

गया प्रसाद
Gaya Prasad



उप महानिदेशक
ग्रामीण विकास मंत्रालय
ग्रामीण विकास विभाग
भारत सरकार
कृषि भवन, नई दिल्ली-110001
Dy. DIRECTOR GENERAL
Ministry of Rural Development
Deptt. of Rural Development
Government of India
Krishi Bhawan, New Delhi-110001

D. O. No. File No. J-11060/15/2022-RH-Pol.(e 379226)

Dated: 15.09.2022

Subject: Availing service of Ombudspersons appointed under MGNREGA for redressal of the PMAY-G related activities- reg

Dear Madam/Sir,

Kindly refer to the Section 30, Schedule 1 of Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), 2005 which stipulates that the all the States/ UTs are mandated to appoint Ombudspersons for each district for receiving grievances, enquiring and passing awards as per the revised guidelines dated 28th August, 2017 (copy enclosed) and further amendment dated 23rd December, 2021 (copy enclosed).

2. In this regard, it has been decided that the services of the Ombudsperson appointed under MGNREGA and the State Level Appellate Authority shall also be availed for grievance redressal under PMAY-G, in addition to existing mechanism for redressing the grievances. The ToRs for the for Ombudsperson is annexed for ready reference. Ombudspersons will be oriented on the PMAY-G Guidelines as well as the TOR attached hereto. Publicity should also be made among the beneficiaries through multiple media about Ombudspersons as an alternate grievance redressal forum. This outreach can also be used to sensitize Mahatma Gandhi NREGS beneficiaries about redressal of their grievances through that office.

3. I would, therefore, request you to kindly issue necessary instructions to the concerned officials in the State/UT and make necessary arrangements to ensure that the mechanism is implemented efficiently at the earliest.

With warm regards,

Yours sincerely,


(Gaya Prasad)

Encl.: As above

The Addl. Chief Secretary/ Principal Secretary/ Secretary,
Department of Rural Development, dealing with PMAY-G
All States/UTs.

Copy to:

- PSO to Secretary, MoRD
- PPS to AS(RD)/PPS to JS(RE)
- PS to DIRs/DS, RH Division, MoRD

Annexure

Terms of Reference (TOR) for Ombudsperson under PMAY-G

The institution of Ombudsperson seeks to provide people a scope to get redressal for their grievances through designated persons who are autonomous from the administrative system within which they faced such grievances.

2. The Office of the Ombudsperson has been created in every district under the Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS). The Ombudsperson appointed under the MGNREGS will be assigned the additional responsibilities of acting as the Ombudsperson for PMAY-G with the same geographical jurisdiction as her/his jurisdiction under MGNREGS. Similarly, the State level Appellate Authority appointed under the MGNREGS shall be assigned the additional responsibility of acting as the State level Appellate Authority for PMAY-G.

3. An Ombudsperson shall receive complaints from PMAY-G beneficiaries and others on any matter specified in the list provided under the section "Grounds on which Complaint can be filed". The complaints should be considered and orders be passed within 30 days from the receipt of the complaint. For considering such complaints and facilitate their disposal in accordance with the PMAY-G guidelines, the ombudsperson may require the relevant documents / certified copies on the subject matter of the complaint from the officials. They may suggest redressal, disciplinary and corrective actions. Ombudspersons will send the Quarterly regular reports to the Additional Chief Secretary/Principal Secretary / Secretary (incharge) of Rural Development and Panchayati Raj Department (administrative department of PMAY-G) in the State for appropriate action.

4. Ombudspersons and the members of the appellate authority will be provided orientation and training related to PMAY-G guidelines for handling grievances.

5. If there are any costs of honorarium and travel for Ombudsperson and members of the Appellate Authority, over and above what's available under MGNREGS, the same will be provided from the Administrative Costs under PMAY-G. The norms applicable will be the same as what is applicable under MGNREGS.

6. The name and contact details of the Ombudsperson for the district will be displayed prominently at District, Block and Panchayat Offices. AwaasSoft will be updated to incorporate provision for Ombudsperson. Ombudsperson App is already available under MGNREGS. The same shall be updated to incorporate PMAY-G.

Handwritten signature and date '15/9'.

7. Grounds on which Complaint can be filed: A complaint pertaining to any one or more of the following subjects alleging deficiency in the implementation of PMAY-G may be filed with the Ombudsperson:

- i. Discrepancy in records regarding identity of beneficiaries, location of house, completion status
- ii. Sanction of houses/ payment to ineligible beneficiary
- iii. Denial of benefits to eligible beneficiary
- iv. Corrupt Practices:
 - a. demanding money by any person to get house sanctioned or to get the instalment(s) amount released, or to get the house photographed or geo-tagged or for other activities
 - b. authorities are delaying decision at any stage of the activity.
 - c. beneficiary forced to procure material from a particular vendor.


15/9