

# **CITIZEN'S CHARTER**

**WEAVERS' SERVICE CENTRE, AGARTALA**

**GOVERNMENT OF INDIA  
MINISTRY OF TEXTILES  
WEAVERS' SERVICE CENTRE  
GORKHABASTI, KUNJABAN  
AGARTALA  
PIN-799006  
PHONE: (0381) 2325255, 2324912  
e-mail: [wscagt@gmail.com](mailto:wscagt@gmail.com)  
[www.handlooms.nic.in](http://www.handlooms.nic.in)  
[texmin.nic.in](http://texmin.nic.in)**

# **WEAVERS' SERVICE CENTRE, AGARTALA**

## **❖ ORGANISATIONAL PHILOSOPHY:**

Friend for guidance and partner in progress through Skill & Technological up-gradation and product development by fair, excellence, facilitation and promotion.

## **OUR VISION**

Promote and facilitate the continuous growth of the Handloom Industry to protect the livelihood of handloom weavers and allied workers with an objective to compete in the global market.

## **OUR MISSION**

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

## **OUR COMMITMENT**

- To provide all possible technical assistance in terms of design input, technical support, assistance and advice in Weaving/Dyeing/Printing etc. to weavers and all concerned to Handloom Sector.
- To conduct Design Exhibition-cum-Dyeing Workshop with objective to create awareness in the clusters about the services rendered by WSCs and to innovate new ideas in Designing, Weaving and Dyeing.
- To upgrade the skills of handloom weavers/allied a commitment workers in the field of design development/weaving/dyeing by identifying the needs of weavers and allied weavers through masters training programmes in all area of Handloom sector.

## **❖ OUR MANDATE:**

- Serve and strengthen the second largest sector of Indian Economy in terms of employment generation with dedication, devotion and vision.
- R&D and technological advancement 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 market.

## ❖ **OUR OBJECTIVES:**

- Product development to evolve more marketable products by interaction with expertise available in the fields of Weaving, Designing and Processing.
- To improve weaving techniques and accessories and appliances used in weaving.
- To improve techniques of processing and accessories and appliances used in processing.
- To impart training to weavers by disseminating improved techniques and new designs by undertaking training programmes within the precincts of the Centre and in the field.
- To provide market support by arranging interface among designers, producers and buyers which include execution of sample orders.
- Solving problems arising in pre-loom, loom and post-loom processes and technologies.
- Arranging exhibitions, seminars, workshops focusing on new and improved designs, equipments and processing techniques.
- Preserving and documenting traditional skills and revival of traditional skills including their revival of traditional designs for production and marketing.
- Implementing various schemes of the Government of India in handloom sector and providing assistance and interaction with State Govt., handloom agencies such as Apex and Primary Co-operatives, State and Private undertakings dealing in handlooms.
- Monitoring of projects sanctioned under various Central Schemes.

## ❖ **OUR RESOURCES:**

- Qualified technical personnel in the discipline of design, dyeing, processing, weaving and necessary support Staff.
- Need-based looms, accessories, allied equipments and other teaching aids.
- Need-based design development, design adoption, design dissemination, technical inputs in the form of research in looms, dyes, dyeing techniques and innovations in appliances and accessories used by the weavers.
- An excellent collection of paper design and fabric samples to select for commercial production.
- Dyeing Laboratory, Design Section, Weaving Section, Printing Section, Library & Documentation Section and Computer Aided Textile Design Section for sample development, training, expert guidance and for extension services in all disciplines.

## ❖ OUR ARMS FOR SERVICE:

### ➤ DESIGN SECTION:

- Artists drawn from the best talent available in Art College are constantly engaged in preparing paper designs comprising of both for weaving and for hand block printing with an objective preserve traditional designs by reviving and adopting them to the requirements of the market comprising of both for domestic and export regions. This center helps in preparing the designs and techniques with the aid of computers. This Centre has the services of designers working close association with the Dyeing Laboratory and the Weaving Section for preparing graph paper designs.

### ➤ WEAVING SECTION:

- This is the reference place of Tripura for all sorts of weaving related problems to be solved in the area of handloom weaving. This section invariably provide outmost care to weavers with its commitment and dedication to fulfill and sustain following missions:
    - I. To provide necessary technical support in a comprehensive manner for pre/on/post loom operation;
    - II. To go ahead with skill up-gradation;
    - III. To motivate & work for design development and product diversification by transferring the dominated loom looms to fly-shuttle frame loom;
    - IV. To adopt traditional ethnic languishing designs to utility products; and
    - V. To replace the primitive looms by modern improved looms & accessories for better productivity with the aids of latest technological.
  - The paper designs prepared by the design section are transferred here and subsequently translated into fabrics. All the Managing Directors of sixty nos. of Cluster level Handloom Co-operative Societies of Tripura including the State Corporation & Apex Societies are getting the technical support vis-à-vis to sort out any technical difficulty towards or during production.
  - Practical training at our centre, on the spot demonstration, different short-term training & observatory training etc. are carried out round the year. As a result, weavers get acquainted with the art of weaving by means of Jacquard, doobby, Jalla and weave with extra-warp and extra-weft figuring. The post training problems faced by the weavers are solved on the spot. The special feature lies of this section with its innovative idea of making fabrics with an ethnic identity. Because, Tripura handloom symbolizes and represents a unique blend of unity of three main traditions – the Bengali, the Tribal and the Manipuri. This wing is enriched with high skilled weavers and a most experienced qualified technologist supervises the entire garnut of activities. The product profile developed by this section ranges from the traditional Rignai-borok, Risha, Pinon, Hadi, Royal fabrics, Mairangphee to the value-added silk, and Jamdani fabrics.
- In fact, Weaving Section is committed of production to reproduce new and innovative designs with new texture using different kind of textile fibres/yarns by utilizing the available skilled manpower, prototype looms & accessories etc. And thus helps the weavers to keep pace with the modern trend of market requirement in the area of handloom.

➤ **PROCESSING SECTION:**

a) **DYEING:**

- This part of the Processing Section is sincerely engaged in accordance with the demand of color to be matched for current market of handloom. The dyeing laboratory is well equipped and maintained by experienced dyers and supervised by a qualified technical staff. It carries out short-term training on dyeing & printing with a wide range of dyestuff. This section has got the shade cards on cotton & silk in order to carry out the experiments on the basis of latest available information. Emphasis is also given on to the use of safe & non-toxic Eco-friendly dyestuff. As a result, weavers are getting safe, uniform and fast coloured dyed-yarn. However, this section is desperately looking forward to revive the vegetable dyeing practice of ancient age.

b) **PRINTING:**

- Our centre has got necessary infrastructure in this discipline. Printing is done manually by process of Hand block printing, Screen-printing & Spray printing etc. The beautiful & artistic hand-blocks of monocolour to multicolour and of course with assorted shapes & sizes are available to keep pace with demand of designs to be printed. Dischargeable and non-dischargeable dyestuffs with different tune and style have been used to get the desired effects. Because, the motif and theme of the designs have been derived from the age-old traditional heritage vis-à-vis the antique art of Ujjayanta Palace (which is now being used as the State Museum of Tripura) and other heritage building has got a special flavor for itself.

➤ **LABORATORY & DOCUMENTATION SECTION:**

- A collection of fabric samples, photographs, colour slides, books and periodicals dealing with various aspects of the Handloom/textile industry is available with this Section.

❖ **OUR CHARTER OF SERVICES:**

➤ **DESIGN DEVELOPMENT:**

- In terms of Design Development, W.S.C., Agartala has been dedicated with a specific mission to innovate a rare and new variety of fabric comprising the antique Tribal Motif and color combination to woo the modern consumer as well as to get entry into the arena of Handloom & textile export market
- Tripura is a tiny and hilly State in the North-East corner of India. The Tripura handlooms represent a unique harmonious blend of three traditions – Tribal, Bengali and Manipuri weaving. Handloom weaving is a traditional art of household activity among the Tribals of the State. There are nineteen different communities of the Tribals each having its own choice of colour combination and designs. These are the main source of our designs.
- Apart from this, the ancient heritage building like "Ujjayanta Palace" (Now using as State Museum of Tripura), the "Neermahal" including some archaeological important place like "Unakoti", "Pilak" etc. of Tripura have also encouraged us to pick-up the antique taste of art with high appreciation.
- The reciprocation of designs, motifs colours, patterns etc. among the three main traditions that is the Bengali, the Tribal and the Manipuri symbolizes to act as a catalyst to maintain and sustain the spirit of National Integration among the people of Tripura.

➤ **TRAINING:**

- Weavers' Service Centre, Agartala has been imparting training to semi-skilled and skilled weavers for product development, product diversification and improvement in productivity, in dyeing technique and design development on looms.
- Training of Manipuri weavers for weaving of Lashingphee fabric on frame loom.
- Training of weavers for producing silk fabrics for printing on Chittaranjan Loom.
- Training of dyers in dyeing of fast colour on variety of substrate.
- W.S.C., Agartala imparts short-term training and observatory training for four months and one month respectively in Weaving, Processing and Designing.
- Weavers' Service Centre, Agartala provide trainings under 'SAMARTH' scheme in various handloom clusters for the state of Tripura.

➤ **EXHIBITION:**

- W.S.C., Agartala holds Design Exhibition-cum-Dyeing Workshop in different Handloom Clusters as well as weavers concentrated areas with main objective to create awareness in the weavers about the service available at this centre.
- Organization of Workshop & Exhibition and participation in various fairs etc. to see the market response of the designs and fabric samples developed by W.S.C., Agartala.

➤ **RESEARCH AND DEVELOPMENT:**

- R & D work is carried out for loom development, design modification, development of shade cards, application of natural dyes, unique sample development and is available at reasonable prices at this centre. Extension services are also provided through training programmes at very reasonable charges.
- To look into the usability, manufacture & improvement of methods & materials used in the handloom industry and other trades or industries associated with the centre.
- To assess the utilization of the products for the handloom industry as well as to assist members in the execution of sample orders.
- To carry out house work for the improvement of various machinery and appliances used by the handloom industry and other trades or industries.
- To investigate into and help improvement of various processes of manufacture with a view to secure greater efficiency, rationalization and reduction of costs in various processes.

➤ **MARKET SUPPORT:**

- It provides marketing guidance in coordination with State and Central Government, thereby nominating and forwarding societies/master weavers for participation in Dilli Hat, Suraj Kund Mela, Taj Mahotsav, Udaipur Craft Mela etc.

➤ **PROMOTION OF EXCELLENCE:**

- Recommends from their area of jurisdiction, master weaver, printer and others making outstanding handloom product for National Merit Certificate, National Award, Sant Kabir Award to be presented by the President of India.

➤ **IMPORTANT EXTENSION WORK DONE:**

1. Revival of languishing art in tribal handloom weaving like Chakma, Reang, Tripuri, Jamatia, Mog, Koloi, Noatia, Uchai, Halam, Lusai etc.
2. Conducted extensive Decentralised Training Programmes & Integrated Handloom Training Project as in handloom concentrated area in Design, Dyeing & Weaving for quality improvement.
3. Introduce new technique of production in the form of Jala & Jacquard designs.
4. Practical Demonstrations given to the handloom weavers for defect free weaving.
5. Organised Design Exhibition-cum-Dyeing Workshops in handloom concentrated area in Design, Dyeing & Weaving for quality improvement.
6. Eco-friendly natural dyeing and its use in commercial purpose.
7. Conducted stipendiary & non-stipendiary courses for Handloom Weavers, Dyers & Designers.

➤ **HELP AND GUIDANCE:**

- A complaint/Grievance box is placed which may be used to drop a written complaint/grievance. The box will be opened and checked daily for content(s), if any.
- A complaint/grievance is promptly acknowledged is within thirty (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.
- All efforts are 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 is under:
  - Zonal Directors, Weavers' Service Centre, Jawaharnagar, Khanapara, Guwahati.  
Or
  - Additional Development Commissioner & Chief Vigilance Officer (Handlooms), Ministry of Textiles, Room No.57, Udyog Bhavan, New Delhi.  
Or
  - Development Commissioner (Handlooms), Ministry of Textiles, Room No.56, Udyog Bhavan, New Delhi.

❖ **STAFF:**

Sl. No.	Post	Sanctioned strength	In position	Date of Vacancy	Reasons of vacancy & action taken to fill up the posts
<b>• GROUP 'A' (TECH)</b>					
1	Deputy Director	1	1	-	-
2	Assistant Director	1	1	-	-
<b>• GROUP 'B' (TECH)</b>					
3	Technical Superintendent (Weaving)	1	0	-	-
4	Technical Superintendent (Processing)	1	1	-	-
5	Textile Designer	1	1	-	-
<b>• GROUP 'B' (NON-TECH)</b>					
6	Assistant	1	1	-	-
<b>• GROUP 'C' (TECH)</b>					
7	Senior Weaver	1	0	23-01-23	Due to Retirement
8	Junior Weaver	3	1	08-10-21, 30-11-22	Due to transfer, Due to promotion
9	Junior Printer	1	0	-	-
10	Junior Assistant (Weaving)	1	0	31-01-19	Due to Retirement
11	Carpenter	1	1	-	-
12	Attendant (Weaving)	2	2	-	-
13	Attendant (Processing)	2	1	31-03-20	Due to Retirement
<b>• GROUP 'C' (NON-TECH)</b>					
14	U.D. Clerk	1	0	04-10-21	Due to promotion
15	L.D. Clerk	1	0	23-01-22	(i) Due to selection in other department
16	Multi Tasking Staff	4	3	31-10-22	Due to Retirement
	<b>Total:</b>	<b>23</b>	<b>13</b>		