

Chhattisgarh Rural Employment Guarantee Grievance Redressal Rules, 2012

CHHATTISGARH

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Rule

CHHATTISGARH-RURAL-EMPLOYMENT-GUARANTEE-GRIEVANCE-R of 2012

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Chhattisgarh Rural Employment Guarantee Grievance Redressal Rules, 2012Published vide Notification No. 1992/iaoxzkofoofoo/22/2012 dated the 5th March, 2012Last Updated 14th October, 2019Notification No. 1992/iaoxzkofoofoo/22/2012 dated the 5th March, 2012. - In exercise of the powers conferred by sub-section (1) of Section 32 of Mahatma Gandhi National Rural Employment Guarantee Act, 2005 (No. 42 of 2005), the State Government, hereby, makes the following Rules, the same having been previously published as required by sub-section (1) of Section 32 of the said Act, namely : -

1. Short title, extent and commencement.

(1)These rules may be called the Chhattisgarh Rural Employment Guarantee Grievance Redressal Rules, 2012.(2)These rules shall extend to the whole State of Chhattisgarh.(3)These rules shall come into force on the date of their publication in the Official Gazette.

2. Definitions.

(1)In these rules, unless the context otherwise requires, -(a)"Act" means the Mahatma Gandhi National Rural Employment Guarantee Act, 2005 (No. 42 of 2005);(b)"Appellate Authority" means the Commissioner, Employment Guarantee Scheme and any other officer as referred to in sub-rule (2) of Rule 3;(c)"Additional District Programme Coordinator" means Chief Executive Officer of concerned Zila Panchayat;(d)"District Programme Coordinator" means Collector of concerned district;(e)"Programme Officer" means Programme Officer of Janpad Panchayat;(f)"Section" means

a Section of the Act;(g)"State Level Officer" means the State Level Officer as designated under sub-rule (5) of Rule 5.(2)Words and expressions used in these rules and not defined but defined in the Act shall have the same meaning respectively assigned to them in the Act.

3. Designation of Grievance Redressal Officer.

(1)The Grievance Redressal Officer at the Block level will be the Programme Officer and as the District level the Additional District Programme Coordinator.(2)Any person aggrieved by an order of the Gram Panchayat may prefer an appeal to Programme Officer and an appeal against the order of the Programme Officer will lie to the District Programme Coordinator or to any officer authorized by him/her on his behalf but not below than the rank of Upper Collector and accordingly an appeal against the order of the District Programme Coordinator or District Level Officer will lie to the Commissioner, Employment Guarantee Scheme, Office of the Development Commissioner, Department of Panchayat and Rural Development or to any officer authorized by him/her for this purpose.

4. Procedure for filing complaints.

(1)A person who has any grievance shall submit the complaint to the concerned Programme Officer or Additional District Programme Coordinator.(2)There shall be complaint boxes installed at conspicuous places in the offices of the Programme Officers and Additional District Programme Coordinator to facilitate submission of complaints.(3)The Gram Sabha and the Social Audit Forum shall also provide a forum for public hearings so that grievances may quickly be redressed.(4)On receiving the complaint, the concerned Additional District Programme Coordinator and the Programme Officer shall direct the concerned official to make an entry about the name and address of the petitioner, nature and date of the petition, in the complaint register.(5)The person/employee registering the grievance shall give a written receipt with number and date so that he/she can follow up the status of disposal of his/her grievance from a counter in the office of the Programme Officer and Additional District Programme Coordinator.

5. Procedure for disposal of complaints.

(1)All complaints received shall be disposed of within a period of fifteen days of their receipt.(2)The office of the Additional District Programme Coordinator and Programme Officer concerned shall inform the petitioner about the action taken in writing. Once a grievance has been disposed of, the date and nature of disposal should be communicated to the petitioner.(3)If the complainant is not satisfied with the action taken, he/she may prefer an appeal to the concerned Appellate Authority under sub-rule (2) of Rule 3 within fifteen days of receiving the order communicated under sub-rule (2) above.(4)The Appellate Authority shall dispose of the appeal within a period of fifteen days and also inform the complainant of the action taken in writing.(5)The Commissioner, Employment Guarantee Scheme or any State Level Officer authorized by him/her shall be the State Level Appellate Authority to monitor the disposal of complaints in the State.

6. Procedure for monitoring of complaints.

(1)The State Level Officer shall give wide publicity to the procedure for grievance redressal at all level.(2)The District Programme Coordinator shall hold quarterly meeting regarding the situation of disclosure of complaints and also publish it in local news papers.(3)In every month the monitoring of disposal of the complaints shall be done at the next higher level for identifying the areas which require additional attention.(4)Monthly reports on complaints received and disposed of shall be sent from Programme Officer to Additional District Programme Coordinator and from Additional District Programme Coordinator to District Programme Coordinator and from District Programme Coordinator to State Government and from State Government to Government of India and will also be entered on line in predesigned formats in the webpages of the Ministry of Rural Development, Government of India.