

Government of West Bengal
P&RD Department
RD Wing
63, Netaji Subhas Road, Kolkata - 700001



No. 4568 (20)-RD/O/MGNREGS/ 18M-04-08 (Part-I)

Date: 26-06-2012

From : Shri Dibyendu Sarkar, Commissioner (MGNREGS)

To : 18) The D.M & D.P.C., Jalpaiguri

19) The Principal Secretary, DGHC

20) The A.E.O, S.M.P

Sub: OMBUDSMAN

M.R.E.G.A. CELL
Jalpaiguri
Docket No. 2075
Date 10-7-12

With reference to the subject mentioned above, the undersigned is directed to state that on 12th June, 2012 the Department had a meeting with the Ombudsman appointed in different districts under MGNREGS. In the said meeting the Ombudsmen present reported on their activities and the basic facilities extended by the district authorities. As could be obtained from discussion, the Ombudsmen of some of the districts reported lukewarm response from the districts for their presence and were allegedly not extended with necessary facilities like office space and other infrastructural support. Without naming specific districts it is emphasized that all the districts must show due courtesy to the quasi judicial functionary and extend the following support:

- 1 Specific office space for discharging their function when they visit respective district office. Since in their quasi judicial status as Ombudsman they have to arrange hearing on the basis of grievances referred to them, they should be provided with some exclusive space where they can also take in-camera deposition.
- 2 Appropriate office stationary should be arranged for use by the Ombudsmen.
- 3 The Ombudsmen should be given access to computer with internet facilities as and when required. It may not be possible to place an exclusive computer in the office chamber of the Ombudsmen. However, access to computer should be ensured.
- 4 On the days the Ombudsmen reports at the district headquarters, the Block Social Audit Coordinator (BSAC) should positively be associated with him and provide necessary support in discharge of his duties.
- 5 Services of a computer operator / data entry operator should also be made available to the Ombudsman, as and when required.
- 6 When the Ombudsman visits the field for inspection or enquiry, appropriate officials including the BSAC, a technical officer and such other person as may be required should be provided to the Ombudsman.
- 7 Arrangement for stay in the Circuit House or some Guesthouse in the district should be made during visit of the Ombudsman of the district.
- 8 Appropriate support towards vehicle to the Ombudsman should be provided during their visit to the district and the field.

So far as functioning of the Ombudsman is concerned, it is often seen that the same set of complaints are addressed to the district administration as well as the Ombudsman in charge of the district. In order to ensure that there is no

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duplication of efforts, the District Nodal Officer should invariably place a list of grievances received at the district end with status as on date during each visits of the Ombudsman.

The Ombudsman generally gets direct complaints of the people and disposes the same as per the norms laid down for their functioning. However, whenever the District authority feels that a particular complaint, although not lodged directly with the Ombudsman, needs his attention the same may be forwarded to him by the District authority only. Here the District authority includes the DPC, the ADPC and the DNO.

Whenever, the Ombudsman faces any difficulty during field enquiry on a complaint either lodged directly with him or referred to the district authority necessary support should be provided on an urgent basis. Any obstruction created in discharge of his official duties should be treated as obstruction to public servant in rendering official services and should be addressed as per provision of appropriate law.

The Ombudsman, on his part should send regular reports to the State Government incorporating the details of the cases taken up during the period and their disposal.

Shri Tarakeshwar Mistra, Ombudsman in charge of Bankura, Howrah and Birbhum district completed 65 years of age on 31st May, 2012. As per provision of relevant rules he cannot continue as Ombudsman. However, in view of the fact that he has got some pending cases to settle, the department has requested him to continue for a further period of two months, that is June and July, 2012 and submit final report for consideration of the State Government.


Commissioner (MGNREGS)