

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

LOK SABHA
UNSTARRED QUESTION NO. 6385
ANSWERED ON 5TH APRIL, 2018

COMPLAINTS ABOUT NHS

6385. DR. SHRIKANT EKNATH SHINDE:
SHRI VINAYAK BHAURAO RAUT:
SHRI ADHALRAO PATIL SHIVAJIRAO:
SHRI ANANDRAO ADSUL:
DR. PRITAM GOPINATH MUNDE:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS
सडक परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the Government is committed to expand the National Highways (NHs) and fixed a per day target for expeditious completion of work;
- (b) if so, whether the Government is aware that there are many complaints about use of inferior quality material for constructing NHs by the concerned agencies;
- (c) if so, the details thereof;
- (d) whether the Government is aware that there are also complaints about delay in construction ignoring the road safety norms and inferior quality toll services and if so, the details thereof;
- (e) whether the Government is considering a national level monitoring cell to check and monitor the national and State agencies relating to construction of NHs;
- (f) if so, the details and the salient features thereof along with the manner and extent to which it will be effective to monitor the projects of NHs; and
- (g) the time by which the final decision is likely to be taken in this regard?

ANSWER

THE MINISTER OF STATE IN THE
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

(SHRI MANSUKH L. MANDAVIYA)

(a) Ministry is committed to expand the National Highways (NHs) and fixed the target of 15000 km for completion which comes out to be 41.09 km per day during the financial year 2017-18.

(b) to (d) Various complaints alongwith the action taken by the ministry regarding the quality of construction work, use of inferior quality material, delay in construction ignoring the road safety norms and inferior quality toll services on National Highways (NHs) is given at Annexure-I.

(e) to (g) As such no National Level Monitoring Cell is under formation in the Ministry. However, There is a well-established mechanism for monitoring/testing of quality of construction /development of work of NHs by engaging a Consultancy firm of repute as Supervision Consultant / Independent Consultant / Authority Engineer. They supervise / monitor the quality of work as per procedures laid down in various codes published by Indian Roads Congress (IRC), manuals & Ministry's specifications for Road and Bridge works, etc. The routine inspections are also done by Engineers on regular basis to assess quality of construction and maintenance of road. Consultants & National Level Project Monitors are also being empaneled for conducting Independent Quality Audit on the ongoing National Highways Development Projects. These agencies/monitors act as a third party independent body to carry out quality audit of various project, over and above monitoring of quality of road independently by Supervision Consultant / Independent Consultant / Authority Engineer /officers of Ministry/NHAI.

Annexure-I

ANNEXURE REFERRED TO IN REPLY TO PARTS (b) TO (d) OF LOK SABHA UNSTARRED QUESTION NO. 6385 FOR ANSWER ON 05.04.2018 ASKED BY DR. SHRIKANT EKNATH SHINDE, SHRI VINAYAK BHAURAO RAUT, SHRI ADHALRAO PATIL SHIVAJIRAO, SHRI ANANDRAO ADSUL AND DR. PRITAM GOPINATH MUNDE REGARDING COMPLAINTS ABOUT NHS.

Details of the complaints received during NHs construction

SI no.	Details of complaint/anomalies found during the execution of NH Projects
1.	<p>Shabby maintenance of Highway and service roads from Surathkal-Mangalore to B.C.Road & misuse of maintenance funds etc. in Karnataka. Periodic renewal of stretches of length 11.20 km of NH-17 (New NH-66), NH-48(New NH-73) & NH-13. Development of Adequate Road Connectivity to New Mangalore Port for one year (2014-15) in the state of Karnataka. Matter is being closely monitored and inspected by NHAI.</p>
2.	<ul style="list-style-type: none"> • Huge corruption and negligence during the construction of over bridge on NH-316 at Samajajpur in Puri district of Orissa. Matter is being closely monitored and inspected by NHAI. • Complaint regarding Sambalpur-Bargarh-Orissa/ Chhattisgarh Border section of NH-6 is prone to accident due to poor quality of construction, toll plazas are time consuming, low quality Bitumen and poor processing. All the complaints are duly examined and in case of merit in the complaint, appropriate corrective measures are taken. The Concessionaire has started rectification of the damages by laying bituminous renewal coat. Two dedicated ETC lanes are provided for fast movement of vehicles. • Complaint regarding poor quality of work and stone pitching material was not as per norms in widening four by six lanes on NH-5 from Sunakhala to INS Chilka through Balugawn town. Matter is being closely monitored and inspected by NHAI. • Complaint regarding thickness of stone pitching in Ganjam,-Sunakhala section of NH-5. In this regard, 50% of the payment of contractor against the BOQ item has been withhold.
3.	<ul style="list-style-type: none"> • A complaint dated 25.3.2016 of Sh. Karan Singh was forwarded by CVC regarding use of Sub-standard material in construction of Six Laning of NH-2 in UP. • Devender Singh Bhole, M.P. made a complaint in construction of 2 laning with paved shoulders of Kanpur to Kabrai Sec. of NH-86 from Km 7.430 to Km 130.100 in State of UP on DBFOT on Toll Basis under NHDP Ph. IV-A. • A complaint dated 03.7.2015 was received from Sh. Narendra Kumar on various issues including quality of Constructions work of Orai-Bhognipur section on NH-25 in UP. • A complaint dt 29.01.2018 received from Sh. Ravindra Kumar, Advocate regarding cheap construction through Contractor M/s APCO Infratech with the collusion of officers of NHAI Project and misappropriating Government funds in Delhi Meerut Expressway. • Complaints regarding financial irregularities, loot and allegation of using sub-standard material while making bridge on Shamnuva rail crossing on NH-86. • Complaint regarding Excess Fee charged on Tendual, Muzaina Hetim, Salamgarh Toll Plaza. • Complaint regarding misbehavior at the toll plaza on NH-29 Varanasi-Gorakhpur section and Ayodhya - Gorakhpur-Kasia/U.P-Bihar border section of NH-28. • Complaint received from Sh. Karan Singh Dalal, MLA Haryana about inferior quality of material used in construction of NH-2 in Haryana/UP. Third party tests were conducted to ensure quality of material, which was found to be satisfactory. • All the above matters are being closely monitored and inspected by NHAI.

4.	<p>Sh. Karan Dalal has complaint about poor quality of construction material used in the construction of Six laning of Delhi Agra Section of NH 2. Committee constituted by NHAI HQ visited the site and as per recommendation of the Committee the third party test have been conducted and found that the construction material used are as per standard & specifications of IRC & concession agreement.</p>
5.	<ul style="list-style-type: none"> • A complaint dated 19.04.2016 was received from Advocate Manoranjan regarding various issues related to quality of construction of 4 laning Vallarpadam-Kalamassery section of NH-47 C in Kerala. Matter is being closely monitored and inspected by NHAI. • The complaint is regarding settlement of the road at bridge approaches in Four Lane NH Connectivity to ICTT Vallarpadam on NH-966 A (Old NH-47 C) in Kerala. Rectification has been done by the O&M agency.
6.	<ul style="list-style-type: none"> • A complaint dated 21.06.2017 regarding bad quality of material being used in construction work of Bikaner to Phalodi section on NH-15 in Rajasthan. Matter is being closely monitored and inspected by NHAI. • The complaint regarding damages to some locations of 2 lane of NH 148D during construction stage in rainy season in Rajasthan. Those damages were rectified by the contractor as per specifications during course of construction. • Complaint regarding bad quality of construction of service road in Rajasthan on NH-76. Matter is being closely monitored and inspected by NHAI.
7.	<p>Complaint regarding irregularities in construction of Padhi-Dahod section of NH 113 in the State of Rajasthan & Gujarat. Site has been inspected by the Authority Engineer and officials of NHAI and report has also been submitted. As per report, the work has been found confirming to standards and minor deficiencies have been rectified.</p>
8.	<p>Complaint from Shri Ravinder Kumar Pandey, Hon'ble MP regarding rectification or strict action against contractors working on NH 23 construction works making several infringements in work execution in Jharkhand. Authority Engineer inspected and submitted report that all execution works on NH 23 are being carried out at site as per the IRC guidelines /contract agreement/approved design & drawing/codal provisions.</p>
9.	<p>Matter raised under rule 377 in the Lok Sabha debates dated 15.03.2011 by Shri Uday Pratap Singh, Hon'ble MP (LS) regarding quality of road and need to ensure construction of road as per specified norms in Madhya Pradesh. The irregularities in quality of package ADB-II/C-8 & C-9 of NH 26 was found in the year 2011 for which payment of Rs. 27.6 laks and Rs. 67 lacks withhold with the recommendation of Engineer, which was released after rectification of work.</p>
10.	<ul style="list-style-type: none"> • Complaint of Shri Chunibhai Gohil regarding the poor condition in the stretch of Jetpur Somnath section. The third party inspection done by the CRRI and test result found satisfactory. • Complaint regarding Shapar Veraval bridge material in four lane Jetpur-Gondal-Rajkot section between km 117.600 to 185.000 on NH 8B (New NH 27) in the State of Gujarat. The third party inspection done by the Marwadi University and test result found satisfactory. • Complaint of Shri Kantilal Shivilal Amrutiya regarding poor works of bridge on Bamanbore-Garamore section of NH 8A (NH 27). The third party inspection done by the Marwadi University and test result found satisfactory.

11.	<ul style="list-style-type: none"> • Complaint regarding Drain and service road washed away due to non-quality of work in Adilabad district of Andhra Pradesh. Matter is being closely monitored and inspected by NHAI. • The complaint alleges that the grade of concrete being used in case of construction of bridges seems to be one notch less than approved mix design while 4 laning of Cuddapah - Kurnool section of NH - 18 from the existing Km 167.750 to Km 356.502 in the State of Andhra Pradesh. On examination the allegation was found to be false as the works has been inspected periodically and no deviation was found. • Complaint has been received during O&M regarding delay in completion of Periodical Overlay Works in 4-laning of Nellore-Tada Section of NH-16. An amount of Rs.6.23 Crs has been imposed on Concessionaire towards damages for delay in completion of Periodical Overlay Works. • Complaint regarding poor quality of structure on NH-7, Islam Nagar to Kadthal section. Matter is being closely monitored and inspected by NHAI.
12.	<ul style="list-style-type: none"> • Complaints received through NHAI, HQ of Sh. Manish Yadav, Secretary, Bihar. Congress Committee, Araria for NH-57 regarding construction of Retaining wall & Drains at Narpatganj in the month of August, 2017. Retaining wall on purnia side has not been completed due to the encroachment of locals. and there is also no provision of service road. In few stretches of the projects , land acquisition process is under progress. • VIP reference of Hon'ble M.P. Sh. Sushil Kumar Singh regarding inferior quality material in 6-laning work of Varanasi-Aurangabad section of NH-2. Due to regular heavy traffic of over loaded vehicle carrying sand, & other mining materials, It was found difficult to maintain the highways stretch for its design period even after constructing the road as prescribed specification and standards.
13.	<ul style="list-style-type: none"> • Complaint regarding very poor quality of construction in Sambalpur-Bargarh-Orissa/ Chhattisgarh Border section of NH-6. In accordance with conditions of contract, the Concessionaire is maintaining the project highway during the concession period. There was surface damage such as rutting in some stretches and Concessionaire has been repairing the damages/resurfacing the damaged stretches as per requirement. • Complaint regarding Sub-standard work at ROB and huge corruption in the construction of the over bridge on NH-316. There is no defect in the construction of the structural part but the only issue is settlement of the embankment which occurred due to consolidation of the supporting ground. The work has been completed through an expert agency and traffic is plying through the ROB since 13th September, 2016 without any problem. The work has been done at the risk and cost of the Concessionaire. Contract with the Concessionaire has been terminated on 20.03.2017 due to several defaults on the part of the Concessionaire.
14.	<p>Complaint regarding use of bad quality of aggregate in construction of 4-laning of Simga-Sargaon of NH-200 (Package-II) from km 48+580 to km 91+026 section of Raipur-Bilaspur in the State of Chattisgarh. Authority Engineer vide letter no. 775 dated 31.01.2018 has submitted the report of Third party test conducted at Advanced Diagnostic Laboratory, Mumbai from 11.12.2017 to 19.12.2017 and found the materials as per specifications.</p>

15	<ul style="list-style-type: none"> Complaint in project of Rehabilitation and up gradation of NH-221 (New NH-30) from km 71.200 to 121.000 (AP/Telangana border to Rudrampur section) & from km 121.00 to 165.00 (Rudrampur to Badrachalam/Sarapaka Section) in the state of Telangana to two lanes with paved shoulders under NHDP-IV phase on EPC basis. Central Vigilance team has made certain observations/comments on the quality of the work. Suitable instructions were issued to the EPC contractor and instructions issued by the CVC Team are being strictly followed. Against poor quality in formation of 4 lane NH road from Islam Nagar to Kadthal of NH-44 by M/s.Patel KNR Heavy Infrastructure Pvt. Ltd., Matter is being closely monitored and inspected by NHAI.
16	<p>Complaint regarding low quality work by M/s Rajdeep Buildcon Pvt. Ltd. and M/s RNS infrastructure on NH-218 in the state of Karnataka. NLPM inspected the site and the quality of work was found satisfactory and conforms to specifications. Some discrepancy was found in work execution and contractor has been directed to rectify the same.</p>
17	<ul style="list-style-type: none"> Complaints received from Hon'ble Members of Parliament & MLA of Tiruvannamalai Constituency for delay in completion of road in the stretch of NH-66 in Tamil Nadu. There have been some land issues at the initial period, non-receipt of borrow area permission and financial issues. NHAI requested the Bank to execute the Tripartite Agreement. The agreement is expected to be concluded and the work is likely to be resumed shortly. Complaint received from Hon'ble Judge of High Court of Madras regarding non-functioning of dedicated lane for exempted vehicles and Ambulances on Pondicherry - Tindivanam section of NH-66 in Tamil Nadu. Action has been taken to provide dedicated lane for exempted vehicle and Ambulances as per provisions of the concession agreement. As the concessionaire was at default, penalty of Rs.10,000/- was imposed on the Concessionaire.
18	<p>Different VIP references, State Govt complaints have been received for delay in construction and Few complaints regarding misbehavior of toll staff have been received mainly for NH-34 in West Bengal. Delay in construction mainly due to non-handing over of land & utility shifting. Issues have been sorted out. Action against the concerned toll plaza staff has been taken by Toll collecting agency.</p>
19	<p>Local Administration has raised issues regarding poor maintenance and safety hazards on the project 4 laning of Ludhiana to Talwandi section of NH 95 in Punjab. Due to concessionaire fault work has been stopped during the period 2013-14. Work was restarted in August 2017 and all measures for construction and safety have been taken.</p>
20	<ul style="list-style-type: none"> Few complaints regarding road safety & poor quality service at the toll plazas and they were attended by the Concessionaire religiously in 6-laning of Pune Satara section of NH-4 in Maharashtra. Penalties of Rs. 13,054,183/- have been imposed on Concessionaire for poor maintenance of the Pune Satara section of NH-4 till date. Bad quality of road complained by Prof. Ravindra Gaikwad, Hon'ble Member of Parliament, Osmanabad for 4-laning of Solapur - Maharashtra / Karnataka Border section of NH-9. NHAI appointed IIT Mumbai for inspection of road and after inspection and finding out the reports, NHAI has requested Concessionaire to repair work of distressed/damaged portion of new MCW for project highway. Accordingly, Concessionaire has started the work for out of 20 Km. damaged portion as per IRC 37:2001 and completed 8 Km. up to February 2018 out of 20 Km. and balance is under progress at site. NHAI has appointed Independent Engineer to monitor the same at site and conveyed report accordingly. Complaints received regarding delay of the Four - Laning of Panvel - Indapur section of NH-66 project which should have been completed by June 2014. Also few complaints regarding road safety which are being attended by the Concessionaire. Issues have been rectified and work is in progress.
