

# **CITIZEN'S CHARTER**

**WEAVERS' SERVICE CENTRE, KOLKATA**

**GOVT. OF INDIA  
MINISTRY OF TEXTILES  
WEAVERS' SERVICE CENTRE  
21, CHITTARANJAN AVENUE  
KOLKATA-700 072  
Ph. No. (033) 2237-9950, 2221-6641  
FAX-(033) 2221-6641  
e-mail: [wscal@cal3.vsnl.net.in](mailto:wscal@cal3.vsnl.net.in)  
[www.handlooms.nic.in](http://www.handlooms.nic.in)  
[texmin.nic.in](http://texmin.nic.in)**

# WEAVERS' SERVICE CENTRE, KOLKATA

## ORGANISATIONAL PHILOSOPHY

- . **WSC:-** For guidance to the weavers/artisans for their economical upliftment and Partner in progress through skill and technological upgradation and product development.
- . **Motto:-** Excellence, Facilitation and Promotion

## **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:**

- o Serve and strengthen the second largest sector of Indian Economy in terms of employment generation with dedication, devotion and vision.
- o Transfer R&D and technological advances in the handloom sector from lab to field.
- o Strive for value addition and higher productivity.
- o Cater to the poor multitude as well as to get it weaved for the niche market.

### **OUR OBJECTIVES:**

- o Of product development to evolve more marketable products by interaction between expertises available in the field of weaving, designing and processing.
- o In improving weaving techniques and accessories and appliances used in weaving.
- o In improving techniques of processing.
- o In training weavers by disseminating improved techniques and new designs by undertaking training programme within the precincts of the Centre and in the field.
- o In providing market support by arranging interface between designers, producers and buyers which includes execution of sample orders.

- o In solving problems arising in pre-loom, loom and post-loom processes and technologies.
- o In arranging exhibitions, seminars, workshops focusing on new and improved designs, equipments and processing techniques.
- o In preserving and documenting traditional skills and revival of traditional skills and revival of traditional designs for production and marketing.
- o In implementing various schemes in handloom sector of the Government of India and providing assistance and interaction with State Governments, handloom agencies such as Apex and primary cooperatives, State and private undertakings dealing in handlooms.
- o Monitoring of projects under various central schemes.

### **RESOURCES:**

- . Full commitment and support of the Government of India to make the service centre a vibrant focal point of development and growth of the handloom sector.
- . Qualified technical personnel in the discipline of design, dyeing, processing, weaving and necessary support staff.
- . Need-based looms, accessories, allied equipments and other teaching aids.
- . Need-based design development, design adoption, design dissemination, technical inputs in the form of research in looms, dyes, dyeing techniques and innovations in appliances and accessories used by the weavers.
- . An excellent collection of paper design and fabrics samples to choose from for commercial production.
- . An excellent Dyeing Laboratory, Design Section, Weaving Section, Printing Section, Photography Section, Library and Documentation Section and Computer Aided Textile Design Section for sample development, training, expert guidance and for extension services.

## **OUR ARMS FOR SERVICE:**

### **Design Section:**

Artists drawn from the best talent available in art schools are constantly engaged in preparing paper designs. These designs comprise both for weaving and for hand block or screen-printing. The attempt is to preserve traditional designs by reviving them and/or adopting them in the requirements of the market. These designs help in production of items both for domestic and export markets. The CAD facility, which will be in operation soon for service to weavers, textiles, designers etc. of the State of West Bengal. The Centre have the services of Jala makers, graph paper designers who work in close association with the Dyeing Laboratory and the Weaving Section. Care is taken to see that the designs developed are within the discipline imposed by the types of yarn, dye stuffs and weaving techniques as per requirements of the sector.

### **Weaving Section:**

Skilled weavers drawn from the main traditional weaving communities of the country-man. They are supervised by qualified Handloom/textile technologists. Facilities of prototype looms and weaving equipments are available in the Section. Fabrics in new designs and new textures are produced using different yarns. The Section also undertakes simple improvements in looms and in the processes of weaving.

Service for development of rich traditional Handloom fabrics of Bengal i.e. Baluchari, Jamdani, Tangail, Dhaniakhali, Santipuri, Bishnupuri, Begampuri etc including diversified jute fabrics is also provided to the weavers and implementing agencies. The implementing agencies are also being assisted in formulation and execution of handloom developmental projects and schemes.

### **DYEING LABORATORY:**

Equipped Dye Laboratory manned by experienced dyers and other technical personnel capable of developing techniques in cost processing of fabrics is available in the premises of WSC, Kolkata. This Laboratory brings out number of shade cards for silk, cotton, wool, jute and other fibres/yarns, fabrics for the use of the designers, dyers, weavers and implementing agencies. Technical assistance also being provided for shade matching, solving problems and sample development on charge basis. In addition to the synthetic dye technology transmission of natural dyeing process is also provided.

### **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 stuff have been effectively used to obtain multiple effects of rare beauty. Weavers' Service Centre, Kolkata have expertise in block and screen making and cordially develop new designs and pattern. Sizeable of hand-block and screen are attractable for use by printing units and Handloom organizations.

### **PHOTOGRAPHIC SECTION:**

The Photographic Section of WSC, Kolkata has built up a valuable and informative source material of photographs depicting rare pieces of exceptional and traditional designs, costumes, fabric-samples as also forms of art from Museums etc. Different techniques of production in weaving, dyeing and printing, specially for the traditional fabrics of Bengal are preserved in photographs.

### **LIBRARY & DOCUMENTATION SECTION:**

A collection of cloth samples, photographs, colour slides, books and periodicals dealing with various aspects of the Handloom industry is available in these sections.

## **OUR CHARTER OF SERVICES**

### **DESIGN DEVELOPMENT:**

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

- (a) Specific demand from the market in terms of apex societies, weavers cooperative, 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/Arts & 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.

Maintain and update an inventory/data bank/warehouse of designs, motifs, patterns, prints, etc. and display developed samples in exhibition halls.

Popularise increasing adaptation and adoption of designs, etc. as a vital ingredient of value-added product development/diversification and for the creation and sustenance of a culture of quality.

Encourage the sale of designs, prints etc. on a non-exclusive right basis.

Weavers' Service Centre, Kolkata is linked with the National Centre for Textile Design, New Delhi in order to provide information to weavers in terms of fast changing consumer preferences, fashion trends and technological developments in the means of communications both within and outside the country.

W.S.C. has linkages with Export Promotion Councils, State Handloom agencies having Design Centres, Apex Trade Bodies both inside and outside the country and related linkages to textile resource sites. It has database of reputed handloom manufacturers, fibre suppliers, spinners and yarn makers, machinery and fashion accessories suppliers, garment manufacturer etc. The offline activity of the WSC in consultation with NCTD involve fabric collection, cataloguing according to region, locality to maintain a Museum of Heritage Textile of the region and locality having collection of motifs in the form of line drawing and swatches and samples.

WSC holds periodically organizing on a continuous basis special thematic exhibitions. The basic idea behind such exhibitions is to produce exquisite quality of handloom cloths from master weavers through out India in order to sustain and excel in the quality aspect and to promote the marketing of handloom products on a sustained basis.

### **TRAINING:**

- Weavers' Service Centres impart training through Decentralised Training of Weavers Schemes ( DTP ) at present Integrated Handloom Training Project(I.H.T.P) to semi-skilled and skilled weavers for product development, product diversification and improvement in productivity in dyeing technique and design development on looms. Primary handloom cooperative societies, NGO can be benefited under this scheme at the doorsteps of the weavers concentrated areas.
- Need base training in weaving, designing/pattern making and processing to students, weavers, master trainers, employees of State Handloom Corporations, Apex Bodies etc. on payment basis subject to approval of the competent authority.



## APPROVED SCHEDULE OF CHARGES:

Item of work

Effective from 01-08-1999

### ART SECTION

#### A. PAPER DESIGNS

- |      |   |                |
|------|---|----------------|
| i)   | Designs with stripes and checks and additional colour schemes.                            | Rs. 50/- each  |
| ii)  | Designs (except those covered in A.(i) above) where the repeat does not exceed 10 sq.cms. | Rs.100/- each  |
| iii) | Designs where the repeat does not exceed 250 sq.cms.                                      | Rs.150/- each  |
| iv)  | Designs where the repeat does not exceed 1000 sq.cms.                                     | Rs.250/- each  |
| v)   | Designs where the repeat is above 1000 sq.cms.  | Rs.600/- each  |
| vi)  | Wedding sarees/ special design Print like Paithani, Baluchari, Jamdani etc.               | Rs.1000/- each |

#### B. PATTERN MAKING CHARGES (PAPER)

- |    |                           |  |
|----|---------------------------|--|
| 1. | 10" X 10" GRAPH           | Rs.2/- per sq.inch<br>subject to <b>minimum Rs.50/-</b>                  |
| 2. | Graph paper designs:      |  |
|    | i) Up to 100 hooks/levers | Rs.100/- each  |
|    | ii) Up to 400 hooks       | Rs.400/- up to 200 picks &<br>Rs.100/- for each additional<br>100 Picks. |
|    | iii) Above 400 hooks      | Rs.600/- up to 200 picks &<br>Rs.200/- for each additional<br>100 Picks. |

iv) Jala Making

The cost of graph, designs as per schedule (B/1) above plus other charges as per approved formula.

v) Jacquard card cutting and lacing

As per approved formula subject to a minimum of Rs.150/-

**WEAVING SECTION**

**A. FABRIC SAMPLES**

- |   |               |
|---|---------------|
| i) Up to 250 sq.cms.<br>(9" x 12")  | Rs.200/- each |
| ii) Up to 2500 sq.cm.   |               |
| a) Vegetable fibres and Regenerated Cellulose fibres                              | Rs.300/- each |
| b) Animal fibres, Silk, synthetic fibres other<br>Wool including Polyester blends | Rs.400/- each |
| iii) Sizes above 2500 sq.cms.   |               |

As per approved formula subject to minimum of Rs.200/-

- |                               |              |
|-------------------------------|--------------|
| iv) Additional colour schemes | Rs.100/-each |
|-------------------------------|--------------|

**TECHNICAL ADVICE**

For rendering technical advice on any technical problem viz. cloth analysis matching of Shades etc.	Rs.200/-each
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## DYEING AND PRINTING SECTION

### A. PROCESSING

Bulk dyeing (as per approved formula) Subject to a minimum  
of Rs.50/- per  
Sample for bulk as per approved Formula.

### B. PROCESSING OF ANIMAL FIBRES

i) Scouring/Degumming Rs.50/- per sample.  
Bulk as per approved formula

ii) Dyeing As per approved formula

### C. SYNTHETIC & OTHER MAN MADE FIBRES & BLENDS

As per approved formula

### D. MATCHING & SAMPLE DYEING

To be treated as technical  
assistance and charged  
accordingly.

### E. PRINTING

a) Screen making charges As per approved formula

b) Printing charges As per approved formula

(i) Samples upto 250 sq.cms. Rs.100/-

(ii) Samples upto 2500 sq.cms.

(a) Cotton Rs.200/-

(b) Silk Rs.300/-

- iii) Samples above 2500 sq. cms. As per approved formula subject to minimum charges of Rs.200/- & Rs.300/- for cotton/silk.

## PHOTOGRAPHY SECTION

### A. CHARGES OF PHOTOGRAPHY

- |  |          |
|--|----------|
| (a) Taking photographs<br>(Black & White/Colour) | Rs.100/- |
| i) Exposing first copy<br>(upto size 6" x 8")    | Rs.100/- |
| ii) Subsequent copies<br>(upto size 6" x 8")     | Rs.50/-  |

Note: Negative will remain with WSCs/IIHTs.

#### (b) Prints from our Collection (Black & White/Colour)

- |                      |  |
|----------------------|--|
| i) Size - 6" x 8"    | As per approved formula subject to minimum of Rs.50/-. |
| ii) Size - 10" x 12" | As per approved formula subject to minimum of Rs.50/-  |

#### (c) Exposing charges in the Centre/Institute (Roll supplied by party)

- |                       |                     |
|-----------------------|---------------------|
| i) Black & White film | Rs.100/- each roll  |
| ii) Colour Film 35 mm | Rs.150/- each roll. |

NOTE: APPROVED FORMULA

1. Cost of Raw Material plus labour charges @ Rs. 100/- per day plus over head charges @ 15 %.
2. For charges of any other item not covered in the above list or wherever any doubt arises about the actual charges, to be charged as per approved formula.

<b>COSTING OF COMPUTER DESIGNS</b>	<b>A/4 Size</b>	<b>A/3 Size</b>
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<b>1. A/4 size quoted paper 3</b> Designs per day x 20 working Days x 12 months = 750 nos. Or 800 nos annual @ of Rs. 2500/- Per 200 nos.or paper for 800 nos.	Rs. 10,000/-	Rs. 15,000/-
<b>2. In Cartridge 1“ of 4 colours per</b> 100 papers, for 800 papers. 8 sets (1” Black, Cyan, Magenta and Yellow 1 No Extra black per set i,e 8 Nos. / black )  Cost per set Rs. 11,400/- of 4 colour + 1 black Colour Rs.2400/- extra Cost per 100 p Rs. 13,800/-	Rs1,10,400/-	Rs,1,30,000/-
<b>3. Annual Maintenance Charge Cost actual</b>	Rs. 60,000/-	Rs.60,000/-
	Rs.1,80,400/-	Rs.2,05,000/-
Over head charges @ 12 ½ % Cost per 800 papers	Rs. 22,500/- Rs.2,02,950/-	Rs 25,625/- Rs. 2,30,625/-
Cost per design	Rs. 252.80	Rs. 280.20
<b>Cost per design A/4 size</b>		<b>Rs. 250/-</b>
<b>Cost per design A/3 size</b>		<b>Rs. 300/-</b>

### Cost of Computer Graph

- |                            |                       |
|----------------------------|-----------------------|
| 1. For 200 Hooks Jacquards | Rs. 2/ only per card  |
| 2. For 400 Hooks Jacquards | Rs. 3/- only per card |
| 3. For 600 Hooks Jacquards | Rs. 5/- only per card |

### **OTHER ACTIVITIES OF WSC KOLKATA:-**

#### **1. EXHIBITION**

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

#### **2. RESEARCH AND DEVELOPMENT**

R & D work is carried out for loom development, design modification, development of shade cards, natural dyes, unique sample development, and is available at reasonable prices in WSC. Extension services are provided through training programmes or at very reasonable charges.

- To look into the usability, manufacture and improvement of materials used in the handloom industry and other trades or industries allowed therewith including designing, dyeing, bleaching, finishing, printing and chemical stores, etc.
- To assess the utilization of the products of the handloom industry as well as to assist members in the execution of sample orders.
- To do in house work for the improvement of various machinery and appliances used by the handloom industry and other trades or industries.
- To investigate into and help improvement of various processes of manufacture with a view to securing greater efficiency, rationalization and reduction of costs.

### **MARKET SUPPORT**

It provides marketing guidance in coordination with State and Central Government e.g. Nominating and forwarding societies/master weavers for participation in Dilli Haat, Suraj Kund Mela, Taj Mahotsav, Shilparamam gram Hyderabad, Udaipur Craft Mela etc.

### **PROMOTION OF EXCELLENCE**

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

### **HELP AND GUIDANCE:**

A complaint/grievance box is placed in the premises of WSC, Kolkata to drop a written complaint/grievance.

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.

If complaint/grievance has not been attended to promptly or satisfactorily, at the local level, the matter maybe considered to be taken up in writing with the following functionaries.

Development Commissioner (Handlooms),  
Ministry of Textiles, Room No.56, Udyog Bhavan, New Delhi-110 011.

or

Additional Development Commissioner and Chief Vigilance Officer  
(Handlooms), Ministry of Textiles, Room No.57, Udyog Bhavan, New  
Delhi-110 011.

or

Joint Development Commissioner for Handlooms,  
Ministry of Textiles, Room No.55 A, Udyog Bhavan, New Delhi-110 011.

or

Zonal Director (E.Z.), Weavers' Service Centre,  
Government of India, Ministry of Textiles,  
I.I.H.T. Campus, Jawahar Nagar, N.H. 37, Khanapara, Guwahati-781 022.



No.WSC/Cal/7(14)/M

Dated: 20.5.2005

The Director (EZ) ,  
Weavers Service Centre,  
Guwahati.

Sub: Formation of Citizen's Charter.

Sir,

With reference to your letter No.WSC/GAU/TRN(7(18)/2005/112 dated the 20<sup>th</sup> April, 2005 the requisite information as appended below in respect of this centre is being sent herewith as desired.

- a) Under heading "Dyeing Laboratory" location of the laboratory is in the first floor of office premises at 21, Chittaranjan Avenue, Kolkata-700072.
- b) Under heading "Printing Section" the location and address is same as mentioned in the "dyeing laboratory".
- c) Under heading " Design Development" services like development of need based prototype samples both as per expertise and technical knowledge of the personnel of the centre and also of specific requirements for domestic and exportable market for the weavers, artisans, processors, entrepreneurs etc are provided Designs are traditional and also of contemporary look for printed , woven fabrics and paper designs. The necessary technical services and guidelines for conversion of these designs are also being provided, the rates for individual items for services already been incorporated in the draft manual in respect of this centre as per guidelines circulated
- d) Only observation training of short duration is being imparted for upgradation of skill and knowledge of the artisans, weavers, entrepreneurs, artist etc in all disciplines dyeing, design, printing and weaving. Since the training is for upgradation of the skill, candidates desires to have training normally having a background in the respective discipline. Fees charged Rs.1000/- per month per candidate.
- e) Terms mentioned under head "Our Charter of Service" are related to handloom industry which are mainly meant for person and concerned engaged in the industry like weavers, artisans, designers and entrepreneurs etc.
- f) Regarding Pattern Charter indicating the availability of individual centres this is to be prepared after taking of datas of all individual centres including address of all the centres
- g) Since the draft Citizen Charter sent to you is in respect of the W.S.C. Kolkata only, hence this can be considered as executive charter of the centre.

However, the draft Citizen Charter in respect of W.S.C Kolkata is being prepared separately incorporating all the points in details as mentioned above is being sent shortly for your perusal.

Yours faithfully,

(S.K. Ghosh)  
Dy. Director I/C.