

**CITIZEN'S CHARTER
WEAVERS' SERVICE CENTRE,
NAGPUR**

**GOVT. OF INDIA
MINISTRY OF TEXTILES
WEAVERS' SERVICE CENTRE
N.S. BUILDING, CIVIL LINES
NAGPUR-440001
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WEAVERS' SERVICE CENTRE, NAGPUR

ORGANISATIONAL PHILOSOPHY:

- WSC :- Friend for guidance and Partner in progress through skill & technological upgradation and product development.
- Motto :- Excellence, Facilitation and Promotion.

OUR VISION

Promote and facilitate the continuous growth of the handloom industry to compete 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 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 SAMARTH scheme.

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 weaved for the niche market.

OUR OBJECTIVES:

- To evolve more marketable products by interaction between expertise's 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.
- To train 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 between designers, producers and buyers which include execution of sample orders.
- To solve problems arising in pre-loom, loom and post-loom processes and technologies.
- To arrange exhibitions, seminars, workshops focusing on new and improved designs, equipments and processing techniques.
- To preserve and documenting traditional skills and revival of traditional skills and revival of traditional designs for production and marketing.
- To implement various schemes in handloom sector of the Government of India and providing assistance and interaction with State Governments, 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:

- Full commitment and support of the Government of India to make the service centre a vibrant focal point of development and growth of the handloom sector.
- 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 choose from for commercial production.
- An excellent Dyeing Laboratory, Design Section, Weaving Section, Printing Section and Design Resource Centre for sample development, training, expert guidance and for extension services.

OUR ARMS FOR SERVICE:

DESIGN SECTION:

- Artists drawn from the best talent available in art schools and Design colleges are constantly engaged in preparing paper designs. These designs comprise both for weaving and for hand block or screen printing. The attempt is to preserve traditional designs by

reviving them and/or adopting them to the requirements of the market. These designs help in production of items both for domestic and export markets. This Centre has the services of Jala makers, graph paper designers who work in close association with the Dyeing Laboratory and the Weaving Section. Care is taken to see that the designs developed are within the discipline imposed by the types of yarn, dye stuffs and weaving techniques as per requirements of the sector. The core serves is rendering from Weaver's Service Centre, N.S. Building, Civil Lines, Nagpur.

WEAVING SECTION:

- Skilled weavers drawn from the main traditional weaving communities of the country man the Weaving Section. They are supervised by qualified textile technologists. Facilities of prototype looms and weaving equipments are available in the Section. Fabrics in new designs and new textures are produced using different yarns. The Section also undertakes simple improvements in looms and in the processes of weaving. The basic serves is providing to relevant beneficiary agencies from Weaver's Service Centre, N.S. Building, Civil Lines, Nagpur.

DYEING LABORATORY:

- Fully equipped Dye Laboratory manned by experienced dyers and other qualified technical personnel capable of developing techniques in cost processing of fabrics is available in WSC Nagpur. 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 method 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 testing methods. The basic serves is providing to relevant beneficiary agencies from Weaver's Service Centre, N.S. Building, Civil Lines, Nagpur.

PRINTING SECTION:

- This Section carries out experiments in preparation of basic materials for hand block 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 cordially develop new design and pattern. Sizable of hand-block and screen are attractable for use by Weavers and Handloom organizations. Serves is providing to relevant beneficiary agencies from Weaver's Service Centre, N.S. Building, Civil Lines, Nagpur.

DESIGN RESOURCE CENTRE:

- A collection of cloth samples, photographs, colour slides, books and periodicals dealing with various aspects of the textile industry is available in these Sections. Traditional cloth samples under jurisdiction of WSC, Nagpur have been displayed along with all the technical details to understand the visitor about products. Designs used in the traditional fabrics have been displayed along with books for reference.

OUR CHARTER OF SERVICES:

DESIGN DEVELOPMENT:

- Innovate and develop designs, motifs, patterns and prints, via in-house skills, on a regular/on-going basis, through appropriate systems and trained designers and synchronization of traditional designs, etc., with modern and contemporary design. For this purpose development of In-house designs undertaken based on:
 - a) Specific demand from the market in terms of apex societies, weavers cooperatives, institutions, exporters, manufacturers or private persons.
 - b) As per the demand of the International market in terms of colour, design and fashion forecast.
 - c) Revival of market-worthy traditional motifs.
 - d) Artists & Designers delight from various sources e.g. Museums, Temples, Palaces Havelis /Houses State/National Archives Private Collectors College of Arts/crafts Caves, Book of Art & craft & Handicrafts (carvings, wood, metal, stone, ivory, etc.), Societies/Corps./Associations/ Guilds/Journals/ Manuscripts miniature Paintings/ Antique furniture/Potteries/Tombs /Series of Art & Industry Collections /Cataloguing Books eg. Sir Fort Watsons collection, symbols and portrayals of festivals, and mythologies World-wide. Utmost care is taken to assess its market - worthiness. Help of CATD is taken to perfect the colour and design combination and suitability of fabrics.
- Maintain and update an inventory/ data bank / warehouse of designs, motifs, patterns, prints, etc. and display developed samples in exhibition halls. Exhibition of exclusive designs is held in a regular manner during design work shop for the public for sale.
- Popularise increasing adaptation and adoption of designs, etc., as a vital ingredient of value added product development/diversification and for the creation and sustenance of a culture of quality.
- Encourage the sale of designs, prints, etc., on a non-exclusive right basis.
- WSC holds periodically the organization on continuous basis special thematic exhibitions. The basic idea behind such exhibitions is to produce exquisite quality of handloom cloths from master weavers throughout India in order to sustain and excel in the quality aspect and to promote the marketing of handloom products on a sustained basis.

TRAINING :

- Weavers Service Centre imparts training through NHDP under SAMARTH Scheme to semi-skilled and skilled weavers for product development, product diversification and improvement in productivity, in dyeing technique and design development on looms to the beneficiary within the jurisdiction of Weaver's Service Centre, N.S. Building, Civil Lines, Nagpur.

- Short term/Observatory in-house training in weaving, designing/pattern making and processing to students, weavers, master trainers, employees of State Handloom Corporations, Apex Bodies and others providing in Weaver's Service Centre, N.S. Building, Civil Lines, Nagpur.

EXHIBITION:

- In-house product display of the latest and unique samples, samples drawn on the basis of revival of traditional motifs, display of improvised and modern looms and their working. Through its in-house exhibition, the members of WSC acquaint the visitors with the latest information required for the development of right fabric in right colour and for right market. The information on woven and selected designs by the visitor is provided with complete technical specifications like count of yarn, thread count, technical graph for jacquards, the weaving procedure to enable them to produce quality and design enrich fabrics having greater market acceptability. The same idea is taken out door also.

RESEARCH AND DEVELOPMENT:

- R&D work is carried out for loom development, design modification, development of shade cards, natural dyes, unique sample development, and is available at reasonable prices in WSC. Extension services are provided through training programmes or at very reasonable charges.
- To look into the usability, manufacture and improvement of materials used in the handloom industry and other trades or industries allowed therewith including designing, dyeing, bleaching, finishing, printing and chemical stores, etc.
- To assess the utilization of the products of the handloom industry as well as to assist members in the execution of sample orders.
- To do in 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 securing greater efficiency, rationalization and reduction of costs.

MARKET SUPPORT:

- It provides marketing guidance in coordination with State and Central Government, eg., nominating and forwarding societies/master weavers for participation in Dilli Hatt, Suraj Kund Craft Mela, Taj Mahotsav, Udaipur, Shilparamam- Hyderabad and various Craft Melas etc.

PROMOTION OF EXCELLENCE:

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

HELP AND GUIDANCE:

- A complaint / grievance box shall be placed 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.
- 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,

The Additional Development Commissioner and Chief Vigilance
Officer (Handlooms), Ministry of Textiles, Room No.57, Udyog Bhawan, New Delhi.

Or,

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

Or,

The Zonal Directors, Weavers' Service Centres, 15-A, Mama Parmanand Marg,
Mumbai - 400 004, Phone No. 022-23601238 / 23610923 Fax No. 022-23610923
E.mail : dirwzsmum@yahoo.in