

No.C.13019/1/22-RD(MGNREGS)
GOVERNMENT OF MIZORAM
RURAL DEVELOPMENT & ADMINISTRATION DEPARTMENT
MIZORAM:AIZAWL

Aizawl, the 12th August 2025

NOTIFICATION

In compliance with section 19 of NREG Act 2005 read with para 3 (B) (i) and (ii) of the Mizoram Mahatma Gandhi NREGS Grievance Redressal Rules, 2014 and in the interest of public service, Rural Development & Administration Department is pleased to constitute Grievance Redressal Cell under MGNREGA for the District Level, Block Level and Village Level for dealing with any complaint by any person in respect of implementation of the Scheme and for disposal of such complaints with the following composition:

1) District Level Grievance Redressal Cell under MGNREGA:

Chairman	:	DPO/PD, DRDO as District Grievance Redressal Officer
Members	:	Asst Rural Development Officer Asst Rural Officer/Accounts Manager, MGNREGA District MIS Nodal Officer, MGNREGA Representatives of NGOs
Member Secretary	:	Addl PO i/c MGNREGA

2) Block Level Grievance Redressal Cell under MGNREGA:

Chairman	:	PO/BDO as Block Grievance Redressal Officer
Members	:	Addl PO, MGNREGA Junior Engineer/Technical Assistant, MGNREGA Computer Assistant, MGNREGA Representatives of NGOs
Member Secretary	:	As appointed by BDO

3) Terms of References: The Programme Officer shall be the Grievance Redressal Officer at the Block level, and the District Programme Officer at the District level respectively as per para 13.13.3 of the MGNREGA Operational Guidelines 2013. The Terms of Reference for District Level & Block Level Grievance Redressal Cell shall be as under:

a) Complaint boxes at conspicuous places in the offices of the Programme Officers and District Programme Officers must be installed to facilitate submission of complaints. The complaint boxes shall be opened on a fixed date every week in front of an official (not related directly with programme implementation) designated by District Programme Officer, who will record and publish a list of all complaints received. (Para 13.13.1 (ii) MGNREGA Operational Guidelines 2013)

b) Anonymous complaints shall not be entertained as per instruction of the Central Vigilance Commission in its Circular No.12/09/20 dated 24th September 2020 and DoPT's OM No.104/76/2011-AVD.I dated 18/10/2013 & 18/06/2014 read with Central Vigilance Commission's Circular No.07/11/2014 dated 25/11/2014.

c) As specified in section 23(6) the NREG Act 2005, the Programme Officer shall dispose of all such complaints within a period of seven days including the redressal of the grievance and

the delivery of the entitlement.(Para 13.13.9 of the MGNREGA Operational Guidelines 2013). Failure to dispose of a complaint in 7 days will be considered a contravention of the Act by the Programme Officer, punishable under section 25 of the NREG Act 2005. Whoever contravenes the provisions of this Act shall on conviction be liable to a fine which may extend to Rs.1000. (Para 13.13.10 the MGNREGA Operational Guidelines 2013)

d) Complaints shall be entered in the complaint register and disposed within the statutory time limit.

e) Enquiry through spot verification, inspection and disposal to be completed within 7 working days

f) On completion of the enquiry, immediate steps shall be taken by the concerned authority to redress the grievance within 15 days

g) In case of a prime facie evidence regarding financial irregularities are noticed after preliminary enquiry of the complaint or of findings in the social audit report, the District Programme Coordinator after obtaining legal advice will ensure that a First Information Report is lodged

h) The action taken on the complaints received by all agencies shall be placed before the meetings of the intermediate Panchayat and the District Panchayat respectively as the case may be

i) Appeals against the orders of the Gram Panchayat shall be made to the Programme Officer; those against the orders of the Programme Officer shall be made to District Programme Coordinator; those against the District Programme Coordinator shall be made to State Commissioner (MGNREGS), who is the State Grievance Redressal Officer

j) All Appeals shall be made within 45 (forty-five) days from the date of the issuance of the order by the aggrieved persons

i) All Appeals shall be disposed off within one month or the time lines for redressal of grievances as per the provisions of "State Public Service Delivery Act".

4) Village Level Grievance Redressal Committee: As per para 3 (B) (i) and (ii) of the Mizoram Mahatma Gandhi NREGS Grievance Redressal Rules, 2014, the composition of the Village Level Grievance Redressal Committee shall be as under:

Chairman	:	President of the Village Council concerned.
Secretary	:	Secretary of the Village Council.
Member	:	All members of the Village Council Representatives of NGOs Representatives of political parties in the Village

a) The Chairman of Village Level Grievance Redressal Committee shall receive all complaints on implementation of the Scheme within their jurisdictions.

b) The receipt and disposal of complaints or appeals shall be recorded in the Register (Annexure 22 of the Operation Guidelines 2013, 4th Edition) where a complaint is made whether to the Village Council or Programme Officer or District Programme Coordinator or at the State level.

c) Any complaint received shall be disposed off within 7 working days

d) If the nature of the complaint necessitates enquiry or spot verification, it shall be completed within 7 working days by concerned authorities and necessary action thereon to address the grievances shall be taken within 15 days.

e) In case a complaint relates to a matter to be resolved by any other authority, concerned Grievance Redressal authority shall conduct preliminary enquiry and refer the matter to such authority within 7 working days under intimation to the complainant.

f) Chairman of the Village Level Grievance Redressal Committee is authorized to dispose of the complaints in his own capacity in special circumstances which shall be placed before the next meeting of the Village Level Grievance Redressal Committee for their approval.

g) The complainants must also be informed of the action taken in writing through registered post with Acknowledgement Card.

Sd/-R ZARZOSANGA

**Commissioner & Secretary to the Government
Rural Development & Administration Department**

Memo No.C.13019/1/22-RD(MGNREGS)

Aizawl, the 12th August 2025

Copy to:

- 1) PS to Hon'ble Minister, RD & A Department for information
- 2) All District Programme Coordinator/Deputy Commissioners for information
- 3) Director, SIRD & PR for information
- 4) Director, Rural Development Department for information
- 5) Director, Social Audit Unit for information and necessary action
- 6) Project Director, SLMC & IAC for information
- 7) All DPOs/Project Directors, DRDO for information and necessary action
- 8) All BDOs/Addl POs, Saitual/Sakawrdai/Zawlnuam II for information and necessary action
- 9) MIS Nodal Officer, RD & A Sectt for uploading



(DENNY LALCHHUANAWMA)

Under Secretary to the Government