

Ombudsperson-

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 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.

Ministry of Rural Development has developed an Ombudsperson App for smooth reporting and categorization of grievances by Ombudsperson based on complaints he received from various sources viz. physical, digital and mass media, related to the implementation of the Mahatma Gandhi NREG Scheme in the States/UTs. This Ombudsperson App was launched on 24th February, 2022. This app will help for easy tracking and timely passing of awards on each case as per the guidelines and easy uploading of quarterly and annual report on the website. It may help the ombudsperson with a greater extant in discharging her/his duty towards the transparency and accountability, towards the objective of eradication of corrupt/ malpractices if any in the process of implementation. Also smooth disposal of the grievances in a time bound manner with minimal support of further human resources. The State/UT can also upload the ATR against the award passed by Ombudsperson.

A separate section has been created for Ombudsperson Report under Mahatma Gandhi NREGA Soft in R35 Report section. In that section we can monitor recruitment status of Ombudsperson, Status of Complaints pending and disposed, Quarterly and Annual Report upload Status and Action Taken Report Status.

As on today (13.03.2024), 566 Districts have ombudsperson out of 740 Districts.

Status of Ombudsperson Action Taken Report as on 13.03.2024

FY	Number of Complaints reported	Number of Complaints disposed	Number of Complaints pending	No. of cases in which disciplinary action initiated			No of cases in which FIR lodged	Amount recommended for recovery (In Rs.)	Amount recovered (In Rs.)
				Show cause notice	Suspension ordered	Termination/removal of officials ordered			
<u>2021-22</u>	32	18	14	0	0	0	0	152583	58414
<u>2022-23</u>	3250	2169	1081	10	2	2	0	23320049	2326280
2023-24	4004	2975	1029	15	5	5	0	20364811	1924368
Total	7286	5162	2124	25	7	7	0	4,38,37,443	43,09,062