

No.J-40/8/2026-RD&AD(VB-GRAMG)
GOVERNMENT OF MIZORAM
RURAL DEVELOPMENT AND ADMINISTRATION DEPARTMENT
(Room 327, 3rd Floor, Building No.1, Mizoram Secretariat, MINECO, Khatla-796001,
Aizawl. Email:rdsectt1@gmail.com)

Aizawl, the 20th August 2026

NOTIFICATION

As per approval of the Council of Ministers in its meeting held on 18th August 2026 and in the interest of public service, the Government of Mizoram is pleased to notify the '**Mizoram Viksit Bharat: Guarantee for Rogzar and Ajeevika Mission (Gramin) [VB:GRAMG] Grievance Redressal Rules, 2026**' as enclosed.

Sd/-R ZARZOSANGA
Commissioner & Secretary to the Government
Rural Development and Administration Department

Memo No.J-40/8/2026-RD&AD(VB-GRAMG) : Aizawl, the 20th Aug 2026

Copy to:

- 1) PS to Hon'ble Governor, Mizoram for information
- 2) PS to Hon'ble Chief Minister, Mizoram for information
- 3) PS to Hon'ble Speaker, Mizoram for information
- 4) PS to Ministers/Deputy Speaker/Ministers of State for information
- 5) PS to Hon'ble Minister of State for RD & A Deptt for information
- 6) Sr PPS to Chief Secretary, Government of Mizoram for information
- 7) Smt Rohini R Bhajibhakare, Joint Secretary, Ministry of Rural Development, Government of India for information
- 8) All Administrative Heads of Department for information
- 9) All Heads of Department for information
- 10) All Deputy Commissioner, Mizoram for information and necessary action
- 11) Director, SIRD & PR for information
- 12) Director, Dte of Local Administration for information
- 13) Director, Dte of Rural Development for information
- 14) Controller, Printing & Stationery Deptt for publication in Official Gazette
- 15) Chief Executive Officer, MzSRLM for information
- 16) All Project Directors, DRDO for information and necessary action
- 17) Director, Social Audit Unit for information and necessary action
- 18) Project Director, SLMC & IAC for information and necessary action
- 19) All BDOs, Mizoram for information and necessary action
- 20) Addl Programme Officer, Saitual/Sakawrdai/Zawlhuam II for information and necessary action
- 21) All Officers under RD & A Deptt Sectt for information and necessary action
- 22) Website Manager, RD & A Deptt Sectt for information and necessary action
- 23) Guard File

Digitally signed by
Lalhmachhuani
Date: 20-08-2026
16:47:35

Under Secretary to the Govt. of Mizoram
Rural Development and Administration Department

THE MIZORAM VIKSIT BHARAT: GUARANTEE FOR ROZGAR AND AJEEVIKA MISSION (GRAMIN) [VB:GRAMG] GRIEVANCE REDRESSAL RULES, 2026

WHEREAS the draft of the the Mizoram Viksit Bharat: Guarantee for Rozgar and Ajeevika Mission (Gramin) [VB:GRAMG] Grievance Redressal Rules, 2026 was published in three newspapers and department's website in June 2026 as required by sub-section (1) of section 34 of the Viksit Bharat: Guarantee for Rozgar and Ajeevika Mission (Gramin) Act, 2025 for inviting comments, objections or suggestions from all persons likely to be affected thereby, before 1st July 2026;

AND WHEREAS no comments, objections or suggestions were received on the said draft of the the Mizoram Viksit Bharat: Guarantee for Rozgar and Ajeevika Mission (Gramin) [VB:GRAMG] Grievance Redressal Rules, 2026;

NOW, THEREFORE, in exercise of powers conferred by section 34 read with section 25 of the Viksit Bharat: Guarantee for Rozgar and Ajeevika Mission (Gramin) Act, 2025, the Government of Mizoram hereby makes the following rules, namely:-

1. Short title, extent and commencement:-

(1) These rules shall be called the Mizoram Viksit Bharat: Guarantee for Rozgar and Ajeevika Mission (Gramin) [VB:GRAMG] Grievance Redressal Rules, 2026.

(2) They shall extend to the rural areas of Mizoram.

(3) They shall come into force from the date of publication in the Mizoram Gazette.

2. Definition:-

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

(a) "Act" means the Viksit Bharat—Guarantee for Rozgar and Ajeevika Mission (Gramin): VB—G RAM G (VB:GRAMG) Act, 2025;

(b) "Block Level Grievance Redressal Committee" means a committee for grievance redressal under VB:GRAMG at the block level;

(c) "digital public infrastructure for redressal of grievance" means an integrated digital system or platform, as established, maintained, or designated by the Central Government, which is directly accessible to citizens for the purpose of registration of grievances, and enables end-to end digital tracking, monitoring and disposal of such grievances in a transparent, accountable and time-bound manner;

(d) "Block Level Grievance Redressal Committee" means a committee for grievance redressal under VB:GRAMG at the block level;

(e) "District Level Grievance Redressal Committee" means a committee for grievance redressal at the district level;

(f) "grievance" means any complaint or representation submitted orally, in writing or through digital means, preferably accompanied by the full name and contact details of the applicant or any other person, and relating to any matter arising out of or connected with the implementation of the Scheme, including the matters referred to in sub-section (2) of section 25 of the Act;

(g) "Grievance Redressal Authority" means any officer or body, appointed by the State Government by notification, who is vested with the responsibility to receive, record, enquire, and redress grievances under these rules, at the village, block, district, or any other tier as may be specified, and includes any officer acting under the delegated authority;

(h) “Grievance Redressal System” means the institutional mechanism, comprising such authorities at such levels as may be determined by the State Government, along with a digital platform provided by the Central Government or the State Government, for the receipt, registration, enquiry, and disposal of grievances relating to the implementation of the Scheme, in accordance with the provisions of the Act and these rules;

(i) “notification” means a notification published in the Official Gazette, and the term “notify” or “notified” shall be construed accordingly;

(j) “Scheme” means the Mizoram Viksit Bharat: Guarantee for Rozgar and Ajeevika Mission (Gramin) Scheme, 2026;

(k) “State Level Grievance Redressal Committee” means a committee for grievance redressal at the state level;

(l) “Village Level Grievance Redressal Committee” means a committee for grievance redressal at the village level;

(2) All other words and expressions used herein and not defined, but defined in the Act of 2025 shall have the meanings respectively assigned to them in the Act of 2025.

3. Establishment of Grievance Redressal Mechanism:

(1) There shall be a Village Level Grievance Redressal Committee established under the Chairmanship of President, Village Level Gramin Rozgar Council in each village in Mizoram where traditional Village Council exists in place of Gram Panchayat.

(2) The composition of Village Level Grievance Redressal Committee shall consist of the following members, namely:-

- (a) Chairman : Chairman of the Village Level Gramin Rozgar Council concerned
- (b) Secretary : Secretary of the Village Level Gramin Rozgar Council
- (c) Members : 1) All members of the Village Council
: 2) Representatives of NGOs
: 3) Representatives of all political parties in the village area.

(3) Block Level Grievance Redressal Committee shall be established in the Office of the Programme Officer for receiving complaints on the implementation of the VB:GRAMG within the Block and also receiving appeals from the aggrieved persons who are not satisfied with the decision of the Village Level Grievance Redressal Committee or the case referred to the Block Level Grievance Redressal Committee by the Village Level Grievance Redressal Committee for its disposal and the concerned Programme Officer shall act as Block Level Grievance Redressal Officer.

(4) The composition of Block Level Grievance Redressal Committee shall consist of the following members, namely:-

- (a) Chairman : Programme Officer concerned
- (b) Secretary : Addl Programme Officer, VB:GRAMG concerned
- (c) Members : 1) All Technical Assistants, VB:GRAMG
: 2) Representatives of NGOs
: 3) Representatives of all political parties in the Block headquarters.

(5) There shall be District Grievance Redressal Cell in the Office of the District Programme Coordinator to receive complaints on the implementation of the VB:GRAMG within the district.

(6) The District Programme Coordinator will function as District Grievance Redressal Officer within his jurisdiction and will also function as Appellate Officer or Authority to receive appeals against the decision of the Village Level Grievance Redressal Committee or Block Level Grievance Redressal Committee.

(7) The composition of the District Level Grievance Redressal Committee shall consist of the following members, namely:-

- (a) Chairman : District Programme Coordinator, VB:GRAMG concerned
- (b) Secretary : Addl District Programme Coordinator, VB:GRAMG concerned
- (c) Members : 1) All Programme Officers in the District
: 2) Representatives of NGOs
: 3) Representatives of all political parties in the District headquarters.

(8) The State VB:GRAMG Commissioner will function as the State Level Grievance Redressal Officer who will receive complaints on the implementation of the VB:GRAMG anywhere in Mizoram.

(9) He shall also act as the Appellate Authority at the State level against the decision of the District Level Grievance Redressal Officer.

(10) The composition of State Level Grievance Redressal Committee shall consist of the following members, namely:-

- (a) Chairman : State Commissioner, VB:GRAMG
- (b) Secretary : Deputy Secretary, Rural Development and Administration
- (c) Members : 1) Additional Secretary, Rural Development and Administration
: 2) Joint Secretary, Rural Development and Administration
: 3) Director, Social Audit Unit
: 4) Under Secretary II, Rural Development and Administration
: 5) 3 members representatives from NGOs in the State level
: 6) 3 members representatives from political parties in the State level

4. Designated day for receiving grievances:

Friday of every week shall be fixed to receive grievances at each level when village, block, district and state level grievances officers shall mandatorily be available. Notice of such designated day shall be prominently displayed in the Notice Board or website or both

5. Mode of receipt of grievances:

(1) A grievance may be submitted in person, by post, digitally, including through digital public infrastructure, orally or telephonically, including through designated helplines, to any office or authority designated for grievance redressal at the Village, Block, District or State level.

(2) A Grievance Redressal Desk shall be established at every block and at the district level. This desk shall facilitate:

- (a) The receipt and registration of grievances;
- (b) The provision of information and responses to enquiries relating to the implementation of the Act.

(3) Every grievance so received shall be recorded and duly registered on the Digital Public Infrastructure for Redressal of Grievance, as designated by the Central Government, and shall be acknowledged by the issuance of a dated receipt to the complainant.

(4) Upon registration of grievance, a unique registration number shall be generated and communicated to the complainant, which shall be used for the purposes of tracking, monitoring, and disposal of the grievance.

(5) No grievance shall be refused or denied registration on any grounds, such as form, language, or mode of submission, etc.

6. Lodging of complaints:

(1) Complaint can be filed at Village Level, Block Level Office, District level Office or State Cell Office or to any authorized Officer.

2) There shall be a Complaint Box placed at the office of the Programme Officer, Addl District Programme Coordinator or District Programme Coordinator and at the State level wherein any aggrieved person can post his complaints in writings. No anonymous complaint shall be entertained. Complaint Box shall be checked daily for processing.

(3) Complaints can also be submitted in writing in a plain paper, phone, internet and orally. Complaints may also be filed in the prescribed format (Annexure IV) as far as possible. If complaint is submitted by phone or orally, the receiver shall fill in the form and Acknowledgement Receipt shall be issued by the receiver (Annexure IV).

(4) No anonymous complaint shall be accepted as per instructions of the Central Vigilance Commission Circular No.12/09/20 dated 24th September 2020 and Department of Personnel & Training (DoPT)'s OM No.104/76/2011-AVD.I dated 18/10/2013 & 18/06/2014 and Central Vigilance Commission's Circular No.07/11/2014 dated 25/11/2014. All complaints may clearly indicate name, address, contact No and Gramin Rozgar Guarantee Card No with documentary proof.

(5) In case of complaint received through Whatsapp, SMS or Email, the complainant shall be required to give his signature in a print-out of complaint in the first hearing or at the earliest possible opportunity before the concerned Committee.

7. Procedure for disposal of grievances:

(1) Inquiry through spot verification or inspection and disposal shall be completed within seven working days of receipt of the grievance.

(2) The receipt and disposal of complaints or appeals shall be recorded in the Register prescribed for the purpose where a complaint is made whether to the Village Level Gramin Rozgar Council or Programme Officer or District Programme Coordinator or at the State level.

(3) After completion of the enquiry, the concerned authority shall initiate immediate corrective action, and the grievance shall be resolved within fifteen days.

(4) Failure to dispose of a grievance within seven working days at the level determined shall be treated as a contravention of the provisions of this Act and shall attract action in accordance with section 27 or any corresponding provision of this Act.

(5) The concerned authority shall inform the complainant in writing, physically or digitally, of the conclusions of the enquiry and the steps taken for redressal.

(6) Action taken on grievances received by all implementing agencies shall be placed before the meetings of the Block Gramin Rozgar Council and the District Gramin Rozgar Council for review and monitoring.

(7) Any grievance not resolved within fifteen days at the Ward, Gram Panchayat, Block or District level shall be automatically escalated to the next higher level through Digital Public Infrastructure for Redressal of Grievance, and such escalations shall be continuously monitored electronically.

8. Procedure for appeals:

(1) All appeals shall be filed within forty-five days from the date of the order;

(2) All appeals shall be disposed of within thirty days from the date of receipt.

(3) Appeals against the orders of the Village Level Grievance Redressal Committee shall lie before the Programme Officer; appeals against the orders of the Programme Officer shall lie before the District Programme Coordinator; appeals against the orders of the District Programme Coordinator shall lie before the State Grievance Redressal Authority or any officer designated by the State Government;

(4) The decisions thereon shall be communicated to the appellants in writing through registered post or email or Whatstapp or SMS.

(5) The decision of the State Level Appellate Authority shall be final in respect of the complaints or appeals on the implementation of VB:GRAMG in Mizoram

9. Functions of District Programme Coordinator:

The District Programme Coordinator or any official nominated by him shall act as the District Grievances Redressal Officer at the district level and shall perform the following functions, namely:

(a) Ensure that all grievances received are duly recorded, registered, and redressed through the Digital Public Infrastructure for Redressal of Grievances, as established or designated by the Central Government;

(b) Forward all grievances received at the District level to the appropriate grievance redressal authority and monitor their enquiry and disposal in accordance with the provisions of the Act and these rules;

(c) Ensure that the enquiry through spot verification or inspection and disposal is completed within seven working days of receipt of the grievance and the corrective action is taken, and the Action Taken Report is uploaded on the designated digital platform within a period of fifteen days;

(d) Where prima facie evidence of financial irregularity is revealed during preliminary enquiry or through findings of the social audit report, the District Programme Coordinator shall, after obtaining legal advice, ensure that a First Information Report is lodged and necessary proceedings are initiated;

(e) Ensure that the complainant is informed in writing, either physically or digitally, of the conclusions of the enquiry and the steps taken for redressal;

(f) Ensure that the Action taken on grievances received by all implementing agencies shall be placed before the meetings of the Intermediate Panchayat and the District Panchayat for review and monitoring;

(g) Submit quarterly reports, which shall include the number of grievances, the nature and category of grievances, and the disposal and pendency of grievances, to the State Government

10. Report:

A monthly report on complaints received and dispose off shall be sent from Village Level Gramin Rozgar Council to Programme Officer and from Programme Officer to District Programme Coordinator and from District Coordinator to the State Government and from State Government to the Government of India (Annexure III).

11. Helpline:

A helpline shall be arranged at the offices of the District Programme Coordinator in every District and the State Commissioner, VB:GRAMG, Aizawl. This helpline shall work with a toll-free telephone and the number and time of operation or service shall be published widely.

Annexure I
Records available for Scrutiny

List of Document s/Information	Place of Availability	Copies	Proactive disclosure	Minimum Requirements
Annual Plan Register	Village Council/Village Level Gramin Rozgar Council Office	From village level and Block Office	VLGRC/VC Office	-
Muster Rolls	1.Worksite 2.Village Council Office 3.Block Office 4.Website	From village level and Block Office	* On worksite. * During payment at VC Office * Consolidated form during the social audit, and *Consolidated Form on the website	1.Unique number 2.Have space for final measurements as linked to official measurement sheet 3.Have space or measurement recorded by Technical Assistant 4.Have signatures of officials who were present during payments
Gramin Rozgar Guarantee Card	With the labourers at all time	Through VLGRC/VC Office	To be signed by appropriate authority when entries are made.	1. Space for photographs of members of the household including additions of people who have migrated and come back. 2. Time period for work sought from when to when. 3. Time period of work. 4. No. of days work given. 5. Date of making payments. 6. Amount paid. 7. Muster No. on which worked. 8. Name of Family Members.
Measurement Book & MB Summary	VLGRC/VC Office. Worksite MB copy & summary should be in work file	of extract from VLGRC/VC or Block Office	VLGRC/VC Office	-
Muster Rolls	As per prescribed format	Employment Register	VLGRC/VC Office	of extracts from VLGRC/VC Office
Work Orders	VLGRC/VC Office	Extract	VLGRC/VC Office	-
District Schedule	VLGRC/VC Office	Extract	VLGRC/VC Office	-

of rates				
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Mandatory: To be signed by worker at the time of payment. Recommended apart from the MR being available on the Worksite, The MR shall be designed so that the worker signs for his/her attendance on the MR every day. This would ensure daily transparency, and much greater safeguards against fudging of the MR	As per prescribed format	Registration Application Register	VLGRC/VC Office	-
1. Entries must be up to date & any delay in making entries should be considered a violation of the act by the concerned authority. 2. Basic entitlements of the labour under VB:GRAMG should be printed on one page of the Gramin Rozgar Guarantee Card. 3. Telephone Numbers of PO, DPC & GP along with Block of district help line should be printed on the Gramin Rozgar Guarantee Card.	As per prescribed format	Asset register	VLGRC/VC Office	of extracts from VLGRC/VC Office

List of number of days of employment provided at the end of the year to each household.	Should have 1) Information about when work was sought, 2) when it was provided 3) at which worksite 4) amount paid	1) The register should be open for inspection at the VLRGC/VC Office during working hours. 2) The annual summary of total number of days of work provided and, total payment made to each household should be prepared and put up on the notice board, be made available on the website, and shared with community and read out during social audits	As per prescribed format Annual summary per household
1. List of assets should be put up on the notice board. 2. Asset map on a wall on the website.	Location. Amount spent, Executing agency, year status	To be shared social audit meeting. To put up on the on Notice board. To be updated on website at least once a year.	As per prescribed format

Annexure II

Specific contraventions of VB:GRAMG under section 27 of the Act

The following irregularities shall automatically be treated as contraventions of the Act under section 27:

1. Failure to accept an application for registration.
2. Failure to provide a Gramin Rozgar Guarantee Card to all eligible household.
3. Failure to provide a receipt for a work application.
4. Failure to provide work on time (i.e. within 15 days of application).
5. Failure to pay wages on time
(i.e. within a fortnight of the date on which work was done).
6. Failure to pay unemployment allowance as per provisions of the Act.
7. Failure to make requisite Gramin Rozgar Guarantee Card entries at the time of wage payment.
8. Failure to adhere to the Transparency and Accountability Rules.
9. Failure to provide mandatory worksite facilities as per Schedule II of the Act.
10. Failure to conduct statutory social audit.
11. Failure to adhere to the Gram Sabha's list of priorities in the selection of works.
12. Failure to register a complaint.
13. Failure to adhere to any Rules made under the Act.

Any complaint made by any worker that establishes any of these conventions shall be referred by the Programme Officer or any other inquiring authority as per the Grievance Redresser Rules.

Name of Village/Block/District:

[illegible]

- Signature of Chairman, VLGRC/PO/ADPC/DPC

Annexure IV

VB:GRAMG logo**COMPLAINT FORM**

1. Name :
2. Date :
3. Address:
4. Contact Number:
5. Gramin Rogzar Guarantee Card Number (in case VB:GRAMG worker):
6. Citizen Proof (Voter ID/Passport No/Ration Card No, if not an worker):
.....
7. Complaint registered with:
8. Complaint registered against:
9. Nature of Complaint (✓ the box) :
 - i. Non-compliance with the VBGRAMG Act ☐
 - ii. Non-compliance with the Guidelines ☐
 - iii. Denial of Rights under VB:GRAMG Act (✓)
 - Registration of Household
 - Distribution of Gramin Rozgar Guarantee Card
 - Custody of Gramin Rozgar Guarantee Card
 - Oral demand for work
 - Receipt of work application
 - Charging fee for photograph etc.
 - Wages within 15 days of completion of work
 - Payment of unemployment allowances
 - Giving work to women
 - Work site facilities
 - Work measurement system
 - Account in Bank/Post Office
 - Registration of complaint
 - Participation in Social Audit
 - Access to Muster Roll
 - Inspection of documents
 - iv. Misappropriations of funds
 - v. Irregularities committed by Implementing Agency
 - vi. Any other, specify:
10. Details of Complaint (can attach a separate sheet)
11. Documents enclosed in support of the Complaint (like bills)
 - i.
 - ii.
 - iii.
12. Whether the complaint was lodged earlier also? Yes ☐ No ☐
13. If yes, what was the action taken? Give derails (date, complaint registration number, to whom the complaint was registered, against whom the complaint was registered)

I hereby declare that all the information stated in the complaint is true to the best of my knowledge.

Date:.....

Signature of the Complainant

RECEIPT

Number :

Date :

Received complaint from :

Complaint received by :

i. Name of the Officer :

ii. Designation :

Office Seal

Signature of the Officer