

केन्द्रीय रेशम बोर्ड (वस्त्र मंत्रालय - भारत सरकार) केरेबो कॉम्प्लेक्स, बी टी एम लेआऊट, मडिवाला, बेंगलूरु - 560 068		CENTRAL SILK BOARD (Ministry of Textiles - Govt. of India) CSB Complex, BTM Layout Madiwala, Bengaluru - 560068 http://www.csb.gov.in ई मेल-E-Mail: grievance.csb@nic.in दूर भाष Phone No : 26282609
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CIRCULAR

//Through E-mail only//

Sub: Creation of Grievance Redressal Page & link of Video Conferencing (VC) on Ministry of Textiles website - Reg.

It is brought to the notice of all concerned that an additional system for receiving grievances through virtual mode from the general public in addition to that of DARPG grievance portal has been created and is operational through the official Website of the Ministry of Textiles.

2. In this regard, all the Institutes under CSB are requested to take appropriate action to reach a wider audience/increase the outreach through floating the message containing "Ministry of Textiles announces the launch of the Grievance Redressal Page & Video Conferencing Link at <http://texmin.nic.in>. The Public Grievance Cell now accepts online submissions at <http://pgportal.gov.in> for issues related to the Ministry on the website of organisations under Ministry also same needs to be amplified on various social platforms through Social Media Cell.

3. A Video Conferencing (VC) link shall be made active/ operative on the website of the Ministry of Textiles at <http://texmin.nic.in> for one hour every week on Thursday from 10:30 AM to 11:30 AM for receiving/resolving grievances/complaints from the applicants.


(Dr. S. Manthira Moorthy)
Director (Tech) &
Grievance Officer

To

1. All the Directors of the Institutes, CSB with a request to upload the circular in the Institute's website for wider publicity besides placing on the Institute's Notice Board.
2. The Deputy Director (Comp), CO, CSB with a request to upload the circular in the CSB website.
3. The Assistant Director (Publicity), CO, CSB with a request for wider publicity through various social media platforms.