

**GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS**

**LOK SABHA
STARRED QUESTION NO. *167
ANSWERED ON 31st JULY, 2025**

DILAPIDATED CONDITION OF NATIONAL HIGHWAYS

***167. SHRI SACHITHANANTHAM R:**

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) the measures being taken by the Government to address the dilapidated condition of the newly constructed National Highways and the timeline set for their repair; and**
- (b) the number of complaints received so far during the financial year 2024-25 in this regard?**

ANSWER

**THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS
(SHRI NITIN JAIRAM GADKARI)**

(a) and (b) A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) and (b) OF LOK SABHA STARRED QUESTION NO. 167 ANSWERED ON 31.07.2025 ASKED BY SHRI SACHITHANANTHAM R REGARDING DILAPIDATED CONDITION OF NATIONAL HIGHWAYS

(a) and (b) Contractors / Concessionaires are responsible for design, development and maintenance of National Highways (NHs) projects including rectification of defects during Defect Liability Period (DLP) / Concession Period after completion of the work implemented on either Engineering, Procurement, and Construction (EPC) mode or on Build, Operate & Transfer (BOT) mode or on Hybrid Annuity mode (HAM) as per provisions of relevant Standard Contract/ Concession Agreements.

All efforts are made to ensure that the NHs are constructed as per stipulated quality standards specified in the Indian Roads Congress (IRC) specifications and codes. To ensure that highway construction adheres to stipulated quality standards, Consultants (Authority's Engineer/ Independent Engineers- AE/IE) are appointed by the executing agencies for day-to-day supervision of works at site. Officials of executing agencies undertake inspections from time to time and ensure adherence of conformity of quality of the work done by the Concessionaire/ Contractors with stipulated requirements.

Deficiencies observed, if any, are brought to the notice of the Concessionaires/ Contractors for taking up necessary corrective/ remedial actions as stipulated in technical schedules of the Contract/ Concession Agreement or within a reasonable period as decided by the executing agency / AE/ IE.

The Government has taken the following initiatives for improvement of quality control systems in implementation of NHs works: -

- i. **Adoption of Automated & Intelligent /Machine-aided Construction (AI-MC) in NH projects;**
- ii. **Assessments of road conditions through Network Survey Vehicle (NSV) at the time of completion and every six months thereafter on an electronic platform; further revamping of NSV system for**

road condition assessment using analytics and enforcement of contractual provisions during Operation and Maintenance (O&M) through dedicated central cell;

- iii. **Operationalization of a centralized system called NHAI One App for Monitoring and rectification of highway defects which enables geo-tagging of defects along with photographs;**
- iv. **Analysis of High-Resolution Imagery collected from Drone Surveys in Drone Analytics Monitoring System (DAMS) integrated with Artificial Intelligence/ Machine Learning algorithms for periodic evaluation of progress and quality of ongoing NHs works from time to time;**
- v. **Deployment of Mobile Quality Control Vans (MQCVs) equipped with Non-Destructive Testing Equipment on pilot basis in four States, namely in Gujarat, Rajasthan, Odisha and Karnataka, for diagnostic assessments of overall health and quality of works from time to time during project implementation phases;**
- vi. **Deployment of Third Party Quality Auditors for independent quality audits of NH works on a case-to-case basis.**

The Government through the Ministry of Road Transport & Highways (MoRT&H) has established system of receiving complaints through Public Grievance Portal, various Social Media Platforms apart from complaints received from other sources including from Public Representatives, etc., about various issues concerning National Highways including issues related to quality of construction. The Government takes cognizance of these complaints also apart from regular review and monitoring of NHs projects towards ensuring that necessary corrective actions are taken up by the Concessionaires / Contractors for the NHs projects.

Actions against defaulting agencies are taken as per the provisions of the Contract/ Concession agreement in case of any defaults, such as termination of contract agreement, levying of penalties/ liquidated damages, debarment/ blacklisting, declaring as non-performers etc.

As per the information provided by the executing agencies of MoRT&H, 81 Nos. of complaints regarding major deficiencies/ damages in NH works have been received/ found during the last five years (including 2024-25) and current Financial Year (excluding complaints received through various social media platforms/ public grievance portal). Necessary remedial works taken up for rectification of these deficiencies/ damages are at various stages of progress. Penal actions have been initiated against the Contractor/ Concessionaire / AE/IE, etc. as per relevant contractual provisions, wherever applicable.
