

Chapter IV
Procedure for Redressal of Grievances

9. Grounds on which complaint shall be filed:
- 9.1 A complaint pertaining to any one or more of the following subjects alleging deficiency in the implementation of the MGNREG Scheme may be filed with the Ombudsman:
- 9.1.1 Gram Sabha meetings and their record keeping
 - 9.1.2 Registration of households and issue of job cards
 - 9.1.3 Custody of job cards
 - 9.1.4 Demand for work
 - 9.1.5 Issue of dated acknowledgement receipt against application for employment.
 - 9.1.6 Payment of wages.
 - 9.1.7 Payment of unemployment allowance
 - 9.1.8 Payment of compensation for delayed wage payments
 - 9.1.9 Discrimination on the basis of gender
 - 9.1.10 Worksite facilities
 - 9.1.11 Measurement of work
 - 9.1.12 Quality of work
 - 9.1.13 Use of labour displacing machines
 - 9.1.14 Engagement of contractors
 - 9.1.15 Operation of accounts in the bank or post offices
 - 9.1.16 Registration and disposal of complaints
 - 9.1.17 Verification of muster rolls
 - 9.1.18 Inspection of documents
 - 9.1.19 Use of funds
 - 9.1.20 Release of funds
 - 9.1.21 **Any fraudulent activity brought out by Social audit**
 - 9.1.22 Maintenance of record
 - 9.1.23 **Deprivation of any entitlement assured in the Act/Schedules.**
- 9.2 State Nodal Department may include any other ground on which a complaint may be filed with the Ombudsman.
10. Procedure for filing the complaint:
- 10.1 Any person(s), who has a grievance against the MGNREGA Authority or beneficiary, may, himself or through his authorised representative, make a complaint against a