

P- NRRDA-P017 (23)/15/2021-Dir (P-III)  
Government of India  
Ministry of Rural Development  
National Rural Infrastructure Development Agency

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CIRCULAR

During periodic internal scrutiny of NQM reports at NRIDA, it was observed that many NQM reports were deficient on various parameters and were not strictly as per prescribed guidelines. Some of these deviations/ omission in reports were of minor nature. However, in few reports the deviations or omissions were of serious nature and were such that they apparently alter the overall quality grading of the project reported by NQMs.

2. It was, therefore, felt that a standard algorithm for identification of NQM inspection reports for the purpose of periodic internal scrutiny as also the course of action to be taken on the findings of the internal scrutiny may be formulated and communicated to all States and NQMs.

3. Accordingly, the following criteria for identification of NQM reports for internal scrutiny by NRIDA have been formulated:

*For all new NQMs:*

(i) A total of 04 inspection reports (02 each from the completed and ongoing works category), from the pool of inspection reports for the works which have been inspected by the NQM, independently, in the first and second month of his/her actual taking up the inspection assignments. Detailed technical scrutiny shall be carried out for these 04 inspection reports.

(ii) Another set of 06 inspection reports, of which 02 reports would be of maintenance category works, (excluding 04 reports identified for detailed technical scrutiny) from the pool of inspection reports for the works which have been inspected by the NQM independently in the first and second month of his/ her actual taking up the inspection assignments. Scrutiny of these 04 reports shall be done from procedural angle as to find out whether the NQM had followed all the provisions of the NQM guidelines, prescribed under their tier of Quality monitoring.

*For all NQMs:*

(iii) Any one inspection report from the lot of 'completed' works category and any two inspection reports from the 'ongoing' works category for the NQM who had not found any of the completed or ongoing works as "unsatisfactory" in the span of three months.



(iv) Any two reports from the lot of "satisfactory" reported works, in completed category, wherein the NQM has reported less than 02% of the projects as "unsatisfactory", during the span of three months and during the same period, the NQM had graded "unsatisfactory" in more than 20% of the projects inspected from "maintenance" angle.

(v) Any two reports from the lot of "satisfactory" reported works, in ongoing category, wherein the NQM who had reported less than 5% of the projects as "unsatisfactory" and the long term average (24 months, immediately preceding the month of consideration) "unsatisfactory" percentage, reported by other NQMs in ongoing category, for the district, is more than 10%. If the inspections in the district are significantly less during 24 months, long term average of 36 months shall be taken.

(vi) All such reports of ongoing and completed projects where the SQM had reported the quality as "unsatisfactory" and the NQM had reported the quality as "satisfactory", within 90 days of SQM inspection.

(vii) All such reports of NQM where geo-referenced lab details have not been uploaded by PIU in OMMAS and the NQM had reported the critical layers of pavement as "satisfactory".

(viii) All reports of complaint cases.

(ix) All cases thrown up after data analytics.

4. Further, the course of action to be taken on the findings of the internal scrutiny of NQM reports shall be carried out as per the following standard operating procedure (SOP):

(i) *Category-1*: Reports where there are minor omissions or negligence in the reporting is observed, which is not affecting overall outcome of the quality grading of project and can be accepted.

In such cases, the omissions/ negligence will be brought to the notice of concerned NQM and he/she shall be advised to be cautious in future.

(ii) *Category-2*: Reports where the NQM has not exercised due diligence in conducting the QC tests and his observations and supporting documents are self contradictory.

In such cases, the inspections may be treated as "null and void". NQM may be informed in writing about the deficiencies and payment of honorarium should not be made for that day of inspection. The concerned State will also be informed accordingly. In such cases, the work may also be got re-inspected by a team consisting of 02 NQM emeritus and an officer nominated by concerned State. The quality grading as reported by the team shall be the final grading of the work. If three such instances are observed in case of an NQM, the NQM will be put on hold and his performance evaluation carried out.

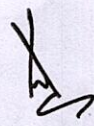


(iii) *Category-3*: Reports where the NQM report is ambiguous. The reporting has been done such that the quality of project can be inferred both as 'good' and 'bad' and grading the overall quality as 'satisfactory'. Prima-facie the grading has been given as "satisfactory" and there is a possibility of lack of integrity or cases in which written complaint on conduct issues has been received against NQM.

In such cases, long term analysis of all earlier inspection reports of the NQM, across the States, shall be done and selected works may be got inspected by a team of officials of NRIDA, emeritus NQM and/or other NQM, as decided by DG. Final view may be taken based on outcome of the inspection team. Till such time the NQM may be put on hold and inspection assignment may not be given to him.

Based on these parameters, an algorithm integrated with OMMAS is being developed which would auto generate these exception reports.

5. As regard to inspections under second tier of quality monitoring by SQMs, the quality monitoring cell (QMC) of SRRDA is expected to carry out 100% scrutiny of SQM reports and take corrective action thereon. Scrutiny of SQM reports, by quality monitoring cell of SRRDA, should be done within 07 days of uploading the report, by SQM. However, all SQM reports which have brought out the quality of work as 'unsatisfactory', the SQC shall personally scrutinize these reports and bring it to the notice of concerned Chief Engineer & CEO for issuing necessary directions to concern PIU for taking up corrective measures.

 10/1/2022

**(Dr. Ashish Kumar Goel)**  
Director General (NRIDA)

Distribution:

- (i) Additional Chief Secretary/ Principal Secretary/ Secretary/ of the nodal department handling PMGSY, in all States and UTs.
- (ii) All National Quality Monitors (NQMs)