

केन्द्रीय रेशम बोर्ड

(बस्त्र मंत्रालय - भारत सरकार)

केन्द्रीय कॉम्प्लेक्स, बी.टी.एम. लेआउट,
मडिवाला, बेंगलूरु-560 068.



CENTRAL SILK BOARD

(Ministry of Textiles - Govt. of India)

CSB Complex, B.T.M. Layout,
Madiwala, Bengaluru-560 068.

CSB-1(4)/2006/Grievance/Vig/Vol. IX

Date: 5 April 2016

OFFICE MEMORANDUM

Sub:- Disposal of public grievance – reg.

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Please find enclosed a copy of the Office Memorandum No. 10/1/2016-Coord dated 17.03.2016 received at Central Silk Board, Bangalore on 29.03.2016 from the Ministry of Textiles, New Delhi on the above subject which speaks for itself. It may please be ensured that the instructions / guidelines contained therein are meticulously adhered to while handling the Public Grievances at your end.

In this context, it is further stated that the Member Secretary, CSB has highlighted the fact that the Prime Minister has taken a decision to dispose of all the pending grievances with in a time limit of 60 days. The same may please be complied with.

P. Jayaprakash

[Dr. P. Jayaprakash] 5/4/16
Director [Tech]/
Grievance Officer

Encl : As above.

To

The Grievance Officer
in the Central Silk Board
(List Enclosed).



पो.वा.सं / P.B. No. : 6825

वेबसाइट / website : <http://csb.gov.in>



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Eco Friendly Indian Silk

Udyog Bhawan, New Delhi
17th March, 2016

OFFICE MEMORANDUM

Subject: Disposal of public grievances - reg.

Reference is invited to the instructions issued from time to time regarding strengthening of Grievance Redress Mechanism for redress of Public Grievances. It may be re-iterated that a grievance should be redressed within a period of maximum 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 should invariably be sent. In case it is not feasible to accede to the request made in the petition, a reasoned reply may be issued to the aggrieved citizen within the stipulated time limit of two months.

Hon'ble Prime Minister has been reviewing the redressal of public grievances by Ministries/ Departments during the PRAGATI video conference based monthly reviews. In this context, the following is required to be complied with

- i) While disposing of the public grievance, it may be ensured that focus is laid on the quality of disposal and well reasoned reply should be furnished to the citizen before closure of the grievance.
- ii) All possible efforts, including regular reviews and follow-ups with ground level officers, need to be made by all Ministries/ Departments for timely and comprehensive redressal of grievances.

All the officers are requested to ensure compliance of the above instructions.

This issues with the approval of competent authority.

A.K. Sharma

(A.K.Sharma)

Deputy Secretary to the Govt. of India
Tel. 2306 3736

1. Joint Secretaries - ST/AG/AMR/GN
2. EA
3. DC(HL)/ DC(HC)
4. Textiles Commissioner, Mumbai
5. Jute Commissioner, Kolkata
6. Member Secretary, CSB, Bengluru.
7. All Directors/Deputy Secretaries
8. All Under Secretaries

Copy for information to:

1. PPS to Secretary (Textiles)
2. PPS to AS(PS)

Stamp: 27 MAR 2016
File No. 7361

Udyog
AM has
follows admin. to
dispose of all grievances
pending
5 ST

Udyog

24/3
FD (A.K.Sharma)
28/3
To