

F.No. M-11015/14/2022-RE-III (381679)
Government of India
Ministry Of Rural Development
Department of Rural Development
(Mahatma Gandhi NREGA Division)

I. D. No. 1025/CEGS/
Date: 17.04.2025

Krishi Bhawan, New Delhi
Dated: 16th April, 2025

To,

Principal Secretaries/ Secretary/ Commissioner,
Department of Rural Development/ Panchayati Raj,
All States/ UTs.

Subject: Appointment of Ombudsperson & Appellate Authority and registration of the complaints through Mobile APP- reg.

Sir/ Madam,

I am directed to refer to the captioned subject, and to state that, as per Section 30 of Schedule 1 of the Mahatma Gandhi NREGA Act, it is mandated to appoint an Ombudsperson for each district to receive grievances, conduct inquiries and pass awards.

2. It is observed that the recruitment of Ombudspersons in several States/UTs remains incomplete. Considering the vital role of the Ombudsperson in ensuring transparency and accountability under the Mahatma Gandhi NREGS, it is required that the vacancies be filled in a time-bound manner. In this regard, the Ministry has already sent D.O. letter No-J-11060/08/2024, dated 20 December 2024.

3. Further, as per Section 13.4 of the Revised Guidelines on Ombudsperson and Appellate Authority dated 20.03.2023, the State Government is required to establish a three-member Appellate Authority consisting of an academicians, a retired civil servant, and a civil society representative. During the Empowered Committee meetings 2025-26, it has been observed that many States/UTs have not constituted the Appellate Authorities till date. It is emphasized that the constitution of the Appellate Authority is essential to strengthening the grievance redressal mechanism.

4. In addition, to enhance the efficiency and transparency of grievance redressal under the Mahatma Gandhi NREG Scheme, the Ministry encourages the use of the Ombudsperson Mobile Application. This Application facilitates the smooth reporting and categorization of grievances received from various sources—physical, digital and mass media—related to the implementation of the scheme in the States/UTs. Upon registration of a complaint, the Ombudsperson is required to upload the corresponding award on the web portal and forward it to the competent authority for further action.

5. However, it has come to this Ministry's attention that many Ombudspersons are not using the Mobile Application for registering complaints. Therefore, States/UTs are requested to encourage all Ombudspersons actively to use both the Mobile App and the Web Portal to streamline the grievance redressal process and promote greater accountability and transparency in the system.

6. Therefore, States/UTs are requested to take immediate action to:

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- I. Expedite the appointment of Ombudspersons in all districts where vacancies exist.
 - II. Ensure the establishment of a three-member Appellate Authority as per the Guidelines on Ombudsperson and Appellate Authority.
 - III. Direct Ombudspersons to effectively utilize the Mobile Application to register the complaints.
7. The status of Ombudspersons appointed in the States/UTs & complaints reported through the Mobile App and the status of Action Taken as per NREGASoft (MIS) are enclosed in Annexure I. Therefore, it is requested to take necessary action at the earliest in this regard.
8. This issues with the approval of the Competent Authority.

Yours sincerely,



(Abhishek Kumar)

Under Secretary to the Government of India

Encl: As above

Status of Ombudsperson in States (As on Dt.07.04.2025, As per MIS Report 20.1)			
Srno	Name of the State	Number of Districts in which MGNREGAs is Operational	Ombudsperson Appointed
1	ANDHRA PRADESH	26	14
2	ARUNACHAL PRADESH	26	12
3	ASSAM	35	29
4	BIHAR	38	32
5	CHHATTISGARH	33	22
6	GOA	2	0
7	GUJARAT	33	26
8	HARYANA	22	18
9	HIMACHAL PRADESH	12	8
10	JAMMU AND KASHMIR	20	16
11	JHARKHAND	24	23
12	KARNATAKA	31	31
13	KERALA	14	14
14	LADAKH	2	2
15	MADHYA PRADESH	52	12
16	MAHARASHTRA	34	29
17	MANIPUR	16	16
18	MEGHALAYA	12	8
19	MIZORAM	11	8
20	NAGALAND	11	10
21	ODISHA	30	22
22	PUNJAB	23	21
23	RAJASTHAN	33	30
24	SIKKIM	6	1
25	TAMIL NADU	37	36
26	TELANGANA	32	32
27	TRIPURA	8	8
28	UTTAR PRADESH	75	72
29	UTTARAKHAND	13	13
30	WEST BENGAL	23	22
31	ANDAMAN AND NICOBAR	3	1
32	DN HAVELI AND DD	1	1
33	LAKSHADWEEP	1	0
34	PUDUCHERRY	2	1
	Total	741	590

Ombudsperson Report on Action Taken FY:2024-2025 -(As on Dt.07.04.2025, As per MIS Report 20.3)

S No.	States/UTs	Number of Complaints reported	Number of Complaints disposed	Number of Complaints pending	Amount recommended for recovery (In lakh)	Amount recovered (In lakh)
1	ANDHRA PRADESH	1	0	1	0	0
2	ARUNACHAL PRADESH	0	0	0	0	0
3	ASSAM	405	237	168	0	0
4	BIHAR	72	37	35	14.34	0
5	CHHATTISGARH	206	140	66	35.63	0.83
6	GOA	0	0	0	0	0
7	GUJARAT	10	5	5	0.90	0
8	HARYANA	0	0	0	0	0
9	HIMACHAL PRADESH	29	0	29	0	0
10	JAMMU AND KASHMIR	215	203	12	0	0
11	JHARKHAND	686	302	384	57.42	0.01
12	KARNATAKA	0	0	0	0	0
13	KERALA	918	836	82	14.80	5.76
14	LADAKH	0	0	0	0	0
15	MADHYA PRADESH	0	0	0	0	0
16	MAHARASHTRA	0	0	0	0	0
17	MANIPUR	1	1	0	0	0
18	MEGHALAYA	0	0	0	0	0
19	MIZORAM	0	0	0	0	0
20	NAGALAND	0	0	0	0	0
21	ODISHA	180	108	72	15.30	0.11
22	PUNJAB	540	341	199	24.57	0
23	RAJASTHAN	494	432	62	19.23	0.03
24	SIKKIM	0	0	0	0	0
25	TAMIL NADU	2	0	2	0	0
26	TELANGANA	127	54	73	1.17	0
27	TRIPURA	9	9	0	0	0
28	UTTAR PRADESH	943	849	94	120.41	0
29	UTTARAKHAND	31	0	31	0	0
30	WEST BENGAL	69	69	0	0	0
31	ANDAMAN AND NICOBAR	0	0	0	0	0
32	DN HAVELI AND DD	0	0	0	0	0
33	LAKSHADWEEP	0	0	0	0	0
34	PUDUCHERRY	0	0	0	0	0
Total		4938	3623	1315	303.77	6.75

Ombudsperson Report on Action Taken FY:2023-2024 -(As on Dt.07.04.2025, As per MIS Report 20.3)

S No.	States/UTs	Number of Complaints reported	Number of Complaints disposed	Number of Complaints pending	Amount recommended for recovery (In lakh)	Amount recovered (In lakh)
1	ANDHRA PRADESH	63	0	63	0	0
2	ARUNACHAL PRADESH	0	0	0	0	0
3	ASSAM	106	13	93	4.76	0
4	BIHAR	0	0	0	0	0
5	CHHATTISGARH	295	273	22	4.24	0
6	GOA	0	0	0	0	0
7	GUJARAT	43	39	4	0.29	0
8	HARYANA	2	0	2	0	0
9	HIMACHAL PRADESH	0	0	0	0	0
10	JAMMU AND KASHMIR	46	33	13	0	0
11	JHARKHAND	569	444	125	56.40	4.82
12	KARNATAKA	0	0	0	0	0
13	KERALA	1411	1410	1	67.65	12.90
14	LADAKH	0	0	0	0	0
15	MADHYA PRADESH	0	0	0	0	0
16	MAHARASHTRA	27	5	22	0	0
17	MANIPUR	1	1	0	0	0
18	MEGHALAYA	2	0	2	0	0
19	MIZORAM	0	0	0	0	0
20	NAGALAND	0	0	0	0	0
21	ODISHA	453	397	56	57.34	6.76
22	PUNJAB	280	271	9	131.35	0
23	RAJASTHAN	472	418	54	10.08	0.32
24	SIKKIM	1	1	0	0	0
25	TAMIL NADU	78	21	57	7.19	0
26	TELANGANA	201	178	23	4.02	0
27	TRIPURA	76	75	1	0.03	0
28	UTTAR PRADESH	16	14	2	0	0
29	UTTARAKHAND	8	0	8	0	0
30	WEST BENGAL	301	268	33	6.35	0
31	ANDAMAN AND NICOBAR	1	0	1	0	0
32	DN HAVELI AND DD	0	0	0	0	0
33	LAKSHADWEEP	0	0	0	0	0
34	PUDUCHERRY	0	0	0	0	0
	Total	4452	3861	591	349.69	24.80