

JUTE MANUFACTURES DEVELOPMENT COUNCIL

Government of India, Ministry of Textiles

This Charter is a declaration of our mission and our commitment as an Organisation to Promote quality and excellence in Indian Jute industry to make it globally competitive

OUR VISION and OUR MISSION -

- Making India the leader of jute industries in the world.
- Achieving excellence that will enable the Indian Jute Industry to produce good quality jute goods at economical prices to meet the growing needs of the people, to enable producers of jute products to get access to domestic and international market at competitive price.
- Framing & implementing policies and programmes that promote & facilitate the growth of Jute Sector, both organised and informal, enabling them to face global competition from a position of strength and increase share of the global jute goods export.
- Undertaking various research and development programmes to explore the new and innovative use of jute

OUR VALUES -

- Remembering at all times that we are rendering service to our country and its citizens.
- Acting with integrity & judiciousness, transparency & accountability, courtesy & understanding.
- Optimum use of scarce resources with the help of modern technology and management practices.

THE BUSINESS WE TRANSACT -

JMDC takes measures in :

- Promoting arrangements for better marketing and sale of jute.
- Suggesting norms of efficiency for jute industry aiming at optimum production, cost reduction, quality improvement and product standardization.
- Devising marketing strategy for maintaining and improving of existing markets and development of new markets outside India for jute manufactures.
- Sponsoring and co-ordinating technological and economic research on matters directly beneficial to the development of jute sector.
- Promoting or undertaking the collection and formulation of statistics regarding jute industry.
- Propagating information useful to the growers, dealers and exporters of jute and producers or manufacturers of jute goods.

JMDC undertakes the following specific activities :

- Council in its effort towards prioritising promotional activities with focus on product-market linkage

- Council in its market development initiatives regularly conducts buyer-seller-meets, contact promotion programmes, visits of delegations and participation in fairs in both within and outside India.
- Council in its bid to encourage jute diversification activities, as also to promote jute as a eco-fibre / product, alongwith Indian jute sectors capacity and strength, takes appropriate measures in the form of assisting development of human resources, disseminating commercial intelligence, circulating useful data & trade enquiries and subsidising marketing efforts.

OUR REACH -

- Council in its bid to popularise jute, decentralise jute related activities and enhance jute consumption, has its Head Office at 3A, Park Plaza, 71 Park Street, Kolkata- 700 016 with specific reach in Eastern and North Eastern India.
- Regional office at Flat No. 411-412, Prakash Deep Building(4th Floor), 7, Tolstoy Marg, New Delhi - 110 001 to look after Northern India.
- Regional office at Chenetha Bhavan, 2nd Floor, Shop No. 4, Nampally, Hyderabad - 500 001 for Central & West India and
- Regional office at 34, Cathedral Gardens Road (2nd Floor), Nungambakkam, Chennai - 600 034 for Southern most states of India.

OUR RESOURCES -

- A complement of professionally qualified and experienced personnel dedicated to their tasks, provide desired facilitation to the clients and customers.
- Dedicated and qualified personnel to co-ordinate with the Central/State Govt. agencies, research and financial institutions for the promotion of organised and informal Jute Sector.
- Effective mechanism for grievance redressal and preventive vigilance.

STANDARD OF PERFORMANCE -

- Our endeavour to excel is in maintaining promptness, efficiency, sincerity, transparency and judiciousness in our actions and decisions.
- Communications are instantly received under due acknowledgements in writing.
- Information sought for are promptly attended to immediately and not later than a fortnight's time.
- Business enquires are disseminated to the Manufacturers of Jute Products with the promptness and transparencies they merit and generally within twenty-four hours.
- Regular dissemination information on jute and jute products.
- Clients are easily reached through aggressive promotional publicity - circulation of statistical bulletins(bi-annually) and other products specific publicity materials to all clients and customers.

OUR CLIENTS -

- All growers of Jute
- All producers of Jute Manufacture
- All exporters of Jute Manufactures
- All workmen employed in factories engaged in production of Jute Manufactures
- All engaged in Human Resource Development for the jute sectors

- All engaged in technological research and development of Jute products and processes.
- *We also liaise with the following offices, organisations and institutions who are engaged and committed to the promotion of jute and jute products and for protection and promotion of jute growers, workers, manufacturers, exporters and consumers :*

- ✓ Ministry of Textiles, New Delhi
- ✓ Office of the Jute Commissioner, Kolkata
- ✓ Office of the Textile Commissioner, Mumbai
- ✓ National Centre for Jute Diversification, Kolkata
- ✓ The Jute Corporation of India Ltd., Kolkata
- ✓ National Jute Manufactures Corporation Ltd., Kolkata
- ✓ India Trade Promotion Organisation, New Delhi
- ✓ Indian Jute Mills Association, Kolkata
- ✓ Indian Jute Industries' Research Association, Kolkata
- ✓ The Directorate of Jute Development, Ministry of Agriculture, Kolkata
- ✓ National Institute of Research on Jute and Allied Fibre Technology, Kolkata
- ✓ Textile Committee, Mumbai

COMPLAINTS & GRIEVANCE -

- We are committed to act upon any complaint/suggestion/grievance in quickest possible time.
- Activities of the employees in official & public dealings, financial or otherwise, are transparent and are strictly monitored with checks effected in areas warranting surveillance.
- Sri N Sengupta, Chief Finance Officer & Assistant Secretary, is designated as Public Grievance Redressal Officer, who is accessible to the public on Monday and Thursday to attend to and redress public grievances at Jute Manufactures Development Council's Head Office. Grievances of outsiders are promptly attended to by the Public Grievance Redressal Officer by written communications.
- Sri N Sengupta, Assistant Secretary, acts as the Vigilance Officer, located at Jute Manufactures Development Council's Head Office, entrusted with the exclusive responsibility of looking into the complaints of the exporters, public and others.
- To get in touch with the Vigilance Officer and Public Grievance Redressal Officer :

Telephone No.: 2217 2107, 2226 3438

Telephone No. of Vigilance Officer : 033 2217 2107

Telephone No. of Public Grievance Redressal Officer : 033 2226 3438

Fax No.: 033 2217 2456

Email : jmdc@jute.com | jmdcindia@qiascl01.vsnl.net.in

Our Information and Facilitation Counter (IFC) is located near the main entrance of the office at 3A Park Plaza, 71, Park Street, Kolkata- 700 016. General information is available at the Reception Counter of this office.

More detailed information may be had from our websites in the following address :

www.jmdcindia.com

www.jute.com

OUR EXPECTATIONS FROM THE CLIENTS AND CITIZENS -

Citizens and Clients to appreciate the need for keeping the World Green and for using environment-friendly products by propagating the use of more and more nature friendly jute and jute products for daily consumer and industrial use.

