



Mahatma Gandhi National Rural Employment Guarantee Scheme  
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 Thiruvananthapuram-33, Kerala  
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No.NREGA/364/2023/A3

Date:09-02-2024

Mahatma Gandhi NREGA Kerala

### NOTIFICATION

#### For the Selection of Ombudsperson at District Level

In exercise of the powers conferred under Schedule I of the Mahatma Gandhi National Rural Employment Guarantee Act, the Central Government directed the State Government to set up the office of the Ombudsperson at the district level as part of strengthening the existing administrative machinery for the disposal of grievances with regard to the implementation of Mahatma Gandhi National Rural Employment Guarantee Act. As per section 30, Schedule I of the Mahatma Gandhi National Rural Employment Guarantee Act, States are mandated to appoint an Ombudsperson in each districts for receiving grievances, enquiring into and passing awards as per the guidelines issued.

Mahatma Gandhi NREGS State Mission invites applications to the post of Ombudsperson at Thiruvananthapuram, Kollam, Pathanamthitta, Alappuzha, Idukki, Ernakulam, Thrissur, Palakkad, Malappuram, Kozhikkode, Wayanadu, Kannur, and Kasaragod Districts (Thirteen vacancy ). The eligibility criteria, terms of employment and other details are given below:

#### Eligibility and conditions for application:

1. The application for the post of Ombudsperson (in prescribed format annexed ) is invited for Thiruvananthapuram, Kollam, Pathanamthitta, Alappuzha, Idukki, Ernakulam, Thrissur, Palakkad, Malappuram, Kozhikkode, Wayanadu, Kannur, and Kasaragod Districts. Application shall be furnished in the same format with all supporting documents as required therein.
2. The selection committee constituted by the State for the purpose shall prepare the panel of suitable persons for appointing as Ombudsperson which shall be valid for two years, extendable not more than twice by one year each, subject to the decision of the Government.
3. Candidates shall be with eminent standing and impeccable integrity with at least 10 years of experience as on the date of notification in public administration, law, academics, social work or management as per the documents furnished along with the application
4. Experience in working, with people or community organizations, shall be a mandatory qualification.
5. No person who is a member of a recognized political party or a banned organization shall be considered for appointment as Ombudsperson. Each person shall be required to file a separate declaration (with Notary attestation) to this effect along with the application.
6. The persons selected as Ombudsperson must be physically active and capable of conducting field tours, inspections and visits to remote rural locations in the district.
7. Age should not be above 66 years as on 01-02-2024

**Tenure**

The Ombudsperson shall be appointed for two years extendable not more than twice by one year each, based on a performance appraisal process or till the incumbent attains the age of 68 years which ever is earlier. There shall be no reappointment.

**Remuneration**

1. The Ombudsperson shall be allowed compensation, in the form of a fee of Rs. 2250/- (Two thousand two hundred & fifty Rupees only) per sitting with an upper limit of Rs. 45,000/- (Forty-five Thousand Rupees only) per month
2. Ombudsperson will be eligible for TA/DA permissible for class I officers in the State Service for the journey within the district and attending meetings organized by Government/ Mahatma Gandhi NREGS State Mission.
3. Vehicle hire charges up to Rs. 20000/- as monthly ceiling.

**Powers and Responsibility of Ombudsperson ( in brief)**

1. The Ombudsperson shall have the power to Receive complaints from Mahatma Gandhi NREGA workers and others on matters related with the execution of Mahatma Gandhi NREG Scheme either at office or in the field during a field inspection and consider such complaints and pass awards within 30 days from the date of receipt of the complaint.
2. Issue directions for conducting spot investigation.
3. Initiate proceedings suo moto in the event of any circumstances arising within his jurisdiction that may lead to grievances including on issues related to delayed payment of wages or non – payment of unemployment allowance as recorded in the MIS.
4. Direct redressal, disciplinary and corrective actions.
5. Report his/her awards to the District Programme Coordinator and Principal Secretary of Nodal Department

**The Ombudsperson shall be responsible for:**

1. Ensuring proper processing of complaints and grievances made or reported to him/her.
2. Maintaining confidentiality of any information or document coming into his/her knowledge or possession in the course of discharging his/ her duties and not disclose such information or document to the extent considered by him to be reasonably required to comply with the principles of natural justice and fair play in the proceedings.
3. Sending a quarterly report to the Chief Secretary and Secretary, State Nodal Department recommending appropriate action. The report shall specially highlight cases where action needs to be taken against erring Mahatma Gandhi NREGS functionaries for their failure to redress grievances. The report will be accompanied by primary evidence needed to initiate action against the delinquent persons.
4. Furnishing a report every year, containing a general review of activities of the office of the Ombudsperson during the preceding financial year to the Chief Secretary and the Secretary, State Nodal Department along with such other Information as may be

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considered necessary by him/her. In the annual report, the Ombudsperson, on the basis of grievance handled by him/her, will review the quality of the working of the Mahatma Gandhi NREGS authorities and make recommendations to improve Implementation of Mahatma Gandhi NREGS. The report shall be displayed on the Mahatma Gandhi NREGS website.

5. Compiling a list of 'awards' of Ombudsperson between April & March of each financial year in respect of every Mahatma Gandhi NREGS Authority complained against and report it to the Chief Secretary of the State and the State Nodal Department. Text of awards shall also be displayed on the Mahatma Gandhi NREGS website by the State Nodal Department.
6. The Ombudsman will examine and deliver his awards on the subjects and items empowered by the provisions of Instructions of Ombudsman, the guidelines on Ombudsman and based on the provisions of the Mahatma Gandhi NREG Act , the rules made thereon and the Schemes formulated by the State Government and the Orders, Circulars ,Office Memorandums and instructions issued by Government of India and the State Government

The application shall be sent by post in the prescribed format along with self attested copies of necessary documents to The Mission Director, Mahatma Gandhi NREGS State Mission, Public Office 3rd Floor, Revenue Complex, Vikas Bhavan PO, Thiruvananthapuram -33. The last date for receiving application is 28-02-2024, 5 PM

**Phone No.** 0471-2313385,0471-2314385, 1800 425 1004(Helpline) Fax -0471- 2312385  
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Yours Faithfully,

NIZAMUDEEN A I A S  
MISSION DIRECTOR