

Office handling Public/Staff grievance in the Ministry of Textiles and Organizations under its control.

S.No.	Name of Office	Public/Staff Grievance	Address & Telephone Number
1.	Ministry of Textiles	Sh. A Madhukumar Reddy, Joint Secretary	Room No.270, Udyog Bhawan, New Delhi. Phone-23061450 Email- reddy.am@nic.in
2.	Deputy Director	Shri Amrendra Singh, Sr. Astt.Director	West Block-7, R.K.Puram, New Delhi. Phone- 011-26191569 Fax--26163085 Email- amrendra.singh@gmail.com
3.	Chief Enforcement Officer	Shri Suresh Chandra Chief Enforcement Officer (Handlooms)	Office of DC(Handloom) Udyog Bhawan, New Delhi -110011 Phone- 011 23061976 Email- suresh.chandra57@nic.in
4.	Office of Textile Commissioner, Mumbai	Shri. S. Balaraju, Jt.Textile Commissioner	New CGO Building , 48 Marine Line , Mumbai-433320 Phone-022-2203383 Email-Jtcmmm-otxc@nic.in jtcmmm@txcindia.com
5.	Office of Jute Commissioner, Kolkata	Sh. S. Pal, Dy. Director (Cost)	C.G.O. Complex,3rd MSO Building, 4th Floor, DF Block, Salt, Lake City Kolkata - 700 064 Phone -033-23378225 Email- jcoffice@jutecomm.gov.in
6.	National Jute Board, Kolkata	Shri Arvind Kumar.M. Secretary,	3A & 3B, Park Plaza, 71 Park Street, Kolkata-700016 Phone -033 22172107 Email-

			njb.sect@gmail.com
7.	Jute Corporation of India Limited, Kolkata	Shri A.K.Chakraborty, Chairman-cum-Managing Director,	15 N Nellie Sengupta Sarani, Kolkata : 700087 West Bengal. E-mail jutecorp@vsnl.net , jutecorp@gmail.com Phone- 033- 22527027 Fax-033-22526771 E-mail- jcoffice@jutecomm.gov.in
8.	National Jute Manufactures Corporation, Kolkata	Shri Kushal Bhaduri, CMD	Charter Bank Building, 4, Netaji Subhash Road, Kolkata- 700001 Phone- 033 22172107 Email- Njmcc-corp@yahoo.co.in
9.	Sardar Vallabhbhai Patel International Institute of Textiles Management, Coimbatore	Sh. Ombudsman, Chairman	1483, Avanashi Road, Peelamedu, Coimbatore - 641 004. Phone- 0422-2570855 Email- director@svpitm.ac.in
10.	National Textiles Corporation Limited, New Delhi	Sh. P.C. Vaish, CMD,	National textile Corporation Limited, Registered office Scope Complex, Core-IV, 7, Lodi Road, New Delhi- 110003 Phone- 011-24361892 E-mail ntcand@de12.vsnl.net.in
11.	Cotton Corporation of India Ltd, Mumbai	Shri B.K.Mishra CMD	'Kapas Bhavan', Plot No. 3-A, Sector 10, Post Box No. 60 CBD Belapur, Navi Mumbai - 400 614 (Maharashtra) Phone- 022-2757 9217

			headoffice@cotcorp.com
12.	Central Wool Development Board, Jodhpur	Shri Neerav Kumar Mallick, Executive Director	C - 3, Near Shastri Circle, Shastri Nager, Jodhpur 342003 Rajasthan (INDIA) Email- neeravkr@nic.in edwoolboard@dataone.in Phone-0291-2433967/2616328
13.	Central Silk Board, Bangalore	Dr.Amalendu Tikader Scientist-D	CSB Complex, BTM Layout, Madiwala, Bangalore-560068 Phone 080 – 26282515 Email- tikader.csb@nic.in jdlaw@silkboard.org
14.	Central Cottage Industries Corporation of India Ltd, New Delhi	Mrs. Pramod Nagpal Managing Director	Jawahar Vyapar Bhawan, Janpath, New Delhi-110001 Phone- 011 23323825 Email- ccicmdoffice@gmail.com
15.	National Institute of Fashion Technology, New Delhi	Shri Sudhir Tripathi, Director General,	NIFT Campus, Haus Khas, Near Gulmohar Park, New Delhi -110016 Phone-011-26542065 E-mail-dg@nift.ac.in
16.	British India Corporation Limited, Kanpur	Shri Nirmal Sinha, CMD,	11/6, Smt. Parvati Bagla Road, P.O Box No. 77, Kanpur-208001 Phone – 0512- 2530196 E-mail bicmail123@gmail.com gmavs@hhecworld.in
17.	National Handloom Development Corporation, Lucknow	Shri Sarvepalli Srinivas Managing Director	10th&11th Floor, Vikas Deep 22, Station Road, Lucknow. Phone- 0522-2035133 Email- hondc@nhdcltd.co.in
18.	Handicrafts & Handlooms	Sh. Nirmal Sinha, CMD,	Noida Complex,A-2, Sector-2, Udyog Marg, Noida-201301

	Exports corporation of India Ltd.		Phone – 0120-2539156 Fax-0120-2537003 Email gmavs@hhecworld.in
19.	Textiles Committee, Mumbai	Shri Rakesh Garg, IRS Secretary	P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai – 400 025, Tel.022-66527507 Fax – 022-66527509 E-mail : secytc@gmail.com

PROCEDURE FOR HANDLING THE GRIEVANCES OF PUBLIC/STAFF RECEIVED IN THE MINISTRY OF TEXTILES

With a view to receive and redress the grievances of public/staff in the Ministry of Textiles as well as its organisations, a Grievance Redressal Committee consisting of following members has been formed :-

- i) Shri A. Madhukumar Reddy, Joint Secretary - Chairperson
- ii) Shri A.K.Sharma, Deputy Secretary, - Member
- iii) Heads of all Attached and Subordinate - Member
Offices or their representatives
(concerned with grievances cases)

To monitor redressal of public/staff grievances, the periodical meetings of the committee are held. In these meetings the status of pending grievance cases is reviewed by Director (Public Grievances). If necessary, the files relating to pending grievances are called for and cases are settled in the meeting itself.

The following arrangements have been made to receive and redress the grievances of the public/staff in the Ministry of Textiles:-

- (i) A grievance is acknowledged immediately and at the most within three days of its receipt. A grievance is redressed within a maximum period of two months of its receipt. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply is sent.
- (ii) Grievances received in the Ministry are analyzed periodically at a senior level to identify grievance prone areas of the Ministries/Departments to adopt systemic changes to eliminate the causes of grievances.
- (iii) Wide publicity of the grievance mechanism available in the Ministry and the names, designation and address of Director of Public Grievances are given.
- (iv) The Director of Public Grievances of the Ministry called for the documents of the case and takes a decision with the approval of the Secretary of the Ministry/Head of the Organization, if a grievance is not redressed within a period of three months.
- (v) Every Wednesday has been kept as meeting-less day for the Director of Public Grievances for hearing the grievances of the citizens.

- (vi) (vi) In order to promote responsive administration, the system of regular dialogue with user and citizen groups on grievance redress mechanism and service delivery has been strengthened.
- (vii) The software Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) developed by the Department of Administrative Reforms and Public Grievances in consultation with National Informatics Centre (NIC) for efficient management of public grievances has been integrated with the website of the M/o Textile.

The Department of Administrative Reforms and Public Grievance with assistance from NIC is providing necessary training to officers of this Ministry for better handling of grievances received through Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) for effective redressal of grievances of citizens/staff. Ministry of Textiles has provided a link of CPGRAMS at its website to facilitate registering of grievances by public/staff online.

A facilitation Counter has been established at Gate No 18 of the Building i.e. Udyog Bhawan, New Delhi to make information readily available to the customers/consumers and if required, arrange their interaction with the concerned authorities in the Ministry to reply their queries.

A complaint box has been kept on the facilitation counter to lodge the complaints from the customers/consumers.
