

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

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Select Licence Issued From

- |—— Bangalore / Karnataka
- └—— Other State

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Select Licence Class

- |—— 2-Wheeler
- └—— 2-Wheeler + 4-Wheeler

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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

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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
