



**TOWARDS A  
POTHOLE FREE  
HARYANA:  
HARPATH**

## OBJECTIVE AND OVERVIEW

Initiated in 2018, Harpaht was envisioned to make Haryana pothole free and motorable, by driving citizen participation in reporting the problem areas through the Harpath mobile application and ensuring compliance of more than eight departments.

Harpath is a mobile application, conceptualized to make Haryana pothole free by encouraging citizens for filing redressals related to damaged roads near them. The Harpath platform can be operated both over the internet as well as on mobile phones. The initiative targets to put a pro-active governance system in place wherein the citizens' grievances are addressed within 10 days of registration. The before and after photos of the roads are posted on the dashboard to showcase the current status and progress. Prior to Harpath, it was very difficult for the citizens to report grievances related to roads. The task of identifying the owner department of a particular road was tedious. Now, with the advent of Harpath, citizens are only required to file the complaints and the platform automatically identifies not only the concerned department but also the respective engineer responsible for the maintenance of the road (under PwD, ULB, HSVP and HSAMB).

## PROCESS ADOPTED

Extensive efforts were made to institutionalize the use of application amongst the officers as well as citizens. The application enabled the CM office and the officers to witness the process of road repair stuck at various levels, which provide to



the administration a tool for getting transparent and real time information to act upon. Aimed at improving the conditions of roads, a three phase roadmap was designed for achieving the status of 'pothole free' Haryana. Key Performance Indicators (KPIs) were defined for each of the districts on the basis of which a district would get star rating. These included number of complaints undertaken, reject ratio, percentage of redressal within 10 days and the percent of complaints reopened by citizens.

In phase I (November 2018), all the districts and departments were asked to attain a 4-star rating based on the set KPIs. All 4-star rated districts deployed Saksham Yuvas and department personnel themselves to conduct a Road Scan and file complaints on Harpath in Phase II (February 2019) . After fixing the internal redressal systems and repairing all the existing roads, Phase III (May 2019) aimed at ensuring the roads are maintained through continuous monitoring by citizens themselves through promotion drives using IEC materials. This is to ensure the sustenance of the "pothole free" status. The CM Office continuously monitors the performance of the departments and ensures these are taken up by the concerned engineers and resolved in time. The process for inclusion of roads under few departments such as Railways and Panchayat etc. on the app is currently in progress. Harpath also provides a comprehensive dashboard for monitoring the performance of every engineer



## ACHIEVEMENT

- Since inception, 60,000+ complaints have been registered out of which 81 percent have been redressed successfully.
- A total of more than 84 percent roads have been covered across the districts following complaints on Harpath app.
- Government of Haryana has developed this app in a highly cost effective manner, using indigenous GIS technology developed by ISRO.
- The app has also attained a 3.5 rating on Google Play Store.
- The timeline for resolving any complaint has been set to 10 days.

## QUICK FACTS

- The project was initiated as a pilot in Hisar in 2017 and the concept was later presented to ISRO
- NIC Haryana developed Harpath app internally and under the guidance of ISRO