

CITIZEN'S CHARTER

WEAVERS' SERVICE CENTRE, IMPHAL

**GOVT. OF INDIA
MINISTRY OF TEXTILES
WEAVERS' SERVICE CENTRE
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WEAVERS' SERVICE CENTRE, IMPHAL

INTRODUCTION

The Weavers' Service Centre, Imphal was established in the year 1975 with a view to cater the needs of the handloom weavers of Manipur. Later, the state of Nagaland has been brought under the technical jurisdiction of Imphal Centre to cater the needs of the handloom weavers of Nagaland also. Weaving is a traditional work of the people of the North-Eastern region. In fact, it is a requisite of the girls of this region to know the art of weaving to become eligible as a bride. But, the hill people use only the loin looms, where the productivity is very low. The reason is that they do weaving only to meet their domestic needs of textiles and not for trade.

The intension behind setting up the WSC at Imphal was to explore the commercial viability of the attractive designs and colour combinations of the region by way of product development and product diversification retaining the traditional look of the products. For this purpose the Weavers' Service Centre is exerting its efforts to divert the loin loom weavers to frame loom weaving through different training programmes and by technological up gradation in the areas where fly shuttle looms were working. This will also add to export potentiality of the country.

The Weavers' Service Centre, Imphal has three different technical sections viz. Weaving, Processing (Dyeing and Printing) and Designing. In addition, there is an Administrative wing, which also assists the technical hands to run their activities smoothly in a disciplined manner. All the sections work in close collaboration with one another. Weavers' Service Centre collects different traditional motifs from different products, showing the requisite colour combination. The processing section dyes the required yarn in the required shades of colour. Then the weaving section produces cloth samples as per the given design and colour schemes. Those cloth samples are displayed before the visitors in the centre as well as in Exhibitions organized at different places at different times, where those samples come to the notice of the handloom co-operative societies and Federations, Master Weaves. NGOs, Fashion Designers, Exporters etc. and thus the Developments find ways for wider market both in the country and abroad as well.

The WSC is equipped with a testing laboratory to test the fastness of colours, count, strength etc. of Yarn materials and so on. The Weavers' Service Centre assists the Weavers, Master Weavers in technical development and in the field of marketing also, by channelising them to various marketing agencies. The Exporters and marketing agencies are assisted by supplying samples and addresses of manufacturers.

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 OBJECTIVES:

The objectives of W.S.C. in brief are as under:-

1. Product development to evolve more marketable products by interaction between expertise available in the field of weaving, designing and processing.
2. Improving techniques, accessories and appliances used in weaving.
3. Providing techniques of processing.
4. Training of weavers by disseminating improved techniques and new designs by undertaking training programmes within the centre and in the field.
5. Providing market support by arranging interface between designers, producers and buyers which includes execution of sample orders.
6. Solving problems arising in pre-loom, loom and post loom processes and techniques.
7. Arranging exhibition seminars workshop, focusing on new and improved designs, equipments and processing techniques.
8. Preserving and documenting traditional skills and revival of traditional designs for production and marketing.
9. Implementing various developmental schemes of the Government of India in handloom sector and providing assistance and interaction with State Governments, handloom agencies such as Apex and primary Co-operatives, State and Private undertakings dealing in handlooms.
10. Monitoring of projects sanctioned to the State Govts. Under various central sponsored schemes.

OUR ORGANISATIONAL PHILOSOPHY: -

- * Target clientele:- Decentralised and dispersed handloom sector
- * W.S.C. :- Friend for guidance and partner in progress through upgradation of Skill and technology.
- * Motto :- Excellence, Facilitation and promotion of handloom industry.

OUR MANDATE:

- * Serve and strengthen the second largest sector of Indian economy in terms of employment generation with dedication, devotion and vision.
- * Transfer R & D and technological advances in the handloom sector from lab to land.
- * Strive for value addition and higher productivity.
- * Cater to the poor multitude as well as to get it woven for the niche.

OUR RESOURCES:

The Govt. of India provided qualified technical personnel for the disciplines of Weaving, Designing and Processing (i.e. Dyeing and Printing) of the WSC^s. All of them are committed to make the WSC a vibrant focal point for growth and development of handloom Industry. The WSC is equipped with dyeing laboratory, printing facilities, Design and photographic studios and weaving workshop.

They demonstrate use of need based items like looms, accessories, dyes-chemicals. Technology for weaving and dyeing printing and designing. Old, exceptional, traditional and contemporary designs are collected; paper designs and fabric samples are prepared and displayed before the commercial manufacturers and traders. They also collect photographs of designs and fabrics from different sources do documentation of the collection and keep them in the library along with other books and magazines for reference.

OUR ARMS FOR SERVICE:

DESIGN SECTION:

The Design section of WSC, Imphal has one Assistant Director (Design) and two Art Designers under the supervision of Deputy Director (Design). These art Designers are drawn from among the best talent available in Art Schools are constantly engaged in preparing paper designs. These designs comprise both for weaving and for printing (both by block and screen printing). The attempt is to preserve traditional designs by reviving and/or adopting them in the forms and colour schemes as required by the market. Such designs help in production of the items both for domestic and export markets. Close association of Design section with weaving section is maintained for making jalas and point-paper designs, keeping in view the type of yarn, dye-stuffs and weaving techniques.

The Art Designers and the officers collect the age-old motifs from different sources like temples, textiles and old monuments. They develop them in new forms suitable for different varieties of textiles admitting the new tastes of the consumers of the age. Abstract and modern designs are also prepared by them for both weaving and printing purposes. They also work in the weaving and printing sections for spot selection of colour combinations of the designs.

Under the DTP scheme in DTP (Designing) has been conducted in different handloom cluster areas to train up the weavers in Textile Designing. The Artists were deputed to guide the Master trainers on the spot for successful and meaningful training. It is seen that some of the weavers trained in textile designing have now become good designers.

WEAVING SECTION:

The weaving section of Weavers' Service Centre, Imphal is manned with the following:-

1	Technical Superintendent	1
2	Pattern-Maker-Cum-designer	1
3	Weaver Gr. I	1
4	Weaver Gr. II	3
5	Weaving Assistant	1
6	Warper	1
7	Sizer	1
8	Occupational Attendant(Weaving)	2

This centre has so far identified fourteen handloom clusters under its technical jurisdiction as under:-

Sl. No.	Sate	No. of handloom clusters identified	No. of handloom (Approx)	No. of Weavers (Approx.)	Product line
1.	Manipur	10 Nos.	4570	5750	Chaddar, Sharee, Chunni, Salwar piece, Scarf, Phaneek, Khudei, Bad cover/sheet, Curtain, Shawl, Shirting, Necktie, Bag, Placemat, Cushion cover, Table cover, Towel etc.
2.	Nagaland	4 Nos.	1200	1550	Shawl, Scarf, Ladies lower dress, Cushion cover, Place mat, Bag, Necktie, etc.

In most of the above clusters training programmes under Modified Decentralize Training of weavers schemes have been conducted by this centre to train up the weavers to use improved appliances/techniques of weaving as an effort to develop products in those areas. Workshops and live demonstrations have been conducted at some clusters to create awareness and to apprise the weavers for the advantages of using improved appliances of weaving.

The weavers are also made aware of the present trends in both domestic and overseas markets. Different handloom clusters at different years. After the training programmes and workshops etc. conducted by this centre, the weavers have been able to use the improved appliances like jacquard, Draw boy and even combination of these two. They have been also to adopt multiple healds and treadles for weaving different structural designs also. The weavers of this centre are deployed to the Handloom Clusters for technical guidance from time to time.

PROCESSING SECTION:-

(Dyeing Laboratory and Printing section):-

The Processing section of WSC, Imphal is manned with the following staffs:-

1	Technical Assistant(Dyeing)	1
2	Printer	1
3	Dyer	1
4	Occupational Attendant(Dyeing)	2

A fully equipped Dyeing Laboratory manned with qualified technical personnel and experienced Dyer & Printer capable of developing techniques in cost processing of yarn and fabrics is available in this W.S.C. These laboratories bring out number of shade cards for silk, cotton and wool dyeing. These illustrate a number of shades in use in the field of handlooms and also give details of the methods of application of dye stuffs, temperatures to be maintained and the length of dyeing period for each shade. These cards also provide information on Degumming, scouring, blending, dyeing etc. and the equipments used in dyeing and texting methods.

This section carries out experiments in preparation of basic materials for hand block printing as well as screen printing. Dischargeable and non/dischargeable dye stuffs have been effectively used to obtain multiple effects of rare beauty. Weavers' Service Centre has expertise in block and screen making and they accordingly develop new designs and patterns. Sizeable no. of hand-blocks and screens are available in the centre for use by weavers and Handloom organization.

Processing section of W.S.C., Imphal is continuously working of improving the technical skill among the dyers and printers through field level and in house training programmes at various places of Manipur and Nagaland.

One of the most important activities of the section is to creat awareness among the Dyers and Printers about Eco-Friendly and Azo Free dye stuffs and advantages of their application by organizing workshops and demonstrations at different places in the States under the jurisdiction of this centre.

Along with training and workshop, the section is also doing R&D work to produce printed cloth samples and carrying out experimental dyeings for making shade cards to render technical help to use these Experimented herbal materials, which are easily available in this area.

Decentralised training programme (Modified) is conducted to train those artisans who are already carrying out dyeing/printing work and need technical upgradation. The programme is organised in consultation with respective State Handloom Directorates. Sponsored societies by State are inspected by W.S.C. and then recommended to Director (Zonal) for obtaining sanction to hold the programme.

Dyeing-Cum-Design workshop/demonstrations are organized as awareness programme in consultation with State Handloom Directorates, for holding such programmes and venue etc. are suggested by the above mentioned State Departments to W.S.C. New and improved techniques of dyeing and printing are demonstrated among the dyers, printers and designers.

Following is the list of Dye Houses and Printing units within the jurisdiction of this centre:-

Dye Houses:-

1. Eastern Dyeing and Printing Unit
Heirangoithong Maibam Leikai, Imphal

2. Mechanized Dye House
Commerce & Industries Govt. of Manipur
3. Manipur Development Society
Mantripukhri.

Printing Units:-

1. Eastern Dyeing and Printing Unit
Heirangoithong Maibam Leikai, Imphal
2. Creative Arts
Masajit Road, Imphal.

LIBRARY AND DOCUMENTATION:-

A collection of cloth sample, photographs, colour slides and books dealing with various aspects of the textile Industry is available in these sections. As an attempt to acquire a sizeable collection of books to strengthen the library in the centre.

So far this centre has documented 21 Nos. of cloth sample designs of different places/communities of the region and 20 Nos. of paper painted designs depicting different traditional designs/costumers and Art works.

OUR CHARTER SERVICES:

DESIGN DEVELOPMENT:

To innovate and develop designs, motifs, patterns and prints, via in-house skills, on a regular/ongoing basis, through appropriate systems and trained designers, and combination of traditional designs, etc. with modern and contemporary designs. For this purpose in-house trainings are to be undertaken based on:-

- (a) Specific demand from the market in terms of Apex societies, weavers' co-operatives, institutions, exporters, manufacturers or private dealers.
- (b) As per the demand of the International market in terms of colour, design and fashion forecast. Linkages with NCTD may be useful in obtaining the concept.
- (c) Revival of market-worthy traditional motifs. Forward and backward linkages between the manufacturers and the marketies.
- (d) Artists delight from various sources e.g. museums, temples, palaces/havelis/houses, state/national archives, private collectors, colleges of Arts/Crafts, Caves, books of Arts/Artefacts and Handicrafts(carvings, wood, metal, stone, ivory etc.), societies/corporations/associations/guilds journals/manuscripts/miniature paintings/ antique furniture/potteries/tombs, series of Art and Industry collections, catalogues of books.

TRAINING:

Consequent on imposing restrictions for in-house training at W.S.C., no artisans are being trained in the centre under short-term training scheme on stipendiary basis. However, artisans are being trained now on observatory basis now for one/two/three months on payment of Rs. 300/- per month in the trades of weaving, dyeing/printing or designing.

EXHIBITION:

Dyeing Workshop-cum-Design Exhibition is held by Weavers' Service Centre at the handloom cluster areas as well as in the interior areas of hill districts. Application of new improved appliances is also demonstrated along with display of different types of woven fabrics in the exhibitions. It also participates at different exhibitions organised by different State Govt. authorities and agencies.

RESEARCH AND DEVELOPMENT:-

1. R & D work is carried out for loom development, design modification, development of shade cards with natural dyes, unique sample development and is available at reasonable price in the WSC. Extension services are provided free through training programmes or at very reasonable service charges.
2. To look into the usability, manufacture and improvement of materials used in the handloom industry and other trades or Industries related in the fields of designing, dyeing, bleaching, printing, finishing and dye chemical stores, etc.
3. To assess the utilization of the products of the handloom industry as well as to assist weavers/manufacturers in the execution of sample orders.
4. To do in house work for the improvement of various machinery and appliances used by the handloom industry.
5. To investigate into and help improvement of various processes of manufacture with a view to securing greater efficiency, rationalization and reduction of fatigue along with reduction of production cost.

MARKET SUPPORT:

It provides marketing guidance in co-ordination with State and Central Government, e.g. nomination and forwarding societies/master weavers for participation in Dilli Haat, Suraj Kund Mela, Taj Mahotsav, Udaipur Draft mela etc.

PROMOTION OF EXCELLANCE:

WSC, Imphal recommends the names of Master weavers, printers and others from their area of jurisdiction that are making outstanding handloom products for National Award to be presented by the President of India.

HELP AND GUIDANCE

GRIEVANCE:

- Weavers Service Centre, Imphal placed a complaint / grievance box which may be used to drop a written complaint / grievance. The box will be opened and checked daily for contents (s), if any.
- A complaint / grievance will be promptly acknowledged and requisite action taken and communicated within 30 working days of receipt.
- If for valid reason (s) a complaint / grievance cannot be redressed within the due time, a suitable interim intimation will be sent promptly by WSC, Imphal.
- All efforts will be made to locally and satisfactorily redress grievances. However, if a complaint / grievance has not been attended to promptly or satisfactorily, at the local level, the matter may be considered to be taken up in writing with the following functionaries.

Development Commissioner (Handlooms),
Ministry of Textiles, Room No.56, Udyog Bhawan, New Delhi.

(OR)

Additional Development Commissioner and Chief Vigilance Officer
(Handlooms), Ministry of Textiles, Room No57, Udyog Bhawan, New Delhi.

(OR)

Joint Development Commissioner (Handlooms), Ministry of Textiles,
Room No.55-A, Udyog Bhawan, New Delhi.

(OR)

Zonal Directors, Weavers Service Centres, Guwahati.