

# CITIZEN'S CHARTER

WEAVERS' SERVICE CENTRE, CHAMOLI

GOVT. OF INDIA  
MINISTRY OF TEXTILES  
WEAVERS' SERVICE CENTRE  
UPPER CHAMOLI  
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UTTRANCHAL

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[www.handlooms.nic.in](http://www.handlooms.nic.in)

[texmin.nic.in](http://texmin.nic.in)

# **WEAVERS' SERVICE CENTRE, CHAMOLI**

## **OUR VISION**

Promote and facilitate the continuous growth of the handloom industry to complete in the global market.

## **OUR MISSION**

We dedicate ourselves to support the Handloom Sector at large in upgrading-skill, development/diversification of handloom products, technical advice etc.

## **OUR VALUES**

- Recognize the technical needs of handloom weavers.
- Dedicate ourselves to reach every nook and corner of the sector with a helping hand.

## **OUR COMMITMENT**

- To provide all possible technical assistance in terms of design input, technical advice in weaving/dyeing/printing etc. to weavers and all concerned to Handloom Sector.
- To technically support weavers and others on a continuous basis for sustained development of the Handloom Sector.
- To visit the Handloom pockets for rendering technical assistance to weavers and others.
- To conduct Design Exhibition-cum-Dyeing Workshop with a view to create awareness in the weaver clusters about the services available in WSCs and to impart training in dyeing techniques and design development.
- To upgrade the skills of handloom weavers/workers in the field of design development/weaving/dyeing under on-going in-house short term training programmes and also under IHTP Scheme.

## **OUR MANDATES :**

- Develop new technologies in Handloom Weaving, Dyeing & Designing.
- Develop new paper designs and cloth samples.
- Conduct various training programmes for the benefit of Handloom Weavers & Dyers.
- Solve technical problems faced by the Handloom weavers.
- Conduct and participate in various workshops and seminars.
- Boost the Handloom Export.
- Implement the various schemes of Govt. of India for the betterment and upliftment of Handloom sector in proper liaison with State Govt.

## **OUR CLIENTELE :**

Handloom Weavers both co-operative sector weaver as well as individual weaver, Handloom Co-operative Societies, N.G.O. working in the field of Handlooms, State Handloom Corporations, Exporters etc.

## **OUR SERVICES :**

### **A. We Provide**

- Paper Designs, Cloth Samples both woven as well as printed at very nominal rates fixed by Govt. of India to the handloom weavers in our centre located at Upper Chamoli.
- Technical assistance in analysing cloth samples, solving technical problems, matching of shades etc. at our centre and charge technical assistance charges @ Rs.200/- per assistance.

### **B. Training.**

- We organize regular short term training course of 4 months duration at our Centre located at Upper Chamoli in the field of (i) Designing (ii) Weaving and (iii) Dyeing. A fee @ Rs.300/- per trainee per month is charged from the trainees. The new batch commences from the 1st of April, August and December regularly.
- For the overall development of the Weavers the training is conducted under Integrated Handloom Training Programme in the field of Weaving for 2 months, Designing for 15 days and Dyeing for 15 days and also organise the training of personnel's of the Handloom Organisations in the field of marketing and management and organise training workshops for improving financial and managerial skills.
- We do impart training at our Centre, on need basis for shorter periods also and charge at the same rates given above.
- Conduct training programme at the weaver's door step under the Decentralised Training Programme Scheme of Govt. of India.
- Conduct various types of training programme as per the need of the scheme at the instance of State Govt. or Govt. of India from time to time.

### **C. Design & Product Development**

- Develop paper Designs and cloth samples as per the requirement of the weaver, cooperative Society or Exporter and Charge as per the Govt. approved norms (from Rs.50 to Rs.1,000 for a paper design depending upon the size). Minimum charge of Rs.200 for a cloth sample.

## **D. Workshops/Exhibition**

- We conduct Design exhibition cum Dyeing Workshops of 2 days duration at different clusters of Handloom Weavers under jurisdiction of this Centre. In a way we take the different activities of the Centre to the doorstep of the weaver.
- We do participate and organise other Exhibitions/Melas as per requirement for the benefit of the Handloom Weavers and provide latest cloth samples, paper designs and/ or provide latest technologies.

For any type of service/training the Deputy Director, Weavers' Service Centre, Upper Chamoli (Uttranchal), Pin 246424, may be contacted either in person or through Phone No. 01372-262237, 262059.

## **OUR RESOURCES:**

- A team of technically qualified and well experienced personnels.
- Fully equipped Weaving section, Dyeing section, Design section for developing new paper designs and cloth samples and in house training.
- Up to date knowledge of the field and awareness through regular training of technical personnels.

## **OUR JURISDICTION**

The area under jurisdiction of our Centre is whole Uttranchal State which comprises of two main hill regions i.e. Kumaon & Garhwal and plain Districts viz. Udham Singh Nagar & Haridwar.

## **OUR LIASON**

We liaise with

- Director of Industries, Govt. of Uttranchal, Dehradun.
- General Manager, District Industries Centre of State Govt.
- Assistant Director (Handlooms) of State Govt.
- District Rural Development Agencies.
- District Cooperative Banks.
- National Institute of Design.
- National Institute of Fashion Technology.
- Indian Institutes of Handloom Technology.

## **COMPLAINTS AND GRIVANCES :**

We acknowledge the complaint/suggestions promptly and try to resolve it at the earliest so that the reply should reach the complainant within one month. In case the complainant is not satisfied he takes up the matter with the Grievance Officer in the O/o the Development Commissioner for Handlooms, Udyog Bhawan, New Delhi-110 011.

## IMPORTANT ADDRESSES :

- Zonal Director (North Zone)  
Weavers Service Centre,  
Weavers' Colony,  
Bharat Nagar,  
Delhi-110 052.  
Phone Numbers :  
011-27303793  
27302999
- Directorate of Industries,  
Uttanchal State,  
Industrial Area, Patel Nagar,  
Dehradun.  
Phone Numbers :  
0135- 2728227  
2728226
- Development Commissioner  
for Handlooms,  
Ministry of Textiles,  
Udyog Bhawan, New Delhi-11.  
Phone Numbers.  
011-23012945  
23013684