



ରାଷ୍ଟ୍ର ଚଲାର ହୋଲୋ ସମାଧାନ

Presented by



HOLO Tech Ltd.

Table of Contents

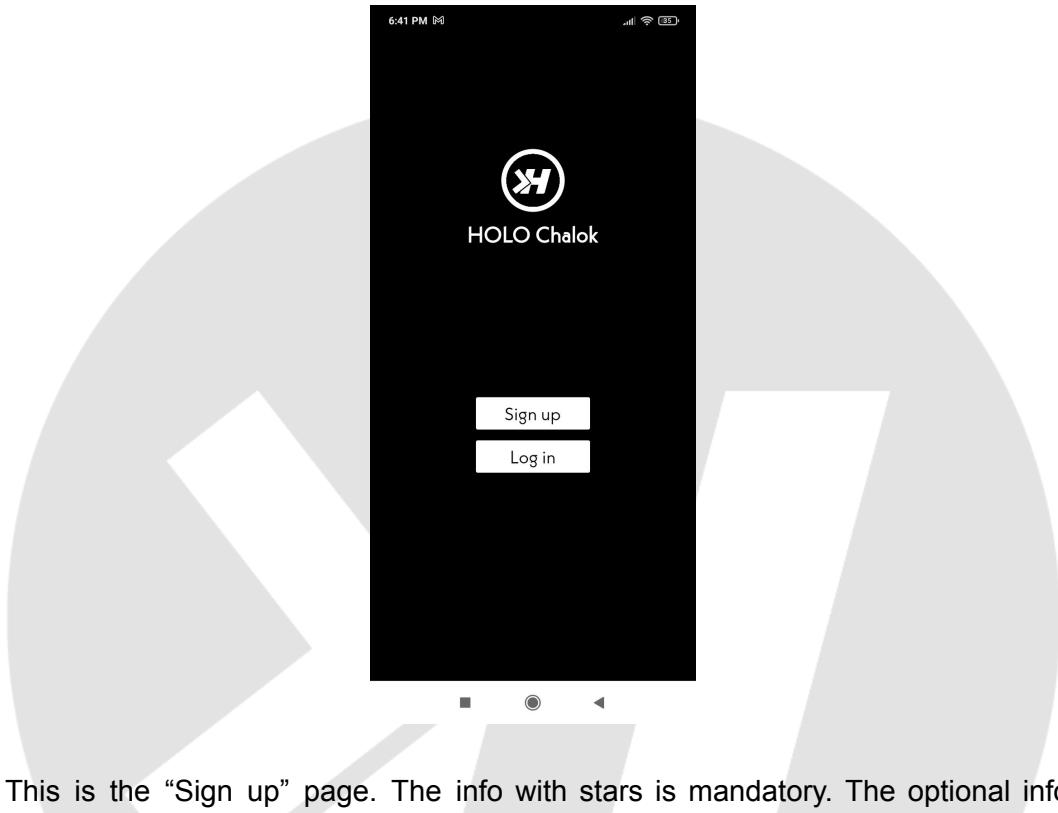
Chalok Instruction	2
How to Sign Up	2
Quick Ride	14
How to Set Route and Go Online	18
How to go offline to make yourself unavailable	24
How to Ride as a Chalok	27
How to complain as a Chalok	37
Chalok Safety Instruction	42



Chalok Instruction

How to Sign Up

1. Open the app. You will be on the opening page. Click on the “Sign up” button to go to the Sign up page.



2. This is the “Sign up” page. The info with stars is mandatory. The optional info is not mandatory, but those are also important for us and also for you to avail all the benefits. If you do not ride the vehicle, use a Chalok to operate, then you will be considered as the owner. Below is an explanation of the info -

- **Name** - Full Name of the Chalok, who will operate the vehicle.
- **Address** - Full address with format like - Floor, House no. , Road no., Area, City. This should be of the owner of the vehicle.
- **Phone Number** - The format is - 01xxxxxxxxx.
This number will be your identity for Holo. So be very careful and put the number you intend to use for your ride sharing service. The number should be used by the Chalok, but the sim should be owned by the owner, so that even if the Chalok changes, the operational number remains the same.
- **Email** - You will get the notifications and offers through your mail, so it is also important. This should be of the owner.
- **Emergency Contact Number** - This is the number we will contact in case of an emergency or if you're in some kind of danger or something like that. So put the phone number of the person you believe the most to come to your aid if you are in some kind of danger or accident.

If the vehicle is operated by a Chalok, this number should be the personal number of the owner.

- **Relationship with Chalok** - Relation with the person of the emergency contact number you have put above.Put “Owner” in case of a Chalok operating vehicle.
- **Gender**
- **Date of birth** - You can select the date. Put the date you have on NID.
- **Blood group** - This can be helpful in case of an emergency. This should be of the Chalok.
- **Password** - You need to put and memorize the password.

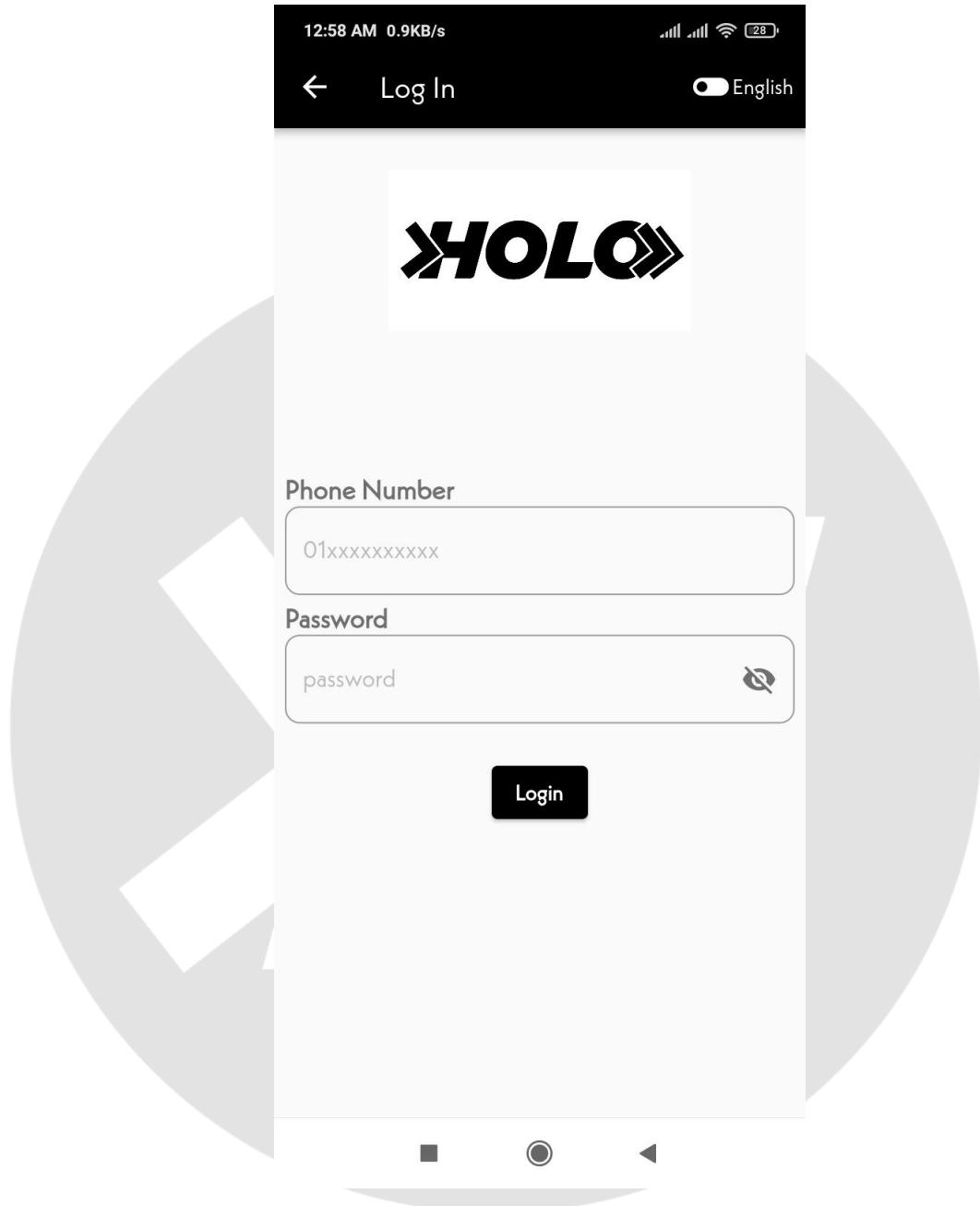
You can read the terms by clicking on the link. After reading, tik the link and press the “Submit” button.

The image shows two screenshots of a mobile application interface for "Chalok Sign Up".

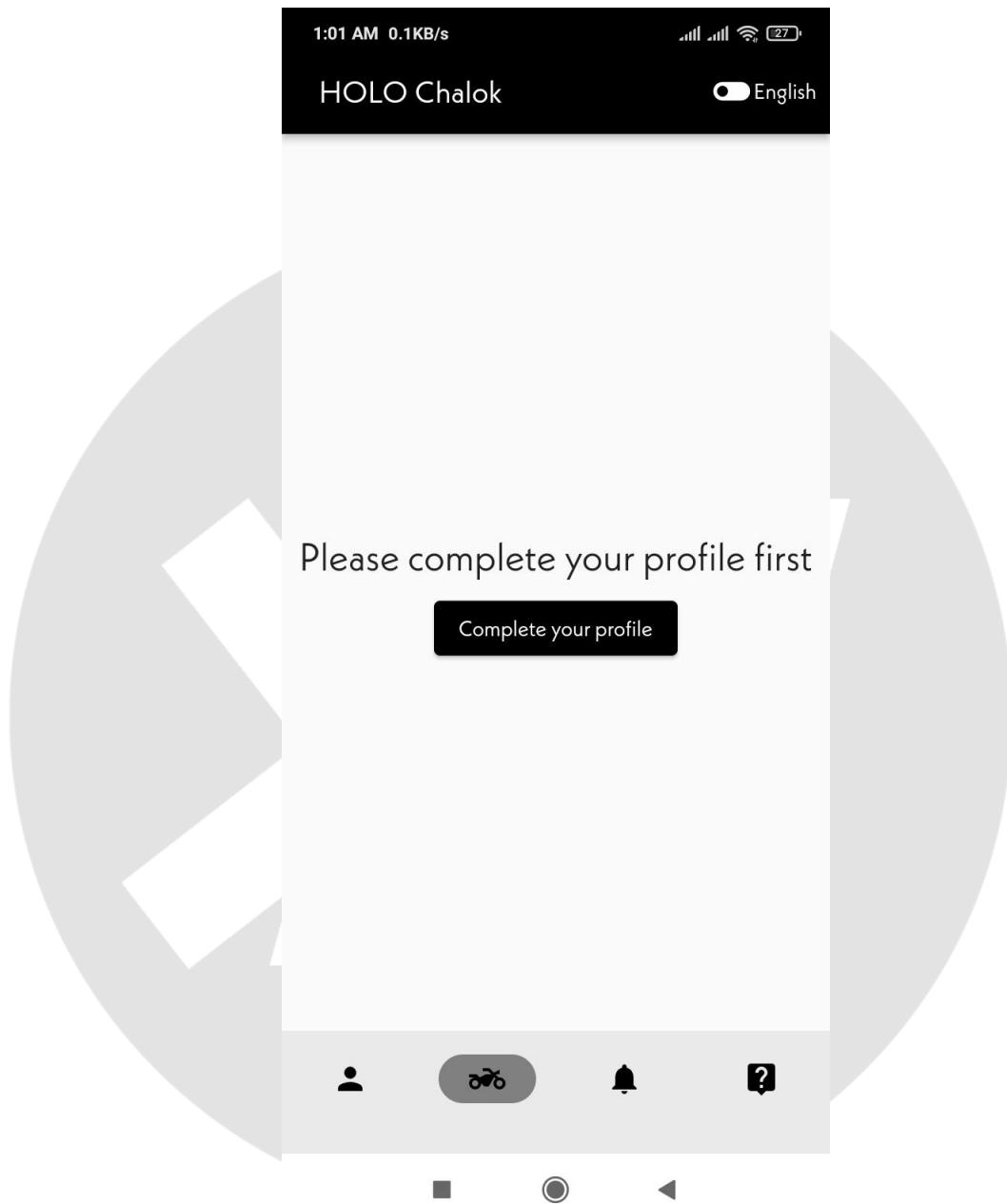
Screenshot 1 (Left): The screen displays fields for Name, Address, Phone Number, Email, Emergency Contact Number, Relationship with user, and Gender. The Gender field shows "Male" selected. At the bottom, there are navigation icons for back, forward, and home.

Screenshot 2 (Right): The screen displays fields for Date of birth, Blood group, Password, Retype Password, and a checkbox for accepting terms and conditions. The Gender field from the previous screen is also visible here. At the bottom, there is a "Submit" button.

3. After submitting the sign up info, you will be on this page. You can log in here.

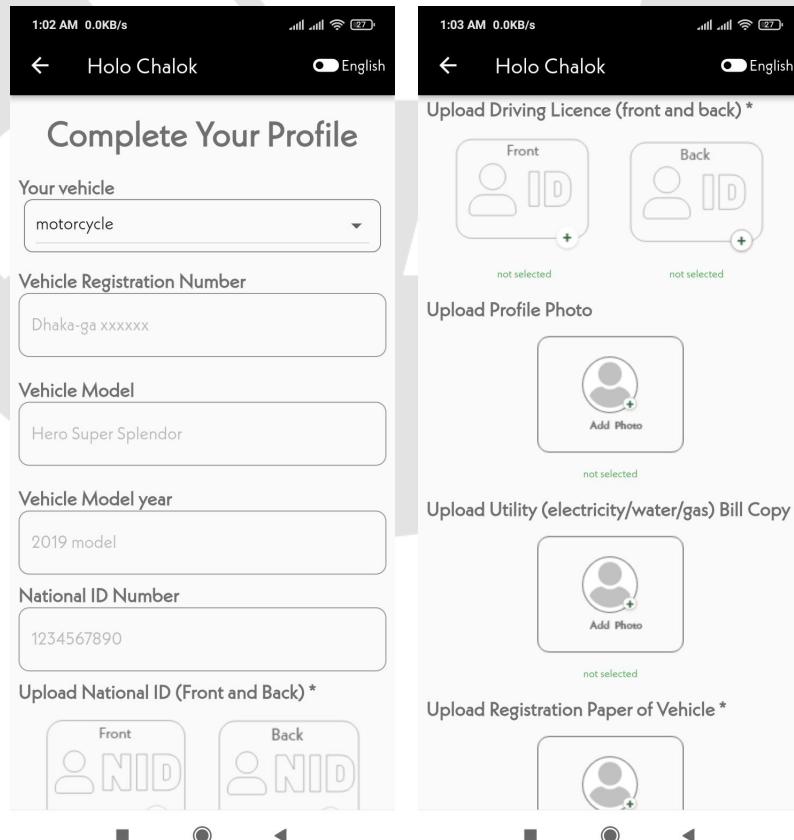


4. You will get to this page. You need to complete your profile to be able to use the app. Start the process by hitting the “Complete your profile” button.



5. We need these info to operate -

- **Your Vehicle** - Select Your vehicle. Right now we have only two options - Motorcycle and Scooty. But we will expand as soon as possible and add other vehicles.
- **Vehicle Registration Number** - The format is City/District-Serial. This should be on the number plate of the vehicle. e.g - **Dhaka Metro-LA-xx-xxxx**
- **Vehicle Model** - The model name of the vehicle. The format is "Name CC Color" e.g - **Bajaj Discover 125 Black**
- **Vehicle Model Year** - The year of the manufacture of the vehicle. e.g - **2021**
- **National ID Number** - The NID No. on your NID. This should be the NID of the Chalok who will operate the vehicle.
- **Upload National ID** - Upload the picture of the front side and back side of the NID of the Chalok. It would be helpful if the pictures are scanned copies and clearly visible.
- **Upload Driving License** - Upload the picture of front side and back side of the driving license of the Chalok. It would be helpful if the pictures are scanned copies and clearly visible.
- **Upload Profile Photo** - Upload a clear and presentable picture of the Chalok. So that jatri can recognize the Chalok with the profile photo.
- **Upload Utility Bill** - Upload the picture of a recent bill copy of any utility of the address given above. It would be helpful if the picture is scanned and clearly visible and the address is seen in the bill.



- **Upload Registration Paper** - Upload the picture of the Registration Paper of the Vehicle. It would be helpful if the pictures are scanned copies and clearly visible.
- **Upload Vehicle Fitness Paper (For Cars)** - Upload the picture of the Registration Paper of the Vehicle. It would be helpful if the pictures are scanned copies and clearly visible. Fitness papers are not necessary for motorcycles.
- **Upload Tax Token** - Upload the picture of the Tax Token of the Vehicle. It would be helpful if the pictures are scanned copies and clearly visible.
- **Upload Insurance Paper** - Upload the picture of the Insurance of the Vehicle. It would be helpful if the pictures are scanned copies and clearly visible.
- **Upload Owner's NID** - Upload the picture of the front side and back side of the NID of the Owner of the vehicle. It would be helpful if the pictures are scanned copies and clearly visible.
- Check the format you will ride. If you are a professional, meaning you depend on the ride sharing for your livelihood, then check "Professionally". If this is just a temporary thing, check "Non professionally".

1:03 AM 0.0KB/s 1:04 AM 0.1KB/s

Holo Chalok English

Upload Registration Paper of Vehicle *

not selected

Add Photo

Upload Vehicle Fitness Paper (For Cars)

not selected

Add Photo

Upload Vehicle's Tax Token *

not selected

Add Photo

Upload Vehicle's Insurance Paper

not selected

Add Photo

Upload Vehicle Owner's National ID (Front and Back), for Rental Vehicles

Front Back

not selected not selected

Will you ride professionally or non professionally?

Professionally

Non professionally

Which method will you use to receive payments from the Jatri?

Personal BKash

- Check the method the Chalok prefers to get the payment from the Jatri. As the money will be sent directly to your wallet, it would be appreciated if you prefer the digital payment methods with cash. Then you can get more jatris and can earn more.
- This is the number needed for your cashout option. Put the number and the method you want to get the cashout. If it is Bkash, then only the registered bkash number will be fine. But if you want to use any other method, the format is Name-Number. e.g. - "Rocket - 01xxxxxxxxx".

1:04 AM 0.0KB/s ⓘ

● ● ● ● 27%

← Holo Chalok ⚡ English

Professionally

Non professionally

Which method will you use to receive payments from the Jatri?

Personal BKash

Personal Nagad

Personal Upay

Personal Rocket

Cash

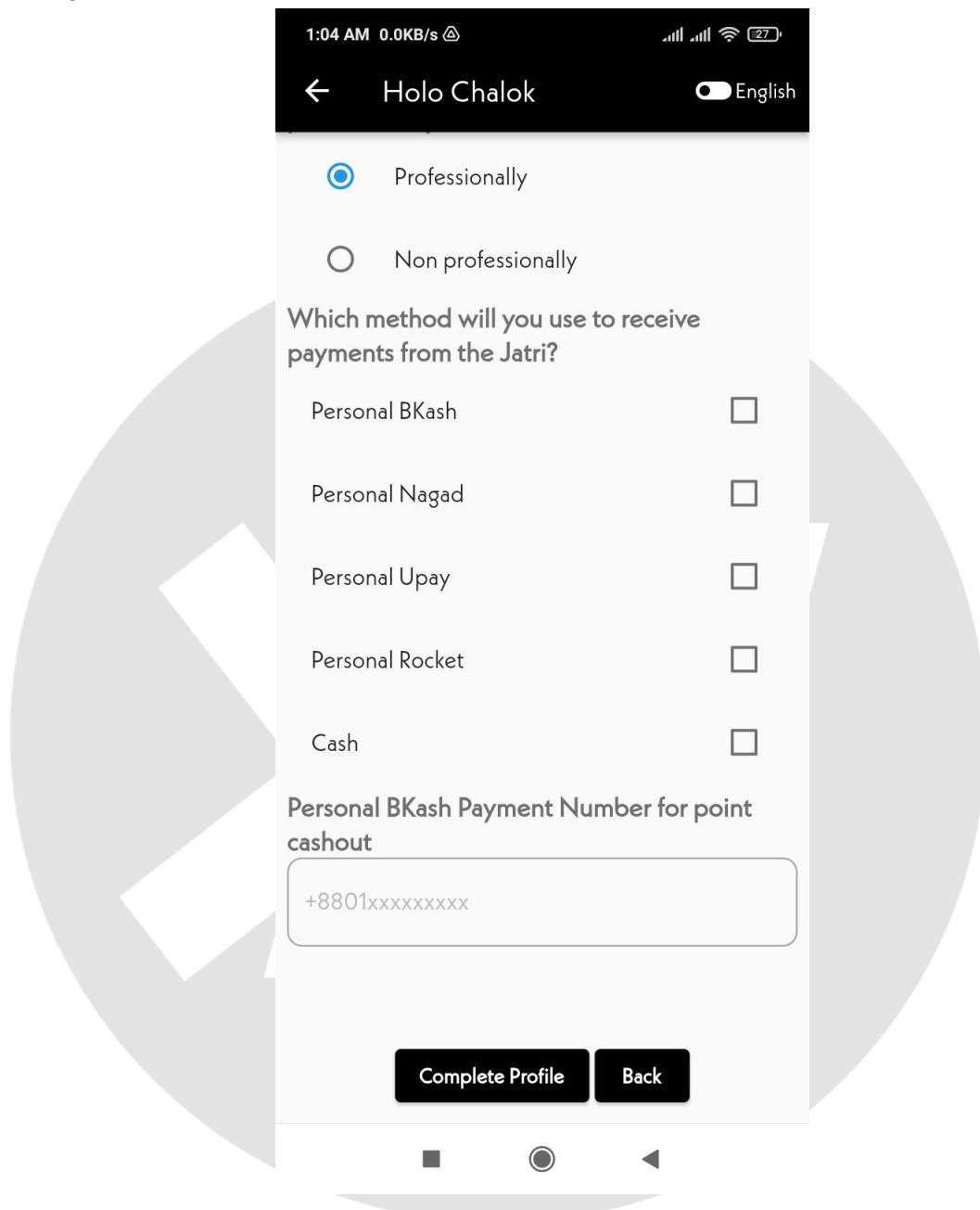
Personal BKash Payment Number for point cashout

+8801xxxxxxxxx

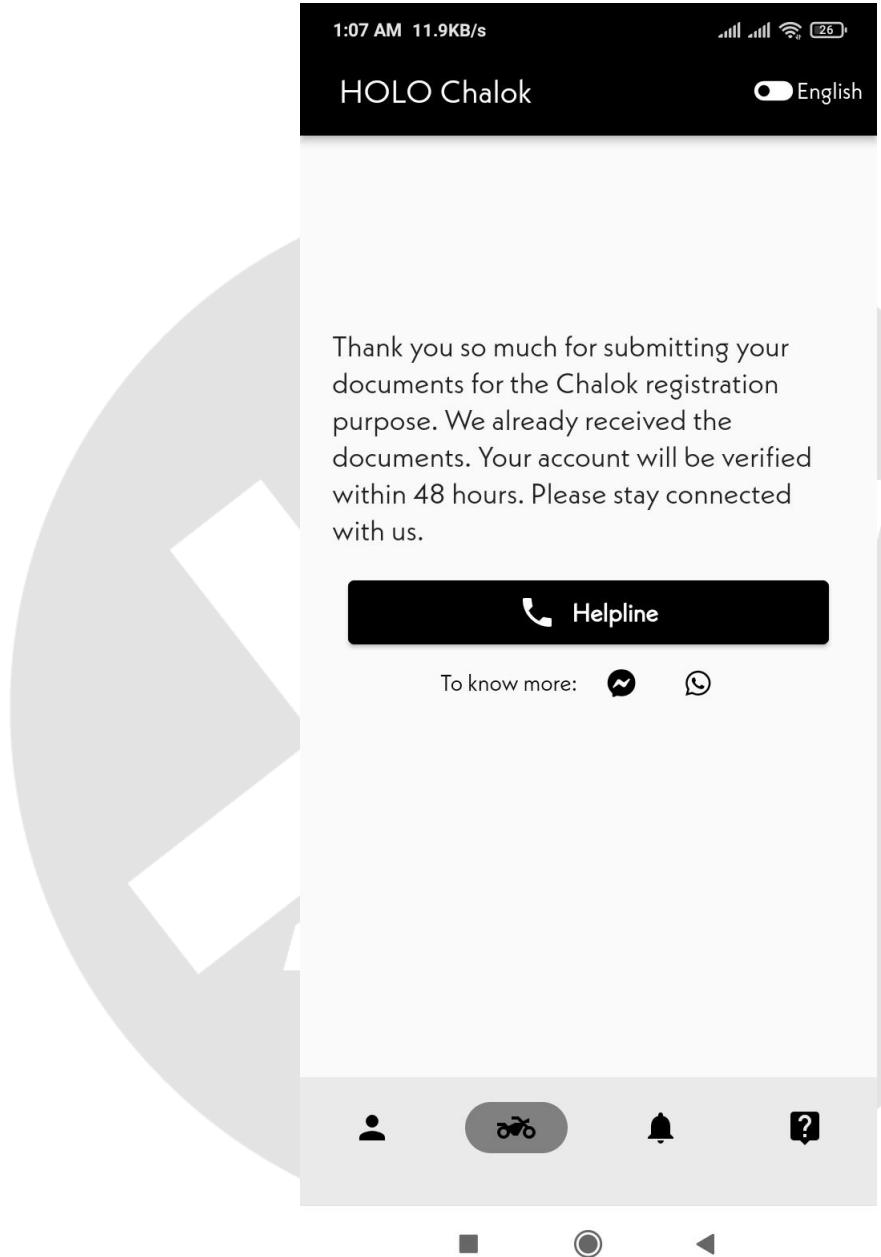
Complete Profile Back

■ ○ ◀

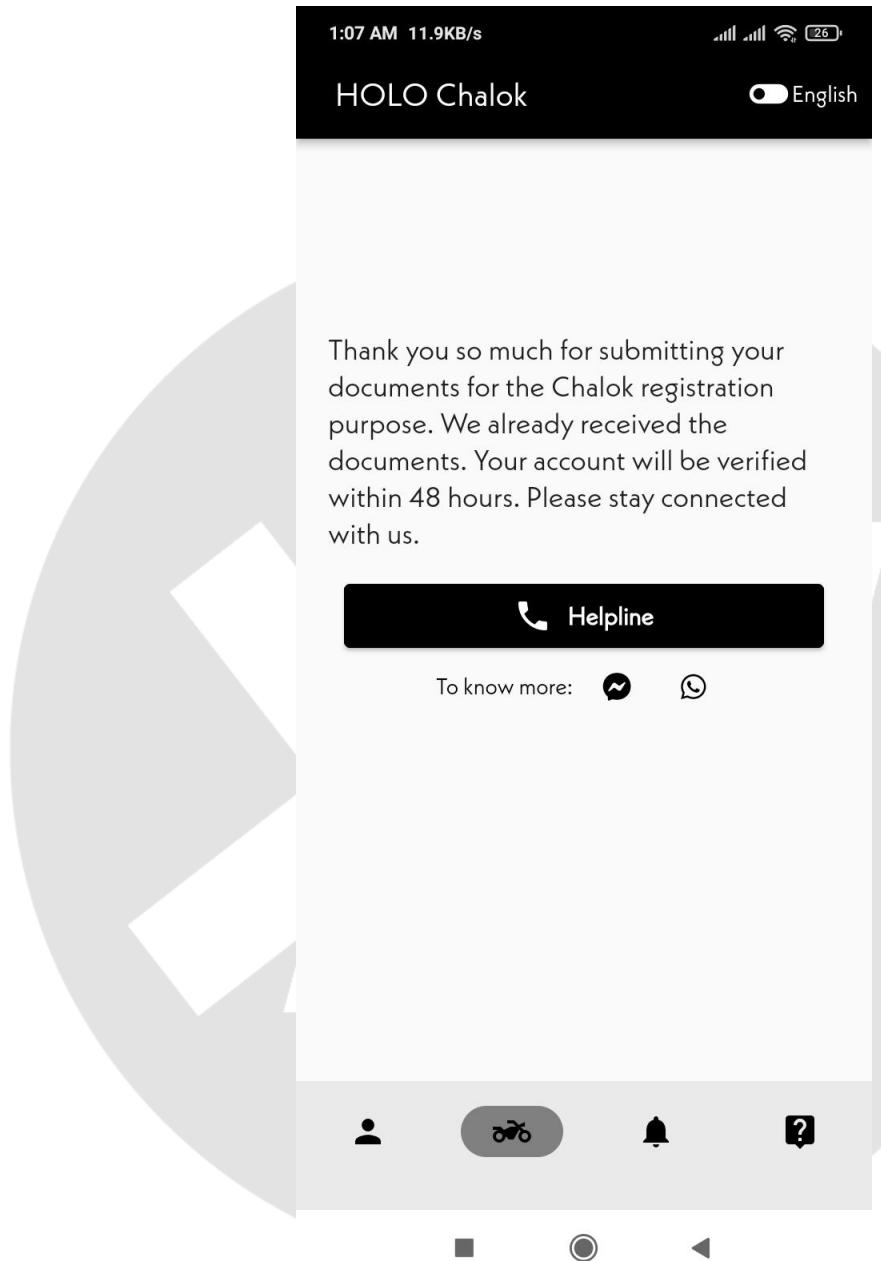
6. You need to press the button “Complete Profile” to proceed. Check all the info before hitting the button.



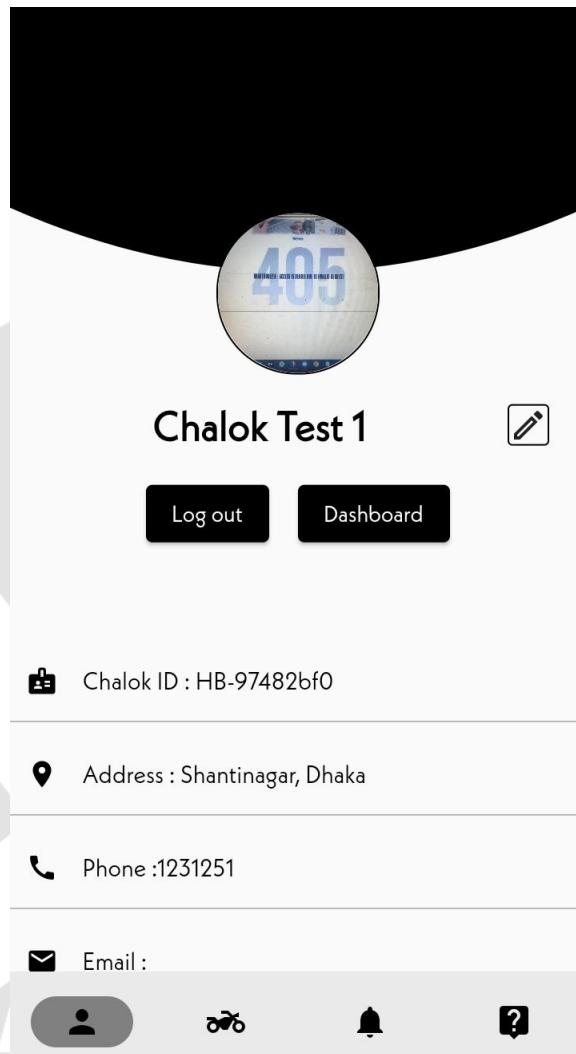
- After you successfully complete your profile, you will be on this page. Holo will check all the info and if there is a problem , will contact you (The Owner). If all the info is ok, then your ID will be verified and you will be able to earn through Holo. You can contact us in any way - through Phone, Messenger or What's app, if necessary.



8. If you want to edit any info, you need to send the info through What's app. And if you need to reupload any photo, you can go to the profile page by clicking the button on the left below corner.

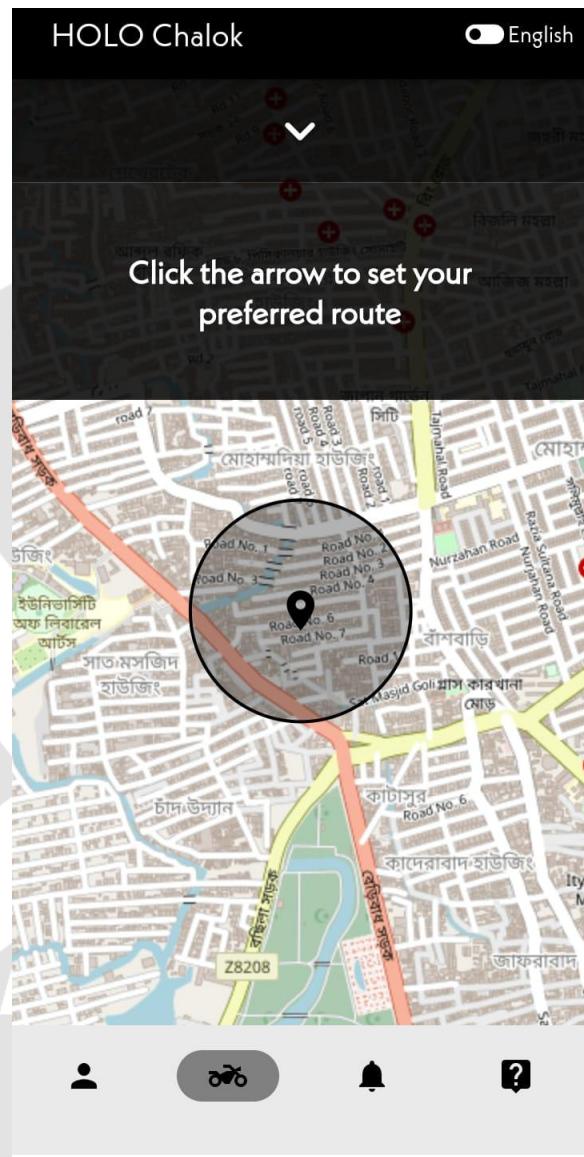


9. You can edit any photo before the verification. Press on the button beside the name to go to the edit page.



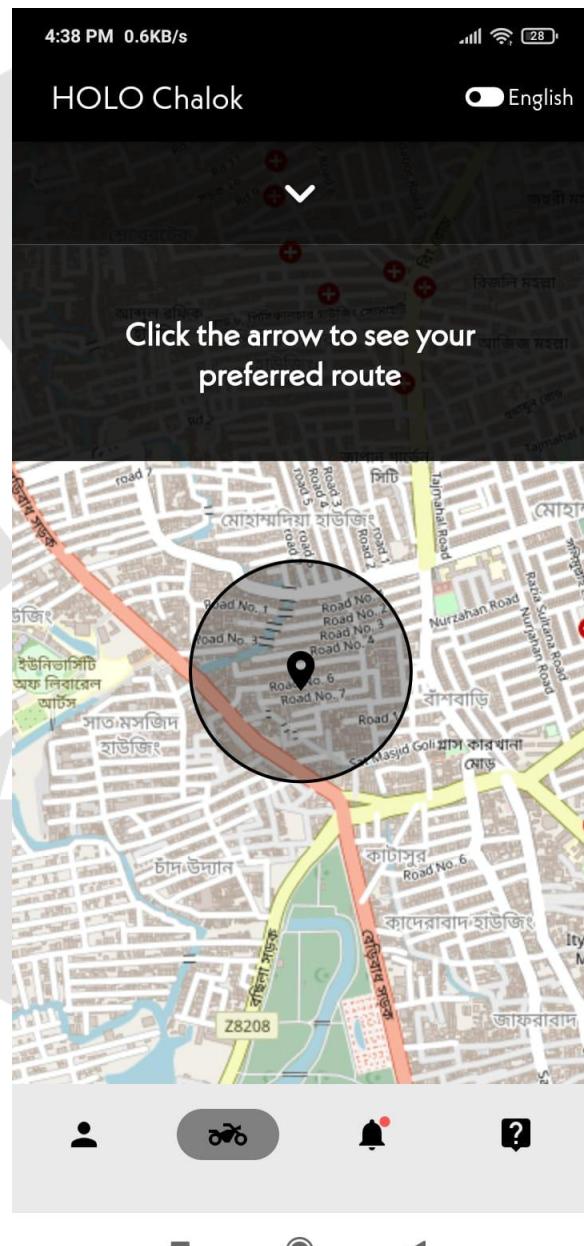
10. You will get to the edit photo page. You can upload any photo you want to change from before. Just upload and wait for the text to change from “not selected” to “uploaded”.
11. Once you get the “uploaded”, you can get back to the profile page by clicking the arrow on the upper left corner.

12. Now please patiently wait for the verification. After the verification is done, you will be on the landing page like below when you open the app. Enjoy the service.

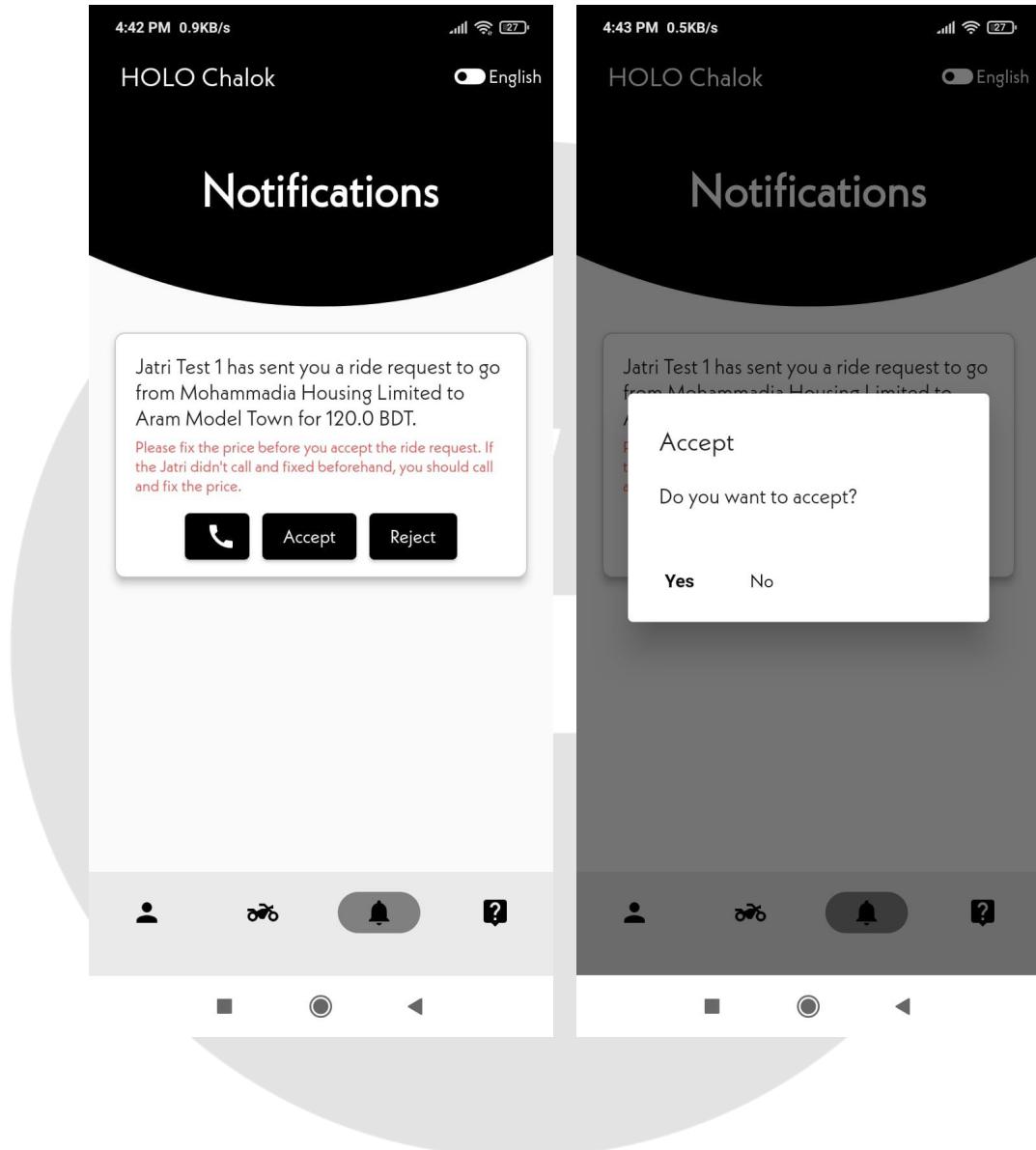


Quick Ride

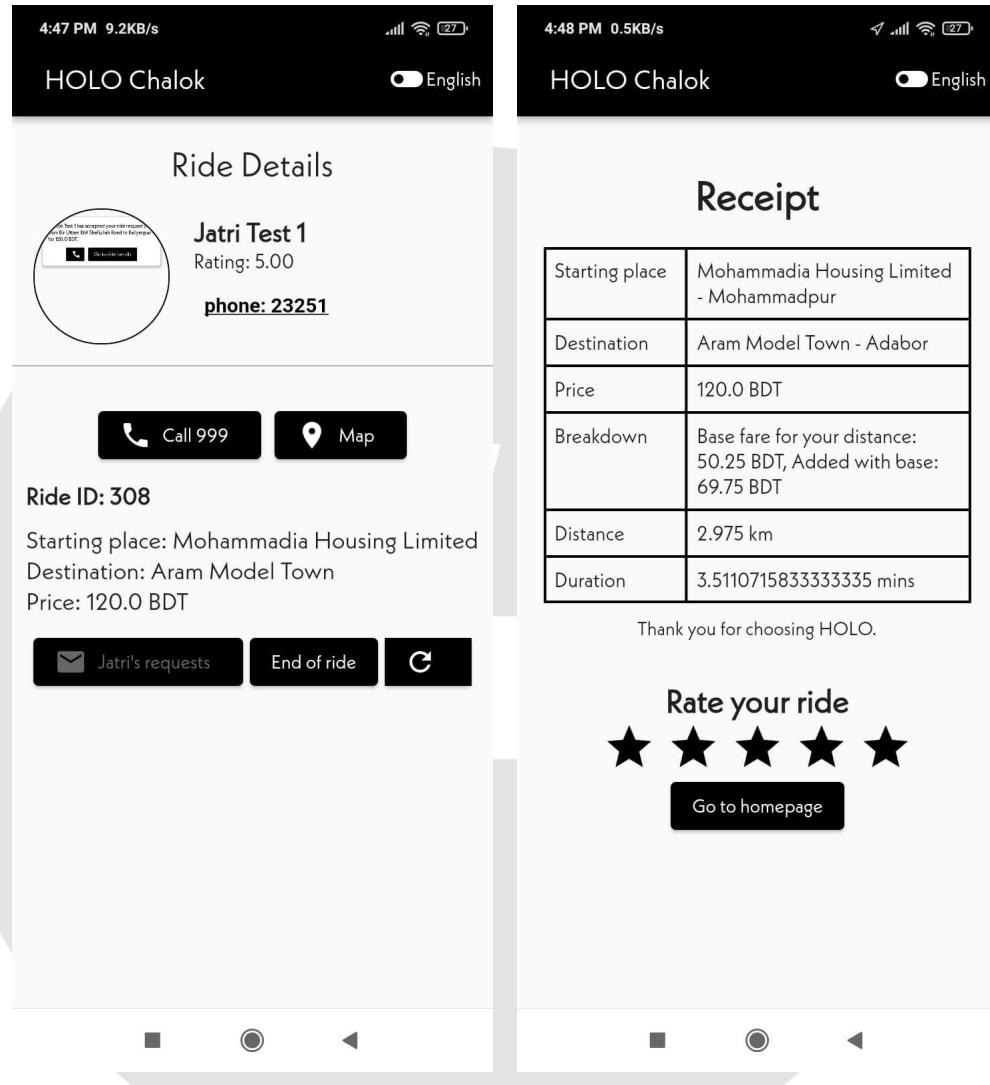
1. Activate a package and wait for Jatri.If you get a jatri, talk details with him/her, fix the price and tell jatri to send you a quick ride request from holo app.You will get a notification on the bottom right corner. You may not always get the light after a call due to a networking issue, so please check the notification section by clicking the notification icon on the 2nd button from bottom right corner sometimes.



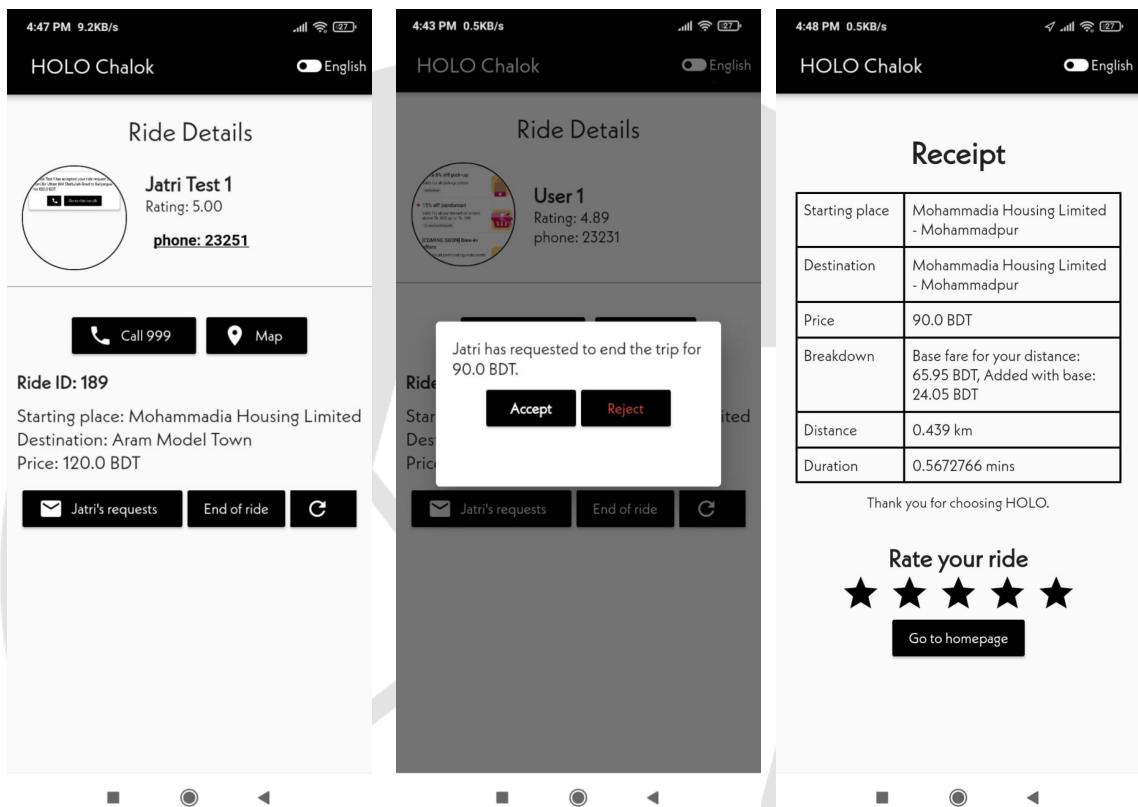
- After you click on the “Accept” button, you will get a pop-up like the picture below to confirm the acceptance. If you are sure to take the ride, click “Yes”.



3. You will be on the ride details page. After you reach the destination, click the “End of ride” button to End the ride. After that the final receipt will be shown to end the ride.

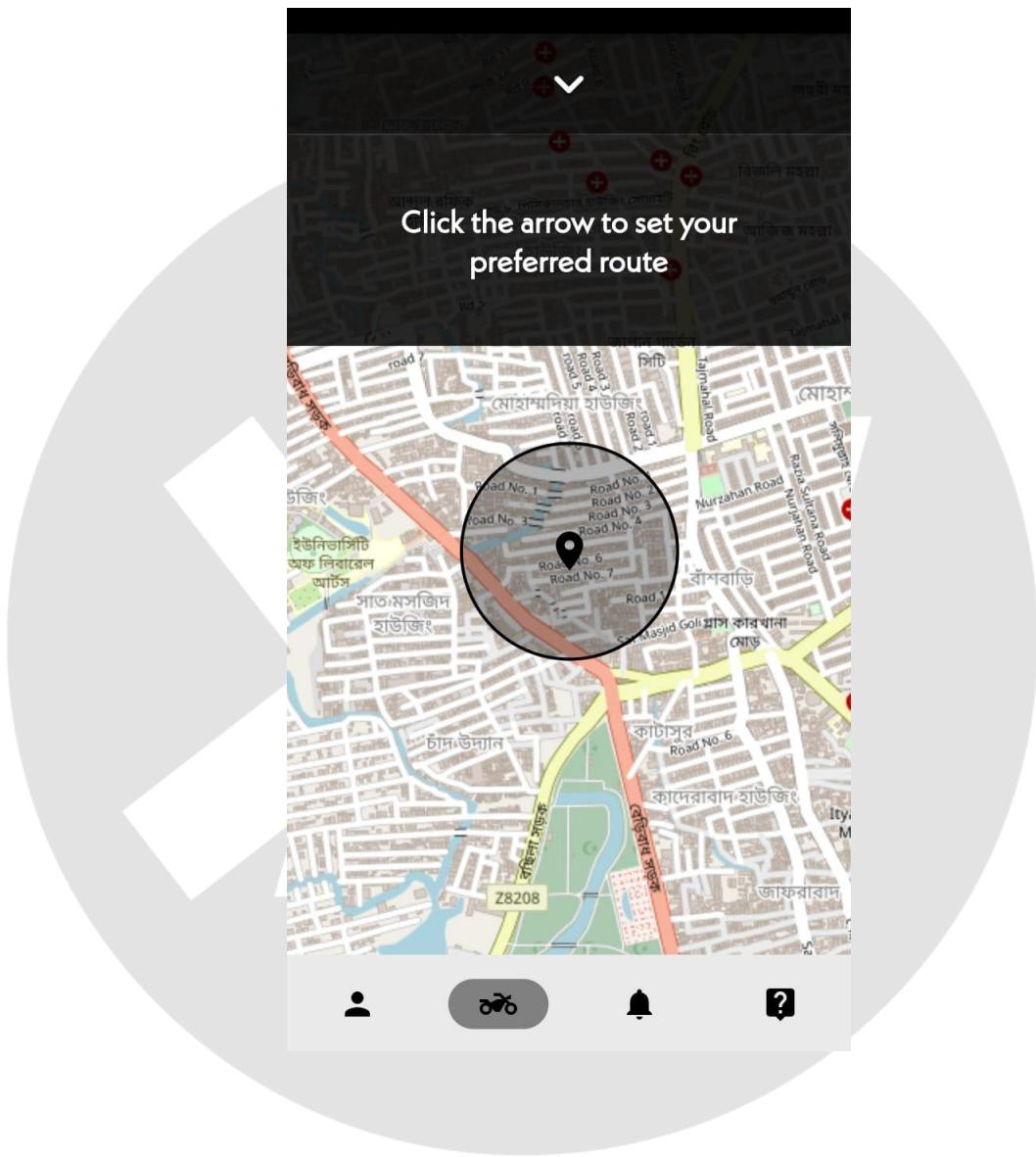


4. If a jatri wishes to terminate the ride before reaching the desired destination, the jatri must send a quick termination request to the chalok by clicking on the "Early End" button. The page needs to be refreshed to find the urgent request. On refresh the "Jatri's Request" button will be active, click that button then accept the chalok's request to stop the ride. The final receipt for completing the ride will then be shown.

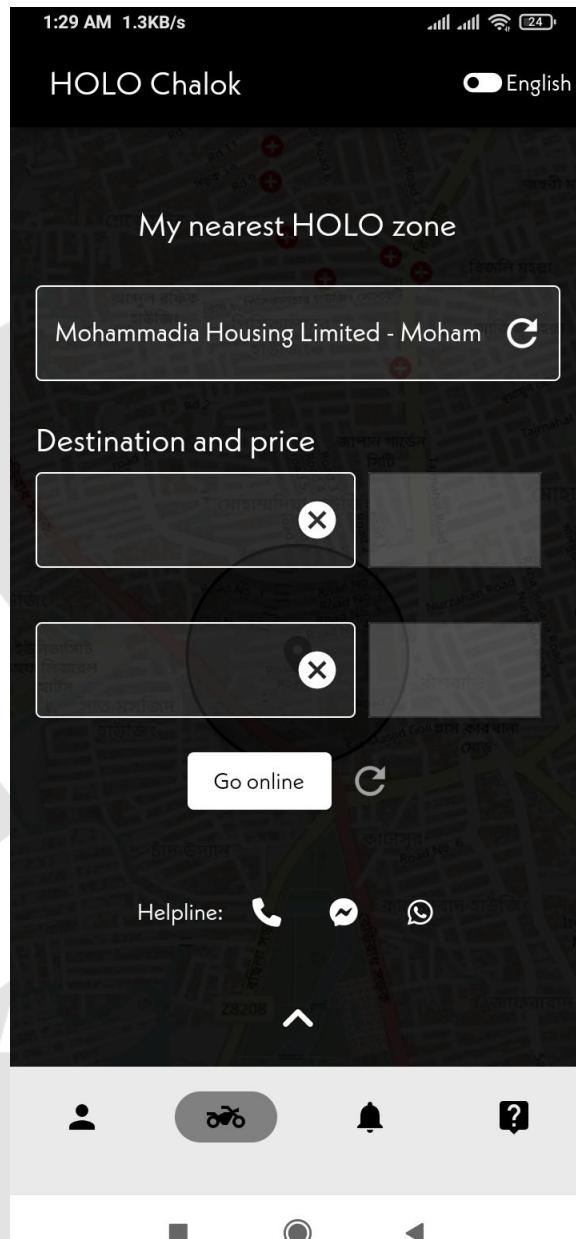


How to Set Route and Go Online

1. Open the app and login. You will be on the landing page. Click on the arrow on the top to set the routes. You can get the status by only looking at the text below the arrow. The word “set” indicates that you need to set the route.

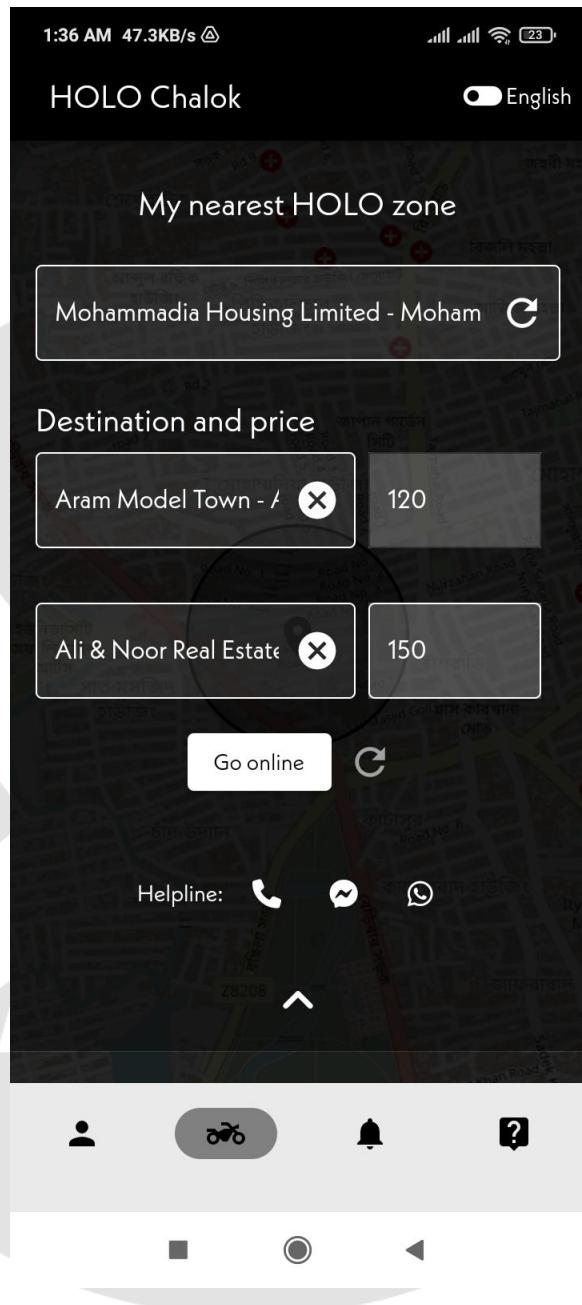


2. You will get a marker where your current location will be shown. HOLO zone is your nearest area from where the probability of getting a jatri is the highest.

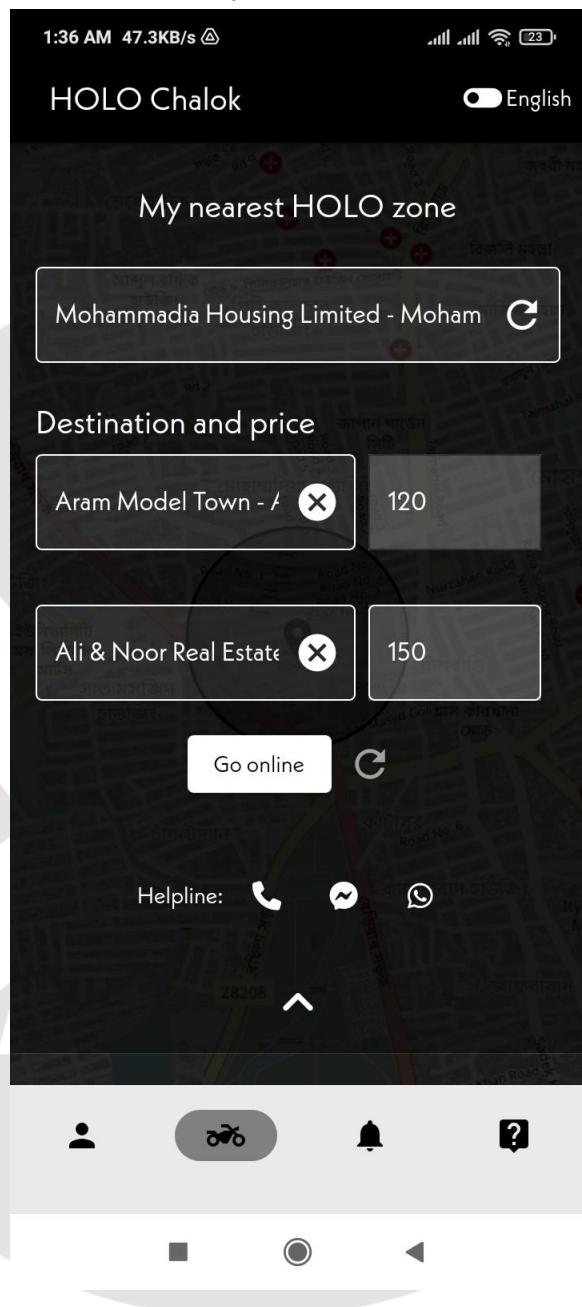


3. If for some reason the current location is showing "not found", check if your mobile's location option is turned on. If it's on and still doesn't show your current location, close the Holo app, turn on the location option, and then relaunch the app. Go to the next step when your current location is displayed.
4. You need to click on the destination & price field to add destination & price as per your desire.

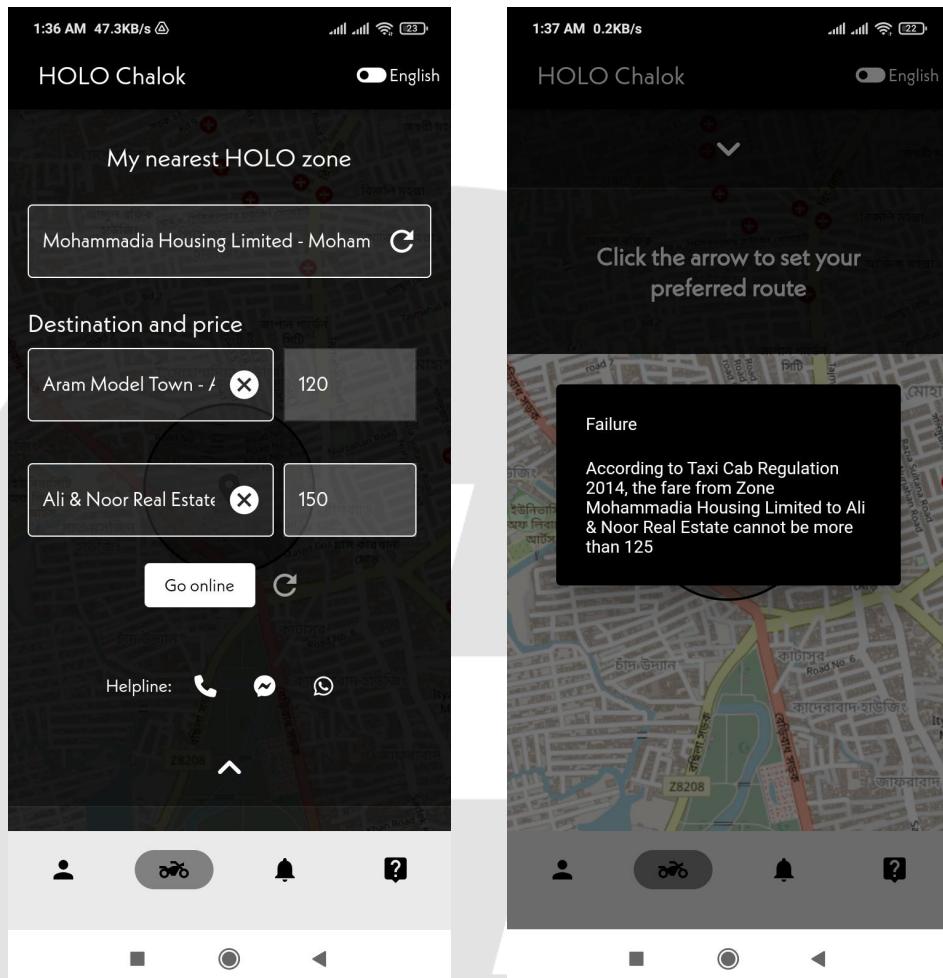
5. Select the area you prefer to go and the estimated fare to go to the area. You can add up to two preferred destinations at a time. So that the chances of finding a ride increases.



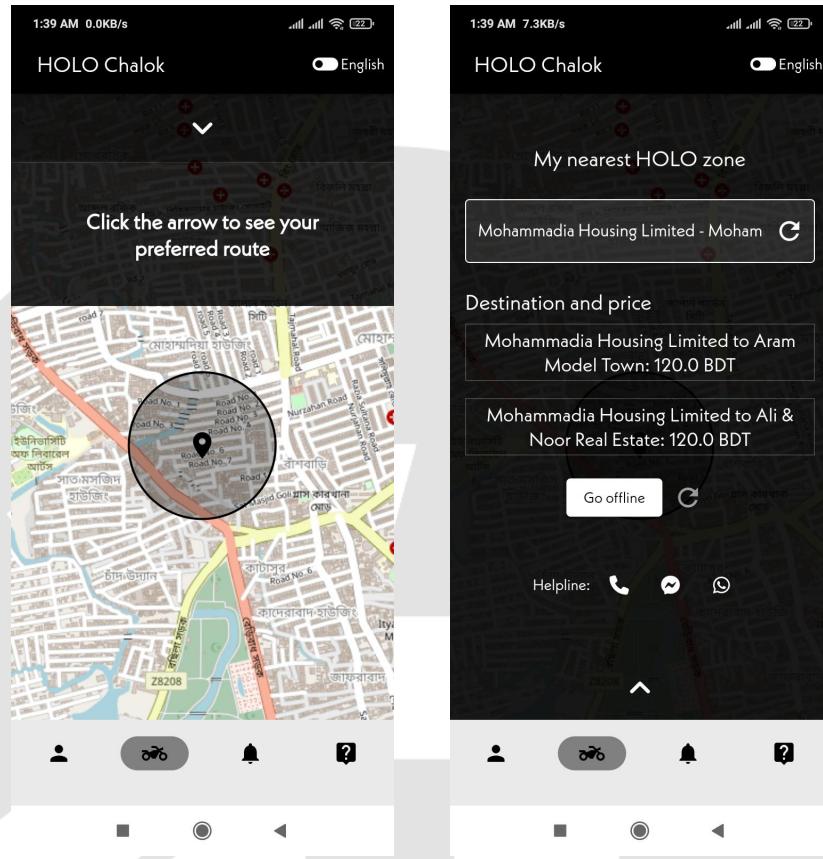
6. After you set the destinations, you can avail yourself on the Chalok list by going online. Click on the “Go online” button and set yourself as an available Chalok.



7. You must set the fare according to the law of taxicab regulation 2014. Chalok should be careful to set the fare that should not be higher than the law of taxicab regulation 2014. For Example, A chalok should not set fare exceeding 125 from Mohammadia Housing Limited to Ali & Noor Real Estate.

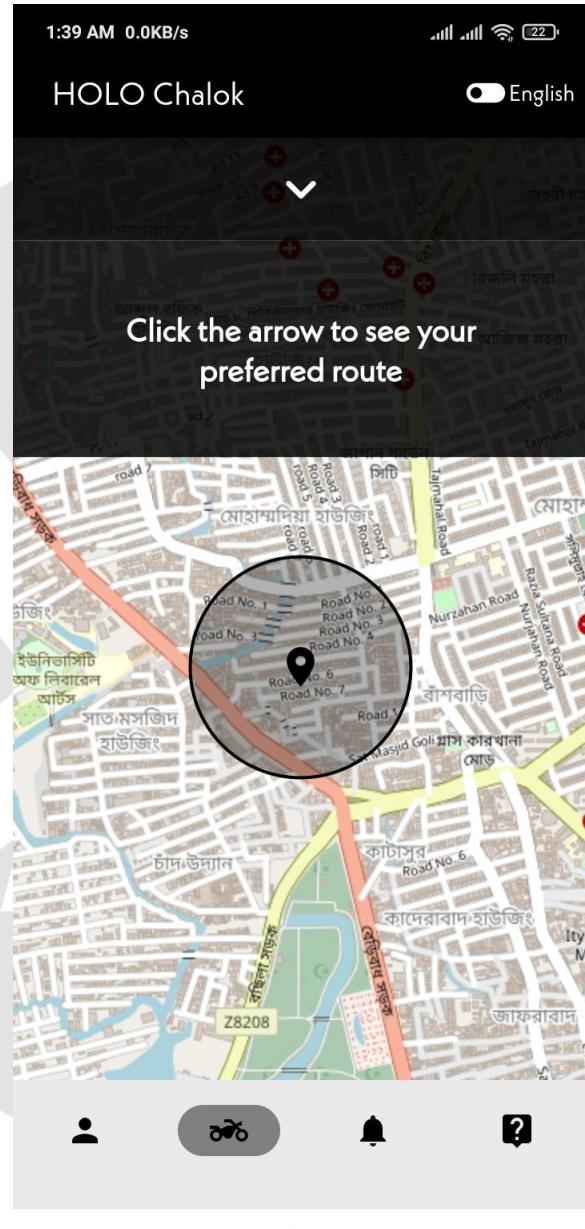


8. You will be on the landing page again, after successfully setting the route. You can get the status from the text below the arrow. The word “see” indicates that you have the routes set and you are available. Click on the arrow to get the routes. Please wait a few moments if the routes are not shown immediately, it may take some time to load the routes.

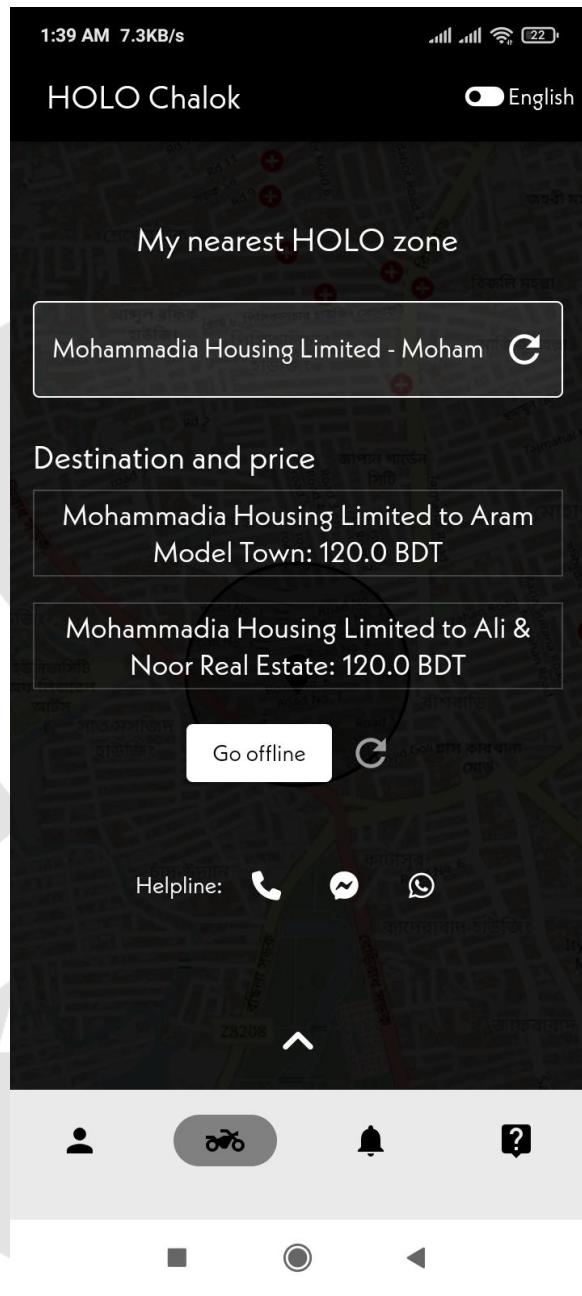


How to go offline to make yourself unavailable

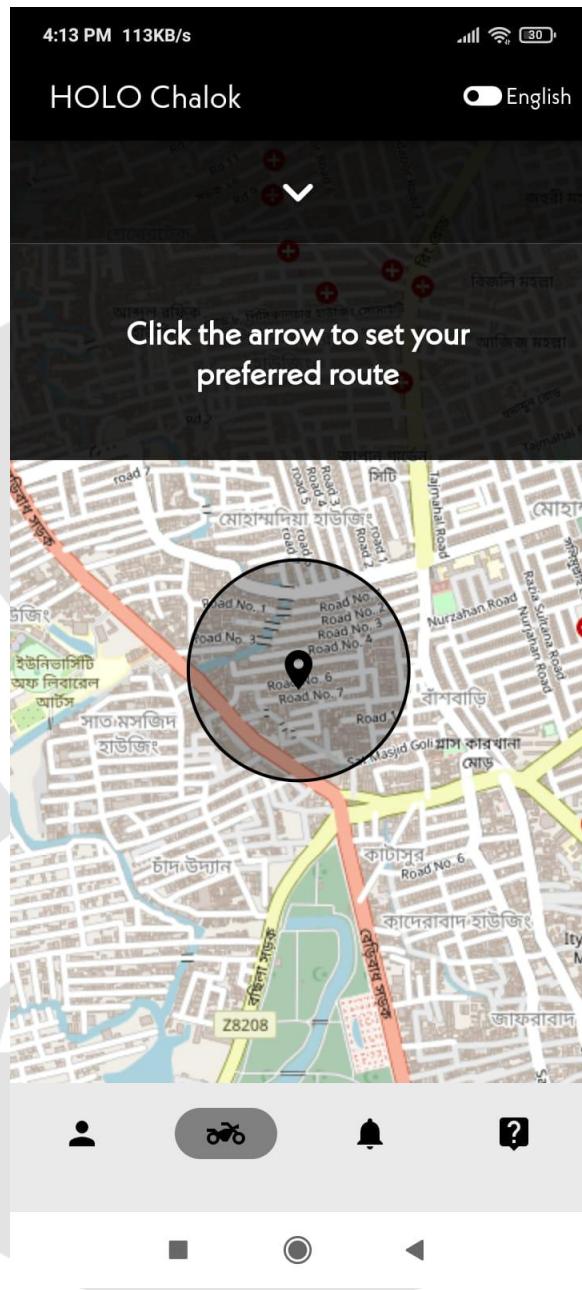
1. Open the app , you will get to the landing page. You can get the status from the text below the arrow. The word “see” indicates that you have the routes set and you are available. Click on the arrow to get the routes.



2. You need to click on the “Go offline” button. You will be unavailable.

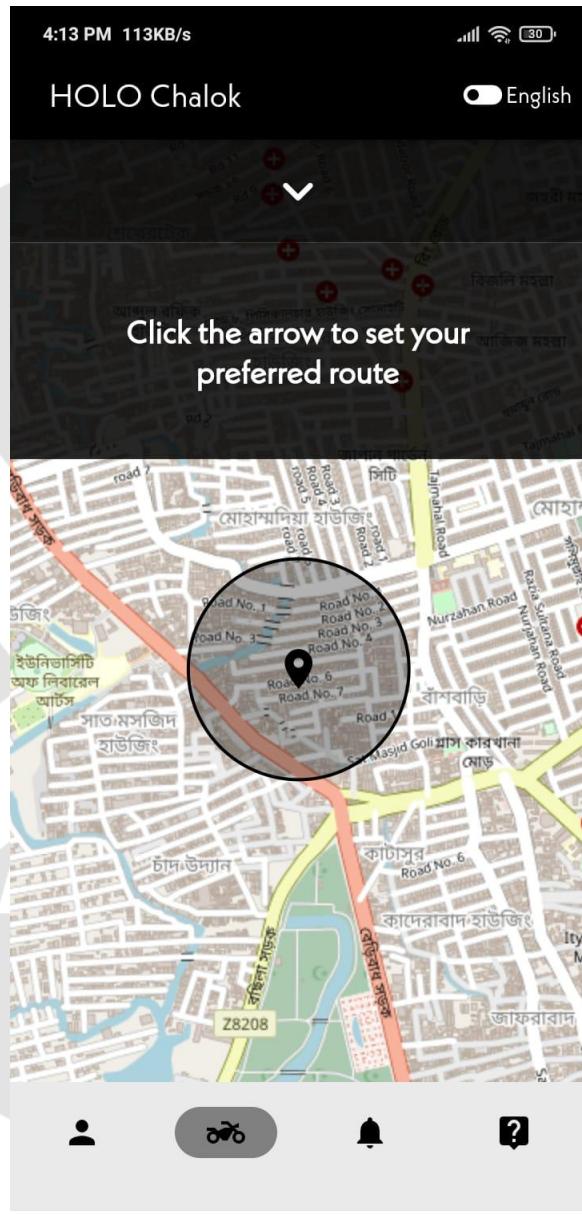


3. To make sure that you are unavailable , check the text below the arrow. The word “set” indicates that you are unavailable.

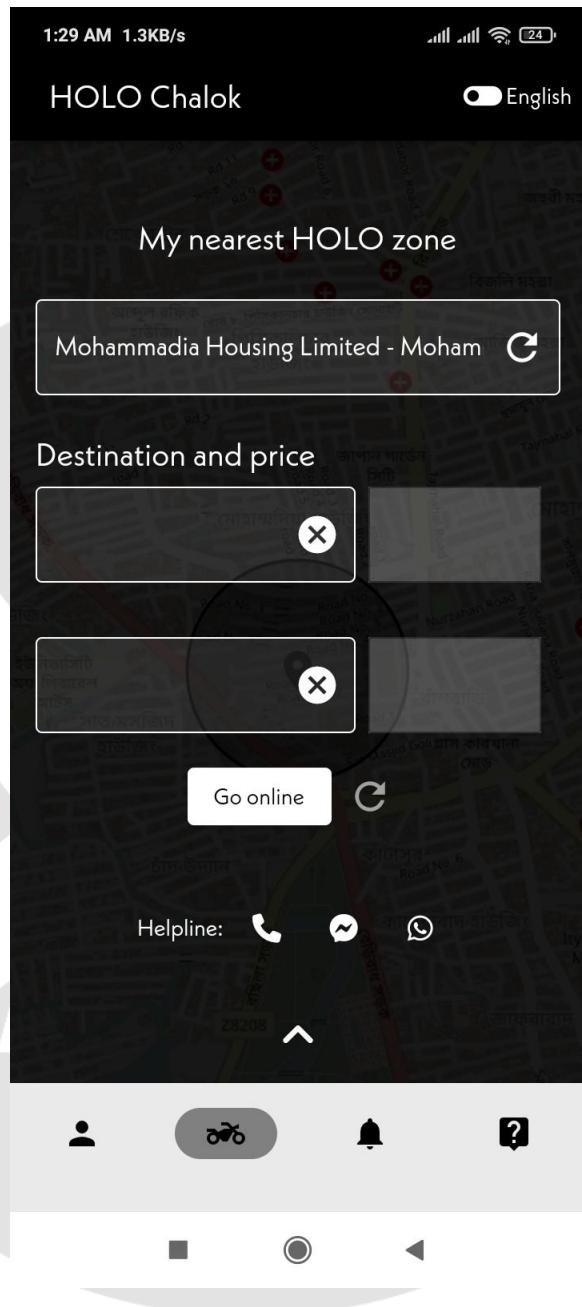


How to Ride as a Chalok

1. Open the app and login. You will be on the landing page. Click on the arrow on the top to set the routes. You can get the status by only looking at the text below the arrow. The word “set” indicates that you need to set the route.

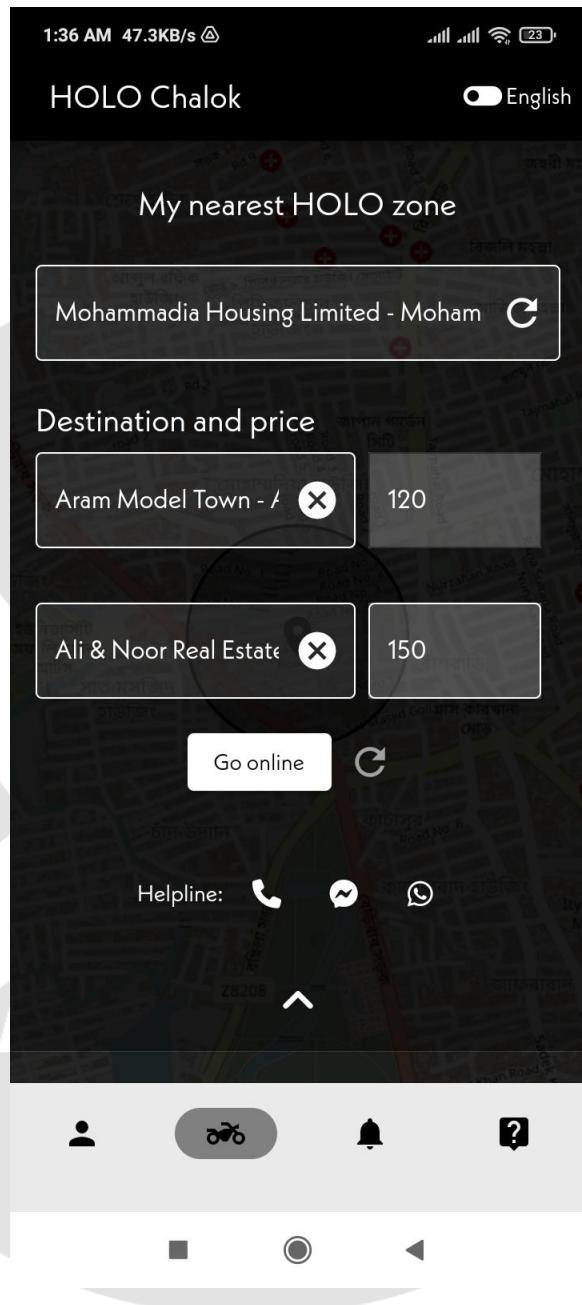


2. You will get a marker where your current location will be shown. HOLO zone is your nearest area from where the probability of getting a jatri is the highest.

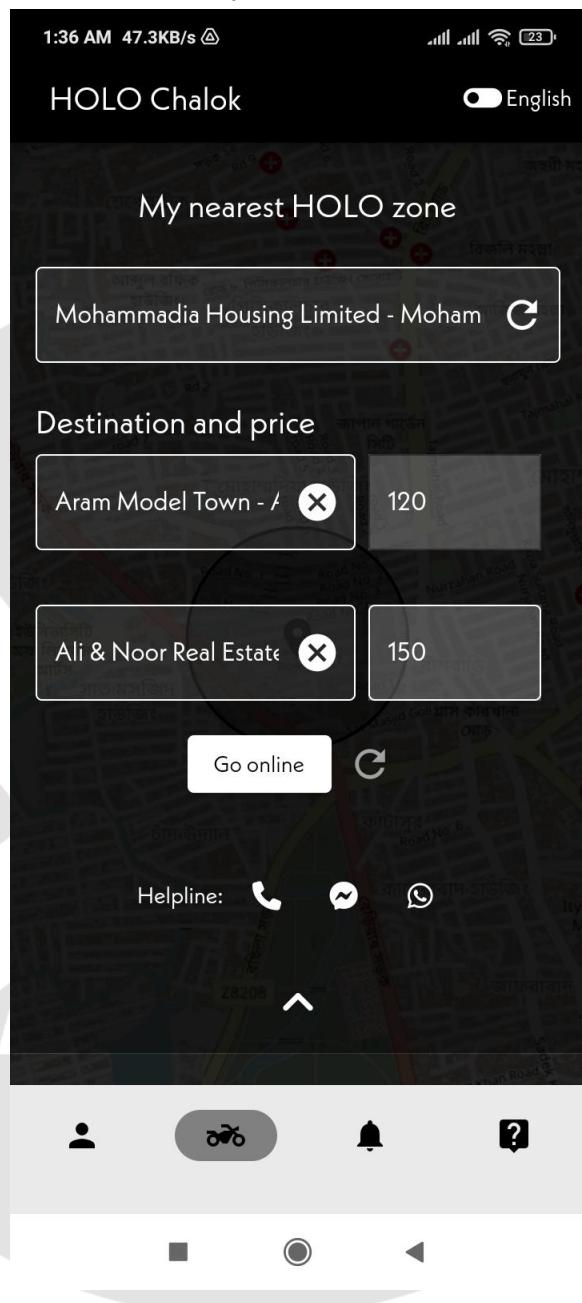


3. If for some reason the current location is showing "not found", check if your mobile's location option is turned on. If it's on and still doesn't show your current location, close the Holo app, turn on the location option, and then relaunch the app. Go to the next step when your current location is displayed.
4. You need to click on the destination & price field to add destination & price as per your desire.

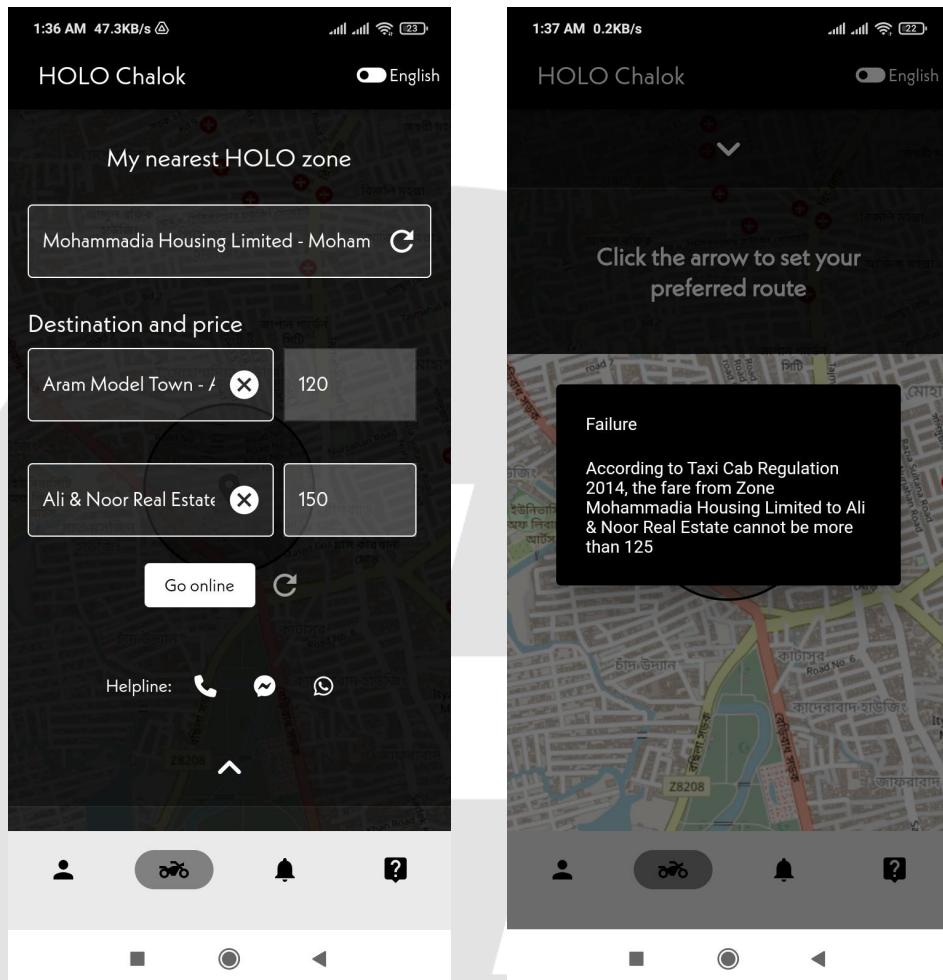
5. Select the area you prefer to go and the estimated fare to go to the area. You can add up to two preferred destinations at a time. So that the chances of finding a ride increases.



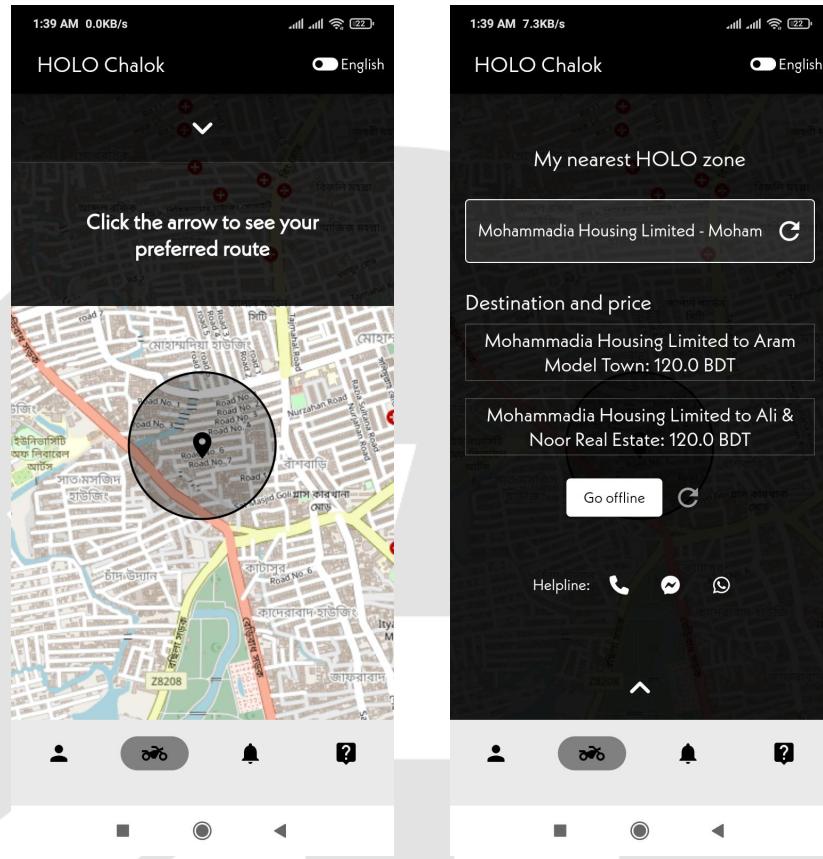
6. After you set the destinations, you can avail yourself on the Chalok list by going online. Click on the “Go online” button and set yourself as an available Chalok.



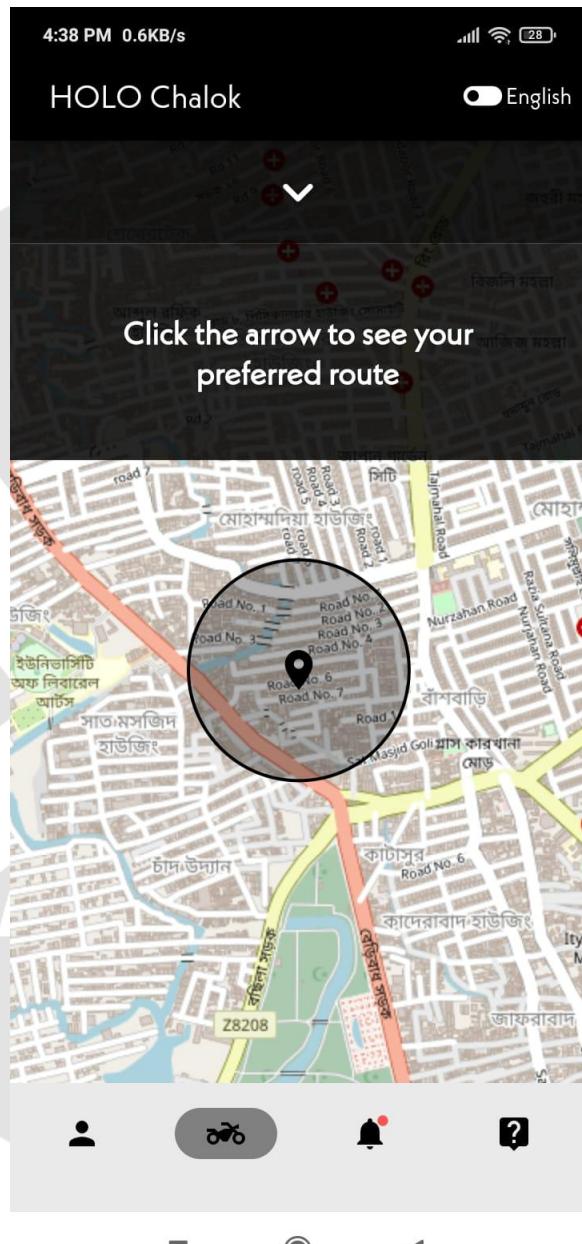
7. You must set the fare according to the law of taxicab regulation 2014. Chalok should be careful to set the fare which should not be higher than the law of taxicab regulation 2014. For Example, A chalok should not set fare exceeding 125 from Mohammadia Housing Limited to Ali & Noor Real Estate.



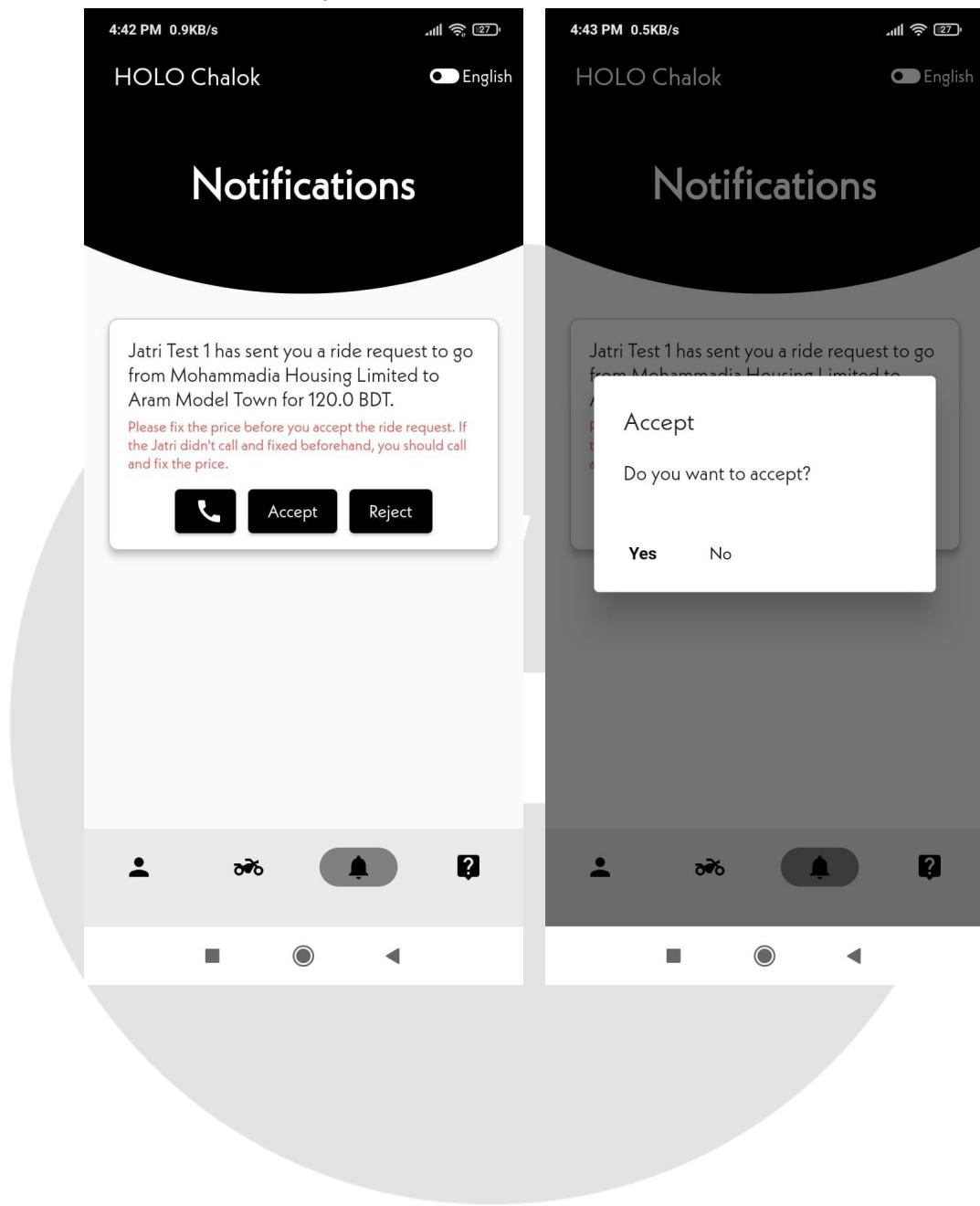
8. You will be on the landing page again, after successfully setting the route. You can get the status from the text below the arrow. The word “see” indicates that you have the routes set and you are available. Click on the arrow to get the routes. Please wait a few moments if the routes are not shown immediately, it may take some time to load the routes.



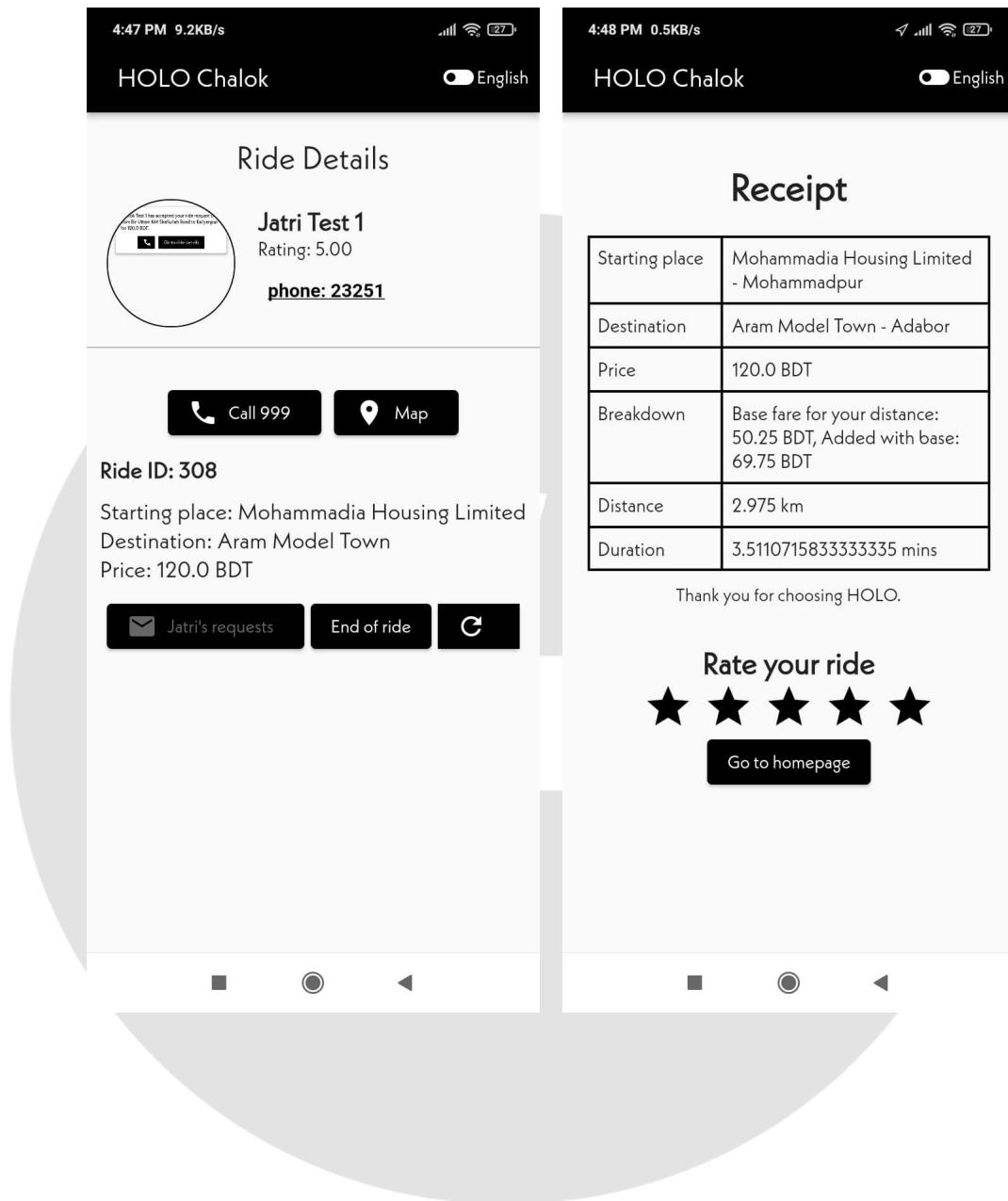
- Now wait for a jatri to call. Fix the price and you will get a notification on the bottom right corner. You may not always get the light after a call due to a networking issue, so please check the notification section by clicking the notification icon on the bottom right corner sometimes.



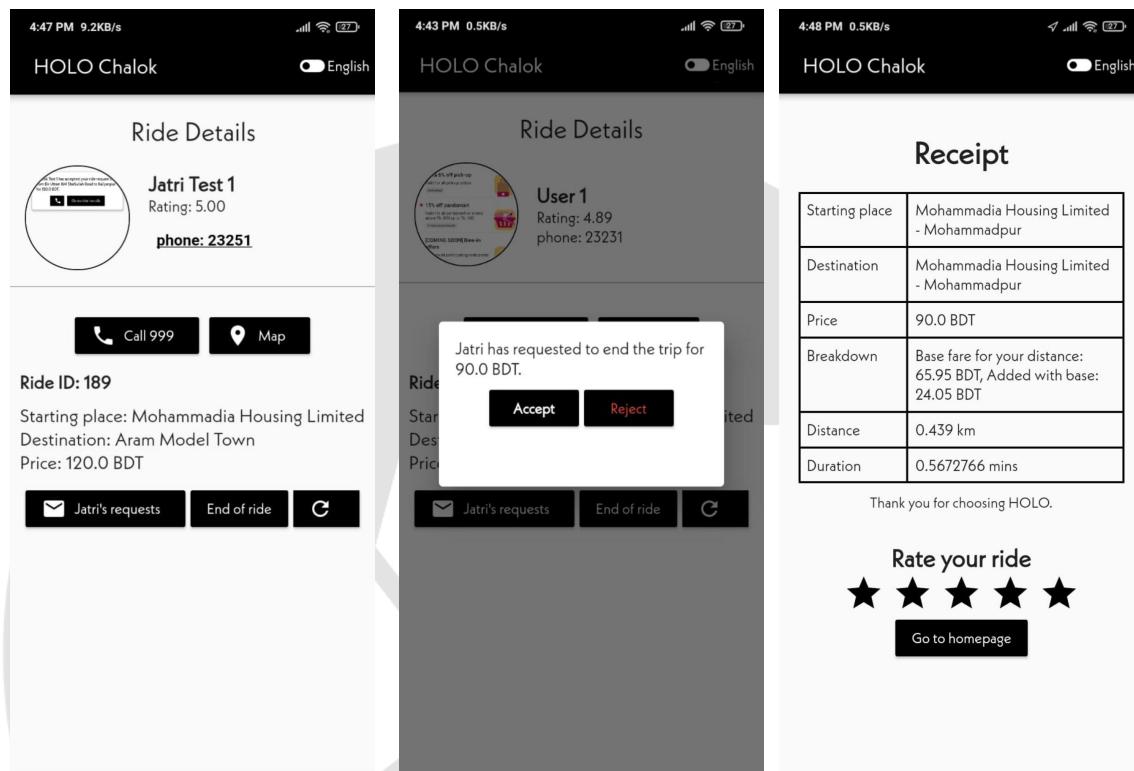
10. After you click on the “Accept” button, you will get a pop-up like the picture below to confirm the acceptance. If you are sure to take the ride, click “Yes”.



11. You will be on the ride details page. After you reach the destination, click the “End of ride” button to End the ride. After that the final receipt will be shown to end the ride.



12. If a jatri wishes to terminate the ride before reaching the desired destination, the jatri must send a quick termination request to the chalok by clicking on the "Early End" button. The page needs to be refreshed to find the urgent request. On refresh the "Jatri's Request" button will be active, click that button then accept the chalok's request to stop the ride. The final receipt for completing the ride will then be shown.

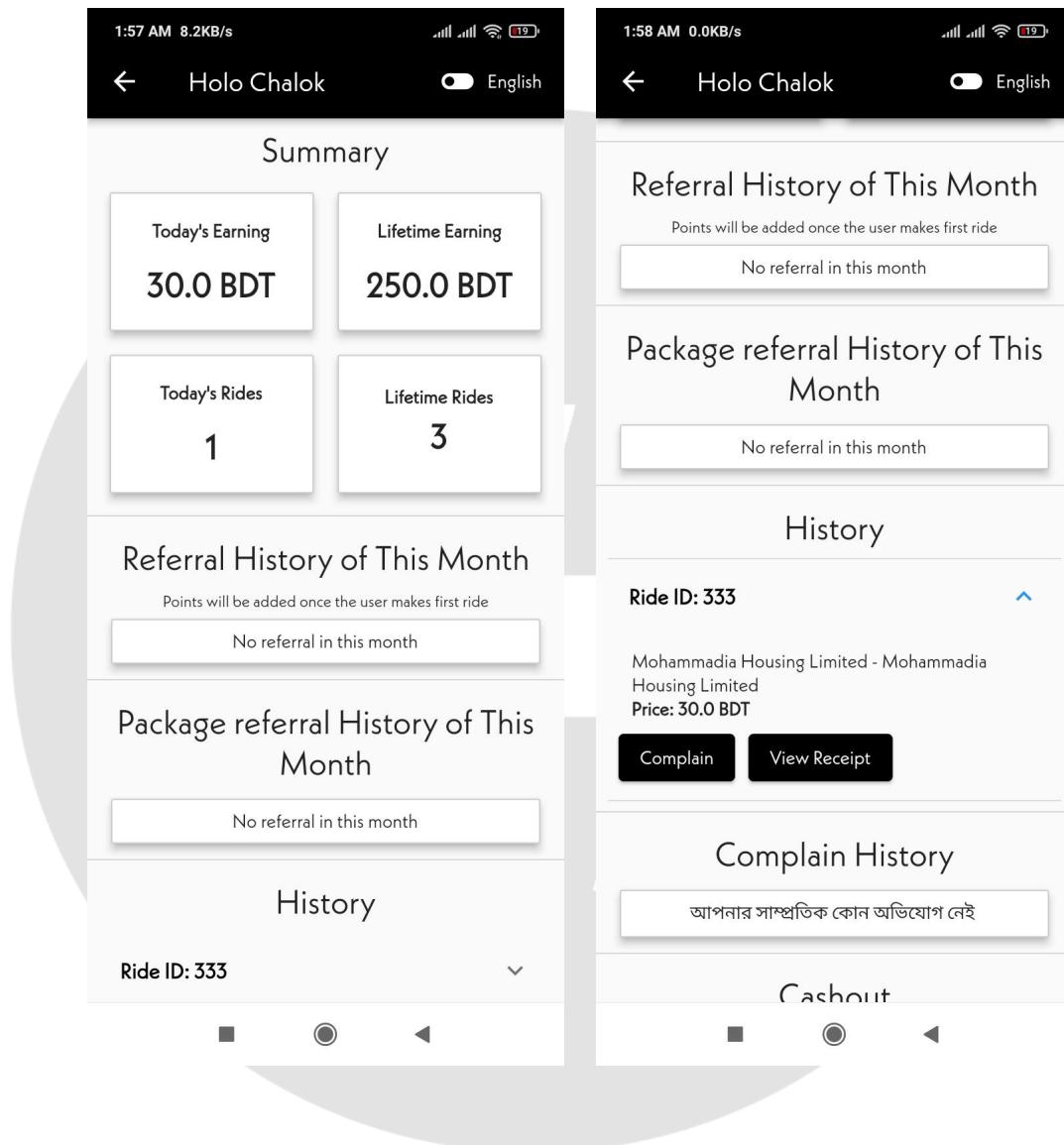


How to complain as a Chalok

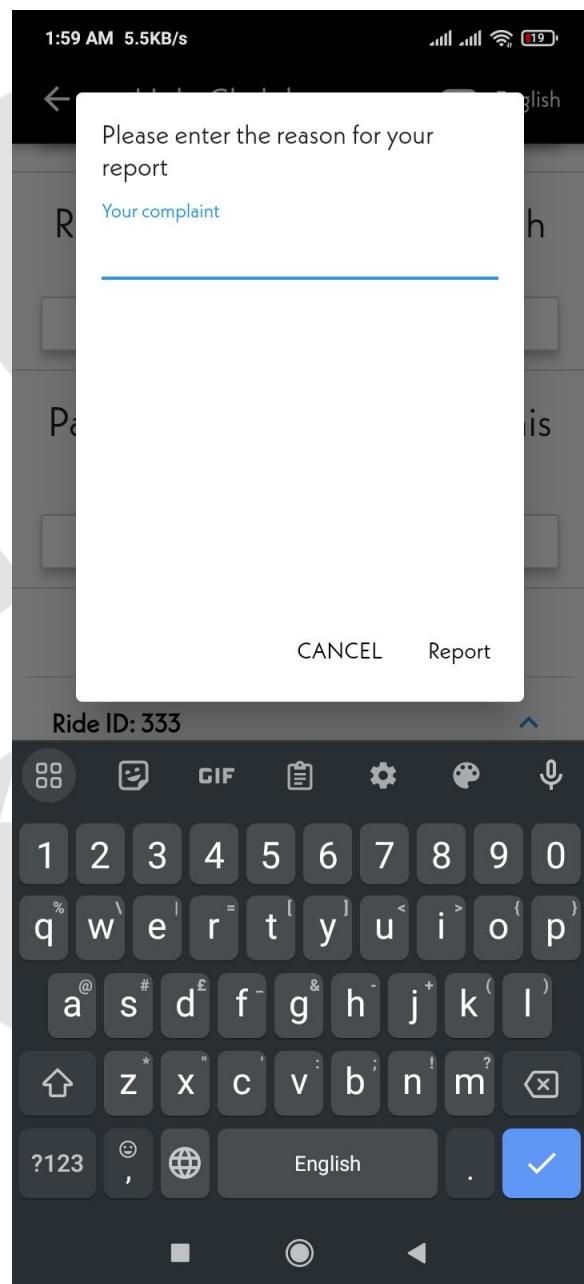
1. Go to Dashboard by clicking the button “Dashboard”.



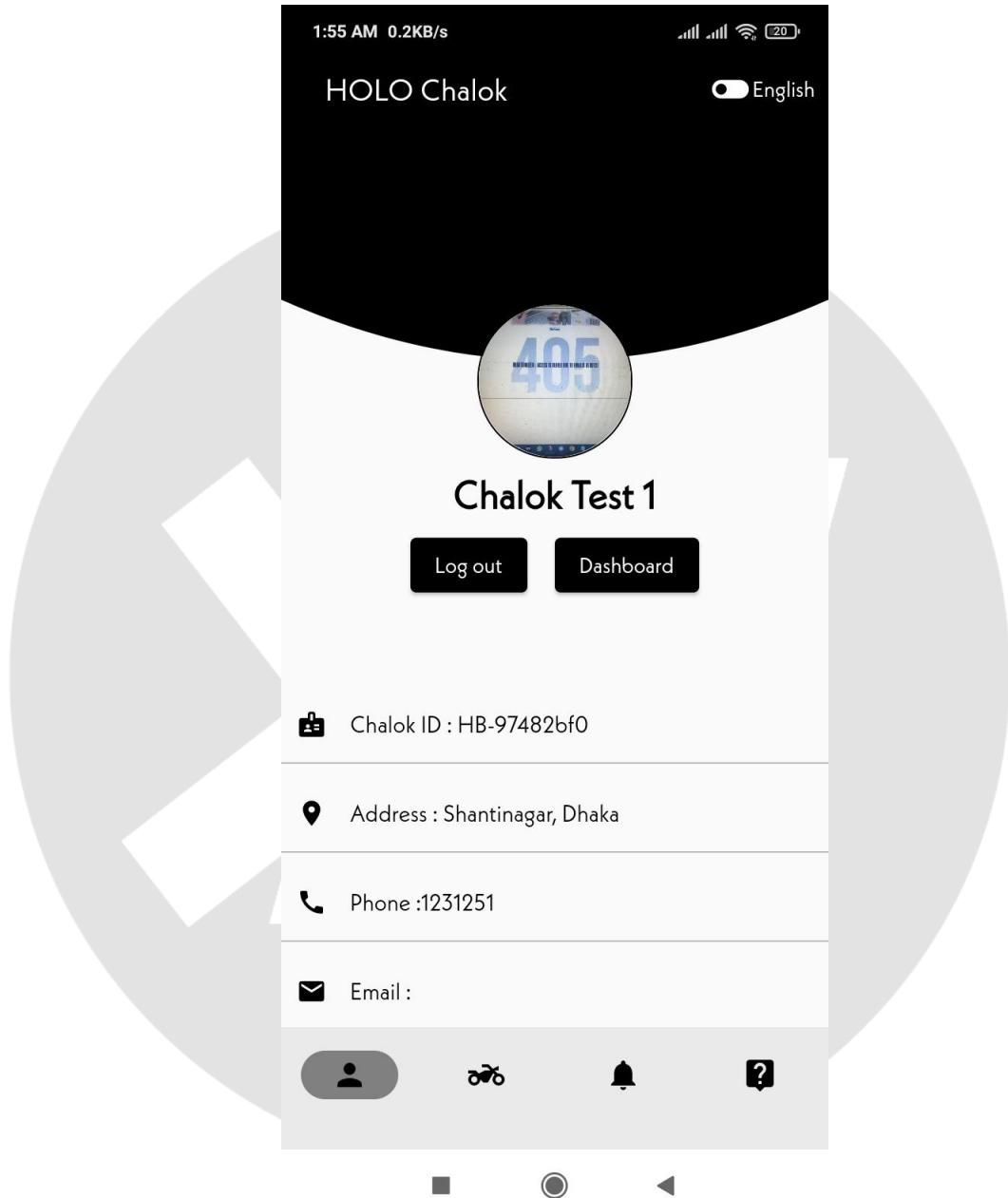
2. This is the Dashboard. Scroll to History to get the ride records. Click on ride id to find the complaint button to submit the complaint.



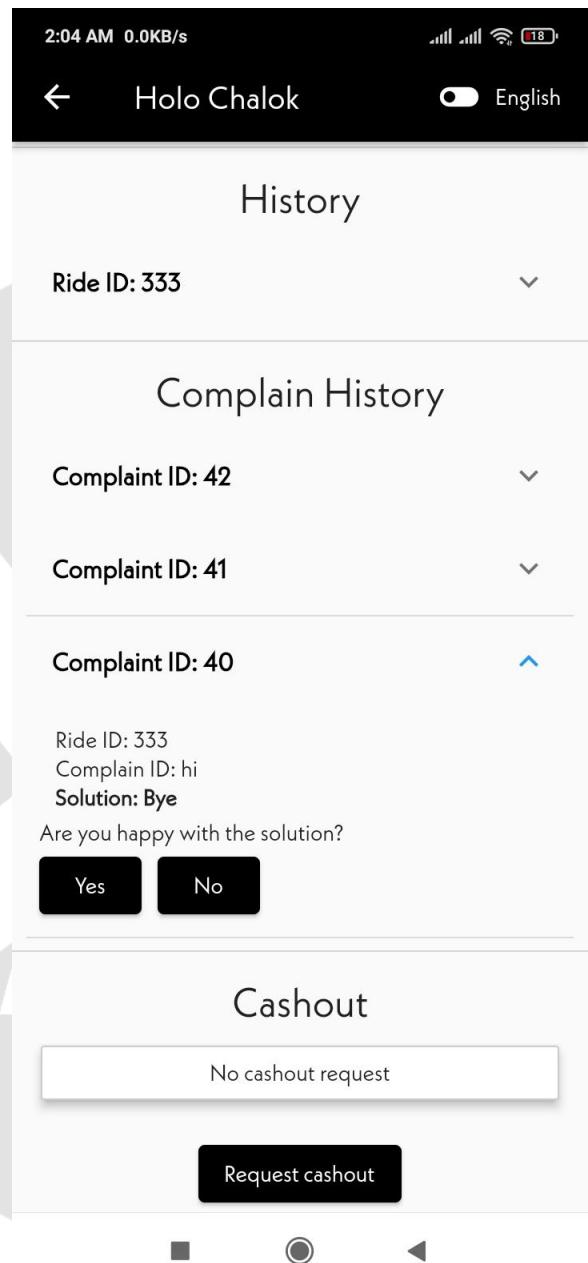
3. Write your complaint in the box. Then click “Report” on the right bottom corner of the pop-up.



4. You will get back to the profile page. Your complaint is recorded. We will contact you about the complaint as soon as possible.



- After solving the complaint a review system will be visible in the complaint history as below. If the chalok gets happy with the review, then press Yes to finish the complaining system.



Chalok Safety Instruction

1. There are a few instructions you need to follow to be safe on a ride -
 - Check the profile picture to be sure if that matched.
 - Try to keep the app on the screen at the time of the ride to track your location.
 - If you face any danger and feel the need to get help, you can call 999.
 - You can access the map anytime.

