



INDUSTRY: CAR RENTAL

Automating the Driving License Verification Process

Introduction

The client is India's largest self-drive urban mobility platform. The company recently launched PEDL, India's first technology-enabled cycle sharing service. The company has a presence in 27 cities with a fleet of over 3,000 vehicles and 20+ models while PEDL is operational across 6 cities with more than 3,000 cycles.

The Challenge

To automate the DL Verification process. While booking, the driver's license (DL) document is submitted by the Customer and is used as a KYC reference for data indexing & validation. The process includes performing the DL verification against the government DL repository called "Parivahan", and there are more than 10,000 such processes per month.

Manual AHT per transaction - 2 minutes (approx)

Solution

Bots were deployed to log into the company's admin portal, open the licenses to be reviewed; identify the bucket which requires validation; download the copy; use IQ Bot API to extract DL information; use CSV output to begin verification; use Bluestack emulator to log into Parivahan website; fill the required fields in the dashboard; approve/reject based on verification; go to next user and repeat the process.

Outcomes

- **35 secs** - Bot AHT per transaction
- **70%** FTE Time saving at the minimum
- **100%** error-free data handling
- Data accuracy and faster processing
- No manual intervention required
- Elastic and Agile Scalability to handle changing work volumes
- No need for coding
- Complete reusability

Applications Automated

- Web Application

Processes Automated

- Data Extraction
- Web Navigation
- Data Entry
- Data Verification
- Data Validation

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