

**NATIONAL HANDLOOM DEVELOPMENT CORPORATION LIMITED
(A GOVT OF INDIA UNDERTAKING)**

CITIZENS' CHARTER

We make weaver's dream of today, the deed of tomorrow

OUR VISION:

- To ensure availability of inputs vizs Yarn (Cotton, Silk, Wool, Jute, Linen, Rayon, Blends etc.) and Dyes & Chemicals of desired quality at the most reasonable prices.
- Supplementing marketing efforts of Handloom agencies/ Individual handloom weavers / Apex bodies / Weavers co-operatives / producer companies/ weaver's entrepreneurs and helping them to achieve increased share in domestic & global market for handloom products.
- To promote and facilitate continuous qualitative improvement in the handloom industry through developmental activities, upgrading technology and improving productivity through Sensitization programmes and Dyers training programmes.

OUR MISSION:

- To excel as a pivotal organization in the handloom sector by serving as a National agency for promotion and development of handloom sector.
- To help to remove impediments to the buoyance of the Handloom sector.
- To be recognized as the main developmental agency in the handloom industry including implementation of related activities in co-ordination with the Government / other agencies.

OUR VALUES:

- To act with integrity, judicious transparency, accountability, promptness and understanding in our dealings with the clients.
- To provide all round support/services including technical knowhow to Handloom organizations / Apex bodies / Co-operative societies / Weavers/ Producer companies/ Weaver's entrepreneurs etc. with the optimum use of resources and allocation of modern technology and management .

OUR COMMITMENT

- To promote overall interest of the handloom weavers at large in general.
- Continuously strive to evolve simple procedures to facilitate availability of quality raw-materials e.g Yarn, Dyes & Chemicals and other inputs to handloom weavers at most reasonable prices.
- To work with accuracy, consistency, time bound and result oriented approach.
- To play a proactive role and work towards the overall development and growth of the handloom sector.
- To create better marketing opportunities for handloom products.
- To enhance use of information technology and to connect all its operating centers on Wide Area Net Work (WAN), ensuring a quicker flow of information for better services and smoother business transaction.
- To contribute and build a quality culture for increasing the awareness regarding appropriate technology.
- To interact with the Government / other agencies for seeking better facilities / policies / programmes to the handloom sector and highlights its needs on a continuous basis.

SERVICES PROVIDED TO USER GROUP AND REACH

- Individual weavers.
- Agencies in which weavers are members (SHG, JLG, Co-Op Societies, State Apex Bodies/Corporations).
- Handloom Producer Company
- Weavers Entrepreneurs

Our Focal Point

- Corporate / Head Office of National Handloom Development Corporation Limited is located at 4th Floor, Wegmans Business Park, Tower 01, Plot No 03, Sector Knowledge Park –III, Surajpur Kasna Main Road, Greater Noida, 201306 (Uttar Pradesh).
- The Corporation has a moderate manpower of 129 employees scattered across the country.
- The activities at national level are managed with the help of 07(Seven) Regional offices, and 29 (Twenty nine) Branch offices. Details are available at **Annex 'A'**.
- Each of our Regional and Branch offices are committed to help weavers' community. Staff posted in these offices remain in constant touch with weavers' community of that region and endeavour to provide quality inputs at reasonable price.

OUR ACTIVITIES:

To ensure -

- Availability of raw materials like yarn, dyes & chemicals and other inputs to handloom weavers.
- Building infrastructure for marketing of handloom products and to contribute to the growth of appropriate technology.
- To organize Training programmes which mainly includes :
 - i) Sensitization programmes are arranged to educate weavers and society members about the schemes and benefits extended by Government of India for up-liftment of handloom sector and community engaged in this profession.
 - ii) Dyers training programmes - these are arranged / organized for technical skill upgradation of community engaged in Handloom Sector.
- To explore marketing opportunities through, Silk Fab and Wool Fab, Exclusive Expos etc
These exhibitions are organised every year by the corporation with the help of office of DCH.

- **Input Related Schemes:**

Government of India's **Raw Material Supply Scheme** (RMSS) is presently benefiting the Handloom weavers in procuring yarn at mill gate price. The RMSS provides following benefits:

- Supply of yarn to the handloom weavers at the price which is available at the mill gate.
- Under the scheme, transportation expenses and depot operating charges are reimbursed to the eligible agencies through NHDC.
- Under the scheme 15% Price Subsidy on Yarn (through DBT to linked bank account) with quantitative restrictions are available.
- Eligible agencies are – Individual weavers, Agencies in which weavers are members (SHG, JLG, Co-Op Societies), Handloom Producer Company, Weavers Entrepreneurs.

- The rates for freight reimbursement and depot operating expenses are as under :-

(a) Freight reimbursement for yarn :

Type of Yarn	Maximum freight reimbursement to the eligible agencies in Plain Areas	Maximum freight reimbursement to the eligible agencies in NER & Hilly areas
Other than Silk and Jute/Coir yarn	2.50 %	7.50 %
Silk Yarn	1.00 %	2.25%
Jute/ Coir Yarn	10.0 %	10.0%

(b) Depot Charges : Depot operating expenses to eligible agencies @ 2% (limited to Rs. 15,000/- per month) of the value of the yarn supplied.

15% PRICE SUBSIDY ON HANK YARN :

- The objective of this component of the scheme is to make available raw material i.e. yarn at subsidized price to the eligible beneficiaries so as to facilitate handloom sector to compete with mill sector. Yarn Passbook will be issued to all eligible agencies and individual handloom weavers. Types of yarn and eligible quantity under the scheme are tabulated as under:

Type of yarn	Eligible Quantity
Cotton (upto 20s counts)	60 Kgs./loom/month
Cotton (above 20s to 40s counts)	30 Kgs./loom/month
Cotton (above 40s to 80s)	20 Kgs./loom/month
Cotton (above 80s counts)	15 Kgs./loom/month
Domestic Silk Yarn	6 Kgs./loom/month
Woollen Yarn (below 10s NM)	50Kgs./loom/month
Woollen Yarn(10s to 39.99sNM)	12Kgs./loom/month
Woollen Yarn(40s NM & above)	6Kgs./loom/month
Linen Yarn (5 Lea to 10 Lea)	20 Kgs/loom/month
Linen Yarn above 10 Lea	7kgs/loom/month
Blended Yarn of Natural fibers	6 Kgs./loom/month

OUR BENCHMARK OF PERFORMANCE :

- The corporation has its own performance evaluation system which are decided in the Memorandum Of Understanding (MOU) signed between Ministry of Textiles, Government of India and the NHDC every year so as to publicize policies, programmes and schemes of the Government. Corporation is signing MOU with the ministry of textiles since 1992-93 .

COMPLAINTS AND GRIEVANCES :

Corporation has a well-defined grievances redressal procedures:-

- Public grievances are taken care at Regional office level at first instance and then forwarded to the Grievances Redressal Officer of the Corporation at H.O. Greater Noida.
- Staff / Employees grievances are taken care by a committee constituted for the purpose at initial level. Reports / recommendations of the committee are forwarded to the designated Staff Grievances Redressal Officer, who along with his findings forward the cases to Managing Director for final decision.

PROVISION OF FEEDBACK/ suggestion:

Corporation has its own Suggestion scheme and Whistle blower policy so as to receive valuable inputs of the employees relating to improvement in work culture and efficiency. These schemes are also ment with an objective to built culture of participation and transparency in the organization.

We also conduct survey from outside agencies for SWOT analysis and implement their suggestions (if required / practically possible) for betterment of the employees and upliftment of handloom sector and weaver community attached with this profession.

GUIDANCE AND HELP:

- The Head office/ Corporate Office is at 4th Floor, Wegmans Business Park, Tower 01, Plot No 03, Sector Knowledge Park –III, Surajpur Kasna Main Road, Greater Noida, 201306 (Uttar Pradesh).
- We can also be contacted at: (EPABX) 0120-2329600
- Globally one can reach us through our e-mail and website:
E-mail: conhdc@nhdc.org.in website: www.nhdc.org.in

Address of Regional and Branch offices along with their In charges are given here as under:-

1. For Handloom Organization of Chattisgarh, Madhya Pradesh, Uttar Pradesh & Uttarakhand :-

Contact Office -	Regional Incharge:- Mr. Ashish Kr Singh Manager (Comm.)	National Handloom Development Corporation Ltd. 1st Floor, H.No.10, Patel Nagar Colony, Mint House, Nadesar, Varanasi-221002 Uttar Pradesh	Telephone- M.No. 0542-2201283 7702346333 E-mail- rovaranasi@nhdc.org.in
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2. For Handloom Organisation of Delhi, Haryana, Himachal Pradesh, J&K, Ladakh, Punjab, Rajasthan :-

Contact Office -	Regional Incharge:- Mr. Kafeel Ahmad Dy.Manager (Comm.)	National Handloom Development Corporation Ltd. Sector-29, Part-2, HUDA Near Plot No.178, Panipat-132103, Haryana	M.No. 8929004606 E-mail- ropanipat@nhdc.org.in
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3. For Handloom Organisation of Bihar, Jharkhand, Odisha, West Bengal :-

Contact Office -	Regional Incharge:- Mr Sandeep Chetia Manager(Comm.)	National Handloom Development Corporation Ltd. 3rd Floor, Uttara Commercial Complex, Plot 9B, Scheme-VIII M, Ultadanga Main Road, Near Ultadanga Hawkers Market, Kolkata-700067, West Bengal.	Telephone. 033-23565270 M.No.- 08761045594 E-mail- rokokkata@nhdc.org.in
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4. For Handloom Organisation of Tamilnadu and Pondicherry :-

Contact Office -	Regional Incharge:- Mr. R Rathnavel, Manager(Comm.)	National Handloom Development Corporation Ltd. Plot No.6, TNUDP Colony, Peelamedu Post, Coimbatore- 641004, Tamil Nadu	Telephone- 0422-2511672 M.No.- 09633063337 E-mail- rocoimbatore@nhdc.org.in
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5. For Handloom Organisation of Andhra Pradesh and Telengana :-

Contact Office -	Regional Incharge:- Mr KS Sakode, Manager(Comm.)	National Handloom Development Corporation Ltd. 4th Floor, Chenetha Bhawan, Naampally, Near Nampally Railway Station, Hyderabad - 500001, Telengana	Telephone- 040-24736845 M.No.- 9109682929, 9440790013 E-mail- rohyderabad@nhdc.org.in
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6. For Handloom Organisation of Gujarat, Karnataka, Kerala and Maharashtra :-

Contact Office -	Regional Incharge:- Mr Abhay Tandon Sr. Manager (Comm.)	National Handloom Development Corporation Ltd. c/o Weavers Service Centre, Okalipuram, Near RRR Kalyan Mandapam, Bengaluru -560021, Karnataka	Telephone- 080-23131184 M.No.- 9896778355 E-mail- robangalore@nhdc.org.in
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7. For Handloom Organisation of Assam, Arunachal, Meghalya, Mizoram, Nagaland, Manipur, Tripura & Sikkim :-

Contact Office -	Regional Incharge:- Mr. S Rajkumar DGM(Comm.)	National Handloom Development Corporation Ltd. IIHT Campus, Jawahar Nagar, Kanapara, NH-37, Assam Kanta, Guwahati, Kamrup(Metro), Assam-781022	Telephone – 0361-2303587 M.No. 9626755760 E-Mail- roguwahati@nhdc.org.in
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Branch Offices of National Handloom Development Corporation Limited		
Agartala	Campus of Weavers Centre, ITI Road, Indira Nagar, Agartala-799006, Tripura (West), Contact Person:- Mr S. Bhattacharya, Sr. Officer (Comm.)	Cell- 8837451899 E-mail- sbhattacharya@nhdc.org.in
Aizawl	Zohanco Building, 2nd Floor, Chaltlang Lily Veng, near Mizoram State Transport Office, Aizawl – 796012, Mizoram Contact Person:- Sh. Lalvensanga, Officer (Commercial)	Cell- 9085536328 E-mail- boaizawl@nhdc.org.in
Alleppy	AGP/12/33/B, Thayyil House, Poonkavu Junction, Pathirapally Post, Alleppy-688521, Kerala. Contact Person:- Mr Manoj Kumar (Office Attendant)	Cell- 09446230653 E-mail- boalleppey@nhdc.org.in
Bargarh	C/o Jangyasini Sharangi House No. B1, Block-B, Panchayat College Road, Bargarh- 768028, Odisha Contact Person:- Sh. Nilamadhab Patra (Officer (Comm.))	Tele/Fax.- 0664-6231826 Cell- 9439184826 E-mail- bobargarh@nhdc.org.in
Behrampur	Berhampore, Distt.- Murshidabad, (West Bengal) Contact Person:- Mr. Sandeep Chetia Manager(Comm.)	Cell- 8761045594 E-mail- rokolkata@nhdc.org.in
Bhubneshwar	Campus of Weavers service Centre, Plot No. A/407, Shaheed Nagar, Bhubaneswar - 751007, Orissa Contact Person:- Sri A. K. Saha, Manager (Comm.)	Tele/Fax.- 0674-2548606 Cell- 8472045340 E-mail- robhubneshwar@nhdc.org.in
Champa	Nandji Complex, Gowshala Marc Modi Chawk Tahsheel Champa, Janjgir-Champa 495671 Contact Person:- Sri Kamal Kishor, Dy Mgr. (Comm.)	Cell- 9838253941
Erode	H.N. 75, Andavar Street, Sampath Nagar, Erode-638001, Tamil Nadu, Contact Person:- Mr M. S. Sreeniwas, Officer (Comm.)	Tel - 0424-2267781 E-mail- boerode@nhdc.org.in
Imphal	Campus of Weavers Service Center, Porompat Dc Road, Imphal East, Manipur – 975005 Contact Person:- Sh. Y. Shanti Kumar Singh, Asst. Manager(Comm)	Tele/ Fax.- 03852445031 Cell – 9435340509 E-mail- boimphal@nhdc.org.in
Jammu	Yarn Depot, Khasra No. 1698, Village Birpur, Tehsil Bari Brahmna Jammu-181133, Jammu & Kashmir Contact Person:- Sri Abdul Basit, Dy. Manager (Comm.)	Cell- 09469376432,
Limbdi, Surendranagar	Ambica Nivas, Jone Road, J K High School, Surendranagar, Gujarat, 363421 Contact Person – Sh. V.P. Gautam, Sr. Officer (Commercial)	Cell - 7550361021
Lucknow	A-3/34, Vishwas Khand, Gomti Nagar, Lucknow Pin – 226010, Uttar Pradesh. Contact Person: - Sri Pankaj Sinha , Manager. (Comm.)	Tele/Fax- 0522-2309436 Cell- 9415545325 E-mail pankajsinha@nhdc.org.in
Kancheepuram	44-A, ABS Complex, Sanguapet Street, Kanchipuram - 631501, Tamil Nadu. Contact Person:- Mr. M. Subramaniam, Sr. Officer (Comm.)	Tele/Fax- 044-27225022 Cell- 9487750223 E-mail- bokanchipuram@nhdc.org.in

Kannur	CW 35/89, 2nd Floor, Mascot Sunshine, Ponniam Road, Kannur – 670001 Contact Person:- Sh. Maheswar Guin, Sr. Officer (Comm.)	Tele/Fax- 04972769270
Karur	No.10, 1st Floor, Ramkrishnapuram, Main Road, Karur-639001, Tamil Nadu, Contact Person:- Mr. Basavraj Bissaradi, Sr. Officer (Comm.)	Tele/ Fax- 04324-230622 Cell- 9008543005 E-mail- bokarur@nhdc.org.in
Kullu	C/o Jai Singh Pujara, Vill- Jarad, Bhutti Colony, P.O. Shamshi, Bhunter, Kullu-175126 Himanchal Pradesh Contact Person:- Sri S. S. Shinde, Asst. Manager (Comm.)	Cell- 9418971596
Madurai	Old No. 85, New No. 1, Manmalaimedu 3rd Street, Madurai- 625007, Tamilnadu Contact Person:- Sh. P. Jibin, Officer (Comm.)	Tele/ Fax.- 0452-2525908 Cell – 9567732486 E-mail- bomadurai@nhdc.org.in
Moradabad	Moradabad Uttar Pradesh Contact Person:- Sri Pankaj Sinha , Manager. (Comm.)	Cell- 9415545325 E-mail pankajsinha@nhdc.org.in
Muzaffar Nagar	202 Uttari Civil Lines, Near Durga Mandir, Sadar Bazar, Muzaffarnagar – 214001, Uttar Pradesh Contact Person:- Mr Yogesh Joshi, Officer (Comm.)	Cell- 08919723527 E-mail- bomuzafarnagar@nhdc.org.in
Mumbai	5th Floor, Plot No. 13,14,15 Raigarh Bhawan CBD Belapur, Navi Mumbai-400612 Maharashtra Contact Person:- Sri P. L. Singhal, Dy Manager. (Comm.)	Tele/ Fax- 022-27570493 Cell- 9443078359
Nagpur	C/o Weavers Service Center, 1st Floor , N.S Building Civil Line, Nagpur-440001, Maharashtra Contact Person:- Sri Upendra Bahire, Sr. Officer (Comm.)	E-mail- bonagpur@nhdc.org.i Cell- 8919984153
Patna	C/o Udyog Mitra, Ramcharitra Singh Path, Patna – 800001, Bihar Contact Person:- Mr. Chandan Mani Tripathi Dy Manager, MIS	Cell- 09205058661, 9930720874
Raipur	C/o Chhattishgarh State Handloom Dev & Mkt Coop Fed Ltd, B-26, Sec-7, New Rajendra Nagar, Raipur-492001, Chhattisgarh. Contact Person:- Sri Kamal Kishor, Dy Mgr. (Comm.)	Cell- 9838253941 E-mail- boraipur@nhdc.org.in
Ranchi	C/o Jharkhand Silk Textile & H/C Dev. Corp. Ltd., DIC Campus, Ratu Road, Ranchi -- 834001(Jharkhand) Contact Person:-Sh. Vikram Singh Jongwal , Dy. Manager(Comm)	Cell- 9480972147 E-mail- boranchi@nhdc.org.in
Sivasagar	173, Ward No. 2, West Jamuna Road, Sivasagar - 785640 (Assam) Contact Person:- Sri S Rajkumar, DGM (Comm.)	Cell-. 9626755760 E-mail- bosivasagar@nhdc.org.in
Vijayawada	Qtr.No.Type III/1, W.S.C.Cmpd., Beside Machavaram P.O.Arulnagar Vijaywada, Andhra Pradesh-500008, Contact Person:- Sri K. S. Sakode, Dy Mgr. (Comm.)	Tele/Fax- 0866-2491153 Cell- 9109682929, E-mail- rovijayawada@nhdc.org.in
Shantipur	C/o Sri Makhan Lal Ghosh, 15/1/1 Netaji Subhash Road Shyam Bazar, P.O. Shantipur Dist. Nadia, West Bengal Pin- 741404 Contact Person:- Mr Abdur Rahman, Asst. Manager(Comm.)	Cell- 08910879235 E-mail- boshantipur@nhdc.org.in
Warangal	11-25-1, Vasavi Colony, Vasavi Colony, 80 Feet Road Warangal – 506022, Telangana Contact Person:- Sh. Dillip Kumar, Junior Officer (Comm.)	Cell- 9985630831 E-mail- bowarangal@nhdc.org.in
Yemiganur	Door No. 1/2295, Weavers Colony, Yemmiganur, C/o The Yemmiganur Weavers Co. Op.Prod & S.S. Ltd, Kurnool-515001, Andra Pradesh Contact Person:- Sri K. S. Sakode, Dy Mgr. (Comm.)	Cell- 9109682929,