

No.J-11011/21/2008-RE-VIII
Government of India
Ministry of Rural Development
Mahatma Gandhi NREGA Division

Krishi Bhawan
11th April 2017

To

Principal Secretary/ Secretary/ Commissioner
Department of Rural Development/ Panchayati Raj
(Arunachal Pradesh, Bihar, Goa, Jammu & Kashmir, Jharkhand, Manipur, Nagaland,
Tamil Nadu, Telengana, Tripura, Lakshadweep, Dadar & Nagar Haveli, Puducherry)

Subject: Grievance Redressal regarding

Sir/ Madam,

As per Section 19 of the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), the State Government is mandated to make the Rules to determine appropriate grievance redressal mechanism and lay down procedure for disposal of complaints. With reference to the **framing of Grievance Redressal Rules and Appointment of Ombudsperson**, Ministry's letter No. L-11011/21/2012/RE-VIII dated 10th March 2017 (copy enclosed as *Annexure 1*) was issued. As per the information available to the Ministry, 10 States and 3 UTs are yet to frame the Grievance Redressal Rules. In this regard, the States and UTs were requested to furnish the status of progress by 5th April 2017. The response from most States/ UTs is still awaited.

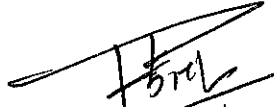
2. As per Schedule 1 Section 31 of the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), State Government shall coordinate the call centers or help lines for effective monitoring of the programme and redressal of grievances. It is furthermore requested to set up/ activate **toll free helpline number** at the State level. Upon activation of the helpline, the States may communicate its details to the Ministry at the earliest.

3. The status of Grievances pending on **Centralized Public Grievance Redress and Monitor System (CPGRAMS)** may be looked into by the respective States and UTs, and attended to immediately. As on date, 1,132 grievances are pending with the States/ UTs, of which 380 grievances are pending for more than a year. The document including the State/ UT wise status is attached as *Annexure 2*.

4. All States and UTs are requested to treat the above mentioned matters as most urgent and send the status of progress to the Ministry latest by 20th April 2017. Please send all communications to raghvendra.rp@gov.in and neeta.tahiliani@gmail.com. You are also requested to kindly nominate a **Nodal Officer for Grievance Redressal** at the State/ UT level and intimate the name and contact number to Digvijay Singh (+91 9958509215) or Meekha Paul (+91 9633718222).

Encl: As above

Yours faithfully


(R P Singh) 4
Director (MGNREGA)

No.J-11011/21/2008-RE-VII
Government of India
Ministry of Rural Development
Mahatma Gandhi NREGA Division

Krishi Bhawan New Delhi
Dated-10th March 2017

To,
Principal Secretaries/Secretary/Commissioner
Department of Rural Development/Panchayati Raj
All States/UTs

Subject – Appointment of Ombudsperson and formulation of Grievance Redressal Rules regarding

Sir/Madam,

With reference to the subject above it is stated that as per Section 30, Schedule 1 of the MGNREGA Act the States are mandated to appoint an Ombudsperson for each district for receiving grievances, enquiring into and passing awards. In this regard Ministry's letter No. L-11011/21/2012/RE-VII dated 16th January 2014 (copy enclosed) may kindly be referred to. As per the information available with the Ministry – Annexure 1 (copy enclosed) it may be observed that the recruitment of Ombudsperson in the States has not kept pace with the vacancies. Therefore it is requested to ensure that the current vacancies are filled up in a time bound manner.

2. In this regard, it is further stated as per Section 19 of the MGNREGA Act, the State Governments are mandated to frame Grievance Redressal Rules to determine appropriate grievance redressal mechanism and lay down procedure for disposal of complaints. As per the information available with the Ministry Annexure 2 (copy enclosed) currently only 19 States and 1 UT have formulated these rules. The States and UTs that have yet to formulate Grievance Redressal Rules are urged to ensure that the same are formulated urgently.

3. The States and UTs are requested to furnish the status of progress on the two issues by 5th April 2017. This may be treated as very urgent.

Encl: As above

Yours faithfully

(Aparajita Sarangi)
Joint Secretary (MGNREGA)

10/3/17

Annexure A

Status of Ombudsman

Sl.No.	Name of the State	Number of Districts in which MGNREGS is operational	Ombudsmen selected
1	Assam	27	10
2	Bihar	38	11
3	Chhattisgarh	27	17
4	Jharkhand	24	6 (looking after 13 districts)
5	Maharashtra	33	23
6	Haryana	21	9
7	Meghalaya	11	4
8	Mizoram	8	4 (looking after 2 Districts each)
9	Nagaland	11	11
10	Odisha	30	06
11	Sikkim	4	Nil
12	Tripura	8	6
13	Uttar Pradesh	75	12
14	West Bengal	20	7
15	J & K	22	0
16	Arunachal Pradesh	20	Nil
17	Punjab	22	3
18	Manipur	9	6

19	Gujarat	26	13
20	Tamil Nadu	31	0
21	Himachal Pradesh	12	9
22	Uttarakhand	13	11
23	A&N Islands	3	1
24	Lakshadweep	1	0
25	Karnataka	30	14
26	Rajasthan	33	14
27	Madhya Pradesh	51	19
28	Puducherry	2	0
29	Kerala	14	0
30	Goa	2	0
31	Andhra Pradesh	13	0
32	Telangana	31	0
TOTAL		672	216

Status of Grievance Redress Rules for MGNREGA

S.no.	States	GR Rules
1.	Andhra Pradesh	Yes
2.	Arunachal Pradesh	No
3.	Assam	Yes
4.	Bihar	No
5.	Chhattisgarh	Yes
6.	Goa	No
7.	Gujarat	Yes
8.	Haryana	Yes
9.	Himachal Pradesh	Yes
10.	Jammu and Kashmir	No
11.	Jharkhand	No
12.	Karnataka	Yes
13.	Kerala	Yes
14.	Madhya Pradesh	Yes
15.	Maharashtra	Yes
16.	Manipur	No
17.	Meghalaya	Yes
18.	Mizoram	Yes
19.	Nagaland	No
20.	Odisha	Yes
21.	Punjab	Yes
22.	Rajasthan	Yes
23.	Sikkim	Yes
24.	Tamil Nadu	No
25.	Telangana	No
26.	Tripura	No
27.	Uttar Pradesh	Yes
28.	Uttarakhand	Yes
29.	West Bengal	Yes
30.	Lakshwadeep	No
31.	Andaman & Nicobar	Yes
32.	Puducherry	No
TOTAL		20 (19 States and 1 UT)

Subordinate Wise Report

Name of Organisation	B/F as on 01/01/2014	Grievance(s) Received	Grievance(s) Disposed	Pendency as on 11/04/2017	Pendency as on 11/04/2017	Pendency Between 0 to 15 days	Pendency Between 16 to 30 days	Pendency Between 31 to 60 days	Pendency Between 61 to 90 days	Pendency Between 91 to 180 days	Pendency Between 181 to 365 days	Pendency More than 1 year
DoRD	0	43	19	24	24	1	1	2	1	2	8	9
DoRD Andaman and Nicobar Island	0	3	2	1	1	0	0	0	0	0	0	1
DoRD AP Govt.	0	26	13	13	13	0	1	2	1	2	3	4
DoRD Arunachal Pradesh Govt.	0	0	0	0	0	0	0	0	0	0	0	0
DoRD Assam Govt.	0	116	73	43	43	0	0	0	2	8	11	22
DoRD Bihar Govt.	0	158	39	119	119	3	1	8	9	12	35	51
DoRD Chhattisgarh Govt.	0	44	24	20	20	0	0	0	3	3	8	6
DoRD Daman and Diu Govt.	0	0	0	0	0	0	0	0	0	0	0	0
DoRD Goa Govt.	0	0	0	0	0	0	0	0	0	0	0	0
DoRD Gujarat Govt.	0	5	2	3	3	0	0	0	0	1	0	2
DoRD Haryana Govt.	0	72	34	38	38	0	0	0	0	5	15	18
DoRD Himachal Pradesh Govt.	0	37	29	8	8	0	0	0	0	1	1	6
DoRD Jammu and Kashmir Govt.	0	33	15	18	18	3	0	4	2	2	4	3
DoRD	0	65	55	10	10	0	0	0	0	0	5	5

Jharkhand Govt.	0	40	27	13	13	0	0	0	0	0	2	4	7
DoRD Karnataka Govt.	0	30	23	7	7	0	1	1	1	2	2	0	0
DoRD Lakshadweep Govt.	0	1	1	0	0	0	0	0	0	0	0	0	0
DoRD Maharashtra Govt.	0	34	6	28	28	2	1	4	0	3	7	11	
DoRD Manipur Govt.	0	14	5	9	9	0	0	0	0	2	4	3	
DoRD Meghalaya Govt.	0	4	2	2	2	0	0	0	0	1	0	1	
DoRD Mizoram Govt.	0	1	0	1	1	0	0	0	0	0	1	0	
DoRD MP Govt.	0	78	17	61	61	1	5	2	0	13	14	26	
DoRD Nagaland Govt.	0	1	0	1	1	0	0	0	0	1	0	0	
DoRD Odisha Govt.	0	40	6	34	34	1	1	2	1	8	2	19	
DoRD Rajasthan Govt.	0	171	166	5	5	0	0	1	0	4	0	0	
DoRD Sikkim Govt.	0	0	0	0	0	0	0	0	0	0	0	0	
DoRD Tamil Nadu Govt.	0	44	10	34	34	0	0	1	1	5	17	10	
DoRD Telangana Govt.	0	14	11	3	3	0	1	1	0	0	1	0	
DoRD Tripura Govt.	0	12	0	12	12	1	0	0	1	4	5	1	
DoRD UP	0	1698	1138	560	560	17	1	18	24	76	273	151	

