



केन्द्रीय रेशम बोर्ड CENTRAL SILK BOARD

(वस्त्र मंत्रालय, भारत सरकार Ministry of Textiles - Govt. of India)

केरेबो कॉम्प्लेक्स, बीटीएम लेआउट, मडिवाला

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CIRCULAR

Sub: Launch of Central Silk Board – Grievance Redress and Monitoring System (CSB-GRAMS) portal – Reg.

CSB-GRAMS is an online portal developed by the Central Silk Board specifically for its Employees, Pensioners, and Farm workers to lodge, track and resolve their grievances related to service or pension matters efficiently. The key features of the CSB-GRAMS portal are: -

- Online submission and real-time tracking of Grievances
- Transparent resolution process with status updates
- User-friendly Interface
- Secure Platform

It is to inform that as per the DoPT OM F. No. 11013/08/2013-Estt. (A-III) dated 31.08.2015, Grievances of Government employees regarding their service matters, including disciplinary proceedings, etc., will not be considered as Grievances, unless the aggrieved employee has already exhausted all the prescribed channels. In the above context, all the employees are advised to file their Grievances, if any, in the CSB-GRAMS portal before filing in the CPGRAMS.

The portal is available at the URL <https://csbgram.csb.gov.in> and is currently accessible to working employees. It will soon be available to all Pensioners and Farm Workers of CSB.

All grievances have to be routed through the CSB-GRAMS portal. Employees of the CSB are advised to register in the CSB-GRAMS portal and submit their grievances, if any, through the CSB-GRAMS portal.

(Rajiv S Kittur, IRS)

Joint Director (Admin)

To

1. All the Institutes of CSB. The Directors are advised to circulate the circular among the staff working under their control, besides posting/uploading/placing the circular on the Institute website and the notice Board.
2. The Deputy Director (Comp), CO, CSB, with a request to upload the circular on the CSB website.
3. Notice Board.