



**Tripura Rural Employment Grievance
Redressal Mechanism Rules
(TREGRMR), 2016.**



GOVERNMENT OF TRIPURA
RURAL DEVELOPMENT DEPARTMENT.

No.F. 3(31)-RD/2008(Part-1)/787

Dated, Agartala, the 18th April, 2017.

NOTIFICATION

Whereas, as required under sub-section (1) & 2(d) of section 32 of the Mahatma Gandhi National Rural Employment Guarantee Act, 2005, the draft Rules of the "Tripura Rural Employment Grievance Redressal Mechanism Rules (TREGMR), 2016" is hereby published in Tripura Government Gazette Extraordinary for information of all persons likely to be affected thereby and notice is given that the said draft rules would be taken into consideration after expiry of a period of 30 (thirty) days from the date of its publication in Official Gazette.

If no view or suggestions are received from any person with respect to the said draft rules within the stipulated period of 30 days from the date of publication then in exercise of powers conferred under sub-section (1) of section 32 of the Mahatma Gandhi National Rural Employment Guarantee Act, 2005, the State Government will make the following rules, namely :-

1. Short title and commencement :

- i. These rules may be called "Tripura Rural Employment Grievance Redressal Mechanism Rules (TREGMR), 2016".
- ii. They shall extend to the whole of Tripura State.
- iii. They shall come in to force on the date of their publication in the Official Gazette.

2. Definition :

1. In these rules, unless the context otherwise requires :-

- a) The "Act" means the Mahatma Gandhi National Rural Employment Guarantee Act, 2005 (42 of 2005).
- b) "Block" means a group of Gram Panchayat Units being supported by a Block Administration.
- c) "Central rules" means the rules framed by the Government of India under the Act;
- d) "District Programme Coordinator" means District Magistrate & Collectors posted in the district under, Government of Tripura;

- e) "Notification" means a notification published in the Official Gazette of Tripura;
 - f) "Panchayat Act" means the Tripura Panchayat Act 1993;
 - g) "Programme Officer" means the Block Development Officer posted in the Block;
 - h) "Project Director" means the Project Director, District Rural Development Agency (DRDA) posted in the district.
 - i) "State Cell" means the State Cell under the Mahatma Gandhi National Rural Employment Guarantee Act, 2005 in the Head Office of Rural Development Department, Government of Tripura;
 - j) "State rules" means the rules framed by the State Government under the Act.
2. The words and expressions used in these rules and not otherwise defined but defined in the Act shall have the meaning (s) 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 at the District level the Addl. District Magistrate & Collector.
 - 2. A system of appeal will be there to deal with grievances at each level. Any person aggrieved by an order of the Gram Panchayat may prefer an appeal to the Programme Officer and an appeal against the order of the Programme Officer will lie to the District Programme Coordinator and accordingly an appeal against the order of the District Programme Coordinator will lie to the Principal Secretary to the Government of Tripura, Rural Development Department, or to any officer authorized by him on his behalf.
4. **Procedure for filing complaints**
- 1. Where a person who has any complaint should submit either in writing or orally (to be recorded in writing) to the concerned Programme Officer or 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. The Gram Sabha and the Social Audit Forum shall also provide a forum for public hearings so that grievances may be quickly redressed.
 - 4. On receiving the complaint, the concerned District Programme Coordinator and the Programme Officer shall direct the concerned official to enter the name and address of the petitioner, nature and date of the petition, in the complaint register which shall be uploaded on to the internet on a weekly basis.
 - 5. The official 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 over the internet using the receipt number.

5. Procedure for disposal of complaints

1. All the complaints received shall be disposed of within the statutory time limit of 15 (fifteen) days of their receipt.
2. The office of the Addl. District Magistrate & Collector and the Programme Officer concerned shall inform the petitioner of the action taken in writing. Once a grievance has been disposed of the date and nature of disposal should be communicated to the petitioner. These details are to be made available over the Internet.
3. If the complainant is not satisfied with the action taken, may prefer an appeal to the concerned Appellate Authority under the sub-rule (2) of rule 3 within 15 (fifteen) days.
4. The Appellate Authority shall dispose of the appeal within the statutory time limit of 15 (fifteen) days and also inform the complainant of the action taken in writing.
5. The Chief Vigilance Officer as notified under the provisions of operational guidelines 2013 of MGNREGA in the Rural Development Department head office shall be the State level Officer to monitor the disposal of complaints in the State.

6. Procedure for monitoring of complaints

1. The State Chief Vigilance Officer shall give wide publicity of Grievance Redressal at all levels.
2. The District Vigilance Officer shall cause to make the quarterly disclosure of complaints in local newspapers.
3. Every month the monitoring of disposal of the complaint shall be done at the next higher level. Data generated by classifying petitions shall be analyzed each month for region and type so that it becomes a tool for identifying areas that require senior management attention and redesigning of systems.
4. Monthly reports on complaints received and disposed of shall be sent from Gram Panchayat to Programme Officers and from Programme Officer to District Programme Coordinators and from District Programme Coordinators to the State Government and from the State Government to the Government of India and will also be entered on line in pre-designed formats in the webpage of the Ministry of Rural Development, Government of India.

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