

NHAI Signs MoU with Commercial Vehicle Aggregator Platforms to Enhance Safety and Participative Governance on National Highways

MoU seeks to leverage aggregator platforms for interoperable, technology-driven solutions to improve safety, efficiency and overall user experience on National Highways

Posted On: 10 MAR 2026 6:01PM by PIB Delhi

In an initiative to enhance 'Ease of Commuting' for the commercial vehicle drivers and fleet operators, the Indian Highways Management Company Limited (IHMCL), a company promoted by NHAI, signed a Memorandum of Understanding (MoU) with Commercial Vehicle Aggregator platforms at the NHAI Headquarters in New Delhi. The MoU seeks to leverage interoperable, technology-driven solutions to improve safety, efficiency, and overall user experience for commercial vehicle drivers and fleet operators travelling on National Highways. The MoU was signed in the presence of NHAI Chairman, Shri Santosh Kumar Yadav, and Shri Vishal Chauhan, CMD, IHMCL. Senior officials from NHAI, IHMCL, and representatives from five aggregator platforms, including WheelsEye Technology India Pvt. Ltd., BlackBuck Ltd., TrucksUp Solutions Pvt. Ltd., TruckSuvidha – Sarvodaya Infotech Pvt. Ltd., and Saffron Navigators Pvt. Ltd., were also present on the occasion. The NHAI Chairman also felicitated commercial drivers with the 'Vishisht Saarthi' recognition for following safe and responsible driving practices on the National Highways.

As a part of the collaboration, the commercial vehicle aggregator platforms will integrate the 'Rajmargyatra App' to ensure timely and actionable safety communication. This will help in delivering real-time dissemination of safety alerts to drivers, including information on accident-prone stretches, diversions, construction zones, the presence of stray cattle, and adverse weather conditions. The aggregator platforms will also promote voluntary registration of users on the 'Rajmargyatra App' and share periodic usage metrics as well as feedback.

The initiative will also promote 'Jan Bhagidari – Driver-Led Reporting' through participative governance using a driver-led reporting mechanism that enables geo-tagged reporting of National Highway-related issues such as potholes, damaged crash barriers, non-functional streetlights, faded road markings, and other unsafe roadside conditions. These reports will be integrated with the 'Rajmargyatra' ecosystem for centralized resolution.

To further strengthen emergency response on National Highways, the aggregator platforms will integrate a dedicated 'Call 1033' feature within their applications, enabling one-click access to the National Highway Helpline. Consenting users of the platforms will be able to share geo-location information to facilitate faster response and get updates on ambulance dispatch status and nearest hospital information.

The MoU also envisages promoting responsible driving behavior through the dissemination of National Highway safety awareness videos. This will cover key behavioral aspects such as avoiding over-speeding, preventing wrong-side driving, maintaining lane discipline, avoiding unsafe stopping or reversing, and encouraging prompt use of the 1033 helpline during emergencies. The platforms will disseminate this content through in-app engagement modules and awareness initiatives, while sharing periodic participation metrics.

In addition, the ‘Vishisht Saarthi’ commercial driver recognition initiative has been introduced to encourage safe and responsible driving practices among commercial vehicle drivers. Under this program, the aggregator platforms will identify drivers demonstrating exemplary compliance with National Highway safety norms and recognize them through certificates and digital badges.

To further improve transparency and service standards, the aggregator platforms will enable structured feedback from commercial drivers on toll plaza operations, including wait times, charging accuracy, lane efficiency, as well as wayside amenities covering hygiene standards, pricing transparency, and service quality.

To simplify grievance redressal for commercial drivers, these platforms will also facilitate structured reporting of FASTag-related concerns, including incorrect toll deductions, delayed transaction postings, disputes, and Know Your Vehicle (KYV)-related issues. Reported cases will be escalated through defined digital interfaces to enable coordinated and time-bound review with relevant stakeholders.

The MoU represents a significant step towards harnessing digital platforms that enable the commercial vehicle driver community to participate in strengthening National Highway safety, enhance emergency response systems, and promote greater transparency as well as service quality across the National Highway Network.

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(Release ID: 2237725) Visitor Counter : 146

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