

CITIZENS' CHARTER OF CENTRAL WOOL DEVELOPMENT BOARD

This **Charter** is a declaration of our vision, mission, values, standards and our commitment as an organization to promote the growth and development of wool and woollen products in the country.

We are an Autonomous Body under the **Ministry of Textiles**, Government of India, registered as a Society under the Societies Registration Act, managed by a Governing Body of 29 members representing the Central Government, State Governments, wool growers and woollen textile industry.

VISION :

- To improve the quality of Indian carpet grade wool so that it matches the best in the world.
- To provide better returns and more remunerative prices to wool growers and thereby improve their quality of life.

OUR MISSION :

To promote the growth and development of wool and woollen products.

OUR MANDATE :

In partnership with State Government's Wool Boards/Federations/Corporations/ Societies/NGOs and State Bodies

- Implement programmes launched for quality and growth of wool and woollen products with especial emphasis on the decentralized wool sector.
- Facilitate development of processing and marketing of woollen products and provide testing and service facilities for the woollen sector.
- Collect statistics and analyze and disseminate information on the Woollen sector to wool growers and wool producers.

OUR COMMITMENT :

We are committed to

- Promoting or undertaking measures for better marketing and remunerative returns to wool growers.
- Providing facilities for testing of wool and woollens
- Propagating information useful to the growers, dealers of the wool and manufacturer of Woollen products.
- Facilitating and encouraging scientific, technological and economic research into the matter of sheep husbandry practices, production and processing of wool and woollens.
- Improving and developing markets for woollen products

WE REACH OUT :

To wool growers, processors, weavers, artisans, entrepreneurs, who are engaged in the production, processing, weaving, crafting and designing, testing and services to unorganized wool sector in the

urban and rural areas of the country through

- Animal/Sheep Husbandry Department of wool producing States.
- State Government Organizations engaged in wool development & marketing.
- Wool Testing Centre.
- Common Facility Centres for pre & post loom activities under Quality Processing of Wool
- Weaving & Designing Training Centre.

OUR PROGRAMMES :

I. Integrated Wool Development Programme (IWDP):

- A. Wool Marketing Scheme (WMS)
- B. Wool Processing Scheme (WPS)
- C. Human Resource Development & Promotional activity Scheme (HRD)
- D. Pashmina Wool Development Scheme (PWDS)

STANDARDS PERFORMANCE :

- Your application shall be received with on-the-spot written acknowledgements.
- We will endeavour to response to all written enquiry in quickest possible time not later than 30 days after receipt.
- In case of a likely or inevitable delay in decision making or when an issue is disputed, we will promptly communicate the reasons on our own initiative.

DETAILS OF PUBLIC GRIEVANCE REDRESS MECHANISM :

- In the event of non-fulfilment of the commitment the user may send his/her complaint or meet personally at the following address endorsing a copy of complaint to Nodal Officer in the Ministry for appropriate action.

G.S. Bhati
Executive Director
First Floor, BSNL Building,
Manji Ka Hatha, Paota,
Jodhpur-342006 Rajasthan (INDIA)
TEL.: 0091-291-2433967, 2616328
E-mail : woolboard-textiles[at]gov[dot]in

Grievance Officer:

Dhan Singh Rathore
Grievance Officer
First Floor, BSNL Building,
Manji Ka Hatha, Paota,
Jodhpur-342006 Rajasthan (INDIA)
TEL.: 0091-291-2433967, 2616328
E-mail : woolboard-textiles[at]gov[dot]in

- We will endeavour to respond to all written inquiries as well as complaint in quickest possible time not later than 30 days after receipt.

- The Nodal Officer for proactive action regarding the citizen charter, in the Ministry and his telephone/fax no. and e-mail address are as follows:

G.S. Bhati
Executive Director
First Floor, BSNL Building,
Manji Ka Hatha, Paota,
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REVIEW OF THE CHARTER :

- The Citizens' Charter has been approved by the Chairman of the Central Wool Development Board, Jodhpur.
- The annual review of the charter and performance audit will be done by the Governing Body of the Central Wool Development Board, Jodhpur.

GUIDANCE AND HELP :

- Our Information and Facilitation Counter (IFC) is situated at the Office of the Central Wool Development Board, Jodhpur. Publications of the Central Wool Development Board and general information on its services are available at the counter. Any feedback/suggestion from the users may be sent to the Executive Director, Central Wool Development Board, Jodhpur or nodal officer in the Ministry of Textiles.

USEFUL ADDRESS :

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Vigilance Officer / Grievance Officer :

Dhan Singh Rathore
Grievance Officer
First Floor, BSNL Building,
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Jodhpur-342006 Rajasthan (INDIA)
TEL.: 0091-291-2433967, 2616328
E-mail : woolboard-textiles[at]gov[dot]in

C.P.I.O :

Ashwani Purohit
Administrative. Officer.
Central Wool Development Board
First Floor, BSNL Building,
Manji Ka Hatha, Paota,
Jodhpur-342006 Rajasthan (INDIA)
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