

केन्द्रीय रेशम बोर्ड

(वस्त्र मंत्रालय - भारत सरकार)

केरेवो 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.

No. CSB-1(4)/2006/Grievance/ Vig./Vol.X

Date: 13 May 2016

Office Memorandum

Sub: Disposal of Public Grievances – regarding.

XXXXXX

In continuation to Central Office O.M.No.CSB-1(4)/2006/Grievance/ Vig./Vol.IX dated 5th April 2016 on the above subject, please find enclosed herewith a copy of the Office Memorandum No.10/1/2016-C&P dated 19th April 2016 received from the Ministry of Textiles along with its enclosure on the above subject, which is self-explanatory.

In the above said Office Memorandum, Ministry of Textiles has conveyed the observations of the Hon'ble Prime Minister during the PRAGATI (Pro Active Governance and Timely Implementation) Meeting held on 23.03.2016. It has been indicated therein that the Hon'ble Prime Minister has also desired that all efforts should be made to reduce the time taken for redress of a grievance from the existing 2 months period to 1 month.

The above instructions may be complied with strictly.

Encl: As above.


(Dr. Pradeep Kumar Mishra)
Director (Tech.) &
Grievance Officer

To



पो.बा.सं/ P.B. No. : 6825

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



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Eco Friendly Indian Silks

NC.10/1/2016-C&P
Government of India
Ministry of Textile

Udyog Bhawan, New Delhi
Dated 19, April 2016

OFFICE MEMORANDUM

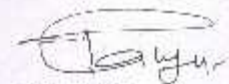
Subject:-Review of Grievances - PRAGATI (Pro Active Governance and Timely Implementation) meeting of 23.03.2016.

The undersigned is directed to say that during the PRAGATI interaction on 23.03.2016 'Analysis of handling of Public Grievances was taken up by the Hon'ble PM who made the following observations, viz.

- i) Secretaries, Addl. Secretaries, Joint Secretaries of all the Ministries/Departments should review grievances personally.
- ii) Ministries/ Departments should review and streamline their policies/ Procedures to tackle grievances expeditiously.
- iii) Maximum use of technology should be ensured.
- iv) The Hon'ble PM also desired that all efforts should be made to reduce the time taken for redress of a grievance from the existing 2 months period to 1 month.

2. A copy of DARPG OM NO.K-11022/1/2016-PG (part) dt:07.04.2016 received in this regard is enclosed.

3. All the officers are requested to take necessary action in complying with the instructions contained in DARPG communication ibid.



(R.K.Srivastava)

Under Secretary to the Government of India

To

1. Additional Secretary
2. Joint Secretaries- ST/AG/AMR/GN
3. Economic Adviser
4. Development Commissioner- (HL)/ (HC)
5. All Directors/ Deputy Secretaries/ Under Secretaries
6. PRAGATI File.

Copy to:-PPS to Secretary (T)

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22/4/2016

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A. K. Singh
22/4/16
38-1/16

No.K-11322/1/2016-PG (part)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

सचिव (पत्रिका)

Secretary (Textiles)

Diary No. 21458

Date 2/4/16

5th Floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi.
Dated : 7th April, 2016

OFFICE MEMORANDUM

Subject :- Review of Grievances - PRAGATI (Pro Active Governance and Timely Implementation) meeting of 23.03.2016

During the PRAGATI interaction on 23.03.2016, the issue regarding Analysis of handling of Public Grievances ^{was} done by DARPG for top 20 Ministries/ Departments receiving maximum number of grievances was taken up by the Hon'ble PM. A presentation on the issue was made by Secretary (DARPG). After the presentation the Hon'ble PM made the following observations, viz.

- Secretaries, Addl. Secretaries, Joint Secretaries of all the Ministries/ Departments should review grievances personally.
- Ministries/ Departments should review and streamline their policies/ procedures to tackle grievances expeditiously.
- Maximum use of technology should be ensured.
- Secretary, DARPG should send the analysis report to Secretaries of all the Ministries/ Departments on monthly basis.

The Hon'ble PM also desired that all efforts should be made to reduce the time taken for redress of a grievance from the existing 2 months period to 1 month.

2. The Department of Administrative Reforms and Public Grievances is reviewing the status of grievances, of various Ministries/ Departments, on qualitative basis, by taking up a random sample of 10 disposed and 5 pending grievances. The analysis report is being sent to the concerned Secretaries for their perusal and necessary action.

3. Accordingly, all Ministries / Departments are requested to note the above instructions for strict compliance to ensure effective redress of public grievances and to dispose of grievances as per above.

(Sumita Dasgupta)

Director of Grievances (DARPG)

J.S (AMG)

To

Secretary, Ministry of Textiles, Udyog Bhavan, New Delhi-110108.

Secretary,
Ministry of Textiles,
Udyog Bhavan,
New Delhi-110108.

U.S. R. I. S.
We may circulate to all concerned

J.S. Prasad
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1/4/16

Secretary (Textiles)