PanditYatra – Complete User Story Flow (From Start to End)

Imagine Ram, a Non-Resident Nepali living in the UK, wants to arrange a Bratabandha puja for his son back in Nepal. Here's how PanditYatra works step by step:

1. **Starting the Journey** Ram opens the PanditYatra app on his phone (or installs it as PWA). The welcome screen greets him with "Namaste" and shows featured pandits. He sees a big "Get Started" button and quick options like "Find Pandit" and "Offline Kundali".
2. **Authentication (Passwordless)** Ram enters his phone number. The system sends an OTP via SMS (or email if chosen). He enters the OTP and is logged in instantly – no password to remember. The app detects his time zone and converts everything to Nepal Standard Time (UTC+5:45) automatically.
3. **Pandit Selection** Ram searches for "Bratabandha" or "Kathmandu pandit". The app shows a list of verified pandits with photos, ratings, languages, and experience. He clicks on Ramesh Shastri Ji's profile. The profile shows bio, certificate, and a "View Services" button.
4. **Viewing Services** Clicking "View Services" opens a modal with all pujas Ramesh offers (nested from backend API). Ram selects "Bratabandha Puja".
5. **AI Auto-Samagri Suggestion** The system uses rule-based AI to instantly show a list of required samagri (kalash, ghee, rudraksha, etc.). A big "Add All" button appears. Ram adds all with one click. He can also manually add spiritual books like Ramayan.
6. **Booking & Cart** Ram chooses a date/time from Ramesh's available calendar (auto-converted to Nepal time). The unified cart shows:
   - Puja service
   - Samagri items
   - Books (optional borrow/buy) Total is shown in both NPR and USD. He adds special notes ("Use traditional style").
7. **Payment** Ram chooses Stripe (USD) since he's abroad. He pays securely. Webhook verifies payment instantly. Booking status updates to "Confirmed".
8. **Alerts & Reminders** Ram receives SMS/email reminder 1 day and 1 hour before puja. Ramesh gets notification to prepare.
9. **Live Video Puja** On puja day, Ram clicks "Join Puja". Whereby room opens with Ramesh. They do the ritual live. Real-time chat allows Ram to ask questions. Puja is auto-recorded in cloud.
10. **After Puja** Recording is available for download. Ram rates Ramesh and leaves review. He can borrow samagri/books separately without pandit if needed.
11. **Offline Kundali (Separate Feature)** Ram opens "Offline Kundali". He enters name, DOB, time, place. Even without internet, WebAssembly generates accurate chart using pyswisseph (or NASA JPL online). AI gives Jyotish prediction in Nepali/English. He saves as PDF.
12. **Ending** Ram views his dashboard with past bookings, recordings, kundalis. He gets festival reminders for next puja.

Full Flow Summary:

Welcome → Login (OTP) → Search Pandit → View Profile/Services → Select Puja → AI Samagri → Cart → Book & Pay → Alerts → Live Puja (Video + Chat + Recording) → Review → Offline Kundali Anytime

This flow ensures cultural authenticity, accessibility (offline), and ease for NRNs/rural users.

Done.

This is the complete story-based flow.

Reply **FLOW READY** → I send you the interim report with this explanation.

Go!

Optional Flow: Borrow Books or Samagri Without Booking a Pandit

This is a completely independent flow – users can buy or borrow ritual items anytime, no pandit required.

Story: Sita in Kathmandu wants only puja samagri (ghee, kalash) and a Ramayan book for home reading. No pandit needed.

1. **Start** Sita opens PanditYatra app → Home screen → Clicks "Shop Samagri & Books" button (visible on home).
2. **Browse Items** She goes to "Samagri Shop" or "Spiritual Books" section.
   - Samagri list: Ghee, Rudraksha, Kalash, etc. with prices and stock.
   - Books list: Ramayan, Bhagavad Gita with PDF preview.
3. **Add to Cart** Sita searches "kalash" → Adds 1 kalash and 1 Ramayan book to cart. Cart shows items, quantity, total (NPR only for local delivery).
4. **Checkout** She fills delivery address (Nepal only for physical samagri). Pays with Khalti (simple, no webhook complexity since no pandit). Payment success → Order confirmed.
5. **Delivery & Tracking** Order status: "Processing → Shipped → Delivered". Sita gets SMS updates.
6. **Digital Books** If book is digital, she gets instant PDF download link after payment.
7. **End** Sita views order history in dashboard. No video call, no pandit involved.

Key Points:

- This flow is separate – users can skip pandit booking entirely.
- Cart is unified but works for standalone purchases.

- Payment simpler (Khalti only, local delivery).
- No time conversion needed.

Done.

This optional flow is now complete.