

VahanPe

A. OVERALL WEB APP FLOW

START



Login (Mobile + OTP/Whatsapp)



Home Page

|—— Vehicle Services

└—— Driving Licence Services

B. VEHICLE SERVICES FLOW (DETAILED)

Vehicle Services



Select Vehicle Type

|—— 2-Wheeler

└—— 4-Wheeler



Select Vehicle Registration Type

|—— Bangalore / Karnataka

└—— Other State



Enter Vehicle Registration Number

- Auto-uppercase

- Remove spaces

- UI-only number plate preview



Select Vehicle Class

☐ Personal Vehicle (only option)



Select Service (Single Select)

☐ Transfer of Ownership

☐ RC Lost / Duplicate RC

☐ Loan Closure / Hypothecation Termination

☐ Re-registration to Bangalore)(ONLY if Other State selected)

☐ Any Other Vehicle Service



Enter Service Description (Mandatory)



Show Price

☐ Standard Services → Indicative All-Inclusive Price

☐ Any Other Service → ₹49 Confirmation Fee



Booking Summary

- Vehicle Type (2W / 4W)

- Registration Type

- Service Selected

- Displayed Price



Pay ₹49 Confirmation Fee (Razorpay)



Payment Success?

☐ NO → Show Failure / Retry

☐ YES



Generate Booking ID (VH-YYYYMM-XXXX)



Status = Confirmation Fee Paid



Send WhatsApp (Automated)



Booking Confirmation Page



My Services

C. DRIVING LICENCE SERVICES FLOW (DETAILED)

Driving Licence Services



Select Licence Issued From

└─ Bangalore / Karnataka

└─ Other State



Select Licence Class

└─ 2-Wheeler

└─ 2-Wheeler + 4-Wheeler



Select Service

└─ International Driving Permit (IDP)

└─ DL Renewal(Only if Bangalore DL, expired < 12 months)

└─ DL Migration to Karnataka(Only if Other State DL smartcard and data is reflecting in vahan)

└─ Any Other Driving Licence Service

↓

Enter Service Description (Mandatory)

↓

Show Price

└── Standard Services → Indicative All-Inclusive Price

└── Any Other Service → ₹49 Confirmation Fee

↓

Booking Summary

- Licence Class
- Service Selected
- Displayed Price

↓

Pay ₹49 Confirmation Fee (Razorpay)

↓

Payment Success?

└── NO → Show Failure / Retry

└── YES

↓

Generate Booking ID (VH-YYYYMM-XXXX)

↓

Status = Confirmation Fee Paid

↓

Send WhatsApp (Automated)

↓

Booking Confirmation Page

↓

My Services

D. STATUS + WHATSAPP AUTOMATION FLOW

Admin

↓

Manually Update Status

↓

Cloud Function Listens

↓

Status Changed?

└— YES

| ↓

| Check last_whatsapp_status_sent

| ↓

| Send WhatsApp Template

| ↓

| Update last_whatsapp_status_sent

|

└— NO → Do Nothing

E. SERVICE FEASIBILITY LOGIC (₹49 CORE LOGIC)

Agent Reviews Booking

↓

Is Service Doable?

└— YES

| ↓

| Status → Service Booked

| ↓

| Proceed Offline

|

└── NO



Status → Cancelled / Not Serviceable



Manual Refund ₹49



WhatsApp Update Sent

F. MY SERVICES FLOW

My Services



List of Bookings



Select Booking



View Timeline

- Confirmation Fee Paid
- Service Booked
- Documents Picked Up
- Processing
- Delivered

OR

- Cancelled
