

**GOVERNMENT OF INDIA
MINISTRY OF RURAL DEVELOPMENT
DEPARTMENT OF RURAL DEVELOPMENT**

**LOK SABHA
UNSTARRED QUESTION NO. 264
ANSWERED ON 04/02/2025**

DEVELOPMENT PROJECTS

264. SHRI AMRINDER SINGH RAJA WARRING:

Will the Minister of RURAL DEVELOPMENT be pleased to state:

- (a) the measures taken by the Ministry to ensure quality control in development projects like Pradhan Mantri Gram Sadak Yojana (PMGSY);**
- (b) whether there is a mechanism to hold contractors accountable for substandard work;**
- (c) if so, the measures taken by the Government to ensure quality of work completed; and**
- (d) the number of projects flagged for quality issues and their resolution status, year-wise?**

ANSWER

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

(a) to (c) : As per programme guidelines of Pradhan Mantri Gram Sadak Yojana (PMGSY), ensuring the quality of road works is the responsibility of the respective State Governments who are implementing the programme. However, in order to monitor the quality of roads being constructed under the programme, a three tiered quality control mechanism, i.e. the Project Implementation Units (PIUs) as the first tier, State Quality Monitors (SQMs) as the second tier and National Quality Monitors (NQMs) as the third tier, is in place under PMGSY to ensure quality in construction of road works and the durability of road assets. Guidelines to regulate the quality control process have been issued to States from time to time.

Regular inspections of PMGSY works are being conducted under 2nd and 3rd tier of quality monitoring. The State Quality Coordinators (SQC) of the respective States have been designated as Nodal Officer for receipt and handling the complaints. If a work is found unsatisfactory, on account of both structural or non-structural defects, the report is shared with the State Government highlighting the deficiencies and apprising the States to remove the defects. The contractor is required to rectify the defects on his own cost. The State submits the Action Taken Report (ATR) after rectification.

As regards the action taken against the contractors and field officials found guilty, it is done as per the policy of respective States.

To strengthen the quality check mechanism, the establishment of a geo-tagged field Lab has been made compulsory. Also, a new version of the Quality Monitoring System App has been developed to include e-forms and other initiatives that have strengthened quality monitoring systems. Consequent upon the introduction of e-Marg i.e. software module for maintenance payments to the contractor during the defect liability period, such payments have been made commensurate with the quality of roads through a performance-based contract management system. To ensure that people engaged in quality checks are adequately proficient and well trained, National Rural Infrastructure Development Agency (NRIDA), a technical arm of the Ministry of Rural Development, has been conducting mandatory proficiency tests of NQMs, and SQMs, The skills of NQMs, SQMs and PIUs are also being developed through training programmes, etc.

Further, to ensure that quality monitoring is being done properly on the ground, it has been made mandatory to set up a Quality Monitoring Cell under each State Rural Road Development Agency(SRRDA) and State Quality Coordinators (SQC) have been entrusted with the task of scrutinizing all reports of SQMs and give a certificate to this effect to the Ministry. Concerned CEOs have also been asked to scrutinize the quality control registers periodically and submit a certificate to this effect to the Ministry

while submitting proposals for fund release. The ATRs on observations by the NQMs are reviewed with the States for compliance. Performance of the NQMs as well as SQMs are also reviewed and such NQMs/ SQMs are de-paneled whose performance is not found satisfactory or who give satisfactory inspection reports in majority of the cases without application of mind. The quality of PMGSY works is also reviewed regularly by the Ministry in various review meetings like the Performance Review Committee, Regional Review Meetings, and Empowered Committee. The Ministry has also strengthened the IT module for monitoring of quality of PMGSY works. In brief, the Ministry has taken up steps for monitoring and regulating the quality of PMGSY roads.

Whenever NQMs report that a work is not meeting the quality standards prescribed in the guidelines, the PIU ensures that the contractor either replaces the defective material or rectifies the workmanship, as the case requires. Thereafter, the ATR is verified on site by SQMs. The SQC then, examines the ATR and furnishes the compliance report. The monitoring of ATR is done by NRIDA, which is a technical arm of the Ministry of Rural Development.

(d): The number of NQM inspections on projects, the unsatisfactory (U) grading given by them and the resolution through Action Taken Reports (ATRs) by the States/ UTs for each of the last three years and current year as on 28.01.2025 are as under:-

Year	Total number of NQM inspection	Total number of works reported as unsatisfactory by NQMs	Number of ATRs furnished by State
2021-22	9260	635	565
2022-23	7162	631	537
2023-24	5363	698	575
2024-25 (up-to 28th Jan. 25)	3797	576	336
