

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

**LOK SABHA
UNSTARRED QUESTION NO. 731
ANSWERED ON 04TH DECEMBER, 2025**

RAJMARG YATRA AN NHAI-ONE MOBILE APPLICATION

731. SHRI DUSHYANT SINGH:

SHRI PRAVEEN PATEL:

SHRI BASAVARAJ BOMMAI:

SHRI DHAVAL LAXMANBHAI PATEL:

SHRI VISHWESHWAR HEGDE KAGERI:

SHRI BUNTY VIVEK SAHU:

SMT. POONAMBEN HEMATBHAI MAADAM:

SHRI SURESH KUMAR KASHYAP:

SHRI NABA CHARAN MAJHI:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

(a) whether the Government has launched the Rajmarg Yatra and NHAI-One Mobile Application across all National Highways (NHs)/toll plazas to enhance citizens/commuters experience and improve monitoring of NHs;

(b) if so, the key features of these applications currently available to highway commuters together with their present status and milestone achieved in their implementation, user adoption, total downloads, total active users and average user rating;

(c) whether the Government has taken steps to address technical issues in them and has incorporated the feedbacks for continuous improvement, if so, the response/feedbacks received category-wise from citizens/stakeholders/grievances since their launch including usage statistics, rating and impact on travellers convenience, average resolution time and percentage of complaint resolution within prescribed time limit;

(d) whether the Ministry has undertaken any assessment of the app's effectiveness in improving grievance redressal, highway maintenance, and real-time service delivery and if so, the details thereof; and

(e) whether any mechanisms have been established to ensure timely action on user-submitted complaints and to enhance transparency and accountability in highway management and if so, the details thereof?

ANSWER

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

(a) Yes, sirs. 'Rajmargyatra' mobile application, developed through National Highways Authority of India (NHAI), is a citizen-centric mobile application developed for a smoother and better experience of citizens across all national highways. 'NHAI One' mobile application, on the other hand, has been developed for internal use for various agencies entrusted with National Highway projects for efficient project management.

(b), (c), (d) & (e) Both the applications cater to different user needs, with 'Rajmargyatra' focusing on enhancing the commuter experience and 'NHAI One' streamlining the management of highway projects, thereby improving overall efficiency and addressing both citizen complaints and onsite project requirements. All the data recorded from both applications are geo-tagged and time-stamped.

'Rajmargyatra' application 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 Application is integrated with FASTag services for seamless toll payments and offers multilingual support for wider accessibility. To promote safe driving habits, the application provides functionality to raise speed-limit breach alerts and voice assistance.

Rajmargyatra Application has 43,75,410 downloads on the Play Store, and 15,90,203 downloads on Apple App Store as on 24th November, 2025.

‘NHA1 One’ mobile application covers field staff attendance, highway maintenance, road safety audits, toilet maintenance and daily construction audits through Request for Inspections (RFI). The NHA1 One application is used by last-mile internal stakeholders such as Regional Officers/ Project Directors, concessionaires/ contractors, Authority Engineers/ Independent Engineers, road safety auditors and toilet supervisors at the toll plazas.

Some technical issues like application crashes and delays in updating live data may arise at times. These issues are addressed promptly through regular updates and system optimization by the respective development teams. Both applications 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.

Rajmargyatra Application has a 4.6-star rating based on 48,000+ reviews, and is among the top-rated Application in the Travel category.

Rajmargyatra application has a built-in mechanism for addressing and escalating complaints in a timely manner. 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, unauthorised occupation, safety hazards, etc. and track the status of their complaints, promoting transparency and accountability in the handling of highway-related issues. Total number of complaints registered on Rajmargyatra Application till date are 20,671, against which 18,943 complaints were resolved, and the balance 1,728 are under resolution. Complaints lodged are resolved within the prescribed time limit, failing which, they are auto-escalated to the higher level. The progress of complaints logged in the Rajmargyatra application is monitored regularly. A dashboard developed for the purpose helps in monitoring the pendency of the complaints received.

The Rajmarg Yatra application has a robust backend workflow, with clearly defined stakeholders responsible for each type of

complaint and an escalation timeline to ensure accountability. Citizens may also file an appeal if they are not satisfied with the response, and such appeals will be addressed on a priority basis.

Internally, the NHAI One Application and the Data Lake Platform enforce accountability whereby field staff submit geo-tagged, time-stamped reports for maintenance and quality audits, and provide management with integrated, real-time dashboards for project oversight and automated defect alerts.

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