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Citizen Charter



**Office of the Development Commissioner [Handicrafts]
Government of India
Ministry of Textiles**

Website: <http://www.handicrafts.nic.in>

CITIZEN CHARTER

OFFICE OF THE DEVELOPMENT COMMISSIONER (HANDICRAFTS), WEST BLOCK NO. 7, R.K. PURAM, NEW DELHI-110066

WE ARE

A Central nodal office to work for (a) socio-economic upliftment of the artisans and (b) supplement the efforts of the state Governments for promotion and development of handicrafts within the country and abroad

1. OUR MISSION

WE SHALL

- Strive to achieve qualitative improvement in production and increased productivity of artisans for augmentation of their income both at individual and group levels.
- Serve for creation of increased employment opportunities to achieve higher standard of living of craftsman.
- Strive to achieve higher exports of handicrafts from the country.
- Work for preservation of culture heritage.
- Continue to improve quality of life of the artisans community.

2. OUR VALUES

- Transparency and courtesy.
- Prompt and professional service

3. OUR COMMITMENTS

We are committed to:

- Overall development and growth of the Handicrafts Sector.
- To continue to strive for socio-economic upliftment of artisans.
- Developing entrepreneurship among the artisans.
- Promoting community enterprise.
- Expanding reach of the handicrafts in domestic and global markets.
- Providing better tools, technologies and designs to artisans.
- Using IT tools for furthering the artisans interests.
- Take up census/surveys useful to the sector and the Government for policy planning.

4. OUR OBJECTIVES

Social objectives: Providing and increasing employment opportunities and preservation of crafts as living heritage.

Economic objectives: Sustainable development of handicrafts sector.

5. OUR PROMISES

- Prompt responses to all queries,
- Exploring potential areas through survey
- Quick grievance redressal.

6. OUR REACH

We Have

- An Advisory Board comprising official and non-official members, chaired by Hon'ble Minister of State of (Textiles)
- Headquarter Office at New Delhi, West Block No. 7, R.K. Puram, New Delhi-110066.

Office of the Development Commissioner (Handicrafts) with its Head Office at New Delhi has a total of 240 field establishments, which include:

- 6 Regional Offices at Delhi, Mumbai, Chennai, Kolkata, Lucknow and Guwahati to coordinate the working of M&SECs, RD&TDCs and Training Centers where Field Administrative Cells (FACs) do not exist.
- 6 Regional Design & Technical Development Centres (RD&TDCs) at Delhi, Bangalore, Kolkata, Mumbai, Guwahati & Bhopal.
- 52 Marketing and Service Extension Centres (M&SECs), mainly in craft concentration areas.
- 148 Carpet Weaving Training Centers (CWTCs) in J&K and 11 Cane & Bamboo Training Centers for training in these crafts in (3 in Eastern Region) (1 in Southern Region) (7 in North Eastern Region).
- 13 Carpet Weaving Training –cum-Service Centers (CWTSCs) (4 in J&K & 9 in rest of India). the centers which are located in areas other than J&K have been given the functions of Marketing centers with a view to serve the artisans of that area.
- 3 FACs at Srinagar, Guwahati and Dharwad.
- Developmental Centre for Musical Instruments, Chennai.
- Indian Institute of Carpet Technology, Bhadohi (UP).
- National Center for Design Product Development (Society), New Delhi and Moradabad.
- Metal Handicrafts Service Center (Society), Moradabad.
- Bamboo & Cane Development Institute (Society), Agartala.
- Council of Handicrafts Development Corporation (COHANDS) New Delhi

7. COMPLAINTS AND GRIEVANCES

- We are committed to act upon any complaints/suggestions/grievances in quickest possible time, not later than 30 days after receipt.
- The artisans/exporters/designers/users of our services may file their suggestions, grievances, complaints, in any of the Regional Offices or to the Headquarters office at New Delhi or it may be dropped in the complaints/suggestions boxes kept at the entrance of the each of the Regional offices or the Headquarters office at New Delhi on any working day.

Director (Coordination and Grievance)

West Block VII, R.K. Puram,
New Delhi-110066.
Ph. 26103206, Fax. 26163085.

Sr. Director (Coordination and Grievance)

West Block VII, R.K. Puram,
New Delhi-110066.
Ph. 26178640, Fax. 26163085.

IMPORTANT ADDRESSES

Development Commissioner (Handicrafts)

Office of the Development Commissioner
(Handicrafts)
West Block VII, R.K. Puram,
New Delhi-110066.
Ph. 26106902, 26103562, Fax. 26163085

Director (Handicrafts)

Office of the Development Commissioner
(Handicrafts)
West Block VII, R.K. Puram,
New Delhi-110066.
Ph. 26191569, Fax. 26163085.

8. OUR PORTAL

Web-site :- indianhandicrafts.org.in/handicrafts.nic.in

At present, the Office of the Development Commissioner (Handicrafts) has been implementing the following schemes and programmes for the development of handicrafts sector and welfare of the handicrafts artisans.

National Handicrafts Development Programme

A. I. Ambedkar Hastshilp Vikas Yojna

- (i) Dastkar Shashktikaran Yojna.
- (ii) Design & Technology Upgradation
- (iii) Human Resource Development
- (iv) Direct Benefit to Artisans.
- (v) Infrastructure and Technology Support.

II. Mega Cluster

B. Marketing Support & Services.

C. Research and Development

9. SERVICE STANDARD AND TIME LINE

S.No.	Services	Services/ Performance Standards	Weightage %	Contact details of the Responsible Officer [Designation, Tel No, E-mail ID]	Process Involved	Documents required
[a]	Dastkar Shashktikaran Yojna	45 days	100	[a] Shri Basudeb Das. Sr. AD(Handicrafts) Tel No. 26178607 dchejs@nic.in , cluster-dchc- textiles@gov.in	<ol style="list-style-type: none"> 1. Processing of proposals received duly complete in all respects based on merit and as per the targets fixed for region, Handicrafts Marketing Service Extension Centre and other field formations within 45 days by Handicrafts Marketing Service Extension Centre. 2. Processing of reimbursement cases on merit within 30 days from the date of receipt. 3. Processing of proposals received from Asst. Directors Handicrafts 	<p><u>For fresh proposals</u></p> <ol style="list-style-type: none"> 1. Proposal in prescribed proforma. 2. Valid Registration Certificate. 3. Article & Memorandum of Association. 4. Bye-Laws/last Board meeting/ AGM resolution. 5. Three years Balance Sheet, Annual Report & audited statement of accounts. 6. Affidavit in respect of Non Corrupt practice and validity of registration.

					<p>Marketing Service Extension Centre and other field formations duly complete in all respects based on merit and as per the targets fixed for the region within 30 days by Regional Office, subject to availability of budget and with the condition that no UC is pending.</p> <p>4. The proposals which are recommended for approval shall be forwarded to IFW and after concurrence of IFW, sanction order shall be issued within 03 days subject to availability of budget and with the condition that no UC is pending.</p> <p>5. Receipt of proposal complete in all respects.</p> <p>6. Processing of proposal for approval from DC[H]/IFW.</p>	<p>7. List of proposed beneficiaries as the case/intervention may be.</p> <p>8. Details of proposed locations/DPR.</p> <p>9. All document should be attested by Implementing Agency.</p> <p>10. Copy of TISS Empanelled Certificate.</p> <p><u>For Reimbursement proposals</u></p> <ol style="list-style-type: none"> 1. Specific recommendations from Regional Director & Asst. Director concerned. 2. Verification report (gist of expenditure) in prescribed format. 3. Statement of Expenditure with mode of payment may be clearly specified. 4. Utilization Certification in GFR 19A duly verified/certified by Chartered Accountant and counter signed by Implementing Agency. 5. Audited statement of Accounts verified/certified by Chartered Accountant (with membership No.) 6. Inspection Report. 7. List of beneficiaries Artisans with details. 8. Performance cum Achievement Report/ Documentation Report. 9. Bio Data of MCP/Designer/ Resource Person. 10. Photographs of events and soft copy.
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[b]	Design & Technology Upgradation Scheme	45 days	10	[b] Shri Santosh Kumar, AD(Handicrafts) Tel No. 26178675 dchejs@nic.in , design-dchc-textiles@gov.in	<ol style="list-style-type: none"> 1. Processing of proposals received duly complete in all respects based on merit and as per the targets fixed for region, Handicrafts Marketing Service Extension Centre and other field formations within 45 days by Handicrafts Marketing Service Extension Centre. 2. Processing of reimbursement cases on merit within 30 days from the date of receipt. 3. Processing of proposals received from Asst. Directors Handicrafts Marketing Service Extension Centre and other field formations duly complete in all respects based on merit and as per the targets fixed for the region within 30 days by Regional Office, subject to availability of budget and with the condition that no UC is pending. 4. The proposals which are recommended for approval shall be forwarded to IFW and after concurrence of IFW, sanction order shall be issued within 03 days subject to availability of budget and with the condition that no UC is pending. 5. Receipt of proposal complete in all respects. 6. Processing of proposal for approval from DC[H]/IFW. 	<p><u>For fresh proposals</u></p> <ol style="list-style-type: none"> 1. Proposal in prescribed proforma. 2. Valid Registration Certificate. 3. Article & Memorandum of Association. 4. Bye-Laws/last Board meeting/AGM resolution. 5. Three years Balance Sheet, Annual Report & audited statement of accounts. 6. Affidavit in respect of Non Corrupt practice and validity of registration. 7. List of proposed beneficiaries as the case/intervention may be. 8. Details of proposed locations/DPR. 9. All document should be attested by Implementing Agency. 10. Copy of TISS Empanelled Certificate. <p><u>For Reimbursement proposals</u></p> <ol style="list-style-type: none"> 1. Specific recommendations from Regional Director & Asst. Director concerned. 2. Verification report (gist of expenditure) in prescribed format. 3. Statement of Expenditure with mode of payment may be clearly specified. 4. Utilization Certification in GFR 19A duly verified/certified by Chartered Accountant and counter signed by Implementing Agency. 5. Audited statement of Accounts
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						<p>verified/certified by Chartered Accountant (with membership No.)</p> <ol style="list-style-type: none"> 6. Inspection Report. 7. List of beneficiaries Artisans with details. 8. Performance cum Achievement Report/ Documentation Report. 9. Bio Data of MCP/Designer/ Resource Person. 10. Photographs of events and soft copy and videography in soft copy with biometric attendance of artisans.
[c]	Human Resource Development	30 days	10	<p>[c] Smt. G.P. Sahayamari AD(Handicrafts) Tel No. 26177790 dchejs@nic.in hrd-dchc-textiles@gov.in</p>	<ol style="list-style-type: none"> 1. Processing of proposals received duly complete in all respects based on merit and as per the targets fixed for region, Handicrafts Marketing Service Extension Centre and other field formations within 30 days by Handicrafts Marketing Service Extension Centre. 2. Processing of reimbursement cases on merit within 30 days from the date of receipt. 3. Processing of proposals received from Asst. Directors Handicrafts Marketing Service Extension Centre and other field formations duly complete in all respects based on merit and as per the targets fixed for the region within 30 days by Regional Office, subject to availability of budget and with the condition that no UC is pending. 4. The proposals which are recommended for approval shall be forwarded to IFW and after concurrence 	<p><u>For fresh proposals</u></p> <ol style="list-style-type: none"> 1. Proposal in prescribed proforma. 2. Valid Registration Certificate. 3. Article & Memorandum of Association. 4. Bye-Laws/last Board meeting/AGM resolution. 5. Three years Balance Sheet, Annual Report & audited statement of accounts. 6. Affidavit in respect of Non Corrupt practice and validity of registration. 7. List of proposed beneficiaries as the case/intervention may be. 8. Details of proposed locations/DPR. 9. All document should be attested by Implementing Agency. 10. Copy of TISS Empanelled Certificate.

					<p>of IFW, sanction order shall be issued within 03 days subject to availability of budget and with the condition that no UC is pending.</p> <p>5. Receipt of proposal complete in all respects.</p> <p>6. Processing of proposal for approval from DC[H]/IFW.</p>	<p><u>For Reimbursement proposals</u></p> <ol style="list-style-type: none"> 1. Specific recommendations from Regional Director & Asst. Director concerned. 2. Verification report (gist of expenditure) in prescribed format. 3. Statement of Expenditure with mode of payment may be clearly specified. 4. Utilization Certification in GFR 19A duly verified/certified by Chartered Accountant and counter signed by Implementing Agency. 5. Audited statement of Accounts verified/certified by Chartered Accountant (with membership No.) 6. Inspection Report. 7. List of beneficiaries Artisans with details. 8. Performance cum Achievement Report/ Documentation Report. 9. Bio Data of MCP/Designer/ Resource Person. 10. Photographs of events and soft copy and videography in soft copy with biometric attendance of artisans.
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[d]	Direct Benefit to Artisans	Issuance of RGSSSBY Health Card	100	[d] Shri Mukesh Kumar AD(Handicrafts) Tel No. 26100049 dchejs@nic.in , welfare-dhc-textiles@gov.in	<p>1. The said Scheme is under process for merging with the Scheme of Ministry of Health and Family Welfare.</p> <p>▪ Insurance covered under Aam Aadmi Bima Yojana.</p> <p>1. Under the Group Insurance Scheme applications shall be submitted in field formation office of O/o DC(Handicrafts). On receipts of applications completed in all respect, cases shall be forwarded to LIC within 45 days subject to physical targets for respective field formation office.</p> <p>2. These applications shall be processed by LIC within 45 days and artisans to be enrolled under Aam Aadmi Bima Yojana & shall be entitled for all facilities under these schemes.</p> <p>3. All the cases pertaining to payment/benefits shall be processed by LIC for final disbursement within 45 days on receipt of claim complete in all respect.</p> <p>4. Monitoring the progress through various field offices.</p> <p>5. Fund released in phased manner and consequent fund released to Insurance company should achieve a claim outgoing ration of 70 %.</p> <p>6. It has been provided that all policies will come into effect in a single date.</p>	<p><u>For fresh proposals</u></p> <p>1. Proposal in prescribed proforma.</p> <p>2. Valid Registration Certificate.</p> <p>3. Article & Memorandum of Association.</p> <p>4. Bye-Laws.</p> <p>5. Last three years Balance Sheet & audited statement of accounts.</p> <p><u>For Reimbursement proposals</u></p> <p>1. Utilization Certification in GFR 19A.</p> <p>2. Monthly Performance Report & Monthly Medi-claim Report.</p> <p>3. Verification in respect of artisans covered from concerned Asst. Director, Marketing & Service Extension Centre/field formation.</p> <p><u>For settlement of claims</u></p> <p>1. Annual Utilization of funds.</p> <p>2. Monthly Report in respect of [i] artisans covered, [ii] Scholarship Settlement claims, [iii] Insurance Settlement claims. [iv] Credit card issued to artisans. [v] Monthly loan sanctioned.</p>
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(e)	Infrastructure and Technology Development Scheme	45 days	100	[e] Shri A.K. Sharma AD(Handicrafts) Tel No. 26100049 dchejs@nic.in infra-dhc-textiles@gov.in	<p><u>Category I</u></p> <ol style="list-style-type: none"> 1. Processing of proposals received from Regional Office/eligible organizations duly complete in all respects for administrative decision by Hqrs. Office within 45 days subject to availability of budget and with the condition that no UC is pending. 2. Processing of reimbursement cases on merit within 45 days from the date of receipt. 3. The proposals which are recommended for approval shall be forwarded to IFW and after concurrence of IFW, sanction order shall be issued within 30 days subject to availability of budget and with the condition that no UC is pending. <p><u>Category II</u></p> <ol style="list-style-type: none"> 1. In cases where it is felt that studies are required to be initiated in areas listed in R&D scheme, tender shall be floated in leading newspapers and through website. 2. Tender processed for administrative decision by Hqrs. Office within 45 days subject to availability of budget and provided that no UC is pending. 3. The proposals which are recommended for approval shall be forwarded to IFW and after concurrence of IFW, sanction order 	<p><u>For fresh proposals</u></p> <ol style="list-style-type: none"> 1. Proposal in prescribed proforma. 2. Valid Registration Certificate. 3. Article & Memorandum of Association. 4. Bye-Laws. 5. Three years Balance Sheet & audited statement of accounts. 6. Affidavit in respect of Non Corrupt Practice and validity of Registration. 7. Land document for the proposed project/Detailed Project Report. 8. All documents should be attested by Implementing Agency. <p><u>For Reimbursement proposals</u></p> <ol style="list-style-type: none"> 1. Specific comments/recommendation of Regional Director. Utilization Certification in GFR 19A. 2. Monthly Performance Report with photographs. 3. Verification report (Gist of expenditure) with mode of payment in respect of artisans covered from concerned Asst. Director, Marketing & Service Extension Centre/field formation.

					<p>shall be issued within 45 days subject to availability of budget and with the condition that no UC is pending.</p> <p>4. For reimbursement cases, in such category processing of same on merit within 30 days by Hqrs. Office.</p> <p>1. Receipt of proposal complete in all respects.</p> <p>2. Processing of proposal for approval from DC[H]/ IFW.</p>	<p>4. Utilization Certification in GFR 19A duly verified/certified by Chartered Accountant with membership No. and counter signed by Implementing Agency.</p>
	(B) Mega Cluster.	45 days	100	<p>Shri P.R.Saxena AD(Handicrafts) Tel No. 26172940 dchejs@nic.in infra-dhc-textiles@gov.in</p>	<p>Category I</p> <ol style="list-style-type: none"> 1. Processing of proposals received from Regional Office/eligible organizations duly complete in all respects for administrative decision by Hqrs. Office within 45 days subject to availability of budget and with the condition that no UC is pending. 2. Processing of reimbursement cases on merit within 45 days from the date of receipt. 3. The proposals which are recommended for approval shall be forwarded to IFW and after concurrence of IFW, sanction order shall be issued within 30 days subject to availability of budget and with the condition that no UC is pending. <p>Category II</p> <p>▪ In cases where it is felt that studies are</p>	<p>For fresh proposals</p> <ol style="list-style-type: none"> 1. Proposal in prescribed proforma. 2. Valid Registration Certificate. 3. Article & Memorandum of Association. 4. Bye-Laws. 5. Three years Balance Sheet & audited statement of accounts. 6. Affidavit in respect of Non Corrupt Practice and validity of Registration. 7. Land document for the proposed project/Detailed Project Report. 8. Copy of TISS empanelled Certificate in respect of NGO's 9. All documents t should be attested by Implementing Agency 10. Detailed Project Report (DPR).

				<p>required to be initiated in areas listed in R&D scheme, tender shall be floated in leading newspapers and through website.</p> <p>Tender processed for administrative decision by Hqrs. Office within 45 days subject to availability of budget and provided that no UC is pending.</p> <ul style="list-style-type: none"> The proposals which are recommended for approval shall be forwarded to IFW and after concurrence of IFW, sanction order shall be issued within 45 days subject to availability of budget and with the condition that no UC is pending. <p>For reimbursement cases, in such category processing of same on merit within 30 days by Hqrs. Office.</p> <p>1. Receipt of proposal complete in all respects.</p> <p>2. Processing of proposal for approval from DC[H]/ IFW.</p>	<p><u>For Reimbursement proposals</u></p> <ol style="list-style-type: none"> specific comments/ recommendation of Regional Director. Utilization Certification in GFR 19A. Performance cum Achievement Report. Audited Statement of Accounts (Head-wise). List of Machinery Purchased (Qty. and value). Recommendation of CMTA 	
[f]	Marketing Support & Services Scheme	30 days	100	<p>[f] Shri A.K. Mohanty AD(Handicrafts) Tel No. 26178675 25088049 dchejs@nic.in mkt-dhc-textiles@gov.in</p>	<ol style="list-style-type: none"> Processing of proposals received duly complete in all respects based on merit and as per the targets fixed for region, Handicrafts Marketing Service Extension Centre and other field formations within 30 days by Handicrafts Marketing Service Extension Centre. Processing of reimbursement cases on merit within 30 days from the date of receipt. Processing of proposals received from Asst. Directors Handicrafts 	<p><u>For fresh proposals</u></p> <ol style="list-style-type: none"> Proposal in prescribed proforma. Valid Registration Certificate. Article & Memorandum of Association. Bye-Laws. Three years Balance Sheet, Annual Report & audited statement of accounts. Affidavit in respect of Non Corrupt practice and validity of registration. List of proposed beneficiaries as

					<p>Marketing Service Extension Centre and other field formations duly complete in all respects based on merit and as per the targets fixed for the region within 30 days by Regional Office, subject to availability of budget and with the condition that no UC is pending. Processing of reimbursement cases on merit within 45 days from the date of receipt.</p> <p>4. Processing of proposals received from Regional Office duly complete in all respects for administrative decision by Hqrs. Office within 60 days subject to availability of budget and with the condition that no UC is pending. Processing of reimbursement cases on merit within 45 days from the date of receipt.</p> <p>5. The proposals which are recommended for approval shall be forwarded to IFW and after concurrence of IFW, sanction order shall be issued within 3 days by Hqrs. Office, subject to availability of budget and with the condition that no UC is pending.</p> <p>1. Receipt of proposal complete in all respects.</p> <p>2. Processing of proposal for approval from DC[H]/IFW.</p>	<p>the case/intervention may be.</p> <p>8. Details of proposed locations/DPR.</p> <p>9. All document should be attested by Implementing Agency.</p> <p>10. Expected footfalls and sales.</p> <p>11. Copy of TISS Empanelled Certificate.</p> <p><u>For Reimbursement proposals</u></p> <ol style="list-style-type: none"> 1. Specific recommendations from Regional Director & Asst. Director concerned. 2. Verification report (gist of expenditure) in prescribed format. 3. Statement of Expenditure with mode of payment may be clearly specified. 4. Utilization Certification in GFR 19A duly verified/certified by Chartered Accountant and counter signed by Implementing Agency. 5. Audited statement of Accounts verified/certified by Chartered Accountant (with membership No.) 6. Inspection Report. 7. List of beneficiaries Artisans with details. 8. Performance cum Achievement Report/ Documentation Report. 9. Bio Data of MCP/Designer/ Resource Person. 10. Photographs of events and soft copy and videography in soft copy with biometric
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						<p>attendance of artisans.</p> <p>11. Actual sales and footfalls.</p> <p>12. Details of publicity made.</p>
[g]	Research & Development	60 days	10	<p>[g] Shri Yogendra Pandey DD (Handicrafts) Tel No. 26104860 dchejs@nic.in</p> <p>randd-dhc-textiles@gov.in</p>	<p><u>Category I</u></p> <ol style="list-style-type: none"> 1. Processing of proposals received from Regional Office/eligible organizations duly complete in all respects for administrative decision by Hqrs. Office within 60 days subject to availability of budget and with the condition that no UC is pending. 2. Processing of reimbursement cases on merit within 45 days from the date of receipt. 3. The proposals which are recommended for approval shall be forwarded to IFW and after concurrence of IFW, sanction order shall be issued within 3 days subject to availability of budget and with the condition that no UC is pending. <p><u>Category II</u></p> <ul style="list-style-type: none"> ▪ In cases where it is felt that studies are required to be initiated in areas listed in R&D scheme, tender shall be floated in leading newspapers and through website. Tender processed for administrative decision by Hqrs. Office within 45 days subject to availability of budget and provided that no UC is pending. ▪ The proposals which are recommended 	<p><u>For fresh proposals</u></p> <ol style="list-style-type: none"> 1. Proposal in prescribed proforma. 2. Valid Registration Certificate. 3. Article & Memorandum of Association. 4. Bye-Laws. 5. Three years Balance Sheet, Annual Report & audited statement of accounts. 6. Affidavit in respect of Non Corrupt practice and validity of registration. 7. List of proposed beneficiaries as the case/intervention may be. 8. Details of proposed locations/DPR. 9. All document should be attested by Implementing Agency. 10. Copy of TISS Empanelled Certificate. <p><u>For Reimbursement proposals</u></p> <ol style="list-style-type: none"> 1. Specific recommendations from Regional Director & Asst. Director concerned. 2. Verification report (gist of expenditure) in prescribed format. 3. Statement of Expenditure with mode of payment may be clearly specified. 4. Utilization Certification in GFR 19A duly verified/certified by

				<p>for approval shall be forwarded to IFW and after concurrence of IFW, sanction order shall be issued within 45 days subject to availability of budget and with the condition that no UC is pending.</p> <p>For reimbursement cases, in such category processing of same on merit within 30 days by Hqrs. Office.</p> <p>1. Receipt of proposal complete in all respects.</p> <p>2. Processing of proposal for approval from DC[H]/IFW.</p>	<p>Chartered Accountant and counter signed by Implementing Agency.</p> <p>5. Audited statement of Accounts verified/certified by Chartered Accountant (with membership No.)</p> <p>6. Inspection Report.</p> <p>7. List of beneficiaries Artisans with details.</p> <p>8. Performance cum Achievement Report/ Documentation Report.</p> <p>9. Bio Data of MCP/Designer/ Resource Person.</p> <p>10. Photographs of events and soft copy and videography in soft copy with biometric attendance of artisans.</p>
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