

# **CITIZEN'S CHARTER**

**WEAVERS' SERVICE CENTRE, PANIPAT**

GOVERNMENT OF INDIA  
MINISTRY OF TEXTILES  
WEAVERS SERVICE CENTRE  
ASSANDH ROAD, KACHA CAMP  
PANIPAT-132103  
PHONES : **01742-2650407**  
Fax : **2650407**  
**[www.handlooms.nic.in](http://www.handlooms.nic.in)**  
**[texmin.nic.in](http://texmin.nic.in)**

# **WEAVERS SERVICE CENTRE, PANIPAT**

## **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**

Develop new Paper Designs and different cloth samples as per the need of the area.

Develop new technologies in Weaving, Dyeing and Printing

Conduct various training programmes in the premises of Weavers' Service Centre or at the doorstep of the beneficiary for the benefit of Handloom Weavers, Dyers, Printers, and Designers.

Provide technical assistance, solving technical problems faced by the Weavers, Dyers, Printers.

Conduct and participate in various live demonstrations, workshops, exhibitions and seminars.

Implement and monitor the various Government Schemes for the betterment and upliftment of Handloom sector.

Provide Market Support.

## **OUR CLIENTELE**

Handloom Weavers as individual as well as under Cooperative fold. Handloom Co-operative societies, Non Governmental Organizations working in Handloom field, State handloom Corporations, Apex bodies, Exporters, Dyers, Printers and processors of urban and rural areas.

## **OUR RESOURCES**

Weavers Service Centre, Panipat comprises three well- equipped technical sections namely Weaving Section, Dyeing and Printing Section and Design Section.

A team of technically qualified and well experienced personals in each section.

Up to date knowledge of the field and awareness through regular training of technical personals.

Full commitment and financial support of the Office of the Development Commissioner for Handlooms, Ministry of Textiles, Government of India.

## **OUR SERVICES**

We develop Paper Designs manually and with the aid of computers (CAD) system through our qualified and experienced Designers of our own or as per the requirement of our client and sell as per the nominal Govt. approved charges from Rs. 50/- to Rs. 1000/- per design depending upon the size and type of design.

We develop cloth samples woven as well as Printed of our own or on demand of our client and sell on Govt. approved nominal charges as per specification. Minimum- charges Rs.200/- per cotton sample.

We provide technical assistance to our client by solving technical problems, analysing the cloth samples, matching of shades at our Centre or at their work place and charge @ Rs.200/- per assistance.

We impart short-term training of 4 months duration by running regular courses at our Centre in the field of (i) Textile Designing (ii) Weaving and (iii) Dyeing and Printing. The durations are from 1<sup>st</sup> March to 30<sup>th</sup> June, 1<sup>st</sup> July to 31<sup>st</sup> October and 1<sup>st</sup> November to 28<sup>th</sup> Feb. A fee @ Rs.600/- per month is charged from each trainee and Rs.300/- in case of SC/ST/Minority Community.

We also provide observation training for shorter periods on need basis say for a particular purpose for one week, 15 days or so and charge at the rate given earlier.

Conduct training programme at Weaver's doorstep under Integrated Handloom Training Programme Scheme of Govt. of India.

Conduct various types training programme, demonstrations as per the need of client covered under State Govt. or Govt. of India from time to time.

We organise Design and Dyeing Workshops of 2 days duration at different handloom clusters under jurisdiction of the Centre. In a way we take the Centre to the doorstep of the weaver.

We do participate and organize other exhibitions/melas, awareness programmes, seminars as per requirement for the benefit of the Handloom weavers and exporters.

We Recommend/Nominate and Forward Societies/ Master weavers for participation in Dilli Haat, Melas like Suraj Kund Mela, Taj Mahotsav etc. and National Handloom Expos etc. providing sale outlets to them.

All the services are available in the premises of Weavers' Service Centre. The Deputy Director In-charge, Weavers' Service Centre, Kaccha Camp, Assand Road, Panipat can be contacted for any type of services either in person or through phone No. 0180-2650407.

## **PROMOTION OF EXCELLENCE**

Recommends, from their area of jurisdiction, Weaver, Printer, Designer and others making outstanding Handloom product, for *National Award* to be presented by President of India.

Our liaison

We liaise with

Director of Industries, Govt. of Haryana

Director of Industries, Govt. of Punjab

Managing Director, Punjab Apex (WEAVCO)

General Manager, District Industries Centre of all concerned districts of Haryana and Punjab

National Institute of Fashion Designing (NIFD)

National Institute of Fashion Technology (NIFT)

Indian Institute of Handloom Technology (IIHT)

And other Weavers Service Centres.

### **COMPLAINTS AND GRIEVANCES**

We acknowledge the complaints/suggestions promptly and try to resolve it at the earliest. In case the complainant not satisfied, he may take-up the matter with the Grievance Officer in the office of the Development Commissioner for Handlooms, Udyog Bhawan, New Delhi-110011 or the following addresses.

### **IMPORTANT ADDRESSES**

Zonal Director (North Zone)  
Weavers Service Centre,  
Weavers Colony,  
Bharat Nagar,  
Delhi-110052.

Phone Numbers:  
011-27303793  
011-27302999

Development Commissioner  
For Handlooms,  
Ministry of Textiles,  
Udyog Bhawan,  
New Delhi 110011.

Phone Numbers  
011-23012945  
011-23013684

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