



Phone No. : 0342-2567486
Fax : 0342-2550197
Email : nregs.bdn@gmail.com
Toll Free : 1800-345-3204
Website : nregsburdwan.com

**Office of the Ombudsman
MGNREGS-Cell, Burdwan.**

Unnayan Bhavan (3rd floor), Kacchhari Road, Burdwan.

Memo No. OMBUDSMAN / MGNREGS / IV / 38 / 884 (31)

Date : 19-07-2011.

**From: Ombudsman, MGNREGS,
Burdwan**

**To: 1-31. The Block Development Officer &
Block Programme Officer, MGNREGS;
Development Block.**

Sub:- Guidelines on filing of grievances and complaints to Ombudsman, Burdwan.

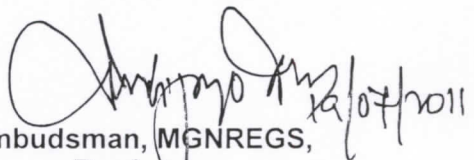
As you are aware, the Government of West Bengal, as per the guidelines issued by the Government of India, Ministry of Rural Development, New Delhi, under Section 27(1) of the MGNREGA, 2005, read with the Government of West Bengal, Panchayats & Rural Development Department Order No.2795/RD/NREGA/18M-04/08(Pt.I) dated 18th.May,2011, has appointed MGNREGA Ombudsman for District of Burdwan as an independent authority for expeditious redressal of grievances and disposal of complaints relating to the implementation of the NREG Act and schemes made there under. The Ombudsman (MGNREGA), Burdwan, has since assumed his charges and the office of Ombudsman has been established at the Unnayan Bhavan (3rd floor), Kachhari Road, Burdwan adjacent to the District MGNREGS Cell. In order to achieve the objectives and purpose of the MGNREGA Programme, sincere and time bound efforts have to be made by all the MGNREGA implementing authorities especially to ensure that grievances/complaints concerning deficiency in the implementation of MGNREGA are addressed to and redressed in a time bound manner. For this purpose, awareness has to be created amongst the people/Panchayat functionaries about the procedure to be followed in entertaining and disposing off complaints/ grievances which may be received by the office of Ombudsman (MGNREGS), District Burdwan.

The procedure, *inter alia*, for filing the complaints/grievances before Ombudsman (MGNREGA) will be as under:-

- 1) Any person who has any grievance against the MGNREGA Authority, may, himself or through his authorized representative, make a complaint against the NREGA authority in writing to the Ombudsman (MGNREGA), Burdwan;

2) The complaint shall be duly signed by the complainant or his authorized representative, if any, clearly stating the name and address of the complainant, the name of the office and official of the Nodal Department against whom the complaint is made, the facts giving rise to the complaint supported by relied upon documents, if any, and the relief sought from the Ombudsman. Online complaints will also be accepted by the office of Ombudsman in due course.

3) You are, therefore, requested to bring the aforesaid into the notice of all Panchayat functionaries of your Block so as to create awareness amongst people regarding the procedure of filing of NREGA related grievances/complaints for redressal through the office of Ombudsman (NREGA) in your District. It may, however, be also brought to their notice that if a complaint is found to be false, malicious or vexatious, the same may be dismissed with appropriate costs on the complainant as deemed fit by the Ombudsman.



Ombudsman, MGNREGS,
Burdwan.

Memo No. OMBUDSMAN / MGNREGS / IV / 38 / 884(21) / 1(2)

Date : 12-07-2011.

Copy for information to:

- 1) District Magistrate & District Programme Co-ordinator, MGNREGS, Burdwan.
- 2) The District Nodal Officer MGNREGA, Burdwan. (A link for Ombudsman MGNREGA in the district website may be got opened and the letter may be uploaded)


Ombudsman, MGNREGS,
Burdwan.