

**GOVERNMENT OF INDIA
MINISTRY OF RURAL DEVELOPMENT
DEPARTMENT OF RURAL DEVELOPMENT**

**LOK SABHA
UNSTARRED QUESTION NO. 1887
ANSWERED ON 01/08/2023**

**EXPANSION OF SERVICES OF OMBUDSPERSON OF MGNREGS AND
PMAY-G**

1887. SHRI BASANTA KUMAR PANDA:

Will the Minister of RURAL DEVELOPMENT be pleased to state:

- (a) whether the Government proposes to expand/extend the services of the Ombudsperson of the Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) and Pradhan Mantri Aawas Yojana – Gramin (PMAY-G) to other rural development programmes/schemes as an alternative independent mechanism for grievances/complaints redressal and to bring transparency in the implementation of schemes at the district level, if so, the details thereof and if not, the reasons therefor;**
- (b) the mechanism being adopted for other rural development schemes;**
- (c) whether the Government is aware about the various issues related to the functioning of the Ombudsperson (MGNREGS & PMAY-G) in different districts and if so, the details thereof; and**
- (d) the mechanisms adopted to strengthen this new independent authority working as an alternate mechanism for redressal of grievances/complaints?**

ANSWER

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

(a): Currently there is no such proposal.

(b): Government of India has taken various steps for strengthening the grievances /complaints redressal mechanism under various rural development Schemes. The important elements of the above framework are listed below:

Pradhan Mantri Gram Sadak Yojana (PMGSY) has a three-tiered Quality Control mechanism for ensuring construction of quality road works and durability of road assets under PMGSY. Under the first tier, the Programme Implementation Units (PIUs) are required to ensure process control through mandatory tests on material and workmanship at the field laboratory. The second tier is a structured independent quality monitoring at the State level through State Quality Monitors (SQMs) to ensure that every work is inspected at initial stage, intermediate stage and final stage of the construction. Under the third tier, which is at the National level, independent National Quality Monitors (NQMs) are deployed for random inspection of road works to monitor quality and also to provide guidance of senior professionals to the field functionaries. Based on the periodic monitoring of quality of roads under the 3-tier mechanism, corrective measures, wherever necessary, are taken by the State Governments.

Complaints received from Members of Parliament are sent to National Rural Infrastructure Agency (NRIDA), a technical arm of the Ministry to depute the team of NQM to inquire into the complainants. Based on the outcome, the matter is taken up with the concerned States for addressing the issues as pointed out by NQM.

Further, A Mobile App “Meri Sadak” was launched on 20th July, 2015 with a view to achieve the objectives of e-governance and Digital India for user friendly and transparent Citizen Feedback and complaint redressal system. The citizens, with the use of this application, can express their concerns related to slow pace, abandoned work or quality of work of PMGSY works.

Under National Social Assistance Programme (NSAP), the States are required to institute a grievance redressal system at the Gram/ Intermediate Panchayat/ District/ Municipality levels for receiving and time-bound disposal of grievances.

Under Deendayal Antyodaya Yojana - National Rural Livelihoods Mission (DAY-NRLM), the State level implementing agency of the mission, i.e. State Rural Livelihoods Missions (SRLMs)

are using at least one or more different existing grievance redressal mechanisms available in the State as per respective State government guidelines such as State Government level website, help desks, CM's helpline, or government toll free numbers etc. to raise and response to the grievances.

(c) & (d): As per para 30 of Schedule-I 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. States/UTs have been sensitized to provide administration and logistic support to ombudsperson of the district. States/UTs have been requested to review the award passed by the Ombudspersons. Ombudspersons have been directed to share their performance about the complaint received and its disposal to the Chief Secretary of the concerned States and Central Government.

To strengthen this new independent authority the Government has conducted the capacity building program for Ombudspersons. Technical, administrative, and legal supports are provided by the State Government to ombudsperson to carry out the assigned functions. The Ministry has introduced online platform to register compliant, passing awards and upload Action Taken Report. This has helped is ease of completing the proceedings. Central Government has decided to strengthen the ombudsperson by conduct of the enquiry by use of Drone in physical verification of worksite/asset.
