

Timeline	Day 1	Day 1	Day 2	Day 2	Day 2	Day 2 8:00 pm	Day 2 8:30 pm	
Stages	Awareness		Setup	Picking up Passengers	Dropping Passengers & Pickup		Battery swapping and transaction	Transferring earnings to Bank
Touchpoints	Safa-E app integration with DMRC		App & Representative	Parking area	Drop Points in the city & App		Battery swap booth and App	App and Bank
Journey of E-Rickshaw Driver (Primary User)	<p>1</p> <ul style="list-style-type: none"> Raj wants a better way to lower his everyday expenses and optimize his work hours to sustain his livelihood. Registers with Safa-e and DMRC to use their service. 	<p>4</p> <ul style="list-style-type: none"> Raj signs up on the application. He completes his KYC and links bank account through his proof of identity. Links his bank account to wallet. 	<p>7</p> <ul style="list-style-type: none"> Raj locates nearest metro station for first battery swap process. Raj goes for his first battery swap. Representative helps Raj during first battery swap session. (Ayush) 	<p>14</p> <ul style="list-style-type: none"> Raj waits for the passengers outside metro stations. 	<p>18</p> <ul style="list-style-type: none"> Raj reaches to the drop point closest to the preferred location of the passenger (Aditi) and stops the vehicle. Raj finds passengers including (Aditi) 	<p>23</p> <ul style="list-style-type: none"> Raj picks up another passenger from the same location and drops them at their destination heading back towards the metro station. 	<p>28</p> <ul style="list-style-type: none"> Raj goes to the battery swapping booth in the metro station to swap out the discharged battery for a newly charged one. 	<p>31</p> <ul style="list-style-type: none"> Raj now transfers all the money collected in his DMRC wallet to his bank account through the app.
Journey of a passenger	<p>10</p> <ul style="list-style-type: none"> Aditi wants a transparent and regulated mode of transport with standardized prices that ensures safety and reliability while traveling. Looks for alternatives to local transport options. 		<p>13</p> <ul style="list-style-type: none"> Sets up DMRC Wallet by connecting Metro Card to the app for ease and standardized mode of payment 	<p>15</p> <ul style="list-style-type: none"> Aditi looks for an e-rickshaw driver outside the metro station and finds one in the parking area. Aditi scans the QR code available in the E-rickshaw at the parking area from the DMRC app to start the journey. 	<p>19</p> <ul style="list-style-type: none"> Aditi scans the QR code available on the E-rickshaw again to end the ride when she reaches the drop point nearest to her destination. 	<p>24</p> <ul style="list-style-type: none"> Other passengers keep hopping in and out to get to their destinations and pay through the QR codes available in the E-rickshaw. 		
Line of interaction								
Front Stage Actions (E-Rickshaw driver)	<p>2</p> <ul style="list-style-type: none"> Displays registration interface. Shows the subscription plan. Log in credentials. 	<p>5</p> <ul style="list-style-type: none"> Get introduced to the app. (how the app works) Provides details about app services. Gets a QR that connects his wallet to his ID. 	<p>8</p> <ul style="list-style-type: none"> Ayush guides him through the first battery swap process. Raj scans the QR code at the booth to receive the battery for the first time. Raj installs the battery in his E-rickshaw. 	<p>16</p> <ul style="list-style-type: none"> Shows that the ride started and records the distance covered 	<p>20</p> <ul style="list-style-type: none"> Raj will get informed about the distance covered by Aditi. He also gets to know about the amount that Aditi pays. 	<p>25</p> <ul style="list-style-type: none"> Raj will get informed about the distance covered. He also gets to know about the amount that every passenger needs to pay. 	<p>29</p> <ul style="list-style-type: none"> He puts back the used battery in the booth. Raj scans the QR code through the Safa-E app available at the machine to get a new battery. He installs the battery in his E-Rickshaw. 	<p>32</p> <ul style="list-style-type: none"> Raj gets informed about the money collected in the app and transfers it to his bank.
Front Stage Actions (Passenger)	<p>11</p> <ul style="list-style-type: none"> Downloads DMRC application. 	<p>12</p> <ul style="list-style-type: none"> Shows option to link metro card with the DMRC Wallet app. Or link it with QR code available on metro card. 	<p>13</p> <ul style="list-style-type: none"> Shows option to scan QR code after pressing on start ride on the app. 	<p>16</p> <ul style="list-style-type: none"> Shows that the ride started and records the distance covered 	<p>21</p> <ul style="list-style-type: none"> Aditi gets to know about the amount that will get deducted. Aditi scans the code from her app and money gets deducted from her card. 	<p>26</p> <ul style="list-style-type: none"> Passengers get to know about the amount that will get deducted. All of them scan the code from their app and money gets deducted from their metro cards. 		
Line of Visibility								
Back Stage Actions (E-Rickshaw Driver)	<p>3</p> <ul style="list-style-type: none"> Verification of profile. Create driver profile with number plate. 	<p>6</p> <ul style="list-style-type: none"> Designate QR Code Safa-E service gets informed 	<p>9</p> <ul style="list-style-type: none"> Safa-E will receive data on the first battery swapped and the driver's credentials. Money gets deducted from Raj's wallet automatically on scanning QR code. 	<p>16</p> <ul style="list-style-type: none"> The ride starts when the passenger scans a QR code. App Starts tracking the distance covered. 	<p>22</p> <ul style="list-style-type: none"> The app will get to know the number of rides completed by Raj and the money obtained in his wallet. 	<p>27</p> <ul style="list-style-type: none"> The app will get to know the number of rides completed by Raj and the money obtained in his wallet. 	<p>30</p> <ul style="list-style-type: none"> Safa-E will receive data on the battery swapped and the driver's credentials. Money gets deducted from Raj's wallet automatically on scanning QR code. 	<p>33</p> <ul style="list-style-type: none"> Money gets transferred from Raj's DMRC wallet to his bank account.
Back Stage Actions (Passenger)		<p>6</p> <ul style="list-style-type: none"> Metro card gets linked to the app and shows the balance in the card. 		<p>17</p> <ul style="list-style-type: none"> The ride starts when the passenger scans a QR code. App gets to know how many passengers are traveling Starts recording the distance covered. 	<p>22</p> <ul style="list-style-type: none"> The per km cost gets calculated and gets divided between the number of passengers taking the ride automatically. Money gets deducted from Aditi's metro card. Money gets transferred to DMRC Wallet of Raj. 	<p>27</p> <ul style="list-style-type: none"> Money gets deducted from the metro cards of all passengers. Money gets transferred to DMRC Wallet of Raj. 		
Line of internal interaction								
Support Processes (E-Rickshaw driver)	<ul style="list-style-type: none"> App development. Bank and metro collaboration 	<ul style="list-style-type: none"> Having a user-friendly and intuitive application for drivers with preferred language choice. FAQs and customer help. 	<ul style="list-style-type: none"> Having representative to guide drivers and maintain booths at metro stations. 	<ul style="list-style-type: none"> GPS integration. 	<ul style="list-style-type: none"> App development of a virtual meter in app 	<ul style="list-style-type: none"> App development of a virtual meter in app 	<ul style="list-style-type: none"> Booth maintenance and availability of charged batteries. 	<ul style="list-style-type: none"> DMRC wallet and bank integration.
Support Processes (Passenger)	<ul style="list-style-type: none"> App development. 	<ul style="list-style-type: none"> Having a user-friendly and intuitive application for passengers FAQs and customer help. 	<ul style="list-style-type: none"> Integrating with DMRC 	<ul style="list-style-type: none"> GPS integration. 	<ul style="list-style-type: none"> DMRC metro card to Wallet integration. 	<ul style="list-style-type: none"> DMRC metro card to Wallet integration. 		
Sustainability Actions	<ul style="list-style-type: none"> E-Rickshaws are a green mode of transport reducing Carbon Footprint 	<ul style="list-style-type: none"> Negates the need of owning Lead Acid Batteries which are harmful for the environment and are needed to be replaced every 6 months 	<ul style="list-style-type: none"> Lithium Ion Batteries are environmentally friendly The system formed relies on the existing infra of DMRC. 	<ul style="list-style-type: none"> Upliftment of the image of E-Rickshaw Drivers in the Society 				