

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

**LOK SABHA
UNSTARRED QUESTION NO. 1604
ANSWERED ON 28/07/2026**

IRREGULARITIES UNDER PMGSY

1604. Shri Babu Singh Kushwaha:

Will the Minister of RURAL DEVELOPMENT be pleased to state:

- (a) whether the Government is aware of the fact that complaints have been received regarding irregularities in construction quality and the construction of roads without sufficient asphalt in rural areas including the Jaunpur Lok Sabha Constituency, if so, the details thereof;**
- (b) whether it is a fact that despite the records being updated on the rural road management portal, farmers, students, and the general public are facing difficulties in commuting and meeting with accidents due to potholes and the poor quality of several roads, if so, the details thereof;**
- (c) whether the Government proposes to revise the norms pertaining to the thickness, quality, and load-bearing capacity of rural roads, keeping in view the increasing freight traffic, if so, the details thereof; and**
- (d) whether the Government proposes to make social audit and quality verification by the Gram Sabha mandatory prior to the commencement of construction to ensure transparency in road construction works, if so, the details thereof?**

ANSWER

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

(a): Pradhan Mantri Gram Sadak Yojana (PMGSY) has an institutionalized and rigorous Quality Assurance Framework embedded in its Programme Guidelines to ensure that all rural roads are constructed in strict conformity with prescribed technical specifications and quality standards. As per the PMGSY Guidelines,

quality is maintained through a mandatory Three-Tier Quality Control System:

- 1. First Tier (In-House Quality Control):** Execution and daily quality control are managed by the Programme Implementation Unit (PIU). It is mandatory for contractors to set up field laboratories at construction sites, maintain Quality Control Registers, and pass all prescribed material and workmanship tests prior to the release of payments.
- 2. Second Tier (Independent State Inspection):** Independent quality monitoring is periodically carried out by State Quality Monitors (SQMs) deployed by the respective State Governments.
- 3. Third Tier (Independent Central Inspection):** Independent and random inspections are conducted across all stages of execution by National Quality Monitors (NQMs) empanelled by the National Rural Infrastructure Development Agency (NRIDA).

Furthermore, as per Para 15.1 of the PMGSY Guidelines, State Governments are primarily responsible for ensuring construction quality. Whenever complaints regarding poor quality or irregularities are received, they are immediately referred to the State Quality Coordinator (SQC) for detailed inquiry and corrective action. If the response from the State is delayed or inadequate, NRIDA deputes NQMs for independent site inspections, and appropriate follow-up action is taken based on their findings.

In respect of Jaunpur Lok Sabha Constituency, no complaint regarding poor construction quality or inadequate use of asphalt in PMGSY roads has been received by NRIDA. Further, as per the report received from the State Government of Uttar Pradesh, PMGSY road works in the rural areas of Jaunpur Lok Sabha Constituency are being executed in accordance with approved technical standards and adequate asphalt specifications, and no irregularities have been reported in these works.

(b): Complaints regarding potholes, poor road conditions, or difficulties faced by farmers, students, and the general public are examined and whenever deficiencies are reported or observed, necessary action is taken for repair, maintenance, and improvement of road conditions as per the applicable guidelines. A statement indicating the complaints received through Meri Sadak App for the State of Uttar Pradesh during the Financial Years 2025-26 and 2026-27 (till date) is enclosed as Annexure-I.

(c): The construction of road works under PMGSY and all its verticals are as per the technical specifications and geometric design standards given in the Ministry of Rural Development Specifications for Rural Roads, Rural Roads Manual of the Indian Road Congress (IRC) (IRC: SP:20, IRC: SP:72) and also, where required, the Hill Road Manual (IRC: SP:48) and other relevant IRC Codes/ Guidelines.

(d): The scheme relies on a robust quality assurance mechanism, pre-construction community consultations, and advanced digital transparency frameworks as mandated by the PMGSY Programme Guidelines. Details are as under:

(i) Pre-Construction Consultation and Gram Sabha Approval: As per the PMGSY Guidelines, community consultation and local participation are mandatory during the planning and Detailed Project Report (DPR) preparation stage:

- a. Mandatory Transect Walk: Before finalizing the DPR, a non-formal "Transect Walk" is organized along the proposed road alignment by the Assistant Engineer, accompanied by the Panchayat Pradhan/Sarpanch, local Patwari, Junior Engineer, and local residents.**
- b. Gram Sabha Endorsement: Following the Transect Walk, a formal Gram Sabha meeting is convened to discuss local concerns, land availability, and alignment issues. The minutes of this meeting, recording the resolution of all raised issues, along with photographic and videographic evidence of the Transect Walk, are mandatorily attached to the finalized DPR.**

(ii) Transparency and Quality Assurance Measures: To ensure continuous public accountability during and after construction, PMGSY has embedded multiple transparency and grievance redressal mechanisms:

(a) Citizen Information Boards (CIBs): Standardized signboards displaying project estimates, specifications, execution timelines, and contact details of officials are mandatorily installed at all construction sites.

(b) Joint Inspections: Public representatives, including Members of Parliament (MPs), Members of Legislative Assemblies (MLAs), and Sarpanches, are encouraged to conduct periodic joint inspections of ongoing road works.

(c) Unique Digital Identity & QR-Coding: Under the framework, each road will be assigned a geo-spatial identification number linked to a QR code. This identity will be displayed on roadside signboards and backed by a digital record containing its location, classification, and asset details. In effect, every road becomes a traceable, searchable entity in a national inventory. On scanning the QR code, the public can place the grievance through Meri Sadak mobile application as well as the CPGRAMs portal. All the complaints are redressed through digital systems in an accountable manner.

(d) Digital Grievance Redressal: Citizens can directly register complaints or quality concerns by scanning the road's QR code via the 'Meri Sadak' mobile application or through the CPGRAMS portal. All grievances are monitored and resolved in a time-bound and accountable manner through digital tracking systems.

Through this combination of pre-construction Gram Sabha consultation, a mandatory Three-Tier Quality Control System, and real-time digital monitoring, PMGSY ensures high quality and public transparency across all phases of road execution.

Annexure-I**Annexure referred to in reply to part(b) of Lok Sabha Unstarred Question No 1604 dated 28.07.2026****Pradhan Mantri Gram Sadak Yojana****State-wise status of feedback received through Mobile Application 'Meri Sadak'**

From Date : April 01, 2025				To Date : July 23, 2026			
Sr.No.	District	No. of complaint received	Feedback(s) Accepted & Forwarded to concerned State(s)	Feedback(s) Not Accepted (Reasons Provided)	Interim reply sent (With in 7 days)	Interim Replies Pending	Final reply sent (With in 60 days)
1	Agra	78	78	0	2	0	76
2	Aligarh	49	49	0	0	0	49
3	Prayagraj	59	59	0	7	0	52
4	Ambedkarnagar	11	11	0	1	0	10
5	Auraiya	19	19	0	0	0	19
6	Azamgarh	35	35	0	3	0	32
7	Badaun	36	36	0	1	0	35
8	Baghpat	17	17	0	0	0	17
9	Bahraich	41	41	0	4	0	37
10	Ballia	34	34	0	0	0	34
11	Balrampur	20	20	0	2	0	18
12	Banda	16	16	0	0	0	16
13	Barabanki	9	9	0	0	0	9
14	Bareilly	33	33	0	3	0	30
15	Basti	18	18	0	1	0	17
16	Bijnor	24	24	0	0	0	24
17	Bulandshahr	39	39	0	3	0	36
18	Chandauli	18	18	0	0	0	18
19	Chitrakoot	11	11	0	0	0	11
20	Deoria	24	24	0	0	0	24
21	Etah	13	13	0	0	0	13
22	Etawah	11	11	0	0	0	11
23	Ayodhya	15	15	0	2	0	13
24	Farrukhabad	17	17	0	0	0	17
25	Fatehpur	28	28	0	5	0	23
26	Firozabad	19	19	0	0	0	19
27	G.B. Nagar	41	41	0	2	0	39
28	Ghaziabad	45	45	0	0	0	45
29	Ghazipur	21	21	0	1	0	20
30	Gonda	13	13	0	0	0	13
31	Gorakhpur	35	35	0	0	0	35

32	Hamirpur	17	17	0	1	0	16
33	Hardoi	33	33	0	1	0	32
34	Hathras	16	16	0	0	0	16
35	J.B.F.Nagar	15	15	0	1	0	14
36	Jalaun	19	19	0	2	0	17
37	Jaunpur	39	39	0	1	0	38
38	Jhansi	16	16	0	0	0	16
39	Kannauj	13	13	0	0	0	13
40	Kanpur Dehat	23	23	0	2	0	21
41	Kanpur Nagar	24	24	0	0	0	24
42	Kaushambi	8	8	0	0	0	8
43	Kushinagar	28	28	0	1	0	27
44	Lakhimpur-Kherii	21	21	0	2	0	19
45	Lalitpur	26	26	0	0	0	26
46	Lucknow	59	59	0	4	0	55
47	Maharajganj	13	13	0	0	0	13
48	Mahoba	9	9	0	1	0	8
49	Mainpuri	23	23	0	0	0	23
50	Mathura	31	31	0	1	0	30
51	Mau	18	18	0	2	0	16
52	Meerut	36	36	0	2	0	34
53	Mirzapur	29	29	0	2	0	27
54	Moradabad	37	37	0	2	0	35
55	Muzaffarnagar	14	14	0	1	0	13
56	Pilibhit	16	16	0	0	0	16
57	Pratapgarh	27	27	0	2	0	25
58	Rae Bareli	28	28	0	3	0	25
59	Rampur	14	14	0	0	0	14
60	S.K. Nagar	16	16	0	0	0	16
61	S.R. Nagar(Bhadohi)	20	20	0	1	0	19
62	Saharanpur	27	27	0	4	0	23
63	Shahjahanpur	27	27	0	4	0	23
64	Shrawasti	12	12	0	0	0	12
65	Siddharathnagar	2	2	0	0	0	2
66	Sitapur	34	34	0	2	0	32
67	Sonebhadra	15	15	0	1	0	14
68	Sultanpur	22	22	0	0	0	22
69	Unnao	15	15	0	1	0	14
70	Varanasi	58	58	0	2	0	56
71	Hapur	5	5	0	0	0	5
72	Sambhal	24	24	0	3	0	21
73	Shamli	14	14	0	0	0	14
74	Kasganj	17	17	0	1	0	16
75	Amethi	15	15	0	3	0	12
	Grand Total	1,824	1,824	0	90	0	1734
