



**GOVERNMENT OF INDIA  
MINISTRY OF TEXTILES  
WEAVERS' SERVICE CENTRE**

3<sup>rd</sup> Floor, NTC Building, Jahangir Mill Compound, Opp. Govt. Litho Press BRTS BUS Stop,  
Dudheshwar Road, Shahibaug, Ahmedabad - 38004

E-Mail: [wsctex@gmail.com](mailto:wsctex@gmail.com)

Website: [www.handlooms.nic.in](http://www.handlooms.nic.in)

## **CITIZEN'S CHARTER**

### **WEAVERS' SERVICE CENTRE, AHMEDABAD**

**GOVERNMENT OF INDIA  
MINISTRY OF TEXTILES  
OFFICE OF THE DEVELOPMENT COMMISSIONER  
(HANDLOOMS)**

**WEAVERS' SERVICE CENTRE,**  
3<sup>rd</sup> Floor, NTC Building, Old Jahangir Mill Compound,  
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## **WEAVERS' SERVICE CENTER, AHMEDABAD**

### **ORGANISATIONAL PHILOSOPHY**

#### **Weavers' Service Centre-**

Friend for guidance and Partner in Progress through Skill & Technological Up-gradation and product development throughout Gujarat.

#### **Motto- Excellence, Facilitation & Promotion**

Weavers' Service Centre, Ahmedabad is a Research & Development wing of Development Commissioner for Handlooms, Ministry of Textiles, Government of India engaged in developmental activities in the field of handloom weaving by providing new designs and improved technical support to the handloom weavers. It is also their endeavor to keep alive the languishing Traditional Weaving & Designs which are becoming extinct.

The Weavers' Service Centre, Ahmedabad is the friend for guidance & partners in progress through skill and technological up gradation and product development for the benefits and upliftment of Handloom weavers renders service in helping weavers in various aspects such as designs development, design adoptions, design dissemination, technical inputs in the form of research in looms, dyes, dyeing technique and innovations in appliances and accessories to the need of the primary Weavers Co-operative societies, Gujarat State Handloom and Handicrafts Development Corporation, Apex organizations - Gujarat State Handloom and Co-op. Federation, Exporters, individual Weavers, students from textile and fashion colleges, research scholars, dyers and printers.

Weavers' Service Centre is mainly engaged for providing training to the Handloom Weavers in various trades, providing technical assistance to the weavers, exporters, local manufacture, State Research and Development activities, assisting to implement training and various projects or schemes of Government of India to State Agencies, Co-op. Societies and Federation.



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The sole efforts through this exercise would be for better design output, improved quality fabrics state of art products apart from normal ones, which in turn would lead to a higher wage earning and a better living standard to the handloom weavers, dyers & printers.

This centre has been organizing work-shops in weavers/printers dominated areas for the last 30 years on Designs Development and use of natural dyes to make the weavers and printers aware about the use and need of natural dyes in the global market.

**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.



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- To visit the Handloom pockets for rendering technical assistance to weavers and others.
- Dissemination of technical activities 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 NHDP Scheme.

**OUR MANDATE**

Weavers' Service centre, Ahmedabad has been setup with the mandate stated as under:

- 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**

Weavers' Service centre, Ahmedabad has been regularly engaged in the following objective with the motto toward excellence, facilitation and promotion of the handloom industries.

- Of product development to evolve more marketable products by interaction between expertise available in the fields of weaving, designing and processing.
- In improving weaving techniques and accessories and appliances used in weaving.
- In improving techniques of processing.
- In training weavers by disseminating improved techniques and new designs by undertaking programmes within the precincts of the Centre and in the field.



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- In providing market support by arranging interface between designers, producers and buyers which includes execution of samples orders.
- In solving problems arising in pre-loom, looms and post-loom processes and technologies.
- In arranging exhibition, seminars workshop focusing on new and improved designs, equipments and processing techniques.
- In preserving and documenting traditional skills and revival of traditional skills and revival of traditional designs for production and marketing.
- In implementing various schemes in handloom sector of the Government of India and providing assistance and interaction with State Government, handloom agencies such as Apex and primary Co-operative, State and private undertaking dealing in handlooms.
- Monitoring & implementing 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 local point of development and growth of the handloom sector.
- Qualified technical personnel in the discipline of Design, Processing (Dyeing & Printing), Weaving and necessary support Staff.
- Need-based looms, accessories, allied equipments and other teaching aids.
- Need-based designs development, design adoption, designs dissemination, technical inputs in the form of research in looms, dyes, dyeing techniques, and innovations in appliances and accessories uses by the Weavers.
- An excellent collection of paper designs and fabric samples to chose from for commercial production.
- An excellent Dyeing laboratory, Design section, Weaving section, Printing section, Library and Documentation section and training facilities and expert guidance.

**OUR ARMS FOR SERVICE:**

**DESIGN SECTION**

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



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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.

The 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 in the discipline imposed by the types of yarn, dyes stuffs and weaving techniques as per requirements of the sector.

### **WEAVING SECTION**

Skilled weavers drawn from the main traditional weaving communities under the supervision of qualified textile technologists team the weaving section. Facilities of prototype looms and weaving equipments are available in the section. Fabrics in new designs and textures are produced using different yarns. The section also undertakes region specific improvements in looms and in the processes of weaving. The section emphasized more on revival, development of traditional varieties and its diversification in orders to compete in the export market. It undertakes short term and long term training to the master weavers, weavers along with the students, designers, research scholars, etc. in house and weavers in field under various schemes.

### **PROCESSING SECTION (DYEING LABORATORY)**

Dyeing laboratory has been set up at Weavers Service Centre, Ahmedabad. It is 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 this centre. This laboratory brings 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 dyestuffs, temperatures to be maintained and the length of dyeing period for each shade. These cards also provide information on de-gumming, scouring, blending, dyeing etc. and the equipments used in dyeing and testing methods. This section also undertakes dyeing in cotton silk & wool for development of new shades using natural dyes to be used in the field of handlooms.



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**PROCESSING SECTION (PRINTING SECTION)**

Experiments are carried out in preparation of basic materials for hand block printing as well as screen-printing. Ahmedabad, Baroda, Jetpur, Rajkot, Bhuj, Khambhat, Disa, Himmatnagar & Surat are the major places where in tremendous work on block printing and screen printing exists. Dischargeable and non-dischargeable dye stuffs have been effectively used to obtain multiple effects or rare beauty. Weavers Service Centre, Ahmedabad has expertise in block and screen making and they cordially develop new designs and patterns. Sizable mix/ value addition of hand-block and screen are attractable for use by artisans and Handloom organizations.

**LIBRARY & DOCUMENTATION SECTION**

A collection of cloth samples, photographs, colour slides, books and periodicals dealing with various aspects of the textile industry is available in this section. To augment the resources of the Weavers Service Centre, the centre has acquired a sizeable collection of books & periodicals to form a Library in this centre.

**OUR CHARTER OF SERVICES**

**DESIGN DEVELOPMENT**

This section innovates and develops modern and contemporary designs on paper with colours on a regular/ongoing basis containing motifs, Patterns and prints suitable both in Weaving and Printing, supplies to the weavers and printers at the prices fixed by the norm laid down under the head of scheduled of charges. Technical Assistance provided to the weavers and printers at their working place to create similar paper design on fabrics is also charged as per the fixed prices.

Innovate and develop designs, motifs, patterns and prints, via in-house skills, on a regular/ ongoing basis, through appropriate systems and trained designers and synchronization of traditional design. For this purpose development of In-house designs undertaken based on:-



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- (a) Specific demand from the market in terms of individual weavers, apex societies, weavers co-operatives, 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 delight from various sources e.g. Museums, Temples Palaces, Havelis, Houses/ State, National Archives Private Collectors College of Arts/ Crafts caves, Book of Arts/Artefacts & Handicrafts (carvings, wood, metal, stone, ivory, etc.), Societies/ Corporations/ Associations/ Guilds/ Journals/ Manuscripts/ Miniature/ Paintings, Antique furniture/ Potteries/ Tombs, Series of Art & Industry Collections, Cataloguing books e.g. 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 Software is taken to perfect the colour and design combinations and suitability of fabrics by simulations.

Maintain and update an inventory/ data bank/ warehouse of designs, motifs, patterns, prints etc. and display developed samples in exhibition halls. The developed designs are available for sale in the centre.

Popularize increasing adapting 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.

Weavers' Service Centres are linked with the National Centre for Textile Design, (NCTD) Delhi in order to provide information to weavers in terms of fast changing consumer preferences, fashion trends and technological developments in the means of communication both within and outside the country. Weavers Service Center's online activities with NCTD and subsequently with weavers relates to the provision and analysis of trends and forecasts of colour and fabrics for the fashion and home fashion industry keeping in mind the requirements of the entire sector such as colour forecasts with regional preferences, forecasts of fiber blends, weaves, fabrics structure, motifs and print idea for printed fabrics. Weavers' Service Centre has linkages with export promotion councils, State Handloom Agencies having Designs Centers, Apex Trade Bodies both inside and outside the country and related linkages to textile resource sites.



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It has data base of reputed handloom manufacturers, yarn suppliers, machinery and fashion accessories suppliers, garment manufacturers etc. The offline activity of the WSC in consultation with NCTD involve fabric collection, cataloging according to region locality, to maintain a Museum of Heritage Textiles of the region and locality having collection of motifs in the form of line drawing and swatches and samples.

Weavers' Service centre holds the set up of Theme Pavilion, during the National Handloom Exhibitions conducted by Govt. organizations. The basic idea behind such exhibitions is to promote exquisite quality of handloom fabrics throughout India in order to sustain and excel in the quality aspect and to promote the marketing of handloom products on a sustained basis.

The Designs developed in center/ developed as required by the buyer, etc. are supplied to the sector on nominal scheduled charges as below: -

**Art Section -Paper Painted Designs**

Sl. No.	Item of work	Price
1.	Designs of Stripes, Checks & Colour Combinations, thereof	Rs. 50/- each
2.	Designs up to 100 Sq. cms/ repeat	Rs. 100/- each
3.	Designs above 100 below 250 Sq.cms/ repeat	Rs. 150/- each
4.	Designs above 250 below 1000 sq.cms/ repeat	Rs. 250/- each
5.	Designs above 1000 sq.cms/ repeat	Rs. 600/- each
6.	Designs of Wedding saree layouts (Wvg. or Ptg.) like the Paithani, Baluchari, Jamdani etc.	Rs.1000/- each

**Manual Graph Paper Designs**

Sl. No.	Item of work	Price
1.	Graph Designs of 10 x 10	@ Rs. 2/- Sq. Inch or Rs. 50/- whichever is higher
2.	Graph Designs up to 100 x 200	Rs. 100/- each
3.	Graph Designs up to 400 x 200 picks	Rs. 400/- each & Rs. 100/- for addl. 100 picks each
4.	Graph Designs above 400 hooks up to 200 picks	Rs. 600/- & Rs. 200/- for addl. 100 picks each
5.	Cloth Analysis & Technical Advice on any discipline	Rs. 200/- for Analysis & Advice



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**Weaving Section**

Sl. No.	Item of work	Price
1.	Cloth Sample up to 250 Sq. cms.	Rs. 200/- each
2.	Cloth Sample up to 2500 Sq. cms.	Rs. 300/- each for Cotton, Art Silk Rs. 400/- each for Animal, Synthetic fibers.
3.	Cloth sample above 2500 Sq. cms.	As per costing subject to minimum of Rs. 200/- each

**Dyeing Section**

Sl. No.	Item of work	Price
1.	Dyeing of yarns	As per costing subject to minimum of Rs. 50/- each

**Printing Section**

Sl. No.	Item of work	Price
1.	Screen and Block, Printing of samples above	As per costing subject to minimum Rs.200/- for cotton, Rs. 300/- for silk

**Design & resource Centre (DRC)**

Design & resource Centre (DRC) is established at Weaver's Service Centre (WSC), Ahmedabad by the Office of Development Commissioner for Handlooms, Ministry of Textiles, Government of India, New Delhi in coordination with NIFT, Gandhinagar to display the best quality traditional & Contemporary handloom products of Gujarat State so that the students, research scholars, weavers, designers and other stake holders can get the benefit of the study materials, sampling facility, R&D works and other information & resources available at DRC.

**Sections of DRC:**

During setup of DRC, different sections are established in the DRC namely Reception, Reference section and Loom Demonstration area.

Reception area highlighting the WSCs timeline, vision, services offered by WSC etc.

Reference section is equipped with the variety of books, journals, magazines etc.



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Loom Demonstration area is showing different types of looms namely Jacquard loom, Frame loom, Dobby loom, etc. along with live demonstration of all the processes of handloom preparatory work.

As a part of the project the best pieces in possession of the WSC, Ahmedabad are displayed in Display Section to provide inspiration to the weavers and designers.

**Objectives of DRC:**

Design Resource Centre (DRC) is established in Weavers Service Centre - Ahmedabad by NIFT, Ministry of Textiles. DRC shall be functioned as an interface to understand and develop traditional and contemporary designs of Gujarat Handloom products.

DRC is a conducive platform where design thinking engages with a range of traditional and contemporary knowledge. The main aim of DRC is to identify, understand, research, reposition and re-engage weavers in Handloom sector. The underlying objective is to combine Innovation related to weaving and spatial design to explore new paradigms and solutions in the current milieu. It seeks to be a hub for innovative thoughts and weaving-design practices to engage and interact. Its major activities are to conduct research, documentation, organize programs, workshops, projects related to Designs in Handloom Sector.

**TRAINING :-**

Weavers' Service Centers impart training under National Handloom Development Program (NHDP) to semi-skilled and skilled weavers for product development, product diversification and improvement in productivity, in dyeing technique and design development on looms in various handloom Clusters.

**National Handloom Development Program (NHDP)**

Discipline of training	Duration	Stipend	Eligibility
Weaving	45 days	Rs. 13500/- trainee	Semi skilled weavers
Dyeing	15 days	Rs. 4500/- trainee	Traditional Weavers, Dyers practicing traditional methods
Designing	30 days	Rs. 9000/- trainee	Traditional weavers/ designers



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Short term and Observatory in-house trainings in Weaving, Graph-pattern making, Designing, and Processing (Dyeing & Printing) to weavers, master trainers, students from textile and fashion colleges, research scholars, dyers and printers, employees of State Handloom Corporations, Apex Bodies, etc. at-

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Discipline of training	Duration	Fee	Eligibility
Weaving, Dyeing, Designing, etc. (any one at a time)	04 months and 01 month	Rs. 2000/- per month	Trainees Should be able to read & write in Hindi, English

Weavers' Service Centre, Ahmedabad has already imparted several sponsored trainings in the field through Decentralized Training Programmes (DTP) & Modernized Decentralized Training Programmes (MDTP), IHTP, IHDS, ISDS, etc. to Non skilled & Semi skilled weavers in the area of jurisdiction i.e. in Gujarat State in the past.

**HANDLOOM MARK:**

The basic objective of the Scheme is to brand our handloom products and secure a premium position for them in Domestic as well as International market. The Scheme is promoted by Development Commissioner (Handlooms), Government of India and Textiles Committee is nominated as the Implementation Agency.

Handloom Mark is the Government of India's initiative to provide a collective identity to the handloom products in India and can be used not only for popularizing the hand woven products but can also serve as a guarantee for the buyer that the product being purchased is genuinely hand woven from India. To support the above features, the 'Handloom Mark' is specially developed with the logo and unique coding. Presently, the registration of Handloom Mark is implemented by WSC Ahmedabad in 12 districts of Gujarat apart from dissemination and generation of applications across the State. Now Handloom Mark registration and onsite verification processes are carried out online.

**INDIA HANDLOOM BRAND:**

The Handloom Mark Scheme was launched by the Government of India on June 28, 2006 to provide assurance to the consumers about authenticity of handloom products. However, it



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did not cover the aspects of product quality assurance. Therefore, the India Handloom brand launched in 2015, is an initiative for branding of high quality handloom products with zero defects and zero effect on the environment. It differentiates high quality handloom products and help in earning trust of customers by endorsing their quality in terms of raw materials, processing, embellishments, weaving design and other quality parameters and by ensuring social and environmental compliances in their production. The registration for India Handloom is granted to certain specified eligible entities in respect of identified product categories which meet and qualify the prescribed quality parameters. It is, therefore is a hallmark of passionate creative work that defines the product with clarity, distinguishes it from competition and connecting it with customers. The nodal agency for implementing IHB is Weavers' Service Centres, and Textiles Committee Mumbai Office is the implementing Agency.

**National Institute of Open Schooling (NIOS):**

National Institute of Open Schooling (NIOS) having signed the Memorandum of Understanding with Ministry of Textiles announces admissions for Handloom Weavers' Course at Secondary Level for the education of Handloom Weavers and their Children leading to Secondary Level Certification. The entry level for the course is 8th pass/self certification. The scheme of studies is as follows:

Sl. No.	Code	Course name	Duration	Choice
1.	-	Secondary Level Language (10th class) (Compulsory)	One year (240 hours)	Any one of 17 languages offered at Secondary level
2.	668	Fiber to Fabric	One year (240 hours)	Any four Vocational Courses
3.	669	Handloom Weaving	One year (240 hours)	
4.	670	Design Development	One year (240 hours)	
5.	671	Dyeing and Printing	One year (240 hours)	
6.	672	Entrepreneurship for Handloom Weavers	One year (240 hours)	



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The course will be offered through our Accredited Vocational Institutes. The course fee (excluding exam fees) is Rs. 10,000/- . The course fee is paid by Ministry of Textiles and NIOS for the weavers belonging to SC/ ST, BPL and Women.

**COMMON SERVICE CENTRE (CSC):**

To accelerate growth and ease in the handlooms sector, Ministry of Textiles announced collaboration with Common Services Centres (CSC) to establish Common Service Centres at Weavers' Service Centres, WSCs in the country, which will enable WSCs to provide the various digital services to weavers and other citizens.

These Centres will serve as a one-stop centre for weavers, providing various services, including banking, passport, insurance, PAN card, voter ID and AADHAAR. Weavers will also be able to pay their electricity bills, etc. and undertake online courses at WSCs.

**OUR CHARTER OF SERVICES TO HANDLOOM SECTOR IN GUJARAT STATE**

**EXHIBITION :-**

Exclusive and traditional samples/ design display in theme pavilion along with live demonstration of weaving and printing in National Handloom Expo, Silk Fab etc. for students, local public, consumers, weavers, manufacturers and exporters. The idea behind this display is to aware and spread the knowledge about handloom weaving and concepts of hand-block printing among visitors.

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 is carried out to acquaint the visitors with the latest information required for the development of right fabric in right colour and for right market to familiarize them with the latest and the best in the dyeing and design techniques. The information on woven and selected designs by the visitors is provided with complete technical specifications like count of yarn, thread count, technical graph for jacquards, the weaving procedure to



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enable them to produce quality and design enrich fabrics having greater market acceptability. The same idea is taken for dissemination in field also.

**RESEARCH AND DEVELOPMENT:**

R&D work is carried out for loom development, design modifications, development of shade cards, natural dyes, unique sample development, and is available at reasonable prices in Weavers Service Centre, Ahmedabad. 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 order.

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 obtain greater efficiency, rationalization and reduction of costs.

**SYNERGY EFFORTS.**

Weavers Service Centre, Ahmedabad co-ordinates with the efforts of the parallel offices working for the betterment of handloom weavers, i.e. Textiles Committee, National Handloom Development Corporation, and synchronize with KVIC, State Handloom & Handicraft Corporation & Commissionerate of Cottage & Rural Industries, Govt. of Gujarat, Gandhinagar in the functioning of handloom clusters as thrust areas as the Sub-ordinate office of Ministry of Textiles for providing facilities like technology, design development, marketing etc. and for their long-term sustainable development.

**MARKET SUPPORT**

It provides marketing guidance in co-ordination with State and Central Government, e.g., nominating and forwarding Apex & PWCS Societies & Weavers for



**GOVERNMENT OF INDIA  
MINISTRY OF TEXTILES  
WEAVERS' SERVICE CENTRE**

3<sup>rd</sup> Floor, NTC Building, Jahangir Mill Compound, Opp. Govt. Litho Press BRTS BUS Stop,  
Dudheshwar Road, Shahibaug, Ahmedabad - 38004

E-Mail: [wstex@gmail.com](mailto:wstex@gmail.com)

Website: [www.handlooms.nic.in](http://www.handlooms.nic.in)

participation in Dilli Haat, Master's Creation, Surajkund Mela, Taj Mahotsav , Shilpagram Udaipur craft mela, Shilparamam Hyderabad & Telangana, etc.

Apart from exhibitions MOUs has been signed between O/o of DCHL, New Delhi with different online marketing companies for promotion of handloom products, and Prominent Designers of India having International repute to boost up the production and sales of handloom products of the State in different Handloom pockets, clusters, etc.

**PROMOTION OF EXCELLENCE:**

Every year the handloom weavers are recommended from the area of jurisdiction of WSCs for outstanding handloom products, for prestigious Sant Kabir & National Awards. The Kamla Devi Chattopadhyaya National Awards is exclusively for women weavers. National Award & National Merit Certificates are awarded for exclusive Design development to Designers & Marketers of Handloom products.

**HELP AND GUIDANCE**

➤ **'Bunkar Mitra' Helpline for Handloom Weavers:**

This helpline provides a single point of contact to handloom weavers across the country for addressing queries and providing guidance. This helpline can be accessed by dialing the toll free number 1800-208-9988. Weavers can call from anywhere in India, from any number. The service is available from 10.00 A.M to 06.00 P.M, on all 7 days of the week, in seven languages: Hindi, English, Tamil, Telugu, Bengali, Kannada and Assamese.

The following services are available through this helpline:

- Assistance & Guidance for:
  - Technical issues.
  - Raw material supply.
  - Availing credit facility.
  - Quality control.
  - Access to marketing linkages.
  - Information about various schemes and procedure to avail benefits.

➤ **Complaint & Grievance:**



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E-Mail: [wsctex@gmail.com](mailto:wsctex@gmail.com)  
Website: [www.handlooms.nic.in](http://www.handlooms.nic.in)

A complaint/grievance box is placed in the office which may be used to drop a written complaint/grievance. The box will be opened and checked daily for contents, 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: -

**The Zonal Director**

Weavers' Service Centre,  
15-A, Mama Parmananad Marg,  
Opp. Opera House,  
Mumbai – 400 004  
Ph: 022-23691238/23610923

(OR)

**The Additional Development Commissioner and Chief Vigilance Officer (Handlooms)**

Ministry of Textiles,  
Room No.55, Udyog Bhawan, New Delhi.  
O/o DC (Handlooms)  
Udyog Bhawan  
New Delhi - 110 011

(OR)

**The Development Commissioner (Handlooms)**

Ministry of Textiles,  
Room No.56, Udyog Bhawan, New Delhi.



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O/o DC (Handlooms)  
Udyog Bhawan  
New Delhi - 110 011

➤ **CONTACT DETAILS FOR ANY OTHER ASSISTANTS:**

- 1 About WSC Ahmedabad & its activities  
Pawan kumar Gupta,  
Assistant. Director (Processing),  
Weavers Service Centre,  
3<sup>rd</sup> floor, NTC Building, Jahangir Mill Compound,  
Opp. Govt. Litho Press BRTS Bus Stop,  
Dudheshwar Road, Shahibaug,  
Ahmedabad – 380 004  
[wsctex@gmail.com](mailto:wsctex@gmail.com)
- 2 About Head quarter, its functions, responsibilities and various schemes etc  
<http://handlooms.nic.in/>
- 3 Other Textile related Useful links  
[http://handlooms.nic.in/User\\_Panel/UserView.aspx?TypeID=1197](http://handlooms.nic.in/User_Panel/UserView.aspx?TypeID=1197)