

**CITIZEN'S CHARTER
WEAVERS' SERVICE CENTRE, SRINAGAR**

**GOVERNMENT OF INDIA
MINISTRY OF TEXTILES
WEAVERS' SERVICE CENTRE
HANDICRAFTS BHAWAN NEAR
SRINAGAR DEVELOPMENT AUTHORITY
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Weavers ' Service Centre, Srinagar

Introduction

The Weavers ' Service Centre, Srinagar was established in the **year 2004** under the Prime Ministers Special economic package for development of handloom industry in the Jammu & Kashmir. As the major handloom activity in Kashmir Division is wool based, i.e, weaving of Raffal & Pashmina shawls and also woolen blankets in remote areas most the equipment to be bought would be essentially for wool. The J&K centre would, however also cater to silk and cotton weaving to a lesser extent.

Kashmir is known for its handloom and Handicrafts industry which occupies an important place in the economy of State. The sector besides making significant contribution to its domestic and foreign exchange earnings also provides employment to a large number of Artisans. Among the main crafts, Kani occupies an important place. The Kani Shawl has a very rich heritage and continues to be a significant craft in the state of J&K.

Weavers ' Service Centre, Srinagar is product Development, Design Development and market Development for Promotion of Handloom weavers and exporters. For this purpose different training programmes and workshop are conducted to create awareness among the handloom weavers. Market linkages are also provided by sponsoring weavers to different exhibitions. Organized by office of the Development Commissioner for Handlooms though out the country.

1. ORGANISATION PHILOSOPHY :

- ❖ WSC : Friend of guidance and partner in progress through skill and Technological up gradation and product development
- ❖ Motto : Excellence, Facilitation and promotion.

2. OUR VISION :

- Promote and facilitate the continues 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 for Handloom products, Technical advice etc.

4. OUR VALUES :

- Recognize the technical needs of Handloom weavers
- 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 Weavers ' Service Centre, Srinagar 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 IHTS Scheme.

6. 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 form lab to land.
- Strive for value addition and higher productivity.
- Cater to the poor multitude as well as to get it weaved for the niche market.

7. OUR OBJECTIVES :

- Product development to evolve more marketable products by interaction between expertise's available in the fields of Weaving, Designing and Processing.
- In improving weaving techniques and accessories and appliances used in weaving.
- In improving techniques of processing
- In training weavers by disseminating improved techniques and new designs by undertaking training programmes within the precincts of the centre and the field.
- In providing market support by arranging interface between designers, producers and buyers which includes execution of sample orders.

- In solving problems arising in pre-loom, loom and post-loom processes and technologies.
- In arranging exhibitions, seminars, workshops focusing on new and improved designs, equipments and processing techniques.
- In preserving and documenting traditional designs for production and marketing.
- 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 Co-operatives, State and private undertakings dealing in handlooms.
- Monitoring of projects sanctioned under various central schemes

8. OUR 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 supporting 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 and used by the Weavers.
- An excellent Dyeing Laboratory, Design section, Weaving Section, Printing Section an Computer Aided Textile Design Section for Samples Development , training , expert guidance and for extension service .

9. OUR ARMS FOR PROVIDING SERVICE :

➤ DESIGN SECTION :

Artists drawn from the best talent available in art schools are constantly engaged in preparing paper designs in the premises of Weavers ' Service Centre, Srinagar. These designs comprises both for weaving and for hand block for screen-printing. The attempt is to preserve traditional designs by reviving them and/or adopting them to the requirements to the market. These designs help in production of items both for domestic and export market. These designs help in production of items both for domestic and export markets. The CAD facility available in the Weavers ' Service Centre, Srinagar, helps in preparing the designs and techniques with the aid to computer. This centre has the services of graph paper designer who work in close association with 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 dyestuffs and weaving techniques as per requirements of the Sector

➤ WEAVING SECTION :

Skilled weavers drawn from the main traditional weaving communities of the countryman the Weaving Section in the premises of Weavers ' Service Centre, Srinagar. Qualified Textiles Technologists supervise them. 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 the looms and in the processes of Weaving.

➤ DYEING SECTION :

Full equipped Dye Laboratory manned by experienced dyers and other qualified technical personnel capable of developing techniques in cost processing of fabrics is available in each of the Weavers ' Service Centre, Srinagar . These Laboratories bring out number of shade cards for slid, cotton and wool dyeing. These illustrate an number of shares in use in the field of Handlooms and also give details of the method of application of dyestuffs, temperatures to be maintained and the length of dyeing period for

each shade. These cards also provide information on degumming, scouring, Blending, dyeing etc. and the equipments used in dyeing and testing methods.

- This Dyeing Laboratory is accommodated in the premises of Weavers ' Service Centre, Srinagar itself and can be contacted on the same address as given in the beginning of the charter.

10. 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 dyestuffs have been effectively used to obtain the multiple effects of rare beauty. Weavers ' Service Centre has expertise in block and screen making and they cordially develop new design and pattern. Sizable of hand-block and screen are attractable for yes by Weavers and Handloom Organization .This Printing section is also accommodated in the premises of Weavers ' Service Centre, Srinagar itself and can be contacted on the same address as given in the beginning of the Charter.

11. EXHIBITION :

- Weavers ' Service Centre, Srinagar holds dyeing cum Design Exhibition in the interior cluster or Weavers to familiarize them with the latest and the best in the 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 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.

12. OUR CHARTER OF SERVICES :

❖ DESIGN DEVELOPMENT:

- Innovate and develop designs, motifs, patterns and prints, via in house skills, on a regular/ongoing basis, through appropriate systems 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:-
 - (a) Specific demand from the market in terms of apex societies, weavers cooperatives, 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, Places Havelis/Houses State/National Archives Private Collectors Colleges of Art /Crafts Caves, Book of Arts/Artifacts & Handicrafts (Carvings, Wood, Metal, Stone, Ivory etc.). Societies /Corporations /Associations/ Guilds/ Journals/Manuscripts/MiniaturingsAntique/Antiquefurniture/potteries/Tombs/Series of Art & Industry collections/cataloguing Books eg. Sir Fort Watson's collection, symbols and portrayals of festivals, and mythologies Worldwide. Utmost care is taken to assess its market-worthiness. Help of CATD is taken to perfect the colour and design combination and a suitability of fabrics.
- Maintain and update an inventory/data bank/ ware house of designs, motifs, patterns, prints, etc. and display developed samples in exhibition halls. Exhibition of exclusive designs is held annually for the public for sale.
- 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, Srinagar is linked with the National Centre for Textile Design in order to provide information to Weavers in terms of fast changing consumers preferences, fashion, trends and technological developments in the means of communication both within and outside the country.

➤ Weavers Service Centre, Srinagar has online activities with NCTD and subsequently with Weavers related 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, weavers, fabric structure, motifs and print idea for printed fabrics.

➤ Services provided to User Group and Our Reach:

Weavers, artisans, Handloom Workers,
Weavers' Cooperatives, Apex Bodies,
Corporations, entrepreneurs, industrialists,
Exporters, craftsmen, printers engaged in
Production, processing, weaving crafting,
designing and printing of handloom textiles in
organized and unorganized sectors in urban,
Semi urban and rural areas.

Through

1. New product development activities which are undertaken keeping in view of marketing, technology and research & development for entire segment of Handloom Industry.
2. The activities for product diversification which are undertaken as per the demand from Handloom Sector.
3. Designs resource planning for handloom organizations.
4. Product Strategy for Handloom organizations.
5. Trial Marketing (Service for more designs in the series).
6. Presentation of specific collection planned for Handloom Organizations
7. The Spot services in Design Exhibitions.
8. The Integrated Handloom Training Projects.
9. The Design Documentation and Cataloguing.
10. The technical services on designs development.
11. The advice on preparation of fabric of excellence to Master Weavers for National Award.
12. The use of Manual/CAD designs.
13. The advice on preparation of Traditional art of Textiles as national heritage.

- Service charges (Fee etc.) are charged as per schedule of charges approved by the Ministry of Textiles and made available to user groups.

❖ **TRAINING :**

- Weavers ' Service Centre, Srinagar imparts training through Integrated Handloom Training Project to semi-skilled weavers for product development, product diversification and improvement in productivity, in dyeing technique and design development on looms.
- Short term in-house training in weaving, designing/pattern making and processing to students, weavers, master trainers employees of State Handloom Corporations, Apex Bodies and others.

A) Integrated Handloom Training Projects :

As per guidelines prescribed by the Development Commissioner for Handlooms.

B) Short Term Training Programmes :

Short Term Training Programmes in Designs, Weaving and Dyeing & Printing.

Duration - 4 months.

Fee - as per schedule of charges approved by Development Commissioner (Handlooms) time to time.

C) Any Training Programme on Request for Handloom Industries:

Duration : As per request

Fee - as per schedule of charges approved by Development Commissioner (Handlooms).

❖ **COMPUTER AIDED TEXTILE DESIGN:**

- Computer aided textile design system has been used to provide supply of textile designs, graphics etc.
- Soft-ware like tex weave used to prepare graph designs for handloom jacquard speedily as per requirement of weavers and designers.

- Software like tex scan used to enlarge, copy the exclusive designs for preparing weaving, printing designs.
- Soft ware like tex doobby used to prepare doobby designs for weavers and created new patterns for designers, students etc.

❖ **And :**

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.

❖ **GENERAL:**

➤ **MARKET SUPPORT :**

- It provides marketing guidance in coordination with State and Central Government, eg., nominating and forwarding societies/Master weavers for participation in Dilli Hat, Suraj Kund Mela, Taj mahotsav, Udaipur Craft Mela etc.

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➤ **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 shall be placed 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.

❖ 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:

i. Development Commissioner (Handlooms), Ministry of Textiles, Room No.56, Udyog Bhawan, New Delhi. www.handlooms.nic.in

Or

ii. Additional Development Commissioner and Chief Vigilance Officer (Handlooms), Ministry of Textiles, Room No.,57, Udyog Bhawan, New Delhi-110011.

iii. The Zonal Director, Weavers Service Centre, Bharat Nagar, Delhi-110052. Phone No.011-27302999, 27303793, Fax-011-27307560

Weavers' Service Centre, Bemina Bypass, Srinagar

S.No	Name of Post	Name of Officer/Staff Working
1	Sh. Tahir Ahamd Hakim	Asstt. Director (Processing)
2	Sh.Asif Ali	Technical Superintendent (Weaving)
3	Sh. Kiran Kumar Hansda	Textile Designer
4	Sh Fayaz Ahamd Dar	Senior Weaver
5	Sh Vijay KumarYadav	Assistant
6	Sh Vivek Kumar Srivastwa	L.D.C
7	Sh. Abdul Rashid Dar	Staff Car Driver
8	Sh Gh.Hassan Mir	Attendant (Processing)
9	Sh Imityaz Ahmad Khan	Attendant (Weaving)
10	Sh Abdul Samad Beigh	MTS
11	Sh Fayaz Ahamd Kumar	MTS