

Enhancing the Darshan Experience of Devotees

HCI Workshop

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Objective of the Study

How can we enhance the darshan experience of Devotees at Kamakhya Temple?

Specific Method Used at Field

Semi-structured Interview

Contextual Field Immersion

Study Insights & Design Avenues

Inference 1

Devotees search for alternatives of Darshan like Parikrama, Remote Darshan in case of less time availability, huge crowd, prasad delivery by post.

[Coping Strategies by Devotees]



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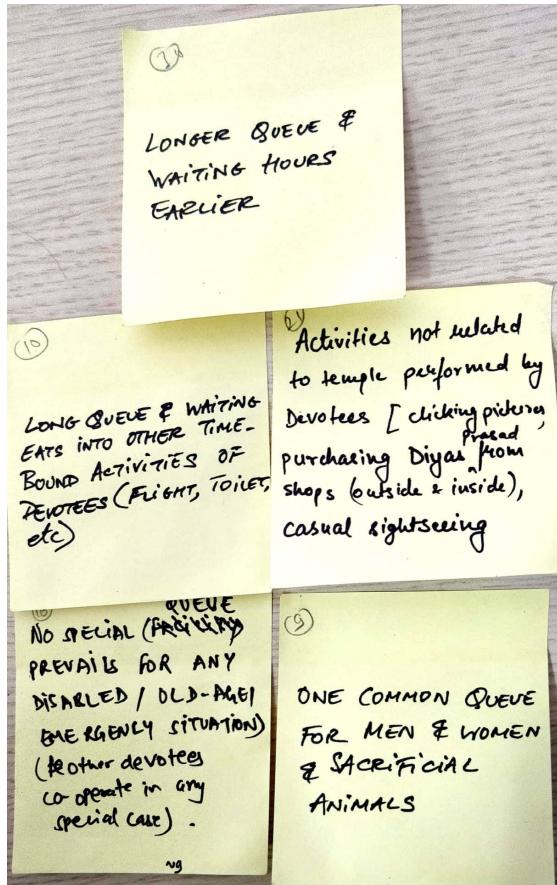
[Coping Strategies by Devotees]

Related Design Avenues

1. Suggesting Alternatives of Darshan
 - a. Augmented Reality Application to see inner view of temple while doing Parikrama
 - b. Providing live darshan to devotees standing in queue; (tv screen/virtual reality darshan experience)
 - c. Remote Darshan : online prasad delivery and payment portal

Inference 2

A single devotee queue to the temple leads to long waiting hours for Darshan and eats up time for other activities like clicking pictures, sightseeing, shopping etc. It also leads to lack of other emergency facilities.



Specific locations in temples are related to specific beliefs for people & the different rituals carried out at these locations.



Inference 2

A single devotee queue to the temple leads to long waiting hours for Darshan and eats up time for other activities like clicking pictures, sightseeing, shopping etc. It also leads to lack of other emergency facilities.

Related Design Avenues

1. **Emergency Exits** from the queue.
2. **Augmented Reality Application** for devotees standing in the queue; while standing in line people can see the specific information and stories about specific location inside temple.
3. Queue can have some **selfie/shopping spots** (Photographers can also be included)

Inference 3

A specific dedicated source doesn't exists about the already prevailing information for darshan timings, crowd, & temple's belief, tradition and history on regular days as well as specific occasions



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Related Design Avenues

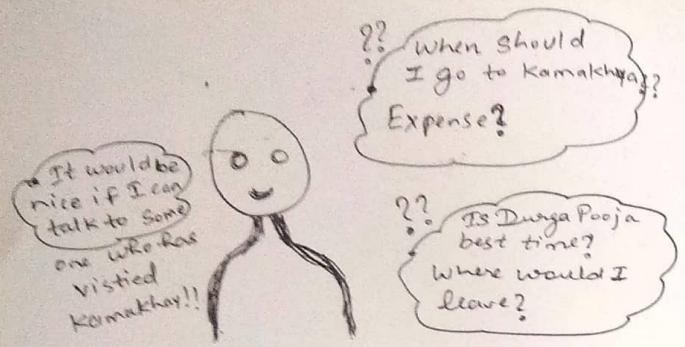
1. **Maa Kamakhya Devotee App**
 - a. Information about Darshan timing
 - b. Real time crowd mapping
 - c. Estimated time of Darshan
 - d. Information about specific events on festive time.
 - e. Information about saints
 - f. Talk to nearby devotees who have visited kamakhya
 - g. Integration of app features in tours and travel websites.
2. Helpline number - IVR (for uneducated / non-smartphone users)

Inference 4

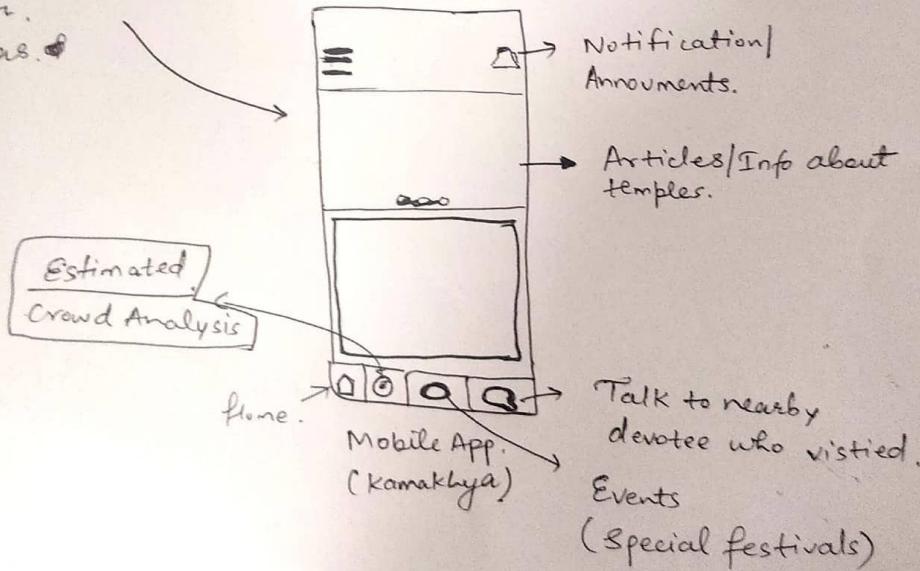
Different Devotee groups have various reasons for visiting the temple and use different transportation modes.

Related Design Avenues

1. **Maa Kamakhya Devotee App**
 - a. Information regarding available transport.



Mr. Sharma.
Kanpur.
60 years.



USE CASE #1

A devotee using App to get information.

Inference 5

Contrasting thoughts amongst devotees on Rituals & Practices (about mannat) that are unique to the Kamakhya Temple



Inference 5

Devotees Celebrate the femininity at Ambubashi through the sacred miracle of while silk cloth automatically turning red and collecting for good luck



<http://procaffenation.com/wp-content/uploads/2017/04/kamakhya-temple-1-1024x683.jpg>

Team Members at field



Thank You !