



Satyameva Jayate

**Government of Jammu and Kashmir**  
**Department of Rural Development and Panchayati Raj**  
**Civil Secretariat, J&K, Jammu**

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**Subject:- Availing services of Ombudsperson appointed under MGNREGA for redressal of the PMAY-G related activities- reg**

**Ref: -** D.O. Communication No. J-11060/15/2022-RH-Pol. (e379226) received from MoRD GoI.

**Govt. Order No:- 339 RD & PR of 2022**  
**Dated :- 17/11/2022**

In order to ensure transparency & accountability in implementation of Centrally Sponsored Scheme, Pradhan Mantri Awaas Yojna- Gramin (PMAY-G), it is hereby ordered that the Ombudspersons appointed under MGNREGA shall also act as grievance redressal forums for PMAY-G with the same geographical jurisdiction as assigned under MGNREGS.

**Further, the terms of reference for Ombudsperson under PMAY-G are as under:-**

1. The institution of Ombudsperson seeks to provide people a scope to get redressal for their grievances through designated persons who are autonomous from the administrative system within which they faced such grievances.
2. The Office of the Ombudsperson has been created in the districts under the Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS). The Ombudsperson appointed under the MGNREGS will be assigned the additional responsibilities of acting as the Ombudsperson for PMAY-G with the same geographical jurisdiction as her/his jurisdiction under MGNREGS.
3. An Ombudsperson shall receive complaints from PMAY-G beneficiaries and others on any matter specified under the Clause-7 (Grounds on which Complaint can be filed). The complaints should be considered, and orders be passed within 30 days from the receipt of the complaint. For considering such complaints and facilitate their disposal in accordance with the PMAY-G guidelines, the ombudsperson may require the relevant documents/ certified copies on the subject matter of the complaint from the officials. They may suggest redressal, disciplinary and corrective actions. Ombudspersons will send the Quarterly regular reports to the Commissioner/Secretary to Govt. Department of Rural Development and Panchayati Raj (administrative department of PMAY-G) for appropriate action.
4. The Ombudspersons shall be provided orientation and training related to PMAY-G guidelines for handling grievances.
5. If there are any costs of honorarium and travel for Ombudsperson over and above what's available under MGNREGS, the same will be provided from the Administrative Costs under PMAY-G. The norms applicable will be the same as what is applicable under MGNREGS.
6. The name and contact details of the Ombudsperson for the district will be displayed prominently at District. Block and Panchayat Offices. AwaasSoft will be updated to incorporate provision for Ombudsperson. Ombudsperson App is already available under MGNREGS. The same shall be updated to incorporate PMAY-G.

Jk

7. **Grounds on which Complaint can be filed:** A complaint pertaining to any one or more of the following subjects alleging deficiency in the implementation of PMAY-G may be filed with the Ombudsperson:

I. Discrepancy in records regarding identity of beneficiaries, location of house, completion status

II. Sanction of houses/ payment to ineligible beneficiary

III. Denial of benefits to eligible beneficiary

IV. Corrupt Practices:

a. Demanding money by any person to get house sanctioned or to get the installment(s) amount released, or to get the house photographed or geo-tagged or for other activities.

b. Authorities are delaying decision at any stage of the activity.

c. Beneficiary forced to procure material from a particular vendor.

**By order of the Government of Jammu & Kashmir.**

Sd/-

(Mandeep Kaur) IAS

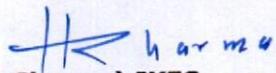
Commissioner Secretary to the Government

Dated:- 17-11-2022

No:- RDD-PS/185/2022-06

Copy to the: -

1. Joint Secretary (J&K), Ministry of Home Affairs, Govt. of India for information.
2. Joint Secretary (RH), Ministry of Rural Development, Govt. of India for information.
3. Divisional Commissioner Jammu/Kashmir for information.
4. Deputy Director General RH), Ministry of Rural Development, Govt. of India for information.
5. Deputy Commissioner (All ) for information with the request to circulate the orders for wide publicity of the public through Electronic & Print & Social Media.
6. Director Rural Development Kashmir/Kashmir for information and necessary action.
7. Member Secretary, MGNREGA, Department of RD & PR for information and necessary action.
8. Assistant Commissioner Development (All) for information with the directions to sensitize the public about the available grievance redressal forums.
9. Pvt. Secretary to Commissioner/Secretary to Government, Department of RD & PR for information of the Commissioner/Secretary.
10. \_\_\_\_\_ Ombudsperson District \_\_\_\_\_ for information and compliance.
11. In-charge Website
12. Government Order file (W.3.s.c.)/ stock file.

  
(Kamal Kr Sharma) JKES  
Joint Director PD & MD 17/11/22