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Ministry of Rural Development
Department of Rural Development
Mahatma Gandhi NREGA Division

Krishi Bhawan, New Delhi
Date: 07-04-2017

To
The Commissioner-Cum-Secretary/ Secretary/ Pr. Secretary
Department of Rural Development and Panchayati Raj
All States and UTs

Subject: Suggestive Framework on MGNREGA Citizen Information Boards and Wall Writings

Madam/ Sir,

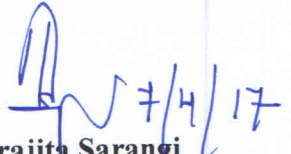
Citizen Information Boards and Wall Writings are integral part of 'Janata Information System' for mandatory proactive disclosure of basic information to all common people and stakeholders as per Para 25, (a) Schedule-I of Mahatma Gandhi National Rural Employment Guarantee Act, 2005. The Ministry has been emphasizing the installation of durable Citizen Information Boards at every worksite in the monthly communications.

During various State visits and the presentations made by States on different occasions, the Ministry has come across good practices regarding Citizen Information Boards and Wall Writings. A Consultation was organized with States namely, Andhra Pradesh, Bihar, Maharashtra, Manipur and Odisha on 8th February 2017 to seek their views on the practices they followed with respect to Citizen Information Boards and Wall Writings.

Based on the deliberations, the Ministry has developed a **Suggestive Framework on Citizen Information Boards and Wall Writings** for implementation across all States and UTs. The Suggestive Framework is enclosed herewith for your perusal. All States and UTs are requested to adopt the Framework for all worksite Citizen Information Boards and Wall Writings with necessary customization, if need be, in FY 2017-18.

Encl: As above

Yours faithfully


Aparajita Sarangi
(Joint Secretary, MGNREGA)

Copy to:

1. All Directors and Deputy Secretary (MGNREGA)
2. IEC Team Members
3. NIC (for uploading on website)

**Suggestive Framework
(Citizen Information Boards and Wall Writings)**

**Mahatma Gandhi National Rural Employment Guarantee Act
Department of Rural Development
Ministry of Rural Development
Government of India**

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1. Background

As per **Para 25, (a) Schedule-I of Mahatma Gandhi National Rural Employment Guarantee Act, 2005:**

Mandatory proactive disclosure of basic information to all common people and stakeholders using a 'Janata Information System' consisting of:

- (1) **Display at each worksite** the 'Janata' estimate of the work – showing the details of the work, estimated labour days, quantities of materials to be used in local terminology and item-wise cost of the estimate.
- (2) **Display on prominent walls** or public boards in the village: job cards list, number of days of work provided and the wages paid to each job card holder; and entitlements provided under the Act.
- (3) **Display through boards at the Gram Panchayat Office:** shelf of projects approved, year-wise works taken up or completed by Gram Panchayats and Line Departments, employment provided, funds received and expenditure, list of materials with qualities used in each work, rates at which the material was procured.

Para 2.9.6 of the Master Circular (FY 2016-2017), Mahatma Gandhi NREGA, 2005 on Mandatory Proactive Disclosure states:

State Governments are requested to ensure proactive disclosure of information and records to all common people and stakeholders using a 'Janata Information System' consisting of disclosures at the worksite, wall paintings, Gram Panchayat Notice Boards and Mahatma Gandhi NREGA Website.

Continuous efforts are being made by the Ministry of Rural Development in coordination with the States and Union Territories (UTs) to ensure proper implementation of the programme and for enhancing the transparency and accountability in the processes. Social audit mechanisms, introduction of the Seven Registers, Aadhar number usage and the geo-tagging of all assets under Mahatma Gandhi NREGA are initiatives aimed at making the implementation process transparent and accountable.

At the grass root level, the basic source of information available for general public is the Citizen Information Board at every worksite and Wall Writings in the Gram Panchayat. These are not only tools for providing information, but also act as the medium for enhancing visibility, transparency and creating awareness about the programme.

Citizen Information Boards are to be placed at every Mahatma Gandhi NREGA work site across the country. Wall Writings are done at the Gram Panchayat Bhawans and other locations. These writings display information about the entitlements of Mahatma Gandhi NREGA, shelf of works in the Gram Panchayat, procedure of applying for a Mahatma Gandhi NREGA Job Card, etc. The Ministry has been emphasizing installation of durable Citizen Information Boards preferably made of cement and concrete at every worksite in the monthly DO communications and during monitoring visits and other field visits.

However, there has been no suggestive framework done to define the details that should be displayed on the Citizen Information Boards or Wall Writings. Hence, based on the observations of the Ministry and in consultation with the States, it is hereby proposed to list out the elements for the standardisation of the Citizen Information Boards and Wall Writings under Mahatma Gandhi NREGA across the country.

2. Learnings from the field

The proposal to develop a suggestive Framework for standardising the Citizen Information Boards and improve the Wall Writings on Mahatma Gandhi NREGA was a result of the learning from the field. Observations during series of field visits to various parts of the country, review of the ongoing practices in States/ UTs, analysis of the guidelines issued on Citizen Information Boards and Wall Writings by many States/ UTs, and consultation meetings paved the way for development of the Framework.

Observations

Despite being a vital tool of information and communication, Citizen Information Boards at the worksites across the country are installed with widespread variations in design, content, layout and other important aspects. In many cases, the MGNREGA Programme Logo is missing from the boards. Low visibility of the information boards is also noticed, and hence the location and placement of the board becomes a major concern. The colour used in the Citizen Information Board also varies from yellow to green, brown and blue. The dimension of the boards are not standardised. Different materials including tin, flex sheets, bricks, etc. are used for the construction and installation of boards, and certain other materials which raise concern about the durability of the structure.

Consultation

The need was to address the above mentioned issues in order to standardise the Citizen Information Boards and Wall Writings across the country. In this regard, a Consultation meeting cum workshop was organised in New Delhi with the States of Andhra Pradesh, Bihar, Maharashtra, Manipur and Odisha on 08 February 2017. The objective of the meeting was to understand the best practices in place, and to seek views from the field on developing the suggestive framework. Andhra Pradesh and Odisha had already issued State guidelines on Citizen Information Boards specifying intricate details such as the dimension of the board structure, content, colour coding, material to be used, cost etc. Bihar is using marble stone for making the Citizen Information Boards that ensures durability. Maharashtra had guidelines in place for Wall Writings.

The Ministry also analysed the State level Guidelines on Citizen Information Boards issued by Andhra Pradesh, Odisha, Karnataka, West Bengal, and few other States. Based on learnings from all the sources mentioned above, a suggestive Framework for standardizing the Citizen Information Boards and Wall Writings across the country has been prepared.

3. Framework

3.A Citizen Information Board

Para 25, (a) Schedule-I of Mahatma Gandhi National Rural Guarantee Act 2005 mandates that the Citizen Information Board be available at every worksite. The following are the basic/ minimal needs that should be ensured and standardised in every Citizen Information Board placed at every Mahatma Gandhi NREGA worksite across the country to ensure transparency along with parity in sharing of information to the citizen.

1. Information
2. Shape and dimensions
3. Layout
4. Material usage
5. Cost
6. Installation and placement
7. Implementation

1. Information

Language: The Board will be written in the regional language for easy understanding of the common masses.

Content: All the information pertaining to the work should be written on front side of the board. The back side of the Citizen Information Board may be used as an IEC tool for displaying information such as important features of the Mahatma Gandhi NREGA programme, process of obtaining work, etc.

The front side of the board may contain the following:

- a. Mahatma Gandhi NREGA Logo on top left. State/ UT logo if available should be placed on top right.
- b. Programme name - MGNREGA written below the logos in bold letters.
- c. Details of location: GP name, Block name, District name
- d. Name/s of the implementing Agency/s:
(in case of convergence mention cost break-up also)
- e. Name of the work:
- f. Project Estimate (in lakhs):
- g. Start date of work:
- h. End date of work:
- i. Labour component and Material Component (in Rupees):
- j. Number of Person-days generated:
- k. Unit of measurement (Dimensions/Area/Length/km etc.):
- l. Daily wage rate (in Rupees):
- m. Name of executing agency:
- n. Name and contact of the Lokpal/ Ombudsman/ Social Audit Unit/ Toll free no for grievance redressal (if available):

2. Shape and dimensions

The shape of the Citizen Information Board will be rectangular. The top edge of the board shall be pointed upwards with sides inclined at 20 degrees with horizontal. The size for Citizen Information Boards for Individual work and Community work are as suggested below:

Individual work: at least 0.6m (2ft) width X 0.9m (3ft) height (clear dimensions)

Community work: at least 0.9m (3ft) width X 1.2m (4ft) height (clear dimensions)

(Refer Annexure 1 for illustrations)

3. Layout

Individual Work: Background yellow, border of the board and text in black colour.

Community Work (front side of the board): Background yellow, border of the board and text in blue colour.

In both cases, Mahatma Gandhi NREGA will be written on top in bold. Rest of the content will be written in regular style. Refer Annexure 1 for illustrations.

4. Material usage

Citizen Information Board must be built using durable material such as bricks masonry, concrete block masonry, RCC, pre-cast RCC units, ferro-cement, stone slab, etc. considering the structural limitations. Durability in this situation is defined as permanence by virtue of the power to resist stress or force for at least a period of 10 years. Use of materials such as tin, iron, flex sheets etc. are strictly prohibited. Use of locally available material such as *kadapa* slab, marble stone, *tandur* slab etc. are encouraged depending on the availability, durability, cost of the material and the ability to paint/ engrave the prescribed details on the material.

Oil paint or other material that is available locally and will remain permanent or for a longer duration may be used to write the information on the board. Boards made of marble stone or similar materials may be engraved with details.

5. Cost

Cost of the Citizen Information Board has to be part of the work estimate. Keeping in mind the different kind of materials that can be used for construction of the board, the given dimensions, the rate of materials in various parts of the country and other costs involved, the cost of the Citizen Information Board shall not be more than Rs.3,000 in case of individual work, and Rs.5,000 for community work. Refer Annexure 2 for detailed estimate. The cost is suggestive and payment shall be made as per actual work done based on relevant SOR ensuring that the upper limit is not exceeded.

6. Installation and placement

All worksites must have a Citizen Information Board. While it is mandatory for all community assets to have a separate Citizen Information Board, individual assets which have a wall

space available at the front side (visible area) with the dimensions mentioned above, may have the option of displaying the contents of Citizen Information Board on the wall itself.

The Citizen Information Board may be installed on or before the commencement of the work in all cases except the individual works which may be using the wall space of an asset for displaying the information. The format as per content mentioned above (Illustration in Annexure 1) shall be displayed on the information board at the beginning itself, and the available information should be filled in. The remaining information may be filled in on availability of details on completion of the work. It is utmost important to ensure that the Citizen Information Board is placed in front/vicinity of the worksite, keeping visibility in mind. The boards should not be placed at the backside or inside of the work.

7. Implementation

The States/ UTs may ensure that the Citizen Information Boards incorporating the above mentioned specifications may be installed for all the works undertaken from April 2017. The existing Citizen Information Boards may remain. However, in case a Board need to be placed/ updated/ re-built for any existing work, the suggestions given in this Framework may be taken into consideration.

The above-mentioned elements are only the minimal requirements that need to be ensured in the Citizen Information Boards, and the States/ UTs are encouraged to add more detail and make the best possible use of Citizen Information Boards for transparency and enhancing the reach and visibility of the programme.

The Gram Rozgar Sahayak (GRS) has the prime responsibility to install the Citizen Information Board at every work site before the commencement of the work. The GRS also needs to ensure that a photograph of the Citizen Information Board should mandatorily be made part of the case record of the work in the work file.

The concerned Technical Assistant will be responsible for the quality aspect of the Board. He/ She will be responsible for ensuring that the Boards are installed and present at every worksite. The works will not be closed until the Citizen Information Boards are placed at the worksites and entry to that effect is made in the MIS.

3.B Wall Writings

Wall Writings are mandated under Mahatma Gandhi NREGA, and are seen on the walls of Gram Panchayat Bhawan and other common places in the Gram Panchayat like Anganwadi Centres, Bharat Nirman Seva Kendras, school boundary walls, food storage godown buildings etc. The information related to Mahatma Gandhi NREGA should reach the masses in a proactive and transparent manner, and Wall Writing is one such IEC tool. Wall Writing is also essential in enhancing the visibility of the programme.

The following are the basic/ minimal requirements that are suggested for Wall Writings on Mahatma Gandhi NREGA:

1. Information
2. Shape and dimension
3. Layout
4. Cost
5. Placement and visibility
6. Implementation

1. Information

Language: The Board will be written in the regional language for easy understanding of the common masses.

Content: The below mentioned is the basic format for Wall Writings:

- a. Mahatma Gandhi NREGA Logo on top left. State/ UT logo if available shall be placed on top right.
- b. **'MERA GAON MERA MGNREGA'** may be mentioned beneath the logos on all Wall Writings.
- c. Suggestive information/content that may be displayed through text and/or illustrations on the Wall Writings:
 - Entitlements of Mahatma Gandhi NREGA through bullet points
 - Maps depicting assets created under MGNREGA in the Gram Panchayat
 - Basic processes such as applying for job card, demanding for work etc. may be depicted through illustrations
 - Shelf of works in the Gram Panchayat may be listed (with material and labour component of each work)
 - List of permissible works may be listed
 - Details of social audit findings, as far as possible
 - Display of detailed list of payments made to all MGNREGA workers in the previous financial year at the Gram Panchayat/ ward level
- d. Existing daily wage rate (in Rs.) may be included in all Wall Writings
- e. Toll free number, if available may be included in all Wall Writings

The above mentioned are only suggestive, and the States/ UTs may incorporate other information into the Wall Writing. Sample Wall Writings are included in Annexure 3.

2. Shape and dimensions

The preferred shape of the Wall Writing is rectangle. The minimum dimension of the Wall Writing is suggested to be of width 2m (7ft) X height (1.2m) 4ft. The Wall Writings may be done on the walls of the Panchayat Bhawan, community centers, Bharat Nirman Seva Kendras and other places keeping in view the visibility of the same.

3. Layout

The background color of the Wall Writing should preferably be yellow, and the border and text may be in blue color. However, in case of Wall Writings where there is pictorial representation or graphics used, the colors may be used appropriately. Mahatma Gandhi NREGA will be written on top in bold, with Mahatma Gandhi NREGA logo on left, and State/ UT logo (if available) on the right.

4. Cost

The cost of the Wall Writing may be booked under the administrative cost released to the State/ UT by the Centre. The Block Development Officer (BDO) will be in-charge of ensuring that Wall Writings are done using the administrative cost in every Gram Panchayat in the Block.

5. Placement and visibility

The Wall Writings may be done at different places in the Gram Panchayat which is accessed by masses. Visibility needs to be kept in mind while choosing the location. Gram Panchayat Bhawans, Bharat Nirman Seva Kendras, back side of the Citizen Information Boards and other similar locations may be identified for this purpose. Wall space of private properties may also be sought for Wall Writings. For example, Andhra Pradesh provides 10 per cent rebate in house tax to private parties providing space for wall writing. Similar measures may be adopted by States/ UTs for encouraging Wall Writings in villages.

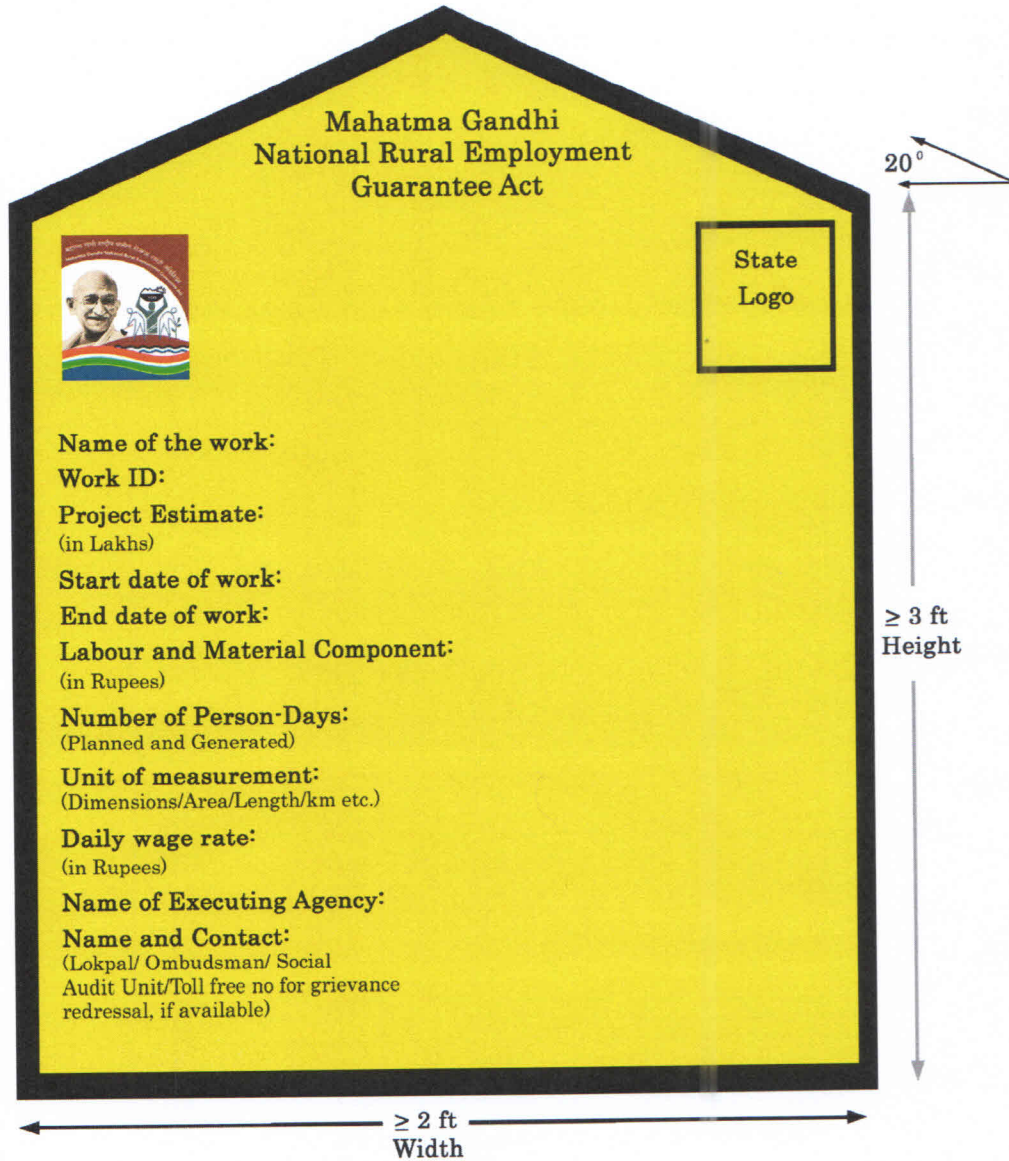
6. Implementation

The States/ UTs may ensure that the Wall Writings incorporating the above-mentioned specifications may be installed in the Gram Panchayats w.e.f 01 April 2017. The existing Wall Writings may remain. The Wall Writings may be updated at least once in a year.

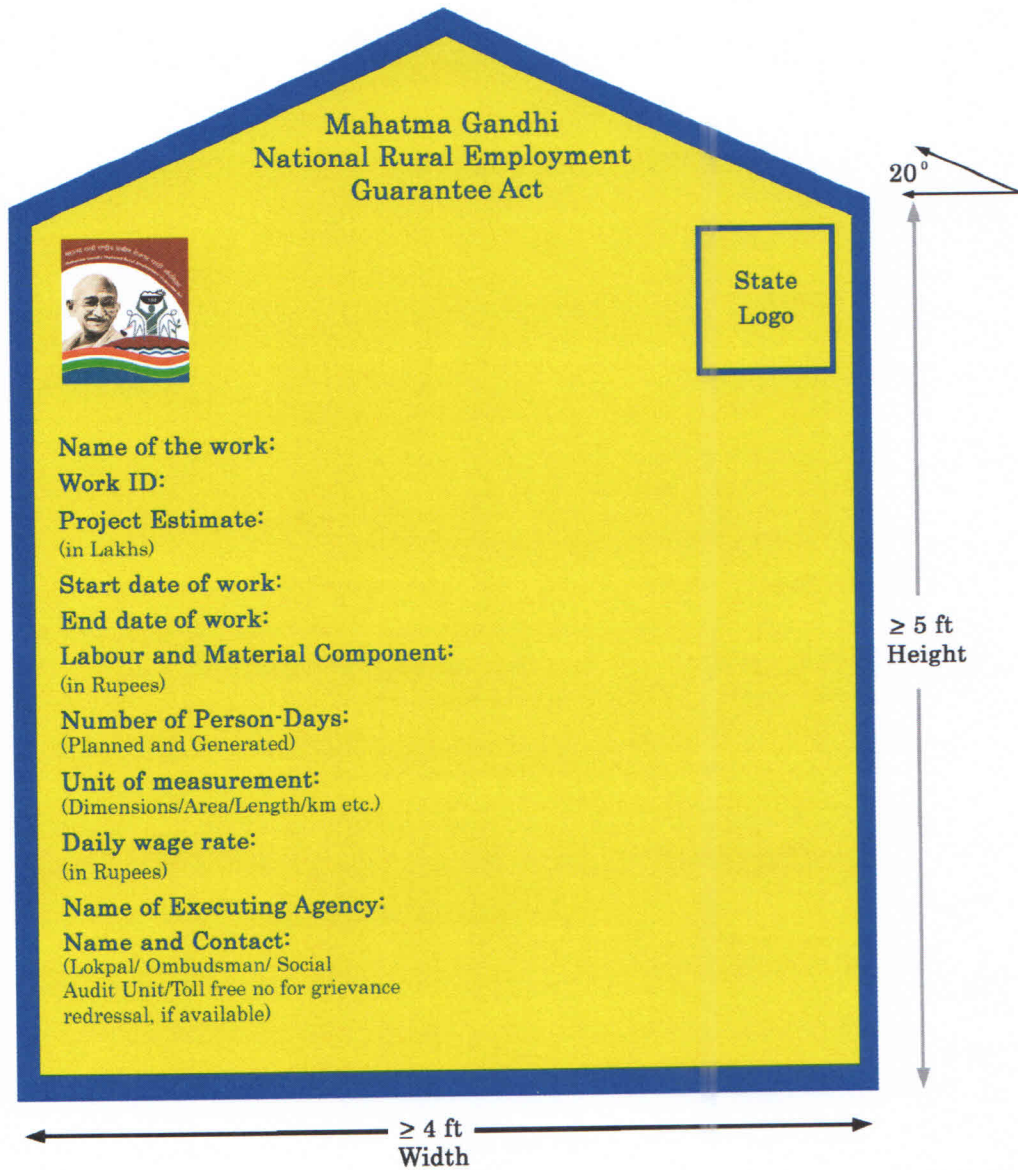
The cost of the Wall Writings will be met from the Administration Cost, and the Block Development Officer will have the prime responsibility of ensuring that the Wall Writings are done in every Gram Panchayat under his/ her jurisdiction. The Gram Rozgar Sahayak (GRS) or the person in-charge has the prime responsibility for implementing the same in the Gram Panchayats. S/he will be responsible for getting the message painted on the walls.

The GRS along with the Gram Panchayat members may decide on the spaces/ walls in the Gram Panchayat that may be used for Wall Writing. The GRS is also responsible for regular updation of detail (at least annually) on the Wall Writings. The State may decide to take the support from Self-Help Groups, mates or other locally available resources for regular updating of data and monitoring of the same.

SAMPLE CITIZEN INFORMATION BOARD FOR INDIVIDUAL AND HOUSEHOLD WORK



SAMPLE CITIZEN INFORMATION BOARD FOR COMMUNITY WORK

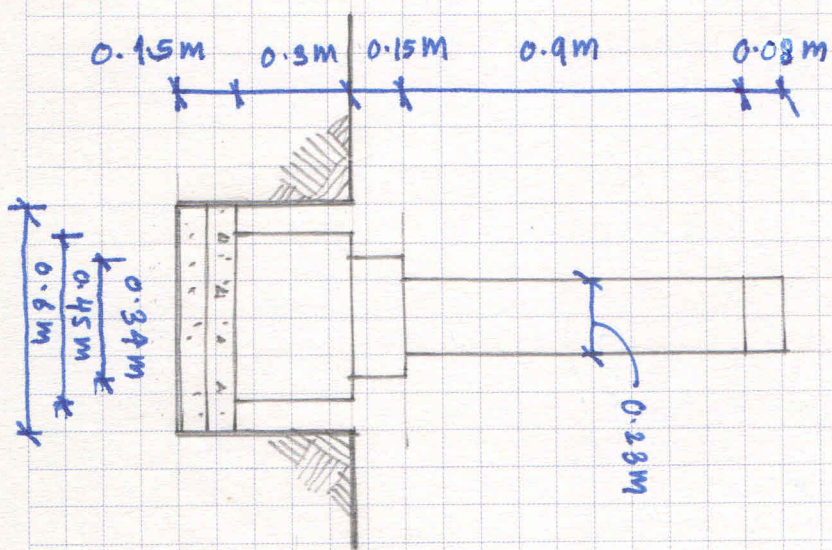


ANNEXURE-2

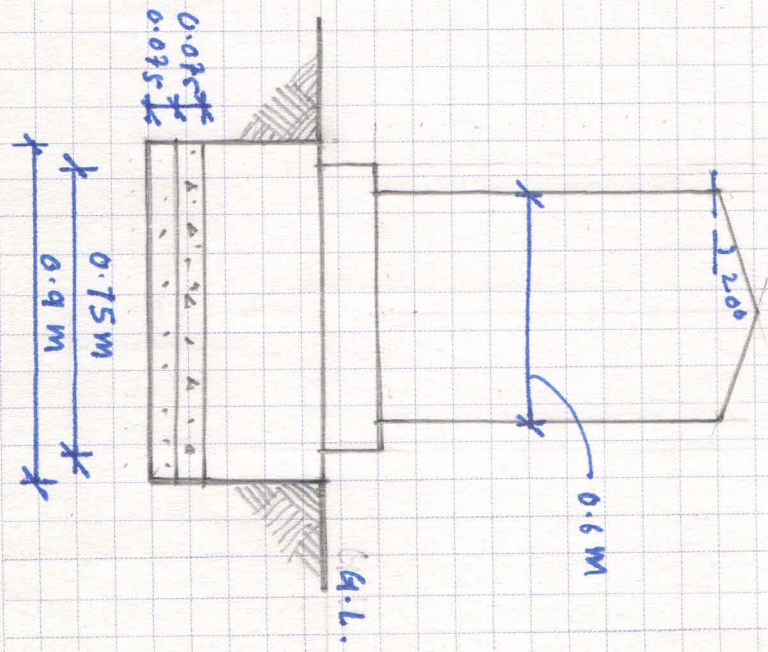
Based on CPWD DSR - 2016							
S. No.	Description	Unit	Rate	Size 0.6m X 0.9m		Size 0.9m X 1.2m	
				Qty	Amount	Qty	Amount
1	Earth work in excavation by manual means in foundation trenches or drains (note exceeding 1,5 m in width or 10 sqm on plan) including dressing of sides and ramming of bottoms, lift upto 1.5 m, including getting out the excavated soil and disposal of surplus excavated soil as directed, within a lead of 50 m- all kinds of soil.	cum	166.4	0.24	39.94	0.32	53.25
2	Filling available excavated earth in trenches, plinth sides of foundations etc in layers not exceeding 20 cm in depth, consolidating each layer by ramming and watering, lead up to 50 m and lift upto 1.5 m	cum	125.75	0.04	5.03	0.05	6.29
3	Providing and laying in position cement concrete of specified grade excluding the cost of centering and shuttering - All work upto plinth level - 1:4:8(1 cement : 4 : coarse sand : 8 graded stone aggregate of 40 mm nominal size)	cum	4478.15	0.04	179.13	0.05	223.91
4	Brick work with common burnt clay FPS bricks of class designation 7.5 in foundation and plinth in cement mortar 1:6 (1 cement : 6 coarse sand)	cum	4751.65	0.29	1377.98	0.47	2233.28
5	15 mm cement plaster of mix 1: 6 91 cement : 6 fine sand)	sqm	185.2	1.99	368.55	3.46	640.79
6	Wall painting with acrylic emulsion paint of approved brand and manufacture to give an even shade - two or more coats on new work.	sqm	78.4	1.99	156.02	3.46	271.26
7	Letter writing and logo	LS	1	700	700.00	800	800.00
8	Contingencies	LS	1	200	200.00	200	200.00
	Total				3026.63		4428.77
	Say				3027.00		4429.00

LIB - Individual Works

Size:- 0.6m x 0.9m
(2' x 3')



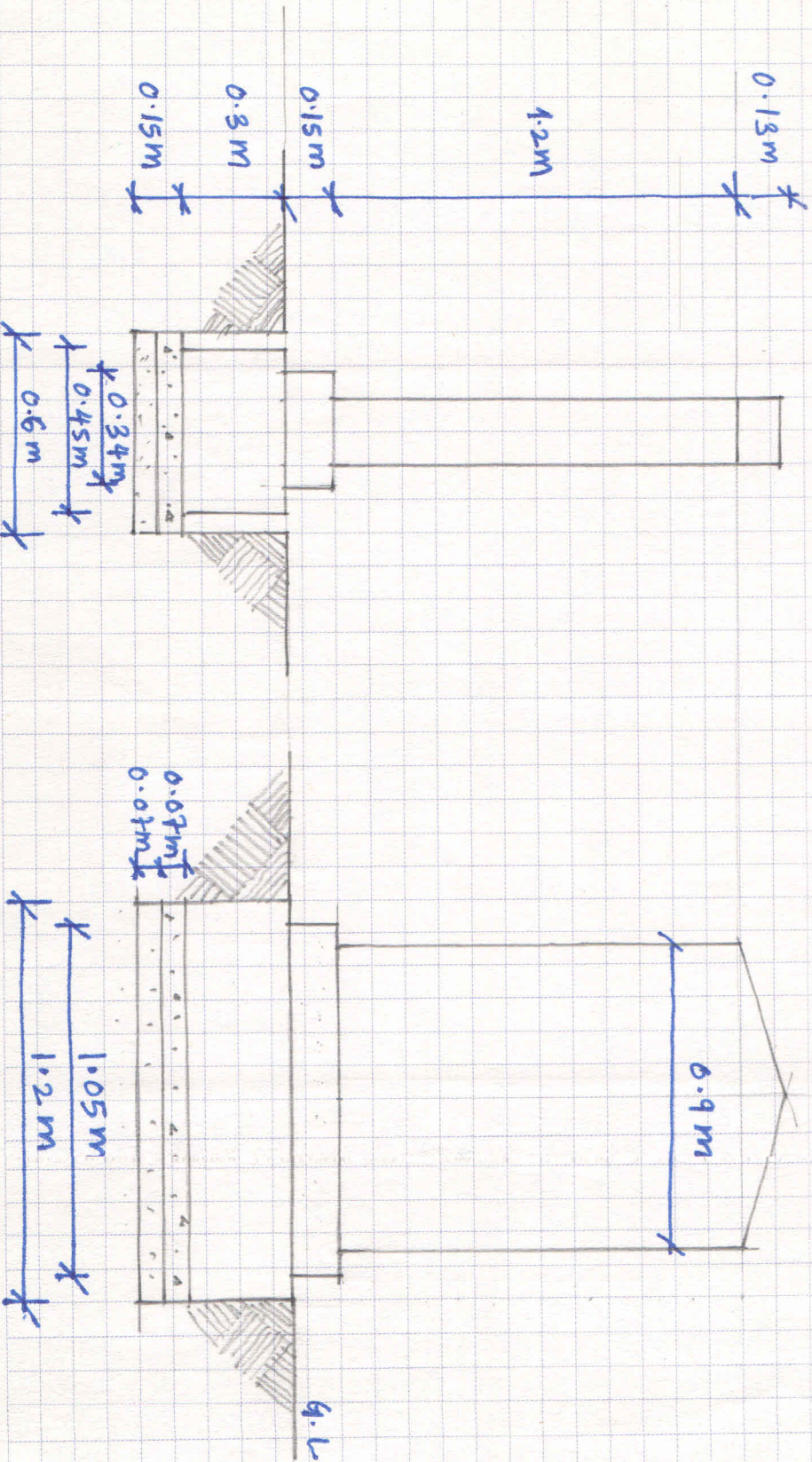
X-section



L-section

G.L.


C18 - Public Works
 Size - 0.9m x 1.2m
 (3' x 4')



X-section

L-section

SAMPLE WALL WRITING



Mahatma Gandhi
National Rural Development
Guarantee Act

FY - 20__ - __

GRAM PANCHAYAT NAME

MERA GAON, MERA MGNREGA

State
Logo

State Name

मनरेगा कार्य शीट

क्र.सं.	कार्य का नाम	प्रति दिन	प्रति महीना	प्रति वर्ष	कुल व्यय	कुल कार्य	कुल मजदूरी	कुल सामग्री	कुल मशीन	कुल अन्य
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100


TOLL FREE NUMBER : _____ Existing daily wage rate

≥ 7 ft
Width

≥ 4 ft
Width

Display of shelf of works in the Gram Panchayat (above) Adapted from Wall Writing in Chhattisgarh.

SAMPLE WALL WRITING



Mahatma Gandhi
National Rural Development
Guarantee Act

FY - 20__ - __

GRAM PANCHAYAT NAME

MERA GAON, MERA MGNREGA

State
Logo

State Name

हक से मांगो अपना अधिकार

योजना क्या है

मनरेगा का प्रमुख उद्देश्य ग्रामीण क्षेत्र में निवास करने वाले प्रत्येक परिवार के वयस्क सदस्यों को जो अकुशल श्रम मजदूरी करने का इच्छुक हैं, कि आजीविका सुरक्षा बढ़ाने के उद्देश्य से एक वित्तीय में कम से कम 100 दिन का रोजगार उपलब्ध कराना है

जीविका परियोजना का पैगाम, हर हाथ को मिले काम

TOLL FREE NUMBER : _____ Existing daily wage rate

≥ 7 ft
Width


≥ 4 ft
Width

Wall Writing on general awareness creation for MGNREGA. Adapted from Wall Writing in Madhya Pradesh

14

SAMPLE WALL WRITING

FY - 20__ - __


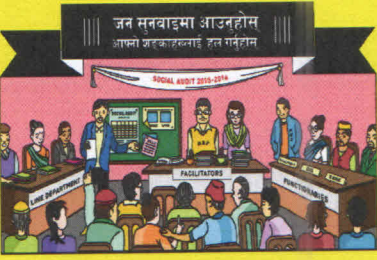


GRAM PANCHAYAT NAME

AMERA GAON, MERA MGNREGA

State
Logo

State Name

TOLL FREE NUMBER : _____ Existing daily wage rate

≥ 7 ft
Width

≥ 4 ft
Width

Pictorial display of information on Social Audit. Adapted from Wall Writing in Sikkim