



No.J-40/8/2026-RD&AD(VB-GRAMG)
GOVERNMENT OF MIZORAM
RURAL DEVELOPMENT AND ADMINISTRATION DEPARTMENT
AIZAWL:MIZORAM

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Aizawl, the 9th October 2026

NOTIFICATION

In the interest of public service and in accordance with rule 3 of the 'Mizoram Viksit Bharat: Guarantee for Rogzar and Ajeevika Mission (Gramin) [VB-GRAMG] Grievance Redressal Rules, 2026, the Government of Mizoram is pleased to constitute Grievances Redressal Mechanisms for grievances and complaints under VB-GRAMG in Mizoram as under:

1. ESTABLISHMENT OF GRIEVANCE REDRESSAL COMMITTEES:

1. Village Level Grievance Redressal Committee

- (a) Chairman : Chairman of the Village Level Gramin Rozgar Council concerned
- (b) Secretary : Secretary of the Village Level Gramin Rozgar Council
- (c) Members : 1) All members of the Village Council
: 2) Representatives of NGOs
: 3) Representatives of all political parties in the village area.

2. Block Level Grievance Redressal Committee

- (a) Chairman : Programme Officer concerned
- (b) Secretary : Addl Programme Officer, VB-GRAMG concerned
- (c) Members : 1) All Technical Assistants, VB-GRAMG
: 2) Representatives of NGOs
: 3) Representatives of all political parties in the Block headquarters.

3. District Level Grievance Redressal Committee

- (a) Chairman : District Programme Coordinator, VB-GRAMG concerned
- (b) Secretary : Addl District Programme Coordinator, VB-GRAMG concerned
- (c) Members : 1) All Programme Officers in the District
: 2) Representatives of NGOs
: 3) Representatives of all political parties in the District headquarters.

4. State Level Grievance Redressal Committee

- (a) Chairman : State Commissioner, VB-GRAMG
- (b) Secretary : Deputy Secretary, Rural Development and Administration
- (c) Members : 1) Additional Secretary, Rural Development and Administration
: 2) Joint Secretary, Rural Development and Administration
: 3) Director, Social Audit Unit
: 4) Under Secretary II, Rural Development and Administration
: 5) President, Central YMA
: 6) President, MUP Gen.Hqrs
: 7) President, MHIP Gen.Hqrs
: 8) Pi Lalchhuanmawii, ZPM

- : 9) Pu Lalremruata Chhangte, MNF
- : 10) Pu Delson Notlia, BJP

2. LODGING OF COMPLAINTS:

(1) Complaint can be filed at Village Level, Block Level Office, District level Office or State Cell Office or to any authorized Officer.

(2) There shall be a Complaint Box placed at the office of the Programme Officer, Addl District Programme Coordinator or District Programme Coordinator and at the State level wherein any aggrieved person can post his complaints in writings. No anonymous complaint shall be entertained. Complaint Box shall be checked daily for processing.

(3) Complaints can also be submitted in writing in a plain paper, phone, internet and orally. Complaints may also be filed in the prescribed format (Annexure IV) as far as possible. If complaint is submitted by phone or orally, the receiver shall fill in the form and Acknowledgement Receipt shall be issued by the receiver (Annexure IV).

(4) No anonymous complaint shall be accepted as per instructions of the Central Vigilance Commission Circular No.12/09/20 dated 24th September 2020 and Department of Personnel & Training (DoPT)'s OM No.104/76/2011-AVD.I dated 18/10/2013 & 18/06/2014 and Central Vigilance Commission's Circular No.07/11/2014 dated 25/11/2014. All complaints may clearly indicate name, address, contact No and Gramin Rozgar Guarantee Card No with documentary proof.

(5) In case of complaint received through Whatsapp, SMS or Email, the complainant shall be required to give his signature in a print-out of complaint in the first hearing or at the earliest possible opportunity before the concerned Committee.

3. PROCEDURE FOR DISPOSAL OF GRIEVANCES:

(1) Inquiry through spot verification or inspection and disposal shall be completed within seven working days of receipt of the grievance.

(2) The receipt and disposal of complaints or appeals shall be recorded in the Register prescribed for the purpose where a complaint is made whether to the Village Level Gramin Rozgar Council or Programme Officer or District Programme Coordinator or at the State level.

(3) After completion of the enquiry, the concerned authority shall initiate immediate corrective action, and the grievance shall be resolved within fifteen days.

(4) Failure to dispose of a grievance within seven working days at the level determined shall be treated as a contravention of the provisions of this Act and shall attract action in accordance with section 27 or any corresponding provision of this Act.

(5) The concerned authority shall inform the complainant in writing, physically or digitally, of the conclusions of the enquiry and the steps taken for redressal.

(6) Action taken on grievances received by all implementing agencies shall be placed before the meetings of the Block Gramin Rozgar Council and the District Gramin Rozgar Council for review and monitoring.

(7) Any grievance not resolved within fifteen days at the Ward, Gram Panchayat, Block or District level shall be automatically escalated to the next higher level through Digital Public Infrastructure for Redressal of Grievance, and such escalations shall be continuously monitored electronically.

4. PROCEDURE FOR APPEALS:

Appeals from the aggrieved persons who are not satisfied with the decision of the Village Level Grievance Redressal Committee shall be referred to the Block Level Grievance Redressal Committee, appeal against the Block Level Grievance Redressal Committee to District Level Grievance Redressal Committee, similarly, appeal against the decision of the District Level Grievance Redressal Committee to the State Appellate Authority who is the State Commissioner, VB-GRAMG .

(1) All appeals shall be filed within forty-five days from the date of the order;

(2) All appeals shall be disposed of within thirty days from the date of receipt.

(3) Appeals against the orders of the Village Level Grievance Redressal Committee shall lie before the Programme Officer; appeals against the orders of the Programme Officer shall lie before the District Programme Coordinator; appeals against the orders of the District Programme Coordinator shall lie before the State Grievance Redressal Authority or any officer designated by the State Government;

(4) The decisions thereon shall be communicated to the appellants in writing through registered post or email or Whatstapp or SMS.

(5) The decision of the State Level Appellate Authority shall be final in respect of the complaints or appeals on the implementation of VB-GRAMG in Mizoram

Sd/-R ZARZOSANGA

**Commissioner and Secretary to the Govt. of Mizoram
Rural Development and Administration Department**

Memo No.J-40/8/2026-RD&AD(VB-GRAMG) : Aizawl, the 9th October 2026

Copy to:-

- 1) P.S. to Hon'ble Minister, RD & A Department.
- 2) Director, SIRD & PR
- 3) Director, Dte of Rural Development
- 4) All District Programme Coordinators (VB-GRAMG), Mizoram
- 5) All Additional District Programme Coordinator (VB-GRAMG), Mizoram.
- 6) Director, SAU
- 7) Project Director, SLMC & IAC
- 8) All Programme Officers (VB-GRAMG), Mizoram.
- 9) Web Manager for uploading on website under VB-GRAMG
- 10) Guard File.

Digitally signed by
Lalhmachhuani
Date: 09-10-2026
12:55:30

**Under Secretary to the Govt. of Mizoram
Rural Development and Administration Department**