



# **WEAVERS' SERVICE CENTRE, IMPHAL**

## **INTRODUCTION**

The Weavers' Service Centre, Imphal was established in the year 1975 with a view to cater the needs of the handloom weavers of Manipur. Weaving is a traditional work of the people of the North-Eastern region. In fact, it is a requisite of the girls of this region to know the art of weaving to become eligible as a bride. But the hill people use only the loin looms, where the productivity is very low. The reason is that they do weaving only to meet their domestic needs of textiles and not for trade.

The intension behind setting up the WSC at Imphal was 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, Imphal 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 were working. This will also add to export potentiality of the country.

The Weavers' Service Centre, Imphal 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 each other. Weavers' Service Centre, Imphal collects different traditional motifs from different products, showing the requisite colour combination. The processing section dyes the yarn in the required shades of colour. Then the weaving section produces cloth samples as per the given design and colour schemes. Those cloth samples are displayed before the visitors in the centre as well as in Exhibitions organized at different places at different times, where those samples come to the notice of the handloom stake holders, Co-operative Societies/ Federations, Master Weavers, NGOs, Fashion Designers, Exporters, Self Help Groups, Handloom Producer Companies etc. and thus the Developments find ways for wider market both in the country and abroad as well.

The Weavers' Service Centre, Imphal assists the Handloom Weavers, Master Weavers, Entrepreneur and other stake holders in technical development and in the field of marketing also, by channelizing 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 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**

- 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 in 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 orientation/skill up-gradation training in the field of Weaving, Designing, Dyeing, Printing, Managerial as well as Information Technology under ongoing in-house/field training and/or under Small Cluster Development Programme (SCDP) & SAMARTH Schemes.
- To conduct Exhibition-cum-display/Workshop/Chaupal with a view to create awareness in the weaver clusters/handloom pockets about the various technical services available in WSCs, various scheme benefits provided by Govt. of India and State Govt. for the stake holders of Handloom Sector and make them aware about the latest technology Up-gradation, Trends and Traditions in the handloom sector.

## **OUR OBJECTIVES:**

The objectives of WSC, Imphal in brief are as under: -

1. Product development to evolve more marketable products by interaction between expertise available in the field 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/Chaupal, focusing on new and improved designs, equipment's 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.

## **OUR ORGANISATIONAL PHILOSOPHY: -**

- Target clientele: -Decentralized and dispersed handloom sector
- WSC: -Friend for guidance and partner in progress through up-gradation 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:**

- Full commitment and support of the Government of India to make the service center 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 are available.

- 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 fabric samples to chose from for commercial production.
- An excellent Weaving Section, Dyeing Laboratory, Design Section, Printing Section, Library Section and Computer Aided Textile Design Section for sample development, training, expert guidance and for extension services.

### **OUR ARMS FOR SERVICE:**

#### **DESIGN SECTION:**

Textiles Designers are drawn from among the best talent available in Art Institutions 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 Computer Aided Textile Design (CATD) facility available presently in WSC Imphal helps in preparing the designs and techniques with the aid of a computer software. Close association of Design section with weaving & processing section is maintained for making jalas and graph paper designs. 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.

The Art Designer collect the age-old motifs from different sources like temples, textiles and old monuments. They develop them in new forms suitable for different verities 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.

Skill up-gradation training programs under different schemes have been conducted in different handloom cluster areas to train up the weavers in Textile Designing. The Artists were deputed to guide the Master trainers on the spot for successful and meaningful training. It is seen that some of the weavers trained in textile designing have now become good designers.

## **WEAVING SECTION:**

Skilled weavers drawn from the main traditional weaving communities of the country man the Weaving Section. They are supervised by qualified 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.

The centre has so far conducted numbers of training programme different handloom clusters of the state under various schemes to train up the local weavers to use improved appliances/techniques of weaving as an effort for product development and product diversification in those areas. Workshops/Chaupals and live demonstrations have been conducted at many handloom clusters to create awareness among the weavers and allied workers about various promotional schemes launched by the Office of Development Commissioner for Handlooms, Govt. of India and to apprise the weavers for the advantages of using improved appliances/techniques of weaving.

The weavers are also made aware of the present trends in both domestic and overseas markets. After the training programmes and workshops etc. conducted by this centre, the weavers have been able to use the improved appliances like Jacquard, Dobby, Draw boy and even combination of these. They have been also to adopt multiple healds and treadles for weaving different structural designs also. The technical experts 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 qualified technical personnel and experienced Dyer & Printer capable of developing techniques in cost processing of yarn and fabrics is available in this WSC. These laboratories bring out number of shade cards for silk, cotton and wool dyeing to illustrate the shades 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 Degumming, scouring, bleaching, dyeing etc. and the equipments used in dyeing and texting 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 Imphal has

expertise in block making and it accordingly develops new designs and patterns. Sizeable no. of hand-blocks are available in the centre for use by weavers and Handloom organization.

Processing section of WSC, Imphal is continuously working of improving the technical skill among the dyers and printers through field level and in house training programmes at various places of Manipur.

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 demonstrating them at different places in the States under the jurisdiction of this centre.

Besides the regular in house and field training programmes, the section is also carry out R&D work and experimental dyeing/printing for making shades using various herbal materials, which are easily available in Manipur State.

### **LIBRARY AND DOCUMENTATION: -**

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

So far, this centre has documented numbers of cloth sample designs and paper painted designs of different places/communities of the region depicting different traditional designs/costumers and Art works.

### **OUR CHARTER SERVICES:**

#### **DESIGN DEVELOPMENT:**

- To innovate and develop designs, motifs, patterns and prints, via in-house skills, on a regular/ongoing basis, through appropriate systems and trained designers, and combination of traditional designs, etc. with modern and contemporary designs. For this purpose in-house trainings are to be undertaken based on:-
  - (a) Specific demand from the market in terms of Apex societies, weavers' co-operatives, institutions, exporters, manufacturers or private dealers.
  - (b) As per the demand of the International market in terms of colour, design and fashion forecast.
  - (c) Revival of market-worthy traditional motifs. Forward and backward linkages between the manufacturers and the markets.

- (d) Artists delight from various sources e.g. museums, temples, palaces/havelis/houses, state/national archives, private collectors, colleges of Arts/Crafts, Caves, books of Arts/Artefacts and Handicrafts (carvings, wood, metal, stone, ivory etc.), societies/corporations/associations/guilds journals/manuscripts/miniature paintings/ antique furniture/potteries/tombs, series of Art and Industry collections, catalogues of books. Utmost care is taken to assess its market - worthiness. Help of CATD is taken to perfect the colour and design combination and suitability of fabrics.
- Maintain and update an inventory/ data bank / warehouse of designs, motifs, patterns, prints, etc. and display developed samples in exhibition halls. Exhibition of exclusive designs is held in a regular manner during design work shop for the public for sale.
  - Popularize 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, Imphal is linked with the National Centre for Textile Design (NCTD), Delhi in order to provide information to weavers in terms of fast changing consumer preferences, fashion trends and technological developments in the means of communication both within and outside the country. Weavers Service Centre, Imphal do online activities with NCTD and subsequently with weavers relates to the provision and analysis of trends and forecasts of colour and fabrics for the fashion and home fashion industry keeping in mind the requirements of the entire sector such as colour forecasts with regional preferences, forecasts of fibre blends, weaves, fabric structure, motifs and print idea for printed fabrics. WSC, Imphal 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 data base of reputed handloom manufacturers, fibre suppliers, spinners and yarn makers, machinery and fashion accessories suppliers etc. The offline activity of the WSC, Imphal in consultation with NCTD involve fabric collection, cataloging 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.
  - Weavers' Service Centres holds periodically the organization on a continuous basis special thematic exhibitions (TANTVI). The basic idea behind such exhibitions is to produce exquisite quality of handloom cloths from master weavers throughout India in order to sustain and excel in the quality aspect and to promote the marketing of handloom products on a sustained basis.



## **SUPPLY OF PAPER PAINTED DESIGNS**

The paper painted designs developed by the Design Section are provided to Customers like, Apex Societies, Federations, Primary Weavers' Co-operative Societies, Master Weavers, Individual private weavers, Entrepreneur and exporters at a nominal minimum charges approved by the Office of the Development Commissioner for Handlooms.

## **SUPPLY OF COMPUTER AIDED TEXTILE DESIGNS**

Computer Aided Textile designs are also developed by the skilled textile designers and provided to needy customers as per approved formula of Schedule of Charges.

## **SUPPLY OF GRAPH DESIGNS**

The paper painted designs or CATD designs meant for weaving are converted into Graph Designs in the Weaving Section as per the need of the end products for the customers. The pattern making charges are charged as per the schedule of charges. The minimum charge for a graph design is as per the schedule of charges.

## **WOVEN FABRIC SAMPLES**

Fabric samples are developed in various designs, weaves and textures through different techniques in Weaving Section and are provided to customers as per their requirement. The samples supplied to the customers are nominally charged as per the approved formula of Schedule of Charges.

## **JACQUARD CARD CUTTING & LACING**

Graph Making, Card Cutting and lacing is carried out for jacquard designs for the needy customers as per the approved formula of schedule of charges.

## **PROCESSING SAMPLES**

### **DYEING SAMPLES**

Matching of shades, sample dyeing, scouring, de-gumming, finishing-in general, processing of various fibres in yarn/ fabric form-is undertaken as per the requirement of the customers by the Processing Section. Charging is done as per approved formula of Schedule of Charges.

### **SHADE CARDS**

Cotton and Silk shade cards are available for sale. The shade cards are provided to needy customers like weavers, dyers, printers, apex societies, primary weavers co-operative societies, exporters etc. at the approved cost.

## **PRINTING SAMPLES**

Block printing is undertaken in the printing section. Printing Section continuously develop designs and new effects, using block, screen, stencil, tie & dye or batik, wave printing, etc. The newly developed samples are provided to customers as per their requirements based on the Schedule of charges. The charges for printing are based on the dye used, number of colours and designs, and coverage & styles of prints and size & type of the fabric. Charging is done subject to a minimum charge per sample as per the schedule of charges.

## **TECHNICAL ADVICE / ASSISTANCE**

Technical advice or assistance is provided to needy customers with minimum service charges of Rs.200/- per technical assistance/advice on the following technical aspects. The additional charges are based on the approved formula in the Schedule of Charges.

- To provide technical specification details
- Sample wet processing like Scouring, Degumming and Bleaching etc.
- Sample Dyeing and Printing of natural textiles.
- Demonstration on traditional Tie-dye and Batik printing.
- Matching of Shades
- Correction of shades etc.
- Problem solving in Weaving & Processing etc.

## **APPROVED SCHEDULE OF CHARGES:**

### **ART/DESIGN SECTION**

#### **A. PAPER DESIGNS**

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|--|----------------|
| 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 subject to minimum Rs.50/-
2. Graph paper designs:	
(i) Up to 100 hooks/levers	Rs.100/- each
(ii) Up to 400 hooks	Rs. 400/- up to 200 picks & Rs. 100/- for each additional 100 picks
(iii) Above 400 hooks	Rs.600/- up to 200 picks & Rs.200/- for each additional 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. (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 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

### **B. 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.
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## **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**

As per approved formula

### **FIBRES & BLENDS**

## **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 up to 250 sq.cms. Rs.100/-

(ii) Samples up to 2500 sq.cms.

(a) Cotton Rs.200/-

(b) Silk Rs.300/-

(iii) Samples above 2500 sq. cms As per approved formula subjected to minimum charges of Rs.200/- & Rs.300/- for Cotton & Silk respectively.

### **Note:**

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

## **COMPUTER AIDED TEXTILE DESIGNS (CATD)**

❖	Cost per design A/4 size	Rs. 250/-
❖	Cost per design A/3 size	Rs. 300/-

### 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

## **TRAINING:**

- Weavers Service Centers, Imphal imparts training through Skill Up-gradation Training programme through National Handloom Development Programme (NHDP) Scheme or Scheme for Capacity Building in Textile Sector (SAMARTH) to Unskilled, Semi-skilled and Skilled Weavers for product development, product diversification and improvement in productivity, in dyeing/Printing technique and design development on looms to the beneficiary within the jurisdiction i.e. in Manipur State.
- Short term in-house training for 04 months as well as Observatory training for 01 months in discipline of weaving, designing and processing to students, weavers, master trainers, entrepreneur, employees of State Handloom Corporations, Apex Bodies and others stake holders, providing in the premises of Weavers' Service Centre, Imphal. The Charge of training is Rs. 300/- (Rupees Three Hundred Only) per month per trainee in the trades of weaving, dyeing/printing or designing.

## **EXHIBITION:**

WSC holds Weaving, Dyeing cum Design Exhibition in the interior clusters 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, Imphal 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, thread count, technical graph for jacquards, the weaving procedure to enable them to produce quality and design enrich fabrics having greater market acceptability. The same idea is taken out door also.

## **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 WSC. 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, printing, finishing and dye chemical stores, etc.
3. To assess the utilization of the products of the handloom industry as well as to assist weavers/manufacturers 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 co-ordination with State and Central Government, e.g. nomination and forwarding societies/master weavers for participation in Dilli Haat, Master Creation, Suraj Kund Mela, Taj Mahotsav, Udaipur Craft Mela, Toishali, Shilpramam, Shilpgram, Jharokha and other National, State & District Level Exhibitions. WSC also provides supports for Branding in Handloom Mark, India Handloom Brand, Government e Market (GeM), E-shilpmart registration and encourage for e-commerce platform of marketing.

Apart from exhibitions MOUs has been signed between O/o of DCHL, New Delhi with different online marketing companies for promotion of handloom products.

1. To assess the utilization of the products of the handloom Industry as well as to assist weavers/ manufactures & entrepreneurs in the execution of sample orders.
2. To do in house work for the improvement of various machinery and appliances used by the handloom Industry.
3. 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.

### **PROMOTION OF EXCELLANCE:**

WSC, Imphal recommends the names of weavers, printers, handloom entrepreneur and others from its area of jurisdiction who are making outstanding handloom products for **Sant Kabir Award** and **National Award** and **National Merit Certificate** in various categories.

### **HANDLOOM MARK:**

The Handloom Mark Scheme initiated by the Government of India on June 28, 2006. The basic objective of the Scheme is to brand our handloom products as handmade and secure a premium position for them in Domestic as well as International market. The Scheme is promoted by Development Commissioner (Handlooms), Government of India and Textiles Committee office is nominated as the Implementation Agency. Handloom Mark initiative provides a collective identity to the handloom products in India and is used for popularizing the hand woven products along with serving as an assured guarantee for the buyer that the product being purchased is genuinely hand woven from India. The 'Handloom Mark' is specially developed with the logo and unique coding.

## **INDIA HANDLOOM BRAND:**

India Handloom Branch was launched in 2015. The Handloom Mark Scheme initiated earlier provided assurance to the consumers about authenticity of handloom products. However, it did not cover the aspect of product quality assurance. Therefore, the India Handloom brand is an initiative for branding of high quality handloom products with zero defects and zero effect on the environment. It would differentiate high quality handloom products and help in earning trust of customers by endorsing their quality in terms of raw materials, processing, embellishments, weaving design and other quality parameters and by ensuring social and environmental compliances in their production. The registration for India Handloom will be granted to certain specified eligible entities in respect of identified product categories which meet prescribed quality parameters. It is, therefore be a hallmark of passionate creative work that defines the product with clarity, distinguishes it from competition and connecting it with customers. Weavers' Service Centre has been nominated as the Nodal agency for implementing India Handloom Brand scheme.

## **HELP AND GUIDANCE:**

'Bunkar Mitra' Helpline for Handloom Weavers: The Bunkar-Mitra helpline provides a single point of contact to handloom weavers across the country for addressing queries and providing guidance. This helpline can be accessed by dialing the toll free number 1800-208-9988. Weavers can call from anywhere in India, from any number. The service is available from 10.00 A.M to 06.00 P.M, on all 7 days of the week, in seven languages: Hindi, English, Tamil, Telugu, Bengali, Kannada and Assamese. The following services are available through this helpline:

- Assistance on technical issues
- Guidance for Raw material supply
- Availing credit facility
- Quality control.
- Access to marketing linkages
- Information about various schemes and procedure to avail benefits

## **GI HELP-DESK**

A Help desk is being established for the handloom products & techniques covered under Geographical Indication Act (GI Help-Desk) for dissemination and grievance redressal in the matter.

## **HELP AND GUIDANCE**

## **GRIEVANCE:**

- Weavers Service Centre, Imphal 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, Imphal.
- All efforts will be made locally and satisfactory redress grievances. However, if a complaint / grievance have 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.

The Director (East Zone),  
Weavers Service Centre,  
Office of the Development Commissioner for Handlooms,  
Ministry of Textiles, Govt. of India,  
Jawahar Nagar, Khanapara, Guwahati-781022

**(OR)**

The Additional Development Commissioner for Handlooms,  
Office of the Development Commissioner for Handlooms,  
Ministry of Textiles, Govt. of India,  
Room No.57, Udyog Bhawan,  
New Delhi- 110 011

**(OR)**

The Development Commissioner for Handlooms,  
Office of the Development Commissioner for Handlooms,  
Ministry of Textiles, Govt. of India,  
Room No.56, Udyog Bhawan,  
New Delhi- 110 011

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