

GOVERNMENT OF INDIA  
MINISTRY OF RURAL DEVELOPMENT  
DEPARTMENT OF RURAL DEVELOPMENT

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1224**  
TO BE ANSWERED ON 13/12/2023

**OMBUDSMAN FOR MGNREGS**

1224 SHRI SANDOSH KUMAR P:

Will the Minister of RURAL DEVELOPMENT be pleased to state:

- (a) whether Government is cognizant that in many States there is a lack of awareness about the functioning of Ombudsman overseeing the MGNREGS implementation;
- (b) whether Government has conducted any assessment to understand the effectiveness of the Ombudsman system in enhancing the implementation of the MNREGS scheme; and
- (c) if so, the findings of such assessment and the details of measures taken to improve the system?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF RURAL DEVELOPMENT  
(SADHVI NIRANJAN JYOTI)

(a)to(c): As per Section 30, Schedule 1 of Mahatma Gandhi National Rural Employment Guarantee Act 2005, there shall be an Ombudsperson for each district for receiving grievances, enquiring into and passing awards as per the guidelines issued from time to time. In this regards States have been directed to appoint Ombudsperson in each district to receive complaints via electronic as well as physical mode. Ombudsperson issue dated receipt to every complainant as soon as the complaint is received. States have also been directed to take various measures to create awareness among Mahatma Gandhi NREGA beneficiaries regarding functioning of Ombudsperson, putting Ombudsperson's name and mobile number on Citizen Information Boards, presence of ombudsperson in Social Audit Public Hearings, etc.

The current status on report given by Ombudsperson and Action Taken Report there on is given below:

Status of Ombudsperson Action Taken Report as on 07.12.2023						
Financial Year	No of Complaints Reported	No of Complaints Disposed	No of Complaints Pending	No of Cases in which disciplinary action initiated	Amount Recommended for Recovery	Amount Recovered
				Termination/ Removal of officials ordered		
2021-22	32	18	14	0	152583	58414
2022-23	3250	2135	1115	1	21431033	1914203
2023-24	2774	1974	800	0	11791469	489536
Total	6056	4127	1929	1	33375085	2462153

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