GOVERNMENT OF INDIA
MINISTRY OF RURAL DEVELOPMENT
DEPARTMENT OF RURAL DEVELOPMENT

RAJYA SABHA
UNSTARRED QUESTION NO. 2529
TO BE ANSWERED ON 21/03/2025

MAINTENANCE OF ROADS IN RURAL AREAS

2529   MS. INDU BALA GOSWAMI:

Will the Minister of Rural Development be pleased to state:

(a)   whether there are any complaints about lack of maintenance of roads in rural areas;
(b)   if so, the details thereof;
(c)   whether there is any provision to take action against contractors who are not doing quality work under the Pradhan Mantri Gram Sadak Yojana (PMGSY); and
(d)   if so, the number of complaints received by Government in this regard during the last two years, the details thereof?

ANSWER
MINISTER OF STATE IN THE MINISTRY OF RURAL DEVELOPMENT
(SHRI KAMLESH PASWAN)

(a) to (d):   "Rural road" is a State subject. The Government of India, as a part of the poverty reduction strategy, launched the Pradhan Mantri Gram Sadak Yojana (PMGSY-I) on 25th December, 2000 to assist the States in providing connectivity to eligible unconnected habitations through all-weather roads. Other verticals viz. PMGSY II and PMGSY III were also started for upgradation of rural roads for better connectivity to growth centres and for improved connectivity to schools, hospitals, Gramin Agricultural Markets, respectively.

As per PMGSY guidelines, maintenance of roads constructed under the programme is the responsibility of the State governments. All road works sanctioned under the scheme are covered by initial five year maintenance contracts to be entered into along with the construction contract, with the same contractor, as per the Standard Bidding Document. Maintenance funds are to be provided by the States/ UTs. Even after 5 years, the roads are to be maintained by the States/UTs.

States/UTs are required to enter into a Memorandum of Understanding with the Ministry of Rural Development before launching of the scheme in the concerned state for providing adequate funds for the maintenance of roads under PMGSY for initial five years routine maintenance, and for further five year routine maintenance including periodic renewal as per requirement. Further, release of required maintenance funds is required to be certified by the State while submitting fund release proposals to the Central Government. Electronic Maintenance of PMGSY roads (eMARG), an online platform, has been implemented in all the States to monitor maintenance of PMGSY works for five years from the date of completion (i.e. under Defect Liability Period-DLP).

Complaints about various irregularities including violation of norms and sub-standard works under PMGSY are received in the Ministry from time to time. In respect of complaints regarding sub-standard roads being constructed under PMGSY, matter is referred to the State

Quality Coordinators of respective States/UTs for taking necessary action. In case, an adequate response is not received, the National Rural Infrastructure Development Agency (NRIDA) deputes National Quality Monitors (NQM) and further decisions are taken on the basis of NQM reports.

Under PMGSY, citizens can get their complaints/suggestions redressed through 'Meri Sadak' application and Centralized Public Grievance Redressal and Monitoring System (CPGRAM). As on 18.03.2025, a total of 70,770 suggestions/complaints related to PMGSY have been received through 'Meri Sadak' application, out of which final replies have been sent to 63,844 complaints and interim replies to the remaining 6,871 complaints/ suggestions have been sent. In addition to above, 22,895 public grievances have been received on CPGRAM as on date, out of which, 22,735 public grievances have been resolved. Remaining complaints have been forwarded to the concerned States for submission of Action Taken Report.

It is the responsibility of the State Governments to ensure various aspects of implementation of the programme including timely construction and maintenance. Action against defaulting contractors is taken by the State/UT Governments. No centralized data is available in the Ministry in this regard.

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