Uber India Driver Advisory Council

Second session: Status update on problems and solutions

Aapti institute

October 17, 2022

Note from Aapti team

Aapti thanks the Advisors for participating in the second 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 mid term highlights include:

- **8 problems were identified** by Uber for further action (details on next slide)

  Key problems that have already been **resolved** include
- **Complete freedom to choose the product you want to drive on**
- **Reservation feature has been rolled out for the top 7 cities**
- **Inconsistency in fares and errors in trip receipts have been resolved**
- **A separate line item in the trip receipt called "Max Fare Adjustment" will now be shown**
- **A Process has been set up for actioning against Heroes who charge drivers for providing support**,
- **Moto customers are given a prompt while booking the trip that items more than 5 kg (and certain dimensions) are not allowed**
- **99.6% of the pick-up and drop addresses will appear correctly**

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

DAC Action Items

Problem	Solution	Status
Repeat dispatches were sent to the same driver even after canceling a ride.	This has been partially solved with the **'Find Another Driver'** option which is given to the rider - if they click on that, they won't be matched with the same driver.	Partially resolved
Drivers want complete freedom to choose the products they want to drive on. Some prefer only intercity or rentals on Uber.	Drivers now have complete **freedom to choose** the product category they want to drive on.	Resolved
Reservation was only available in Mumbai and Bangalore, drivers from other cities wanted this product.	**Product has been launched in all Top 7 cities** (previously it was only in Mumbai and Bangalore) - Intercity and Premier only for now	Resolved
Drivers reported **errors in the fare calculation** for results, sometimes the distance/time reflecting on the trip receipt was incorrect.	Inconsistency in fares and errors in trip receipts for Rentals has been fixed by the product team as confirmed by the Rentals team	Resolved
For fare capped markets, if fare is reduced because of max fare regulations, drivers wanted it to be **shown separately in the trip receipt.**	A separate line item in the trip receipt called **"Max Fare Adjustment"** is shown on the trip receipt.	Resolved
Hero booths **charge INR 500** from drivers while helping them raise support requests.	A Process has been set up for **actioning against Heroes** who charge drivers for providing support.	Resolved
Moto drivers complained that customers send items **more than 5 kg** via Connect	Now customers are given a prompt while booking the trip that **items more than 5 kg (and certain dimensions) are not allowed.**	Resolved
Drivers complained for a long time about the **Pickup and Drop Off addresses not being visible properly** and instead only the pincode and city names were shown	Issue solved by the engineering team. **99.6% of the addresses are appearing correctly** for Pickup and Drop-off	Resolved

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

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