

CITIZEN'S CHARTER

WEAVERS' SERVICE CENTRE, BHAGALPUR

**GOVT. OF INDIA
MINISTRY OF TEXTILES
WEAVERS' SERVICE CENTRE
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WEAVERS' SERVICE CENTRE, BHAGALPUR

INTRODUCTION:

The Weavers' Service Centre, Bhagalpur was established in the year 1974 for development of handloom industry in the State of Bihar. Also after reconstitution of the State both the States viz. Bihar and Jharkhand remained under service jurisdiction of this centre. Handloom weaving is done commercially in both the states more or less somewhere cotton and somewhere silk. In Bihar, Bhagalpur cluster is mainly silk weaving one. In Jharkhand weavers weave mainly cotton fabrics. Few weavers at the vicinity of Kharsowa have started silk weaving.

Tassar cultivation is widely done in the districts of Santhal Parganas, gumla, Palamu and sighbhum districts which are now in Jharkhand state, while its reeling, spinning and weaving are done widely in Bihar state. In addition sheep rearing and woollen weaving is also done in the districts of Hazaribag of Jharkhand, Gaya and Nalanda districts of Bihar. In Jharkhand handloom weavers produce mainly cotton fabrics for local market. Only at a few pockets the weavers produce tassar x tassar and tassar x endi or tassar x cotton union fabrics. Tassar and its union fabrics with cotton, Eri silk and Mulberry silk, noil etc. are widely produced in Bhagalpur cluster including some areas of Banka cluster.

The Thrust of WSC, Bhagalpur is product development, design development and market development for promotion of handloom exports. For this purpose different training programmes and workshops are conducted to create awareness among the handloom weavers. Market linkages are also provided by sponsoring weavers to different melas and haats, organised by O/O the Development Commissioner for Handlooms through out the country. It also provides assistance to solve different textile related problems by interacting with various Govt. and Non- Govt. organisations. Different cloth samples are displayed in workshops and exhibitions organised at different places at different times to attract the notice of Handloom Coop. Societies, Master weavers, NGO's, Fashion Designers Exporters etc., so that the developments find ways for wider market.

This Centre has facilities for testing of colours, counts and strength of yarn, analysis of blended yarns and union fabrics. It helps the weavers, dyers, master weavers and exporters in the field of technology and marketing by channelising them to various marketing agencies. Exporters and other marketing agencies are assisted by supplying samples and addresses of manufacturers.

OUR ORGANISATIONAL PHILOSOPHY

- Target clientele: Decentralised and dispersed handloom sector.
- W.S.C. : Friend for guidance and partner in progress through upgradation of Skill and technology, creation of marketing channels.
- Motto : Excellence, Facilitation and Promotion of handloom industry.

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.
- To visit the Handloom pockets for rendering technical assistance to weavers and others.
- To conduct Design Exhibition-cum-Dyeing Workshop 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 IHTP 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 woven for the niche.

OUR RESOURCES:

The Govt. of India provided qualified technical personals for the disciplines of Weaving, Designing and Processing (i.e. Dyeing and Printing) of the W.S.Cs. All of them are committed to make the W.S.C. a vibrant focal point for growth and development of handloom Industry. The W.S.C. is equipped with dyeing laboratory, printing facilities, Design studios and weaving workshop.

They demonstrate use of need based items like looms, accessories, dye-chemicals, technology for weaving, dyeing–printing and designing. Old exceptional, traditional and contemporary designs are collected, paper designs and fabric samples are prepared and displayed before the commercial manufacturers and traders. They also collect photographs of designs and fabrics from different sources, do documentation of the collection and keep them in the library along with other books and magazines for reference.

OUR ARMS FOR SERVICE :-

DESIGN SECTION :-

The Artists drawn from among the best talent available in Art Colleges are constantly engaged in preparing paper designs. These designs are useful both for weaving and printing purpose. Our attempt is to preserve the traditional designs by reviving and /or adopting them in the forms and colour schemes as required by the market of the day. Such designs are used for production of items both for domestic and export markets. Close association of Design and dyeing sections with weaving section is maintained for getting desired results on fabric samples.

The Art Designers and the officers collect the age-old motifs from different sources like temples, textiles and old monuments. They develop them in new forms suitable for different varieties of textiles admitting the new tastes of the consumers of the age. Abstract and modern designs are also prepared by them for both weaving and printing purpose. They also work in the weaving and printing sections for spot selection of colour combinations of the designs.

The Madhubani painting work has been taken by this centre for development and simplification by introducing hand blocks, where ever possible, to make the outlines. Then colours are inserted by hand as per the traditional style and technique of Madhubani artists. Cost reduction is the ultimate end of this modification.

WEAVING SECTION:

The weaving section is manned with expert weavers selected from various parts of the country /region. They produce fabric samples in the centre as per the plan given by the Artists. They are also sent to field for demonstration of different weaving techniques as required by the weavers.

Weaving of decorated sarees, showls etc. were not in practice among the weavers of Bhagalpur. W.S.C. Bhagalpur has introduced weaving of such fabrics as value added materials.

This centre has so far identified 24 Nos. of handloom clusters in the states of Bihar & Jharkhand as under:-

States	Name of H/L cluster identified	No.of handloom (Approx)	No.of Weavers (Approx)	Product line (major items)
BIHAR	1. Bhagalpur	12000	30000	Silk Dress Material, Saree, Furnishing
	2. Madhubani	1200	1500	Cotton Gamcha, Lungi, Bedsheet
	3. Gaya	5000	7000	Silk Dress Material, Saree, Furnishing Gamcha, Lungi, Bedsheet
	4. Banka	5000	7000	Silk Dress Material, Saree, Furnishing
	5. Gogri	500	1000	Cotton Dress Materials, Furnishing
	6. Biharsarif	700	1200	Cotton Dress Materials, Furnishing
	7. Mirzafari	5000	8000	Cotton Dress Materials, Furnishing
	8. Raxaul	100	150	Silk Dress Material, Saree, Furnishing
	9. Purnia	100	250	Cotton Dress Materials, Furnishing
	10. Katihar	250	450	Cotton Dress Materials, Furnishing
	11. Siwan	250	500	Cotton Dress Materials, Furnishing
	12. Nawada	500	1000	Silk Dress Material, Saree,
JHARKHAND	1. Khunti	200	500	Gamcha, Lungi, Bedsheet, Saree, Dupatta, Wall Pannel.
	2. Deoghar	200	500	Cotton Dress Materials, Furnishing
	3. Bhagaya	3000	5000	Silk Dress Material, Saree, Furnishing
	4. Jamshedpur	250	600	Cotton Dress Materials, Furnishing
	5. Sahebganj	400	700	Cotton Dress Materials, Furnishing
	6. Irba	2000	3000	Cotton Dress Materials, Furnishing
	7. Hazaribag	700	1200	Cotton Dress Materials, Furnishing
	8. Bokaro	1000	2000	Gamcha, Lungi, Bedsheet
	9. Godda	500	1000	Cotton Dress Materials, Furnishing
	10. Dumka	600	1000	Gamcha, Lungi, Bedsheet
	11. Kharsawa Saraikela	300	500	Silk Dress Material, Saree, Furnishing. It is a newly developed handloom cluster
	12. Pokhrikala (Latehar)	300	500	Cotton Dress Materials, Furnishing

Weavers Service Centre, Bhagalpur has identified two co-op. societies viz. (1) Sahebganj PWCS Ltd. (2) Puraini PWCS Ltd. for adoption in the field of technological advancement and development of products and designs.

PROCESSING SECTION

(A) **Dyeing Laboratory** :- A fully equipped Dyeing Laboratory manned with experienced dyers and other qualified technical personnel capable of developing techniques in processing of yarn and fabric is available in the W.S.C. The laboratory brings out shade cards showing different shades of colours, dyeing processes, length of dyeing period to be maintained for each shade. These shade cards also provide information on degumming, scouring, bleaching, dyeing etc. and the equipments used in dyeing and testing methods. It also works for developing colour from herbal materials. The laboratory is housed in the western wing of the office building of Weavers' Service Centre. Apart from that of WSC, there are several other dye houses, where dyeing is carried out manually. There is no mechanised dyeing unit in Bhagalpur.

Address of the notable ones is given below:-

1. M/s. Bunkar Dastkar Swavlambi Sahakari Samity, Vikramshila Colony, Tilkamanjhi, Bhagalpur.
2. M/s. J. J. Exporters, Pannamill Compound, Bounsi Road, Bhagalpur.
3. M/s. Sweta Silk Finishing, C/o Shri Ajay Ghosh, Bomkali Sthan, Budhanath Road, Bhagalpur.
4. M/s. Angika Bleaching and Dyeing, C/o Shri Keshav Kumar, Bomkali Sthan, Budhanath Road, Bhagalpur.
5. M/s. Prakash Dyeing, C/o Shri Om Prakash Singh, Sakhichand Ghat Road, Bhagalpur.
6. M/s. Tripathi Dyeing, C/o Shri Sunil Kumar Sinha, Sakhichand Ghat Road, Bhagalpur.
7. M/s. Nabal Sinha, Poddar Toli Lane, Bhagalpur.
8. M/s. A. P. Fashion, Goushala Road, Bhagalpur.
9. M/s. Aggarwal Dyeing Works, Nayabazar, Sakhichand Ghat Road, Bhagalpur.
10. M/s. Shankar Dyeing & Bleaching Industries, Sikandarpur, Mirzanhat, Bhagalpur.

(B) **Printing Section:-** This section carries out experiments in preparation of basic materials for hand block as well as screen printing. Dischargeable and non- dischargeable dyestuffs are effectively used to obtain multiple effects of rare beauty. Weavers' Service Centre has expertise in block and screen making and they accordingly develop new designs and patterns. Sizeable no. of hand-blocks and screens are available in the centre for use by weavers and Handloom organizations.

The printing section of this centre is located along with the dyeing laboratory at western wing of the office building. Apart from the office this centre has been working for developing Madhubani painting work by simplifying the process by introducing blocks to print outlines of the designs, on which painting work is done by hand similar works are being done at the following places.

- (1) **BIHAR** : Laheriyaganj, Bhowara, Ranti, Jitwarpur, Madhubani and Biharsarif
- (2) **JHARKHAND**: Jamshedpur and Kharsawa

Weavers' Service Centre, Bhagalpur has been continuously working for improving the technical skill among the dyers and printers through field level and in house training programmes. One of the most important activities of the section is to create awareness by organising workshops and demonstrations among the Dyers and Printers about Eco-Friendly and Azo Free dye stuffs and advantages of their application at different places in the States under the jurisdiction of this centre.

Along with training and workshop, the section is also doing R&D work to produce printed cloth samples and carries out experimental dyeing for making shade cards to render technical help to use the Experimented herbal materials, which are easily available in this area.

PHOTOGRAPHY SECTION: - Weavers' Service Centre, Bhagalpur dose not have photography section.

TRAINING:-

Weavers' Service Centre imparts training through different schemes to semi-skilled and skilled weavers for product development, product diversification and improvement in dyeing technique and design development on looms. Use of improved technology is taught for increasing productivity, lowering production cost and reducing fatigue of weavers.

At present it is conducting training of weavers in Designing, Dyeing and Weaving techniques under the Integrated Handloom Training Project (I.H.T.P) of weavers. Use of improved appliances of weaving like dobby, jacquard, drawboy-arrangements have been introduced in the field. State Level Training Committees, one each for the states of Bihar & Jharkhand have been formed as per the guidelines circulated by O/o the Development Commissioner for Handlooms for selection of implementing agencies for IHTP and for monitoring of the training programmes.

For the conducted training programmes no fee is collected from the trainee weavers/Artisans-rather a stipend @ Rs. 100/- per day is paid to the trainees for the entire duration of training. Duration of training, discipline wise, is as under:-

(1) Weaving – 2 months, (2) Dyeing – 15 days, (3) Designing – 15 days.

Consequent upon abolishing the 4 months short term training programmes in WSCs no scheduled in house training programme is conducted by WSC, Bhagalpur. The weavers/ Artisans on their own are allowed to undergo training in the centre in their desired discipline (Viz. Weaving, Dyeing Printing or Designing) for the period as desired by them. A fee is collected from the trainees irrespective of any discipline as per the schedule of charges circulated by O/o the D.C.H, New Delhi.

The rates of fee are as under-

BIHAR STATE:	Artisans /weavers belonging to S/C, S/T and The Minority	- Rs. 300 /- pm. Per head
	Artisans / weavers other than S/C, S/T and The Minority	- Rs. 600 /- pm. Per head

JHARKHAND STATE:	Artisans /weavers of all categories	- Rs. 300 /- pm. Per head
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The weavers / Artisans to undergo training in WSC, should be able to read and write Hindi with knowledge of simple calculations like percentage, etc.

Weavers' Service Centre, Bhagalpur renders technical assistance, whenever any weaver faces any technical problem, at the place of the weavers to solve their problems. A fee for this is realised from the weaver @ Rs. 200/- per day.

LIBRARY & DOCUMENTATION: - Weavers' Service Centre, Bhagalpur has a collection of books and periodicals dealing with various aspects of textile industry. At present this centre collects the following magazines, which are useful for all the sections:-

- (1) Colourage
- (2) Indian Textile Journal
- (3) Textile View
- (4) Tana Bana
- (5) Vastra Paridhan
- (6) Swamy's News (for Admn. Work)

The visitors are also allowed to go through the magazines of their interest.

The technical hands of the centre have done documentation of the following items so far.

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| (1) Cloth sample | | | 105 |
| (2) Paper painted designs | | | 55 |
| (3) Photographs | | | 05 |
| (4) A catalogue has been made showing different types of silk yarns under Tassar & Mulberry Groups especially available in Bhagalpur. | | | |

All the documented materials are kept in one room and records in absence of a Librarian, are maintained by sample cutter under supervision of an Art Designer and the Tech. Superintendent of the centre.

OUR CHARTER OF SERVICE: - Thrust of WSC, Bhagalpur is to promote handloom activities in the area maintaining close co-ordination with all related agencies for better marketability of products, which can be achieved by up gradation of technological skills. In brief they are as under:

- 1) Product development to evolve more marketable item on handlooms by introducing the improved expertise available in the fields of weaving, designing and processing.
- 2) Improving techniques, accessories and appliances used in weaving.
- 3) Providing techniques of improved processing.
- 4) Training of weavers by disseminating improved techniques and new designs by undertaking training programmes within the centre and the field.
- 5) Providing market support by arranging interface between designers, producers and buyers which includes execution of sample orders.
- 6) Solving problems arising in pre-loom, loom and post loom processes and techniques.
- 7) Arranging exhibition seminars workshop, focusing on new and improved designs, equipments and processing techniques.
- 8) Preserving and documenting traditional skills and revival of traditional designs for production and marketing.
- 9) Implementing various developmental schemes of the Government of India in handloom sector and providing assistance and interaction with State Governments, handloom agencies such as Apex and Primary Co-operatives, State and Private undertakings dealing in handlooms.

- 10) Monitoring of projects sanctioned to the State Govts. under various central sponsored schemes.

EXHIBITION:

W.S.C. participates in different expos and exhibitions organised by different state govt. authorities/agencies with/without assistance of O/o The Development Commissioner (Handlooms). More over it organises Dyeing workshops-cum-Design Exhibition at handloom clusters of interior places. During the workshop-cum-Exhibition different paper designs and cloth samples are exhibited and new developments in dyeing techniques for quality dyeing are demonstrated among the weavers. The weavers/dyers are also made aware of the restrictions on use of banned dye stuffs, they are inspired for using ago free and Eco friendly dyes including herbal colours.

RESEARCH AND DEVELOPMENT:

1. R&D work is carried out for loom development, design modification, development of shade cards with natural dyes, unique sample development, and is available at reasonable price in the W.S.C. Extension services are provided free through training programmes or at very reasonable service charges.
2. To look into the usability, manufacture and improvement of materials used in the handloom Industry and other trades or Industries related in the fields of designing, dyeing, bleaching, finishing, printing and dye chemical stores, etc.
3. To assess the utilization of the products of the handloom Industry as well as to assist weavers/manufactures in the execution of sample orders.
4. To do in house work for the improvement of various machinery and appliances used by the handloom Industry.
5. To investigate into and help improvement of various processes of manufacture with a view to securing greater efficiency, rationalization and reduction of fatigue along with reduction of production cost.

MARKET SUPPORT:

It provides marketing support to the weavers in coordination with handloom authorities of State and Central Government. It nominates societies/master weavers for participation in Dilli Haat, Suraj Kund Mela, Taj Mahotsav, Udaipur Craft Mela etc. The calendar of Dilli Haat and other haats & Bazars of different states is displayed in the notice board and willing weavers are recommended for the haats & melas of different places as per quota allotted to the centre.

HELP AND GUIDANCE

GRIEVANCE:

- Weavers Service Centre, Bhagalpur placed a complaint / grievance box 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 by WSC, Bhagalpur
- 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)

Additional Development Commissioner and Chief Vigilance Officer (Handlooms),
Ministry of Textiles, Room No57, Udyog Bhavan, New Delhi.

(OR)

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

(OR)

Zonal Directors, Weavers Service Centres, Guwahati.

CONSLUSION:

Weavers' Service Centre, Bhagalpur acts as a Regional office of the Development Commissioner for Handlooms, New Delhi for implementing and conducting the various schemes of Government of India in coordination with all related offices under the government of Bihar & Jharkhand states, NHDC, NIFT, HHEC, HEPC, ACASH, CSB and other related offices which are working for the welfare of handloom sector.
