

Anna Auto?

J Component Project for PHY1999 Introduction to Innovation Projects

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To

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In

TB2 SLOT



VIT[®]
Vellore Institute of Technology
(Deemed to be University under section 3 of UGC Act, 1956)

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Department of Physics
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J Component Project

Introduction to Innovation Projects (PHY1999)

It is certified that the project entitled “*Anna Auto?*” is the bonafide work for J component of Introduction to Innovative Projects by the following students

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of Electrical, Electronics and Communication, Computer Science, Information Technology ,Software and Chemical Engineering under my supervision in TB2 slot during the Winter Semester 2018-19 at V.I.T. University, Vellore-632 014.

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Introduction

For a regular VIT student, the primary means of travel in and around Vellore city is via Auto rickshaws/Autos. Autos are convenient, fast and debatably cheaper, thus triumphing over other means of transportation. Autos are very easily available because of the huge number of auto Annas around VIT. VIT's management and the auto Annas have a good reputation amongst the whole Vellore crowd as they are interdependent on each other for transport and livelihood. VIT acknowledges the support of the Annas by various ways such as , claiming to reward the Annas who return valuables (such as luggage, laptops, wallets and much more) to their customers, allowing/calling them inside the hostel if any student needs transportation and setting up fixed fares for certain known distances.

The topic we received was to study the relationship between Autowalas and VITians. After a brainstorming session we came to the conclusion that the relationship between Autowalas and VITians can be best put forward through true personal opinions of real-life experiences with analysis of records obtained from both VITians and Autowalas. We first listened to the obstacles faced from both sides in order to work on a solution.

On discussion with the Annas we found out that they feel that VIT does not always keep its promises of rewards and they feel underpaid as well. The students on the other hand think that the Auto rates are overpriced and language barrier is an issue. We have tried to

bridge the gap between these two parties by carefully analyzing the problem faced by both the parties through the means of interviews and surveys, and providing a fair solution.

Objective of the Project

- To interview Autowalas of Vellore and know the difficulties they face with VITians and its management.
- To spread our constructively designed and unbiased google form as a means of survey for the VIT Students/Staff and have their opinions recorded and analyzed about the provided auto service.
- To interview the students personally about their experience with the Autowalas.
- Analyzing the various aspects of the problems faced by both parties and coming up with an unbiased solution, that would benefit both the Autowalas and the VITians.

Definition of the Problem

VITians and Autowalas are for the most part, interdependent on each other, for transportation and livelihood so it is important that a harmony is maintained among them at all times. Currently both the parties face a certain set of problems, which are easily solvable if both the parties make some efforts. The main problems faced by the students are overpricing of fare for short distances as compared to OLA or UBER who would charge way less and give them the comfort of AC also no language barrier issues for non-Tamil speakers, and heckling of the Auto Annas which can be seen pretty often and sometimes feels a little overbearing.

While for the Auto Annas, the problems are high rates of fuel, VIT not being cooperative to their needs by not rewarding them for doing the right thing, by fixing up rates or blocking their way inside the campus, which they would prefer to be flexible and want language barrier between them and non-Tamil speaking VITians to be solved. We can see that the language barrier and fixed price rates are an issue common to both the parties so we should provide the solution accordingly keeping both parties' interests in mind.

Methodology

Since we have approached technical progress everywhere, we decided to conduct a small case study for both parties, that is, the Autowalas and Vitians, through digital means as there is no way to lose data collected in digital processes.

1. Online survey of VITians – students and faculty among our reach through contacts on social media. This is the best method we can use to record surveys in a college of thousands. We circulated a well-constructed a Google form on social media to everyone within our reach. We used Google form analysis to obtain pie-charts of the results of answers in statistical form to analyze the data obtained. We then went on to conduct personal, one-on-one interviews of 4 students of both Tamil and Non-Tamil speaking category to get a clear view of issues they face individually. We recorded these video clips and submitted them to support the above stated.

2. After carefully viewing the pie chart statistical results of the survey form and the video clips, we noted down important questions to asked during personal interviewing of the Autowalas. Interviewing of Autowalas on how they felt about their experience with VITians so far let them put forward their opinions on what they think needed improvement or rather changes. They also shared what they think about VIT's strict security system at the entrance gates, especially at the Main Gate near Dr. MGR building and also on the pricing system VIT has fixed for them and how fair they think it is justified as they are daily wage workers. Language barrier issues were also questioned on regarding if the fact that they charge more for non-Tamil passengers. We recorded video clips and submitted them to support the above stated.
3. We then as a team listed down both parties' issues and tried to approach a solution feasible and acceptable by both VITians and Autowalas. We then checked if these solutions can be implemented in actual situation as virtually on digital data collected, it seems easily implementable but in real-life , it requires a lot of work both behind the scenes of VIT's management system and on the front end of participating passengers.
4. The final solution has to be implemented into a complete approachable idea as the solution will be valid only when both the parties' benefit from it. We must be unbiased in this area of work as letting one side profit and letting the other side suffer will not be valuable at all.



VITian /Student Review-

Majority of the users of Autos be it students, teacher or parents believe that:

- Fares are overpriced
- There is a language barrier for Non-Tamil Students/Passengers
- Finding autos are easy
- However, the heckling can be annoying
- Half the population believes that auto drivers are friendly while the other half thinks otherwise
- These problems can be solved by some basic training in the language of English or Hindi
- Meter system should be reintroduced for fair pricing
- Ola/Uber should be introduced and must run more oftenly

Autowala's Review-

On the other hand, the drivers had certain opinions and stated certain facts as well. So based on the interviews taken of them we see that :

- The price difference from 10 years ago to now is a result of different fuel economy.
- Knowing Hindi would help them communicate better with the Hindi-speaking crowd.
- VIT provides a certain fixed price.
- Due to suspicion of illegal trade, the autos were stopped from entering the campus
- VIT does not reward honesty in returning lost property (This is yet to be corroborated)

- The students are not a hassle to the autowalas. They have expressed how VITians are very cooperative in nature to them.

Project conclusion: Advantages & Disadvantages

There are a few opinions on both sides that would disrupt the welfare of the other side. Vitians believe that Ola/Uber would do VIT good as this is advantageous for them and the prices that are overcharged by Autowalas will stop.

However the prices are fixed by the VIT administration. Introducing Ola/Uber would put the autodrivers out of business in an already small-scale town with little industry presence. So this will prove disadvantageous to Autowalas. Prices are overcharged according to standard set across the country, but Tamil Nadu is expensive in terms of autorickshaw transportation.

Improvements:

In order to deal with the language barrier problem, either of the parties need to learn each other's language, which is pretty difficult given the busy schedule of the individuals. However, if both the parties put a step forward and have the basics of language clear, it would be best for both the parties. Also, VIT management should acknowledge the Annas more to boost their moral, thus leading to a harmonic relationship between the two.

Our research has shown that for the most part, a peaceful relationship has been established between VITians and Auto Annas, just keeping a few points in mind can lead to an even better relationship.

References

- We referred to the analysis of our Google form

<https://docs.google.com/forms/d/e/1FAIpQLSdisXYdpARnDmFFdTZlZXcowIeLUkxYoygZvQkoVuZGWhpT6A/viewform>

- We referred to interview clips of the following students

Aviral Saha – 17BCM0031

Mohd. Hazif – 17BCM0082

Pranav Malhotra – 17BCM0077

Swastik Jaiswal – 17BCL0056

- We also referred to the video clips of Autowalas

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