

**GOVERNMENT OF INDIA
RURAL DEVELOPMENT
LOK SABHA**

STARRED QUESTION NO:588
ANSWERED ON:17.05.2012
COMPLAINTS AGAINST PMGSY WORKS
Vishwanath Shri Adagur H

Will the Minister of RURAL DEVELOPMENT be pleased to state:

- (a) the number of complaints received by the Government under the Pradhan Mantri Gram Sadak Yojana (PMGSY) during the last three years and the current year, State-wise;
- (b) whether the entire database of complaints has been brought in public domain under the Online Management, Monitoring and Accounting System in PMGSY;
- (c) if so, the details thereof and if not, the reasons therefor; and
- (d) the action taken by the Government on these complaints?

Answer

MINISTER OF RURAL DEVELOPMENT (SHRI JAIRAM RAMESH)

(a) to (d): A Statement is laid on the Table of the House.

Statement referred to in reply to Lok Sabha Starred Question No. 588 due for answer on 17.5.2012

(a) to (c): The complaints concerning Pradhan Mantri Gram Sadak Yojana (PMGSY) are received online through the Online Management, Monitoring and Accounting System (OMMAS) as well as offline. During the last three financial years and the current financial year till date, a total of 383 complaints/queries were received online, replies to which have also been given online, the details of which are not monitored State-wise. The details of these complaints/queries are available on OMMAS. In addition, 230 complaints have been received offline during the above mentioned period as per State-wise details at Annexure.

(d): The responsibility for implementation of PMGSY and ensuring quality of the road works lies with the States/UTs. Accordingly, whenever, any complaint in respect of irregularities in the implementation of the scheme is brought to the notice of the Ministry, the matter is taken up with the concerned State Government/UTs for taking remedial measures. National Quality Monitors are also deputed in some cases to investigate into the complaints and their reports are shared with the States for taking corrective measures.