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**27<sup>th</sup> December 2023**

**Subject: Revised Guidelines for Performance Evaluation of State Quality Monitors (SQMs) under PMGSY**

Dear Sir / Madam,

As you are aware the detailed guidelines for empanelment/de-empanelment and performance evaluation were issued vide NRIDA letter dated 20<sup>th</sup> Oct 2020. It may also be recalled that the performance of Quality Monitors is done based on the evaluation of inspection reports in which marking is done by the performance evaluation committee, on each item/sub-item of work reported in the report.


2. In July 2021, The NQM/SQM inspection format was comprehensively revised and mandated for use. The change in reporting format has necessitated the modification in the marking pattern and the reports being evaluated. Accordingly, a team of academicians and NQM emeritus were constituted to revise the performance evaluation guidelines based on the current NQM/SQM inspection format.

3. The updated draft recommended by the committee was shared with CEs and all SQCs, inviting their valuable input. The inputs received from states/stakeholders were incorporated and necessary modifications were made to the draft document.

4. The final guideline for performance evaluation of Quality Monitors is enclosed. You are requested to issue the necessary directions to the concerned officers/committee to carry out periodic performance evaluations (every six months) of SQMs, using the procedure and evaluation format prescribed in the enclosed guidelines.

**Encl: As above**

Yours sincerely,

  
(Dr. I. K. Pateriya)

**To:**

Engineer-in-Chief / Chief Engineer of SRRDAs of all States and UTs

**Copy to:**

SQCs of SRRDAs of all States and UTs



**Guidelines**

for

**Performance Evaluation**

of

**Quality Monitors**

under

**Pradhan Mantri Gram Sadak Yojana (PMGSY)**

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

**December 2023**

## **GUIDELINES FOR PERFORMANCE EVALUATION OF THE NATIONAL / STATE QUALITY MONITORS**

The Quality Monitor (QM) is a senior professional having wide experience in executing road and bridge projects. Therefore, it is perceived that he/she would be a professional guide to the PIU to achieve the objective of constructing good quality projects during the stipulated time period. It is expected that the QM should bring out the deficiencies clearly and suggest remedial measures required, if any. The purpose of deputing quality monitors for field inspections is to assist the PIU and should not be taken as a mere fault-finding mechanism. With the use of new materials and technology in the construction of PMGSY projects, it was felt necessary to augment the existing quality monitoring formats and incorporate the modifications required. Accordingly, reporting formats for quality monitoring by State Quality Monitors (SQMs) and National Quality Monitors (NQMs) were revamped and made common for both the second/ third tier of quality monitors. The revamped format was issued in July 2021.

2. In the revamped format, the method of inspection of works, making observations, and reporting based on clear and objective standards were defined. The QMs were advised to strictly follow the prescribed format for reporting the quality of work. Orientation programmes were organized for NQMs and SQMs, both at the National and State levels to ensure a clear understanding of the reporting formats. The second and third tier of quality mechanism is crucial for ensuring the overall quality of projects, and therefore, the performance of Quality Monitors *per se* becomes critical. Thus, the NRIDA and SRRDAs in the State/UTs are mandatorily required to carry out the performance evaluation of QMs on a regular basis on prescribed guidelines.

3. These guidelines for the performance evaluation of Quality monitors would be made applicable for the performance evaluation of QMs for inspections carried out since August 2021. Assessment in respect of the following aspects is required to be covered during the performance evaluation:

- i. Whether general observation part of the report is filled diligently by QM.
- ii. Whether uploaded photographs relevant to the item support the quality of item reported by QM.
- iii. Whether uploaded photographs support the overall quality of grading of the work reported by QM.
- iv. Whether QM has filled up formats diligently with appropriate testing and has made observations in a professional way.
- v. Whether there is a tendency to avoid desirable technical observations;

4. The review of reports of QMs shall be carried out by the members of Performance Evaluation Committee constituted by NRIDA/SRRDA. In the first stage, the evaluator will assess the applicable overall marks to the report based on the items executed on the ground at the time of field inspection by the Quality Monitor. For this purpose, the evaluator would peruse the actual progress sheet uploaded by the PIU in QM Format Part-I & Part-II. The evaluation of every item and sub-item of inspection report 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 as per the enclosed marking format (Evaluation Sheet). The marks obtained shall be filled up by the evaluator in the prescribed column. Based on the provision of a 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 the road work at which QM has visited. Therefore, instead of absolute totals, a percentage will be taken for the evaluation.

5. In case the item/sub-item is executed on the ground and progress is shown in QM Format Part-I & Part-II, but the quality monitor has not made any observation on the quality of that item/sub-item, the maximum marks awarded to these items/sub-items should be considered in the applicable marks for evaluation and zero marks should be awarded in the obtained marks column, against these items/sub-items.

6. Marking shall be done in the following manner given below. For easy understanding, guidelines for Quality Monitoring under the Third tier/ Second tier of Quality Mechanism, including formats, are attached for ready reference.

A. **Observation on Quality of Items of Work:** The QM is required to make observations on the basis of hand feel tests or detailed tests in respect of all the items of construction. He is required to get test pits dug to facilitate observations. It is imperative that the information provided in part I, such as the progress of each item, the new technology section, and previous observations of QMs, should be carefully considered when marking items and sub-items. Sub-item wise marking will be done in the following manner:

i) **General Details:** No marks are allotted. It is only a visual observation of QM about the status of the work.

ii) **Quality Arrangements-Observations:** Maximum marks 5. It is a visual observation of the field laboratory, equipment adequacy, and availability of the staff.

iii) **Attention to Quality:** Maximum marks 5. The QM has to conduct a few tests to verify the QCR register entries by conducting tests nearby that location as specified. The marking will depend on the quality of observations made by QM.

iv) **Geometrics:** Maximum marks 10. The marking will depend on the quality of observations made by QM as per the specified items like Road Width, Carriageway Width, Camber, Super elevation, extra widening on curves, and Longitudinal gradient.

v) **Earthwork and Subgrade:**

**New Technology:** Maximum marks 2. The marking will depend on the quality of observations made by QM to check the UCS/CBR Values in the field.

**Quality of Material for embankment:** Maximum marks 2. The marking will depend on the quality of observations made by QM in the performance evaluation sheet.

**Compaction for embankment and Subgrade:** Maximum Marks 6. The marks depend on the quality of observations made by QM in terms of Density, Percentage Compaction, and fine moisture content.

**Side Slopes and Profile of Embankment:** Maximum marks 3. The marks depend on the quality of observations made by QM in terms of side slope and profile.

**Cut Slope and Profile in Rolling/ Hilly/ Steep Terrain:** Maximum marks 2. This is only visual observation.

**vi) Sub-Base:** Maximum marks 10. The marking will depend on the quality of observations made by QM on the items detailed in performance evaluation sheet, like Gradation, Plasticity, Density, Percentage Compaction, and Thickness measurement. In Case of New Technology, The UCS and Thickness tests are to be conducted. The marks will depend on the quality of observations made by QM.

**vii) Base Course First Layer:** Maximum marks 10. The marking will depend on the quality of observations made by QM in the performance evaluation sheet in terms of Gradation, Plasticity, Percentage Filler, Density, and Thickness measurements, etc.

**Base Course (New Technology):** Maximum marks 10. The marking will depend on the quality of observations made by QM in terms of UCS and Thickness Test.

**viii) Base Course Second Layer:** Maximum marks 10. The marking will depend on the quality of observations made by QM in the performance evaluation sheet in terms of Gradation, Plasticity, Percentage Filler, Density, and Thickness measurements, etc.

**Base Course (New Technology):** Maximum marks 10. The marking will depend on the quality of observations made by QM in terms of UCS and Thickness Test.

**ix) Base Course Third Layer:** Maximum marks 10. The marking will depend on the quality of observations made by QM in the performance evaluation sheet in terms of Gradation, Plasticity, Percentage Filler, Density, and Thickness measurements, etc.

**Base Course (New Technology):** Maximum marks 10. The marking will depend on the quality of observations made by QM in terms of UCS and Thickness Test.

**x) Bituminous Base Course:** Maximum marks 10 for Bituminous Base Courses. The marking will depend on the quality of observations made by QM in terms of grading of aggregates, binder content, thickness, and density.

**xi) Bituminous Surface Course:** Maximum mark 10 for Bituminous base Courses. The marking will depend on the quality of observations made

by QM in terms of grading of aggregates, binder content, thickness, and surface unevenness.

- xii) Shoulders:** Maximum marks 10. The marking will depend on the quality of observations made by QM in detail as per performance evaluation sheet.
  - xiii) CD Works (Pipe Culvert):** Maximum marks 5. The QM has to see adequacy of CDs and quality. The marking will depend on the quality of observations by QM with respect to location, type, and quality of CDs.
  - xiv) CD works (Slab Culvert):** Maximum marks 5. The QM has to see adequacy of CDs and quality. The marking will depend on the quality of observations by QM with respect to location, type, and quality of CDs.
  - xv) Protection Works:** Maximum marks 2. The QM has to inspect and, based on visual observation, the structure type and structure dimensions are to be recorded.
  - xvi) Cash Barriers and Road Safety Sign Boards:** Maximum marks 2. This is purely based on visual observation. No tests are specified.
  - xvii) Side Drains and Catch Water Drains.** Maximum marks 2. Based on visual observation, the QM has to see the adequacy of drains and quality.
  - xviii) Cement Concrete/Semi-Rigid (SR) Pavements:** Maximum marks 5. The QM has to check Thickness, Grade of Concrete, and Quality of Pavement. The marking will depend on the quality of observations by QM with respect to thickness and quality, and workmanship.
  - xix) CC Pavement Pucca Drains:** Maximum marks 2. The QM has to see the quality of drains including their integration with CDs. The marking will depend on the quality of observations by QM.
  - xx) Road Furniture and Markings:** Maximum marks 2. The QM has to see the fixing of furniture and the quality.
- B. Marking in Case of Contradictory Remarks:** If QM has made such a remark in any item which is contradictory to remarks made in earlier part of the report, a zero mark will 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 contradicted.
- C. Marks for not recording any observations:** If the QM has not recorded any observations without giving reasons, a zero mark shall be awarded in that particular item/sub-item.

- D. **Marks in Case of Incorrect Grading:** If observations made for any item do not commensurate to the grading awarded to that item, a zero mark will be awarded to the corresponding item.
  - E. **Marking in case of different grade reporting in Hard Copy and website:** If the QM has entered quality grading of any sub-item/item on the website which is different from the entries in hard copy. Zero marks would be awarded to that item of work.
  - F. **In case the observations in the report does not commensurate with photographic evidence:** If the observation of QM does not commensurate with the photographic evidence of that particular item/sub-item of work, zero marks should be awarded to that item of work.
  - G. The marking of items shall be based on test reports (where applicable) and interpretation of test results. The item-wise marking shall also be assessed on the supporting photographs and co-relation of photographs with the observations in the item.
7. A minimum of five inspection reports comprising ongoing and completed works would be taken for the purpose of assessment of the performance of the quality monitor. No two of these five or more reports should be from the same district and the same visit of the monitor. All sets of reports of a QM should not be evaluated by the same evaluator. For evaluation purposes, coded reports should be given to the evaluators, and the name of the quality monitor should be kept concealed.
8. The marks summary sheet report shall be filled up by the evaluator on the basis of obtained marks divided by applicable marks for each of the evaluated reports and converted into percentage marks up to two places of decimal. The overall performance rating of the QM would depend on the average aggregate percentage of marks obtained in all the evaluated reports.

## Performance Evaluation Sheet

**QM Code:**

**Name of work:**

**Package Number:**

**Work Ongoing or Completed: O/C**

**District:**

**State:**

#	Item	Sub Item	Stage of Work/ Frequency	Max. Marks	Marks Applicable	Marks Obtained	
<b>GENERAL DETAILS</b>							
1	Observation	Present status of work		No marks			
<b>QUALITY ARRANGEMENTS-OBSERVATIONS</b>							
2	Observations	Field Laboratory	All Stage	3			
		Equipment Adequacy		1			
		Staff Availability		1			
	<b>Max Marks</b>			<b>5</b>			
<b>ATTENTION TO QUALITY</b>							
3	Attention To Quality	Maintenance of QC Registers	All Stage	2			
		Adequacy of Quality Control Tests		1			
		Verification of test Results		2			
	<b>Max Marks</b>			<b>5</b>			
<b>GEOMETRICS</b>							
4	Geometrics	Roadway Width	All Stage	2			
		Carriage way Width		3			
		Camber		2			
		Super Elevation	One for each curve	1			
		Extra Widening		1			
		Longitudinal Gradient	One per KM	1			
	<b>Max Marks</b>			<b>10</b>			
<b>EARTH WORK AND SUBGRADE</b>							
5	New Technology (Jute, Coir, etc.)	UCS/CBR Values	All Stage	2			
			In a section of 5 km, three test pits minimum 1 km apart from each other.				
	Quality of Material for Embankment/ sub-grade	Quality of Material		2			

	Compaction for Embankment and Subgrade	Density		3		
		Compaction (%)		2		
		Moisture content		1		
	Side slopes and Profile of embankment	Side Slopes	2 per KM	2		
		Profile		1		
	Cut Slope and Profile in Hilly/Rolling Terrain	Slope and profile appear to be stable	2 per KM	2		
Max Marks				15		
SUB BASE						
6	Conventional GSB (Grade I, II, and III)	Gradation	All Stage  In a section of 5 km, three test pits minimum 1 km apart from each other.	2		
		Plasticity		2		
		Density		2		
		Moisture Content		1		
		Compaction (%)		1		
		Thickness		2		
				10		
	New Technology Used	UCS		5		
		Thickness		5		
				10		
Max Marks				10		
BASE COURSE FIRST LAYER						
7	WBM Grade II or III	Gradation	All Stage  In a section of 5 km, three test pits minimum 1 km apart from each other.	2		
		Plasticity		2		
		% Filler		2		
		Density/ Compaction/ Volumetric Analysis		2		
		Thickness		2		
		10				
	WMM	Gradation		2		
		Plasticity		2		
		Density		2		
		Moisture Content %		2		
		Thickness		2		
		10				
	New Technology Used	UCS		5		
		Thickness		5		
				10		
	Max Marks			10		
BASE COURSE SECOND LAYER						
8	WBM Grade II or III	Gradation	All Stage  In a section of 5 km, three test pits minimum 1 km apart	2		
		Plasticity		2		
		Filler (%)		2		

		Density/ Compaction/ Volumetric Analysis	from each other.	2		
		Thickness		2		
				<b>10</b>		
	WMM	Gradation		2		
		Plasticity		2		
		Density		2		
		Moisture		2		
		Thickness		2		
				<b>10</b>		
	New Technology Used	UCS		5		
		Thickness		5		
				<b>10</b>		
<b>Max Marks</b>				<b>10</b>		
<b>BASE COURSE THIRD LAYER</b>						
9	WBM Grade II or III	Gradation	All Stage  In a section of 5 km, three test pits minimum 1 km apart from each other.	2		
		Plasticity		2		
		Filler (%)		2		
		Density/ Compaction/ Volumetric Analysis		2		
		Thickness		2		
				<b>10</b>		
	WMM	Gradation		2		
		Plasticity		2		
		Density		2		
		Moisture Content %		2		
		Thickness		2		
				<b>10</b>		
	New Technology Used	UCS		5		
		Thickness		5		
				<b>10</b>		
<b>Max Marks</b>				<b>10</b>		
<b>BITUMINOUS BASE COURSE</b>						
10	BM	New Technology	All Stage  In a section of 5 km, three test pits minimum 1 km apart from each other.	2		
		Gradation		2		
		Bitumen Content		2		
		Density		2		
		Thickness		2		
				<b>10</b>		
	DBM	New Technology		2		
		Gradation		2		
		Bitumen Content		3		
		Density		3		
		Thickness		2		
				<b>10</b>		
	<b>Max Marks</b>				<b>10</b>	

BITUMINOUS SURFACE COURSE						
11	OGPC & Seal Coat	New Technology	All Stage  In a section of 5 km, three test pits minimum 1 km apart from each other.	2		
		Gradation		2		
		Bitumen content		2		
		Thickness		2		
		Surface Unevenness		2		
				10		
	SDBC	New Technology		2		
		Gradation		2		
		Bitumen content		2		
		Thickness		2		
		Surface Unevenness		2		
				10		
	Mix Surface Seal	New Technology		2		
		Gradation		2		
		Bitumen content		2		
		Thickness		2		
		Surface Unevenness		2		
				10		
	Surface Dressing One Layer	New Technology		2		
		Gradation		2		
		Bitumen Content		2		
		Thickness		2		
		Surface Unevenness		2		
				10		
	Surface Dressing Two Layers	New Technology		2		
		Gradation		2		
		Bitumen Content Each Layer		2		
		Coating of Bitumen for surface layer Aggregates		1		
		Thickness		2		
		Surface Unevenness		1		
				10		
	Bituminous Concrete	New Technology		2		
		Gradation		2		
		Bitumen content		2		
		Thickness		2		
		Surface Unevenness		2		
				10		
Max Marks				10		

SHOULDERS						
12	New Technology	UCS	All Stage	5		
		Thickness		5		
				In a section of 5 km, three test pits minimum 1 km apart from each other.	10	
	Quality of Shoulders	Density	2			
		Camber	2			
		Width	2			
		Thickness	2			
		Type of Soil (Hand Feel)	2			
				10		
	Max Marks			10		
CROSS DRAINAGE WORKS (Pipe Culverts)						
13	Pipe Culvert	Type of pipe	As per site condition. Observation should be made for each item.	1		
		Cushion adequacy		1		
		Quality of material		1		
		Workmanship		1		
		Invert level		1		
	Max Marks			5		
CROSS DRAINAGE WORK: (Slab Culverts)						
14	Slab Culvert	Thickness of Slab	As per site condition. Observation should be made for each item.	2		
		Quality of material		2		
		Workmanship		1		
	Max Marks			5		
PROTECTION WORK						
15		Workmanship	As per site condition. Observation should be made for each item.	1		
		Average Width and Height		1		
	Max Marks			2		
CRASH BARRIERS AND ROAD SAFETTY SIGN BOARDS						
16		Overall quality of safety measures	As per site condition. Observation should be made for each item.	1		
		Fixed at appropriate site or not		1		
	Max Marks			2		
SIDE DRAINS AND CATCH WATER DRAINS (Earthen)						
17		General Quality	As per site condition. Observation should be made for each item.	1		
		Functionality (Longitudinal slope, Integration to outfall)		1		
	Max Marks			2		

CEMENT CONCRETE/SEMI-RIGID(SR) PAVEMENTS						
18		Quality of Concrete/ CC Block	Observation should be made for each portion of CC portion.	2		
		Quality of Workmanship		1		
		Thickness		2		
	Max Marks			5		
CEMENT CONCRETE PUCCA DRAINS						
19		Cross section (size)	As per site condition.	1		
		Strength as per QCR-1		1		
	Max Marks			2		
ROAD FURNITURE AND MARKING						
20		Overall quality	As per site condition.	1		
		Fixed at appropriate site or not		1		
	Max Marks			2		
OBSERVATIONS (Evaluation based on report reviewed by evaluator)						
	(a) Whether general observation part of the report filled diligently by QM		All Stage	4		
	(b) Whether uploaded photographs relevant to the item support the quality of item reported by QM		All Stage	4		
	(c) Whether uploaded photographs support the overall quality of grading of the work reported by QM		All Stage	4		
	(d) Whether QM has filled up formats diligently with appropriate testing and had made observations in a professional way		All Stage	4		
	(e) Whether there is a tendency to avoid desirable technical observations		All Stage	4		
	Max Marks			20		

(Signature)

(Name of Evaluator)

## Marks Summary Sheet of Report

**QM Code:**

**Name of work:**

**Package Number:**

**Work Ongoing or Completed: O/C**

**District:**

**State:**

Item	Marks Allotted	Marks Applicable	Marks Obtained
<b>1. GENERAL DETAILS</b>	No Marks	-	-
<b>2. QUALITY ARRANGEMENTS</b>	5		
<b>3. ATTENTION TO QUALITY</b>	5		
<b>4. GEOMETRICS</b>	10		
<b>5. EARTH WORK AND SUBGRADE</b>			
(a) New Technology or Jute/ Coir	2		
(b) Quality of Material for Embankment	2		
(c) Compaction for Embankment and Subgrade	6		
(d) Side slopes and Profile of embankment	3		
(e) Cut slope & Profile in Hilly/Rolling Terrain	2		
<b>6. SUBBASE</b>			
(a) Conventiennel	10		
(b) New Technology	10		
<b>7. BASE COURSE (FIRST LAYER)</b>			
(a) WBM	10		
(b) WMM	10		
(c) New Technology	10		
<b>8. BASE COURSE (SECOND LAYER)</b>			
(a) WBM	10		
(b) WMM	10		
(c) New Technology	10		
<b>9. BASE COURSE (THIRD LAYER)</b>			
(a) WBM	10		
(b) WMM	10		
(c) New Technology	10		

<b>10. BITUMINOUS BASE COURSE</b>			
(a) BM	10		
(b) DBM	10		
<b>11. BITUMINOUS SURFACE COURSE</b>			
(a) OGPC & Seal Coat	10		
(b) SDBC	10		
(c) Mix Seal Surface	10		
(d) Surface dressing Single Layer	10		
(e) Surface Dressing Second Layer	10		
(f) Bituminous Concrete	10		
<b>12. SHOULDERS</b>			
(a) New Technology	10		
(b) Conventional	10		
<b>13. CROSS DRAINAGE WORKS</b> (Pipe Culverts)	5		
<b>14. CROSS DRAINAGE WORKS</b> (Slab Culverts)	5		
<b>15. PROTECTION WORK</b>	2		
<b>16. CRASH BARRIERS AND ROAD SAFETTY SIGN BOARDS</b>	2		
<b>17. SIDE DRAINS AND CATCH WATER DRAINS</b> (Earthen)	2		
<b>18. CC/SEMI RIGID(SR) PAVEMENT</b>	5		
<b>19. CC PUGCA DRAINS</b>	2		
<b>20. ROAD FURNITURE AND MARKING</b>	2		
<b>OBSERVATIONS</b>	20		
<b>Total Maximum Marks</b>	<b>150</b>		

Marks (%) = (Obtained Marks / Applicable Marks) \* 100 =  %

(Signature)

Name of Evaluator

### Abstract Sheet of % marks obtained by a QM

SN	QM Code	Road Name (Package Number)	Ongoing/ Completed	Marks %
1)				
2)				
3)				
4)				
5)				
6)				
7)				
8)				
9)				
10)				

Average Marks (%) = (Sum of % Marks / Numbers of works) =  %

(Signature)

Name of Evaluator

**Evaluation Summary Sheet of \_\_\_\_\_ PEC held on \_\_\_\_\_**  
(Number) (Date)

SN	QM Code	Marks %	SN	QM Code	Marks %	SN	QM Code	Marks %
1)			11)			21)		
2)			12)			22)		
3)			13)			23)		
4)			14)			24)		
5)			15)			25)		
6)			16)			26)		
7)			17)			27)		
8)			18)			28)		
9)			19)			29)		
10)			20)			30)		

**Details of Evaluators:**

SN	Name of Evaluator	Signature
1)		
2)		
3)		
4)		
5)		
6)		
7)		
8)		
9)		
10)		