No. IHMCL/HR/Recruit/01/2026/02   **Dated: 04.02.2026**

RECRUITMENT FOR PRODUCT MANAGER IN IHMCL

IHMCL proposes to engage the services of professionals for the following positions on contract basis for ICT Projects of NHAI. The Details of positions and terms & conditions as well as period of engagement, eligibility, experience etc. are as under: -

Sr. No.	Name of the posts	No. of posts*
1.	Product Manager – Rajmargyatra App	01
2.	Product Manager – 1033 Helpline	01

* Number of posts may increase or decrease.

DETAILS OF ELIGIBILITY CONDITIONS

Product Manager – Rajmargyatra App	
Particulars	**Details**
Designation	Product Manager – Rajmargyatra App
Location	Delhi, India
Number of Posts	One (01)
Method of Recruitment	On Contract basis
Period of Contract	On Full-Time Contract basis initially for a period of 03 years, which may be extended to two years, subject to performance appraisal, with the approval of the Competent Authority
Monthly Remuneration Bands (Rs.)	Rs. 2,00,000/- – 3,00,000/- Higher remuneration may be considered in exceptional cases, based on qualifications, experience, and market benchmarks, as per IHMCL policy and approval of the Competent Authority.
TA/DA	No TA/DA shall be admissible for joining the assignment or on its completion. However, the Product Managers shall be allowed for TA/DA and Hotel accommodation for their travel inside the country in connection with the official work, at the same rates as admissible to Manager level officers in IHMCL.
Educational Qualification	**Basic Qualification:** Bachelor's degree in Science / Computer Application / Technology / Engineering / Design / Business / Commerce / Economics or any other discipline with relevant experience, from a recognized university/institute.
	Desirable Qualification: Master's degree / MBA / PGDM / in Science/ Computer Applications/ Technology/ Engineering/ Design/ Product Management/ Information Systems Management or Technology Management, from a recognized university or institute.

Age Limit	Not exceeding 40 years as on prescribed last date of receipt of online applications.
Experience	**Required Experience:** (a) Minimum 05 years of hands-on product management experience managing large-scale, high-availability, consumer-facing digital platforms, including a minimum of 2 years of end-to-end ownership of a B2C mobile application (Android/iOS). (b) Proven track record of driving product growth, including user acquisition, engagement, retention, and funnel/conversion optimization for consumer-facing applications. (c) Hands-on experience with design and prototyping tools such as Figma, Sketch, or similar, with the ability to create and review wireframes and user flows and to critically evaluate UI/UX in collaboration with design teams. (d) Experience owning and driving product roadmaps, including the use of prioritization frameworks, cross-functional stakeholder alignment, and quarterly or milestone-based planning. (e) Strong experience with product analytics and experimentation tools such as Mixpanel, Amplitude, CleverTap, Firebase, or similar, to track user behaviour, define KPIs, and support data-driven product decisions. (f) Experience managing external development vendors, including requirement definition, review of deliverables, timeline management, risk mitigation, and quality assurance. (g) Working knowledge of Agile/Scrum methodologies, with hands-on experience using tools such as Jira, Trello, or Asana for sprint planning and delivery tracking. (h) Hands-on experience with transaction-heavy and regulated digital platforms, such as payments, mobility, transport, or other large-scale consumer ecosystems handling high transaction volumes. (i) Strong understanding of end-to-end transaction lifecycles, including transaction initiation, authorization and posting, settlement and reconciliation processes, handling of failures and retries, exception management, and processing of refunds, reversals, and chargebacks. (j) Experience working with financial or quasi-financial systems, ensuring data integrity, auditability, compliance, and operational reliability in high-availability environments. **Preferred Experience:** (a) Experience working in a startup or high-growth product organisation, with exposure to fast-paced, iterative product development and frequent releases. (b) Fintech or payments product experience, including wallets, recharges, transaction flows, or integration with banking and payment ecosystems such as UPI, BBPS, or similar platforms.

	(c) Experience contributing to large, citizen-facing digital platforms in mobility, payments, transport, or public infrastructure domains.
	(d) Experience working within multi-stakeholder ecosystems, involving coordination with government bodies, banks, technology partners, vendors, and operations teams.
	(e) Familiarity with regulated and compliance-driven environments, including data protection, security, auditability, and SLA-based service delivery.
	(f) Experience building or scaling super-apps or multi-feature consumer platforms supporting diverse user journeys and use cases.
	(g) Exposure to marketplace or service-discovery features, such as listings, search, recommendations, or similar consumer navigation mechanisms.
	(h) Experience with app growth and discoverability, including app store optimization (ASO), ratings and reviews management, and user feedback analysis.
Job Description	RajmargYatra is NHAI's flagship citizen app: the digital companion for millions of Indians traveling on national highways. From FASTag recharges and toll passes to SOS emergencies, facility discovery, and grievance redressal, it's becoming the super-app for highway travel. As Product Manager, you will own this product end-to-end and drive its next phase of growth. **Product Ownership** • Own the product roadmap for Rajmargyatra: define vision, prioritise features, and align stakeholders across NHAI, IHMCL, and technology partners • Write clear PRDs, user stories, and acceptance criteria; create wireframes and user flows in Figma for new features • Manage the external development vendor: define requirements, review designs and code quality, drive timely releases **Drive Growth** • Define and own product KPIs: downloads, DAU/MAU, transactions, feature adoption, retention, and user ratings • Analyse user behaviour using analytics tools; identify drop-offs, optimize funnels, and improve conversion rates • Drive adoption of key features: FASTag recharge, toll pass purchases, SOS, facility discovery, and grievance filing • Improve app store ratings through better UX, bug fixes, and proactive user feedback management **Build & Expand**

	• Launch new features that enhance the highway travel experience :real-time traffic, route planning, nearby amenities, loyalty programs, and more
	• Manage integrations with payment gateways, FASTag ecosystem (NPCI/NETC), banks, and third-party service providers
	• Ensure seamless performance across devices, networks, and low-connectivity scenarios typical of highway travel
	• Oversee Play Store and App Store releases: versioning, staged rollouts, hotfixes, and compliance
	Any other responsibility as assigned by IHMCL during the tenure.
Leaves	08 Casual Leaves and 15 Sick Leaves in a calendar year (Prorated from date of Joining). All types of leaves are non-cumulative and non-encashable

Product Manager – 1033 Helpline	
Particulars	**Details**
Designation	Product Manager – 1033 **Helpline**
Location	Delhi, India
Number of Posts	One (01)
Method of Recruitment	On Contract basis
Period of Contract	On Full-Time Contract basis initially for a period of 03 years, which may be extended to two years, subject to performance appraisal, with the approval of the Competent Authority
Monthly Remuneration Bands (Rs.)	Rs. 2,00,000/- – 3,00,000/- Higher remuneration may be considered in exceptional cases, based on qualifications, experience, and market benchmarks, as per IHMCL policy and approval of the Competent Authority.
TA/DA	No TA/DA shall be admissible for joining the assignment or on its completion. However, the Product Managers shall be allowed for TA/DA and Hotel accommodation for their travel inside the country in connection with the official work, at the same rates as admissible to Manager level officers in IHMCL.
Educational Qualification	**Basic Qualification:** Bachelor's degree in Science / Computer Application / Technology / Engineering / Design / Business / Commerce / Economics or any other discipline with relevant experience, from a recognized university/institute. **Desirable qualification:** Master's degree in Science/ Computer Applications/ Technology/ Engineering/ Design/ Business Administration/ Product Management/ Information Systems Management/ Operations, or Technology Management, from a recognized university or institute.
Age Limit	Not exceeding 40 years as on prescribed last date of receipt of online applications.
Experience	<u>Required Experience:</u>

	(a) Minimum 05 years of hands-on experience managing large-scale, mission-critical digital platforms, including emergency response and public safety systems such as 1033, 112, 108 ambulance services, fire services, disaster management control rooms, or comparable high-availability platforms. (b) Strong experience in managing complex, workflow-driven product ecosystems, including CRM, case management, grievance management, workflow automation systems, mobile applications, and supporting backend platforms. (c) Proven experience in mobile application product/project management, including roadmap ownership, feature prioritisation, release planning, and coordination with development and operations teams. (d) Hands-on experience in system integrations, including API-based and microservices-driven integrations across CRM systems, mobile applications, dispatch systems, and backend services. (e) Demonstrated ability to define, implement, and monitor SLAs and operational KPIs, including escalation mechanisms and ownership models, covering metrics such as response time, dispatch time, on-ground arrival time, resolution time, and overall service performance. (f) Experience managing technology vendors and system integrators, including review of technical designs, milestone-based delivery, UAT coordination, production rollouts, and post-go-live stabilisation. (g) Familiarity with product analytics, system monitoring, and operational dashboards, covering performance metrics, SLA compliance, uptime, and operational health. (h) Working knowledge of SDLC methodologies, particularly Agile/Scrum, with hands-on experience using task and delivery management tools such as Jira or similar platforms. **Preferred Experience:** (a) Experience in call centre, contact centre, or helpline operations, with a clear understanding of call-handling workflows, IVR configuration, call routing logic, agent desktop systems, and command-centre operations. (b) Exposure to Computer-Aided Dispatch (CAD) and incident management platforms, covering incident logging, prioritisation, dispatch, tracking, and closure in real-time operational environments. (c) Experience with AI-driven operational solutions, such as chatbots, voice bots, NLP-based intent identification,

	automated ticket or incident creation, and intelligent call or case triaging.
	(d) Familiarity with GIS and location-based systems, including mapping, location capture, nearest-resource identification, dispatch logic, and integration with Emergency Location Services (ELS).
	(e) Experience working on large, real-time, high-availability digital systems, including 24×7 operations, emergency response platforms, or mission-critical citizen service environments.
	(f) Demonstrated capability in improving emergency response performance, through initiatives such as automated call triaging, intelligent incident classification, priority-based routing, and SLA-driven dispatch optimisation.
	(g) Experience in handling and resolving transaction or service disputes using rule-based and agent-assisted AI systems, enabling faster resolution timelines (e.g., within 48-72 hours), reduced manual intervention, and lower repeat escalations.
	(h) Strong understanding of integrated command-and-control system architectures, including call-handling and dispatch platforms, CRM systems, APIs, databases, GIS/LBS components, and end-to-end system integrations.
Job Description	1033 is the emergency helpline for India's national highways: a real-time, life-saving platform that connects distressed travelers to emergency responders within minutes. As Product Manager, you will own and scale the digital ecosystem that powers this service. **Product Ownership** • Own the product roadmap for the 1033 platform: including the incident management system, responder mobile app, auto-dispatch engine, and integration layer • Define product vision and drive feature prioritisation based on user needs, operational feedback, and business impact • Translate complex operational requirements into clear PRDs, user stories, and acceptance criteria **Build & Scale** • Lead end-to-end delivery of new product features and system enhancements :from discovery to production rollout • Build and improve the auto-dispatch system that uses real-time location intelligence to identify and route the nearest responder • Drive AI/ML initiatives including intelligent call routing, automated incident classification, and chatbot/voicebot integration • Architect seamless integrations across CRM, dispatch, GIS, mobile apps, and backend services using APIs and microservices **Drive Impact**

	• Define and track product KPIs :response time, dispatch accuracy, system uptime, user adoption :and drive improvements • Use data and analytics to identify bottlenecks, improve workflows, and enhance the end-to-end emergency response journey • Work closely with operations, engineering, and vendor teams to ensure platform reliability and performance at scale *Any other responsibility as assigned by IHMCL during the tenure.*
Leaves	08 Casual Leaves and 15 Sick Leaves in a calendar year (Prorated from date of Joining). All types of leaves are non-cumulative and non-encashable

IMPORTANT DATES	
TIME LINES	
Opening Date for Registration of Application	04.02.2026
Last Date for submission of Application	03.03.2026

14.   IMPORTANT CONDITIONS:

14.1. The candidates applying the posts should ensure the **following: -**

(i)   **MINIMUM ESSENTIAL QUALIFICATION & EXPERIENCE:** The Applicant must fulfil the essential qualification & experience for the Post as mentioned above as well as other conditions stipulated in this Advertisement. The Applicant is advised to satisfy themselves before applying that they possess at least the essential qualification / experience as laid down for the post. No inquiry asking for advice as to eligibility will be entertained.

(NOTE: The prescribed essential qualification(s)/experience are the minimum and the mere possession of the same does not entitle candidates to be considered for appointment).

(ii)   **PROCEDURE TO APPLY:**

1.   Applicants can send their Duly filled-in Curriculum Vitae (CV) through email **recruitment@ihmcl.com** or through registered post at following address with subject line and envelope super-scried with **"Application for the Post of Product Manager-Rajmargyatra / 1033 Helpline IHMCL"** on or before **03.03.2026:**

> Vice President (HR & Admin)
> **INDIAN HIGHWAYS MANAGEMENT COMPANY LIMITED**
> **Corporate. Office: 2nd Floor, Asia Bhawan, Sector-9, Dwarka, New Delhi- 110 077 (India))**

(i) The CV should essentially include the broad details (not exhaustive) as per the prescribed format enclosed as **Annexure-A** to this advertisement.

(ii) The Applications may be submitted by 03.03.2026.

2. The applicants are advised to fill the application form carefully in accordance with the eligibility criteria and experience mentioned for the post(s). Applications incomplete in any respect, shall be summarily rejected without any notice. It may be noted that any subsequent clarification regarding job profile / experience etc. at a later date will not be entertained under any circumstances.

(iii) GENERAL CONDITIONS FOR THE APPLICANTS:

1. The post is currently based in New Delhi.

2. The applicants are advised to fill the application form carefully in accordance with the eligibility criteria and experience mentioned above. It may be noted that the entire selection process shall be carried out on the basis of the entries made by the applicant in his / her application form and no request shall be entertained under any circumstances for any alteration / modification / change in the entries made by the applicant in the application form.

    Note: The candidates are advised to submit the Recruitment Application well in advance without waiting for the closing date.

3. In case of any dispute/ambiguity that may occur in the process of selection, the decision of the IHMCL shall be final. Applicants are advised to satisfy themselves before applying that they possess the essential qualifications laid down in the advertisement.
4. In case the number of applications received in response to this advertisement is large, IHMCL may at its sole discretion, screen down the applications based on an objective criterion devised for this purpose. The IHMCL may conduct selection on the basis of Written Test/General Discussion (GD)/Personal Interview (PI)/Presentation or as may be decided by the Competent Authority.

5. Any dispute in regard to any matter referred to herein shall be subject to the jurisdiction of Delhi Courts only.

6. In case of any inadvertent mistake in the process of selection, which may be detected at any stage even after issuing an appointment letter, the IHMCL reserves the right to modify/withdraw/cancel any communication made to the applicant.

7. Applicants must NOT furnish any particulars that are false, tampered or fabricated, or suppress any material / information while submitting the application and self-certified copies/testimonials.

8. **SC/ST/Minority Community / Women / Persons with Benchmark Disability are encouraged to apply.**

9. Crucial date for determination of eligibility shall be the last date prescribed for the receipt of applications.

10. Canvassing or bringing influence in any form will disqualify the candidature.

11. The advertisement can be withdrawn at any time at the discretion of the Competent Authority without assigning any reasons thereof.

12. 'Corrigendum' or 'Addendum' or 'Cancellation' to this advertisement, if any, shall be published only on the website of IHMCL and will not be published in the newspapers. Therefore, the Applicants are advised to check the website of IHMCL regularly.

Address for Communication: **Vice President (HR & Admin)**   Indian Highways Management Company Limited (IHMCL)   Corporate Office: 2nd Floor, Asia Bhawan,   Sector-9, Dwarka, New Delhi-110 077 (India)   Tel. No. **+911135403600 / 200**

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