

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

**GOVT. OF INDIA**  
**MINISTRY OF TEXTILES**  
**WEAVERS' SERVICE CENTRE**  
**KAMDHENU COMMERCIAL COMPLEX CIVIL LINES, AJMER ROAD,**  
**JAIPUR-302006, RAJASTHAN**  
**Tel: 0141-2224165**  
**E-mail: wscipr@yahoo.com**

**WEAVERS' SERVICE CENTRE, JAIPUR**

**YEAR OF ESTABLISHMENT OF THE CENTRE**

The Centre was established in July, 1978 and presently accommodated in its own building situated at the heart of the city, only 2 km away from Jaipur railway station and central bus stand.

**ORGANISATIONAL PHILOSOPHY**

WSC: Friend for guidance and Partner in progress through skill and technological up gradation, product development and marketing support.

**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**

- 1) Recognize the technical needs of handloom weavers.
- 2) Dedicate ourselves to reach every nook and corner of the sector with a helping hand.

## **OUR COMMITMENT**

- 1) 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.
- 2) To technically support weavers and others on a continuous basis for sustained development of the Handloom Sector.
- 3) To visit the Handloom pockets for rendering technical assistance to weavers and others.
- 4) To conduct awareness programme in field with a view to create awareness in the weaver clusters about the various government schemes, services available in WSCs.
- 5) To focus on development of pockets at the intersection of handlooms & handicrafts, untouched by commercialization, pockets requiring revival of languishing crafts and having export potential by providing platform for discussion/awareness programme at Design Resource centre and facilitating formation of various committees to create a support structure.
- 6) To link handlooms with fashion through interface between weavers, professional designers & the industry and tourism through creation of handloom craft villages for according greater visibility and outreach to the sector.
- 7) To give equal marketing opportunities including direct linkages domestically and internationally to handloom workers with special focus on talented and uncovered weavers for enhancement of their incomes.
- 8) Social Awareness – Providing elementary knowledge of handloom weaving, dyeing, printing, etc. to rehabilitation centers, correctional homes, orphanages and schools.
- 9) 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 through various central government schemes.

## **TARGET CLIENTELE**

Decentralized handloom sector comprising of individual weavers, primary handloom cooperative societies, apex cooperative societies, handloom corporation, manufacturers,

traders, hand block/screen printers and processors, NGO's, Institutes, Schools and other related handloom stakeholders of all districts of Rajasthan.

### **OUR MANDATE**

- 1) Serve for and strengthen the handloom sector of Rajasthan in terms of employment generation with full dedication, devotion and vision.
- 2) Transfer R & D and technological advances from lab to field.
- 3) Strive for value addition and higher productivity.
- 4) Cater to the poor multitude and to get it woven for the niche market.

### **OUR OBJECTIVES**

- 1) Development of more marketable products/samples in the field of weaving, designing and processing.
- 2) Improvement in weaving and processing techniques.
- 3) Skill up gradation by way of imparting training on improved techniques in weaving, designing processing, cooperative management and workshops on value addition, both in the Centre and in the field.
- 4) To give equal marketing opportunities including direct linkages domestically and internationally to handloom workers with special focus on talented and uncovered weavers for enhancement of their incomes by arranging interface between designers, producers and buyers, which include execution of sample orders.
- 5) To focus on development of pockets at the intersection of handlooms & handicrafts, untouched by commercialization, pockets requiring revival of languishing crafts and having export potential.
- 6) Solving problems in pre-loom, loom and post-loom technologies.
- 7) To ensure preservation and archiving of traditional designs, tribal weaves, languishing weaves, looms etc.
- 8) Implementation of various schemes in coordination with State Government and other various agencies such as Primary Society, Apex Society, Handloom Corporation etc.
- 9) To link handloom with fashion through interface between weavers, professional designers & the industry and tourism through internship to related students, promotion of products made through various channels.
- 10) Monitoring of projects sanctioned under various Central schemes.
- 11) To promote handloom innovative as well as traditional techniques and related

stakeholders techniques through arranging exhibitions, seminars, brain storming sessions, workshops and certificate courses.

- 12) To make efforts for compilation/documentation of traditional handloom and related craft language, promotion of various Natural/vegetable Dyes.
- 13) To ensure welfare of handloom workers through provision of life & accidental insurance cover, scholarships for school and higher education to their wards and financial support to indigent handloom awardees.

## **OUR RESOURCES**

- 1) Full commitment and support of Govt. of India to make the Centre a vibrant focal point of development and growth of the handloom sector.
- 2) Qualified technical personnel in the field of weaving, designing and processing with necessary support staff.
- 3) Need-based looms, accessories, allied equipments like OHP, Slide projector, computers and other teaching aids.
- 4) Need-based design development, design adoption, design dissemination, technical input in the form of research in looms, dyeing/printing techniques and innovation in appliances and accessories used by the weavers.
- 5) An excellent collection of paper designs and fabric samples to choose from for commercial production both for domestic and export market.
- 6) Excellent weaving section, Dyeing/Printing section, Design Resource Centre, CATD section, Library, Exhibition hall, Class room and Conference room.

## **OUR ARMS FOR SERVICE**

### **A) DESIGN STUDIO**

- 1) The studio is situated in the 1st floor of the office building.
- 2) Qualified artists from reputed art schools are constantly engaged in creating paper painted designs. The attempt is to preserve traditional designs by reviving them and/or adopting them to the requirements of the market. The CATD facility with latest software helps in creating designs very easily. Care is taken to develop the designs keeping in mind the yarns, dyes techniques and skill available.

## **B) WEAVING SECTION**

The section is situated in the 2nd floor of the building. Skilled traditional weavers having experience in different techniques of weaving man the section. They are supervised by qualified handloom technologists. Facilities of different kinds of looms, accessories, jacquards, dobbies, card punching machine, sample cutting machine and other equipments are available. Fabrics of new designs and textures are continuously developed using different types of yarns of various counts and thickness. The section also undertakes improvements in looms, accessories and in the process of weaving.

## **C) DYEING & PRINTING SECTION**

- 1) The section is situated in the 1st floor of the office building.
- 2) The speciality of this section lies in using and popularizing the application of natural dyes in dyeing and printing of textiles. Fully equipped laboratory manned by experienced dyer and other technical personnel capable of developing techniques in dyeing of yarns and fabrics of different fibres is available. The centre brings out shade cards on cotton, silk, wool and jute dyeing. These cards illustrate new shades with detailed method of application.
- 3) In printing, experiments are carried out in development of samples by using wooden blocks and screens. Dischargeable and other dyes are effectively used to obtain multiple effects. Huge number of blocks of different characters like traditional, contemporary, folk, abstract etc is available. New blocks are prepared in the section by the skilled block cutter.

## **D) LIBRARY & DOCUMENTATIONS SECTION**

- 1) The section is situated in the 1<sup>st</sup> floor of the building.
- 2) A huge collection of samples, photographs, colour slides, books and periodicals dealing with various aspects of textile industry is available in the section. Many designs and patterns have been photographed from various historical monuments of Rajasthan and documented for transformation on to textiles.

## **E) CONFERENCE HALL**

- 1) It is situated in the 1st floor of the building.
- 2) A well designed and spacious conference hall having audio visual facility for arranging

seminars and conferences is available in the centre.

## **DESIGN RESOURCE CENTRE**

### **Popularity of Design Resource Centre (DRC)**

Design Resource Centre (D.R.C.) has been set up at Weavers' Service Centre, Jaipur and an online event of inauguration of which was inaugurated by the Hon'ble Textile Ministry on 15.12.2020. It is popular among the exporters, new entrepreneurs, manufacturers, designers, artisans, weavers and other stakeholders, design institute students.

Most importantly, latest developed samples are being regularly displayed here.

## **OUR CHARTER OF SERVICES**

### **DESIGN & PRODUCT DEVELOPMENT**

Innovation and development of fabric samples, designs and prints, via in-house skills on a regular and ongoing basis through appropriate system and qualified weavers, printers and designers. Design and product development works are undertaken based on :-

- 1) Specific demand from the societies, corporations, manufacturers, exporters, institutions and private entrepreneurs.
- 2) Demand from international market in terms of colour, design and fashion forecast.
- 3) Revival of market-worthy traditional fabrics and motifs.
- 4) Artists' delight from various sources like museum, monuments, private collection, books, journals etc. Help of CATD facility is taken to perfect the design and colour of the fabric.
- 5) Maintain an inventory/data bank of samples and designs and display in exhibition hall in the centre. These are exhibited in workshops and exhibitions for sale also.
- 6) Popularize increasing adoption of samples and designs as a vital ingredient of value-added product development and for creation of culture of quality.
- 7) Encourage sale of samples and designs on a non-exclusive right basis and at a very nominal price scheduled by the Government.
- 8) The centre is linked with National Center for Textile Design, New Delhi for providing latest information on design trend, colour forecast, fashions in domestic and export market to the weavers, manufacturers and exporters.

## **TRAINING**

- 1) The centre imparts training to skilled and semi-skilled weavers, dyers/printers and designers for product development, skill up gradation and improvement in productivity and techniques in weaving, dyeing/printing, designing, cooperative management and workshop for value-addition in textiles under Integrated Handloom Training Project.
- 2) Basic cost of infrastructure for the training and stipend to the weavers are borne by the center.
- 3) Short Term In house Training in weaving, designing and dyeing/printing is also conducted for the weavers and students for a period of 4 months.
- 4) Session starts from July, November and March. Training fee @ Rs. 600 and Rs. 300 for general and reserved candidates respectively per trainee per month is charged by the Centre.
- 5) Centre will plan internship in collaboration of various institutes, Art college etc to engage students in product development through Handloom innovative techniques which will be promoted through various available channels for marketing support thereby linking the engaged students directly to market creating entrepreneurship.
- 6) In addition to above, crashed training programme of short durations also arranged on specific demand from the sector on payment of fees.
- 7) To deliver handloom innovative techniques to students through certificate course of which curriculum will be developed in coalition of interested institutions. Efforts will be taken to involve Sant Kabir Awardees/National Awardees as faculty in above training programme to promote traditional handloom knowledge.

## **RESEARCH & DEVELOPMENT**

- 1) R & D is carried out for loom development design modification and development of new shades and shade cards. These cards are available for sale to the all stakeholders at reasonable price.
- 2) To look into the usability, manufacture and improvement of materials used in handloom industry.
- 3) To assess the utilization of the products of the handloom industry as well as to assist members in the execution of sample orders.
- 4) To do in-house work for improvement of various machinery and appliances used by the industry.

- 5) To investigate into and help improvement of various processes of manufacture with a view to securing greater efficiency and reducing cost of production.
- 6) To develop various handloom innovative techniques and provide same to students through certificate course namely “**Traditional and Innovative Handloom Techniques**” of which curriculum will be developed in coalition of interested institutions. Efforts will be taken to involve Sant Kabir Awardees/National Awardees as faculty in above training programme to promote traditional handloom knowledge.
- 7) To make efforts for compilation/documentation of traditional handloom and related craft language, enabling them to promote through above mentioned course.
- 8) To make efforts in promotion of various Natural/Vegetable Dyes by facilitating formation of various committees and conducting seminars/talk show/brain storming sessions in Design Resource Centre etc.

#### **MARKETING SUPPORT**

- 1) The centre registers the genuine handloom weavers of the State and helps them for participation in various craft melas and Dilli Haat for sale of their products directly to the consumers.
- 2) The centre will make efforts to link intern students engaged in in-house and in-field training with market through various means.

#### **PROMOTION OF EXCELLENCE**

The centre recommend the names of master weavers, printers and other handloom artisans of Rajasthan who make outstanding handloom products for selection of National Award presented by His Excellency, the President of India every year.

#### **HELP & GUIDANCE**

- 1) A box is placed in the centre, which may be used to drop a written complaint/grievance. The box is opened and checked daily for contents.
- 2) A complaint/grievance is promptly acknowledged and requisite action taken and communicated within 30 days of receipt.
- 3) If for valid reason, a complaint/grievance cannot be redressed within due time, a suitable interim intimation is sent promptly.
- 4) All efforts are made to locally and satisfactory redress grievances. However, if a

complaint/grievance is not attended to promptly or satisfactorily at the centre, the matter may be considered to be taken up in writing with the following functionaries :

- 1) Development Commissioner for Handlooms, Ministry of Textiles, Room no. 56, Udyog Bhavan, New Delhi-110011.
- 2) Additional Development Commissioner & Chief Vigilance Officer (Handlooms), Udyog Bhavan, New Delhi-110011.
- 3) Director (N.Z.), Weavers' Service Centre, Bharat Nagar, Delhi - 110052.