Annexure-II

Time limit for taking decision

S.No.	Main Services	Standard
1.	**Administration (Personnel)**	
(i)	All administrative related work	To be disposed off within 7 days from the date of receipt of letter / application
(ii)	Complaint / Grievances	To be disposed off within 30 days from the date of receipt of letter / application
(iii)	VIP Reference / MOT reference	To be disposed on priority basis - 2-5 days from the date of receipt of application / letter
(iv)	RTI Matters	As per time limit prescribed under RTI Act, 2005.

Grievances Redress Mechanism:

- We will promptly acknowledge public complaints/suggestions and act upon them. We will provide as far as possible, final reply to your complaint/grievance within 30 days.
- Shri M. D. Khapekar, Admn-(P) has been designated a Public Grievance Officer (PGO). In case your grievance is not redressed satisfactorily by any section in Headquarters Office or any Regional Offices, you may write to the PGO at Headquarters office address.
- Written grievances submitted to the concerned Officer-in-Charge of the Regional Office may also be sent to the Headquarters Office at P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai ï 400 025.
- We will ensure that your complaint is attended to on top priority.
- We have a locked complaint box located at the entrance of the first floor, near EP&QA Division at Textiles Committee, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai ï 400 025 to receive complaints / suggestions. It is opened on day-to-day basis (except on holidays).

Whom to Contact for What:

S.No.	Purpose of Work	To be contacted
1.	All Personal Matters of Staff of Textiles Committee	Assistant Director (Admn-P)
2.	All RTI Matters	1. Central Public Information Officer 2. First Appellate Authority
4.	Complaint / Grievances	Public Grievance Officer
5.	Vigilance Matters	Chief Vigilance Officer

Help Lines:

1.	Assistant Director (Admn-P)	022-66527526
2.	All RTI Matters	022-66527526 - CPIO 022-66527513 - First Appellate Authority
3.	Complaint / Grievances	022-66527526 - Public Grievance Officer
4.	Chief Vigilance Officer	022-66527512 - Chief Vigilance Officer