

**GOVERNMENT OF INDIA**  
**MINISTRY OF TEXTILES**  
**WEAVERS' SERVICE CENTRE**  
LANE-3, TOLUVI VILLAGE, DIMAPUR-797 116, NAGALAND  
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## **CITIZENS' CHARTER**

## **1. INTRODUCTION**

The Weavers' Service Centre, Dimapur has been started working from 1<sup>st</sup> December, 2014 and the centre at Dimapur was inaugurated-on 24<sup>th</sup> February, 2015 with a view to develop the Handloom Industry in Nagaland State.

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 lion 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 Dimapur 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 is exerting its efforts to divert the lion 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, Dimapur has three different technical sections viz. Weaving, Processing (Dyeing & 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 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 colours 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 cooperative societies and federations, master weaves. NGOs, fashion designers, exporters etc. and thus the developments find ways for wider market both in the country and abroad as well. The WSC is equipped with a testing laboratory to test the 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 channelizing them to various marketing agencies. The exporters and marketing agencies are assisted by supplying samples and addresses of manufacturers.

## **2. OUR VISION**

To Promote and facilitate the continuous growth of the Handloom Industry to complete in the global market.

### **3. OUR MISSION**

We dedicate ourselves to support the Handloom Sector at large in upgrading-skill, development/diversification of handloom products, technical advice etc

### **4. OUR VALUES**

To Recognize the Technical needs of Handloom weavers

To Dedicate ourselves to reach every nook and corner of the sector with a helping hand

### **5. 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.

### **6. OUR OBJECTIVES**

The objectives of WSC., 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.

## **7. OUR ORGANISATIONAL PHILOSOPHY:**

Target clientele: -Decentralised and dispersed handloom sector.

WSC: -Friend for guidance and partner in progress through upgradation of skill and technology.

Motto: -Excellence, Facilitation and Promotion of handloom industry

## **8. 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.

## **9. 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 WSCs. All of them are committed to make the WSC a vibrant focal point for growth and development of handloom Industry. The WSC is equipped with dyeing laboratory, printing facilities, Design etc.

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.

## **10. MAN-POWER IN WSC DIMAPUR**

At present following staffs are posted in WSC, Dimapur to undertake the activities.

<b>S. No.</b>	<b>Designation</b>	<b>Sanctioned No.</b>	<b>Available No.</b>	<b>Position</b>
1.	Deputy Director	1	1	Regular
2.	Assistant Director	1	1	Regular
3.	Tech.Superintendent (Wvg)	0	1	Regular
4.	Assistant	1	1	Regular
5.	Senior Weaver	2	1	Regular
6.	Junior Weaver	0	1	Regular
7.	Senior Printer	1	1	Regular
8.	Attendant (Weaving)	1	1	Regular
9.	Attendant (Processing)	1	1	Regular
10.	Office Assistant	1	1	Outsourcing
11.	Textile Designer	1	0	Outsourcing
12.	Multi-Tasking Staff	2	1	Outsourcing
13.	House Keeping	1	1	Outsourcing
14.	Securities	3	3	Outsourcing
	Total	16	15	

## **11. WEAVING SECTION**

Weaving section of WSC, Dimapur is equipped with 4 working frame looms (2 looms 64” wide and 2 looms 72” wide). And, in which different weaving techniques being used to impart training and develop the samples through multi-treadle, jacquard, butta weaving etc. Apart from frame looms, Loin loom and warping machine is available in weaving section to compare the weaving techniques and prepare warp respectively. We have different counts and varieties of yarns like cotton, acrylic yarn, and silk. Weaving section of WSC Dimapur is occupied with all type of weaving accessories required for developing different types of fabric as per traditional and present trends.

## **12. ACTIVITIES UNDERTAKEN IN WEAVING SECTION:**

Numerous trainees were undertaken training under Short Term/Observatory Training in weaving section of WSC Dimapur. Different kinds of weaves, weaving techniques, yarn counts, tie-up etc. have been taught during training programme.

Block Level Clusters trainings and SAMARTH trainings are conducted by WSC Dimapur in the field to weavers at their own Blocks and Villages for Up-gradation of their technical skills in the field of weaving. The weavers also may be aware of present trends in both domestic and overseas market. Weavers of this area are now able to use improved technique as previously they used. They adopted multi treadles and healds weaving on fly shuttle frame looms, also fitted with Jacquard and dobby.

## **13. DYEING & PRINTING SECTION:**

Dyeing section provides dyed yarn to weaving section as per design layout to develop samples. Dyeing section of WSC, Dimapur is equipped with different types of dyes like Natural/vegetable dyes, Direct dyes, Acid dyes, Vat dyes, etc. for promotion eco-friendly and Azo-free dyes for dyeing different kind of yarn like cotton, silk etc. This section is equipped with dyeing equipments, and various apparatus. In printing section, block printing tables is available with proper padding and we have various blocks used for printing purpose. As per the design layout, printing is being carried out on the plain fabric for its value addition purpose. However, various samples also being developed through dye and tie styles, batik and block etc.

## **14. ACTIVITIES UNDERTAKEN IN DYEING/PRINTING SECTION:**

We have trained trainees under Short Term/Observatory Training in Dyeing / Printing section. Procedure for dyeing with different class of dyes on different materials is being taught to trainees. Processing section of WSC Dimapur is continuously working on improvement of technical skill through field level and In-house training programme.

Block Level Clusters training are imparted by WSC Dimapur in the field to weavers at their own Blocks and Villages for Up-gradation of their technical skills in the field of Dyeing/Printing and value addition.

## **15. DESIGN SECTION**

The main activities of Design section are to develop new designs as per market demand for weaving as well as printing. Collection of designs are done from traditional age-old motifs from different sources like temples, textiles, old monuments and develop them in form of suitable for different varieties of textiles admitting the new taste of consumer of present trends. The designs for diversification of traditional textiles are being developed by WSC, Dimapur.

## **16. ACTIVITIES UNDERTAKEN IN DESIGN SECTION**

Trainees are trained under various training programme like Short Term Training and observatory training programme in design section of WSC Dimapur. Designs suitable for weaving and printing, traditional designs, different forms of designs are being taught to the trainees.

Block Level Clusters training are imparted by WSC Dimapur in the field to designing at their own Blocks and Villages for Up-gradation of their technical skills in the field of Designing and value addition.

## **17. OUR CHARTER OF SERVICES**

### **a) TRAINING**

Weavers' Service Centre imparts Skill Upgradation training under NHDP Schemes to the skilled, semi-skilled and unskilled weavers for product development, product diversification and improvement in productivity, in dyeing technique, in weaving and design development on looms.

Short term/Observation in -house training in weaving, designing, pattern making and processing to weavers, dyers, printers, designers, textile students, master trainers are given by the Centre.

### **b) TECHNICAL ADVICE / ASSISTANCE**

Technical advice or assistance is provided to needy weavers/organizations on the following technical aspects. Minimum charges for this kind of service are Rs.200/- and the additional charges are based on the approved formula in the Schedule of Charges.

- Cloth analysis
- To provide technical specification
- Testing of yarn/fabric for fiber content
- Matching of shades
- Sample dyeing
- Water testing for hardness
- Correction of shades
- Problem solving in Weaving & Processing
- Any other technical assistance/advice

c) **MARKET SUPPORT TO THE WEAVERS**

Our centre provides marketing guidance in coordination with State and Central Government, eg. nominating and forwarding societies/master weavers for participation in National Handloom Expo, Special Handloom Expo, Dilli Haat, Suraj Kund Mela, Taj Mahotsav, Udaipur Craft Mela, etc. also marketing through GeM & E-commerce.

d) **PROMOTION OF EXCELLENCE**

WSC Recommends from our area of jurisdiction, master weaver, printer and others making outstanding handloom product for National Award, Sant Kabir Awards, Merit certification to be presented during Handloom Day.

e) **DESIGN DEVELOPMENT**

- Innovative and development designs, motifs, patterns and prints, via in-house skills, on a regular/ongoing basis through appropriate system and trained designers and synchronization of traditional designs, etc., with modern and contemporary design. For this purpose, development of in-house designs undertaken based on: -
- Specific demand from the market in terms of Apex societies, Weavers cooperative, Textile Institution, Exporters, Private manufacturers.
- As per the demand of the international market in terms of colour, design and fashion forecast.
- Revival of market-worthy traditional motifs.

f) **VARIOUS SCHEMES LOOK AFTER BY WSC-DIMAPUR**

In addition to the above this office is being implementing various handloom welfare schemes for the benefit of Handloom weavers of all districts of Nagaland.

- I. **Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)**
- II. **Pradhan Mantri Suraksha Bima Yojana (PMSBY)**
- III. **Under NHDP, Block Level Cluster & HSS**
- IV. **Yarn Supply Scheme**
- V. **Weavers Mudra Scheme**
- VI. **Handloom Cluster under North Eastern Region Textile Promotion Scheme (NERTPS)**
- VII. **Education of handloom weavers & their children through NIOS & IGNOU**
- VIII. **Skill Upgradation training**
- IX. **For marketing assistance to Handloom Weavers- National Handloom Expo & Special Handloom Expo, Melas, E-commerce, GeM.**
- X. **Handloom export scheme under HEPC.**

**18. RESEARCH & DEVELOPMENT**

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

- To look in to the usability, manufacture and improvement of materials used in the handloom industry and other trades or industries allowed therewith including designing, dyeing bleaching, fashioning, 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.

## **19. HELP AND GUIDANCE**

A complaint/grievance box is placed in the office which may be used to drop a written complaint/grievance. The box will be opened and checked daily for contents, 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-

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: -

**The Zonal Director**, Weavers' Service Centre, Khanapara, Guwahati-781022, Assam

(OR)

**The Additional Development Commissioner and Chief Vigilance Officer (Handlooms)**  
Ministry of Textiles, Room No.55, Udyog Bhawan, New Delhi. O/o DC (Handlooms) Udyog  
Bhawan New Delhi - 110 011

(OR)

**The Development Commissioner (Handlooms)**, Ministry of Textiles, Room No.56, Udyog  
Bhawan, New Delhi. O/o DC (Handlooms), Udyog Bhawan, New Delhi - 110 011