

**SEC.4. (1) (b) (iv) Norms set by the Textiles Committee for discharge of its functions**

**Service Standard:**

S.No.	Main Services	Standard
<b>1.</b>	<b>Administration (Personnel)</b>	
i)	All administrative related work	To be disposed off within 7-10 working 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 working days from the date of receipt of application / letter
iv)	RTI Matters	As per time limit prescribed under RTI Act.

**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 K. Balakrishnan, Assistant Secretary (Administration – House Keeping) 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 – 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 Section to receive your 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 Secretary (P)
2.	All RTI Matters	Central Public Information Officer
3.	Complaint / Grievances	Public Grievance Officer

**Help Lines :**

1.	Assistant Secretary (P)	022-66527526
2.	All RTI Matters	022-66527526
3.	Complaint / Grievances	022-66527512

**Month and Review of Charter :**

The annual review of the charter and performance audit will be done by the organization every January.