

Pradhan Mantri Gram Sadak Yojana (PMGSY)

I. Objective/purpose

Pradhan Mantri Gram Sadak Yojana (PMGSY) was launched on 25th December, 2000 as a centrally sponsored scheme to provide road connectivity in rural areas of the country. The programme envisages connecting all habitations with a population of 500 persons and above in plain areas and 250 persons and above in Hill States, Tribal (Schedule V) areas, the Desert Areas (as identified in Desert Development Programme) and in the Left Wing Extremism affected (LWE)/ Integrated Action Plan (IAP) districts as identified by the Ministry of Home Affairs/Planning Commission.

Mission

Sustainable and inclusive growth of rural India through all-weather road access to rural eligible habitations to improve their livelihood opportunities including farm to market connectivity and quality of life bringing them in the main stream of socio-economic activities.

Vision

Rural road connectivity for sustainable and inclusive growth of rural India.

Brief history and duties

On the recommendations of National Rural Roads Development Committee, PMGSY was launched on 25th December, 2000 with a view to provide road connectivity in rural areas of the country. The programme envisages connecting all habitations with a population of 500 persons and above in plain areas and 250 persons and above in Hill States, Tribal (Schedule V) areas and the Desert areas (as identified in Desert Development Programme). Recently, the programme guidelines have been amended to extend the benefits of the scheme to habitations having population of 250 persons and above in the districts identified as LWE affected/implementation of Integrated Action Plan as identified by the Ministry of Home Affairs/Planning Commission.

For technical and managerial support in the implementation of the programme, National Rural Roads Development Agency (NRRDA) was established by the Ministry in 2002 under the Societies Registration Act – XXI of 1860.

Main activities/functions

List of services being provided by the public authority with a brief write-up on them.

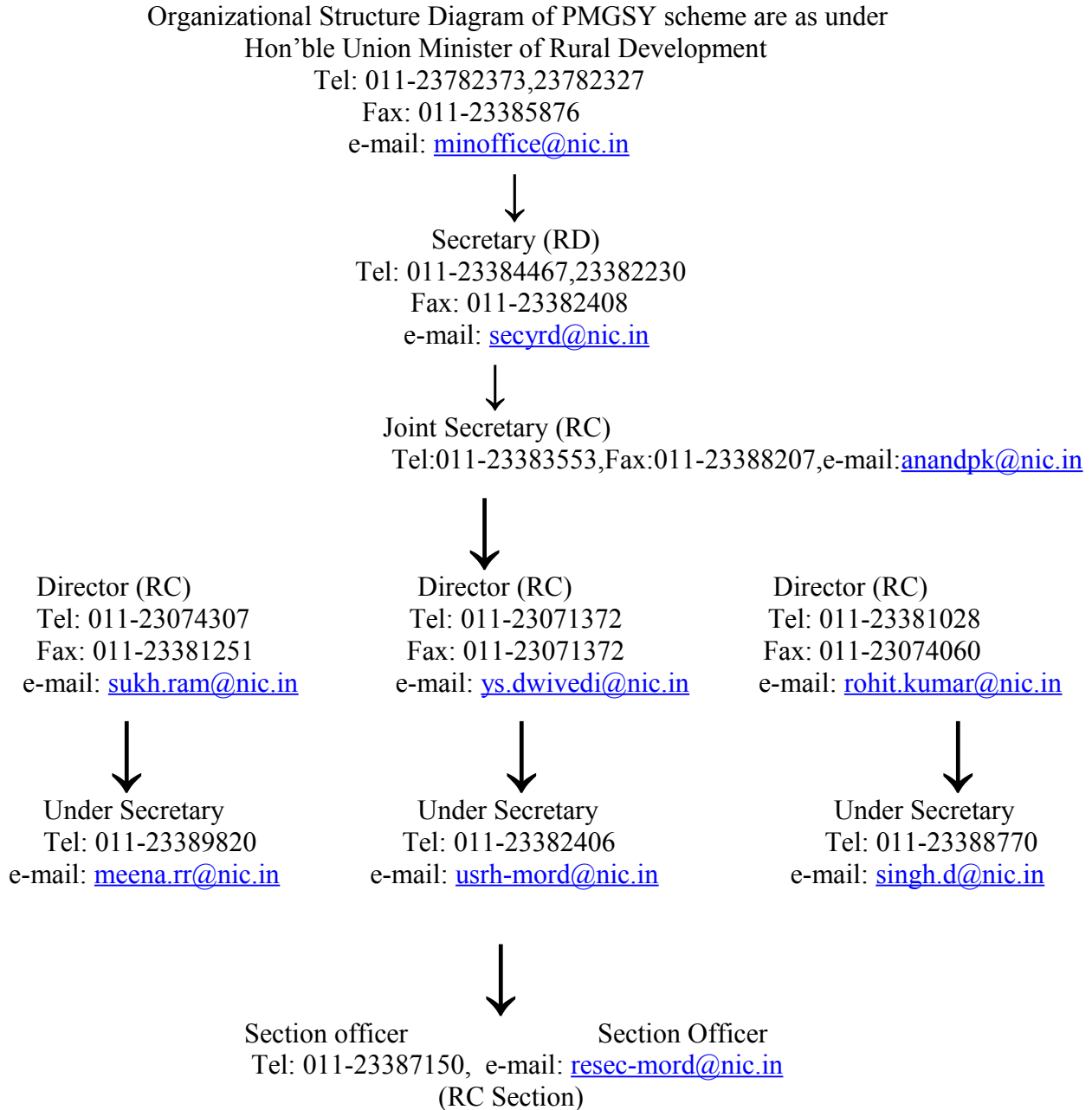
1. To frame appropriate policy/action plan for the effective and optimum result-oriented implementation of PMGSY keeping in view the broad policies/ guidelines and the budgetary resources made available by the Planning Commission and Ministry of Finance, etc.

2. To interact with State Governments and other bodies with a view to take concerted action for effective and meaningful implementation of PMGSY/ Rural Road Component of Bharat Nirman in an effective and convergent manner.
3. To seek sufficient budgetary support for implementation of PMGSY/ Rural Road Component of Bharat Nirman and release the funds to the State Governments.
4. Meetings of the Performance Review Committee for periodic reviews of PMGSY/Rural Road Component of Bharat Nirman.
5. Monitoring the progress of Pradhan Mantri Gram Sadak Yojana (PMGSY) for providing rural connectivity.

Execution Mechanism

- a. The National Rural Roads Development Agency (NRRDA) is responsible for provide Operational and Management support to the programme.
- b. As Rural Roads is a state subject, PMGSY is executed by State/UT Governments. Therefore, State Rural Roads Development Agencies (SRRDAs) are created by all the States at state level as autonomous agencies for implementation of PMGSY programme. The mandate and the performance review is carried out by the States on a defined charter, which may be as per the decision of the State. In three States, NEAs (Nominated Executing Agencies) have also been engaged for execution of PMGSY programme.
- c. At the District level, the Programme is co-ordinated and implemented through one or more dedicated Programme Implementation Units (PIUs).

Organizational Structure Diagram at various levels namely State, Directorate, region district, block etc.



Organizational Structure Diagram of NRRDA is given at **Annexure-I**

Expectation of the public authority from the public for enhancing its effectiveness and efficiency.

Feedback on the implementation of PMGSY.

Arrangements and methods made for seeking public participation/contribution.

There are adequate provisions in the programme guidelines seeking public participation/contribution as detailed below:-

Master Plan and the Core Network: In identification of Core Network, the priorities of elected representatives, including MPs and MLAs, are expected to be duly taken into account and given full consideration.

The District Panchayat shall be the competent authority to select the set of socio-economic/infrastructure variables best suited for the district, categorize and to accord relative weightages to them.

The block level Master Plan and the Core Network are placed before the Intermediate Panchayat for consideration and approval of the Core Network. They are simultaneously sent, along with the list of all unconnected habitations to the Members of Parliament and MLAs, for their comments, if any. After approval by the Intermediate Panchayat, the Plan would be placed before the District Panchayat for its approval.

Information Board: The Citizen Information Board has been designed to provide details of actual work proposed at the site. Details relating to width of each layer of the pavement along with the quantity of the materials required to be used in each of the layers are displayed on the Board. State Governments have been advised to fix Citizen Information Boards on every PMGSY road in local language with a view to share information with the citizens and enhance transparency in the programme implementation.

In order to further enhance transparency in the programme, State Governments have been advised to adopt a system of inviting public representatives for joint visit of PMGSY roads.

Mechanism available for monitoring the service delivery and public grievance resolution:-

1. Performance Review Committee (PRC) Meetings
2. Regional Review Committee (RRC) Meetings
3. Feedback Module consisting of Comment, Complaint and Query are available on PMGSY website (www.omms.nic.in).
4. **CPGRAMS:** It is a centralized Public Grievance Redressal and Monitoring System which is accessible at www.pgportal.gov.in and covers all Ministries/ Departments of Government of India. The grievance received are examined and forwarded to NRRDA or SRRDA concerned in accordance with the nature of the grievance for necessary action at their end.

II. Please provide details of the powers and duties of Officers and Employees of the Organization.

The Officials of the Ministry exercises the powers delegated under FR&SR, General Financial Rules, Delegation of Financial Power Rules and other relevant rules for discharging their duties for implementation of the programme.

As regards to the powers and duties of officials of NRRDA, detail is available at **Annexure-II.**

III. Please provide list of rule, regulation instructions, manual and records, held by public authority and under its control or used by its employees for discharging functions as per the following format. This format has to be filled for each type of document.

The following types of main records in this regard are held by National Rural Road Development Agency, 5th Floor, NBCC Bhavan, Bhikaji Cama Place, New Delhi .

- (1) Memorandum of Association Rules & Regulations & Bye-Laws
- (2) NRRDA (Regulation of Pay & Allowances) Byelaws, 2004.

IV&V. Whether there is any provision to seek consultation/participation of public or its representatives for formulation of policies? If there is, please provide details of provisions in following format.

Policies under PMGSY are formulated following due process prescribed by the Government of India. The programme guidelines have inbuilt provisions for consultations with community through an informal “Transect Walk” to determine the most suitable alignment, sort out the issues of land availability and to moderate any adverse social and environmental impact, eliciting necessary community participation in the programme. These provisions have been further reiterated by way of issuing instructions that;

- (a) Henceforth, the States should ensure to enclose a minimum of ten photographs taken during Transect Walk and a copy of the minutes of a meeting after the Transect Walk for each road at the time of sending any fresh proposal to the Ministry;
- (b) Appending appropriate proof regarding consultations with concerned Hon’ble Members of Parliament while submitting proposals under programme to the Ministry.

VI. Use the format given below to give the information about the official documents. Also mention the place where the documents are available e.g. at secretariat level, directorate level, others (Please mention the level in place of writing “Others”).

The Programme Guidelines of PMGSY and Annual Report are the official documents on the Programme held by the Ministry. The same are available in the Library of the Ministry. Also, these are uploaded on website www.pmgysy.nic.in and www.rural.nic.in.

VII. Please provide information on Boards, Councils, Committees and Other Bodies related to the public authority in the following format:

- (1) The list of members of Empowered Committee of PMGSY is attached at **Annexure –III**.
- (2) The List of members of General Body of NRRDA is attached as **Annexure –IV**.

- (3) The list of members of Executive Committee of NRRDA is attached as **Annexure – V**.

VIII. Please provide contact information about the Public Information Officers, Assistant Public Information Officers and Departmental Appellate Authority of the Public authority:

As far as PMGSY is concerned, the name, address etc. of CPIO and Appellate Authority at Ministry level are as under:-

CPIO (PMGSY)

Shri Ram Raj Meena,
Under Secretary to the Government of India,
Ministry of Rural Development,
Room No. 458-A, Krishi Bhavan, New Delhi.
Tel. No. 011-23389820

Appellate Authority (PMGSY)

Shri Rohit Kumar,
Director,
Ministry of Rural Development,
Room No. 254-C, Krishi Bhavan, New Delhi.
Tel. No. 011-23381028

As regards, APIO, PIO and Appellate Authority at NRRDA, details are at **Annexure-VI**.

IX What is the procedure followed to take a decision for various matters? (A reference to Secretariat Manual and rule of Business Manual, and other Rules/Regulations etc. can be made).

As per the programme guidelines, Project Proposals received from the State Governments under the Pradhan Mantri Gram Sadak Yojana are scrutinized by NRRDA to ensure that the proposals have been made duly keeping in view of the programme Guidelines and that they have been duly verified by the State Technical Agencies (STAs). Then the proposals would be put up before the Empowered Committee for PMGSY to be Chaired by Secretary, Department of Rural Development for its consideration. The recommendations of the Empowered Committee would, thereafter, be submitted to the Hon'ble Minister of Rural Development and in case the proposals meet the programme requirements, they would be cleared.

X. What are the documented procedures/laid down procedures/ defined criteria/ rules to arrive at a particular decision matters? What are different levels through which a decision process moves?.

The procedure prescribed under the PMGSY programme guidelines and other relevant rules are followed for processing proposals under the programme. Decision process

moves from Section level and culminate at the level of senior officers as per delegation of powers under the rules.

XI. What are arrangements to communicate the decision to the public?

All decisions and important communications including Citizen Charter, Grievance Redressal Mechanism etc are uploaded on the website www.pmgysy.nic.in & www.omms.nic.in. In addition the feedback received in the form of Comments, Query and / or Complaints are replied to the feedback provider through letter etc.

XII & XIII Who are the officers at various levels whose opinions are sought for the process of decision making?

As far as Technical issues under PMGSY are concerned, opinion of National Rural Roads Development Agency (NRRDA) is sought by the Ministry. As regards Administrative and Financial issues are concerned, opinion of the Authorities prescribed under FR & SRs, DFPR, GFR and other relevant rules are sought.

XIV. Who is the final authority that vets the decision?

The Authorities prescribed under FR & SRs, DFPR, GFR and other relevant rules are the final authority at Ministry level that vets the decision in accordance with the powers delegated to them under the programme.

As regards NRRDA, Executive Committee/ General Body/ Director General /Director are the final authorities that vet various decisions in accordance with the powers delegated to them.

XV. Please provide information separately for the important matters on which the decision is taken.

Policy decisions and decision regarding clearance/sanction of project proposals and release of funds under PMGSY is taken at the Ministry level with the approval/concurrence of the competent authority.

XVI Directory of Officers and Employees

Sl.No.	Name of the Officer	Designation	Telephone No.
1	Dr. P.K. Anand	Joint Secretary	23323553,23388207(F)
2	Shri S.R. Meena	Director	23074307
3.	Shri Y.S. Dwivedi	Director	23071372
4.	Shri Rohit Kumar	Director	23381028
5.	Shri Darshan Lal	Under Secretary	23382406
6	Shri D.P. Singh	Under Secretary	23038870
7.	Shri R.R. Meena	Under Secretary	23389820
8	Shri Narendra Singh	Section Officer	23387150
9	Shri S. Dasgupta	Section Officer	23387150

Directory of Officers of NRRDA is given at **Annexure-VII**.

XVII. Please provide about the details of the budget for different activities under different schemes in the given format.

Budget Estimates/ Revised Estates for the year 2010-11 for PMGSY is Rs. 12,000 crore/Rs.22,400 crore respectively

XVIII. The Manner of Execution of Subsidy Programmes

Not applicable as PMGSY is not a subsidy scheme.

XIX. Particulars of Recipients of concessions, permits or authorization granted by it.

Not applicable under PMGSY.

XX. Please provide the details of the Norms/Standards set by the Department for execution of various activities/programmes.

As per programme guidelines, the PIUs will ensure the following in preparing the Detailed Project Reports:-

- (i) The rural roads constructed under the Pradhan Mantri Gram Sadak Yojana must meet the technical specifications and geometric design standards given in the Rural Roads Manual of the IRC (IRC:SP20:2002) and also, where required, the Hill Roads Manual (IRC:SP:48)
- (ii) The choice of design and surface for the road would be determined, *inter alia*, by factors like traffic, soil type and rainfall, following the technical specifications laid down in the Rural Roads Manual (IRC:SP20:2002). Normally rural roads would need to be designed to carry upto 45 commercial vehicles per day (CVPD) only.
- (iii) Where the road passes through a habitation, the road in the built-up area and for 50 metres on either side may be appropriately designed preferably as a cement road or with paved stones, besides being provided with side drains. Appropriate side drains and cross drainage will be provided, so that improper drainage does not damage the road or the dwelling alongside.

XXI. Please provide the details of the information related to the various schemes which are available in the electronic format.

PMGSY scheme is available at website www.pmgysy.nic.in under Icon “PMGSY Scheme”.

XXII. Means, methods or facilitation available to the public which are adopted by the department for dissemination of information.

The entire information about the programme and road works is made available to citizens through websites www.pmgysyonline.nic.in and www.pmgysy.nic.in.

XXIII. Frequently Asked Questions and their Answers

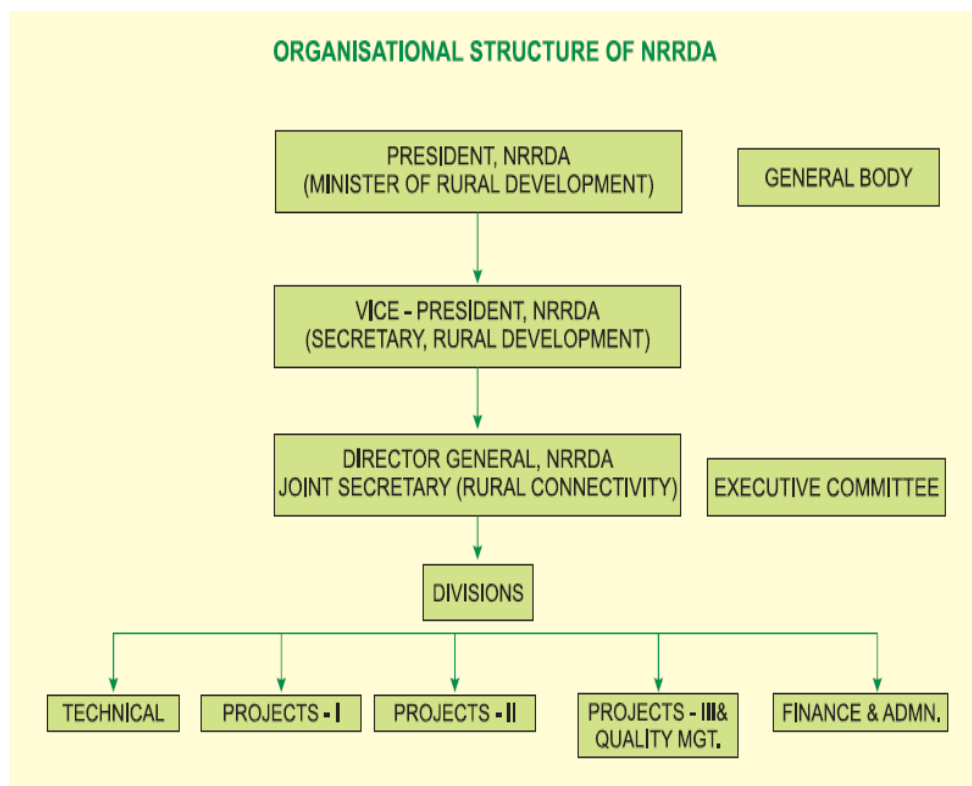
Detailed frequently asked questions in respect of PMGSY with replies are available at **Annexure –VIII.**

XXIV. Related to seeking Information

Information regarding PMGSY is available on Websites www.pmgsonline.nic.in www.pmgsty.nic.in and www.omms.nic.in .

XXV. With Relation to training imparted to Public By Public Authority.

No training to Public is imparted under PMGSY. However, Training to personnel engaged in implementation of PMGSY including Engineers, Financial personnel, Contractors etc. is imparted by NRRDA for their capacity building.



Financial Powers Delegated to the Director General*

The Director General shall exercise full financial powers in respect of the following:-

1. Hiring of conveyance and vehicles
2. Procurement of stationery and printing
3. Expenditure on meetings, workshops, and conferences etc. when organized in the Institutions/ Autonomous Bodies of the Government of India/ State Governments or in the premises of ITDC or State Tourism Development Corporations, India Habitat Centre, reputed private Hotels and India International Center etc:
4. Procurement of professional services for the office
5. Contingent office expenses
6. Taking membership and payment of membership fee to professional institutions
7. Sanction for publications
8. Sanction for charges for advertisement and publicity
9. Purchase of Books, Periodicals and Audio-Visual material
10. Hiring of Computers and peripherals
11. Procurement of professional services for activities other than office/R&D activity
12. Purchase of office equipments and machinery
13. Purchase of computers and peripherals
14. ** Travel by air by non-entitled officers

* Delegation pursuant to Rule 21(d) in the first meeting of the Executive Committee held on 17-4-2003.

** Delegated in the second meeting of the Executive Committee held on 8-7-2003.

Powers delegated by the Director General to Director (F&A) *

(Delegated vide office order No. A-12015/11/2004-NRRDA, dated 16-6-04 under Rule 23(h))*

1. Procurement of stationary and Printing.
2. Contingent office expenses.
3. Purchase of Books, Periodicals and Audio-visual material.
4. Hiring of Computers and Peripherals.
5. Purchase of office equipments and machinery up to a limit of Rs. 50,000 per case.
6. Purchase of Computers and Peripherals up to a limit of Rs. 50,000 per case.

Powers delegated by the Director General to Director (P-III)

1. Deployment of National Quality Monitors and allotment of work to them; and

2. Grade improvement of work on the basis of Action Taken Reports as per approved guidelines.

Annexure –III

Empowered Committee for PMGSY

Secretary, Department of Rural Development	Chairman
AS&FA, Ministry of Rural Development	Member
Additional Advisor (Transport), Planning Commission	Member
One Expert to be nominated by the Ministry of Rural Development	Member
Director, Central Road Research Institute, New Delhi	Member
Joint Secretary Incharge of Rural Connectivity Programme in the Department of Rural Development	Member

Deputy Secretary/Director Incharge of Rural Connectivity Programme in the Department of Rural Development will be convener of the Committee.

General Body of NRRDA

1.	Hon'ble Minister of Rural Development, Government of India	President
2.	Secretary, Ministry of Rural Development, Government of India	Vice President
3.	Additional Secretary and Financial Advisor, Ministry of Rural Development, Government of India	Ex-Officio Member
4.	Addl. Secretary, Department of Economic Affairs, Ministry of Finance, Government of India	Ex-Officio Member
5.	Director General (Road Development) & Special Secretary, Ministry of Road Transport and Highways.	Ex-Officio Member
6.	Advisor(Transport), Planning Commission, Government of India	Ex-Officio Member
7.	Joint Secretary, Ministry of Panchayati Raj , Government of India	Ex-Officio Member
8.	Joint Secretary, Ministry of Rural Development, Government of India and Director General, NRRDA	Ex-Officio Member
9.	Director(RC), Ministry of Rural Development, Government of India	Ex-Officio Member
10.	Principal Secretary, Public Works Department, Government of Haryana	Member
11.	Principal Secretary, Panchayat Raj & Rural Development, Government of Andhra Pradesh	Member
12.	Secretary, Panchayati Raj & Rural Development, Government of Maharashtra	Member
13.	Commissioner-cum-Secretary, Rural Development Department, Government of Orissa	Member
14.	Principal Secretary, Public Works Department, Government of Rajasthan	Member
15.	Secretary cum Commissioner, Public Works Department, Government of Assam	Member
16.	Director, Central Road Research Institute, Delhi	Member
17.	President, Indian Roads Congress, Mumbai	Member
18.	Director General, National Informatics Centre, Delhi	Member
19.	Shri H.L. Mina, Member, Rajasthan Public Service Commission, Ghooghara Ghati, Jaipur Road, Ajmer	Member
20.	Prof. P.K.Sikdar, Director, Intercontinental Consultants & Technocrats Pvt. Ltd., A-8, Green Park, New Delhi-110016.	Member
21. 22.	Shri S.C. Sharma, Retd. DG, MoRTH, 175, Vigyanlok, Mayur Vihar Phase-I, Delhi-110091. Shri R.C. Sinha, Maharashtra Airport Development Company Ltd., World Trade Centre, 8 th Floor, Cuffe Parade, Mumbai-400 005	Member Member

Executive Committee of NRRDA

1	The Director General, NRRDA and Joint Secretary (RC), Ministry of Rural Development, Govt. of India, New Delhi	Chairman
2.	Dr. Praveen Kumar, Professor, Transportation Engineering Section, Department of Civil Engineering, IIT, Roorkee- 247667	Member
3	Dr. S.L. Dhingra, Professor Emeritus Transportation Engineering Section, Department of Civil Engineering, Indian Institute of Technology, Powai- 400076, Mumbai, Maharashtra.	Member
4	Dr. Ashok Kumar Sarkar, Dean Faculty Div-I, Department of Civil Engineering Birla Institute of Technology & Science, Pilani- 333031, Rajasthan	Member
5	Prof. K. Sudhakar Reddy, Professor, Civil Engineering, Indian Institute of Technology Kharagpur- 721302, West Bengal	Member
6	Director (Finance) Ministry of Rural Development, Krishi Bhawan, New Delhi	Member
7	Shri K.M.L. Rao, Director (Technical), NRRDA, New Delhi	Member
8	Shri R.Chauhan, Director(F&A), NRRDA, New Delhi	Member

Annexure-VI**PUBLIC INFORMATION OFFICERS (NRRDA)**

Division	Public Information Officer	Phone	Email
Director (F&A)	Sh. R.Chauhan	011-26716930 ex-104	rchauhan@pmgsy.nic.in
Division	Asst. Public Information Officer	Phone	Email
Technical Division	Ms. Madhavi Vedula	011-26716930 ex-115	mvedula@nic.in
P-I Division	Sh. K.L. Bagga	011-26716930 ex-127	kl.bagga@nic.in
P-II Division	Sh. H Bhardwaj	011-26716930 ex-108	hbhardwaj.2007@rediffmail.com
P-III Division	Sh. P.H. Dadlani	011-26716930 ex-126	nrrda@nic.in

Appellate Authority (NRRDA)
Dr. Pramod Kumar Anand,
Joint Secretary (RC) & Director General (NRRDA)
NRRDA, 5th Floor, 15th NBCC Tower,
Bhikaji Cama Place, New Delhi-110066.
011-46166660(off.)
011-41000475(fax)

Directory of Officers and Employees of NRRDA.

Dr. Pramod Kumar Anand, DG (NRRDA)	41066660	41000475	24100967	anandpk@nic.in
Shri K.M.L. Rao, Dir(Tech.)	41055550	41000475	9810962601	bpc@nic.in
Shri. N.C. Solanki, Dir(P-I)	41000472	41000475	8826240404	nc.solanki@nic.in
Shri. R. Chauhan, Dir(F&A)	26181424	41000475	9968098717	rchauhan@nic.in
Dr. D.T. Thube Dir(P-III) & Chief Quality Coordinator	46022221	41000475	9013779611	dt.thube@nic.in
Dr. I.K. Pateriya Joint Director (T)	26716930	41000475	-	ik.pateriya@nic.in
Shri Sunil Kukreja Joint Director (F&A)	26716930	41000475	-	nrrda@nic.in
Mrs. Madhavi Vedula Assistant Director (Technical)	26716930	41000475	-	mvedula@nic.in
Shri Rakesh Kumar Assistant Director (P-I)	26716930	41000475	-	nrrda@nic.in
Shri C.P.S. Yadav Assistant Director (P-I)	26716930	41000475	-	nrrda@nic.in
Shri G.P.Shankar Assistant Director (Technical)	26716930	41000475	-	nrrda@nic.in

Frequently Asked Questions

- Question 1** What is Pradhan Mantri Gram Sadak Yojana (PMGSY) and when it was launched?
- Answer:** PMGSY is a centrally sponsored programme aimed at providing connectivity to target habitations through construction of good all-weather roads. This programme is a special central intervention as part of a poverty reduction strategy.
- Question 2** What is the primary objective of PMGSY?
- Answer:** The programme envisages providing all weather connectivity to habitations with a population of 500 and above in plain areas and 250 and above in Hill States, desert (as identified in DDP) areas and Tribal (Schedule V) areas. Recently, a modification has been made in the programme guidelines, whereby, the habitations having population of 250 and above in 60 Integrated Action Plan (IAP) districts including 35 Left Wing Extremism (LWE) districts (identified by Planning Commission/Ministry of Home Affairs) will be considered under programme for providing connectivity, whether these fall under Schedule V areas or not.
- Question 3** What is habitation?
- Answer:** A habitation is a cluster of population, living in an area, the location of which does not change over time. Dhanis, tolas, majras, hamlets etc. are commonly use to describe habitation.
- Question 4** What does all weather connectivity mean?
- Answer:** An all weather road is one which is negotiable in all seasons of the year. This implies that road-bed is drained effectively but this does not necessarily imply that it should be paved surface with black topping or cement concrete.
- Question 5** How are habitations selected for coverage? Who decides the annual proposal for coverage under the programme?
- Answer:** Habitations for coverage are selected by the Block Panchayats and Zilla Panchayats as per Comprehensive New Connectivity Priority List (CNCPL) prepared for the district by the Zilla Panchayat, at the time of preparation of District Rural Road Plan (DRRP) and Core Network.
- Question 6** How is alignment selected? Are local villagers associated with this process?
- Answer:** Selection of alignment is done with the help of local villagers and officials. A transect walk is conducted by local officers alongwith Panchayat Pradhan / Ward Panch, Local Revenue and Forest officials for finalization of alignment of the road. Local people including those likely to affected by proposed alignment are also given opportunity to put forth their view in this process.

- Question 7** How is the problem of drainage tackled in the portion of roads passing through built up residential areas?
- Answer:** Road portions passing through built up residential areas is prone to damages caused by waste water from households. Programme guidelines provide for construction of cement concrete pavement or cement / stone block pavements alongwith covered or uncovered Pucca side drains as per site condition.
- Question 8** Is adequate provision for culverts or cross-drainage works made?
- Answer:** Yes, adequate numbers of cross-drainage (CD) works including cause-ways, where appropriate, are provided.
- Question 9** What about bridges on rivers / streams?
- Answer:** Minor bridges on rivers / streams crossing the alignment of the road are taken up under the programme. In case of span of CD work exceeding 50 m pro-rata cost beyond 50m is required to be provided by the State Government. Recently, guidelines have been amended for funding the bridges upto 75 m in 60 IAP districts (including 35 LWE affected districts). Pro-rata cost beyond 75 m in these cases will be funded by the concerned State Government.
- Question 10** Whether compensation for land acquisition is paid in the programme?
- Answer:** Rural Roads is a State subject and it is responsibility of State Government / District Panchayat to ensure availability of land for construction of road works under the programme.
- Question 11** How are executants selected for construction of roads?
- Answer:** Executants for construction of roads are selected through open competitive bidding for which well established procedure for tendering is followed by the State Government. As per provisions, the bidders who have the prescribed qualifications and have capacity to execute the works are required to take part in bidding process.
- Question 12** What happens if contractor delays execution?
- Answer:** If contractor delays the work, he/she is liable to pay liquidated damages @ 1% per week subject to a maximum of 10% of value of work.
- Question 13** How is the quality of work checked and monitored?
- Answer:** Three tier monitoring system is provided under the programme guidelines. Every contractor is required to establish a field laboratory in every package of road works in which he is required to test the quality of material and workmanship under the supervision of executing agency. In addition to checking of quality by departmental officers of executing agency, the State Government is required to deploy independent monitors for monitoring of quality of road works. Independent National Quality Monitors are also deployed by the Central Government for monitoring of quality of works at random.

Question 14 If defects are noticed after completion of roads, how are they rectified?

Answer: As per provisions of the contract, the contractor is liable for any defects that may occur till five years after completion of the road work. To enforce liability of defects, security amount is deducted from the bills of the contractor. The contractor has to rectify the defect in the above period and if the rectification has not been carried out, the PIU is required to rectify the defects and recover the cost from security deposit from the contractor.

Question 15 Is there provision for display of project related information at project sites?

Answer: Citizen Information Board in local language containing detailed information of work such as description of every layer of work, quantity of material involved etc. are provided on every work sites. General information containing information about executing agency contractor, estimated cost of work and time period for completion is also provided.

Question 16 What is the role of public representatives in checking the quality of implementation of the programme?

Answer: In the interest of total transparency and with a view to ensure pro-active role of public representatives, the States have been advised to organize time bound inspection of road works with local public representatives in the following manner:-

- The Superintending Engineer would request the Hon'ble M.P. and Zila Pramukh once in 6 months duration to select road works in respective areas and joint inspection/visit would be organized.
- The Executive Engineer would request the Hon'ble MLA and Chairperson of Intermediate Panchayat once in three months duration to select road works in respective areas and joint inspection/visit would be organized.
- The Assistant Engineer would request the Sarpanch once in two months duration to select road works in respective areas and joint inspection/visit would be organized.

Question 17 How can a citizen lodge any complaint with regard to quality of construction, use of sub standard material or delay in execution by the contractors?

Answer: A citizen can lodge any complaint to head of project implementation unit (PIU). The address of PIU is available in the citizen information board on every work site. The citizen can also lodge complaint to State Quality Coordinator of State Rural Road Development Agency of the relevant State. A complaint can also be lodged directly to Ministry of Rural Development or National Rural Roads Development Agency (NRRDA). In addition, the web based Online Management, Monitoring and Accounting System (OMMAS) available through site www.omms.nic.in as a 'Feedback module in its menu bar'. Through this module, any citizen can lodge a complaint about the programme.

Question 18 Whether information about the programme is available on any website?

Answer: The information about the programme and details about every work are available on programme website www.pmgsonline.nic.in and www.pmgsty.nic.in Online Monitoring and Management System is being used for effective management and monitoring under the programme. The required data is entered by the field level staff and the State units under this web based package.

Question 19 How are the roads maintained?

Answer: Alongwith the tendering for the construction the routine maintenance of road works for the period of five years after completion of work is also included. Programme guidelines envisage transfer of road works for maintenance to Panchayati Raj Institutions (PRIs) beyond 5 years after completion of the road work.
