USER MANUAL

CENTRAL SILK BOARD - GRIEVANCE REDRESS AND MONITORING SYSTEM (CSBGRAMS)

CENTRAL SILK BOARD
BTM LAYOUT, MADIWALA, BENGALURU – 560068

The url of the CSB-GRAMS is http://csbgram.silkboard.in

Homepage:

ABOUT CSBGRAMS

Central Silk Board Grievance Redress and Monitoring System (CSB-GRAMS) is an online platform available 24x7 to the Employees/Pensioners/Farm Workers of the Central Silk Board, Ministry of Textiles, Government of India, to lodge their grievances to the Competent Authority, CSB, on any subject related to service matters. It is a single window for receiving grievances by the CSB in respect of all the Institutes spread across India under the Central Silk Board.

Prior to filing of Grievances in this portal, the complainant ought to have made a representation to the Competent Authority through the proper channel for resolution. If the complainant has not received a reply even after considerable time or the complainant is not satisfied with the resolution provided, the complainant can file a Grievance in CSB-GRAMS by referring to the complainant's representation and its' reply.

The status of the grievance filed in CSB-GRAMS can be tracked with the unique registration ID provided at the time of registration of the complaint. CSB-GRAMS also provides an appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer. After the closure of the grievance, if the complainant is not satisfied with the resolution, the complainant can provide feedback. If the rating is 'poor', the option to file an appeal is enabled. The status of the appeal can also be tracked by the petitioner with the grievance registration number.

Issues which are not taken up for redress :
- RTI Matters
- Court related / Subjudice matters
- Religious matters
- Suggestions
- Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015

Grievance Officer, CSB:

Shri P. Sivakumar, IFS,
Member Secretary,
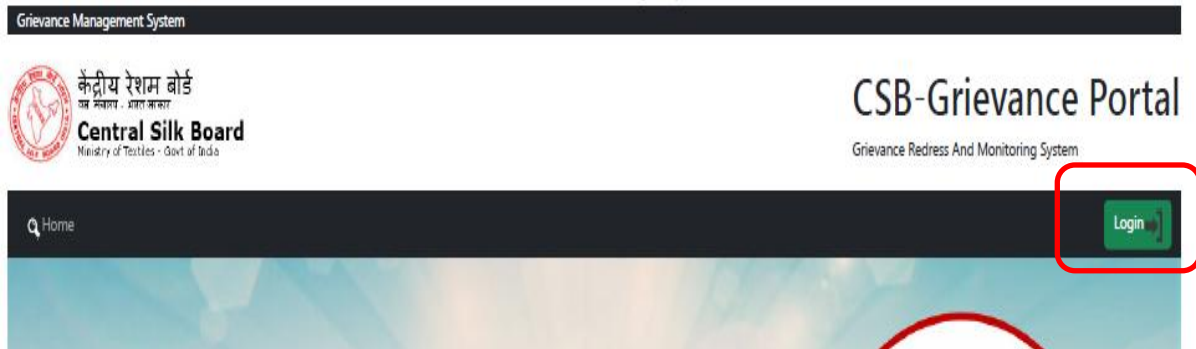Central Silk Board,
Bengaluru.
grievance.csb@nic.in
For reporting/support on technical issues send email at: cs[dot]csb[at]nic[dot]in

For Registration:

- In order to file a grievance, one-time registration is required by the Users.
- For one-time registration, click on the login link at the top right corner of the Homepage and then click on the **Create new** button. A registration page will be opened.

- The user needs to fill out all the mandatory fields in the registration form and the given details should match with the Official records. After filling in all the details click on **Register**.

- Upon clicking the **Register** button, an OTP shall be sent to their registered mobile number. The User has to enter the six-digit OTP and click on **Login** button.
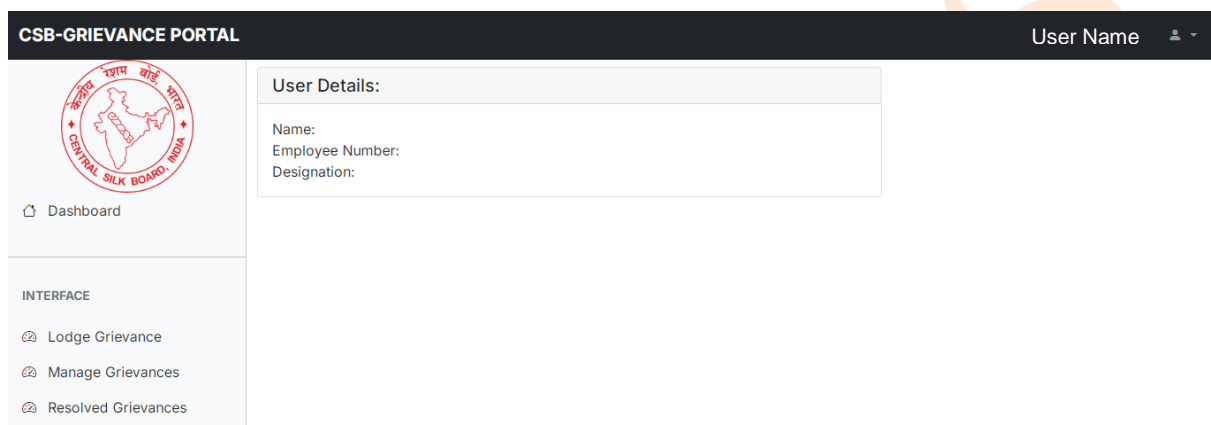
OTP Login

OTP has been sent on Your Mobile Number.

OTP   Enter OTP

Login

- Upon clicking the **Login** button, the Dashboard page of the User will appear.

CSB-GRIEVANCE PORTAL   User Name ⌄

User Details:

Name:
Employee Number:
Designation:

🏠 Dashboard

INTERFACE
🕮 Lodge Grievance
🕮 Manage Grievances
🕮 Resolved Grievances

For login:

- In order to login, click on the login link at the Homepage and give the registered email ID and password and click on the **Login** button.

CSB Grievance Portal
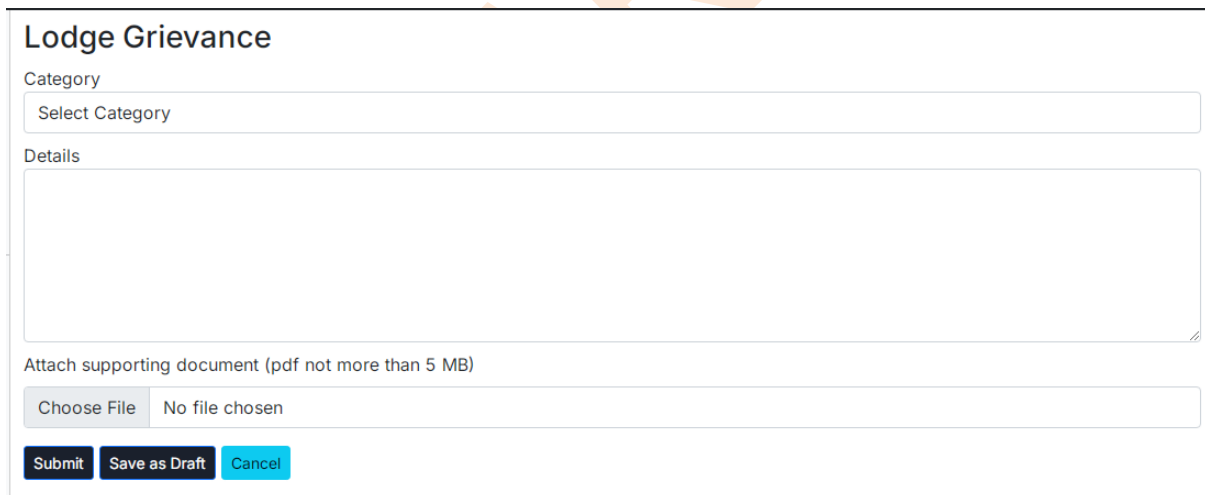
Please login to your account

email address
Username

Password

Log in   Forgot password?

Don't have an account?   Create new

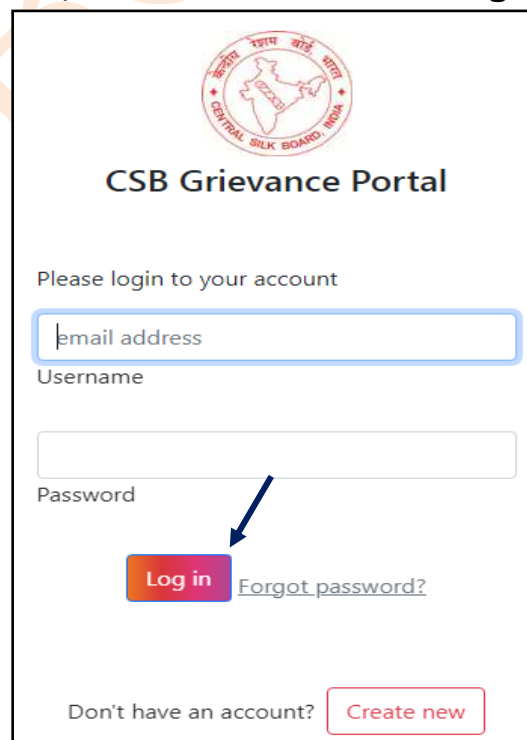- The dashboard page will appear where the User can file a grievance and can view/track their filed grievances. For filing a new grievance, click on the **Lodge** grievance button.

- **Category:** Specify the category of the Grievance from the dropdown list.

- **Details:** A brief description of their Grievance may be written.

- **Attach Supporting documents:** The User may attach any supporting documents in PDF format not exceeding 5MB.

- After giving the details of their Grievance, the User may submit the grievance by clicking on the **Submit** button/save the draft (for reviewing &submitting later) by clicking on the **Save as Draft** button.

Lodge Grievance

Category

Select Category

Details

Attach supporting document (pdf not more than 5 MB)

Choose File   No file chosen

Submit   Save as Draft   Cancel

- Upon clicking the **Submit** button, the grievance will be submitted to the Grievance Officer for redressal and a Unique case ID will be generated and a User can track his/her grievance through the Unique case ID.

Manage Grievances

Lodge Grievances

Displaying 9 of 9 records.

No.	Case id	Category	Applicant	Status	Posted On	Submit/Draft	Actions
1	5975-1724649368	Claims/Reimbursement	Name	Open	1 second ago	Submitted	View

Lodge Grievance

Category

Select Category

Details

Attach supporting document (pdf not more than 5 MB)

Choose File   No file chosen

Submit   Save as Draft   Cancel

- Upon clicking the **Save as Draft** button, the grievance will be saved as a draft.

Manage Grievances

Lodge Grievances

Displaying 10 of 10 records.

No.	Case id	Category	Applicant	Status	Posted On	Submit/Draft	Actions
1	Draft-1724649474	Recruitment	Name	Open	38 seconds ago	Draft	Edit Delete

- In order to submit/edit a draft Grievance, the User may click on the edit button and click on the **Submit** button to submit the Grievance to the Grievance Officer (or) click on the **Delete** button to delete the draft Grievance.

MANAGE GRIEVANCES:

- The User can view their submitted/draft grievances by clicking the **Manage Grievances** tab on the dashboard.

CSB-GRIEVANCE PORTAL   User Name

User Details:

Name:
Employee Number:
Designation:

Dashboard

INTERFACE

Lodge Grievance
Manage Grievances
Resolved Grievances

Manage Grievances

Lodge Grievances

Displaying 10 of 10 records.

No.	Case id	Category	Applicant	Status	Posted On	Submit/Draft	Actions
1	Draft-1724649474	Recruitment	Name	Open	38 seconds ago	Draft	Edit Delete
2	5975-1724649368	Claims/Reimbursement	Name	Open	2 minutes ago	Submitted	View

- The users can view the status of their submitted grievances by clicking on the **View** button of the concerned Unique case ID.

Claims/Reimbursement

by   Name of the Employee

Medical Bill

Grievance Details:

Posted on: 26-08-2024
Status: - Pending

RESOLVED GRIEVANCES:

- The users can view their resolved grievances by clicking the resolved grievances tab on the dashboard.

Resolved Grievances
Displaying 5 of 6 records.

No.	Case id	Ctegory	Applicant	Actions
1	5975-1722337886	Vrs	Name	Resolve View
2	5975-1722337514	Medical Claims	Name	Resolve View
3	5975-1722337497	R & D	Name	Resolve View
4	5975-1722337240	Claims/Reimbursement	Name	Resolve View
5	5975-1722255622	Vigilance	Name	Resolve View

« Previous   Next »
Showing 1 to 5 of 6 results

- A total of 05 latest resolved grievances will be displayed. For viewing the older resolved grievances the user may click on the **Next** button.

- In order to view the reply of the Competent Authority, click on the **Resolve View** button.

Category - R & D

Case Id 5975-1722337497

Resolved on 30-07-2024

your grievance is resolved

Attachement File - View