

GOVERNMENT OF INDIA
MINISTRY OF RURAL DEVELOPMENT
DEPARTMENT OF RURAL DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO. 335
TO BE ANSWERED ON 17.11.2016

"MERI SADAK" MOBILE APP FOR PMGSY

335. SHRI RAJESH RANJAN:
SHRIMATI RANJEET RANJAN:

Will the Minister of **RURAL DEVELOPMENT** be pleased to state:

- (a) the number of citizens who have downloaded the 'Meri Sadak' mobile app and number of them from rural areas of the country;
- (b) whether the app is available in the regional languages and if so, the details thereof;
- (c) the State-wise details on the number of complaints received through the app and the status of the same for the year 2015-16 and the current financial year;
- (d) the details of the total cost incurred for the developing the app and the recurring cost of the same along with the total expenditure incurred on creating awareness for the 'Meri Sadak' app during the said period;
- (e) whether the advertisement campaign for creating awareness is being run in regional languages and if so, the details thereof and if not, the reasons therefor; and
- (f) whether the Ministry proposes to incorporate the process of social audit under the guidelines of the PMGSY as recommended by CAG and if so, the details thereof and if not, the reasons therefor?

ANSWER
MINISTER OF STATE IN THE MINISTRY OF RURAL DEVELOPMENT
(SHRI RAM KRIPAL YADAV)

(a): The “**Meri Sadak**” Mobile App (latest version “4.0”) was launched on 20th July, 2015 for Citizens Feedback System for PMGSY Roads. Meri Sadak mobile application enables citizens to submit their feedback/complaints related to pace of construction, abandoned works, quality of work of PMGSY roads. The State Quality Coordinator (SQC), in each State, has been designated as the Nodal Officer to handle and redress such grievances. As on 11.11.2016, 6,04,351 persons have downloaded ‘Meri Sadak’ Mobile App.

(b): No Sir. there is no such provision available at present.

(c): The number of complaints received during 2015-16 is **4,228** and **40,495** during 2016-17. The State-wise details are at **Annexure-I & II**.

(d)&(e): The total cost incurred on development of ‘Meri Sadak’ Mobile App is **Rs.7,17,000/-**(Rupees Seven lakh seventeen thousand only) inclusive of all applicable charges. Integrated advertisement campaign of the Ministry which focus on programmes like MGNREGA, NRLM, SAGY, Rurban Mission, Ajeevika Mission, DDU-GKY as well as Meri Sadak App, have been run on various media vehicles, such as:

- i. Printing Messages on the Railway Tickets
- ii. Printing messages on the back side of the Access cards at pilgrim Destinations (Hindi, English & Telugu languages).
- iii. Doordarshan and regional kendras and kissan channels.
- iv. IRCTC Railway Catering products
- v. Digital cinema
- vi. FM Channels
- vii. C&S Channels

An amount of Rs.104,69,97,356 (approximately) has been spent on the above programmes of the Ministry, including the publicity on Meri Sadak App. during the financial year 2016-17.

(f): A pilot project for social audit of rural roads under PMGSY, aimed at:

- i. Conceptualization and exploration of Citizen Monitoring of road works under PMGSY.
- ii. Development and trial of monitoring quality and testing equipment kit,

has been completed. This pilot-project covered, three States namely, Jharkhand, Meghalaya and Rajasthan. This was further extended to the States of Assam, Karnataka, Odisha and Uttarakhand under Phase-II of the pilot project. The final report of the project has been received and shared with all the 7 States with the request to adopt the system of social audit of PMGSY roads by using “citizen monitors”.

Annexure-I						
Referred to in reply to part(c) of the Lok Sabha Unstarred Q.No.335 due for 17.11.2016						
State-wise status of feedback received during 2015-16 through Mobile Application "Meri Sadak"						
From Date : July 20, 2015			To Date : March 31, 2016			
Sr.No.	State	No. of complaints received	Feedback(s) Accepted & Forwarded to concerned State(s)	Final reply sent	Interim reply sent	Replies Pending
1	Andhra Pradesh	19	19	19	0	0
2	Arunachal Pradesh	1	1	1	0	0
3	Assam	35	35	35	0	0
4	Bihar	86	86	86	0	0
5	Chhattisgarh	15	15	15	0	0
6	Dadra And Nagar Haveli	1	0	0	0	0
7	Goa	4	4	4	0	0
8	Gujarat	150	150	150	0	0
9	Haryana	101	100	100	0	0
10	Himachal Pradesh	68	68	68	0	0
11	Jammu And Kashmir	31	31	31	0	0
12	Jharkhand	38	37	37	0	0
13	Karnataka	60	60	60	0	0
14	Kerala	28	28	28	0	0
15	Madhya Pradesh	179	179	179	0	0
16	Maharashtra	226	226	226	0	0
17	Manipur	3	3	3	0	0
18	Odisha	21	21	21	0	0
19	Pondicherry	1	0	0	0	0
20	Punjab	63	63	63	0	0
21	Rajasthan	189	189	189	0	0
22	Sikkim	3	3	3	0	0
23	Tamilnadu	28	28	28	0	0
24	Telangana	9	9	9	0	0
25	Uttar Pradesh	403	403	403	0	0
26	Uttarakhand	21	21	21	0	0
27	West Bengal	82	81	81	0	0
	Total	4228	1860	1860	0	0

Annexure-II						
Referred to in reply to part(c) of the Lok Sabha Unstarred Q.No.335 due for 17.11.2016						
State-wise status of feedback received through Mobile Application "Meri Sadak"						
From Date : April 01, 2016			To Date : November 11, 2016			
Sr.No.	State	No. of complaints received	Feedback(s) Accepted & Forwarded to concerned State(s)	Final reply sent	Interim reply sent	Replies Pending
1	Andaman And Nicobar Islands	15	1	0	0	1
2	Andhra Pradesh	2455	703	158	22	523
3	Arunachal Pradesh	19	13	13	0	0
4	Assam	817	257	218	39	0
5	Bihar	2068	304	180	72	52
6	Chandigarh	36	5	0	0	5
7	Chhattisgarh	622	251	191	60	0
8	Dadra And Nagar Haveli	9	2	0	0	2
9	Daman And Diu	5	0	0	0	0
10	Delhi	605	147	0	0	147
11	Goa	79	12	0	0	12
12	Gujarat	2649	560	541	15	4
13	Haryana	1941	499	499	0	0
14	Himachal Pradesh	695	313	287	25	1
15	Jammu And Kashmir	373	159	153	3	3
16	Jharkhand	523	89	53	11	25
17	Karnataka	1797	488	295	193	0
18	Kerala	666	136	133	1	2
19	Madhya Pradesh	2003	813	733	79	1
20	Maharashtra	5771	1464	1056	407	1
21	Manipur	28	11	6	4	1
22	Meghalaya	14	4	4	0	0
23	Mizoram	4	0	0	0	0
24	Nagaland	13	4	0	4	0
25	Odisha	1247	469	71	392	6
26	Pondicherry	20	6	0	0	6
27	Punjab	1266	313	308	5	0
28	Rajasthan	3157	1164	740	419	5
29	Sikkim	16	10	10	0	0
30	Tamilnadu	540	124	107	17	0
31	Telangana	1142	265	235	26	4
32	Tripura	70	33	26	7	0
33	Uttar Pradesh	6996	2378	987	1130	261
34	Uttarakhand	538	186	171	15	0
35	West Bengal	1454	449	185	258	6
	Total	40495	11632	7360	3204	1068