

**Ministry of Textiles**  
**Office of the Development Commissioner for Handlooms**

**Citizens'/ Clients Charter**

**VISION**

The vision of Government for handloom sector is to develop a strong, competitive and vibrant handloom sector to provide sustainable employment to the handloom weavers particularly belonging to disadvantaged section of the Indian society and to ensure inclusive growth of the sector.

**OBJECTIVE**

To adopt focused, flexible and holistic approach plan to meet the challenges of domestic and global market, expansion of overall market through competitive pricing to increase domestic and international market share, brand building in global and domestic market, facilitation of marketing of handloom products, empowerment of weaver's by organizing them under self-help groups, training, capacity building and enhanced entrepreneurial support, infusion of new and contemporary designs through design intervention as well as product diversification, R&D support, easy access to raw material at subsidized prices, enhancing capabilities including social security, better healthcare, life insurance, , work sheds and most significantly by ensuring easy credit flow at low interest rate.

The office of the Development Commissioner for Handlooms has no direct dealing/interactions with the general public. However, this office has been implementing various schemes and programmes for overall development of the handloom sector and welfare of the handloom weavers through and in consultation with the State Directorates of Handlooms and Textiles, Weavers' Service Centres, Handloom Export Promotion Council, National Handloom Development Corporation and other eligible handloom agencies. The Office of the Development Commissioner (DC) Handlooms provides financial assistance to the above mentioned State Directorates of Handloom and organisations for implementation of various schemes and programmes.

There are 28 Weavers' Service Centres (WSCs) and 06 Indian Institutes of Handloom Technology (IIHTs) and one office of the Chief Enforcement Officer (CEO) with two Regional Enforcement Offices (REOs) functioning under the administrative control of Office of the D.C. Handlooms. The WSCs provide technical support to the handloom industry. The IIHTs provide technically qualified personnel to the handloom industry.

At present, the Office of the D. C. Handlooms has been implementing the following schemes and programmes for the development of the handloom sector and welfare of the handloom weavers: -

- (i) National Handloom Development Programme (NHDP).
- (ii) Handloom Weavers' Comprehensive Welfare Scheme (HWCWS)
- (iii) Yarn Supply Scheme
- (iv) Implementation of the Handlooms (Reservation of Articles for Production) Act, 1985
- (v) Comprehensive Handloom Cluster Development Scheme (CHCDS) –Mega Handloom Cluster

Scheme-wise services covered, performance standards, weightage, process involved, documents required etc. are as under: -

## Service Standards

### 1. National Handloom Development Programme

Sl. N.	Services	Services/ Performance standards	Weightage (%)	Contact details of the responsible officer (name, designation, tel. no., e-mail id)	Process involved	Documents required	Fee to be paid
i.	<p><b>Cluster &amp; Group Approach Development</b></p> <p>Financial assistance is provided for setting up of Clusters and Group Approach projects &amp; Consolidation of clusters</p>	45 days	100	Shri Manoj Jain, Director Ph: 011-23061643 e-mail: jain_manoj@sify.com	The proposals received from the States and eligible handloom agencies are scrutinised/ examined in accordance with the guidelines of the schemes and submitted to the D.C. Handlooms /Integrated Finance Wing (IFW)/ Additional Secretary & Financial Advisor (AS&FA) for their concurrence. After getting approval/concurrence of competent authority, sanction letters are then uploaded into Controller General of Accounts (CGA) website and proper IDs are generated. The IDs alongwith sanction letters are sent to BBA Section of the Pay & Accounts Office (PAO) for issue of advice to the RBI, Nagpur for release of funds to the concerned Finance Department of the States.	Viable proposals with recommendations of the State Government and State Level Project Committee along with requisite documents as prescribed under the guidelines of the scheme.	Nil
ii	<p><b>Marketing Assistance Scheme-</b> financial assistance is provided for</p>	30-40 days	100	Shri Anil Raj Kumar, ADC (Handlooms) Ph: 011-23062402,	The proposals received from the States and eligible handloom agencies are scrutinised/ examined in	Viable proposals with the recommendations of the State Governments, which basically includes the justification for the proposal,	

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	organising marketing events, setting up of marketing complexes, Urban Haats, export projects, participation in international fairs and exhibitions etc. and Marketing Incentive			e-mail id: <a href="mailto:kumarar@nic.in">kumarar@nic.in</a>	accordance with the guidelines of the scheme and submitted to the D.C. Handlooms/IFW/AS&FA for their concurrence. After getting approval/ concurrence of competent authority, sanction letters are issued and the relevant States/agencies are advised to submit pre-receipt, bond and bank guarantee etc. for generating IDs and Bills. These sanction letter are then uploaded into CGA's website and proper IDs are generated. The IDs along with sanctions and pre-receipted bills etc. are sent to PAO for release of funds either through RTGS.	financial outlay proposed, project profile, registration certificate of eligible handloom agencies, designers' bio data for export projects etc.	
iii	<b>Development &amp; Strengthening of Handloom Institutions</b>  i) Conducting Handloom Census	3-6 months	10	Shri R.K. Sahu ADC(Handlooms) Tele: 2306 1865 23063744(fax), e-mail <a href="mailto:rajesh.sahu@nic.in">rajesh.sahu@nic.in</a>	1) Identification of an agency through EOI and bidding process. 2) Finalising TOR of the concerned work with the agency. 3) Release of census data. 4) Issue of sanction order. 5) Release of advance payment.	1. Receipt of EOI & tech. and financial bids. 2. Pre-receipt for the amount sanctioned. 3. Scrutinizing proposals and its processing for approval by competent authority.	Nil
	ii) Setting up of new WSCs/ IIHTs in State/ Central Sector including	6-12 months	10	-do-	<u>For opening of new WSCs/IIHTs</u>  1. Request from State Govt. 2. To assess viability with	State Govt. consent for providing land free of cost to run centre/Institute. Approval of Finance Ministry (Deptt. Of Exp.)	Nil

Sl. N.	Services	Services/ Performance standards	Weightage (%)	Contact details of the responsible officer (name, designation, tel. no., e-mail id)	Process involved	Documents required	Fee to be paid
	administrative & financial matters of WSCs/IIHTs functioning under Plan Scheme				<p>regard to weavers' availability in that area.</p> <p>3. Approval of competent authority.</p> <p>4. Availability of budget provision ;</p> <p>5. Identification of land by State Govt.</p> <p>6. Creation of posts for particular Centre/ Institute by Ministry of Finance.</p> <p><u>For existing Plan WSCs/IIHTs</u></p> <ol style="list-style-type: none"> <li>1. Examination of request received</li> <li>2. Budget provision</li> <li>3. Sanction of Competent authority</li> </ol>	<p>budget provision/Budget announcement.</p> <p><u>For existing Plan WSCs/IIHTs</u></p> <ol style="list-style-type: none"> <li>1. Request for budget allocation.</li> <li>2. Request for particular purchases &amp; other important issues.</li> </ol>	
	iii) Infrastructure development Major construction works of WSCs/IIHTs	1-2 months	10	-do-	<ol style="list-style-type: none"> <li>1. Budget provision</li> <li>2. Financial approval of IFW</li> <li>3. Sanction order</li> <li>4. Fund authorization</li> </ol>	Proposal from WSC/IIHT concerned supported with requirement of funds from Central Public Works Department (CPWD).	Nil
	iv) National Centre for Textile Design (NCTD)	1-2 months	10	-do-	<ol style="list-style-type: none"> <li>1. Action plan for particular year.</li> <li>2. Approval of competent authority.</li> <li>3. Funds allocation</li> <li>4. Drawal of payment for particular activities.</li> <li>5. Arranging exhibitions.</li> </ol>	<ol style="list-style-type: none"> <li>1. Review of past performance.</li> <li>2. Request from NCTD for budget allocation.</li> </ol>	Nil

Sl. N.	Services	Services/ Performance standards	Weightage (%)	Contact details of the responsible officer (name, designation, tel. no., e-mail id)	Process involved	Documents required	Fee to be paid
	v) J&K Wool Project	3-6 months	10	-do-	1. Placing of DPR before Screening committee. 2. In-principal approval. 3. Budget provision. 4.Processing of request for sanction of IFW 5. Processing of bill with PAO concerned. 6. Monitoring of progress in the project concerned.	1.Draft Project Report 2.Screening of DPR 3. Financial implication. 4. Technical report. 5.Pre-ricpted bill 6. UC of earlier release (s) if any	Nil
	vi) IIHT, Bargarh	15-20 days	10	-do-	1. Examination of request received. 2. Budget provision. 3.Sanction of competent authority viz. IFW/D.C. Handlooms etc.	1 .Request for budget allocation. 2. Request for particular purchasing.	Nil
	vii) Research & Development (R&D) Project	15-20 days	10	Shri B.B. Paul,Consultant Tele: 2306 3475, e-mail- bbpaul9@gmail.com	1. Approval of competent authority and 2. Funds allocation.	1. Request from R&D Section for budget allocation supported by sanction order. 2. Budget allocation and generation of ID on CGA's website.	Nil
	ii) Revival, Reforms and Restructuring Package for Handloom Sector(Committed liabilities & Institutional credit)	15-20 days	10	Shri R.K. Sahu ADC(Handlooms) Tele: 2306 1865 23063744(fax), e-mail <a href="mailto:rajesh.sahu@nic.in">rajesh.sahu@nic.in</a>	1.Processing of request to IFW for release of fund. 2.Sanction order. 3.Generation of ID on CAG's website. 4.Release of funds through RTGS.	1.Progress report from implementing agency. 2.Requirement of fund. 3.Pre-receipted bill. UC of earlier releases, if any	Nil

Sl. N.	Services	Services/ Performance standards	Weightage (%)	Contact details of the responsible officer (name, designation, tel. no., e-mail id)	Process involved	Documents required	Fee to be paid
2.	<b>Handloom Weavers' Comprehensive Welfare Scheme (HWCWS)</b> -With components i.e. Health Insurance Scheme(HIS) to provide healthcare assistance to the weavers and Mahatma Gandhi Bunkar Bima Yojana (MGBBY) to provide life insurance cover to the weavers in the case of natural as well as accidental death.	30 days	100	Shri Mahesh Chand Gupta, ADC (Handlooms) Ph: 011-23062238, e-mail id: <a href="mailto:mahesh.gupta@nic.in">mahesh.gupta@nic.in</a> .	HIS has been discontinued w.e.f. 30.9.14  Under MGBBY, lives are covered by the service provider who settles the claims of the insured weavers according to the limits prescribed in the guidelines	For release of funds under the scheme GOI pays its share of premium for the number of enrolments, directly to the service provider. The service provider submits utilization certificate (UC) in prescribed format in GFR alongwith certificate of enrolment/ coverage from the concerned State Govts. All the documents submitted by the service provider are properly scrutinized and accordingly proposals are processed for further release.	Nil
3.	<b>Yarn Supply Scheme</b> - aim to provide yarn to weavers on subsidised rate	30 days	100	Shri Mahesh Chand Gupta, ADC (Handlooms) Ph: 011-23062238, e-mail id: <a href="mailto:mahesh.gupta@nic.in">mahesh.gupta@nic.in</a>	The proposals received from National Handloom Development Corporation Ltd. (NHDC) are examined in accordance with the guidelines of the scheme and submitted to D.C. Handlooms/IFW/AS&FA for their concurrence. After getting approval/ concurrence of the competent authority, sanction letters are issued and the implementing agency (here NHDC) is advised to submit pre-receipt for generating IDs	1. Audit Certificate issued by Chartered Accountant (CA). 2. Statements for claiming reimbursement against supplied under MGPS, reimbursement of Depot operation, agency-wise yarn supplied, reimbursement for operation of mobile vans, reimbursement against yarn subsidy towards supply of Indian silk and cotton hank yarn against supplies under MGPS.	Nil

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					and Bills. These sanction letters are then uploaded into CGA's website and proper IDs are generated. The IDs alongwith sanction letters and pre-receipted bills etc. are sent to PAO for release of funds either through RTGS.	3. Certificate and Undertaking furnished by the user agency. 4. Summary of State-wise claim for reimbursement of yarn subsidy.	
4	<b>Implementation of the Handlooms (Reservation of Articles for Production) Act, 1985</b>  Financial assistance is provided for setting up of state enforcement machinery under the non-plan scheme of implementation of the Handlooms (Reservation of Articles for Production) Act, 1985.	1-2 months	100	Shri Suresh Chandra, Chief Enforcement Officer, Office of the D.C Handlooms Tel. 23061976. e-mail id: chandra.suresh@nic.in	Proposals received from the States/UTs are scrutinized/ examined in accordance with norms/guidelines of the scheme and submitted to D.C. Handlooms/IFW/AS&FA for their concurrence. After getting approval/ concurrence of competent authority, sanction letters are issued and then sent to BBA section of PAO for issue of advice to the RBI, Nagpur for release of funds to the Finance Department of the respective State.		
5.	<b>Comprehensive Handloom Cluster Development Scheme (CHCDS) – Mega Handloom Cluster</b>	1-2 months	100	Shri Manoj Jain, Director, Ph: 011-23061643, e.mail: manoj.jain@nic.in	<ul style="list-style-type: none"> <li>Proposal are received from the Implementing Agencies (IAs) / Special Purpose Vehicles (SPVs) through State Govt. duly recommended by State Level Committee (SLC) in accordance with norms/</li> </ul>	On administrative approval of projects, SPVs are required to submit the following documents for each project :- 1. To form & register SPV (as given in the project). 2. An undertaking that the facilities to be set up by	Cluster Management & Technical Agencies (CMTAs) fees are paid as approved

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					<p>guidelines of the scheme. O/o DC (Handlooms) examining the proposals according to the guidelines of the scheme &amp; submitting the same to IFW/AS&amp;FA for their concurrence. After getting approval/ concurrence of Competent Authority, sanction letters are issued and then bills preferred to B&amp;A section for submitting the same to PAO (Textiles) for payment through electronically.</p> <p>In addition, proposals are also received directly from various Organizations/IAs for the interventions other than the projects sanctioned to SPVs.</p>	<p>will be available to all the weavers / stakeholders, in &amp; around the cluster on user charges basis.</p> <ol style="list-style-type: none"> <li>3. A certificate that none of the SPV members have blood relation.</li> <li>4. I) Opening of escrow bank account, ii) registration of the land in the name of the SPV, iii) Submission of the provisional clearance of land use, iv) Environmental clearance, vi) Water connection</li> <li>5. After issuing sanction order, IAs are required to sign the Memorandum of Agreement (MoA) &amp; submit Surety Bond etc.</li> <li>6. After release of 1<sup>st</sup> instalment, UC &amp; physical &amp; financial progress report is required to submit by IAs before releasing subsequent instalment.</li> </ol>	for each mega handloom cluster.