

# **CITIZENS' CHARTER**

**WEAVERS' SERVICE CENTRE, GUWAHATI**

**GOVT. OF INDIA  
MINISTRY OF TEXTILES  
WEAVERS' SERVICE CENTRE,  
N.H.-37, JAWAHAR NAGAR, KHANAPARA,  
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# **WEAVERS' SERVICE CENTRE, GUWAHATI**

## **INTRODUCTION**

The Weavers' Service Centre, Guwahati was established in the year 1978 with a view to developing the handloom industry in Assam, Meghalaya, Arunachal Pradesh and Sikkim, the technical jurisdiction of this centre comprises these four States while the Administrative Jurisdiction covers the Eastern Zone including Bihar, Jharkhand, West Bengal and Orissa-apart from the whole of North Eastern Region. The North Eastern region has largest No. of handlooms when compared with the national figure. But in fact the hill people use only the loin looms, where productivity is very low. The reason is that they do weaving only to meet their domestic needs of textiles and not for trade. This fact applies to Assam also, where the Fly shuttle looms are in vogue barring a few pockets like Sualkuchi in Brahamaputra Valley and Hailakandi, Karimganj of Barak Valley in Assam and undivided Garo hills District of Meghalaya.

Intention behind setting up the W.S.C. at Guwahati is to explore the commercial viability of the attractive designs and colour combinations of the region by way of product development and product diversification retaining the traditional look of the products. For this purpose the Weavers' Service Centre is exerting its efforts to divert the loin loom weavers to frame loom weaving through different training programmes and by technological up gradation in the areas where fly shuttle looms are already working. This will also add to export potentiality of the country. In order to reinforce the activities of handloom Industry, to preserve the traditional handloom items and also to display the new developments before the concerned people, a Regional Designs Centre has been started recently in this centre by Office of the Development Commissioner for Handlooms.

The Weavers' Service Centre, has three different technical sections viz. Weaving, Processing (Dyeing and Printing) and Designing. In addition there is an Administrative Wing, which also assists the technical hands to run their activities smoothly in a disciplined manner. All the sections work in close collaboration with one another. Weavers' Service Centre collects different traditional motifs from different sources and the Art designers plan them in new and up-to-date manner for different products, showing the requisite colour combination. The processing section dyes the required yarn in the required shades of colour. Then the weaving section produces cloth samples as per the given design and colour scheme. Those cloth samples are displayed before the visitors in the centre as well as in Exhibitions organised at different places at different times, where those samples come to the notice of the handloom Co-operative Societies and Federations, master weavers, NGOs, Fashion Designers, Exporters etc. and thus the Developments find ways for wider market both in the country and abroad as well.

The W.S.C. is equipped with a testing laboratory to test fastness of colours, count, strength etc. of (Yarn) materials and so on. The Weavers' Service Centre assists the Weavers, Master Weavers in technical development and in the field of marketing also, by channelising them to various marketing agencies. The Exporters and marketing agencies are assisted by supplying samples and addresses of manufacturers.

## **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 OBJECTIVES :**

The objectives of W.S.C., in brief are as under:-

- 1) Product development to evolve more marketable products by interaction between expertise available in the fields of weaving, designing and processing.
- 2) Improving techniques, accessories and appliances used in weaving.
- 3) Providing techniques of processing.
- 4) Training of weavers by disseminating improved techniques and new designs by undertaking training programmes within the centre and in 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, equipment 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 Govt.. Under various central sponsored schemes.

## **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.
- \* Motto :-Excellence, Facilitation and Promotion of handloom industry.

## **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 and photographic studios and weaving workshop.

They demonstrate use of practically need based items like looms, accessories, dyes-chemicals, technology for weaving and 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 Schools are constantly engaged in preparing paper designs. These designs comprise both for weaving and for printing (both by block and screen-printing). The attempt is to preserve traditional designs by reviving and/or adopting them in the forms and colour schemes as required by the market. Such designs help in production of the items both for domestic and export markets. The CAD facility of this centre helps in preparing the designs and colour schemes. Close association of Design section with weaving section is maintained for making jasas and point-paper designs, keeping in view the type of yarn, dye-stuffs and weaving techniques.

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 purposes. They also work in the weaving and printing sections for spot selection of colour combinations of the designs.

The section also guides the Designers/weavers for developing designs and colour schemes on the fabrics planned by them..

### **WEAVING SECTION :**

Weavers are constantly engaged in producing cloth samples as per designs & colour scheme prepared by our Art-designer as well as to train up the weavers of the state to use improved appliances technique of weaving as effort to develop products with different yarns/ fabric and the combinations thereof

This centre has so far identified 27 handloom clusters under its technical jurisdiction as under :-

Sl. No.	State	No. of handloom clusters identified	No. of handloom (Approx.)	No. of Weavers (Approx.)	Product line
1.	Assam	11	35,000	41,200	Riha , Mekhala, Chaddar with cotton Mulbury silk, Muga silk, shawls with Dri silk and Acrylic, Shirtings and other dress materials, bed Sheets and furnishings etc.
2.	Meghalaya	05	7,000	9,000	Mekhala, Chaddar, Dakbandha, Jensium using, Eri, Muga, Mulbury silk, cotton and Acrylic yarns.
3.	Arunachal Pradesh	05	10,000	13,500	Traditional local dress fabrics like different Galeh and Galuks of different type Jacket cloth with traditional design, shawls, Bed sheets, Curtains etc.
4.	Sikkim	06	6,000	7,000	Traditional local dress fabrics, Bags, Dorry etc.

This centre has at present taken the following clusters as thrust areas for technological improvement, design and product development in those areas.

Assam - Rampur, Bijoynagar, Rangia, Nalbari, Farkating, Golaghat, Morigaon and Jorhat, Swalkuchi.

Meghalaya - Jowai, Tura and Gaobadha.

Arunachal Pradesh - Naharlagun, Along and Pasighat.

Sikkim - Gangtok, Melli, Namchi and Kewzing.

In most of the above clusters, the training programmes have been conducted by this centre to train up the weavers to use improved appliances/techniques Workshops and live demonstrations have also been conducted at some clusters to create awareness and to apprise the weavers about the advantages of using improved appliances of weaving.

The weavers are also made aware of the present trends in both domestic and overseas markets. Different handloom clusters are covered at different areas. After the training programmes and workshop etc. conducted by this centre, the weavers have been able to use the improved appliances like jacquard, Draw boy and even combination of these two. They have been advised to adopt multiple healds and treadles for weaving different structural designs also. The weavers of this centre are deployed to the Handloom Clusters for technical guidance from time to time.

### **PROCESSING SECTION :-**

#### **(Dyeing Laboratory) :-**

A fully equipped Dyeing Laboratory manned with experienced dyers and other qualified technical personnel capable of developing techniques in cost processing of yarn and fabrics is available in this W.S.C. 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 methods of application of dye stuffs, temperatures to be maintained and the length of dyeing period for each shade. These cards also provide information on degaussing, scouring, blending, dyeing etc. and the equipment's used in dyeing and testing methods.

### **PRINTING SECTION**

This section carries out experiments in preparation of basic materials for hand block printing as well as screen 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 accordingly develop new designs and patterns. Sizeable no. of hand-blocks and screens are available in the centre for use by weavers and Handloom organization.

Processing section of W.S.C., Guwahati is continuously working for improving the technical skill among the dyers and printers through field level and in house training programmes at various places of Assam, Meghalaya, Arunachal Pradesh and Sikkim.

One of the most important activities of the section is to create awareness among the Dyers and Printers about Eco-Friendly and Azo Free dye stuffs and advantages of their application by organizing workshops and demonstrations 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 carrying out experimental dyeing for making shade cards to render technical help to use these Experimented herbal materials, which are easily available in this area.

Following is the list of Dye Houses and Printing units within the jurisdiction of this centre :-

**Dye Houses :-**

**In Assam**

1. Atul Kalita,  
M/s Atul Dyeing Works  
Phatasil Ambari, Guwahati-781018,  
Tel.No. 0361-470957  
To carry and undertaken Dyeing of Endi,  
Art Silk and Cotton.
2. Ashok Jain  
M/s Assam Dyeing Works,  
Opposite Mayur Krishna Cinema Hall,  
Phatasil Ambari, Guwahati-781018,  
Tel.No.-0361-547157.  
Cotton and Art Silk.
3. Bidyut Chakravorty  
M/s Khamakya Dyeing Works,  
Opposite Priya Market, Bhaskar  
Nagar, Kalapahar, Guwahati.  
Cotton, Art silk and Endi.
4. Shankar Rajak  
M/s Shankar Dyeing Works,  
Bhaskar Nagar, Kalapahar,  
Guwahati.  
Cotton, Art silk and Endi.
5. Shankar Lal Basak  
M/s Shankar Dyeing Factory,  
Binova Nagar, Bhaskar Nagar,  
Kalapahar, 4<sup>th</sup> Bye Lane, Guwahati,  
Tel. No.0361-475270,471215.  
Cotton and Art Silk.
6. Kishore Kumar Kakoti  
M/s Assam Silk Development  
Centre, Shad No.D-7 (A+B),  
Industrial Area, Amingaon,  
Guwahati-781031,  
Tel. No.0361-566020,  
Fax No.0361-563633,  
E-mail – [assamsilkdc@hotmail.com](mailto:assamsilkdc@hotmail.com)  
Mulberry silk, Endi silk and Muga silk.



## **ARUNACHAL PRADESH**

7. Craft Centre, Along,  
West Siang District,  
Arunachal Pradesh

Under the Directorate of Handicraft and  
Textile, Arunachal Pradesh.  
Dyes only for use in own weaving shed.

## **PRINTING UNIT :-**

### **ASSAM**

1. Amol Baruah  
M/s. Pusphanjli Handicrafts,  
Amingaon, Guwahati,  
Tel. No. 0361-553025.

Printing of cotton dress materials and  
furnishings.

## **ARUNACHAL PRADESH**

2. Research and Development  
Centre, Doimukh, Naharlagun,  
Arunachal Pradesh.

Under the Directorate of Handicraft and  
Textile, A.P. Dyes only for use in own  
Weaving shed. It has printing facility too.

## **PHOTOGRAPHIC SECTION :**

The photographic Section builds up a valuable and informative source material of photographs depicting rare pieces of exceptional and traditional designs, costumes, fabric samples as also different forms of art from Museums etc. Different techniques of production in weaving, dyeing and printing, including tie and dye method, are preserved in photographs.

The Weavers' Service Centre., Guwahati has a qualified photographer. Whenever the officers, Art Designers go on tours to any place of such importance, the photographer is also sent alongwith them. He collects photographs of various traditional designs and art works for utilising them in the centre. For transfer of the motive designing into cloth He has taken photographs of a good number of designs and art works from various museums and monuments. Some of them have been used on textiles in this centre both by weaving as well as printing processes after necessary modification. The section also collects photographs of various traditional techniques of weaving and dyeing for preservation at this centre. A video graphs camera would be much useful for such work.

## **LIBRARY AND DOCUMENTATION SECTION :**

A collection of cloth samples, photographs, colour slides, books and periodicals dealing with various aspects of the textile Industry is available in these section. As an attempt to acquire a sizeable collection of books and periodicals to strengthen the library in the centre.

At present this centre collects the following magazines, which are useful for all the section of the centre.

1. Marg ( Magazine)
2. Colourage.

So far this centre has documented 250 Nos. of cloth sample designs of different places/communities of the region and 100 Nos. of photographs depicting different traditional designs/costumes and Art works.

### **OUR CHARTER OF SERVICES :**

#### **DESIGN DEVELOPMENT :**

To innovate and develop designs, motifs, patterns and prints, via in-house skills, on a regular basis through appropriate systems and trained designers,, expert weavers and printers and to develop traditional designs, in the working areas. Further in-house trainings are provided on need basis. In this regards utmost care is taken to assess market demand area its – worthiness. Help of Computer Aided Textile Designs (CATD) are also taken to make various colour and design combination for fabrics development.

The Regional Design Centre, at WSC, Guwahati has been activated. It serves as an inventory data bank, ware house of designs, motifs and pattern forms of woven cloth samples, paper designs and printed cloth designs for the weavers/master weavers and dealers. It encourages development of value added products with all types of materials.

#### **FEES COLLECTION**

CAD designs are sold @ Rs. 250/- per designs,  
Manual Designs are sold @ Rs. 50/- per designs as minimum charge, and  
Cloth samples (designs) are sold as per scheduled charges

#### **TRAINING :**

Dyeing-Cum-Design workshop/demonstrations are organized as awareness programme in consultation with State Handloom Directorates, for holding such programmes, the venue etc. are suggested by the above mentioned State Departments to W.S.C. New and improved techniques of dyeing and printing are demonstrated among the dyers, printers and designers with the workshops conducted.

Weavers' Service Centre imparts training through Decentralised Training of Weavers schemes to semi-skilled and skilled weavers for product development, product diversification and improvement in productivity, in dyeing technique and design developments on paper on looms, as well as use of improved technology is also taught for increasing productivity, lowering production cost and reducing fatigue of weavers.

Apart from the above, the following training is provided by the Weavers' Service Centre, Guwahati

- (a) Short-term training, 4 month duration,
- (b) This centre imparts short term training for a period of 1-4 months each in technical aspect, like Weaving, Designing and Dyeing and Printing for upgradation of technical know-how of the weavers'. These weavers are identified by the State Govt. of Handloom Dept. .The training course is provided as per fee @Rs. 300/ P.M.

### **ELIGIBILITY**

Semi skilled/Skilled handloom weavers/artisans of Textiles Industry, employees of State handloom Co-operatives/Corporation/apex Bodies, Students of varieties textiles polytechnics/Industries and others with experience in textiles and related fields are sponsored by the Textiles organisations eill be eligible for participating in the Short Term training programme

### **EXHIBITION**

#### **NEED FOR HANDLOOM PROMOTION**

#### **DESIGN EXHIBITION CUM-DYEING WORKSHOP:**

The Weavers' Service Centre, Guwahati has been organizing the Dyeing-Cum-Design workshop with a view to creating awareness in the weavers clusters along the services available in this centre and to impart training designs development and dyeing and printing techniques during the exhibition period as on the spot guidance

### **INTEGRATED HANDLOOM TRAINING PROJECT**

After formulating Integrated Handloom Training Project, this centre conducts refresher course to the Master Trainers for a duration o 15 days in different disciplines to enable to Master trainees to conduct training in different disciplines in the field at different places under the jurisdiction of the W.S.Cs as per the guidelines of the IHTP. Scheme.

### **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 guidance in coordination with State and Central Government, eg., nominating and forwarding societies/master weavers for participation in Dilli Haat, and crafts melas at Suraj Kund , Taj Mahotsav, Udaipur Craft etc.

### **PROMOTION OF EXCELLENCE :**

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

### **OUR PATTERN CHARTER**

#### **STAFF POSITION**

#### **1. Director (Zonal)**

<b><u>Weaving Section</u></b>	<b><u>Processing section</u></b>	<b><u>Designs Section</u></b>	<b><u>Admn .section</u></b>
1. Asstt. Director(w)	Asstt. Director (P)	Asstt. Director (Desi.)	Asstt. Director (NT)
2. P.M.C.D.	Tech. Asstt.(D)	Art-Designer	Office Supdt.
3. Weaver Gr. I.	BM/SM		Assistant
4. Weaver Gr.II.	Printer		Sr. Stenographer
5. Weaving Asstt.	Dyer		Jr. Stenographer
6. Warper	Occupational Attd.		UDC.
7. Carpenter	-		L.D.C.
8. Sizer	-		
9. Occupational Attd.	-		Storekeeper
	-		Driver
	-		Daftary
			Peon
			Hamal
			Chowkidar
			Sweeper

## **EXECUTIVE CHARTER**

### **Design: Section**

1. Source of development of Designs and preparation of various designs and supplying them to needy personal in the Handloom sector and guiding them to evolve the same.
2. Revival of traditional designs and providing the information to the weavers, producers
3. Arranging display of on new developed designs and interaction with weavers for marketability. During the workshops conducted
4. Training in house & filed level
5. Development of CAD designs & implementation in the field for better marketing

### **WEAVING SECTION**

1. Product Development to evolve new marketable designs and providing training in the filed of weaving to the weavers
2. Providing services for improving weaving technique and accessories used in weaving.
3. Solving problems arising in the pre-loom process, looms and post loom process .
4. Field demonstration in weaving technique is also provided to the weavers and other related agencies .
5. Conducting training to Artisans for their Master Trainer programme.
6. Conducting skill upgradation programmes in weaving techniques/Technology.

### **DYEING PRINTING SECTION**

1. To develop colours in the process of natural and synthetic dyes/colours and to provide training to weavers' in the dyeing conducting dyeing demonstration in the field. Extension of technical guidance and service to the industry in the process of dyeing yarns required for handloom weaving.
2. Process to undertake development and experimental work in dyeing , printing, finishing on all type of yarn and fabric being used in the industry.
3. To provide the services in screen making and the Block Printing process
4. To attend the work relating to standardization and matching of shades, preparation of shade cards testing of colour fastness etc.
5. To assist the liaison work of W.S.Cs with weavers cooperatives societies N.G.Os and Govt. Handloom Dept. and other.

## HELP AND GUIDANCE

### GRIEVANCE:

- Weavers Service Centre, Guwahati 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, Guwahati.
- 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 Bhawan, 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.