-Sewa Centre would send Email to the Unit by giving the accounts details of CLE, and the said unit would remit the user Service Charges by Bank Transfer and would send proof of remittance by E-mail.
- e-Sewa Centre would proceed to file the application only after confirming receipt of 50% advance user service charge.
- e-Sewa Centre would then in consultation with the applicant unit's convenient time & date, would proceed to file the application in the online portal, in the presence of the applicant unit in e-Sewa Centre (as per the own choice of the applicant). In case applicant unit desires the e-Sewa Centre to file the application on behalf of the unit, the unit would send the required documentations by email and after scrutiny and checking with the applicant unit, e-Sewa Centre would file the application. The e-Sewa Centre would facilitate and provide solutions to the applicant units.
- In case if the documents are received by email, e-Sewa Centre would review the documents and would discuss with the applicant unit. After filling up the application, e-Sewa centre would send the printout in PDF format to the applicant unit for validation. Only after confirmation of applicant, e-Sewa Centre will submit the application in the online portal.
- Prior to the final submission, e-Sewa Centre will take the print-out of the application (which would have project cost details and grant sought details) and would determine the final user service charge payable after deducting the 50% advance paid earlier and would

send the same by Email to the Applicant unit, with a request to remit the balance 50% of the user service charge by bank transfer. The unit would remit the final (balance) user Service Charges by Bank Transfer and would send proof of remittance by E-mail.

- Applicant who availed the services of e-Sewa Centre by visiting physically, may remit the user service charges in the Accounts Department of CLE. The payment can be made in any mode i.e via Account transfer to CLE Bank Account, Credit Card, Debit Card, or G-Pay etc. Cash transactions will not be accepted.
- With the proof of receipt of final user service charge and cross checking with the Accounts Department for the credit in the bank account, e-Sewa Centre team would finally proceed to submit the application in the online portal.
