

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

Service Standard:

| S.No. | Main Services | Standard |
|-------|-----------------------------------|--|
| 1. | Administration (Personnel) | |
| (i) | All administrative related work | To be disposed off within 7 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 days from the date of receipt of application / letter |
| (iv) | RTI Matters | As per time limit prescribed under RTI Act, 2005. |

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 M. D. Khapekar, Admn-(P) 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 at Textiles Committee, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai – 400 025 to receive 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 Director (Admn-P) |
| 2. | All RTI Matters | 1. Central Public Information Officer 2. First Appellate Authority |
| 4. | Complaint / Grievances | Public Grievance Officer |
| 5. | Vigilance Matters | Chief Vigilance Officer |

Help Lines:

| | | |
|----|-----------------------------|---|
| 1. | Assistant Director (Admn-P) | 022-66527526 |
| 2. | All RTI Matters | 022-66527526 - CPIO 022-66527513 - First Appellate Authority |
| 3. | Complaint / Grievances | 022-66527526 - Public Grievance Officer |
| 4. | Chief Vigilance Officer | 022-66527512 - Chief Vigilance Officer |

Month and Review of Charter:

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