

No.J-11011/21/2008-RE-VIII
Government of India
Ministry of Rural Development
Mahatma Gandhi NREGA Division

Krishi Bhawan
11th April 2017

To
Principal Secretary/ Secretary/ Commissioner
Department of Rural Development/ Panchayati Raj
(Andaman & Nicobar Islands, Andhra Pradesh, Assam, Chhattisgarh, Gujarat, Haryana,
Himachal Pradesh, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Meghalaya, Odisha,
Punjab, Rajasthan, Sikkim, Uttar Pradesh, Uttarakhand, West Bengal)


Subject: Grievance Redressal regarding

Sir/ Madam,

1. As per Schedule 1 Section 31 of the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), State Government shall coordinate the call centers or help lines for effective monitoring of the programme and redressal of grievances. It is requested to set up/ activate **toll free helpline number** at the State level. Upon activation of the helpline, the States may communicate its details to the Ministry at the earliest.
2. The status of Grievances pending on **Centralized Public Grievance Redress and Monitor System (CPGRAMS)** may be looked into by the respective States and UTs, and attended to immediately. As on date, 1,132 grievances are pending with the States/ UTs, of which 380 grievances are pending for more than a year. The document including the State/ UT wise status is attached as *Annexure 1*.
3. **All States and UTs are requested to treat the above mentioned matters as most urgent and send the status of progress to the Ministry latest by 20th April 2017.** Please send all communications to raghvendra.rp@gov.in and neeta.tahiliani@gmail.com. You are also requested to kindly nominate a **Nodal Officer for Grievance Redressal** at the State/ UT level and intimate the name and contact number to Digvijay Singh (+91 9958509215) or Meekha Paul (+91 9633718222).

Encl: As above

Yours faithfully


(R P Singh) 11/4
Director (MGNREGA)

Subordinate Wise Report

Name of Organisation	B/F as on 01/01/2014	Grievance(s) Received	Grievance(s) Disposed	Pendency as on 11/04/2017	Pendency as on 11/04/2017	Pendency Between 0 to 15 days	Pendency Between 16 to 30 days	Pendency Between 31 to 60 days	Pendency Between 61 to 90 days	Pendency Between 91 to 180 days	Pendency Between 181 to 365 days	Pendency More than 1 year
DoRD	0	43	19	24	24	1	1	2	1	2	8	9
DoRD Andaman and Nicobar Island	0	3	2	1	1	0	0	0	0	0	0	1
DoRD AP Govt.	0	26	13	13	13	0	1	2	1	2	3	4
DoRD Arunachal Pradesh Govt.	0	0	0	0	0	0	0	0	0	0	0	0
DoRD Assam Govt.	0	116	73	43	43	0	0	0	2	8	11	22
DoRD Bihar Govt.	0	158	39	119	119	3	1	8	9	12	35	51
DoRD Chhattisgarh Govt.	0	44	24	20	20	0	0	0	3	3	8	6
DoRD Daman and Diu Govt.	0	0	0	0	0	0	0	0	0	0	0	0
DoRD Goa Govt.	0	0	0	0	0	0	0	0	0	0	0	0
DoRD Gujarat Govt.	0	5	2	3	3	0	0	0	0	1	0	2
DoRD Haryana Govt.	0	72	34	38	38	0	0	0	0	5	15	18
DoRD Himachal Pradesh Govt.	0	37	29	8	8	0	0	0	0	1	1	6
DoRD Jammu and Kashmir Govt.	0	33	15	18	18	3	0	4	2	2	4	3
DoRD	0	65	55	10	10	0	0	0	0	0	5	5

Jharkhand Govt.	0	40	27	13	13	0	0	0	0	0	2	4	7
DoRD Karnataka Govt.	0	30	23	7	7	0	1	1	1	2	2	2	0
DoRD Kerala Govt.	0	1	1	0	0	0	0	0	0	0	0	0	0
DoRD Lakshadweep Govt.	0	34	6	28	28	2	1	4	0	3	7	11	11
DoRD Maharashtra Govt.	0	14	5	9	9	0	0	0	0	2	4	3	3
DoRD Manipur Govt.	0	4	2	2	2	0	0	0	0	1	0	1	1
DoRD Meghalaya Govt.	0	1	0	1	1	0	0	0	0	0	1	0	0
DoRD Mizoram Govt.	0	78	17	61	61	1	5	2	0	13	14	26	26
DoRD Nagaland Govt.	0	1	0	1	1	0	0	0	0	1	0	0	0
DoRD Odisha Govt.	0	40	6	34	34	1	1	2	1	8	2	19	19
DoRD Rajasthan Govt.	0	171	166	5	5	0	0	1	0	4	0	0	0
DoRD Sikkim Govt.	0	0	0	0	0	0	0	0	0	0	0	0	0
DoRD Tamil Nadu Govt.	0	44	10	34	34	0	0	1	1	5	17	10	10
DoRD Telangana Govt.	0	14	11	3	3	0	1	1	0	0	1	0	0
DoRD Tripura Govt.	0	12	0	12	12	1	0	0	1	4	5	1	1
DoRD UP	0	1698	1138	560	560	17	1	18	24	76	273	151	151

