

CITIZEN'S CHARTER

TEXTILES COMMITTEE

(GOVERNMENT OF INDIA, MINISTRY OF TEXTILES)

This charter is a declaration of our mission,
Values, standards and our commitment as an
Organization 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 organization managed by a Committee of 29 members representing Government and entire spectrum of textile trade and industry.

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.
- H. S. Classification

- Assist the exporters by way of quality appraisal of the textile products and Export certification.
- Provide consultancy for implementation of ISO/IEC 17025 ISO 9001 Quality Management System (QMS) and ISO 14001 Environmental Management System (EMS) and Social Accountability Management System (SA 8000) in the textile industry.
- Undertake extensive research on issues relating to globalisation, international trade, WTO negotiations, Intellectual Property Rights (IPR) Protection of the sector, database creation besides publishing domestic demand estimate study i.e. “Market for Textiles and Clothing” on a regular basis.
- Take up new initiatives in the arena of Market Intelligence in Textiles (MIT), Competitiveness analysis, Research on implication of Non-Tariff Barriers (NTBs) on India’s exports, Trade Facilitation, Free Trade Agreements (FTAs)/Regional Trade Agreements (RTAs)/Comprehensive Economic Partnership Agreements (CEPA), etc.

OUR REACH

- 21 offices all over the country at Ahmedabad, Bengaluru, Chennai, Coimbatore, Guntur, Hyderabad, Ichalkaranji, Jaipur, Kannur, Karur, Kanpur, Kolkata, Ludhiana, Mumbai, Mumbai-JNPT, Nagpur, Delhi-NCR, Srinagar, Tirupur, Tuticorin, Varanasi.
- The laboratory was set up at the Head Quarters of Textiles Committee at Mumbai during 1969. Subsequently, 16 more laboratories were set up at important textile centers in India. The laboratories are located at Ahmedabad, Bengaluru, Kannur, Chennai, Coimbatore, Guntur, Hyderabad, Jaipur, Mumbai-JNPT, Kanpur, Karur, Kolkata, Ludhiana, Madurai (under PPP mode), Delhi-NCR and Tirupur. 11 laboratories are accredited by NABL as per ISO/IEC-17025. The laboratories at Bengaluru, Kannur, Chennai, Jaipur, Mumbai, Mumbai-JNPT, Kolkata, Ludhiana, Karur, Delhi-NCR and Tirupur are having facilities for eco-testing.
- 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 Association.
- Export Promotion Councils.
- Central Wool Development Board.
- National Jute Board.
- Textiles Trade and Industry Associations
- Bureau of Indian Standards (BIS)
- Indian Customs
- Govt. Organizations like CSB, EIC, DGFT, DoC, MoCI, CAPF, Army, KVIC, NSIC, IR and GeM.

OUR RESOURCES

- More than 55 years of experience in serving the textile trade and industry.
- Large network of offices.
- More than 174 trained technical personnel with educational qualifications in textile and chemical technology.
- More than 70 textile technologists trained in Lead Assessor's Course by BSI, UK.
- Vast experience in providing consultancy for implementation of ISO/IEC 17025, ISO 9001/14001 systems – 453 units covered as on June 2021.
- 16 laboratories are equipped with state-of-the-art testing equipment and 11 of these Laboratories are having facilities to test eco-parameters. The results reported by these laboratories are accurate, reliable, repeatable and reproducible.
- The Mumbai Laboratory was the first textile testing laboratory in the country accredited by National Accreditation Board for testing and calibration Laboratories (NABL).

- The first organization in India to get accredited under ISO 17020 as Third Party Inspection Agency.
- Services rendered to Export around 30,000 exporters by way of quality appraisal and certification.
- Computerised Economic Research and Market Intelligence Unit (ERMIU) with connectivity to the Office of the Textile Commissioner and the Ministry of Textiles.
- Online Certification of Export Certification.
- 12072 households in Urban 7352 & Rural 4720 centers across the country from whom data on textile consumption is collected monthly, analysed and disseminated.
- A website - www.textilescommittee.nic.in - disseminating useful information to the textile trade and industry.
- Computerized offices, ensuring better connectivity.

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 Chief Vigilance Officer at Textiles Committee, (Ministry of Textiles, Government of India), P. Balu Road, Prabhadevi, Mumbai-400 025 has been given the exclusive responsibility of looking into the grievances/complaints of the customers and other users.
- The customers and the users may launch their suggestions/grievances/complaints to the Chief Vigilance Officer at Mumbai or the Secretary at Head Office in Mumbai or in any of the Regional Offices. The complaint/suggestion/grievance can also be dropped into the complaint box placed at the entrance of the first floor, near EP&QA Division, Textiles Committee, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai – 400025. The above box is opened on day-to-day basis (except on holidays) for reviewing the complaints/suggestions/grievances.

WHOM TO CONTACT FOR WHAT

S.No.	Purpose of Work	To be contacted
1.	All personnel matters of Staff of Textiles Committee	Assistant Director (Admn-P)
2.	Right to Information, 2005 (RTI) Matters	1. Central Public Information Officer 2. First Appellate Authority
3.	Complaint / Grievances	Public Grievance Officer (Nodal Officer)
4.	Vigilance Matters	Chief Vigilance Officer

Help Lines:

1.	Secretary Cell	022-66527510 /507
2.	Assistant Director (Admn-P)	022-66527526 / 538
3.	All RTI Matters	022-66527526 - CPIO 022-66527513 - First Appellate Authority
4.	Complaint / Grievances	022-66527526 - Public Grievance Officer
5.	Chief Vigilance Officer	022-66527512
6.	Director (Laboratories) / Joint Director (Lab)	022-66527519 / 545
7.	Joint Director (EP&QA)	022-66527513/514
8.	Deputy Director (Market Research)	022-66527563 / 564
9.	Joint Director (Total Quality Management)	022-66527521 / 524
10.	Chief Accounts Officer / Accounts Officer	022-66527517 / 525
11.	Assistant Director (Legal)	022-66527512
12.	PRO (Public Relation Officer)	022-66527572

Website : www.textilescommittee.nic.in