



2026:KER:7176

WP(C) NO. 20485 OF 2024

-1-

IN THE HIGH COURT OF KERALA AT ERNAKULAM

PRESENT

THE HONOURABLE THE CHIEF JUSTICE MR. SOUMEN SEN

&

THE HONOURABLE MR. JUSTICE SYAM KUMAR V.M.

THURSDAY, THE 29TH DAY OF JANUARY 2026 / 9TH MAGHA, 1947

WP(C) NO. 20485 OF 2024

PETITIONER/S:

PRASAD SOMARAJAN
AGED 55 YEARS
DHARMAPURAM NEAR ASHRAM ENGINEERING COLLEGE P.O
THIRUVANANTHAPURAM, PIN - 695016

BY ADV SMT.A.ARUNA

RESPONDENT/S:

- 1 STATE OF KERALA
REPRESENTED BY SECRETARY TO GOVERNMENT, KERALA
PUBLIC WORKS DEPARTMENT, SECRETARIAT,
THIRUVANANTHAPURAM, PIN - 695004
- 2 KERALA ROAD SAFETY AUTHORITY
REPRESENTED BY ITS CHAIRMAN, VAZHUTHACAUD,
THIRUVANANTHAPURAM, PIN - 695014
- 3 NATIONAL HIGHWAYS AUTHORITY OF INDIA - NHAI
REPRESENTED BY ITS SECRETARY, G 5&6, DABRI -
GURGAON RD, SECTOR 10 DWARKA, DWARKA, DELHI, PIN
- 110075

BY ADVS.
SHRI.LEJO JOSEPH GEORGE



2026:KER:7176

WP(C) NO. 20485 OF 2024

-2-

SRI.E.C.KURIAKOSE

SRI.V. TEKCHAND-SR.GP

THIS WRIT PETITION (CIVIL) HAVING COME UP FOR
ADMISSION ON 29.01.2026, THE COURT ON THE SAME DAY
DELIVERED THE FOLLOWING:

JUDGMENTSYAM KUMAR V.M., J.

This writ petition has been filed by the petitioner primarily raising concerns regarding the pedestrians facilities alongside the roads and for ancillary reliefs, highlighting the shortcomings in maintaining the standards prescribed by the manual issued by the Indian Road congress. This Court, had through various interim orders passed from time to time, taken note of the compliances effected and, vide order dated 06.01.2026, in the context of the mobile application based grievance redressal mechanism of the NHAI, directed as follows:

“The learned Standing Counsel for the National Highways Authority of India (NHAI) has tendered a memo indicating the publicity given to the mobile phone application developed by the NHAI regarding the shortfalls in maintaining the standards prescribed by the Indian Roads Congress. The learned counsel for the Petitioners in both the writ petitions point out that, certain



-4-

aspects still need to be addressed. Firstly, the mobile application refers only to pedestrians and not to the condition of the road. Secondly, no methodology has been developed, or at least placed on record by the NHAI as to how the complaints lodged through the said application would be dealt with.

In respect of both these aspects, further clarification and action on the part of the NHAI are necessary. While the process of developing and making the application is not yet complete with regard to the issues raised by the Petitioners in their petitions, an inspection shall be carried out by the concerned officer of the NHAI with respect to the said issues and how the NHAI proposes to address each issue raised.”

2. Today, when the matter is taken up for consideration, the learned counsel appearing for the NHAI submits that the mobile app of NHAI is functional and that wide publicity had been given to the same on the NHAI's official social media platforms as directed. As regards the



2026:KER:7176

WP(C) NO. 20485 OF 2024

-5-

other grievances raised in the WP(C), it is submitted that the same already stands addressed in the earlier interim directions issued in this WP(C). Nevertheless, he submits that the NHAI is open to suggestions regarding the issues raised, and that if any grievances are outstanding, upon being brought to its notice, appropriate steps will be taken by the NHAI in the said respect.

3. The said submission on behalf of NHAI is recorded. In light of the orders rendered earlier in this WP(C) this writ petition is closed, reserving the right of the petitioner to approach this Court in case of any subsisting grievance.

Sd/-

**SOUMEN SEN
CHIEF JUSTICE**

Sd/-

**SYAM KUMAR V.M.
JUDGE**

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2026:KER:7176

WP(C) NO. 20485 OF 2024

- 6 -

APPENDIX OF WP(C) NO. 20485 OF 2024

PETITIONER EXHIBITS

Exhibit P1	TRUE COPY OF THE INTERIM ORDER DATED 22.05.2023 IN WP(C) 15929 / 2023 ISSUED BY THE HON'BLE HIGH COURT OF KERALA
Exhibit P1(a)	TRUE COPY OF THE SERIES OF PHOTOGRAPHS TAKEN BY THE PETITIONER
Exhibit P1(b)	TRUE COPY OF THE JUDGMENT DATED 04.02.2015 IN WP(C) 2667/2015 ISSUED BY THE HON'BLE HIGH COURT OF KERALA
Exhibit P1(c)	TRUE COPY OF THE INTERIM ORDER DATED 13.04.2023 IN WP(C) 13693/2023 ISSUED BY THE HON'BLE HIGH COURT OF KERALA
Exhibit P2	TRUE COPY OF THE SAMPLE QUESTIONNAIRE SUBMITTED BY DR. ELIZABETH
Exhibit P3	TRUE COPY OF THE REPLY NO. AET/A/RTI/2023 DATED 14.08.2023 ISSUED BY THE PUBLIC INFORMATION OFFICER, ASSISTANT ENGINEER, PUBLIC WORKS DEPARTMENT, TIRUR TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(a)	TRUE COPY OF THE REPLY NO. E-RTI/01-2023-24 DATED 01.06.2023 ISSUED BY PUBLIC INFORMATION OFFICER, ASSISTANT ENGINEER, OFFICE OF THE ASSISTANT ENGINEER PWD ROADS SECTION ERUMELY TO DR. ELIZABETH
Exhibit P3(b)	TRUE COPY OF THE REPLY NO. A1/RTI/2023 DATED 05.06.2023 ISSUED BY THE PUBLIC INFORMATION OFFICER AND HEAD CLERK, OFFICE OF ASSISTANT EXECUTIVE ENGINEER, PERINTHALMANNA TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(c)	TRUE COPY OF THE REPLY NO. AE(K)/RTI/2023 DATED 08.06.2023 ISSUED BY ASSISTANT ENGINEER, PWD SECTION, KUTTIADY TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(d)	TRUE COPY OF THE REPLY NO. HC/RTI/676/2023 DATED 12.06.2023 ISSUED BY THE PUBLIC INFORMATION OFFICER AND



2026:KER:7176

WP(C) NO. 20485 OF 2024

- 7 -

	HEAD CLERK, OFFICE OF ASSISTANT EXECUTIVE ENGINEER, CHANGANASSERY TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(e)	TRUE COPY OF THE REPLY NO.A1-119/2023/RIA DATED 08.06.2023 ISSUED BY THE STATE PUBLIC INFORMATION OFFICER, PUBLIC WORKS DEPARTMENT, IDUKKI TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(f)	TRUE COPY OF THE REPLY NO. E1/NKN/RTI/2022 DATED 02.06.2023 ISSUED BY ASSISTANT ENGINEER, PUBLIC WORKS DEPARTMENT, KOZHIKODE TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(g)	TRUE COPY OF THE REPLY NO.D1-C/RTI/03/2023-24 DATED 06.06.2023 ISSUED BY THE ASSISTANT ENGINEER, PUBLIC WORKS DEPARTMENT, MANJERI TO DR. ELIZABETH
Exhibit P3(h)	TRUE COPY OF THE REPLY NO.A3/1742/20/RDS/MLPY DATED 27.06.2023 ISSUED BY PUBLIC INFORMATION OFFICER, OFFICE OF ASSISTANT EXECUTIVE ENGINEER, MALLAPPALLY TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(i)	TRUE COPY OF THE REPLY NO. AERD-SN0BYDA/9/2022-C1-PWD DATED 22.06.2023 ISSUED BY ASSISTANT ENGINEER, OFFICE OF ASSISTANT ENGINEER, KASARGOD TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(j)	TRUE COPY OF THE REPLY NO. AE (D) RTI/1/2023 DATED 19.06.2023 ISSUED BY PUBLIC INFORMATION OFFICER, PUBLIC WORKS DEPARTMENT, THODANNUR TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(k)	TRUE COPY OF THE REPLY NO. RTI/06/2023-24 DATED 23.06.2023 ISSUED BY THE STATE PUBLIC INFORMATION OFFICER & ASSISTANT ENGINEER, OFFICER OF ASSISTANT ENGINEER, PUBLIC WORKS DEPARTMENT, KONDOTTY TO DR. ELIZABETH
Exhibit P3(l)	TRUE COPY OF THE REPLY NO. AEERD-SDOKHD-424-2023-A1-PWD DATED 04.07.2023 ISSUED BY STATE INFORMATION OFFICER,



2026:KER:7176

WP(C) NO. 20485 OF 2024

-8-

OFFICE OF ASSISTANT EXECUTIVE ENGINEER,
KANJANGAD TO DR. ELIZABETH ALONG WITH
TRANSLATION

Exhibit P3(m) TRUE COPY OF THE REPLY NO. D-74/2013
DATED 15.06.2022 ISSUED BY THE STATE
PUBLIC INFORMATION OFFICER & ASSISTANT
ENGINEER, OFFICE OF ASSISTANT ENGINEER,
TOWN SECTION THRISSUR TO DR. ELIZABETH
ALONG WITH TRANSLATION

Exhibit P3(n) TRUE COPY OF THE REPLY NO.
LSN/RTI/101/18 DATED 05.07.2023 ISSUED
BY ASSISTANT ENGINEER, OFFICE OF
ASSISTANT ENGINEER, LAHA TO DR.
ELIZABETH ALONG WITH TRANSLATION

Exhibit P3(o) TRUE COPY OF THE REPLY NO.
EERD/DVOALP/284/2023-A3-PWD DATED
07.07.2023 ISSUED BY THE STATE PUBLIC
INFORMATION OFFICER, OFFICE OF
EXECUTIVE ENGINEER, ALAPPUZHA TO DR.
ELIZABETH ALONG WITH TRANSLATION

Exhibit P3(p) TRUE COPY OF THE REPLY NO.
AE(V)/02/2021 DATED 05.07.2023 ISSUED
BY THE PUBLIC INFORMATION OFFICER,
OFFICE OF ASSISTANT ENGINEER, VADAKARA
TO DR. ELIZABETH ALONG WITH TRANSLATION

Exhibit P3(q) TRUE COPY OF THE REPLY NO. RTI/2023
DATED 06.06.2023 ISSUED BY ASSISTANT
ENGINEER, OFFICE OF ASSISTANT ENGINEER,
NILAMBUR TO DR. ELIZABETH ALONG WITH
TRANSLATION

Exhibit P3(r) TRUE COPY OF THE REPLY NO. A2-355/2023
DATED 24.06.2023 ISSUED BY THE STATE
PUBLIC INFORMATION OFFICER, PUBLIC
WORKS DEPARTMENT, OFFICE OF ASSISTANT
EXECUTIVE ENGINEER, ADOOR TO DR.
ELIZABETH

Exhibit P3(s) TRUE COPY OF THE REPLY NO.
C2-RTI/528/2023 DATED 21.06.2023 ISSUED
BY THE PUBLIC INFORMATION OFFICER,
OFFICE OF THE ASSISTANT EXECUTIVE
ENGINEER, KANNUR TO DR. ELIZABETH

Exhibit P3(t) TRUE COPY OF THE REPLY NO. AE(P)17/2023
DATED 30.06.2023 ISSUED BY THE STATE
PUBLIC INFORMATION OFFICER AND



2026:KER:7176

WP(C) NO. 20485 OF 2024

-9-

	ASSISTANT ENGINEER, OFFICE OF ASSISTANT ENGINEER, PARAPPANANGADI TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(u)	TRUE COPY OF THE REPLY NO. A2-585/2021/RTI DATED 26.05.2023 ISSUED BY THE PUBLIC INFORMATION OFFICER & HEAD CLERK, OFFICE OF ASSISTANT EXECUTIVE ENGINEER, IRINGALAKKUDA TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(v)	TRUE COPY OF THE REPLY NO. A2/641/2023 DATED 05.06.2023 ISSUED BY THE PUBLIC INFORMATION OFFICER & HEAD CLERK, PWD ROAD SUB DIVISION , PONNANI TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P3(w)	TRUE COPY OF THE REPLY NO. E1-222/2023/RTI DATED 09.06.2023 ISSUED BY THE PUBLIC INFORMATION OFFICER & ASSISTANT ENGINEER, OFFICE OF ASSISTANT ENGINEER, PAYYANNUR TO DR. ELIZABETH ALONG WITH TRANSLATION
Exhibit P4	TRUE COPY OF THE REPLY BEARING FILE NO. EG11/60167/23 DATED 11.08.2023 ISSUED BY THE STATE PUBLIC INFORMATION OFFICER, KOZHIKODE MUNICIPAL CORPORATION ALONG WITH TRANSLATION
Exhibit P4(a)	TRUE COPY OF THE REPLY NO. 11117/NHAI/PIU-KOZHIKODE/RTI/2023/1339 DATED 04.08.2023 ISSUED BY THE PROJECT DIRECTOR, NHAI, PIU-KOZHIKODE, NATIONAL HIGHWAYS AUTHORITY OF INDIA
Exhibit P4(b)	TRUE COPY OF THE REPLY NO.C3/RTI/263/2023 DATED 08.09.2023 ISSUED BY THE PUBLIC INFORMATION OFFICER, ASSISTANT EXECUTIVE ENGINEER, KOZHIKODE ALONG WITH TRANSLATION
Exhibit P4(c)	TRUE COPY OF THE REPLY NO.A3-1514/2019/RTI DATED 16.08.2023 ISSUED BY THE STATE PUBLIC INFORMATION OFFICER, OFFICE OF THE ASSISTANT EXECUTIVE ENGINEER, THRISSUR ALONG WITH TRANSLATION
Exhibit P4(d)	TRUE COPY OF THE REPLY FILE NO. PW2/50480/23 DATED 14.08.2023 ISSUED BY THE PUBLIC INFORMATION OFFICER AND



2026:KER:7176

WP(C) NO. 20485 OF 2024

-10-

SUPERINTENDENT, ENGINEERING DEPARTMENT,
THRISSUR MUNICIPAL CORPORATION ALONG
WITH TRANSLATION

Exhibit P4(e) TRUE COPY OF THE REPLY FILE NO.
NHAI/PIU-PKD/RTI/A3926 DATED 19.08.2023
ISSUED BY THE PROJECT DIRECTOR & CPIO,
NATIONAL HIGHWAYS AUTHORITIES OF INDIA

Exhibit P4(f) TRUE COPY OF THE REPLY FILE NO.
DW6/51318//23 DATED 11.08.2023 ISSUED
BY PUBLIC INFORMATION OFFICER AND
SUPERINTENDENT, TOWN PLANNING
DEPARTMENT, THRISSUR MUNICIPAL
CORPORATION ALONG WITH TRANSLATION

Exhibit P4(g) TRUE COPY OF THE REPLY FILE NO. AB1-RTI-
2018 DATED 01.09.2023 ISSUED BY THE
PUBLIC INFORMATION OFFICER, KERALA
PUBLIC WORKS DEPARTMENT, KOLLAM

Exhibit P4(h) TRUE COPY OF THE REPLY FILE
NO. TP6/28893/23 DATED 14.08.2023 ISSUED
BY PUBLIC INFORMATION OFFICER AND
ASSISTANT ENGINEER, KOLLAM MUNICIPAL
CORPORATION ALONG WITH TRANSLATION

Exhibit P4(i) TRUE COPY OF THE REPLY FILE NO.
KSTP/143993/2023/RTI DATED 07.08.2023
ISSUED BY STATE PUBLIC INFORMATION
OFFICER, KERALA STATE TRANSPORT
PROJECTS (KSTP) ALONG WITH TRANSLATION

Exhibit P4(j) TRUE COPY OF THE REPLY FILE NO. AB1-
RTI/1554/2023 DATED 04.09.2023 ISSUED
BY PUBLIC INFORMATION OFFICER AND HEAD
CLERK ERNAKULAM ALONG WITH TRANSLATION

Exhibit P4(k) TRUE COPY OF THE REPLY FILE NO. AB1-
RTI/1797/2023 DATED 25.09.2023 ISSUED
BY PUBLIC INFORMATION OFFICER ALONG
WITH TRANSLATION

Exhibit P4(l) TRUE COPY OF THE REPLY FILE NO.
ISO/SYE1/6013/2023 DATED 04.09.2023
ISSUED BY STATE PUBLIC INFORMATION
OFFICER AND SUPERINTENDENT, KOCHI
MUNICIPAL CORPORATION ALONG WITH
TRANSLATION

Exhibit P4(m) TRUE COPY OF THE REPLY FILE NO.
SYEI/PIO/(APPEAL)6553/2023 DATED
19.09.2023 ISSUED BY ASSISTANT



2026:KER:7176

WP(C) NO. 20485 OF 2024

-11-

- EXECUTIVE ENGINEER, KOCHI MUNICIPAL CORPORATION ALONG WITH TRANSLATION
- Exhibit P4(n) TRUE COPY OF THE REPLY FILE NO. KRE1/KRE2/KRE3/2525/23/PIO DATED 23.08.2023 ISSUED BY PUBLIC INFORMATION OFFICER AND SUPERINTENDENT, KOCHI MUNICIPAL CORPORATION ALONG WITH TRANSLATION
- Exhibit P4(o) TRUE COPY OF THE REPLY NO. MOJ2/LAVY/3848/23/PIO/(KRE-1,2,3/23) DATED 16.10.2023 ISSUED BY ASSISTANT EXECUTIVE ENGINEER, KOCHI MUNICIPAL CORPORATION ALONG WITH TRANSLATION
- Exhibit P4(p) TRUE COPY OF THE REPLY NO. MOJ2/3848/23/PIO/(KRE-1,2,3) DATED 28.10.2023 IN APPEAL NO. AA1/09/2023 ISSUED BY ASSISTANT EXECUTIVE ENGINEER, KOCHI MUNICIPAL CORPORATION ALONG WITH TRANSLATION
- Exhibit P4(q) TRUE COPY OF THE REPLY NO. CSML/RTI/2017/39 DATED 12.09.2023 ISSUED BY THE PUBLIC INFORMATION OFFICER & GENERAL MANAGER, COCHIN SMART MISSION LTD ALONG WITH ANNEXURE
- Exhibit P5 TRUE COPY OF THE REPLY NO. A1/380/KRSA/2023 DATED 04.05.2023 ISSUED BY THE STATE PUBLIC INFORMATION OFFICER, KERALA ROAD SAFETY AUTHORITY TO DR. ELIZABETH ALONG WITH TYPED COPY
- Exhibit P6 TRUE COPY OF THE RELEVANT PAGES OF THE GUIDELINES FOR PEDESTRIAN FACILITIES (IRC:103-2012)
- Exhibit P6(a) TRUE COPY OF THE PRESS RELEASE OF MINISTRY OF ROAD TRANSPORT AND HIGHWAYS, DATED 8TH DECEMBER 2022, PUBLISHED ON THE PRESS INFORMATION BUREAU GOVT OF INDIA WEBSITE
- Exhibit P6(b) TRUE COPY OF THE IRC:103- 2022 (DRAFT) DOWNLOADED FROM THE OFFICIAL PORTAL OF NITI FOR STATES
- Exhibit P7 TRUE COPY OF THE RELEVANT PAGES OF THE GUIDELINES ON REGULATIONS AND CONTROL OF MIXED TRAFFIC IN URBAN AREAS (IRC 70-2017)



2026:KER:7176

WP(C) NO. 20485 OF 2024

-12-

- Exhibit P8 TRUE COPY OF THE APPLICATION DATED 04.12.2023 SUBMITTED BY DR. ELIZABETH TO THE STATE PUBLIC INFORMATION OFFICER OF KERALA STATE ROAD SAFETY AUTHORITY
- Exhibit P9 TRUE COPY OF THE COMMUNICATION NO. A1/1475/KRSA/2023 DATED 18.12.2023 ISSUED BY THE STATE PUBLIC INFORMATION OFFICER OF KERALA STATE ROAD SAFETY AUTHORITY
- Exhibit P9(a) TRUE COPY OF THE REPLY NO. 17011/PIU-TVM/RTI/2024/1212 DATED 01.02.2024 ISSUED BY THE PROJECT DIRECTOR, NATIONAL HIGHWAY AUTHORITY OF INDIA TO THE PETITIONER
- Exhibit P10 TRUE COPY OF THE JUDGMENT DATED 08.07.2019 IN WPC 10499 OF 2019 (SHALI V. STATE OF KERALA 2019 5KHC 118)
- Exhibit P11 TRUE COPY OF THE RELEVANT PAGES OF THE PWD MANUAL REVISED EDITION 2012
- Exhibit P12 TRUE COPY OF THE JUDGMENTS IN S. RAJASEEKARAN V. UNION OF INDIA AND OTHERS (2018) 13 SCC 516
- Exhibit P13 TRUE COPY OF THE OFFICE MEMORANDUM NO. RW/NH-29020/1/2015-P&M (RSCE) DATED 07.09.2016 ISSUED BY THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS
- Exhibit P14 TRUE COPY OF THE REPRESENTATION DATED 16.03.2024 SUBMITTED BY THE PETITIONER TO THE 1ST RESPONDENT
- Exhibit P14(a) TRUE COPY OF THE NEWSPAPER REPORT DATED 21.03.2024 APPEARED IN ON MANORAMA TITLED ' 22 LIVES LOST A YEAR ON AROOR-THURAVOOR STRETCH AMID HIGHWAY CONSTRUCTION; RESIDENTS DEMAND BETTER SAFETY'
- Exhibit P15 TRUE COPY OF THE PROFILE OF THE PETITIONER, PREPARED BY HIM.

RESPONDENT ANNEXURES

- Annexure R1(a) true copy of the GO (Ms) no. 85/2022/LSGD dated 19.4.2022
- Annexure R1(b) true copy of the GO (Ms) no. 11/2023/PWD dated 14.2.2023



2026:KER:7176

WP(C) NO. 20485 OF 2024

-13-

Annexure R1(c)	true copy of the GO (Rt) no. 20/2022/PWD dated 07.01.2022
Annexure R1(d)	true copy of the Guidelines no. GL(Tech) /CE/R and B/RSW/2018/111 dated 05-11-2019
Annexure R1(e)	true copy of the circular no. CEPWD/12100/2020-Vig4-AD dated 8.06.2022
Annexure R1(f)	True copy of the guidelines
Annexure R3(a)	Report Ref No. 02/LNMIPPL/PD/NHAI/PIU-TVM/BYPASS/2024-25/438 dated 06.01.2025 by L.N Malviya Infra Projects Pvt Ltd

PETITIONER EXHIBITS

Exhibit P16	A true copy of the table showing list of roads in Thiruvananthapuram having issues related to pedestrian safety and construction safety
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RESPONDENT ANNEXURES

ANNEXURER1(g)	TRUE COPY OF THE DIRECTIONS DATED 22-12-2023 ISSUED BY THE ROAD SAFETY COMMISSIONER
ANNEXURE R1(h)	TRUE COPY OF THE DIRECTIONS DATED 16-2-2023 ISSUED BY THE ROAD SAFETY COMMISSIONER IS PRODUCED
Annexure R3(b)	Copy of minutes of Meeting dated 05.03.2025
Annexure R3(a)	Report prepared by Deputy Manager NHAI - Project Implementation Unit Thiruvananthapuram
Annexure R3(A)	The screenshot of NHAICO/12967/2025 dated 16.10.2025
Annexure R3(B)	The screenshot of Complaint No. NHAICO/11738/2025 dated 06.10.2025
Annexure R3(C)	The screenshot of Complaint No. NHAICO/11739/2025 dated 06.10.2025
Annexure R3(D)	The screenshot of Complaint No. NHAICO/11222/2025 dated 03.10.2025
Annexure R3(E)	The screenshot of Complaint No. NHAICO/11223/2025 dated 03.10.2025
Annexure R3(F)	The screenshot of Complaint No.



2026:KER:7176

WP(C) NO. 20485 OF 2024

-14-

	NHAICO/11228/2025 dated 03.10.2025	
Annexure R3(G)	The screenshot of Complaint	No.
	NHAICO/11231/2025 dated 03.10.2025	
Annexure R3(H)	The screenshot of Complaint	No.
	NHAICO/11232/2025 dated 03.10.2025	
Annexure R3(I)	The screenshot of Complaint	No.
	NHAICO/11235/2025 dated 03.10.2025	
Annexure R3(J)	The screenshot of Complaint	No.
	NHAICO/11236/2025 dated 03.10.2025	
Annexure R3(K)	The screenshot of Complaint	No.
	NHAICO/11237/2025 dated 03.10.2025	
Annexure R3(L)	The screenshot of Complaint	No.
	NHAICO/11240/2025 dated 03.10.2025	
Annexure R3(M)	The screenshot of Complaint	No.
	NHAICO/11241/2025 dated 03.10.2025	
Annexure R3(N)	The screenshot of Complaint	No.
	NHAICO/11242/2025 dated 03.10.2025	
Annexure R3(O)	The screenshot of Complaint	No.
	NHAICO/11243/2025 dated 03.10.2025	

PETITIONER EXHIBITS

Exhibit P17	True copy of the launch screen of the Rajmargyatra App
Exhibit P19	True copy of the screenshot of the hamburger menu of the Rajmargyatra App
Exhibit P18	True copy of the screenshot of the user interface containing the link titled 'Report An Issue on NH' in the Rajmargyatra App
Exhibit P20	True copy of the second screen in the Rajmargyatra App that opens upon clicking the link titled 'Report An Issue on NH'
Exhibit P21	True copy of the screenshot of the pop-up menu that opens up on clicking 'Choose Your Issue' in the Ext. P20 page of the Rajmargyatra app
Exhibit P22	True copy of the screenshot of the app with the pop-up message that the user can't register the complaint as he has been timed-out

RESPONDENT ANNEXURES



2026:KER:7176

WP(C) NO. 20485 OF 2024

-15-

Annexure R3(1)	screenshot of the Rajmarg Yatra App
Annexure R3(2)	The screenshots of the posts made on the social media platforms