



NHAI Introduces Toll Plaza Feedback Feature on Rajmargyatra App to Improve National Highway User Experience

Posted On: 19 OCT 2026 4:43PM by PIB Delhi

In a significant initiative to improve user experience at toll plazas, National Highways Authority of India (NHAI) has introduced **'Toll Plaza Feedback'** feature on the Rajmargyatra mobile app to enable National Highway users to share their experience at toll plazas. The initiative aims to strengthen citizen participation and support efforts to make National Highway journeys safer, smoother and more convenient.

Simple and User-friendly Feedback Process

NHAI has been encouraging user feedback to improve service delivery at the toll plazas. After Crossing a national highway toll plaza, Annual pass users will receive a notification from their the Rajmarg yatra app inviting them to share their toll plaza experience. In addition, all users can now access "Toll Plaza Feedback" feature within the menu section of the app to submit their feedback on any toll plaza. Users can rate their experience on a scale and select options relevant to their journey as well as add remarks, if any.

The feature provides National Highway users with a channel to report their experiences and highlight issues requiring attention. It will also support NHAI efforts to identify and monitor areas, where improvements in toll plaza services may be required.

NHAI encourages National Highway users to actively use the Toll Plaza Feedback feature and share their experiences through the Rajmargyatra app. Citizen participation will help NHAI to address user concerns and work towards improving service delivery at the toll plazas across the National Highway network.

GDH/DS/HJ

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