

**NATIONAL HANDLOOM DEVELOPMENT CORPORATION LIMITED
(A GOVT OF INDIA UNDERTAKING)**

CITIZENS' CHARTER

We make weaver's dream of today, the deed of tomorrow

OUR VISION:

- To ensure availability of inputs vizs Yarn (Cotton, Silk, Wool, Jute, Linen, Rayon etc.) and Dyes & Chemicals of desired quality at the most reasonable prices.
- Supplementing marketing efforts of Handloom agencies/ Individual handloom weavers / Apex bodies / Weavers co-operatives / HEPC members / Handloom weavers agencies and helping them to achieve increased share in domestic & global market for handloom products.
- To promote and facilitate continuous qualitative improvement in the handloom industry through developmental activities, upgrading technology and improving productivity through Sensitization programmes and Dyers training programmes.

OUR MISSION:

- To excel as a pivotal organization in the handloom sector by serving as a National agency for promotion and development of handloom sector.
- To strive to remain operationally viable.
- To help to remove impediments to the buoyance of the Handloom sector.
- To be recognized as the main developmental agency in the handloom industry including implementation of related activities in co-ordination with the Government / other agencies.

OUR VALUES:

- To act with integrity, judicious transparency, accountability, promptness and understanding in our dealings with the clients.
- To provide all round support/services including technical know how to Handloom organizations / Apex bodies / Co-operative societies / Weaver etc. with the optimum use of resources and allocation of modern technology and management .

OUR COMMITMENT

- To promote overall interest of the handloom weavers at large in general.
- Continuously strive to evolve simple procedures to facilitate availability of quality raw-materials e.g Yarn, Dyes & Chemicals and other inputs to handloom weavers at most reasonable prices.
- To work with accuracy, consistency, time bound and result oriented approach.
- To play a proactive role and work towards the over all development and growth of the handloom sector.
- To create better marketing opportunities for handloom products.
- To enhance use of information technology and to connect all its operating centres on Wide Area Net Work (WAN), ensuring a quicker flow of information for better services and smoother business transaction.

- To contribute and build a quality culture for increasing the awareness regarding appropriate technology.
- To interact with the Government / other agencies for seeking better facilities / policies / programmes to the handloom sector and highlights its needs on a continuous basis.

SERVICES PROVIDED TO USER GROUP AND REACH

- NHDC meets the requirement of National / Regional / Primary level, state handloom agencies/Apex bodies, Weaver's co-operatives, Individual handloom weavers, Handloom developmental centres, Handloom producers / Exporters / manufacturers registered with HEPC/any other export promotion council under Ministry of Textiles/ Director of Industries / Handloom of state /U.T. Besides, it also provides services to :-
- All approved export houses / trading houses / star trading houses for production of handloom items.
- Members of recognized / approved handloom associations.
- NGOs fulfilling CAPART norms.
- Self help groups / Joint liability groups, weavers entrepreneurs, Individual handloom weaver.
- Any other agency approved by the office of the Development Commissioner (Handlooms), Ministry of Textiles, Government of India, situated in Urban, Semi Urban and Rural areas through its Regional & Branch offices.

Our Focal Point

- Corporate / Head Office of National Handloom Development Corporation Limited is located at 10th and 11th floor, 'Vikas Deep' Building, 22 – Station Road, Lucknow : 226001 (Uttar Pradesh).
- The Corporation has a moderate manpower of 200 employees scattered across the country.
- The activities at national level are managed with the help of 06(Six) Regional offices, 02(Two) Zonal offices and 33 (Thirty three) Branch offices. Details is available at **Annex 'A'**.
- Each of our Regional,Zonal and Branch offices are committed to help weavers' community.Staff posted in these offices remain in constant touch with weavers' community of that region and endeavour to provide quality inputs at reasonable price.

OUR ACTIVITIES :

To ensure -

- Availability of raw materials like yarn, dyes & chemicals and other inputs to handloom weavers.
- Building infrastructure for marketing of handloom products and to contribute to the growth of appropriate technology.
- To organize Training programmes which mainly includes :
 - i) Dyers training programmes - these are arranged / organized for technical skill upgradation of community engaged in Handloom Sector.
 - ii) Sensitization programmes are arranged to educate weavers and society members about the schemes and benefits extended by Government of India for up-liftment of handloom sector and community engaged in this profession.
- To help by setting up infrastructure i.e. marketing complexes with the concept that a large variety of handloom fabrics manufactured in different states are sold under one roof. The Corporation has successfully achieved this at the following places:-
 - i) Jaipur (Rajasthan)
 - ii) Kolkata (West Bengal)
 - iii) Ahmedabad (Gujarat)
 - iv) Hyderabad (Andhra Pradesh)
 - v) Indore (Madhya Pradesh)

- vi) Kanpur (Uttar Pradesh)
- vii) Navi Mumbai (Maharashtra)
- viii) New Delhi.

- To explore marketing opportunities through, Silk Fab and Wool Fab:
These exhibitions are organised every year by the corporation with the help of office of DCH.

• **Input Related Schemes :**

Government of India's '**Mill Gate Price Scheme**' (MGPS) is presently benefiting the handloom weavers in procuring yarn at mill gate price. The MGPS provides following benefits:

- MGPS was introduced in the year 1992, for supply of yarn to the handloom weavers at the price which is available at the mill gate.
- Under the scheme, transportation expenses and depot operating charges are reimbursed to the eligible agencies through NHDC.
- Eligible agencies are – National/ State/ Regional/ Primary level handloom organizations, handloom development centers, handloom producers/ exporters, approved export houses, consortium/ producer companies formed under IHDS, members of approved handloom associations, NGOs fulfilling CAPART norms, SHG / JLG, weaver entrepreneur, Individual weaver, any other agency approved by DCH.
- The rates for freight reimbursement and depot operating expenses are as under :-

(a) Freight reimbursement for yarn :

Type of Yarn	Maximum freight reimbursement to the eligible agencies in Plain Areas	Maximum freight reimbursement to the eligible agencies in Hills and Remote Areas	Maximum freight reimbursement to the eligible agencies in N.E. Regions
Other than Silk and Jute yarn	2.5 %	2.50 %	5.0%
Silk Yarn	1.0 %	1.25%	1.5%
Jute Yarn	10.0 %	10.00%	10.0%

(b) Depot charges : Depot operating expenses to eligible agencies is 2.5%.

10% PRICE SUBSIDY ON HANK YARN :

- This component was introduced in the MGPS w.e.f 6th January 2012. Under this scheme the subsidy will be provided upfront to the beneficiary. Yarn Passbook will be issued to all eligible agencies and individual handloom weavers. Types of yarn and eligible quantity under the scheme are tabulated as under:

Type of yarn	Eligible Quantity
Cotton (below 40s counts)	30 Kgs./loom/month
Cotton (40s counts and above)	10 Kgs./loom/month
Silk Yarn	4 Kgs./loom/month

OUR BENCHMARK Of PERFORMANCE :

- The corporation has its own performance evaluation system which are decided in the Memorandum Of Understanding (MOU) signed between Ministry of Textiles, Government of India and the NHDC every year so as to publicize policies, programmes and schemes of the Government. Corporation is signing MOU with the ministry of textiles since 1992-93 .

COMPLAINTS AND GRIEVANCES :

Corporation has a well-defined grievances redressal procedures:-

- Public grievances are taken care at Regional office level at first instance and then forwarded to the Grievances Redressal Officer of the Corporation at H.O. Lucknow.

- Staff / Employees grievances are taken care by a committee constituted for the purpose at initial level. Reports / recommendations of the committee are forwarded to the designated Staff Grievances Redressal Officer (Chief Mgr. - P&A), who alongwith his findings forward the cases to Managing Director for final decision.

PROVISION OF FEEDBACK/ SUGGESTION :

Corporation has its own Suggestion scheme and Whistle blower policy so as to receive valuable inputs of the employees relating to improvement in work culture and efficiency. These schemes are also ment with an objective to built culture of participation and transparancy in the organization.

We also conduct survey from outside agencies for SWOT analysis and implement their suggestions (if required / practically possible) for betterment of the employees and upliftment of handloom sector and weaver community attached with this profession.

GUIDANCE AND HELP:

- The Head office/ Corporate Office is at 10th & 11th floor, 'Vikas Deep', Building , 22 – Station Road Lucknow : 226001(Uttar Pradesh).
- We can also be contacted at: (EPABX) 0522-2635133/2635287
(FAX) 0522-2635282
- Globally one can reach us through our e-mail and website:
E-mail: honhdc@nhdcltd.co.in website: www.nhdcltd.co.in

Address of Regional, Zonal and Branch offices along with their In charges are given here as under:-

1. Handloom Organization of Bihar, UP & Uttarakhand :-

Contact Office -	Regional Incharge:- Mr. S.K.Malik Chief. Manager (Comm.) Mr. Pankaj Sinha DM (Comm.)	Indian Institute of H andloom & Textiles Campus Chauka Ghat, Varanasi, Uttar Pradesh	Telephone- M.No. 0542-2200143 8400897181 M.NO. 9415545325
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2. Handloom Organisation of Haryana, Punjab, HP, J&K, Rajasthan, Delhi, :-

Contact Office -	Regional Incharge:- Mr. Dev Lal Sr. Manager (Comm.)	National Handloom Development Corporation Ltd. 1st Floor, IB (L) Sr. Secondary School Complex, GT Road, Panipat-132103, Haryana.	Telephone- 0180-2648515 Fax- 0180-2648518 M.No. 09315870777 E-mail- roppt@nhdcltd.co.in
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3. Handloom Organisation of West Bengal, Orrisa, Jharkhand, Sikkim and all North Eastern States:-

Contact Office -	Regional Incharge:- Sri Ishwar V. Patil Ch. Manager (Comm.)	National Handloom Development Corporation Ltd. 3rd Floor, Uttara Commercial Complex, Plot 9B, Scheme-VIII M, Ultadanga Main Road, Kolkata-700067, West Bengal.	Telephone. 033-23565271/ 23565270 Fax - 033-23565269 M.No.- 08902480242 Resi.- 033-24187966 E-mail- rokol@nhdcltd.co.in
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4. Handloom Organisation of Tamilnadu, Pondicherry, Karnataka :-

Contact Office -	Regional Incharge:- Mr. S. Rajkumar, Chief Manager (Comm.)	National Handloom Development Corporation Ltd. Plot No.6, TNUDP Colony, Gandhi Maanagar, Peelamedu Post, Coimbatore-641004, Tamil Nadu	Telephone- 0422-2511672 / 2510027 / 2510228 Fax - 0422-2510660 M.No.- 09626755760 Resi.- 0422-2512997 E-mail- nhdccbe@yahoo.com cbt_nhdcrbbe@sanchar.in
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5. Handloom Organisation of Andhra Pradesh, Maharashtra, Madhya Pradesh, Chattisgarh, Gujarat :-

Contact Office -	Regional Incharge:- Sri I. S. Rautela, Ch. Manager (Comm.)	National Handloom Development Corporation Ltd. 4th Floor, Chenetha Bhawan, Naampally, Hyderabad - 500001, Andhra Pradesh	Telephone- 040-24736845 Fax- 040-24730668 M.No.- 09491880148 Resi.- 040-24012663 E-mail- rohyd@nhdcltd.co.in
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6. Handloom Organisation of Kerala:-

Contact Office -	Regional Incharge:- Sri U. Neogi Sr. Manager (Comm.)	National Handloom Development Corporation Ltd. Shri Krishna Complex No. KR/N-37/210, First Floor Onden Road, Kannur-670001, Kerala	Telephone- 0497-2769270 Fax- 0497-2505011 M.No.- 09567979940 E-mail- nhdcckannur@yahoo.co.in
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7. Dyes & Chemical Department Product Office North Zone:-

Contact Office -	Incharge - North Zone:- Sri Ghanshyam Dubey, Sr. Manager(Comm.)	National Handloom Development Corporation Ltd. 1st Floor, IB (L) Sr. Secondary School Complex, GT Road, Panipat-132103, Haryana.	Telephone- 0180-2648519 Fax- 0180-2648518 M.No.- 09991109645 Resi.- 0180-2664645 E-mail- dcppt@nhdcltd.com
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8. Dyes & Chemical Department Product Office South Zone :-

Contact Office -	Incharge - South Zone:- Sri A. Sahai Sr. Manager(Comm.I) Sri. P.L.Singhal, Asstt.Mgr.(Comm.)	National Handloom Development Corporation Ltd. 50/23 P.C. Puram, South Street Royya Puram -Triuppur-641 601, Tamil Nadu	Telephone- 0421-2233460 Fax- 0421-4243306 M.No.- 09363150060 M.NO. 09443078359 E-mail- nhdccbe@yahoo.com
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Branch Offices of National Handloom Development Corporation Limited			
Ahmedabad	Kaamdheni Complex, Infront of Sajanand College, Panjarpole, Ambabadi, Ahemdabad-380015, Gujarat. Contact Person:- Sri D. K. Dubey, Asstt. Mgr. (Comm.)	Fax- 079-26304247 (P.P.) Cell- 09429024799	
Agartala	I.T.I. Road, Design Extn. Centre – Uttara, Indira Nagar kunjabagan, Agartala-799006, Tripura (West), Contact Person:- Sri S. Bhattacharya, Jr. Asstt. (Comm.)	Cell- 09436125779	
Ananthpur	Flat No.G3/A, Ground Floor, Chandrapriya Apartment, Near Rly. Station, Ananthpur-515001, Andhra Pradesh Contact Person:- Sri C K Rao, Manager (Comm.)	Cell- 09866023438 E-mail- rao.challa@yahoo.com	
Alleppy	Chemukath House, Near Ashraman - JN, Poonthoppu Ward, Avalookunnu P.O., Alappuzha - 688 006, Alleppy Distt, Kerala. Contact Person:- Sri K .K. Soumyanathan, Asstt. Mgr. (Comm.)	Fax- 0477 - 2233341 Cell- 09447970285 E-mail- kksoumyanatha@gmail.com	
Bangalore	C/o Weavers Service Centre, Okalipuram, Near R.R.R. Kalyana, Manatapa, Bangalore-560021, Karnataka. Contact Person:- Sri M.R.S. Raghwan, Manager (Comm.) Mrs. V. Sudha-CCT	Fax.- 080-23131184 Cell- 09986530359 09686684050 E-mail- bangalorenhdcc@gmail.com	
Behrampur	155, R.N. Tagore Road, Laldighi, PO-Berhampore, Distt.- Murshidabad, (West Bengal) Contact Person:- Sri Abdul Rehman Suptd. (Comm.)	Cell- 09679718076 E-mail- arehman25@gmail.com	
Bhagalpur	Weavers' Service Centre, Kanchangarh, Barari, Bhagalpur – 812003 (Bihar) Contact Person:- Sri Kamal Kishor , Asstt. Mgr. (Comm.) (Posted at Varanasi)	Cell- 09838253941	
Bhopal	A-1, Trimurti Complex, Lahoti Chamber, 231, Zone-1. MP Nagar, Bhopal - 462011, Madhya Pradesh Contact Person:-Mr. Ghanshyam Singh , Manager (Comm) Mr. R.S. Srivastava, Suptd.(Comm.)	Tele/ Fax- 0755- 2767925 - Cell- 08827589620	
Bhubneshwar	Campus of Weavers service Centre, Plot No. A/407, Shaheed Nagar, Bhubaneswar - 751007, Orissa Contact Person:- Sri B. R. Das, Manager (Comm.)	Tele/Fax.- 0674-2548606 Cell- 09437355784 E-mail- baniranjan.das@gmail.com	
Burdwan- CI	C/O Tangail Tant Bastra Baba Sayee Bhawan I Floor Samudragarh post Nasrat Distt. Burdwan (W.B.) Contact Person:- Sri S. Bandhopadhya, Manager (Comm.)	Cell- 09831104597 E-mail- sbhabrata53@rediffmail.com	
Chennai	The Tamil Nadu H/L WCS Ltd.(Co-Optex), Warehouse Bldg.,1st Floor, Co-Optex Exhibition Ground, Pantheon Rd. Egmore, Chennai-600084, Tamil Nadu, Contact Person:-5. Mr. R.K. Upadyaya, Jr, Asstt(Comm)	Fax.- 044-28191174 Cell- 09944457221 E-mail- bochennai@nhdcltd.com , bochennai@nhdcltd.co.in	
Dosa	C/o Sri Babu Lal Sharma, Ward No.19, Shiv Colony, Near Shyama Devi Memorial Hospital, Jaipur-Agra Road, Dhosa - 303303 (Rajasthan) Contact Person:- Sri S. K. Verma, Dy Mgr. (Comm.)	Cell- 09665276331	
Erode	R.R. Complex, Second Floor, 32-Naachiyappa Street, Erode-638001, Tamil Nadu, Contact Person:-Mr. C. Karuna Karan , Suptd. (Comm)	Fax- 0424-2267781 Cell- 09486263364 E-mail- rolko@nhdcltd.co.in	
Guwahati	Weavers Service Centre Campus Jawahar Nagar, Khanapara Guwahati – 781 022. Contact Person:- Mr. Achintya Kumar Saha, Manager (Comm.)	Tele/ Fax.- 0361-2303587 Cell- 08472045340 E-mail- gh146308@bsnl.in	
Imphal	National Handloom Development Corporation Ltd. (A Govt. of India Undertaking) Branch Office – Imphal, C/o Weavers' Service Centre, Porompet, Imphal – 795001 (Manipur). Contact Person:- Mr. Y S K Singh, Supdt. (Comm.), Mrs. P. L. Devi, CCT	Telephone- 0385-2445031 Cell- 09435340509 09856134784 E-mail- yshantkr@gmail.com	

Jammu	C/O J K State H/L Corporation, Jawahar Lal Nehru Udyog Bhawan, 5th Floor Railway Road, Jammu-180004, Jammu & Kashmir Contact Person:- Sri Abdul Basit, Asstt. Mgr. (Com.), Sri M A Raiynee, Supt. (com)	Tele/Fax- 0191-2477803 Cell- 09469376432, 09797667443
Lucknow	A-3/34, Vishwas Khand, Gomti Nagar, Lucknow Pin – 226010, Uttar Pradesh. Contact Person: - Sri Mohd. Hanif , Asstt. Mgr. (Comm.)	Tele/Fax- 0522-2309436 2309463 Cell- 09451254334 E-mail nhdcrlucknow@gmail.com
Ludhiana	H. No. 852, Street No.5/3, Harcharan Nagar, Near Singar Cinema, Ludhiana-141008, Punjab. Contact Person:- Sri A. B. Barapatre, Manager(Com.)	Tele/Fax- 0161-2226275 Cell- 09356714059 E-mail- arunbarapatra@rediffmail.com
Kancheepuram	ABC Complex, Shop No. 8, Ground Floor, No. 44A, Sanguapet Street, Kanchipuram - 631501, Tamil Nadu. Contact Person:- Mr. A Murugan, Asstt Mgr. (Comm.)	Tele/Fax- 044-27225022 Cell- 09894904329 E-mail- bonhdckpm@gmail.com
Karur	No.10, 1st Floor, Ramkrishnapuram, Main Road, Karur-639001, Tamil Nadu, Contact Person:- Mr. G. Arumugam, Asstt. Mgr. (Comm.)	Tele/ Fax- 04324-230622 Cell- 09444461815 E-mail- dmcnhdckakur@yahoo.com
Kullu	Opp. Industrial Chowk, Bhutti Colony P.O. Shamshi Kullu-175126 Himanchal Pradesh Contact Person:- Sri S. S. Shinde, Supdt. (Comm.)	Cell- 9418971596
Karimnagar	House No.7-1-256, 1st Floor, SBI Building, Mankammathota, Karimnagar-505001 Andhra Pradesh Contact Person:- Sri Z. A. Khan, Supdt. (Comm.)	Tele/ Fax.- 0878-2268654 Cell- 09010617962
Madurai	C/O A Sambanda Moorthy District, Revenue Officer(Retd.), 20 East Street Sirgarayan Madurai, Tamilnadu Contact Person:-Mohd. Shafiq Ansari, Asstt. Mgr. (Comm.)	Tele/ Fax.- 0452-2525908 Cell – 09444730707 / 7418100905 E-mail- msansari56@yahoo.com
Moradabad	MMIG 163, Ram Ganga Vihar, Phase Ist, Thana Civil Lines Moradabad Uttar Pradesh Contact Person:- Sri Aqueel Ahmed Siddiqui, Suptd. (Comm.)	Cell- 09628843027
Muzaffar Nagar	202 Uttari Civil Lines, Near Durga Mandir, Sadar Bazar, Muzaffarnagar - Uttar Pradesh Contact Person:- Sri P. Sharma, Jr. Asstt. (Comm.)	Cell- 09411618055
Mumbai	5th Floor, Plot No. 13,14,15 Raigarh Bhawan CBD Belapur, Navi Mumbai-400612 Maharashtra Contact Person:- Sri A. K. Sen, Dy Mgr. (D&C) Mrs. Usha Desai, Jr. Asstt. (com)	Tele/ Fax- 022-27570493 Cell- 09820044163
Nagpur	Maharashtra State Handloom Corpn. Ltd. MSHC Complex, Umred Road, Nagpur, Maharashtra Contact Person:- Sri Puneet Sahu, Asstt. Mgr. (Comm.)	Cell- 08796154965
Raipur	D-60, Devendra Nagar, Chhattisgarh Federation, Raipur, Chhattisgarh. Contact Person:- Sri A. R. Khan, Dy Mgr. (Comm.)	Telephone- 0771-4057181, Cell- 09826433231 E-mail- adil_rashidkhan@yahoo.com
Ranchi	C/o S L Manik, Near Jeevandeep Enclave, Bank Colony, House NO. D171, KoKar, Ranchi -- 834001(Jharkhand) Contact Person:-Mr. Babai Nath, Jr, Asstt(Comm)	Cell- 09703387750 E-mail- nhdcranchi@gmail.com
Sivasagar	C/O Shri Prafulla Chandra Phukan Phatik Gogoi Path, Amulapatty, Sivasagar - 785640 (Assam) Contact Person:- Sri A K Nasi puri, Asstt. Mgr. (Comm.)	Cell- 09435451937
Vijaywada	Qtr.No.Type III/1, W.S.C.Cmpd., Beside Machavaram P.O.Arulnagar Vijaywada, Andhra Pradesh-500008, Contact Person:- Sri K. S. Sakode, Dy Mgr. (Comm.) Sri A. B. Rathpuria, Suptd (Com.)	Tele/Fax- 0866-2491153 Cell- 09440790013 09826433231 E-mail- nhdc.bovijay@yahoo.i
Shantipur	NHDC LTD 15/1/1, Netaji Subhash Road Shyam Bazar, P.O. Shantipur Dist. Nadia, West Bengal Pin- 741404 Contact Person:- Sh. M. Islam, Jr. Asstt.(Comm)	Cell- 09435825495
Yarn Depot-Ponduru	NHDC LTD C/o Shri Saibaba Weavers Co- Operative Production Sales Society Ltd No. M-379, Ponduru Hyderabad Contact Person:- Sh. P. Srinivas Rao, Jr.Asstt.(Comm)	Tele/Fax- 0866-2491153 Cell- 08941242630

Data Source : Co-ordination Section

Date : 12.09.2013