



Press Release:

NHAI Enhances Digital Services on Rajmargyatra Mobile App with Launch of Digital Local Pass and MargMitra Help Centre

- *Launches digital 'Local Pass' that enables commuters to purchase toll pass digitally through Rajmargyatra Mobile App without visiting the toll plaza*
- *Introduced 'MargMitra' Help Centre, an intelligent digital assistance platform integrated within Rajmargyatra Mobile App*

New Delhi, 20th July 2026: In line with the Government of India's vision of Digital India and enhancing Ease of Living, NHAI has strengthened the digital ecosystem for National Highway users by introducing two major citizen-centric features on the Rajmargyatra Mobile App, the online 'Local Passes' and digitally enabled 'MargMitra' Help Centre. The new initiatives are aimed at making National Highway travel more seamless by providing enhanced digital services, eliminating manual documentation and ensuring faster access to commuter assistance.

The newly introduced 'Local Pass' feature enables eligible commuters to purchase the toll pass digitally through the Rajmargyatra Mobile App without visiting the toll plaza. The first facility of digital local toll pass has been introduced at the Mundka – Bakkarwala Toll Plaza on Urban Extension Road-II (UER-II) in Delhi and will be rolled out at other toll plazas across the country in the coming months.

Residents living within a 20 km radius of an eligible toll plaza will be able to purchase a 'Local Pass' digitally through Rajmargyatra Mobile App, allowing unlimited travel through the respective toll plaza during the month. Earlier, commuters were required to visit the toll plaza physically and submit supporting documents to establish their eligibility. Under the new digital framework, the entire process can now be digitally completed within a few minutes.

The initiative leverages consent-based integration with Government digital platforms, including DigiLocker and VAHAN to automatically retrieve verified details relating to the commuter's address, vehicle number and linked FASTag. Eligibility for Local Pass is further established through GIS-based verification, eliminating manual documentation and significantly improving user convenience while ensuring transparency and accuracy.

Further enhancing services for National Highway users, NHAI has also introduced 'MargMitra' Help Centre, an intelligent digital assistance platform integrated within the Rajmargyatra Mobile App. Designed as a single-window interface for National Highway users 'MargMitra' will enable commuters to access information, seek assistance and register grievances through an intuitive conversational interface.

Users can simply type or speak their queries, feedback or grievances in any of the 22 Indian languages, and the platform provides them with appropriate information or guides them to the relevant service. The Help Centre provides instant assistance on a wide range of services, including FASTag recharge, KYC requirements, refund status, Annual and Local Pass services and other frequently asked queries.

For issues requiring intervention, National Highway users can directly lodge complaints through the Help Centre, which are automatically routed to the department concerned for timely grievance resolution. The platform also enables commuters to monitor the progress of their complaints in real time and provides an option to file an appeal if they are not satisfied with the resolution. 'MargMitra' also allows users to check FASTag blacklisting status, view pending e-Notices and report road safety concerns such as stalled vehicles or encroachments on National Highways.

The introduction of these new features reflects NHAI's continued commitment to transform not only the physical National Highway infrastructure but also enhance the digital experience of National Highway users. This stands on the success of the sale of Annual Pass on Rajmargyatra mobile app where more than 80 lakh Annual Passes have been sold through the mobile application with real-time activation.

NHAI has been encouraging National Highway commuters to download the Rajmargyatra Mobile App on Android & iOS platforms and avail the wide range of digital services designed to make National Highway travel safer, smarter and more convenient. By leveraging advanced digital technologies, the Rajmargyatra App reinforces NHAI's commitment to deliver transparent, efficient and citizen-centric services, while enhancing the overall travel experience across the National Highway network.

Link to MargMitra Video: <https://youtu.be/R4UB5saJALw>

Link to Local Pass Video: <https://youtu.be/NHVi0Lwl4-k>

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