

Humsafar Policy for onboarding of service providers of existing facilities along NH

1. Humsafar Policy

1.1 Background

India has a vast road network, with the National Highways playing a crucial role in connecting various parts of the country. As of Feb 2023, the total length of National Highways in India was 1,45,155 kilometers. Out of the total length of National Highways, around 75,952 km (52%) are two-lane highways, 34,942 km (24%) are four-lane highways, and 7,078 km (5%) are six or more lane highways. The NH network connects various states and cities, enabling smooth transportation of goods and passengers.

In order to improve the comfort and convenience of the highway users, the Ministry of Road, Transport & Highways has planned development of state-of-the-art Way Side Amenities (WSA) at approximately every 40-60 kms along the National Highways. These facilities shall provide multiple options of rest and refreshment for the highway commuters during their journey. Some of the facilities being developed at each WSA are fuel stations, food court / restaurants, dhabas, convenience stores, clean and hygienic toilet facilities, drinking water, first aid / medical room including child-care room, dedicated area for promoting local artisans, car/bus/truck parking, drone landing facilities / helipad etc. A total of 950+ WSA sites are planned for development across India, primarily on the high-speed corridors and other 4 Lane+ National Highways.

1.2 Objectives of Humsafar Policy

Several service providers exist along the National Highways, such as roadside dhabas, food courts and petrol pumps. However, these services are not standardized, and there is limited monitoring of the quality of services provided to commuters. The National Highways Authority of India (NHAI) plans to introduce Humsafar policy to onboard existing and upcoming service providers along the Highways/Expressways under the purview of MoRT&H to improve services for commuters by standardizing the facilities provided. This will complement the Wayside Amenities being developed by NHAI on National Highways. The policy aims to benefit all the three stakeholders namely Service Providers, NHAI/MoRT&H and commuters.

1.3 Benefits of Humsafar Policy

1.3.1 Benefits to Service Providers

- a. Savings on access fee: Registered service providers will benefit from waiver of fees for renewal for existing access permission, provided the service provider maintains the 3+ average ratings.
- b. Increased on site visibility: The service provider will be given permission and space on National Highways to put up signage regarding their establishment. This will increase the visibility of the establishment among commuters.
- c. Digital Visibility: The presence of a service provider on the Rajmarg platform by NHAI will boost their online visibility.
- d. Increased credibility through NHAI Branding: NHAI is an organization of the Government of India and is reputed throughout the country. NHAI branding and enforcement of standards will increase the credibility of service providers.

1.3.2 Benefits to NHAI/MoRT&H

- a. Provision of reliable passenger convenience establishments at regular intervals: This is especially important for highways with lower lane configuration where fewer Wayside Amenities are planned by NHAI/MoRT&H.
- b. Provision of standardized, high-quality facilities to commuters: NHAI will be able to provide high quality facilities to improve passenger convenience by standardizing and regularly monitoring the facilities offered by the service providers.

1.3.3 Benefits to Commuters

- a. Humsafar policy shall allow commuters access to standardized, well maintained and hygienic facilities
- b. Commuters will be able to find details of relevant service providers near their location instantly on the Rajmarg Yatra app
- c. Commuters will be empowered to rate the service provided and the facilities, along with being able to raise issues.

2. Stakeholders and their Obligations

2.1 Service Providers eligible to be onboarded under Humsafar Policy

Existing and upcoming service providers under 4 categories shall be eligible to be onboarded under Humsafar Policy. The four eligible categories are:

- a. **Eateries (restaurant/ food court/ dhaba):** Requirements include licenses such as FSSAI certification, mandatory toilets and baby care rooms, minimum area requirement as per the lane status of the highway, ease of access for Divyangjan etc.
- b. **Fuel Stations:** Requirements include licenses such as fire safety license, mandatory toilets and baby care rooms, minimum number of

bays requirement as per the lane status of the highway, ease of access for Divyangjan etc.

- c. **Eateries and fuel stations:** Requirements include licenses such as fire safety license, FSSAI certification, mandatory toilets and baby care rooms, minimum area, and number of bays requirement as per the lane status of the highway, ease of access for Divyangjan etc.
- d. **Trauma Centres:** Requirements include registrations clinical establishment act, mandatory toilets and baby care rooms, ease of access for Divyangjan etc.

In case of **multiple applications** in a 10 km stretch, only 1 access to be given at every 10 kms, however multiple facilities can be onboarded if they lie on a existing service lane. No property shall be allowed access through the main carriageway.

2.2 Roles and Responsibilities

2.2.1 Roles and Responsibilities of Service Providers

- a. The eligible service providers shall apply to get onboarded to Humsafar scheme with the documents mentioned in Annexure II.
- b. The service providers shall operate and maintain the facilities as per defined standards set by NHAI.
- c. The service providers shall resolve and rectify any issue highlighted by the authorized 3rd party agency during monitoring of facility. They shall also review ratings and address issues received from commuters on a regular basis.
- d. The service providers shall apply for renewal every 2 years, at least 30 days prior to the expiry of the ongoing registration validity.
- e. The service providers shall comply with any future amendments/ updates in the policy.
- f. Service provider shall provide the entry/exit land along with service lane, signages etc. as mandated vide MoRT&H policy circular dated 26 June 2020.

2.2.2 Roles and Responsibilities of NHAI/MoRT&H

- a. Undertake the integration of the Humsafar policy within the Rajmarg Yatra App for the highway user interface and call for applications from existing and upcoming service providers for registration onto the platform developed by NHAI.
- b. Finalize 3rd party agency for online and on field verification of the facilities. The roles and responsibilities of the authorized 3rd party agency shall include

- o Verification of details provided by service providers in application through an authorized private 3rd party agency to get onboarded in Humsafar platform and renewal of the same
 - o Issuance of Digital registration certificates to service providers satisfying the criteria as mentioned in section 3.1
 - o Frequent monitoring of the services provided, monitoring of issue resolution and imposition of penalties
- c. Provide benefits to the onboarded service providers such as NHAI/MoRT&H branding, waiver of renewal fees for access permission (subject to service provider maintaining 3+ average ratings) and permission to put signages.
- d. NHAI/MoRT&H shall give award to the top 3 Humsafar facilities across India every year.

2.2.3 Roles and Responsibilities of Commuters

- a. Provide on-site feedback on service providers via feedback machines.
- b. Share detailed feedback and details of any issues faced on the Humsafar platform

3. Registration and Renewal

3.1 Process for Registration and Renewal of Registration

a. Application

The service providers satisfying the criteria specified in Annexure I, shall apply on the Humsafar portal/app. The details to be provided by service providers during the time of application are mentioned in Annexure II.

b. Document Verification

On receipt of application from service providers, the content of the application along with the documents submitted will be scrutinized by a private 3rd party agency. The service provider shall be informed within 5 days whether the documents submitted are sufficient. The service provider shall be given 5 working days to rectify the mistakes in the application.

c. Field Verification

On satisfactory receipt of all the required documents, site inspection of the establishment will be conducted by the 3rd party. The facilities and services of eligible establishments will be evaluated based on criteria mentioned in Annexure III. The service provider shall be informed within 30 days of document confirmation whether they have been accepted or

not.

d. Issuance of Registration under Humsafar Policy

On completion of the field verification, the 3rd party agency shall take the final decision regarding the issuance of digital registration. The facilities onboarded shall be given a grading according to the minimum area criteria mentioned in Annexure I. Grade 1 facilities shall be given Digital registration certificate will be valid for a period of 2 years, which may be renewed every 2 years.

e. Renewal of registration

Service providers shall apply for renewal of the registration at least 30 days prior to the expiry of the ongoing registration validity. The 3rd party agency shall scrutinize the application for renewal and take the final decision regarding renewal of registration. The details to be provided are present in Annexure IV.

4. Feedback, Monitoring and Penalties

4.1 Feedback Mechanism

The service providers, at their own cost, shall provide a feedback mechanism at their facilities through installation of 'Digital Public Feedback System' at entrances of all facilities such as Parking Area, Restaurant/food court/dhaba, Convenience store, Toilets, Trauma Centre, Baby Care rooms etc. The customers can provide on-site feedback via a 5-star rating mechanism. These installed feedback systems may be linked to the Rajmarg Yatra platform with direct access of centralized data to NHAI for real-time monitoring.

Additionally, the customers can provide a detailed feedback and rate facilities at the establishment on a scale of 1 to 5 across various parameters on the Rajmarg Yatra App. The parameters based on which it is expected that customers will provide an online rating are listed in Annexure V.

4.2 Monitoring

Email/SMS alerts shall be sent to service providers if the rating of facilities fall below a certain level (<3 star average). The authorized 3rd party agency will reserve the right to inspect the establishment of a registered service provider at any reasonable time. The authorized agency may inspect establishments at least once every year, with higher frequency of inspections for establishments receiving lower rating (<3 average month rating) from customers for a period of 60 days or more.

The facilities and services for eligible establishments may be evaluated based on criteria mentioned in Annexure III.

4.3 Penalties

If any deficiency is observed during the inspection or the service provider maintains an average monthly rating of <2.5 stars for more than 2 consecutive months, the authorized 3rd party may issue a notice to the establishment to rectify the same within 60 days from the date of receipt of the notice and submit a report. If deficiencies are not rectified within 60 days and reported, the establishment may be (temporarily) removed from Rajmarg yatra app.

If major deficiencies are not rectified or ratings are not improved within 30 days or minor deficiencies are not rectified within 7 days and reported to the authorized 3rd party, the establishment may be (temporarily) removed from Rajmarg Yatra app. If the deficiencies are not rectified within 60 days, the registration of the establishment on Humsafar platform may be cancelled. This shall lead to removal from the Rajmarg Yatra app, revocation of permission for signage on National Highways and the waiver of access fee shall be cancelled for the service provider. The establishment shall be prohibited from applying for a fresh registration for a duration of 1 year from the date of issue of the first notice.

4.4 To provide operational flexibility, Chairman, NHLML (with subsequent appraisal by NHLML Board) may be authorized to add/ delete/modify any evaluation criteria as per suitability of existing facility in consonance with the approved policy

Annexure I

Eligibility Criteria

Mandatory (M) and Desired (D) Facilities for Establishments a(Eateries), b(Fuel stations), c(Eateries and Fuel stations), and d(Trauma Centres) as defined under section 2.1

Sr. No.	Facility	Remarks			
		a.	b.	c.	d.
1	Food court / restaurant / dhaba / cafeteria	M	-	M	D
2	Fuel station	-	M	M	-
3	Electric Vehicle Charging Station	M	M	M	-
4	Convenience store / shops	D	D	D	M
					7. Adequate number of toilets to cater to commuters 8. Separate facilities for ladies, gents and Divyangjan 9. At least 1 Male and Female attendant to be available 24 hours a day in shifts 10. Toilets should be cleaned on regular basis 11. Doors in good condition and weather proofed 12. Floors, walls and toilet seats in good condition

5	Toilet facility	M	M	M	M	<ul style="list-style-type: none"> 13. Presence of mug, cups for Indian toilets 14. Presence of dustbins and disposal mechanism 15. Provision for menstrual hygiene management 16. Operational 24 x 7 with supply of electricity and water 17. Daily cleaning schedule displayed and adhered to 18. Access to Toilets to be paved so that users don't have any difficulty to walk even during monsoon time
6	Baby Care room	M	M	M	M	<ul style="list-style-type: none"> 7. Provision of at least one nursing counter with sink, nursing chair, table mirror and disposable bin 8. Presence of nonslip floor and surfaces 9. Presence of female attendant outside or in the room 10. Presence of emergency alarm bell / button 11. Sharp edges and hard corners shall be avoided 12. Properly lit and ventilated 13. Presence of dustbins and disposal mechanism
7	Vehicle parking (car/bus/truck) with provision of wheelchair and other facilities for Divyangjan	M	M	M	M	Presence of adequate parking area and well and clear signage
8	Proper and safe access road and having a valid access permission from NHAI/ MoRTH/ NHIDCL with adequate lighting	M	M	M	M	7. As per MoRT&H guidelines dated 26th June 2020
9	Dustbin	M	M	M	M	

10	Drinking water booth	M	M	M	M	
11	First aid box	M	M	M	M	
12	Vehicle repair shop	-	D	D	-	
13	Spare parts shop	-	D	D	-	
14	ATM	D	D	D	D	
15	Pharmacy	-	-	-	M	
16	Access for Divyangjan	M	M	M	M	7. Provision of ramps and rails for Divyangjan
17	Trunk Infrastructure	M	M	M	M	7. Provision of back-up power, sewerage, drainage system etc.
18	Parking Area	M	M	M	M	7. Parking area to be paved with clear demarcation for vehicle parking and movement. 8. Access to Parking to be paved so that users don't have any difficulty to walk even during monsoon time 9. Users should not be charged for parking 10. Parking to cater to trucks, buses and cars
19	Village Haat	D	D	D	-	7. Handicrafts/ Handloom/ Local agricultural products to be promoted in Humsafar facilities
20	Tree Plantation	D	D	D	D	

Note: Facilities selling liquor and tobacco-based products shall not be onboarded.

Minimum Area requirements as facility grade

S. No.	Criterion	Type of establishment											
		A			B			C			D		
	Type												
	Grade	3	2	1	3	2	1	3	2	1	3	2	1
	Minimum												

1.	area of restaurant / food court / dhaba (sq. m.)	150	300	600	-	-	-	150	300	600	-	-	-
2.	Minimum Area for fuel stations (sq. m.)	-	-	-	1225	1600	1600	1225	1600	1600	-	-	-
3.	Parking Area (sq. m.)	350 (28 spa ces)	700 (56 spa ces)	1400 (112 spa ces)	-	-	-	350 (28 spa ces)	700 (56 spa ces)	1400 (112 spa ces)	350 (28 spa ces)	350 (28 spa ces)	350 (28 spa ces)
4.	Toilet (sq. m.)	150	150	150	150	150	150	150	150	150	150	150	150
5.	Baby Care Room (sq. m.)	10	10	10	10	10	10	10	10	10	10	10	10
7.	Trauma Centre (sq. m.)	-	-	-	-	-	-	-	-	-	300 (10 beds)	300 (10 beds)	300 (10 beds)
8.	Circulation Area	70	120	220	140	180	180	190	280	380	80	80	80
	Minimum Area Required (sq. m.)	800	1300	2400	1600	2000	2000	2100	3100	4200	900	900	900

Upcoming facilities can get a provisional registration certificate based on the masterplan they submit if the masterplan qualifies the minimum area criteria. However, the facility will only be onboarded onto the Humsafar platform after the construction is complete and onsite verification is done.

Regarding existing facilities to be onboarded, it is clarified that the existing facilities not having valid access as per stipulation of MoRTH guidelines will not be considered for onboarding on Rajmarg Yatra app in Humsafar policy unless they complete the access road as per MoRTH guidelines.

Other Requirements: In case of multiple applications in a 10 km stretch, only 1 access to be given at every 10 kms, however multiple facilities can be onboarded if they lie on an existing service lane.

The access permission shall be provided as per Existing MoRT&H's access permission guidelines.

Annexure II

Details to be provided by service providers for registration.

1. Basic details
 - a. Name of establishment
 - b. Name of applicant
 - c. Name of owner (if different from applicant), with proof of ownership
 - d. Complete address (as per GST certificate)
 - e. City
 - f. State
 - g. Pincode
 - h. Contact number
 - i. Email ID
 - j. PAN number (with PAN card)
 - k. GST number (with GST document)
 - l. Proof of licenses required for restaurant / food court / dhaba (listed in other requirements below)
 - m. Proof of licenses required for fuel station (listed in other requirements below)
 - n. Proof of licenses required for convenience store (listed in other requirements below)
 - o. Proof of licenses required for Trauma Centers (listed in other requirements below)
 - p. FSSAI valid upto (date), if applicable
 - q. Total site area
 - r. Area of restaurant / food court / dhaba (sq. ft.)
 - s. Area of fuel station (sq. ft.)
 - t. Parking area (sq. ft.)
 - u. Nature of land certificate
2. Contact person details
 - a. Name
 - b. Contact number
 - c. Email ID
3. Bank Account Details
 - a. Name of account holder
 - b. Account number
 - c. Account type
 - d. Bank name
 - e. Bank branch
 - f. IFSC Code
4. Images of the establishment, as applicable
 - a. Layout map
 - b. Front area
 - c. Fuel station
 - d. Kitchen
 - e. Seating area
 - f. Parking

- g. Toilet
- h. Drinking water booth
- i. Baby care room
- j. Other

Other requirements

S.No.	Facility	Requirements
1	Restaurant / food court / dhaba	<ul style="list-style-type: none"> • FSSAI certification • Eating house license • Fire safety license (Fire NOC) • Health / Trade license • Shop and establishment license
2	Fuel station	<ul style="list-style-type: none"> • Location certificate • NOC from District Magistrate • NOC from Municipal Corporation Department • Fire safety license (Fire NOC) • NOC from Police Department • Certified copy of fuel station certificate showing details of acceleration, deceleration lanes, service road (if provided), buffer strip, fuel pump, office, kiosk, air and water supply, drainage details, signages and markings
3	Convenience store	<ul style="list-style-type: none"> • Trade License • Registration certificate under The Shops and Establishment Act, 1953 • FSSAI License
4	Trauma Centers	<ul style="list-style-type: none"> • Registration under clinical establishment act, 2017 • Registration under companies act, 2013 • Registration under societies registration act, 2001 (if applicable) • Fire safety license (Fire NOC) • Electricity and Water Supply permissions from concerned municipalities • Sewage permission from local authorities • FSSAI license for operating of kitchen (if applicable) • Pharmacy registration license (if applicable)

Annexure III

Criteria for evaluation of service providers

Restaurant/food court/dhaba

Sr. No.	Parameter	Compliance (Y/N)	Perceived Rating for adherence to Compliance (scale of 1 to 5)	Remarks
a.	Sale of finished products/packages goods at MRP			5- If products are being sold at MRP and are in good condition with proper storage 1 – If the products being sold are expired and above MRP
b.	CCTV surveillance in front of the restaurant			5 – Working camera and covering & recording the front entrance clearly 1 – No camera in the front entrance
c.	Frequency/Schedule of cleaning			5 – Daily cleaning done, and proper chart maintained 1 – No proper chart maintained, dirty facility
d.	Ensuring cleanliness and hygiene in Kitchen			5 – Daily cleaning done, and proper chart maintained 1 – No proper chart maintained, dirty facility
	All food and beverage			5 – If all FSSAI

e.	items sold adhere to required standards of quality and hygiene as prescribed by the extant guidelines of Food Safety and Standards Authority of India and other relevant authorities.		guidelines for restaurants are being followed 1 – If FSSAI guidelines are being flouted
f.	Seating Condition		5 – Properly maintained seats and tables 1 – Damaged seats and tables

Toilet

Sr. No.	Parameter	Compliance (Y/N)	Perceived Rating for adherence to Compliance (scale of 1 to 5)	Remarks
a.	Provision of signage "Maintained by (Name of Agency) contact details of owner and NHLML ZO			
b.	Frequency/Schedule of cleaning			5 – Daily cleaning done 1 – Dirty facility with no regular cleaning
c.	Maintenance of washroom inspection card			5 – Daily cleaning done, and proper chart maintained 1 – No proper chart maintained, dirty facility

d.	Water availability in toilet			5 – Clean running water available 1 – Clean water not available/ damaged taps
e.	Indoor and Outdoor Lighting			5 – Properly working lights 1 – Lights not working properly leading to dingy washrooms
f.	Quality and working condition of fittings/accessories			5 – Properly working fittings of good brands 1 – Damaged fittings

Fuel Stations

Sr. No.	Parameter	Compliance (Y/N)	Perceived Rating for adherence to Compliance (scale of 1 to 5)	Remarks
a.	Adherence to Fire Safety guidelines			5 – Following MoPNG fire safety guidelines 1 – Not following proper fire safety guidelines
b.	Cleanliness			5 – Daily cleaning done, and proper chart maintained 1 – No proper chart maintained, dirty facility
	Availability of EV			5 – EV Charging facility available

c.	Charging Station			1 – EV Charging facility not available
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Parking

Sr. No.	Parameter	Compliance (Y/N)	Perceived Rating for adherence to Compliance (scale of 1 to 5)	Remarks
a.	Availability of adequate parking area			5 – If area guidelines are followed as per Annexure 1 1 – If area guidelines are not being followed
b.	Condition of parking area (road, pavement)			5 – Properly maintained parking area 1 – Broken road, no pavement etc.
c.	Condition of Lighting			5 – Properly working lights 1 – Lights not working properly
d.	Parking signs			5 – Proper parking signs maintained as per

Baby Care Room

Sr. No.	Parameter	Compliance (Y/N)	Perceived Rating for adherence to Compliance	Remarks

			(scale of 1 to 5)
a.	Cleanliness		5 – Daily cleaning done, and proper chart maintained 1 – No proper chart maintained, dirty facility
b.	Lighting		5 – Properly working lights 1 – Lights not working properly leading to dingy conditions
c.	Baby Friendliness (No sharp edges)		

Trauma Centers

Sr. No.	Parameter	Compliance (Y/N)	Perceived Rating for adherence to Compliance (scale of 1 to 5)	Remarks
a.	Cleanliness			5 – Daily cleaning done, and proper chart maintained 1 – No proper chart maintained, dirty facility
b.	Indoor and Outdoor Lighting			5 – Properly working lights 1 – Lights not working properly leading to dingy conditions
				5 – If DGHS guidelines for doctors in Trauma Centers is being

c.	Availability of doctor			<p>followed</p> <p>1 – If DGHS guidelines for doctors in Trauma Centers in being followed</p>
d.	Adherence to minimum bed criteria			<p>5 – If the criteria mentioned in Annexure 1 is being followed</p> <p>1 – If the criteria mentioned in Annexure 1 is not being followed</p>
e.	Adherence to government regulations			<p>5 – If DGHS guidelines for Trauma Centers are being followed</p> <p>1 – If DGHS guidelines is not being followed</p>
f.	Separate toilets for ladies, gents and Divyangjan			

Annexure IV

Details required for renewal of registration.

1. Any changes in details provided during registration / previous renewal, including but not limited to expansion in facilities and new licenses
2. Past digital registration certificates
3. Inspection reports for the last 24 months
4. Average monthly rating from commuters for each parameter for the last 6 months

Annexure V

Location wise parameters on which customers will provide feedback on a scale of 1-5 through the Humsafar Platform (Website or App).

a. Parking Area:

- Availability of adequate parking space
- Well-lit with clear signage

b. Restaurant/food court/dhaba, if applicable:

- Availability of seating area
- Cleanliness of seating area
- Quality of food served
- Variety of food
- Quality of service provided
- Payment experience

c. Convenience store, if applicable

- Availability of relevant products that customers use during longer road journeys
- Adequate space for movement in store
- Cleanliness and hygiene of store
- Payment experience

d. Toilets

- Well lit, clean and hygienic
- Maintenance of toilets
- Availability of amenities like mug, soap dispenser
- Gender sensitive

e. Baby care room

- Well-lit and ventilated
- Presence of seating area
- Availability of amenities like table, dust bin etc

f. Trauma Center reception, if applicable

- Cleanliness and hygiene
- Availability of medicines
- Availability of physicians