



NHAI Issues Guidelines for Upgradation, Maintenance and Smart Monitoring of Toilet Facilities & Parking at National Highway Toll Plazas

Guidelines focus on cleanliness, safety, accessibility, round-the-clock services and technology-based monitoring

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In a path-breaking initiative to enhance citizen-centric services along National Highways, National Highways Authority of India (NHAI) has issued guidelines for the upgradation, maintenance and smart monitoring of public toilet facilities and designated parking areas at toll plazas. The guidelines prescribe standards for upgrading existing facilities, regular cleaning, technology-enabled monitoring, citizen feedback and performance-based accountability to ensure clean, safe and functional public facilities for National Highway users.

Comprehensive Upgradation and Maintenance

Existing toilet facilities will undergo technical assessment before rehabilitation to identify necessary repairs and replacements. Upgradation will cover flooring, plumbing, sanitary fittings, lighting, ventilation, drainage, signage and other essential amenities. Housekeeping requirements and cleaning schedules will be based on the size of toilet blocks and traffic levels to ensure regular maintenance and availability of basic amenities.

Focus on Safety and Accessibility

The guidelines provide adequate measures to ensure safety for female highway users and families stopping at night that include proper lighting, CCTV surveillance of approaches and parking areas, sanitary napkin vending machines and clearly visible information signs indicating the availability of public amenities. Each covered toll plaza must also provide at least one universally accessible toilet unit with barrier-free access, suitable doorways and grab bars for people with disabilities.

Parking areas at the toll plazas will be improved through designated parking bays and proper drainage, with provisions for future Electric vehicle charging infrastructure.

Smart Monitoring and Citizen Feedback

Technology-based monitoring will help track water availability, odour, sewage levels, leakages, electricity supply and toilet occupancy. Alerts for issues such as water shortages, sewage overflow and equipment failures will enable timely corrective action. Smart Monitoring data will be integrated with NHAI's central digital platform to help officials track facility conditions, maintenance, complaints and agency performance through a digitalized central dashboard.

National Highway users will be able to share feedback through QR codes linked to the ***Rajmargyatra app*** and touchscreens at toilet facilities. Digitally recorded complaints and suggestions will help authorities monitor issues and their resolution.

In addition, cleaning and desludging of septic tanks, soak pits and sewer lines have been mandated to be carried out using completely mechanised desludging methods. Manual entry into septic tanks, manholes and sewer lines will be strictly prohibited.

Performance-Based Accountability

The guidelines establish a structured inspection framework comprising daily supervision, weekly technical inspections, monthly joint reviews, quarterly audits and annual third-party assessments. Performance will be assessed through physical inspections, monitoring data and verified citizen feedback. The guidelines set clear deadlines for fixing problems and financial penalties if facilities are not maintained properly. Agencies that repeatedly fail to meet the required standards may face strict action.

Through these measures, NHAI aims to improve the upkeep of public amenities at toll plazas and ensure cleaner, safer and more accessible facilities through transparent, technology-enabled monitoring and accountability.

GDH/DS/HJ

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