



Pradhan Mantri Gram Sadak Yojana (PMGSY)

Guidelines

for

**Empanelment & Performance Evaluation
of
State Quality Monitors (SQMs)**

Under

**Second Tier of Quality Mechanism to be
Operationalised by States / SRRDAs**

**National Rural Infrastructure Development Agency
Ministry of Rural Development, Government of India**

20th October, 2020

Guidelines for Empanelment and Performance Evaluation of State Quality Monitors (SQMs)

1. Introduction

Ministry of Rural Development (MoRD) is implementing a major rural roads programme, known as Pradhan Mantri Gram Sadak Yojana (PMGSY), since December 2000. National Rural Infrastructure Development Agency (NRIDA) was created under the aegis of MoRD for providing overall administrative, technical, monitoring, management and programme support to the states in the execution of works. The State Governments are responsible for implementation of scheme in the state. A State Rural Roads Development Agency (SRRDA) has been created in each State for implementation of PMGSY. The responsibility of ensuring quality of works under this programme lies with the State Government.

A three tier quality management mechanism is operational under PMGSY for ensuring that the quality of assets created, confirm to the prescribed standards and timely completion of works.

- i. The first tier of quality management mechanism is in house quality control system at the level of executing agencies, to ensure the implementation of quality standards by way of carrying out prescribed mandatory tests and maintaining the records of such tests.
- ii. The second tier provides for quality monitoring through independent State Quality Monitors (SQMs). Para 11.5 of PMGSY Operation Manual provides that the function of the 2nd tier of independent quality management is to improve the quality and effectiveness of the enforcement process. This includes the checks to ensure that the 1st tier is properly functional, independent quality tests to verify that the quality control system is achieving its intended objective, detection of systemic flaws in the quality control process and action to improve the process. Thus, the State Governments are responsible for quality management through operationalization of the first two tiers.
- iii. The third tier consists of quality monitoring by independent National Quality Monitors (NQMs), empanelled by NRIDA. The role of the third tier is to provide guidance to field engineers and also to see whether the quality management mechanism in the State is effective.

A document on Comprehensive Guidelines for inspection of PMGSY projects by State Quality Monitors under 2nd tier was developed in consultation with States and prescribed in 2010. The Guidelines for Quality monitoring by SQMs under Second Tier of Quality Control Mechanism are available, under 'ARCHIVE' section of circulars, on the program website [**www.pmgsy.nic.in**](http://www.pmgsy.nic.in).

Online monitoring and reporting of quality was mandated for second and third tier, since 2010. All the State Governments have empanelled SQMs for second tier quality monitoring of works, depending on the volume of work with them. However, different State Governments are following different criteria and methodology for empanelment of SQMs, in absence of any prescribed guidelines. Further, large numbers of long span bridges have been sanctioned in different States. The qualification and experience requirements for inspection of bridges by SQMs need to be different. At present, the same set of SQMs is carrying out inspection of roads and bridges. NQMs as well as SQMs are reporting the quality of work after inspection as Satisfactory(S), Satisfactory Requiring Improvement (SRI) or Unsatisfactory (U). There are large numbers of works, which have been inspected by NQMs as well SQMs, over the years. Though overall grading by NQMs and SQMs for majority of the works is identical, wide variations in grading have been observed in many cases.

Further, the second tier of quality monitoring by State Quality Monitors (SQMs) have significant stake in ensuring the overall quality of projects under the programme, therefore monitoring the performance of SQMs becomes equally critical for the programme. Guidelines for performance evaluation of SQMs were issued by NRIDA in 2013 and States were requested to carryout periodic performance evaluation of SQMs. With the use of mobile application in Quality monitoring and change in form of reporting has warranted corresponding change in performance evaluation criteria of SQMs. Having gathered the experience of independent quality monitoring by SQMs of different states, analysis of data of SQMs and based on the feedback from field officers and NQMs, it is felt that *Guidelines for Empanelment and Performance Evaluation of State Quality Monitors* be prepared and provided to the States for effective quality monitoring. It is envisaged that with the use of these guidelines, the effectiveness of Quality Monitoring by SQMs under 2nd tier would further be enhanced.

2. Present System of Empanelment of State Quality Monitors (SQMs)

As provided in Para 11.5.2 of PMGSY Operation Manual, at present, the second tier quality management function is being served by State Quality monitors (SQMs) empanelled through following three modes of empanelment, being adopted by different States:

- i. Working Engineers of Independent Quality Management Divisions of Executing Agencies of State Govt's Nodal Department.
- ii. Retired Engineers of State or Central Govt. departments, with suitable experience of design and construction of roads.
- iii. Outsourced Consultancy Organizations, selected on quality-cum-cost criteria (QCBS), based on NRIDA's Project Management Consultancy (PMC) procurement document.

The minimum qualifications and experience in the field of design and supervision of roads /bridge works, for empanelment as SQM were not prescribed in detail earlier. Though, all the above three modes of empanelment of SQMs may continue, the minimum qualification, experience and selection criteria are being prescribed through these guidelines for each of the three modes of empanelment and should be scrupulously followed. Though, the States can adopt any one or a combination of above modes for empanelment of SQMs, based on their requirements, a minimum 25 % SQMs, should be working engineers of independent quality management divisions of executing agencies of State Govt's Nodal Department, who are not engaged in construction/execution of PMGSY projects. However, if the nodal department of State government do not have such independent quality management divisions, with adequate staff, then other modes can be used.

3. Selection Criteria for Empanelment as State Quality Monitors (SQMs)

State quality monitors have been empanelled by all the States and at present same set of SQMs are carrying out inspections of Roads as well as Long Span Bridges. Large numbers of long span bridges are now being constructed under PMGSY by the Executing Agencies of State Rural Roads Development Agencies. As such, SRRDAs should empanel separate SQMs for inspection of bridge works, having requisite experience of design and supervision/ construction of long span bridges. Candidates applying for empanelment as SQM for bridge works will have to provide a list of bridges designed and supervised / constructed by them.

It is also possible that some candidates have qualification and experience of design and construction/ supervision of both roads and bridge works. Such candidates can be considered for inspection of both roads and bridge works. However, such candidates will have to indicate their candidature for empanelment as SQM for inspection of roads or bridges or roads and bridges both, in their application.

3.1 Independent SQMs- Retired Engineers of State or Central Govt. Departments, PSUs, Retired or Serving Faculty Members of Govt. Engineering Colleges/ IITs/ NITs/ Govt. Research Institutes as SQMs

Criteria No. 1- The candidate should be a Graduate in Civil engineering from a recognized University.

Criteria No. 2

(i) – For inspection of Road Projects- The candidate should have retired from the post not below the level of Executive Engineer or equivalent from a Govt. organization, Central/State public sector undertakings (PSUs) or their subordinate offices. Retired or serving faculty members of government engineering colleges/ IITs/ NITs/

Government research institutes, etc. who have worked/ consulted in the field of road construction, can also apply.

(ii) – For inspection of Bridge projects - The candidate should have retired from the post not below the level of Executive Engineer or equivalent from a Govt. organization, Central/ State Public sector undertakings (PSUs) or their subordinate offices. Retired or serving faculty members of Government engineering colleges / IITs/ NITs/ Government research institutes, associated with bridge design and supervision consultancy work, can also apply.

Criteria No. 3 - No applicant would be allowed to work as SQM after completing the age of 70 years. Therefore, the applicant should not have attained the age of 67 years on the last date of application so that the applicant is able to work as SQM for approximately 3 years, subject to satisfactory performance.

Criteria No. 4

(i) – For inspection of Road Projects - The candidate (retired Government engineer) should possess the experience of working in the field of construction of roads for at least 5 years in last 10 years before his retirement from government service. Also, in the last 5 years, he should have worked at least for 2 years in the field of roads (any field out of planning and designing, execution or management of construction or maintenance of roads). Retired or serving faculty members of government engineering colleges/ IITs/ NITs/ Government research institutes, should possess minimum 10 years experience in the field of planning/ design/ supervision/ execution/ consultancy of construction and maintenance of roads.

(ii) – For inspection of Bridge Projects- The candidate (retired Government engineer) should possess the experience of working in the bridge sector (any field out of planning / design / execution) for at least 8 years, out of which at least 4 years should be in execution of bridge projects. Retired or serving faculty members of government engineering colleges/ IITs/ NITs/ Government research institutes should have minimum 08 years of experience of design / supervision consultancy of bridge projects. The candidates would be required to furnish the list of bridge works in which they were associated at the planning / design/ execution/ supervision/ consultancy level.

Criteria No. 5 - Recommending Authority:

The candidate (retired *Government engineer and retired or serving faculty members*) should have been recommended by the concerned State Government or by Government of India organizations, administrative head of the PSUs or head of the institute (as applicable), clearly indicating that his integrity is not questionable.

Criteria No. 6 - The candidate should be willing to work as State Quality Monitor with high ethical standards and sign the code of conduct. The

candidate shall not inspect any work executed under his supervision or chain of command.

Criteria No. 7- The reporting is to be done through web and mobile based application. The candidate, therefore, should have working knowledge of computers and smart phones or be willing to learn the same within the stipulated time.

3.2 Departmental SQMs- Serving Engineers of Independent Quality Management Divisions of Executing Agencies of State Govt's Nodal Department as SQMs

Criteria No. 1 - The candidate should be a Graduate in Civil Engineering from a recognized University.

Criteria No. 2

(i) – For inspection of Road Projects- The candidate should be working not below the level of Executive Engineer or equivalent in a Govt. organization, Central/State public sector undertakings (PSUs) or their subordinate offices and having experience of working in the field of construction / supervision of roads for at least 5 years in last 10 years.

(ii) – For inspection of Bridge projects - The candidate should be working not below the level of Executive Engineer or equivalent in a Govt. organization, Central/State public sector undertakings (PSUs) or their subordinate offices having experience of working in the field of construction / supervision of bridges for at least 4 years in last 8 years.

Criteria No. 3 - Recommending Authority:

The candidate should have been recommended by Chief Engineer of the concerned State Government or by Government of India organizations, administrative head of the PSUs, clearly indicating that his integrity is not questionable. The CE should also certify that there are no departmental proceedings / allegations/ complaints about bad quality/ financial irregularities, pending against the candidate.

Criteria No. 4 - The candidate should be willing to work as State Quality Monitor with high ethical standards and sign the code of conduct. The candidate shall not inspect any work executed under his supervision.

Criteria No. 5- The reporting is to be done through web & mobile based application. The candidate, therefore, should have working knowledge of computers and smart phones or be willing to learn the same.

3.3 Technical Agencies as SQMs- State Quality Monitors from qualified technical agencies for second tier of quality Monitoring

As technical agencies for second tier quality monitoring will be procured through competitive bidding, the minimum qualification and experience requirements to be specified in the request for proposals (RFP) should be as given in this paragraph. This should be scrupulously verified at the time of technical evaluation of bids. Though, once the technical agency is procured,

the same set of personnel shall only be allowed to work as SQMs, whose names were indicated in the bid before technical evaluation. However, in case of replacement, a person with same set of minimum qualification and experience can be allowed to work as SQM, with prior approval of CEO of SRRDA.

Criteria No. 1 - The candidate should be a Graduate in Civil Engineering from recognized University.

Criteria No. 2 – (i) – *For inspection of Road Projects* - The candidate should possess minimum 15 years experience. He should have experience of working in the field of planning and designing/construction/supervision/ maintenance of roads for at least 10 years in last 15 years.

(ii) – *For inspection of Bridge Projects*- The candidate should possess, experience of working in the bridge sector (any field out of planning / design / execution) for at least 10 years, out of which at least 5 years should be in execution of bridge projects. The candidates would be required to furnish the list of bridge works in which they were associated at the planning / design/ execution/ supervision level.

Criteria No. 3 - The candidate should be willing to work as State Quality Monitor with high ethical standards and sign the code of conduct.

Criteria No. 4- The reporting is to be done through web & mobile based application. The candidate, therefore, should have working knowledge of computers and smart phones or be willing to learn the same.

4. Selection Committee and procedure for Empanelment of State Quality Monitors (SQMs)

4.1 Retired Engineers of State or Central Govt. Departments, PSUs, Retired or Serving Faculty Members of Govt. Engineering Colleges/ IITs/ NITs/ Govt. Research Institutes as SQMs.

SRRDA would publish the advertisement for empanelment of SQMs from time to time in newspapers with wide circulation in the State and nearby areas, and also on website of SRRDA, depending upon the requirement. Individuals interested to work as SQMs may apply against the advertisement. Applicants shall send their application by **Email** (*as scanned copy*) in the format given at **Annexure-I**. The duly recommended application, in the prescribed format as per **Annexure-I (a)** for retired engineers, and as per **Annexure-I (b)** for retired or serving faculty members), may be sent to “The Chief Executive Officer” of the concerned SRRDA, within the prescribed time.

The State Quality Monitors would be empanelled based on qualification, experience, achievements and personal interview, which can also be held through video conferencing, by a selection committee, which will have the following composition:

- i. Chief Executive Officer (CEO), SRRDA - Chairman
- ii. Engineer in Chief (E-in-C) or Chief Engineer(CE) - Member
(Whoever is in-charge of PMGSY works)
- iii. Technical Expert, Coordinator of PTA/ STA - Member
(Professor/ Associate Professor)
- iv. One serving or retired officer of Indian Administrative Service (IAS) - Member
(Nominated by ACS/ Principal Secretary, in-charge of PMGSY)
- v. NQM Emeritus - Member
- vi. State Quality Coordinator (SQC) - Member & Convener

It should be ensured that, out of the three external members of selection committee listed at serial numbers (iii), (iv) and (v) above, at least two members are present in the meeting. The committee will analyse the CVs, short list and call for interviews, such number of candidates as deemed fit, conduct personal interviews, which can also be held through video conferencing. Candidate as well as members of selection committee can also attend the selection committee meeting through VC.

4.2 Serving Engineers of Independent Quality Management Divisions of Executing Agencies of State Government's Nodal Department

The State may empanel serving officials (not below the rank of Executive Engineer) with minimum qualification and experience prescribed in para 3.2 above. Applications of such eligible working engineers of quality management divisions of state government's nodal department, who are willing to work as SQM, may be invited through a circular. Applicants shall send their application by **Email** (*as scanned copy*) in the format given at **Annexure-I**. The application duly recommended in prescribed format given at **Annexure-II** for serving engineers, by the concerned Chief Engineer may be sent to "The Chief Executive Officer" of the concerned State, as and when required.

The suitability of these officers may be assessed by CEO and SQC of SRRDA before empanelment, and these officers may be allowed to work as SQMs. However, their empanelment should be ratified through the same committee as indicated in para (4.1) above.

4.3 State Quality Monitors from qualified technical agencies for second tier of quality monitoring

As the services of technical agency for second tier quality monitoring will be procured through bidding, the qualification and experience requirements

should be scrupulously verified at the time of technical evaluation of bids. Though, once the technical agency is procured, the same set of personnel shall only be allowed to work as SQMs, whose names were indicated in the bid before technical evaluation. As such, selection of such personnel may not be required through internal selection committee as indicated in para (4.1) and (4.2) above. However, in case of replacement, a person with minimum qualification and experience as prescribed in para (3.3) can be allowed to work as SQM, with prior approval of CEO of SRRDA.

5. Orientation cum Training of State Quality Monitors

All provisionally empanelled SQMs will be provided, minimum 2 days induction orientation cum training by concerned SRRDA in partnership with NRIDA, before assignment of duties, including that for operation of mobile application for uploading the inspections. Refresher training, of one day, should also be provided to all the working SQMs, every year. A panel of faculties shall be prepared by concerned SRRDA for such trainings. Upon selection, the provisionally empanelled SQMs will be required to sign a code of conduct as given at **Annexure-III**.

6. Eligibility of Existing Empanelled State Quality Monitors

Eligibility of all the working SQMs should be evaluated by SRRDA, with respect to educational qualification and experience requirements as prescribed in these guidelines. Only those SQMs, who are possessing requisite minimum qualification and experience, should be allowed to continue beyond 1st January 2021. Empanelment of new SQMs, from the date of issue of these guidelines should be in accordance with these guidelines.

7. Performance Evaluation of State Quality Monitors (SQMs)

The performance of State Quality Monitors needs to be evaluated by the concerned SRRDAs on regular basis. Assessment in respect of the following aspects is required to be covered during the performance evaluation:

- a. Whether the SQM has carried out inspection as per the guidelines prescribed under the 2nd tier;
- b. Whether there is any lack of application of mind by SQM in recording observations;
- c. Whether there is a tendency to avoid desirable technical observations;
- d. Whether the SQM has left inspection format incomplete without any reason;
- e. Whether the SQM has filled up formats mechanically without appropriate testing or observations in a professional manner;
- f. Whether the SQM has uploaded the quality grading abstracts and the requisite number of photographs in OMMAS.

8. Independent Panel of Evaluators

The review of reports of SQMs shall be carried out by an independent panel of performance evaluators. The panel should have sufficient evaluators depending on the number of reports to be evaluated. Such panel of evaluators shall be constituted, with approval of CEO of SRRDA, and may consist of evaluators from the following:

- i. Members of STAs/ PTA
- ii. Retired engineers not below the level of CE (*including former Chief Engineers of PMGSY*).
- iii. Present or former National Quality Monitors (NQMs), provided they have not been removed for any mis-conduct.
- iv. Former State Quality Monitors (SQMs), who in the opinion of CEO have worked in an outstanding manner.

The performance evaluation of SQMs shall be based on review of 10 inspection reports, selected at random for inspections conducted in last 6 months just preceding the month of review. Out of the 10 reports, being evaluated, 7 should be of completed & ongoing works, 02 reports should be of maintenance works inspection, and 01 ATR verification report carried out by the SQM, in last 1 year. If no ATR verification report is available for the SQM for review, for the specified period, 8 reports of ongoing & completed works may be selected for evaluation.

9. System for Performance Evaluation of the State Quality Monitors

The SQM is required to make observations on the basis of visual reporting/ measurements/hand feel tests or detailed quality control tests (as the case may be) in respect of all the items of construction, executed till the time of his visit. In case of completed works, SQM must make observations and award grading to all the items executed in each of the test section selected by him. In case grading of some of the executed items are not awarded / or awarded without tests/ measurements, zero marks be given against those items, in evaluation. It is mandatory for the SQM to make this observation on critical items of the crust on the basis of prescribed quality control tests, carried out at the test pits attempted by the NQM.

The evaluation of every item and sub-item of inspection shall be carried out and the observations of the performance evaluator shall be quantified in terms of marks. Item and sub-item wise maximum marks shall be awarded as per enclosed evaluation sheet. The marks obtained shall be filled up by the evaluator in the prescribed column. Based on the provision of specific item or sub-item of work, total maximum marks will not remain same in all cases and will vary depending upon the stage of construction of the work, at the time of SQM visit. Therefore, instead of absolute total, marks obtained shall be in terms of percentage for evaluation of each project.

9(a) Marking methodology to be adopted for evaluating reports of Ongoing and Completed Works: (As per Annexure-IV (a))

9.1 *Setting out and Working Drawing:* The SQM is required to make observations on the basis of establishment of bench mark and centre line and availability of drawings. Maximum marks would be 2 as detailed in performance evaluation sheet.

9.2 *Site Clearance and grubbing:* The SQM is required to make observations on the basis of site clearance and use of salvageable material. Maximum marks would be 2 as detailed in performance evaluation sheet.

9.3 *Quality Arrangements:* The observations of SQM on establishment of field laboratory, availability of equipments, availability of Laboratory staff and use of equipments may be evaluated. For these items 3 marks are prescribed.

The observation regarding mandatory tests, QC Register may be evaluated for these items 2 marks are prescribed.

The results are required to be compared with the test results by the PIU in QC Register. It should be seen whether the SQM has made efforts to verify these results and 1 mark is prescribed for this item.

If SQM has given Satisfactory grading for this item, without adequate equipments and availability of lab technicians in the laboratory, as per contract, zero marks be awarded for this item of quality arrangements.

9.4 *Geometrics:* In case of ongoing/ completed works, the SQM is supposed to measure the width of road way and carriage way, super elevation and extra widening at curves at a defined chainage and is required to offer the comments about the adequacy for which 5 marks are prescribed. If the method of camber and super-elevation measurement from Photographs uploaded by SQM in OMMAS, is not as per the engineering principles, zero marks be awarded for this item.

9.5 *Earth work:* Maximum marks 10. The marking will depend on the quality of observations made by SQM in case of three sub-items detailed in performance evaluation sheet for item 5A, for roads in plain area **or** four sub-items detailed in performance evaluation sheet for item 5B in case of roads in rolling / hilly terrain.

9.6 *Sub-Base:* Maximum marks 10. The marking will depend on the quality of observations made by SQM in case of four sub-items detailed in performance evaluation sheet.

9.7 *Base Course*: Maximum marks 10. The marking will depend on the quality of observations made by SQM in case of five sub-items detailed in performance evaluation sheet.

9.8 *Bituminous Base Course*: Maximum Marks 10 for bituminous base course BM/DBM. In case of bituminous macadam/dense bituminous macadam, the bitumen content, thickness and grading of aggregates to be observed and recorded. In case of ongoing works, laying temperature of Mix shall also be recorded (*if laying is being done on date of inspection*).

9.9 *Bituminous Surface Course*: Maximum marks 10 for bituminous surface courses. In case of on-going works, grading of aggregate, binder and laying temperature (*if laying is being done on the date of inspection*) are to be observed by SQM. In case of completed works, the thickness and surface evenness is to be observed and recorded by SQM.

9.10 *Shoulders*: Maximum marks 5. The marking will depend on the quality of observations made by SQM in case of three sub-items detailed in performance evaluation sheet. In case of completed works, if shoulders are not constructed and item has been graded satisfactory or SRI, Zero marks shall be awarded for this item.

9.11 *CD Works*: Maximum marks 5. The SQM has to see adequacy of CDs and its quality. The marking will depend on the quality of observations by SQM with respect to location, type and quality of CDs.

9.12 *Side Drains and Catch Water Drains*: Maximum marks 2. The SQM has to see adequacy of drains and its quality. The marking will depend on the quality of observations made by SQM.

9.13 *Cement Concrete Pavement / Cell Filled Concrete Pavement/ Panelled Concrete Pavement/ Roller Compacted Pavement/ ICBP*: Maximum marks 10. The SQM has to see the quality of Cement Concrete. The marking will depend on the quality of observations by SQM as detailed in performance evaluation sheet.

9.14 *Road Furniture and Markings*: Maximum marks 5. The SQM has to see the fixing of furniture and the quality. The marking will depend on the quality of observations by SQM.

9.15 *Entry of abstract DATA in OMMAS*: Maximum Marks 3. If the items/sub items have been properly entered in OMMAS, with grading as per guidelines, 3 marks be awarded.

9.16 *Quality of Inference made available through the uploaded Photographs and reports in OMMAS:* Maximum Marks 5. If the photographs reflects the quality of works commensurate with the grading reported by SQM, 5 marks be awarded.

9(b) Marking methodology to be adopted for evaluating reports of maintenance works. (As per Annexure-IV(b))

The State may also depute SQMs to assess maintenance activities being carried out in the completed road works. The SQM is expected to clearly point out the defects noticed in road during his inspection and shall also report the current Pavement Condition Index (PCI) of the road as per the methodology contained in Annexure-14.7 of Operational Manual or by use of appropriate equipment. The evaluation of report should be based on maintenance item of the road and relevant structure, reported by SQM, vis-à-vis photographs uploaded for the work, on OMMAS.

9(c) Marking methodology to be adopted for evaluating the Observations on Action Taken report: (As per Annexure-IV(c))

State Quality Monitors are assigned the work of verification of Action Taken Reports (ATRs), prepared by PIUs on observations of National Quality Monitors. It is expected that the SQM, will go through the detailed report of NQM available with the PIU as well as on OMMAS, and then plan for the tests and measurements to be conducted/ recorded, to verify that the action has been taken and the observations of NQM have been complied with by the PIU. The verification of ATRs should be done judiciously after carrying out all the tests as prescribed for relevant stage of work. It is also expected that SQM will select three test pit locations, to establish the compliance, in which one test pit will be in the same stretch, based on which earlier NQM has recorded 'U' or 'SRI' grading to the item. Two other test pits may be anywhere in the remaining length of the road, outside the stretch selected by earlier NQM. The verifying SQM is expected to record his observations very clearly indicating, compliance against each observation of NQM and action taken by the PIU. The report will be evaluated based on maximum marks 100. Following system of marking for evaluating the ATR verification report may be adopted.

- i. If SQM has conducted verification of ATR casually, without conducting quality control tests and relevant photographs, ZERO marks shall be awarded.
- ii. If SQM has reported the compliance based on quality control tests limited to the test pit locations, where the NQM had made his observations earlier and had not attempted test pits at other stretches of the road, 25 marks would be awarded out of 100 marks.

- iii. If the SQM has carried out ground verification of ATR by carrying out prescribed quality tests at the test locations indicated in para 9(c) above and supported his contention with photographic records, the report shall be evaluated in two parts. The first part comprising the SQM's observation on each item of work earlier graded 'Unsatisfactory' or "SRI" by NQM supported by the quality control test results carried out by SQM shall be evaluated out of maximum 75 marks. The other part of photographic records of rectification appended by SQM, in the verification report shall be evaluated out of maximum 25 marks. The evaluator would see if the recommendation of SQM is based on application of mind and is supported by requisite quality control test results and the contention is supplemented by relevant photographic records.

9(d) Special Conditions for Marking

- i. *Marking in case of Contradictory Remarks:* If SQM has made such a remark in any item which is contradictory to remarks made in earlier part of the report, zero marks shall be awarded in the item or sub-item where this remark has been given. Zero marks will also be awarded for that item or sub-item for which the earlier observations have been later contradicted.
- ii. *Marks for not recording any observations:* If the SQM has not recorded any observations without giving reasons, Zero mark shall be awarded in that particular item/sub-item. e.g if Bituminous base /surface course item has been graded, without assigning any grading to sub-base and base, zero marks be awarded for sub-base and base course.
- iii. *Marking in case of wrong overall grading:* If the calculation of overall grading in the hard copy of the SQM report is not as per guidelines, it would be a fair indicator of the care and sincerity of SQM for whole report. Overall Zero marks for the whole report, be awarded in such a case and word "wrong overall grading" would be written on evaluation sheet.

10. Performance Ratings and Summarization

Performance rating of the SQM would depend on the average of marks obtained in all the evaluated reports. The summary sheet shall be filled up by the SQC, in the format given at **Annexure-V**, on the basis of marks obtained in all the evaluated reports. Any specific mentionable observation regarding a report will also be entered in the summary sheet. Performance Summary of the SQMs evaluated, by panel of evaluators, shall also be prepared, as per format placed **at Annexure VI (a) (b) & (c)** and maintained at SRRDA.

11. De-empanelment of State Quality Monitors

The marks awarded/ evaluation summary sheet for each SQM shall be placed before the selection committee of SQMs at State level, headed by CEO (as given in para 4.1 of these guidelines) The selection committee shall peruse the summary evaluation sheet and take appropriate decision for continuance of the SQMs based on their performance reported.

A. The guiding principle for the selection committee to take the decision shall be as indicated below:

- i. SQM securing, less than 50 % marks - should be de-empanelled.
- ii. SQMs securing 50% to 75% marks should be placed under observation for next 6 months, and if they obtain, less than 75 % marks, in second performance evaluation, they should be de-empanelled. The performance evaluation of SQMs securing 50% to 75% marks in the first evaluation will be mandatory evaluated after six months or they should be put on hold for deployment till the performance is re-evaluated.
- iii. SQMs securing more than 75% marks in the performance evaluation shall continue to work as SQM.

B. In addition to the outcome of periodic performance evaluation in the manner above and the decision of de-empanelment thereon, the SQM may be immediately put on hold with approval of CEO, and the decision be taken for de-empanelment or continuance in next meeting of selection committee, in following cases:

- i. In case a SQM do not follow the Rules of Conduct prescribed for SQMs.
- ii. Based on scrutiny of reports by SRRDA or NRIDA, at any time it is observed that the SQM is consistently not conducting inspections, as per prescribed SQM guidelines (such as not conducting prescribed tests, carrying out more than prescribed number of inspections per day etc.
- iii. If a written report of mis-conduct of the SQM is received, and prima-facie, the allegations are found to be correct, the deployment of SQM shall be put on hold, till the outcome of final investigation conducted independently by the SRRDA.
- iv. If SQM do not posses good health for carrying out inspections and requisite tests.

- v. In case a SQM, repeatedly declines the given assignment, without prior intimation.
- vi. In case a feedback is received by CEO from reliable sources, about integrity of SQM.

Similar action for de-empanelment shall be taken for the SQMs deployed through qualified technical agency and serving engineers of independent quality management divisions of executing agencies of State Government's Nodal Department as SQMs. The qualified technical agency shall be required to immediately disengage those SQMs, who score less than 50 % marks in performance evaluation carried out by SRRDA or those who have been recommended for de-empanelment by CEO of SRRDA.
