**Namma Yatri**

Problem Statement 2: Booking Without App

**Problem Statement**: The ability to book a Namma Yatri auto could open up more demand. Build innovative tech solutions to let customers book an auto without installing the app - E.g. website, WhatsApp, SMS, Phone etc. This will cater to users who are uncomfortable or unwilling to use Apps.

**Solution Scope & Deliverables:** Namma Yatri is a community-led platform and has a decentralized operations model. Therefore, setting up a large call center for accepting bookings is unviable. All the Namma Yatri drivers use an open/backend tech platform that can interoperate with any customer-side request. Tech has to solve the booking experience on the user side.

Broad solution themes:

1. Web-App / Website based booking

2. Simplified booking using WhatsApp or SMS

3. Direct phone call/contact the nearest driver

4. Any other innovative means for direct booking

You can submit your idea as a Product prototype / MVP / Figma / PDF / Video. Additional points for implementing the idea as an open-source program.