

# Project Proposal: On-Demand Ride-Hailing System

## Project Overview

The proposed project aims to develop a comprehensive on-demand ride-hailing system, consisting of Android applications for customers and partners, a support web application, and an administrative web application. This system will provide a seamless and user-friendly experience for customers to request rides, for partners (drivers) to accept and complete those rides, for support staff to assist with customer issues, and for administrators to manage and monitor the entire platform.

## Project Objectives

### **User Registration and Authentication:**

- Implement user registration, login, and password reset functionality for both customers and partners.

### **Pricing Information:**

- Allow customers to view the estimated price of a ride before confirming their request.

### **Ride Request and Tracking:**

- Enable customers to request rides, track their rides in real-time, and use OTP (One-Time Password) for ride verification.

### **Order History:**

- Provide customers with a history of their past ride orders, including details of each ride.

### **Wallet Management:**

- Allow customers to manage their digital wallets for making online payments.

### **Payment Options:**

- Implement online payment and Cash on Delivery (COD) options for customers' convenience.

### **Customer Profile:**

- Create a customer profile page for managing personal information.

### **Customer Support:**

- Develop a customer support page for users to seek assistance with their ride-related issues.

### **Rating System:**

- Implement a rating system for both customers and partners to provide feedback and ratings.

**Partner Registration and Documents:**

- Enable partners to register and upload necessary documents like driving licenses and Aadhaar cards.

**Ride Acceptance and Navigation:**

- Partners should be able to accept or decline ride requests and use navigation to reach pickup and drop-off locations.

**Partner Support:**

- Implement a support feature for partners to seek assistance with ride-related issues.

**Partner Ride and Payment History:**

- Partners should have access to their ride history and payment details.

**Support App (Desktop/Browser):**

- Support staff will have access to ride details, issue refunds, and user management features.

**Admin App (Desktop/Browser):**

- Administrators will be able to monitor and manage all user types, view analytics, create support users, and handle user accounts and cases.

## Project Timeline

The project will be divided into phases and milestones, with an estimated timeline of 4 to 5 months. The project will commence after the design phase is completed:

- **Design Phase (Pre-project):**
  - Duration: 2 weeks
  - Create the design and user interface for all components of the system.
- **Month 1: Project Initiation**
  - Gather requirements, plan project, and set up the development environment.
- **Month 2: App Development**
  - Develop customer and partner Android applications, including user registration and authentication, pricing information, ride request and tracking, order history, wallet management, and payment options.
- **Month 3: Support and Admin Applications**
  - Develop support and admin web applications, including support features, user management, and analytics.
- **Month 4: Testing and Quality Assurance**
  - Conduct thorough testing of all components, resolve issues, and refine the system.
- **Month 5: Deployment and Launch**
  - Deploy the system, ensure it is ready for public use, and launch it for customers and partners.

## **Budget and Resources**

With a budget of 2.5 to 3 lakhs, the project will require a dedicated team of Android developers, web developers, quality assurance testers, designers, and project managers to meet the established timeline. The budget will be allocated to cover development costs, infrastructure, and other necessary expenses.

**In closing**, we are excited about the potential of this project to bring a modern and convenient ride-hailing solution to users and partners. We are committed to delivering a high-quality system that aligns with your objectives, and we look forward to the opportunity to collaborate with you.