

Citizens' Charter

TEXTILES COMMITTEE (GOVERNMENT OF INDIA, MINISTRY OF TEXTILES)

This charter is a declaration of our mission, values and standards, and our commitment as an organisation to promote quality and excellence in Indian textile industry to make it globally competitive.

We are

- A Statutory body established under an Act of Parliament in 1963.
- An organisation managed by a Committee of 29 members representing Government textile trade & industry and the export promotion councils.

OUR MISSION

We shall

- Promote quality and excellence in the Indian textile industry to make it globally competitive.
- Provide basic infrastructure and guidance to support and enhance quality in the textile industry.

OUR COMMITMENT

We are committed to

- Provide facilities for testing of textiles, chemicals, dyes and effluents to the textile trade and industry.
- Generate consciousness about quality, especially eco-friendly textiles in the industry.
- Assist the exporters by way of quality appraisal of the textile products and certification.

- Provide consultancy for implementation of ISO 9000 Quality Management Systems (EMS) and Social Accountability Management Systems (SA 8000) in the textile industry.
- Undertake Market Research Studies to assess the consumption and demand of textiles in the country.
- Promote consumer awareness about textiles.
- Take up census/surveys useful to the industry, the Government and the policy planning bodies.

OUR REACH

- 30 offices all over the country at Ahmedabad, Bengaluru, Bhubaneswar, Chennai, Cannanore, Coimbatore, Guntur, Hyderabad, Ichalkaranji, Indore, Jaipur, Karur, Kanpur, Kochi, Kolkata, Ludhiana, Mumbai, Madurai, Nagpur, Nava Sheva (JNPT), New Delhi(Naraina), New Delhi(East of Kailash), Panipat, Sholapur, Salem, Surat, Srinagar, Tirupur, Tuticorin and Varanasi.
- Textile testing facilities at 19 locations i.e Ahmedabad, Bengaluru, Cannanore, Chennai, Coimbatore, Guntur, Hyderabad, Jaipur, Karur, Kanpur, Kochi, Kolkata, Ludhiana, Mumbai, Madurai (PPP mode), Nava Sheva (JNPT), New Delhi, Panipat, Tirupur. 12 of these at Bengaluru, Cannanore, Chennai, Jaipur, Kochi, Karur, Kolkata, Ludhiana, Mumbai, Nava Sheva (JNPT), Delhi, and Tirupur equipped to test eco-parameters also.
- Facilities for textile testing, ISO implementation, Market Research and Export Promotion under one roof.

We also liaise with

- Office of the Textile Commissioner and its field offices.
- Textile Research Associations
- Export Promotion Councils.
- Central Wool Development Board.
- Jute Manufacturers Development Council.
- National Handloom Development Corporation
- National Small Industries Corporation

- Kadhi and Village Industries Commission
- Textiles trade and industry associations.

OUR RESOURCES

- India's largest service provided of Export Certification in Textiles and Textile articles (GSP/CoO(NP)/CoO-FTA) & Registration of exporters under REX system for self certification of Origin of Goods exported to EU, Switzerland and Norway.
- Largest network of world-class textiles testing laboratories in 19 major textile centres across the country including 12 eco-laboratories, complemented by 11 sample collection centres.
- Market Intelligence in Textiles (MIT) to support Textile Trade & Industry through Economic Research and dissemination.
- Facilitator of Intellectual Property Rights (IPR) protection through Geographical Indications (GI) Act & Post GI initiatives.
- Total Quality Management (TQM) consultancy to ensure Quality culture in the Textile Value Chain of the country with focus on small & Medium Enterprises (SMEs) (ISO 9000, ISO 14000, SA 8000 & OHSAS 18000).
- Policy Advisory to the Govt. of India based on Technical and Economic Research. In post liberalization era Textiles Committee has reoriented its role from Regulator to Facilitator.
- Resource Support Agency (RSA) for Integrated Skill Development Scheme (ISDS). Developed 69 course modules (59 NSQF aligned) & facilitated Third Party Assessment of more than 6.5 lakhs trainees through RSA empanelled 37 Agencies.
- Conceptualized/ Implementation body for several Quality related flagship interventions of Govt. of India viz. Handloom Mark Scheme, India Handloom Brand (IHB Scheme), Star Rating of G&P factories, Star Rating of Carpets Scheme.

- Endorsement & Monitoring of Tariff Rate Quota Certificate (TQRC) under Indo Sri Lanka FTA for import of Ready Made Garments & under Indo Nepal Treaty of Trade for import of Acrylic yarn
- Training to industry personnel on basics of textiles, Quality Appraisal, Export Certification and Classification of Textiles for the Trade & Industry.

COMPLAINTS AND GRIEVANCES

- We are committed to act upon any complaint/suggestion/grievance in quickest possible time, not later than 30 days after receipt.
- The Govt. has nominated a Chief Vigilance Officer in the Textiles Committee located at P. Balu Road, Prabhadevi, Mumbai 400025 whose primary responsibility is to look into the grievances/complaints of the customers and other users.
- The customers and the users may file their suggestions/ grievances/ complaints in any of the Regional Offices or to the Chief Vigilance Officer at Mumbai or to the Secretary at Head Office in Mumbai or may be dropped in the complaint/suggestion box kept at the entrance of every office of the Committee including the Head Office, on any working day.

WHOM TO CONTACT FOR WHAT

Purpose /Work	To be Contacted
Any issue related to the services rendered by the Committee	Secretary, Textiles Committee, P. Balu Road, Prabhadevi Chow, Prabhadevi, Mumbai- 400 025.
Textile Testing Facilities	Director(Laboratories), Textiles Committee P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai- 400 025. (or) Any of the Regional Offices of the Committee
Consultancy for Implementation of ISO 9000(QMS)/ISO 14000(EMS)/Social	Director(TQM), Textiles Committee P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai- 400 025. (or)

Responsibility System	Any of the Regional Offices of the Committee
Quality Appraisal and Assistance to Exporters	Director(EP&QA), Textiles Committee P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai- 400 025. (or) Any of the Regional Offices of the Committee.
Market Research Studies and Publications	Director(Market Research), Textiles Committee, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai- 400 025. (or) Any of the Regional Offices of the Committee
Accounts and Cess Matters	Chief Accounts Officer, Textiles Committee, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai- 400 025.
Vigilance	Chief Vigilance Officer, Textiles Committee, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai- 400 025
Right to Information	Chief Public Information Officer, Textiles Committee, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai- 400 025 (or) Any of the Assistant Public Information Officer in the Regional Offices of Textiles Committee

HELP LINES YOU MAY GET IN TOUCH WITH

	Telephone	Fax	Email
Secretary Textiles Committee	022-66527507	022-66527509	Secy.tc@nic.in
Director (Laboratories)	022-66527519	022-66527554	dlab.tc@nic.in
Director (TQM)	022-66527521/570	022-66527509	dtqm.tc@nic.in
Director (EP&QA)	022-66527513/600	022-66527611	depqa.tc@nic.in
Director (Market Research)	022-66527515/563	022-66527509	dmr.tc@nic.in
Chief Accounts Officer	022-66527517	022-66527525	cao.tc@nic.in
Chief Vigilance Officer	022-66527524	022-66527509	cvo.tc@nic.in
Central Public Information Officer (CPIO)	022-66527523	022-66527509	asp.tc@nic.in