

No. P-17025/1/2005/PIII  
National Rural Roads Development Agency  
Ministry of Rural Development  
Government of India

5<sup>th</sup> Floor, 15-NBCC Tower,  
Bhikaji Cama Place, New Delhi - 110066

Dated the 28<sup>th</sup> June, 2010

**Subject: Publicity for the visits of National Quality Monitors (NQMs).**

Dear Sir,

Please refer to DO letter No.Q-17028/1/2008/P-III dated 02<sup>nd</sup> June, 2009 from my predecessor regarding Guidelines for Quality Monitoring by NQMs. In Para 3 of the said letter the States were indicated that it would be desirable to give adequate publicity about the proposed inspection schedule in the local media with a view to ensure greater transparency in the quality monitoring. However, it has been observed that in many States adequate publicity about proposed inspection schedule of NQMs is not being given in local media. As a result, serious complaints, allegations / irregularities or quality related issues about the road(s) may remain unaddressed due to lack of information with the NQMs. For ensuring greater transparency in the process of quality monitoring, you would agree with me that, the local citizen should be aware of visit of an NQM, so that, if required, the citizen may indicate his views to NQM.

2. I would, therefore, request you to ensure that the visit of National Quality Monitors is widely publicized in the local media covering their place of stay, contact telephone no. and earmarked time schedule to meet the visitors. The State may take help of District Collector/Public Relation Officer in this regard. The NQMs have already been indicated of the publicity of their visits in the local media. As per guidelines, the NQMs are required to hand over the inspection reports to the PIU, SQC and NRRDA, however, they have not been authorized to either interact or pass on any information or their observations about the quality of road works to media or other authorities nor to hold one to one meetings with contractors.

3. I would be grateful if intimation about the action taken in this regard is shared with us within a month's time.

Yours sincerely,



(Dr. P.K. Anand)

JS (RC) & DG, NRRDA

To: All State Secretaries in-charge of PMGSY  
(as per list attached)