

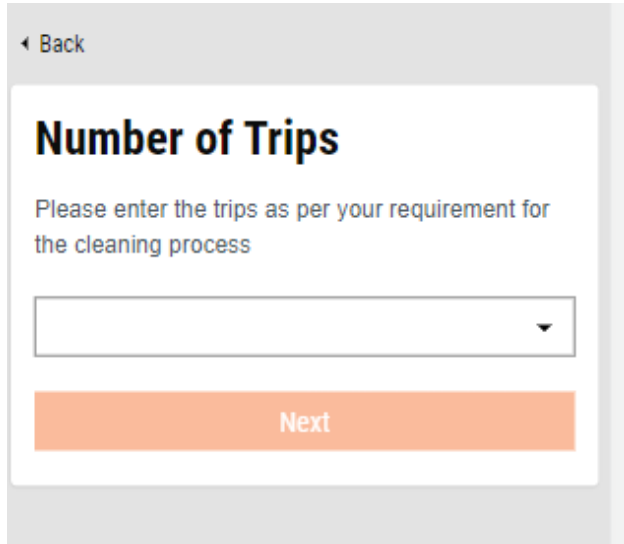
Feedback on Access DIGIT

# Approach

- As part of trying out the citizen's journey on the Access DIGIT platform, completed the online journey for 2 workflows
  - Apply for a septic tank cleaning (FSM) workflow
  - Raise a Complaint workflow
- In the course of the ppt, I have tried to identify different feature suggestions which might add value from a user's perspective considering majorly 2 areas
  - Trust : Building trust in the fact that the details being asked for in the journey will help and **ensure** that their problem is solved.
  - Ease of process and understanding: Making the process easier to understand for the citizens to improve adoption **organically** and one which does not require users to be trained on how the process is to be done
- Having identified different features which I feel could add value to the workflows, I have tried to prioritize the different features on the basis of the impact they can make.

FSM Workflow:  
Citizen flow of applying for  
cleaning of septic tank

# Feature suggestions (1/6)



A screenshot of a mobile application interface. At the top left, there is a grey bar with a left-pointing arrow and the text 'Back'. Below this, the title 'Number of Trips' is displayed in bold black font. Under the title, a subtitle reads 'Please enter the trips as per your requirement for the cleaning process'. Below the subtitle is a white rectangular input field with a small downward-pointing arrow on its right side. At the bottom of the form is an orange rectangular button with the word 'Next' in white text.

## Current scenario:

The user might not always be aware as to how many trips are required

## Feature Suggestion 1:

Since user is unlikely to know this, we can try for other proxies to answer this:

1. When was the last time your septic tank was cleaned? (If there are standard septic tank sizes being used in an area, considering the duration will help us know how much of the septic tank is full)
2. What is the size of your septic tank? (comparing the size of the septic tank with the size of our unloading capacity, we can compute the number of trips)

# Feature suggestions (2/6)

The image displays three variations of a 'Select Payment Preference' form, illustrating different states of user interaction.

**Top Left Mockup (Initial State):**

- Title: **Select Payment Preference**
- Instruction: Please select when you want to pay
- Options: ☐ Pay Now, ☐ Pay Later
- Buttons: **Next** (orange), **Skip and Continue** (orange)

**Top Right Mockup ('Pay Later' Selected):**

- Title: **Select Payment Preference**
- Instruction: Please select when you want to pay
- Options: ☒ Pay Now, ☐ Pay Later
- Buttons: **Next** (orange), **Skip and Continue** (orange)
- Info Box:** Application process will take a minute to complete. A service provider will be assigned to you shortly. You will receive details regarding the amount to be paid once the service provider arrives at your location.

**Bottom Left Mockup ('Pay Now' Selected):**

- Title: **Select Payment Preference**
- Instruction: Please select when you want to pay
- Options: ☒ Pay Now, ☐ Pay Later
- Buttons: **Next** (orange), **Skip and Continue** (orange)
- Info Box:** Application process will take a minute to complete. A service provider will be assigned to you once the payment is complete.

## Current scenario:

From a citizen's perspective, it's hard to make the decision of paying now vs paying later until one knows the cost which he/she will have to pay for the service. Most users will end up selecting Skip and Continue which will not add value in terms of asking the question to the citizen.

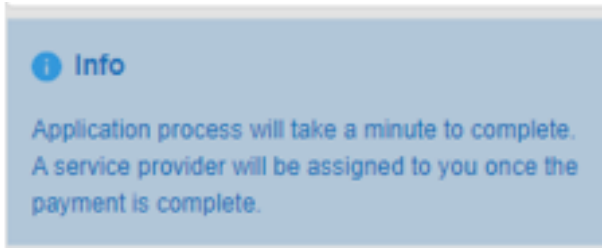
## Feature suggestion 2:

This page can be moved later after the citizen has been informed of the tentative amount he/she will have to pay. In case of pay later, the sentence 'You will receive details regarding the amount to be paid once the service provider arrives at your location' is unlikely to evoke trust, since most people would want to know how much they are likely to pay before choosing a payment option.

## Feature suggestion 3:

Pay later can be made more clearer to 'Pay at the time of service'

# Feature suggestions (3/6)



## Feature suggestion 4:

Instead of the info bar in blue at the bottom, a progress bar can be added at the top showing the steps left and the expected time to complete the application process – Gives user a sense of achievement of moving ahead in the application process and lets them know where they are.

## Current:

A screenshot of a mobile app screen titled 'Do you know the pincode ?'. Below the title is a paragraph: 'If you know the pincode of the Property address, provide below. It will help us identify Property location easily or you can skip and continue'. There is a text input field labeled 'Pincode' containing the value '411006'. Below the input field are two buttons: an orange 'Next' button and a red 'Skip and Continue' link.

## Revised:

A screenshot of a mobile app screen titled 'Do you know the pincode ?'. Below the title is a paragraph: 'If you know the pincode of the Property address, provide below. It will help us identify Property location easily or you can skip and continue'. There is a text input field labeled 'Pincode' containing the value '411006'. To the right of the input field, the text 'PUNE, MAHARASHTRA' is displayed. Below the input field are two buttons: an orange 'Next' button and a red 'Skip and Continue' link.

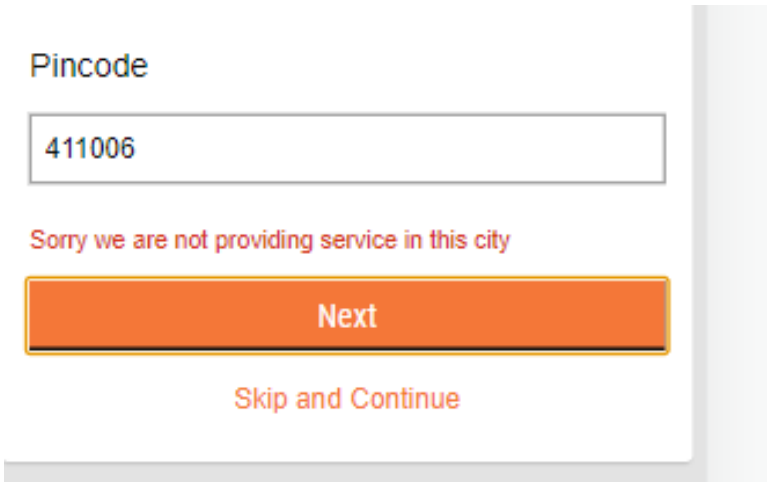
## Feature suggestion 5:

Show city and state from the master

Often while entering pincode, people tend to mention incorrect pin code.

To make sure that the user has entered correct pincode, the corresponding city and state can be autopopulated in the same field next to the pincode (see Revised screen)

# Feature suggestions (4/6)



Pincode

411006

Sorry we are not providing service in this city

Next

Skip and Continue

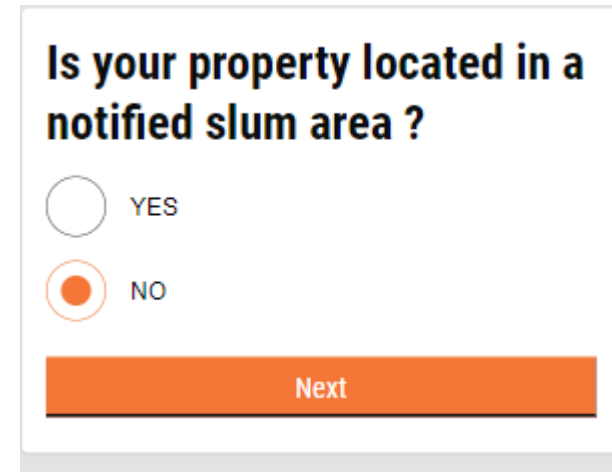
## Current scenario:

In such a scenario, user is not sure of how to proceed.

## Feature suggestion 6:

Next to 'Sorry..' , we can add another line, 'If you would like us to be available in your city, please click here'. Post that a simple thank you webpage with the content 'Thank you. Your request has been recorded' can be shown. That will serve 2 use cases:

1. It will complete the logical flow for such users clearly telling the end
2. It will help record how many people are demanding services from a particular pincode/city



Is your property located in a notified slum area ?

☐ YES

☒ NO

Next

## Current scenario:

Many citizens might not know of a 'notified slum area'

## Feature suggestion 7:

Can the pincode/locality which a user has given be used to check if the area is a notified slum area? That will allow for more accurate assessment and will save a step in the user journey.

# Feature suggestions (5/6)

## Choose Onsite sanitation type

A conventional septic tank is a box type septic tank with dimensions "Length, Breadth and Depth" and Soak pit is cylindrical in nature with dimensions "Diameter and Depth". If you are not sure of the septic tank type or its dimensions, please skip this step and continue.

Choose Onsite sanitation type

☐

Conventional septic tank

☐

Septic tank with soak pit

Next

Skip and Continue

### Current scenario:

There's a wordy description given with regards to the septic tank and soak pit.

### Feature suggestion 8:

This can be better explained through the use of images against each of the options

(Please see image on right)

## Choose Onsite sanitation type

A conventional septic tank is a box type septic tank with dimensions "Length, Breadth and Depth" and Soak pit is cylindrical in nature with dimensions "Diameter and Depth". If you are not sure of the septic tank type or its dimensions, please skip this step and continue.

Choose Onsite sanitation type

☐ Conventional Septic Tank

Show Image of  
Conventional septic tank

☐ Septic Tank with soak pit

Show Image of Septic  
tank with soak pit



# Feature suggestions (6/6)

Property Details		
Number of Trips	2	CHANGE
Gender Type	Male	CHANGE
Property Type	Residential	CHANGE
Property Sub-Type	Independent house	CHANGE
Address	Back Side Civil Courts Colony - Area1, City B	CHANGE
Onsite sanitation type	Septic tank with soak pit	CHANGE
Payment Preference Type	Pay Now	CHANGE

Submit

**Info**

Application process will take a minute to complete. It might cost around Rs.1000-1500 for cleaning your septic tank and there are concess rates for people living in slum areas

## Current scenario:

“Application process will take a minute to complete” is still being shown despite being irrelevant here

## Feature Suggestion 9:

The line can be removed and replaced by a progress bar at the top



## Current scenario:

The message clearly conveys that the request will be completed within 48 hours and gives the application reference no.

## Feature suggestion 10:

The link to tracking the application can be added in the message

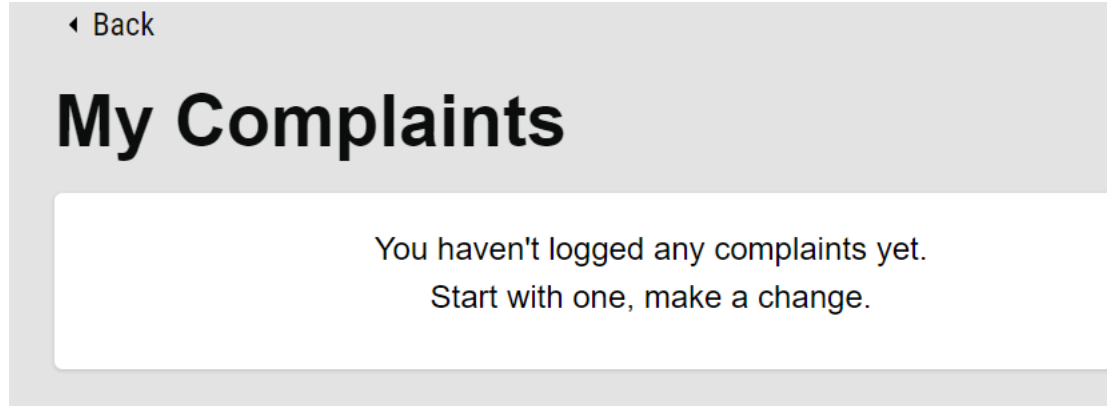
# Feature prioritization

To help categorize which features need to be worked on first, we have defined a feature prioritization grid based on Importance to user, technical difficulty involved in adding the feature and how many citizens will be able to benefit from the feature. Categorization is High (H), Medium (M), Low (L)

Feature	Importance to user (citizen)	Technical difficulty	No. of citizens this will impact	Final Priority
Feature 1 – Question reframing for no. of trips	M	L	H	1
Feature 2- Payment page flow	H	M	H	3
Feature 3 - Content change for Pay-later	M	L	M	4
Feature 4 - Info bar	L	L	L	9
Feature 5- showing city and state from master	M	L	M	6
Feature 6- Inclusion of additional city	L	M	M	7
Feature 7- automatic check of notified slum areas	M	L	M	5
Feature 8- Inclusion of Images	H	M	H	2
Feature 9- eliminating repetition	L	L	L	10
Feature 10- Link to track application	M	L	M	8

# Raise a Complaint workflow

# Feature suggestions (1/4)



## Current scenario:

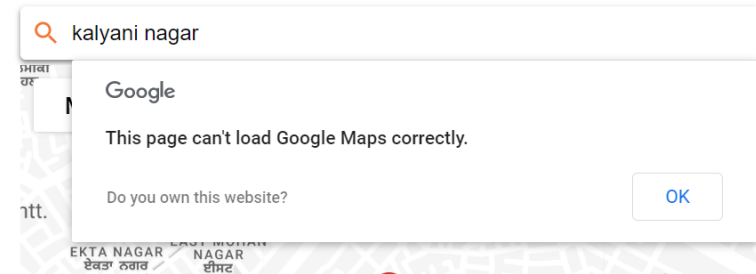
The text says 'Start with one, make a change' but there is no option to raise a complaint at this page itself.

## New feature 1:

Add the link to raising a new complaint here itself on the page, stating 'If you wish to rise a new complaint, you can do so by clicking here'

## Pin Complaint Location

Click and hold to drop the pin to complaint location. If you are not able to pin the location you can skip the continue for next step.

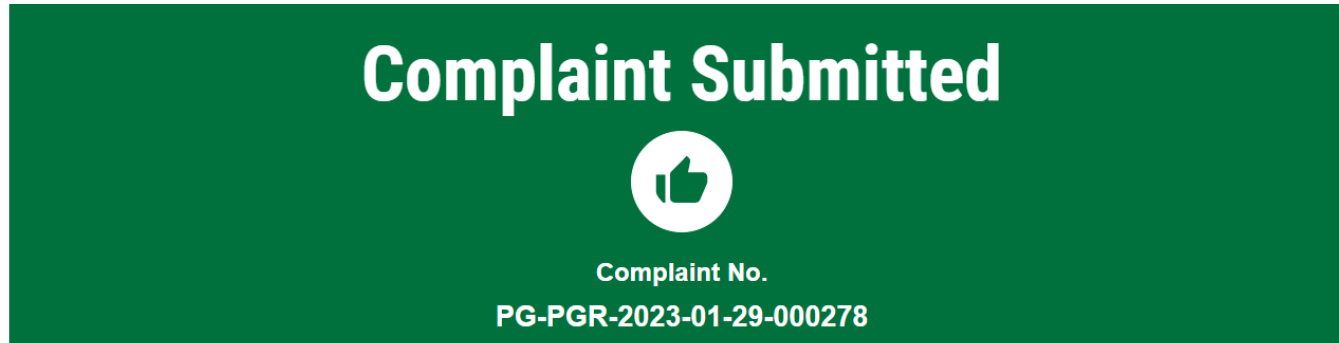


## Current scenario:

Page is not able to load Google Maps correctly.

Is this an issue because it's a staging app? Just wanted to bring this to attention if this is being faced in the production app as well.

# Feature suggestions (2/4)



The notification along with complaint number is sent to your registered mobile number. You can track the complaint status using mobile or web app.

[Go back to home page](#)

## Additional feature 2:

Link to the mobile app and link to the 'My Complaints' section can be added in the last line. That will help complete the flow for the user- from raising a complaint to seeing it in 'My complaints'

## Additional feature 3:

People are usually skeptical about raising a complaint because they feel their complaints will not be attended to. To increase confidence, can we add some timeline within which they will have someone reaching out to them?

# Feature suggestions (3/4)

## Additional feature 4:

- A long-term feature but for every time that users raise a complaint which helps the society, they could be awarded certain points or rewards for doing so. Once they have accumulated over a certain value of points, they can be given a verified badge and can be displayed in the ULBs notice boards or other areas. This can be done to solve some specific pertinent problems which required active community participation for a period of time.

## Additional feature 5:

The link to the local municipal web portal can be provided at the end.

## Notifications

### Public Grievances & Redressal

Dear Citizen, Your complaint for Dirty/smelly public toilet has been submitted with ID PG-PGR-2023-01-29-000278 on 29/01/2023. You can track your complaint status on the mSeva Punjab mobile App (download here - <https://staging.digit.org/egov-url-shortening/yyly>) or your local municipal web portal. EGOVS

2 minutes ago

# Feature suggestions (4/4)

Roads & footpaths

**Choose Complaint Sub-Type**

The complaint type you have chosen has following complaint sub-types. Select the option of your choice from the list given below.

- ☐ क्षतिग्रस्त सड़क
- ☒ पानी से भरी सड़कें
- ☐ मैनहोल कवर गायब/क्षतिग्रस्त
- ☐ क्षतिग्रस्त / अवरुद्ध फुटपाथ
- ☐ निर्माण सामग्री सड़क पर पड़ी है

Next

## Bug:

On this page, the text at the top is in English but the options are in Hindi.

This happens when I switch between English to Hindi and back to English on this particular page.

# Feature prioritization

To help categorize which features need to be worked on first, we have defined a feature prioritization grid based on Importance to user, technical difficulty involved in adding the feature and how many citizens will be able to benefit from the feature.

Categorization is High (H), Medium (M), Low (L)

	Importance to user (citizen)	Technical difficulty	No. of citizens this will impact	Final Priority
Feature 1 – New complaint link	M	L	M	4
Feature 2- My complaints link	M	L	M	2
Feature 3 –Resolution timeline	H	M	H	1
Feature 4 - Rewards	H	H	H	5
Feature 5- Link to municipal web portal	M	L	M	3




Thank You

# ANNEXURE

mSeva


City B

Application Submitted



Application No.  
107-F SM-2023-01-29-000049

Application reference is sent to your registered mobile number. You will be notified with the charges for the applied service shortly. Please make the payment using my applications link from home page after you receive the notification.

 Download

Go back to home page

mSeva

City B

Back

Select complaint type

Select the option related to your complaint from the list given below. If the complaint type you are looking for is not listed select others.

☐ Streetlights

☐ Garbage

☐ Drains

☐ Water & Sewage

☐ Roads & footpaths

☐ Mosquitoes