OneVaahan — how to use the app

Book a cab from your village · For riders and drivers

Apps version 1.8 · November 2026

Download the app

Open this link on your Android phone, or scan the code:

https://onevaahan.duckdns.org/download

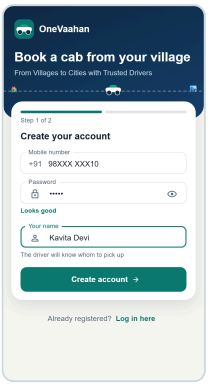
1. Download the OneVaahan app.
2. Open the downloaded file. If the phone asks, turn on "Allow from this source".
3. Tap Install, then Open.

Works on 64-bit Android phones (almost every phone from 2019 onwards). Allow notifications when the app asks.

For riders

1. Create your account

1. The app opens on Create your account. Enter your 10-digit mobile number, a password (any 4–30 characters you will remember) and your name.
2. Tap Create account. That's it — the account is made.
3. The next screen asks for date of birth, village and city. They are optional: tap Save and continue, or Skip — fill in later and add them any time in Profile.
4. Your account is activated within 24 hours: the OneVaahan team calls the number you registered with. Keep that phone switched on.

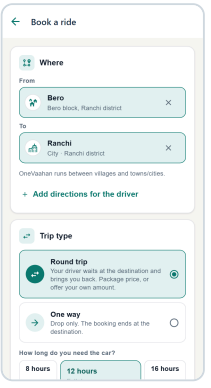


2. Log in

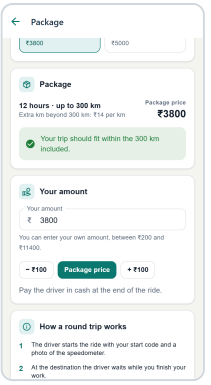
1. Already registered? Tap Log in here, enter your mobile number and password, tap Log in.
2. Forgot your password? Tap Forgot password?, enter your number and tap Request password reset. The team calls you on your registered number with a temporary password. Change it later in Profile → Change password.

3. Book a ride

1. On the Ride tab tap Where to?.
2. From and To: type a village, town, hospital, station or chowk and pick it from the list (⇅ swaps them). Add directions for the driver if you like, e.g. "near the government school".
3. Trip type: Round trip (the driver waits and brings you back; choose 8, 12 or 16 hours) or One way (drop only).
4. Pick the day and pickup time: today or the next 3 days, at least 2 hours from now.
5. Who is travelling: Me, or Someone else (enter their mobile number; the driver calls them).
6. Tap See fare.

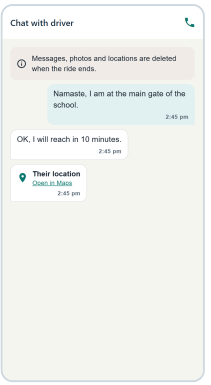


4. Choose the car and your price



1. Choose 4 seater or 7 seater. You see the fare (round trip: package price with the km included).
2. You can offer your own amount within the range shown. A lower offer is allowed, but fewer drivers may accept.
3. Tap Request ride. Nearby drivers get up to 1 hour to accept — you can close the app meanwhile.

5. When a driver accepts



1. You get a notification. The ride shows the driver's name, car, number plate and your 4-digit start code.
2. Chat with driver: send messages, photos or your location. The phone icon calls the driver.
3. Give the start code only when you are in the car. At the end, give the closing code only when you have arrived (round trip: back at your pickup).
4. Pay the amount shown in cash. Round trip: extra km beyond the package cost extra. Then rate your driver (1–5 stars).

6. Cancelling

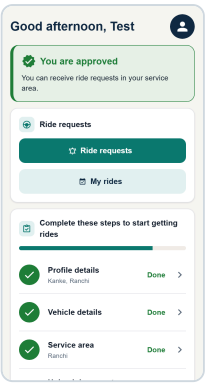
1. Before a driver accepts: Cancel request — free.
2. After a driver accepts: Cancel ride — ₹100 is added to your next ride.
3. Nobody accepted in time? Tap Try again, perhaps with a higher amount or another time.

For drivers

1. Create your driver account

1. Open OneVaahan Driver, enter your mobile number, a password (any 4–30 characters) and your name, and tap Create account. Date of birth, village and city can wait (Skip — fill in later).
2. Next time tap Log in here and use your number and password (Forgot password? works as in the rider app).

2. Complete your profile



1. Vehicle: 4 seater or 7 seater, model, colour, number plate.
2. Upload documents: photo, Aadhaar, PAN, driving licence, RC and insurance (photo or PDF, up to 5 MB each).
3. Service area: where you start from and how far you go for a pickup.
4. Set availability: the days and hours you can drive.
5. Admin verification usually takes 1–2 days. If something needs fixing you see the reason — fix it and tap Send again.

3. Get and accept rides

1. A new request pops up as a card: route, time, trip type and fare. Tap Details to see more, Accept to take it, Reject or ✕ to skip.
2. You can also open Ride requests on the home screen. The first driver to accept gets the ride.
3. Accepted rides are in My rides with the rider's name and phone: Call, Chat with rider, Directions to pickup.

4. Start and close the ride

1. Ask the rider for the 4-digit start code, enter the speedometer reading with a photo, tap Start ride.
2. Round trip: tap Reached destination, wait for the rider, then Start return journey.
3. At the end ask for the closing code, enter the final reading with a photo, tap Close ride.
4. Collect the amount shown in cash and rate the rider.

5. Not getting ride requests?

1. The home screen shows in red what is wrong and a button to fix it (vehicle, documents, service area, availability, approval).
2. Keep notifications on, and let the app run in the background: phone Settings → Apps → OneVaahan Driver → Battery → Unrestricted (and Auto-start if your phone has it).

For everyone

Good to know

1. Notifications tab (riders): every update about your requests and rides.
2. Profile: add or edit your details (empty ones show "Not added yet — tap to add"), change your password, choose a Light or Dark screen, send Feedback.
3. The arrow (←) at the top left always takes you back.
4. New version: when the app shows "New version available", tap Update and install the downloaded file. Your account and rides stay.
5. Offers and news from the OneVaahan team may appear as a small card — close it with ✕.
6. "Something went wrong" across the screen means the service is paused for a short while. Tap Try again later.

Frequently asked questions

Is OneVaahan free to use?

Yes, the apps are free. Riders pay the driver the ride fare in cash at the end of the ride.

Why can't I book right after signing up?

New rider accounts are activated within 24 hours after a call on your registered number. Keep that phone switched on.

Can I book for my parents or a friend?

Yes. Choose Someone else and enter their mobile number. The driver calls them.

How early must I book?

At least 2 hours before pickup, for today or up to 3 days ahead.

What if no driver accepts?

You get a notification. Tap Try again — a higher offer or a different time helps.

Who sees my mobile number?

Only the driver of a confirmed ride (and the rider, for drivers). It is never shown publicly.

Are chat messages and photos kept?

No. Messages, photos and shared locations are deleted when the ride ends.

What password can I use?

Any 4–30 letters or numbers you will remember. Don’t tell anyone.

Do I have to give my date of birth or village?

No. An account needs only your number, a password and your name. Add the rest later in Profile if you like.

I forgot my password.

On the login screen tap Forgot password? The team calls your registered number with a temporary password.

Can I change my mobile number?

No, your mobile number is your login. Create a new account if you change numbers.

Driver: how long does approval take?

Usually 1–2 days after all documents are uploaded.

Driver: I am approved but get no requests.

Check the red message on the home screen, set your availability for today, keep notifications on and battery set to Unrestricted.

Driver: I entered the code wrong.

After five wrong codes the ride locks. Contact us through Profile → Feedback.

The app says "No internet connection".

Check mobile data or Wi-Fi and try again. Other messages ("taking too long", "could not reach") mean try again in a moment.

How do I contact OneVaahan?

In the app: Profile → Feedback. Choose Problem, Idea, Praise or Other and write to us.

Need help? Open the app → Profile → Feedback. We read every message.

OneVaahan Team