

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

**LOK SABHA
UNSTARRED QUESTION NO. 2353
ANSWERED ON 10/12/2024**

NATIONAL MOBILE MONITORING SOFTWARE FOR MGNREGS

2353. SHRI PRADYUT BORDOLOI:

Will the Minister of RURAL DEVELOPMENT be pleased to state:

- (a) whether a specific Grievance Redressal Mechanism has been set up for workers under the Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) to register complaints through the National Mobile Monitoring Software (NMMS), if so, the details thereof;**
- (b) the details of languages the NMMS application is available in and whether there are plans to expand the same to include more languages;**
- (c) whether the Government has taken any steps to ensure that all MGNREGS workers have access to mobile phones which can support the NMMS application, if so, the details thereof; and**
- (d) whether the Government has conducted an on-ground review of the working of the NMMS application, if so, the details thereof?**

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF RURAL DEVELOPMENT
(SHRI KAMLESH PASWAN)**

(a): National Mobile Monitoring System (NMMS) is used for capturing real time attendance of the Mahatma Gandhi NREGS workers twice a day for all the works (except individual beneficiary works) to ensure more transparency in the implementation of the Mahatma Gandhi National Rural Employment Guarantee Scheme (Mahatma Gandhi NREGS).

Mahatma Gandhi NREGS beneficiaries can register their grievances through CPGRAM portal. In addition to this there are

other means through which grievances are received and addressed under Mahatma Gandhi NREGS, which includes conduct of regular social audit, registering of Grievances with Ombudsperson and registering complaint in Complaint register maintained at G.P level. Further in the JANMANREGA Mobile App a new option 'Raise Your Concern' has been introduced for capturing of grievances.

(b): The NMMS mobile application is currently available in English, Hindi, Tamil, Telugu and Malayalam.

(c): Attendance is captured by Mates/Gram RojgarSahayak through NMMS application.

(d): The Ministry regularly reviews the implementation of NMMS. Technical challenges if any, faced by the States/UTs, while using the application are immediately resolved by the Ministry. Additionally, the Ministry schedules training sessions, as needed, to ensure that States/UTs remain updated on the NMMS app's usage.
