

Ministry of Textiles
Office of the Development Commissioner for Handlooms

Citizens' / Clients Charter

VISION

The vision of Government for handloom sector is to develop a strong, competitive and vibrant handloom sector to provide sustainable employment to the handloom weavers particularly belonging to disadvantaged section of the Indian society and to ensure inclusive growth of the sector.

OBJECTIVE

To adopt focused, flexible and holistic approach plan to meet the challenges of domestic and global market, expansion of overall market through competitive pricing to increase domestic and international market share, brand building in global and domestic market, facilitation of marketing of handloom products, empowerment of weaver's by organizing them under self-help groups, training, capacity building and enhanced entrepreneurial support, infusion of new and contemporary designs through design intervention as well as product diversification, R&D support, easy access to raw material at subsidized prices, enhancing capabilities including social security, better healthcare, life insurance, , work sheds and most significantly by ensuring easy credit flow at low interest rate.

The office of the Development Commissioner for Handlooms has no direct dealing/interactions with the general public. However, this office has been implementing various schemes and programmes for overall development of the handloom sector and welfare of the handloom weavers through and in consultation with the State Directorates of Handlooms and Textiles, Weavers' Service Centre, Handloom Export Promotion Council, National Handloom Development Corporation and other eligible handloom agencies. The Office of the Development Commissioner (DC) Handlooms provides financial assistance to the above-mentioned State Directorates of Handloom and organisations for implementation of various schemes and programmes.

There are 29 Weavers' Service Centre (WSCs) and 06 Indian Institutes of Handloom Technology (IIHTs) and one office of the Chief Enforcement Officer (CEO) with two Regional Enforcement Offices (REOs) and 02 extension centres functioning under the administrative control of Office of the D.C. Handlooms. The WSCs provide technical support to the handloom industry. The IIHTs provide technically qualified personnel to the handloom industry.

At present, the Office of the D. C. Handlooms has been implementing the following schemes and programmes for the development of the handloom sector and welfare of the handloom weavers: -

- (i) National Handloom Development Programme (NHDP).
- (ii) Raw Material Supply Scheme
- (iii) Scheme for Protection of the Handlooms and Implementation of the Handlooms (Reservation of Articles for Production) Act, 1985

Scheme-wise services covered, performance standards, weightage, process involved, documents required etc. are as under: -

Service Standards

1. National Handloom Development Programme

Sl. N.	Services	Services/ Performance standards	Weightage (%)	Contact details of the responsible officer (name, designation, tel. no., e-mail id)	Process involved	Documents required	Fee to be paid
1.	Small Cluster Development Programme, Mega Cluster Development Programme & Need based Special Infrastructure Projects Financial assistance is provided for implementation of Clusters development programmes and for setting up of need based Special & Infrastructure projects	45 - 60 days	100	Sh. Nipun Pande, Additional Development Commissioner. E-mail: pandey.nipun2018@gov.in & Sh. D L Meena, Deputy Development Commissioner. Email: Meena.dl@nic.in	The proposals received from the States and eligible handloom agencies are scrutinized/ examined in accordance with the guidelines of the schemes and submitted to the D.C. Handlooms /Integrated Finance Wing (IFW)/ Additional Secretary & Financial Advisor (AS&FA) for their concurrence. After getting approval/concurrence of competent authority, sanction letters are then uploaded into Controller General of Accounts (CGA) website and proper IDs are generated. The IDs along with sanction letters and pre receipted bills are sent to PAO (Textiles) for release of funds electronically.	Complete proposals with recommendations of State/UT Governments and State Level Project Committee along with requisite documents as prescribed in extent guidelines of NHDP.	NIL
2.	Marketing Assistance Scheme- financial assistance is provided for organising marketing events, setting up of marketing complexes, Urban Haats, export projects, participation in international fairs and exhibitions etc. and Marketing Incentive	0-2 years	100	Sh. Nipun Pande, Additional Development Commissioner. E-mail: pandey.nipun2018@gov.in	The proposals received from the States and eligible handloom agencies are scrutinized/ examined in accordance with the guidelines of the scheme and submitted to the D.C. Handlooms/IFW/ AS&FA for their concurrence. After getting approval/ concurrence of competent authority, sanction letters are issued and the relevant States/agencies are advised to submit pre-receipt, non-corruption certificate, acceptance of TBC for generating IDs and Bills. These sanction letters are then uploaded into CGA's website and proper IDs are generated. The IDs along with sanctions and pre-receipted bills etc. are sent to PAO for release of funds through TSA module.	Viable proposals with the recommendations of the State Governments, which basically includes the justification for the proposal, financial outlay proposed, project profile, registration certificate of eligible handloom agencies, designers' bio data for export projects etc.	

Sl. N.	Services	Services/ Performance standards	Weightage (%)	Contact details of the responsible officer (name, designation, tel. no., e-mail id)	Process involved	Documents required	Fee to be paid
3.	i. Conducting Handloom Census	3-6 months	10	Shri M K Harikumar Joint Development Commissioner.P h: 23061865 E-mail: mk.harikumar@nic.in Shri M K Harikumar	Distribution of Pehchan cards to handloom workers.		NIL
	ii. Development & Strengthening of Handloom Institutions Infrastructure development Major construction works of WSCs/IIHTs	1-2 months	10	Shri BKP Angam, Chief Enforcement Officer Ph: 011-23061976 E-mail: bkp.angam@nic.in In	1.Budget provision 2.Financial approval of IFW 3.Sanction order 4. Fund authorization 5. UC received	Proposal from WSC/IIHT concerned supported with requirement of funds from CentralPublic Works Department (CPWD).	NIL
	iii) National Centre for Textile Design (NCTD)	1-2 months	10	-do-	1. Action plan for particular year. 2. Approval of competent authority. 3. Funds allocation 4. Drawl of payment for particular activities. 5. Arranging exhibitions.	1. Review of past performance. 2. Request from NCTD for budget allocation.	NIL
	iv) J&K Wool Project	2 years	10	Shri M K Harikumar Joint Development Commissioner.P h: 23061865 E-mail: mk.harikumar@nic.in Shri M K Harikumar	Setting up of spinning facility at Sohna Rambagh Srinagar		NIL

Sl. N.	Services	Services/ Performance standards	Weightage (%)	Contact details of the responsible officer (name, designation, tel. no., e-mail id)	Process involved	Documents required	Fee to be paid
4.	Concessional Credit/ Weaver MUDRA Scheme –Financial Assistance is provided to weavers/weaver entrepreneurs and Handloom organizations in respect of Margin Money, Interest subsidy and Credit Guarantee Fee.	15-20 days	100	Shri M K Harikumar Joint Development Commissioner. Ph: 23061865 E-mail: mk.harikumar@nic.in & Ms. Swayamprava Pani, Additional Development Commissioner Ph.: 23061643 Email: Swayamprava.pani@nic.in	1. Processing of request to IFW for release of fund. 2. Sanction order. 3.Generation of ID on CAG's website 4.Release of funds through EAT Module of PFMS	1. Progress report from implementing agency. 2. Requirement of fund. 3. pre-receipted bill. 4. UC of earlier releases and unspent balance under EAT Module of PFMS, if any	NIL
5.	Handloom Weavers' Welfare (HWW) With components i.e., Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), Pradhan Mantri Suraksha Bima Yojana (PMSBY) & converged Mahatma Gandhi Bunkar Bima Yojana (MGBBY) to provide life insurance cover to the weavers/workers in the case of natural as well as accidental death, Financial support in indigent circumstances to Awardee weavers/workers and Scholarship to handlooms weavers/workers' children for study in ¼ years Diploma/ under	30 days	100	Shri M K Harikumar Joint Development Commissioner. Ph: 23061865 E-mail: mk.harikumar@nic.in & Ms. Swayamprava Pani, Additional Development Commissioner Ph.: 23061643 Email: Swayamprava.pani@nic.in	1. Processing of request to DCHL/IFW for release of fund. 2. Sanction order. 3.Generation of ID on CAG's website 4.Release of funds through EAT Module of PFMS	1. Progress report from State Governments and Weavers Service Centers. 2. Requirement of fund. 3. pre-receipted bill. 4. UC of earlier releases and unspent balance under EAT Module of PFMS, if any	NIL

Sl. N.	Services	Services/ Performance standards	Weightage (%)	Contact details of the responsible officer (name, designation, tel. no., e-mail id)	Process involved	Documents required	Fee to be paid
	Graduate/Post Graduate courses of Central/State Govt. recognized, Central/State Govt. Funded Textiles Institutions.						
6.	Handloom Helpline Centre -for resolving the Grievances/ technical queries of handloom weavers/ workers for which Staff Salary, Telecom usage charges and Toll-Free Charges on actual basis are reimbursed to NHDC on actual basis.	15-20 days	100	<p>Shri M K Harikumar Joint Development Commissioner.P h: 23061865 E-mail: mk.harikumar@nic.in</p> <p>&</p> <p>Ms. Swayamprava Pani, Additional Development Commissioner Ph.: 23061643 Email: Swayamprava.pani@nic.in</p>	<p>1. Processing of request to DCHL/IFW for release of fund.</p> <p>2. Sanction order.</p> <p>3.Generation of ID on CAG's website</p> <p>4.Release of funds through EAT Module of PFMS</p>	<p>1. Progress report from implementing agency.</p> <p>2. Requirement of fund.</p> <p>3. Pre-receipted bill.</p> <p>4. UC of earlier releases and unspent balance under EAT Module of PFMS, if any</p>	NIL

2. Raw Material Supply Scheme

Sl. N.	Services	Services/ Performance standards	Weightage (%)	Contact details of the responsible officer (name, designation, tel. no., e-mail id)	Process involved	Documents required	Fee to be paid
1.	Raw Material Supply Scheme - aim to provide yarn to weavers on subsidized rate	30 days	100	Shri M K Harikumar Joint Development Commissioner. Ph: 23061865 E-mail: mk.harikumar@nic.in	The proposals received from National Handloom Development Corporation Ltd. (NHDC) are examined in accordance with the guidelines of the scheme and submitted to D.C. Handlooms/IFW/AS&FA for their concurrence. After getting approval/ concurrence of the competent authority, sanction letters are issued and the implementing agencies are advised to submit pre-receipt for generating IDs and Bills. These sanction letters are then uploaded into CGA's website and proper IDs are generated. The IDs along with sanction letters and pre-receipted bills etc. are sent to PAO for release of funds either through RTGS.	<ol style="list-style-type: none"> 1. Audit Certificate issued by Chartered Accountant (CA). 2. Statements for claiming reimbursement against supplied under Transport Subsidy Component, reimbursement of Depot operation, agency-wise yarn supplied, reimbursement for operation of mobile vans, reimbursement against yarn subsidy towards supply of Domestic silk and cotton hank yarn, wool, Linen and Blends of Natural Fibers against supplies under Price Subsidy Component. 3. Certificate and Undertaking furnished by the user agency. 4. Summary of State-wise claim for reimbursement of yarn subsidy. 	NIL

3. Scheme for protection of the Handlooms and Implementation of the Handlooms (Reservation of Articles for Production) Act, 1985

Sl. N.	Services	Services/ Performance standards	Weightage (%)	Contact details of the responsible officer (name, designation, tel. no., e-mail id)	Process involved	Documents required	Fee to be paid
1.	Implementation of the Handlooms (Reservation of Articles for Production) Act, 1985 Financial assistance is provided for setting up of state enforcement machinery under the scheme of implementation of the Handlooms (Reservation of Articles for Production) Act, 1985.	1-2 months	100	Shri BKP Angam, Chief Enforcement Officer Ph: 011-23061976 E-mail: bkp.angam@nic.in	Proposals received from the States/UTs are scrutinized/ examined in accordance with norms/guidelines of the scheme and submitted to D.C. Handlooms/IFW/AS&FA for their concurrence. After getting approval/ concurrence of competent authority, sanction letters are issued and then sent to PAO through PFMS for reimbursement of Central assistance to the Director of Handloom/Textiles of eligible State Government.		NIL