

No.J.11060/9/2006-NREGA (Pt.)
Government of India
Ministry of Rural Development
(NREGA Division)

Krishi Bhavan, New Delhi
15th November, 2007

The Principal Secretary / Secretary (RD)
Secretary (In-charge – NREGA)
Government of _____

CIRCULAR

Subject : Establishing an effective grievance redressal mechanism in the implementation of NREGA

The National Rural Employment Guarantee Act, 2005 aims at the enhancement of livelihood security of rural households by providing for at least 100 days of unskilled manual work every year to every registered household in the notified areas of the country. In the event of failure in the allotment of work by the State, the Act stipulates grant of unemployment allowance to the work applicants. The Act also mandates prompt and fair payment of wages at the statutory wage rate for each day of work and disbursement of daily wages in a prescribed manner. In other words, the Act confers statutory right of unskilled manual work for at least 100 days and for payment of statutory wages in a prescribed manner, and failing that, payment of unemployment allowance.

2. In order to enable the work applicants to enjoy their rights, the Act prescribes a definite methodology for the disposal of the complaints.

- i. Section 15(5) (e) of the Act, lays down that the Programme Officer shall deal promptly with all the complaints that may arise in connection with the implementation of the scheme within the block.
- ii. Section 23(6) stipulates that the Programme Officer shall enter every complaint in a complaint register maintained by him and shall dispose of the disputes and complaints within seven days of its receipt and in case they are related to matters to be resolved by any other authority they shall be forwarded to such authority under intimation to the complainant.
- iii. Section 19 of the Act imposes an obligation on the State Government to make the Rules to determine appropriate grievance redressal mechanism and lay down procedure for disposal of complaints.

3. State Governments should by now have framed the Rules for the grievance redressal mechanism. A copy of such Rules is to be furnished to the Ministry for record in hard and soft copies. If a State Government has not yet formulated such Rules, it should take prompt action in this regard in compliance of the directions of the Act.
4. In formulating Rules, the following measures must be incorporated and in case Rules have been formulated, these measures may be included, if not done already.
 - i. Complaints may be submitted in writing or orally.
 - ii. Complaint boxes at conspicuous places in the offices of the Programme Officers and District Programme Coordinators must be installed to facilitate submission of complaints.
 - iii. Complaints shall be entered in the complaint register and disposed off within the statutory time limit.
 - iv. The complainants must also be informed of the action taken in writing.
 - v. Monitoring of disposal of the complaint must be done at the next higher level every month.
 - vi. There must be monthly disclosure of complaints in local newspapers.
 - vii. Setting up a toll free help line must be considered.
 - viii. A system of appeal must be considered.
 - ix. A State level Officer must be designated to monitor the disposal of complaints in the State.
 - x. Wide publicity must be made for grievance redressal at all levels.
 - xi. Monthly Reports on complaints received and disposed must be sent from GP to PO to DPC to State to Government of India and will also be entered on line in predesigned formats of the Ministry.
5. Compliance of instructions above may please be sent early.

(Amita Sharma)
Joint Secretary (NREGA)