

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

**LOK SABHA  
UNSTARRED QUESTION NO. 546  
ANSWERED ON 06<sup>TH</sup> FEBRUARY, 2025**

**RAJMARG YATRA AND NHAI ONE INITIATIVES**

**546. SHRI MUHAMMED HAMDULLAH SAYEED:**

**Will the Minister of ROAD TRANSPORT AND HIGHWAYS**

**सड़क परिवहन और राजमार्ग मंत्री**

**be pleased to state:**

**(a) whether the Government has launched 'Rajmarg Yatra' and 'NHA One' to enhance citizen experience and improve the execution of National Highway projects, if so, the details thereof;**

**(b) the key features and functionalities of these initiatives, including the manner in which they address citizen complaints and facilitate onsite requirements in highway project management; and**

**(c) the details of the feedback received so far and the measures taken to address the challenges identified during the implementation?**

**ANSWER**

**THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS**

**(SHRI NITIN JAIRAM GADKARI)**

**(a) Yes Sir. The 'Rajmargyatra' mobile App is a citizen-centric mobile App developed for smoother and better experience of citizens on highways, integrated with a web-based application for updating information and monitoring of complaint redressal. The 'NHA One' App monitors the progress of highway projects, ensuring efficient management and timely execution. Both the Apps cater to different user needs, with 'Rajmargyatra' focusing on enhancing the traveller experience and 'NHA One' streamlining the management of highway projects, thereby improving overall efficiency and addressing both citizen complaints and onsite project requirements.**

**(b) The 'Rajmargyatra' App provides information about the highway, toll plaza, nearby amenities such as petrol pumps, hospitals, charging stations, weather updates, etc. This empowers citizens to make informed decisions and plan their journeys effectively. The App is integrated with FASTag services for seamless toll payments and offers multilingual support for wider accessibility. To promote safe driving habits, the App provides functionality to raise speed limit alerts and voice assistance. The platform also allows citizens to easily report issues, with geo-tagged image or video evidence, for highway or toll plaza operation, potholes and maintenance, unauthorized occupation, safety hazards etc. and track status of their complaints, promoting transparency and accountability in the handling of highway-related issues.**

**The 'NHA1 One' mobile App is an amalgamation of NHA1's five core internal operations viz. Field Staff Attendance, Highway Maintenance, Road Safety Audits, Toilet Maintenance and Daily Construction Audits through Request for Inspections (RFI). The NHA1 One App is used by last-mile internal stakeholders such as ROs/ PDs, concessionaires/ contractors, AE/IEs, road safety auditors and toilet supervisors at the toll plazas. The NHA1 One App facilitates in highway project management by the stakeholders directly from onsite. All the data recorded from both Apps. are geo-tagged and time-stamped.**

**Both the Apps help in improving convenience to the highway travelers and improve operational efficiencies in the execution and monitoring of National Highways projects.**

**(c) The Rajmargyatra App has a 4.4-star rating based on 12,000+ reviews with 3,48,632 downloads on the Google Play Store and the downloads on Apple Store are 74,471. The feedback of internal stakeholders for NHA1 One App is generally positive.**

**Some users reported technical issues like app crashes and delays in updating live data. These issues are addressed from time-to-time through regular updates and system optimization by the respective development teams.**

**Both Apps are being continuously improved based on user feedback, with new features being added to serve citizens better and improve the execution of National Highway projects.**

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