



सत्यमेव जयते

CITIZENS' / CLIENTS' CHARTER

**Ministry of Textiles
Udyog Bhawan, New Delhi
(<http://ministryoftextiles.gov.in>)**

**Date of Issue : April 2015
Next Review : April 2016**

1. Vision:

A modern, vibrant, integrated and world-class textiles sector including handlooms and handicrafts.

2. Mission:

Planned and harmonious growth so as to achieve a CAGR of 12% in Textiles & Apparel production; technological upgradation of all types of textiles including technical textiles, jute, silk and wool; skills development of all textile workers, handloom weavers and handicrafts artisans with the target of imparting training to 15.00 lakh persons in 5 years; easy access to health care facilities and insurance cover to all weavers and artisans ; export of all types of textiles and handicrafts so as to achieve average annual growth rate of 15 % and increase India's share of world exports of textiles & apparels.

3. Main Services / Transactions and Service Standards

The Ministry of Textiles provides policy support and implements programmes and schemes for the development and growth of Textiles Industry. We commit to the following services:

(i) Main Services / Transactions

Sl No	Services / Transactions	Weightage (%)	Responsible Officer & Designation	Email	Mobile (Phone No.)	Process involved	Documents Required	Fee to be paid
1	Appointment of officers within the purview of the Ministry of Textiles.	2.0	Shri S.P. Katnauria, Director	sp.katnauria@nic.in	011-23061142	i) Initiation of process by the Ministry ii) Receipt of the proposal, fully completed in all respect with approvals.	As per the checklist available at http://ministryoftextiles.gov.in	NA
2	(i) Constitution / re-constitution of Central Silk Board. (ii) Appointment of Chairman / Director (Finance) / officers within the purview of the Central Silk Board.	2.0	Sh. Neerav Kumar Mallick, Director	neeravkr@nic.in	011-23063728	i) Initiation of process by the Central Silk Board. ii) Receipt of the proposal, fully completed in all respect with approvals.	As per the checklist available at http://ministryoftextiles.gov.in	Nil
3	i) Constitution / Reconstitution of Board / Committees / Board of Directors of CCIC. ii) Appointment of Director General / CVO / Managing	4.0	Shri A.K. Sharma, Deputy Secretary	ak.sharma59@nic.in	011-23063736	i) Initiation of process by the CCIC. ii) Receipt of the proposal, fully completed in all respect with approvals.	As per the checklist available at http://ministryoftextiles.gov.in	Nil

Sl No	Services / Transactions	Weightage (%)	Responsible Officer & Designation	Email	Mobile (Phone No.)	Process involved	Documents Required	Fee to be paid
	Director / Secretary / officers within the purview of CCIC.							
4	i) Constitution / Reconstitution of Board / Committees / Board of Directors of SVPISTM. (ii) Appointment of Director General / CVO / Managing Director / Secretary / officers within the purview of SVPISTM	4.0	Sh. S.R. Gaikwad	sushil.rg@nic.in	23061003	i) Initiation of process by the SVPISTM. ii) Receipt of the proposal, fully completed in all respect with approvals.	As per the checklist available at http://ministryoftextiles.gov.in	Nil
5	i) Constitution / Reconstitution of Board / Committees / Board of Directors of Textile Committee.	2.0	Sh. S. R. Gaikwad	sushil.rg@nic.in	23061003	i) Initiation of process by the Textile Committee. ii) Receipt of the proposal, fully completed in all respect with approvals.	As per the checklist available at http://ministryoftextiles.gov.in	Nil
5a	(ii) Appointment of Director General / CVO / Managing Director / Secretary / officers within the purview of Textile Committee.		Shri S.P. Katnauria, Director	sp.katnauria@nic.in	011-23061142	i) Initiation of process by the Textile Committee. ii) Receipt of the proposal, fully completed in all respect with approvals.	As per the checklist available at http://ministryoftextiles.gov.in	Nil

Sl No	Services / Transactions	Weightage (%)	Responsible Officer & Designation	Email	Mobile (Phone No.)	Process involved	Documents Required	Fee to be paid
6.	(i) Constitution / Reconstitution of Board/Committees / Board of Governors (BOG), NIFT/Board of Directors of NIFT. (ii) Appointment of Director General / CVO / Managing Director / Secretary / officers within the purview of NIFT.	2.0	Ms. Indrani Kaushal	indrani.k@nic.in	23063625	i) Initiation of process by the NIFT. ii) Receipt of the proposal, fully completed in all respect with approvals.	As per the checklist available at http://ministryoftextiles.gov.in	Nil
7	(i) Constitution/ Reconstitution of Board of Directors of Jute sector. (ii) Appointment of CMD in NJMC / officers within the purview of JTM.	2.0	Sh. S. R. Gaikwad	sushil.rg@nic.in	23061003	i) Initiation of process by the JTM. ii) Receipt of the proposal, fully completed in all respect with approvals.	As per the checklist available at http://ministryoftextiles.gov.in	Nil
8	Appointment of Chairman & Managing Director / Directors - (Technical) / (Marketing) / (Finance) / (HR) / CVO and other Directors within the purview of BIC.	1.0	Shri Ram Singh, Director	ram.singh94@nic.in	011-23063446	i) Initiation of process by the BIC. ii) Receipt of the proposal, fully completed in all respect with approvals.	As per the checklist available at http://ministryoftextiles.gov.in	Nil

Sl No	Services / Transactions	Weightage (%)	Responsible Officer & Designation	Email	Mobile (Phone No.)	Process involved	Documents Required	Fee to be paid
9	Appointment of Chairman & Managing Director / Directors - (Technical) / (Marketing) / (Finance) / (HR) / CVO and other Directors within the purview of NTC	1.0	Shri Ram Singh, Director	ram.singh94@nic.in	011-23063446	i) Initiation of process by the NTC. ii) Receipt of the proposal, fully completed in all respect with approvals.	As per the checklist available at http://ministryoftextiles.gov.in	Nil
10	Release of Grants-in aid to grantees	2.0	Smt Pushpa Subrahmanyam	pushpa.s@nic.in	011-23062326	Issue of Sanction Order after concurrence of IFD for release of funds.	Receipt of the proposal, fully completed in all respect with approvals.	Nil
11	Dilution Order under Jute Packaging Materials (Compulsory Use in Packing Commodities) Act, 1987 (JPM Act)	10.0	Sh. S. R. Gaikwad	sushil.rg@nic.in	23061003	(i) Obtaining Comments / inputs from the Jute Commissioner (ii) Examination of Proposal (iii) Issuing of Order.	Proposal from Department of Food & Public Distribution.	Nil
12	(i) Processing of applications in response to Advertisement.	10.0	Ms. Jaya Dubey, Director	Jaya.dubey@nic.in	011-23061865	i) Processing of application in response to Advertisement ii) Issue of sanction of approved proposals	Receipt of proposals from SPVs.	Nil

Sl No	Services / Transactions	Weightage (%)	Responsible Officer & Designation	Email	Mobile (Phone No.)	Process involved	Documents Required	Fee to be paid
	(ii) Issue of sanction of approved proposals under the Scheme for Integrated Textile Parks (SITP)							
13	Maximum time taken for processing of application under Integrated Skill Development Schemes (ISDS) and Issue of Sanction of Approved Courses.	10.0	Ms. Jaya Dubey, Director	Jaya.dubey@nic.in	011-23061865	i) Maximum time taken for processing of application for skill Training Centres. ii) Issue of sanction of approved courses. iii) Average time taken to conduct the awareness programme.	Receipt of the proposal, fully completed in all respect with approvals.	Nil
14	Release of subsidy under TUFs to Banks.	10.0	Shri S.P. Katnauria, Director	sp.katnauria@nic.in	011-23061142	(i) Processing of claims received from O/o TXC. (ii) Issue of sanction to Banks (iii) Sending Bills to P&AO (iv) Transfer of funds through RTGS by PAO.	Receipt of the proposal, completed in all respects.	Nil
15	Forwarding of HS Codes to DGFT to be recognized as Technical Textile products.	10.0	Smt. Geeta Narayan, Director	geeta.n@nic.in	011-23063310	(i) Consideration of proposal by HSN Sub-Committee under the chairpersonship of Joint Secretary which approves and recognize the list of HS code and recommend the codes to DGFT for recognition for monitoring trade data purpose.	(i) Proposal from the stakeholders such as Textile Committee, COEs, Industry players etc.	Nil

Sl No	Services / Transactions	Weightage (%)	Responsible Officer & Designation	Email	Mobile (Phone No.)	Process involved	Documents Required	Fee to be paid
16	Views on SFC/EFC Notes / Cabinet Notes to the Concerned Ministries	10.0	Shri A.K. Sharma, Deputy Secretary	ak.sharma59@nic.in	011-23063736	Receipt of proposals from Admn. Division. Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any.	As per the instructions issued by Planning Commission, Ministry of Finance and Cabinet Secretariat from time to time	Nil
17	Payment of Bills by PAO	2.0	Neelam s. Kumar Chief Controller of Accounts	neelamskumar@hotmail.com	011-23061622	Scrutiny of bills issue of cheques / Demand Drafts	Receipt of the proposal, fully completed in all respect with approvals.	Nil
18	Despatch of Pension Authority to the CPAO	2.0	Neelam s. Kumar Chief Controller of Accounts	neelamskumar@hotmail.com	011-23061622	Scrutiny of Service Book, Pension Calculation, Preparation and issue of PPO	Service Book, Vigilance clearance, Pension papers etc.	Nil
19	Issue of Annual statement of GPF Account	2.0	Smt Pushpa Subrahmanyam	pushpa.s@nic.in	011-23062326	Schedule posting, Interest Calculation, preparation and issue of Annual Statements	-	Nil
20	Redressal of Grievances received	16.0	Shri A.K. Sharma,	ak.sharma	011-2306373	i) Time taken for acknowledgement of grievances;	Receipt of the	Nil

Sl No	Services / Transactions	Weightage (%)	Responsible Officer & Designation	Email	Mobile (Phone No.)	Process involved	Documents Required	Fee to be paid
	in the Ministry		Deputy Secretary	59@nic.in	6	ii) Time taken for acknowledgement of grievances received through centralized Public Grievance Redress and Monitoring system (CPGRAMS) iii) Time taken to forward grievance to the concerned officer for necessary action iv) Time taken to reply to the applicant	grievance proposal fully completed in all respect with approvals.	

(ii) Service Standards

Sl No.	Services / Transactions	Weight	Success indicators	Service Standards	Unit	Weight	Data source
1	Appointment of officers within the purview of the Ministry of Textiles	2.0	i) Initiation of process by the Ministry	30	Days	1.0	Section Diary / Despatch Register
			ii) Maximum time taken from the date of receipt of the proposal, fully completed in all respect with approvals.	15	Days	1.0	Section Diary / Despatch Register
2	(i) Constitution / re-constitution of Central Silk Board.	2.0	i) Initiating process of reconstitution of various Board's / Committees 6 months before expiry of the existing Board / Committee.	180	Days	1.0	Section Diary / Despatch Register
	(ii) Appointment of Chairman / Director (Finance) / officers within the purview of the Central Silk Board.		ii) Initiation of process for appointments.	30	Days	0.50	Section Diary / Despatch Register
			iii) Maximum time taken from the date of receipt of the proposal, fully completed in all respect with approvals.	60	Days	0.50	Section Diary / Despatch Register
3	(i) Reconstitution of Board's / Committees / Board of Governors (BOG) NIFT / Board of Directors of CCIC /	8.0	i) Initiating process of reconstitution of various Board's / Committees 6 months before expiry of the existing Board /	180	Days	4.0	Section Diary / Despatch Register

Sl No.	Services / Transactions	Weight	Success indicators	Service Standards	Unit	Weight	Data source
	Textile Committee / SVPISTM.		Committee.				
	(ii) Appointment of Director General / CVO / Managing Director / Secretary / officers within the purview of NIFT / CCIC / Textile Committee / SVPISTM		ii) Initiation of process for appointments.	30	Days	2.0	Section Diary / Despatch Register
			iii) Maximum time taken from the date of receipt of the proposal, fully completed in all respect with approvals.	60	Days	2.0	Section Diary / Despatch Register
4	(i) Constitution/ Re-constitution of Board of Directors of Jute sector.	2.0	i) Initiating process of reconstitution of various Board's / Committees 6 months before expiry of the existing Board / Committee.	180	Days	1.0	Section Diary / Despatch Register
	(ii) Appointment of CMD in NJMC / officers within the purview of JTM.		ii) Initiation of process for appointments.	30	Days	0.50	Section Diary / Despatch Register
			iii) Maximum time taken from the date of receipt of the proposal, fully completed in all respect with approvals.	60	Days	0.50	Section Diary / Despatch Register
5.	Appointment of Chairman & Managing	2.0	i) Initiation of process for appointments.	30	Days	1.0	Section Diary / Despatch Register

Sl No.	Services / Transactions	Weight	Success indicators	Service Standards	Unit	Weight	Data source
	Director / Directors - (Technical) / (Marketing) / (Finance) / (HR) / CVO and other Directors within the purview of NTC / BIC.						
			ii) Maximum time taken from the date of receipt of the proposal, fully completed in all respect with approvals.	60	Days	1.0	Section Diary / Despatch Register
6	Release of Grants-in aid to grantees	2.0	Issue of Sanction Order after concurrence of IFD for release of funds	30	Days	2.0	
7	Dilution Order under Jute Packaging Materials (Compulsory Use in Packing Commodities) Act, 1987 (JPM Act)	10.0	Maximum time taken from the date of the receipt of the proposal complete in all respect.	15	Days	10.0	Section Diary / Despatch Register
8	(i) Processing of application in response to Advertisement. (ii) Issue of sanction of approved proposals under the Scheme for Integrated Textile Parks (SITP)	10.0	i) Processing of application in response to Advertisement.	40	Days	5.0	Section Diary / Despatch Register
			ii) Issue of sanction of approved proposals.	30	Days	5.0	Section Diary / Despatch Register

Sl No.	Services / Transactions	Weight	Success indicators	Service Standards	Unit	Weight	Data source
9	Maximum time taken for processing of application under Integrated Skill Development Schemes (ISDS) and Issue of Sanction of Approved Courses.	10.0	i) Maximum time taken for processing of application for skill Training Centres.	90	Days	6.0	Section Diary / Despatch Register
			ii) Issue of sanction of approved courses	30	Days	2.0	Section Diary / Despatch Register
			iii) Average time taken to conduct the awareness programme	30	Days	2.0	Section Diary / Despatch Register
10	Release of subsidy under TUFs to Banks.	10.0	Average time taken for release of subsidy	90	Days	10.0	Section Diary / Despatch Register
11	Forwarding of HS Codes to DGFT to be recognized as Technical Textile products.	10.0	Average time taken for consideration of proposals	30	Days	5.0	Section Diary / Despatch Register
			Proposal from the stakeholders such as Textile Committee, COEs, Industry players etc.	15	Days	5.0	Section Diary / Despatch Register
12	Views on SFC/EFC Notes / Cabinet Notes to the Concerned Ministries	10.0	Maximum time taken from the date of receipt of the proposal	15	Days	10.0	Section Diary / Despatch Register
13	Payment of Bills by PAO	2.0	Maximum time taken from the date of receipt of the proposal complete in all respect	7	Days	2.0	Section Diary / Despatch Register

Sl No.	Services / Transactions	Weight	Success indicators	Service Standards	Unit	Weight	Data source
14	Despatch of Pension Authority to the CPAO	2.0	Maximum time taken for despatch after receipt of the proposals complete in all respect.	30	Days	2.0	Section Diary / Despatch Register
15	Issue of Annual statement of GPF Account	2.0	Last date of issue of the statement	31 st August of the succeeding year.	-	2.0	Section Diary / Despatch Register
16	Redressal of Grievances received in the Ministry	16.0	i) Time taken for acknowledgement of grievances.	4	Days	4.0	Section Diary / Despatch Register
			ii) Time taken for acknowledgement of grievances received through centralized Public Grievance Refdress and Monitoring system (CPGRAMS)	2	Days	4.0	Section Diary / Despatch Register
			iii) Time taken to forward grievance to the concerned officer for necessary action	7	Days	4.0	Section Diary / Despatch Register
			iv) Time taken to reply to the applicant	60	Days	4.0	
Note: Wherever the service standards indicated is 7 days or less, only the working days will be counted.							

Services to Citizens are provided by the Responsibility Centres (RCs) for the sub-sectors covering the entire Textile Industry through the Citizen’s Charters prepared by the RCs. For any deficiency/dispute, citizens may approach the RCs and when not satisfied, may approach the Ministry as per above service standards.

4. Grievance Redress Mechanism:

The M/o Textiles has developed a grievance redressal portal (CPGRAM) at its website <http://ministryoftextiles.gov.in> for receiving and redressing the grievances of public online. The system has been devised in such a manner as to involve less paper work on the part of the organizations handling grievances of the public.

As per the system, any citizen can visit the website of Ministry of Textiles and lodge his/her grievance under the link “Public Grievances”. The nodal officer in the Ministry accesses grievances relating to his subjects by logging in his user account and takes action for redressal. In case the grievance relates to any of the organizations under the Ministry, the nodal officer transfers it to the concerned organization online. At present 18 organizations under the Ministry as mentioned hereunder have been included in the Grievance Redressal Mechanism:

Sl. No.	Name of the Office
1.	Development Commissioner (Handloom)
2.	Development Commissioner (Handicrafts)
3.	Office of Textile Commissioner, Mumbai
4.	National Jute Board, Kolkata
5.	Office of Jute Commissioner, Kolkata
6.	Jute Corporation of India, Kolkata
7.	National Jute Manufactures Corporation, Kolkata

Sl. No.	Name of the Office
8.	British India Corporation, Kanpur
9.	National Textiles Corporation, New Delhi
10.	Central Cottage Industries Corporation of India Ltd., New Delhi
11.	Handlooms and Handicrafts Exports Corporation of India Ltd., New Delhi
12.	Cotton Corporation of India Ltd., Mumbai
13.	National Handlooms Development Corporation Ltd., Lucknow
14.	Central Wool Development Board, Jodhpur
15.	Central Silk Board, Bangalore
16.	National Institute of Fashion Technology, New Delhi
17.	Sardar Vallabhbhai Patel International School of Textile & Management, Coimbatore
18.	Textile Committee, Mumbai

In the event of non-fulfillment of the commitment / non-redressal of grievances by the RCs, the users may send their complaint or meet personally at the following address for appropriate action:

Sl. No.	Offices	Public /Staff Grievances Officers	Address & Telephone
1.	Ministry of Textiles	Shri A. Madhukumar Reddy, Joint Secretary (Public Grievances)	Room No. 270 , Udyog Bhawan, New Delhi -110011 Tel: 011-23061450, e-mail- reddy.am@nic.in
2.	Development Commissioner (Handicraft)	Shri P.K. Thakur, Director (Handicrafts).	West block No. -7, R.K.Puram, New Delhi-110066 Tel;- 011-26191569, 26106902, 26103562 Fax: 011-26163085 Email: dchejs@nic.in

Sl. No.	Offices	Public /Staff Grievances Officers	Address & Telephone
3.	Development Commissioner (Handloom)	Shri Suresh Chandra, Chief Enforcement Officer	Office of DC (Handloom) Udyog Bhawan, New Delhi 110011 Tel: 011-23061976 (O) Fax: 011-23063866 Email: suresh.chandra57@nic.in
4.	Office of Textile Commissioner, Mumbai	Shri S. Balaraju, Additional Textile Commissioner	New C.G.O. Building, 48, New Marine Lines, Mumbai-400 020. e-mail: textilec@gmail.com Tel-22-22014554 FAX-22-22034134
5.	Office of Jute Commissioner, Kolkata	Mrs. Chandrani Gupta, IES Dy. Director (E&F)	C.G.O. Complex, 3 rd MSO Building, 4 th Floor, DF Block, Salt Lake City, Kolkata - 700 064 Tel: (033) 2337-6971 033-2337-6970, FAX: 033-2337-6972, 6973, 6974/75. e-mail: jcoffice@jutecomm.gov.in Website: www.jutecomm.gov.in
6.	National Jute Board, Kolkata	Shri N. Sengupta, Chief Finance Officer & Assistant Secretary	3A & 3B, Park Plaza, 71 Park Street, Kolkata-700 016 Tel:033-2226-3438 / 2217-2107 Fax:033-2217-2456 e-mail: jute@njbindia.in Website:www.jute.com www.njbindia.com
7.	Jute Corporation of India Limited (JCI), Kolkata	Shri C. Sengupta, Company Secretary-cum-General Manager	15 N Nellie Sengupta Sarani Kolkata : 700087 Tel:033-22527027 / 7028 / 6770 Fax:033-2252 6771 / 6890 e-mail jutecorp@vsnl.net Website:www.jci.gov.in
8.	National Jute Manufactures Corporation	Shri Kushal Bhaduri Chairman-cum-Managing Director	Chartered Bank Building, 2 nd Floor, 4, Netaji Subhash Road, Kolkata – 700001.

Sl. No.	Offices	Public /Staff Grievances Officers	Address & Telephone
	(NJMC), Kolkata		Tel:033- 22306434 Fax:033-22305103 e-mail- njmc_corp@yahoo.co.in Website:www.njmc.gov.in
9.	Sardar Vallabhbhai Patel International School of Textiles & Management, Coimbatore	Dr. C. Rameshkumar, Director	1483, Avanashi Road, Peelamedu, Coimbatore - 641 004. Tel: 0422-2571675, 2592205 e-mail- director@svpitm.ac.in Web: www.svpistm.ac.in
10.	National Textiles Corporation Limited, New Delhi	Shri Mathew Philip, Joint Manager (HR)	National Textile Corporation Ltd., Scope Complex, Core-IV, 7, Lodi Road, New Delhi- 110003 Tel: 011-24360892 Mob.9654642685 e-mail- ntcqnd@de12.vsnl.net.in
11.	Cotton Corporation of India Ltd, Mumbai	Shri B.K. Mishra, CMD	Kapas Bhavan, Plot No. 3 A, Sector 10, Post Box No. 60 CBD Belapur Navi Mumbai - 400 614 Tel: 022-2757 9217 Fax:022-2757 6030 e-mail- headoffice@cotcorp.com Website:www.cotcorp.gov.in
12.	Central Wool Development Board, Jodhpur	Shri. Keshav Kumar, Executive Director	C - 3, Near Shastri Circle, Shastri Nagar, Jodhpur 342003 Rajasthan (INDIA) Tel: 0291-2433967 / 2616328 FAX.: 0091-291-2439017 E MAIL: woolindiajodhpur[at]dataone[dot]in
13..	Central Silk Board, Bengaluru	Ms. K.N. Meenakshi, Joint Director (Admn.)	CSB Complex, BTM Layout, Madiwala, Bangalore-560068, Karnataka Tel:080 – 26282699, 26282503 FAX:080-26681511

Sl. No.	Offices	Public /Staff Grievances Officers	Address & Telephone
			e-mail: ms.csb@nic.in Website: http://www.csb.gov.in
14.	Central Cottage Industries Corporation of India Ltd, New Delhi	Mr. Pramod Nagpal, Managing Director	Jawahar Vyapar Bhawan, Janpath New Delhi-110001 Tel: 011 23323825, 23730374 Fax : +91-11-23328354 e-mail- md@cottageemporium.in
15.	National Institute of Fashion Technology, New Delhi	Ms Neenu Teckchandani, Registrar (Estt) Room NO. 4, 2nd Floor Head Office	NIFT Campus, Hauz Khas, Near Gulmohar Park, New Delhi -110016 Tel: 011-26542065 011-26542100 Fax: 011-26542151 26522212 Email: registrar.estt@nift.ac.in, registrar.estt@gmail.com
16.	British India Corporation Limited, Kanpur	Shri S. Srinivas, CMD (Addl. Charge of BIC)	11/6, Smt. Parvati Bagla Road, P.O Box No. 77, Kanpur-208001 Tel : 0512- 2530196 e-mail bicltdsps@yahoo.co.in
17.	National Handloom Development Corporation, Lucknow	Shri Sarvepalli Srinivas, Managing Director	10 th & 11 th Floor, Vikas Deep 22, Station Road, Lucknow-226001 Tel:0522-2635133 0522-2635287 Fax:0522-2635282 e-mail-honhdc@nhdcltd.co.in
18.	Handicrafts & Handlooms Exports Corporation of India Ltd.,	Dr. Arun Vir Singh, General Manager (Marketing)	Jawahar Vyapar Bhawan, 1, Tolstoy Marg, New Delhi - 110 001 Tel : +(91)-(11)-23701086 Fax : +(91)-(11)-23701051 e-mail hhecnd@bol.net.in

Sl. No.	Offices	Public /Staff Grievances Officers	Address & Telephone
19.	Textiles Committee, Mumbai	Dr. P. Nayak, Secretary	P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai – 400 025, Tel:91-22-66527507, 66527506 Fax-+91-22-66527577 / 66527509 e-mail: secytc[at]gmail[dot]com

5. Stakeholders/Clients:

Farmers, weavers, artisans, workers, entrepreneurs, textile exporters who are engaged in the production, processing, weaving, crafting, designing marketing, exporting of textiles (all fibres) and apparel/clothing in the organized and unorganized sectors in urban and rural areas through the following :

1. The Development Commissioner for Handicrafts, New Delhi
2. The Development Commissioner for Handlooms, New Delhi
3. Jute Commissioner's Office, Kolkata
4. Textile Commissioner's Office, Mumbai
5. Central Silk Board, Bengaluru
6. Central Wool Development Board, Jodhpur
7. Commissioner of Payments, New Delhi
8. Textile Committee, Mumbai
9. National Institute of Fashion Technology, New Delhi
10. National Jute Board, Kolkata
11. Powerloom Service Centres
12. Weavers' Service Centres
13. Export Promotion Council (for Textile Sector)

6. Responsibility Centres:

Name	Address
1. Office of Jute Commissioner	CGO Complex, 3 rd MSO Building, 4 th Floor, DF Block, Salt Lake, City Kolkata-700064, Tel: 91 (33) 2337 6970 Fax:033-23376972/6973/6974 e-mail: jcoffice@jutecomm.gov.in Website: www.jutecomm.gov.in
2. Office of Textiles Commissioner	New CGO Building, Nishtha Bhavan, Post Bag-11500, 48, New Marine Lines, Mumbai-400020, Tel: 91-22-22014446/22004510 Fax:022-22004693, e-mail: txc-otxc@nic.in Website: www.txcindia.gov.in
3. Central Silk Board	CSB Complex, BTM Layout, Madiwala, Bangalore-560068. Karnataka State. Tel: 080-26282699, 26282100 Fax: 080-26681511, 91 80 26681514 e-mail: ms.csb@nic.in Website:http://www.csb.gov.in
4. Central Wool Development Board	C - 3, Near Shastri Circle, Shastri Nagar, Jodhpur 342003 Rajasthan (INDIA) Tel: 0291-2433967 / 2616328 FAX.:0091-291-2439017 E MAIL: woolindiajodhpur[at]dataone[dot]in
5. Textiles Committee	P. Balu Road, Off, Veer Savarkar Marg, Prabhadevi Chowk, Prabhadevi, Mumbai-400025, Tel: +91-22-66527507, 66527506

Name	Address
	Fax: +91-22-66527577/66527509 e-mail: secy.tc[at]nic[dot]in secytc[at]gmail[dot]com
6. National Institute of Fashion Technology	NIFT Campus, Hauz Khas, Near Gulmohar Park, New Delhi - 110 016 Tel: +91-11-26542000 Fax: 91-11-26535890 e-mail: director.ho@nift.ac.in directoradmn.nift@gmail.com Website: www.nift.ac.in
7. National Jute Board	3 A&B, Park Plaza, 71, Park Street, Kolkata- 700016, Tel: 033-2226-3438 / 2217-2107 Fax: 033-2217-2456 e-mail: jute@njbindia.in Website: www.jute.com , www.njbindia.com

Each of these field organizations under the Ministry have their own Citizens' and Service Charters in which they commit to serve you and set down standards of performance by which you can assess the quality of the services and their dedication to perform them well.

7. Indicative expectations from service recipients:

Sl. No.	Expectations
1.	Submit application forms duly complete in all respects.
2.	State Governments should properly utilize the central financial assistance released to them for the projects and make efforts for timely completion of projects.
3.	Please show courtesy to Ministry's officers.
4.	Always keep proper records of your letters / communications with the Ministry.
5.	If you have an appointment with an officer in the Ministry/its subordinate/attached offices, please arrive 15 minutes prior to the

Sl. No.	Expectations
	appointment.
6.	If you want to cancel an appointment, please give a written notice via fax or email at least two days in advance.
7.	Send reports in the prescribed format as per prescribed timelines.
8.	To check the website regularly for updates on policies, programmes and procedures.
9.	Give suggestions/inputs on drafts placed on Ministry's website.
10.	Attend stake holder consultation meetings organized by the Ministry and its agencies.

Our Information and Facilitation Counter (IFC) is situated near Gate No. 18, Udyog Bhavan, New Delhi. Any feedback / suggestions from the users may be sent to Shri A.K.Ganguly, Deputy Director, Economic Division, Ministry of Textiles, Udyog Bhawan, New Delhi at akganguly@nic.in. Suggestions on the Clients' Charter may be sent to A.K. Palit, Assistant Director at ak.palit@nic.in.

More detailed information may be seen on our website (<http://ministryoftextiles.gov.in>)

8. Month and Year for next review of the charter:

1. The Citizen's Charter has been approved by the Minister of Textiles, New Delhi.
2. The annual review of the charter will be done by the Ministry of Textiles in April 2016.
