

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS
RAJYA SABHA
STARRED QUESTION NO - 195
ANSWERED ON – 06/08/2025

CITIZEN MONITORING SYSTEM FOR QUALITY OF ROAD CONSTRUCTION

195 SHRI TEJVEER SINGH:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

- (a) whether any arrangement has been made recently to monitor the quality of road construction by integrating citizen feedback system with "Gati Shakti" portal;
- (b) whether a mobile app based platform is available for redressal of grievances in any National Highway project;
- (c) whether the dashboard of action taken on construction defects reported by the States has been made public; and
- (d) whether Government is planning to formally accept the continuous monitoring by citizens through provision in road repair contracts?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

- (a) to (d) A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF RAJYA SABHA
STARRED QUESTION NO. 195 ANSWERED ON 06.08.2025 ASKED BY SHRI TEJVEER
SINGH REGARDING CITIZEN MONITORING SYSTEM FOR QUALITY OF ROAD
CONSTRUCTION

(a) to (d) The Government has established system of receiving complaints through Public Grievance Portal, mobile based Rajmarg Yatra app for citizen feedback regarding issues / grievances related to National Highways (NHs) including the quality issues. Further, for complaints received from various Social Media Platforms including complaints received from other sources about various issues concerning National Highways including issues related to quality of construction, the Government has set up an internal mechanism to take cognizance of these complaints through web portal towards ensuring that necessary corrective actions are taken up by the Officials / Concessionaires / Contractors for the NHs projects.

The Government in Ministry of Road Transport and Highways has initiated monitoring of the quality including defect rectification in NHs projects through mobile based application named as NHAI One / Tatpar. This app is used by Field officers / Engineers / Contractors / Concessionaires directly from onsite, through digital reporting of daily and monthly defects, submission of geo-tagged and time-stamped photos for inspections and digital uploading of test results.

All efforts are made to ensure that the National Highways (NHs) are constructed as per stipulated quality standards specified in the Indian Roads Congress (IRC) specifications and codes. To ensure that highway construction adheres to stipulated quality standards, Consultants [Authority's Engineer (AE) / Independent Engineer (IE)] are appointed by the executing agencies for day-to-day supervision of works at site. Officials of executing agencies undertake inspections from time to time and ensure adherence of conformity of quality of the work done by the Concessionaire / Contractor with stipulated requirements. Deficiencies, if any, observed during such examination / supervision are brought to the notice of the Concessionaire / Contractor for taking up necessary corrective measures. Actions against defaulting agencies are taken as per the provisions of the Contract agreement in case of any defaults.

The Government has taken the following initiatives for improvement of quality control systems in implementation of NHs works, some of which are as stated below: -

- i. Adoption of Automated & Intelligent / Machine-aided Construction (AI-MC) in NH projects;

- ii. Mandatory assessments of road conditions through Network Survey Vehicle (NSV) before start of work, before issue of completion certificate and thereafter at regular intervals of six months after completion of the work; Further revamping of NSV system for road condition assessment using analytics and enforcement of contractual provisions during Operation and Maintenance (O&M) through dedicated central cell;
- iii. Analysis of High-Resolution Imagery collected from Drone Surveys in Drone Analytics Monitoring System (DAMS) integrated with Artificial Intelligence / Machine Learning algorithms for periodic evaluation of progress and quality of ongoing NHs works from time to time;
- iv. Deployment of Mobile Quality Control Vans (MQCVs) equipped with Non-Destructive Testing Equipment on pilot basis in four States, namely in Gujarat, Rajasthan, Odisha and Karnataka, for diagnostic assessments of overall health and quality of works from time to time during project implementation phases;
- v. Deployment of Third Party Quality Auditors for independent quality audits of NH works on a case-to-case basis.

The Government has taken initiatives for developing performance rating systems for various stakeholders such as Detailed Project Report (DPR) Consultants, AE/IE and Concessionaires. The guidelines for performance rating for DPR Consultants and AE/IE have recently been uploaded in the Official Website for inviting public comments. National Highways Authority of India (NHAI) has developed a policy in December, 2024 for initiating Concessionaire Rating for performance assessment.

Actions against defaulting agencies are taken as per the provisions of the Contract / Concession Agreement in case of any defaults, such as termination of contract agreement, levying of penalties / liquidated damages, debarment / blacklisting, declaring as non-performers etc.
