

Uber India Driver Advisory Council

First session: Status update on problems and solutions

Apti institute

April 27, 2022

Note from Aapti team

Aapti thanks the Advisors for participating in the first session of the Driver Advisory Council. The discussions conducted through this process have been invaluable and helpful in implementing planned changes to the Uber app. Some of the highlights include:

- **12 problems were identified** by Uber for further action (details on next slide)
- **Key problems** that have already been **resolved** include **compensation for long pick-up, fare increases, daily payments (instead of weekly), access to support centres for auto and moto driver partners.**
- Other **problems** highlighted in the document will be resolved through the months of **May and June**, prior to the next DAC session

Advisors are encouraged to engage with these changes implemented in the Uber app and provide feedback during the next session.

DAC Action Items (1/3)

Problem	Solution	Status
Rising fuel costs - need to increase fares	Fare increases were done across cities in the range of 10-15%	Completed
Cash sol issues - agents only speak to customer	Support agent should speak to both driver partner and rider to resolve matter	Completed
Support centres were only for cars - auto and moto drivers didn't have access	Support centres are now open to auto and moto drivers	Completed



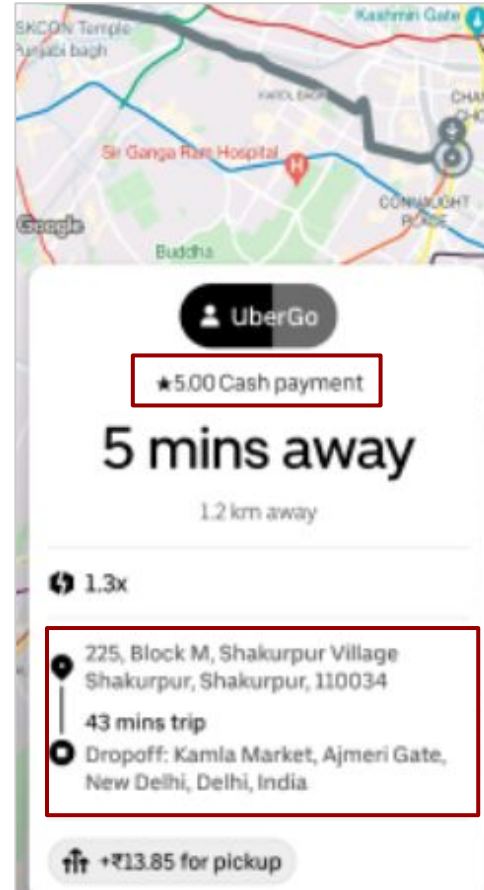
City	Price hike
Delhi NCR	13%
Mumbai	15%
Hyderabad	15%
Kolkata	12%
Bangalore	10%
Chennai	10%
Pune	15%
Rest of India	10-20%



Support centre access for auto and moto drivers are now available in Delhi NCR, Kolkata, Hyderabad, Chennai and Pune. From 16th May, Bangalore and Mumbai will also be live

DAC Action Items (2/3)

Problem	Solution	Status
Drivers cancelled trips after asking customer about the drop-off location and payment mode	Drop-off location is now visible before accepting trips along with payment mode - cash or online trips	Completed
Drivers face cash crunch because of weekly payment cycle	Daily payment to driver's accounts has been started	Completed



Mubarak ho! Ab Daily Payment aa gayi hai

- Ab rozana ke trip ki payment agle he din apne account me paye (Monday to Friday)
- Friday, Saturday aur Sunday ki payment ek saath paaye Monday ko apne account mein

Ab#DinRaatUberSaath



DAC Action Items (3/3)

Problem	Solution	Status
Long dispatches compensation	Improve pickup fee for long dispatches via EasyFare feature	May'22
Upfront destination accuracy	Specific locations instead of large drop-off areas will be shown	Mid May'22
Fare basis actual distance	Easyfare feature will help compensate for actual distance traveled	May'22
Reason to drive & stick with Uber	Renewed value proposition for car driver cum owners	Mid Jun'22
DPs forget their usernames and passwords	OTP login feature	End Jun'22
Arrears updation to be quicker	Process improvement to reduce the time taken to resolve these issues	Team is working on process improvements to bring the resolution time down by 10 - 15%
Cash blocks to be removed faster		

For any queries, please reach out to Aapti



Contact via email

Aapti can be reached on irb.uber@aapti.in. The team will take between 5 – 10 days to reply and is conversant in English, Hindi, Kannada, Telugu and Tamil



Contact via Telegram app

Advisors are encouraged to stay connected with each other and the Aapti team by participating on the Telegram group