

Mahatma Gandhi National Rural Employment Guarantee (Procedure for Grievance Mechanism) (Punjab) Rules, 2012

PUNJAB

India

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Rule

MAHATMA-GANDHI-NATIONAL-RURAL-EMPLOYMENT-GUARANTEE- of 2012

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Mahatma Gandhi National Rural Employment Guarantee (Procedure for Grievance Mechanism) (Punjab) Rules, 2012 Published vide Notification No. G. S. R. 53/C.A.42/2005/Ss.19 and 32/2012, dated 18.9.2012 Last Updated 23rd January, 2020 Government of Punjab Department of Rural Development and Panchayats (IRDP Section) No. G. S. R. 53/C.A.42/2005/Ss.19 and 32/2012. - With reference to the Government of Punjab, Department of Rural Development and Panchayats, Notification No. G.S..R.1/C.A.42/2005/Ss. 19 and 32/2012, dated the 3rd January, 2012, and in exercise of the powers conferred by clause (d) of sub- section (2) of section 32 read with section 19 of the Mahatma Gandhi National Rural Employment Guarantee Act, 2005 (Central Act No. 42 of 2005), and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, namely :-

1. Short title, extent and commencement.

- These rules may be called the Mahatma Gandhi National Rural Employment Guarantee (Procedure for Grievance Mechanism) (Punjab) Rules, 2012.

2. Definitions. Sections 19 and 32.

- In these rules, unless the context otherwise requires, -(i) "Act" means the Mahatma Gandhi National Rural Employment Guarantee Act, 2005 (Central Act No. 42 of 2005); (ii) "Commissioner"

means the Joint Development Commissioner, (IRD) designated as the State Rural Employment Guarantee Commissioner for the purposes of the Scheme;(iii)"complaint" means complaint made under Rule 3 of these rules.(iv)"section" means a section of the Act; and(v)"Social Audit Forum" means periodic assemblies convened by the Gram Sabha as part of the process of social audit.

3. Procedure for filing of complaints. Sections 19 and 32.

(1)A person, who has any complaint should submit the same, in writing, to the Programme Officer concerned or the District Programme Coordinator.(2)There shall be complaint boxes installed at conspicuous places in the offices of the Programme Officers and District Programme Coordinators to facilitate submission of Complaints.(3)On receiving the complaint, the concerned Programme Officer and District Programme Coordinator, as the case may be shall direct to the concerned official to enter the name and address of the complainant, nature and date of the complaint in the complaint register, which shall be uploaded on the internet on weekly basis.(4)The official registering the grievance shall give a written receipt with number and date, so that the complainant can follow up the status of disposal of his/her grievance from a counter in the office of the Programme Officer or the District Programme Coordinator or over the Internet using the receipt number of the complaint.(5)The Gram Panchayat of a Gram Sabha and the Social Audit Forum shall also provide a forum for public hearings say that grievances may quickly be redressed.

4. Procedure for disposal of complaints. Sections 19 and 32.

(1)All the complaints received under Rule 3 shall be disposed of within a period of seven days from the date of receipt.(2)The office of the Programme Officer and the District Programme Coordinator shall inform the complainant of the action taken, in writing. Once a grievance has been disposed of, the date and nature of disposal shall be communicated to the complainant. These details are also to be made available over the internet.

5. Procedure for filing of an appeal. Sections 19 and 32.

(1)If the complainant is not satisfied with the action taken by the Programme Officer, he may prefer an appeal to the District Programme Coordinator and if he is not satisfied with the action taken by the District Programme Coordinator to the Commissioner within a period of fifteen days of the action so taken by either of the officers mentioned in this sub-rule.(2)The Appellate Authority shall dispose of the appeal within the time limit of seven days and also inform the complainant of the action taken, in writing.

6. Procedure for monitoring of complaints. Sections 19 and 32.

(1)The Commissioner shall give wide publicity of grievance redressal at all levels.(2)The District Programme Coordinator shall cause to make the quarterly disclosure of complaints in local newspapers.(3)The District Programme Coordinator shall make the necessary arrangements within the District, such as, help-lines, facilitation centres, legal aid, web-based complaint systems, special

grievance redressal drives or grievance redressal days, Rozgar Melas to ensure quick and effective internal grievance redressal mechanisms.(4)Every month, the monitoring of disposal of the complaints shall be done at the next higher level. Data generated by classifying complaints shall be analysed each month for region and typed so that it becomes a tool for identifying areas that require senior management attention and redesigning of systems.(5)Monthly reports on the complaints received and disposed of, shall be sent from the Gram Panchayat of a Gram Sabha to Programme Officers and from Programme Officers to District Programme Coordinators and from District Programme Coordinators to the Commissioner, who shall send the same to the Government of India.

7. Additional grievance redressal mechanisms. Sections 19 and 32.

- Notwithstanding anything contained in these Rules, any complaint relating to the Gram Panchayat of a Gram Sabha or Social Audit Forum may be made to the Programme Officer.