Dig-E-Minds

Proposal draft v0.1 · 12 November 2026



PROGRAMS · EVENTS · ASHRAM STAYS

Antara platform: our approach and proposed solution

A connected mobile app, booking website and operations dashboard for an independent spiritual organisation with one or more ashram locations.

Prepared for: [Client organisation name]

Prepared by: Dig-E-Minds

"Antara" is a temporary working name. Examples are fictional. This document is a proposal for discussion, not a statement of legal or regulatory compliance.

1 · SUMMARY

What we propose

People come to your organisation for many reasons: a first breathing course, a weekly satsang, a family weekend or a long stay at the ashram. Today those journeys are often split across forms, phone calls and paper registers. We propose one connected service that takes a person from curiosity to the walk back out of the gate.

Mobile app

iOS and Android, for participants and staff. Discover, book, pay, carry offline passes; staff scan, check in and manage rooms.

Booking website

Responsive discovery and booking with no install needed. Same offerings, prices, rooms and terms as the app.

Operations dashboard

For branches and the organisation: schedules, capacity, rooms, arrivals, payments, refunds, people and roles.

Why this matters

- **Less admin, fewer errors.** Bookings, payments and passes in one place replace manual lists.
- **No double-booked rooms.** A room locks for its nights the moment it is booked, on every surface.
- **Calm gates on weak signal.** Passes and scanning work offline and sync later.
- **Trust by design.** Identity data is masked, kept off passes and visible only to the roles that need it.
- **Ready to grow.** Multiple branches, each with its own staff, rooms and calendar, under one organisation.

See it working. A clickable prototype accompanies this document on the Dig-E-Minds demo portal: [demo portal URL]. It shows course booking, family booking, room reservation, offline passes and the staff gate scanner with simulated data.

How to read this document

Confirmed stated in your brief · Assumption our working guess, please confirm · Recommendation our advice · Open decision a policy only you can decide.

What we heard, and what it means

Need	What makes it hard today	What the platform must do
Programs and events Confirmed	Each offering can have its own place, teacher, dates, capacity and price; some repeat weekly, some are free, some unlimited.	One flexible model for offerings and sessions, with recurrence and capacity rules.
Family and group bookings Confirmed	One organiser books for several people, each needing their own details and pass.	Saved family members, per-person details, one payment, one pass each.
Aadhaar for every attendee Confirmed	Highly sensitive data; the permitted process is not yet confirmed.	Configurable, masked handling; never on passes; restricted and logged staff access.
Ashram rooms Confirmed	Several branches and buildings; rooms move between ready, occupied, cleaning and maintenance.	Live room inventory, instant confirmation, staff alerts, arrival and check-out flows.
Payments and refunds Confirmed	Paid and free bookings, cancellations, refunds and receipts.	Clear status, policy-based refunds, receipts and recorded terms acceptance.
Entry at the gate Confirmed	Large gatherings, poor connectivity, people without phones.	Offline passes, offline scanning with later sync, name search fallback.
Many roles, one person Confirmed	A volunteer is also a participant; staff work at specific branches.	One account, several roles, each scoped to branch and duty.

Who we are designing for

Composite personas Assumption, to be checked in discovery interviews.

First-timer

Books on her phone at night. Wants the exact cost, the cancellation terms and why ID is needed.

Family organiser

Books four people incl. an elderly parent. Wants one payment and a pass each.

Gate volunteer and reception

Need fast scans on weak signal and today's arrivals at a glance.

Our approach

We work in short, visible steps. You see working software early, and every policy decision is made by you, not hidden in the build.

Principles

Calm through clarity

Date, price, place and next step are always obvious. Calm is clear information, not vague copy.

Reassure at every step

We say what happens next, what it costs, and why each detail is asked for.

Sensitive by default

Collect the least data that meets your purpose; mask, restrict and log the rest.

Works at the gate

Design for weak signal and low-end Android phones from day one.

Phases

Indicative · durations confirmed after discovery

1 · Discover — 2–3 weeks. Stakeholder workshops; 6–8 interviews with participants, family organisers, reception and gate volunteers; visit to a branch; review of current forms, registers and policies. *Output:* confirmed requirements, decisions log, success measures.

2 · Define — 1–2 weeks. Final scope for release 1, roles and permissions, data and privacy plan, payment and notification providers, technical architecture. *Output:* signed-off scope and plan.

3 · Design — 3–4 weeks, overlapping build. High-fidelity screens for app, website and dashboard; design system; copy in English and Hindi; usability testing with real users on real phones. *Output:* tested designs and handoff.

4 · Build — 10–14 weeks. Two-week sprints with a demo at the end of each. Automated tests, accessibility checks and security review before the pilot. *Output:* release 1 on test stores and staging.

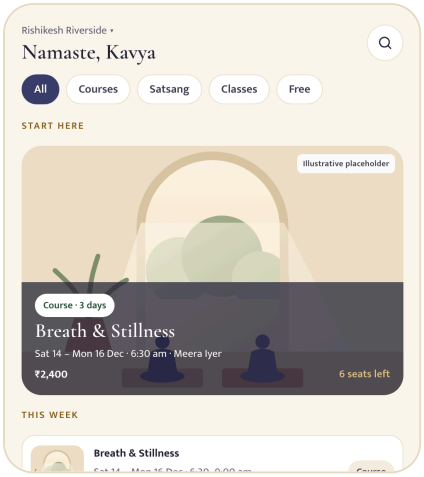
5 · Pilot — 4–6 weeks. One branch, one season of programs and stays. Staff training, on-site support at the first large event, daily issue triage. *Output:* pilot report and fixes, then we add branches and release 2.

Working together

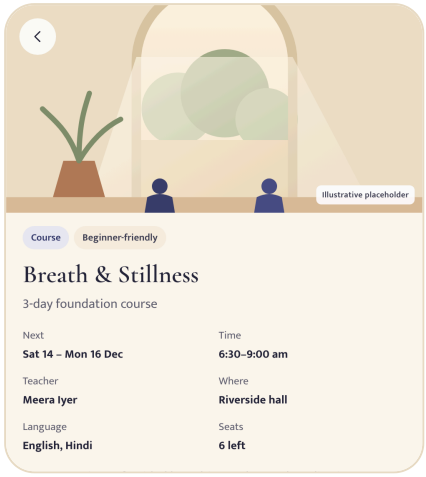
- A named Dig-E-Minds product lead as your single point of contact; weekly check-in and fortnightly demo.
- A shared decisions log: every policy gets an owner and a date.
- Suggested team Recommendation: product lead, product designer, two mobile/web engineers, one backend engineer, QA; security and legal review at set points.

4 · PROPOSED SOLUTION

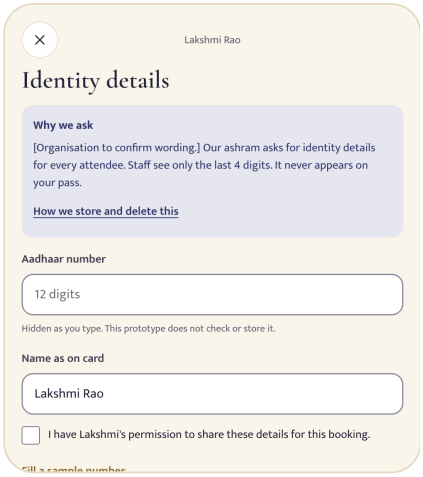
The product, surface by surface



Explore: photo-led discovery, branch-aware.



Program detail: facts, terms and price before booking.



Identity step: purpose first, masked input, consent.

Screens from the clickable prototype. Illustrations are placeholders; final photography will be commissioned.

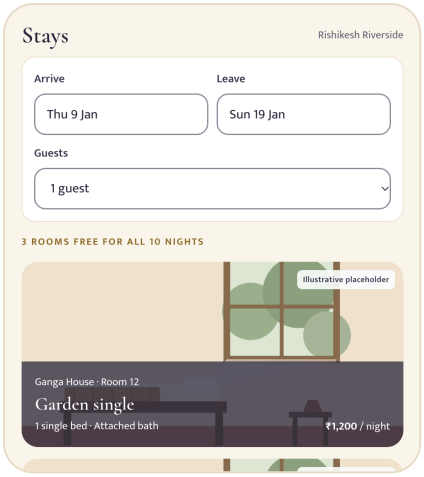
Participant app and website

- **Discover:** programs and stays by branch, date, type and price; "Start here" for first-timers.
- **Book:** session choice, attendees from saved family members, identity step, terms shown before booking, one payment.
- **After booking:** receipt, reminders, one offline pass per attendee, cancel with the refund amount shown first.
- **Stays:** only rooms that are ready and free for every night requested; instant confirmation; arrival information.

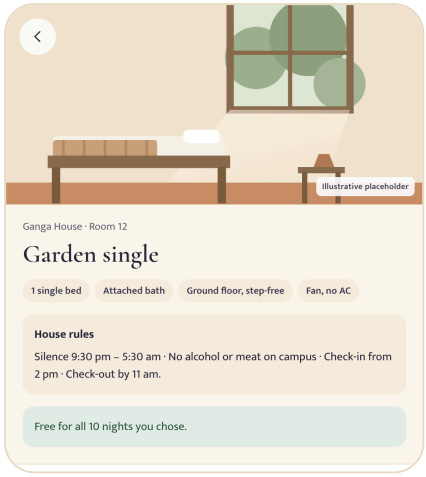
Staff mode and dashboard

- **Gate:** camera scanner with large, colour-plus-word results; offline queue; name search for people without phones.
- **Reception:** today's arrivals and departures, room board, assign or reassign, check-in and check-out, maintenance.
- **Branch manager:** offerings, recurring schedules, capacity, prices, staff roles for their branch.
- **Admin and finance:** all branches, refunds, receipts, terms versions, retention, audit log.

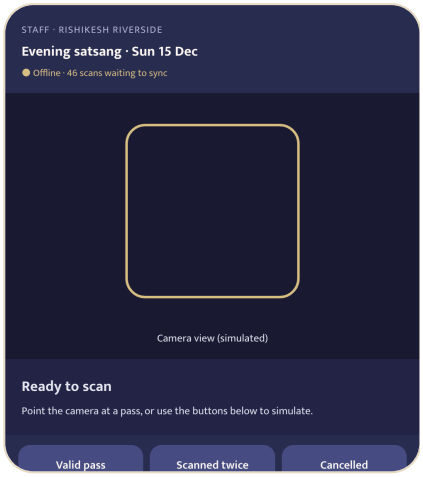
Rooms, gates and roles



Stays: only bookable rooms appear.



Room detail: facts, house rules, total for the stay.



Staff scanner: works offline and syncs later.

Roles and access Recommendation

Role	Can do	Identity data
Participant / guest	Book, pay, passes, family members	Own and family, masked
Teacher	Own session rosters (names and needs), scan for own sessions	None
Volunteer / event staff	Scan and check in for assigned events; access ends after the event	None
Reception / accommodation	Arrivals, rooms, check-in/out, room status for their branch	Last 4 digits; full reveal only with reason, logged
Branch manager	Schedules, capacity, prices, staff roles, refunds up to a limit	As reception
Organisation admin	All branches, settings, terms, retention, audit log	As reception, all branches
Finance (optional)	Payments, refunds, receipts, reports	None

Offline passes and scanning

Each pass is saved on the phone when booked. The pass code carries a reference that the scanner can check for tampering without a connection; the exact method is set in technical design. Before an event, staff devices download that session's valid passes and cancellations. Scans are stored on the device and uploaded when signal returns. If the same pass was scanned at two gates, the earliest scan counts and the second is flagged for the event lead. Nothing is silently discarded.

Rooms without double booking

Availability is checked per room, per night, at the moment of confirmation. The first confirmed booking wins; anyone else sees similar rooms with their dates kept. A short hold (about 10 minutes, shown with a timer) protects a guest while they pay Assumption. Reception and the branch manager are notified the moment a room is booked.

Handling identity data with care

Every attendee must provide Aadhaar information Confirmed. What exactly is collected, whether it is verified, and how long it is kept are not yet confirmed. We have designed the platform so you can choose without a redesign. We have not designed any integration with UIDAI.

Mode	What is stored	Exposure
A · In-person check only	Nothing but a "Seen at arrival" flag recorded by staff.	Lowest
B · Last 4 digits	Last 4 digits and name as on card, for matching at arrival.	Low
C · Full number, masked	Full number in a separate encrypted store; staff see last 4; reveal needs a reason and is logged; deleted on schedule.	Higher; needs a clear legal basis
D · Verified method	Placeholder for any verification method you are permitted to use. Designed only once confirmed.	Depends on method

Our recommendation: start with the least data that meets your actual purpose. If the purpose is confirming that the person at the gate is the person booked, mode A or B may be enough. Choose C only if you have a specific obligation to hold the full number, confirmed in writing by your counsel.

In every mode

- Purpose explained before the field, in wording you approve.
- Masked everywhere; never on passes, receipts, emails, notifications or exports.
- Never visible to teachers, volunteers or finance.
- The booker confirms they have each attendee's permission.
- Participants can see, correct and request deletion of their data, subject to retention rules.

Consent, terms and audit

- Terms are versioned and shown before booking; acceptance records account, version, time and attendees covered.
- Separate, unbundled consents for terms, identity processing, event photography and marketing messages (marketing off by default).
- Every reveal, export, role change, refund and override is written to an audit log.

Legal review. Before launch, your Aadhaar process, privacy notice and retention periods should be reviewed by qualified counsel against applicable Indian law, including the Aadhaar Act and the Digital Personal Data Protection Act, 2023. Dig-E-Minds will build to the process you confirm; we do not certify legal compliance.

6 · TECHNOLOGY APPROACH

Built to be dependable and affordable

Our recommendations below are starting points Recommendation. We confirm the final choices with you in the Define phase, after looking at your budget, team and any existing systems.

Layer	Recommended direction	Why
Mobile app	One cross-platform codebase (React Native or Flutter) for iOS and Android, with local storage for passes and the scan queue.	One team, one codebase; strong offline support.
Website	Server-rendered web app sharing the design system; fast on mobile networks.	Good search visibility for public pages; quick first load.
Dashboard	Web app with role-based screens, tablet layout for reception.	No install for staff; works on existing devices.
Backend and data	Managed relational database with transactional booking and inventory locks; separate encrypted store for identity data.	Correct room and seat counts under load; sensitive data kept apart.
Payments	An Indian payment gateway supporting UPI, cards and net banking with refund APIs. Options to evaluate include Razorpay, Cashfree and PayU.	Familiar checkout; refunds handled through the provider.
Notifications	Push (Firebase Cloud Messaging / Apple Push), transactional email, and optional SMS or WhatsApp through a provider. SMS in India requires DLT template registration.	Right message on the right channel; costs controlled.
Hosting	Managed cloud hosting in an Indian region where available, with backups and monitoring; web delivered through a CDN such as Cloudflare.	Low latency for Indian users; resilience.
Quality	Automated tests for booking, payment and scan logic; accessibility checks; security review and penetration test before pilot.	Confidence before real money and real data.

Design direction: "First light"

The quiet hour of morning practice: warm cream, deep twilight indigo for actions, antique gold for small details, elegant Cormorant Garamond headings with Mukta for text in English and Hindi. People and place carry the emotion through commissioned documentary photography; booking and staff screens stay calm and text-first. No lotuses, mandalas or glowing statues. Every text colour pair meets WCAG AA contrast.

Cream #FBF6EC | Sand #F6EEDF | Ink #24243A | Twilight #3A3E6C | Gold #8A6420 | Lamp #D9BE86

The name, wordmark and accent colours are stored as replaceable settings, so adopting the final organisation name is a configuration change, not a redesign.

7 · SCOPE AND ROADMAP

Launch with one branch that works end to end

Release 1 · MVP

- Website and app: browse, program and room detail
- Self, family and small-group booking (up to 10)
- Identity step in the chosen mode, masked
- Paid and free bookings; one payment provider; receipts
- Cancellation with policy-based refunds
- Terms versions and acceptance records
- Offline passes; offline scanning with sync
- Rooms, statuses, instant confirmation, staff alerts
- Arrivals, assignment, check-in, check-out
- Dashboard: schedules incl. recurring, capacity, rooms, bookings, refunds, roles, audit log
- Push and email; English (Hindi if confirmed)

Release 2

- Multiple branches live
- Waitlists with automatic offers
- SMS / WhatsApp reminders
- Large-group request flow
- Housekeeping view, maintenance tickets
- Apple and Google Wallet passes
- Seasonal rates and concessions
- Finance reports and reconciliation

Later

- More Indian languages
- Practice library (recordings)
- Donations and seva sign-ups
- Volunteer shift scheduling
- Series passes or membership
- Attendance and occupancy analytics

Why offline scanning and identity masking are in release 1: both are confirmed requirements and both are hard to add later. Offline scanning shapes how passes are built; masking shapes how identity data is stored.

How we will measure success Recommendation

- Share of bookings completed on mobile without staff help.
- Double-booked rooms during the pilot (target: none).
- Gate queue time at the largest pilot event.
- Refund requests resolved within the stated window.
- Identity reveals per week, each with a recorded reason.

8 · DECISIONS WE NEED FROM YOU

Open decisions and assumptions

We have deliberately not decided these. Each one changes screens, copy or data handling.

#	Decision	Suggested owner
D1	Aadhaar process: purpose wording, mode A–D, whether a full reveal is ever needed	Organisation admin + counsel
D2	Attendees without Aadhaar (foreign nationals, NRIs, those who decline)	Organisation admin
D3	Retention periods for identity data, photos, logs and access notes	Organisation admin + counsel
D4	Cancellation and refund policy per offering type and for stays; no-show rule	Branch managers + finance
D5	Payment provider and the refund timelines we can promise	Finance
D6	Minors: minimum age, guardian consent, who holds their pass	Organisation admin + counsel
D7	Guest photo at check-in: yes or no	Branch managers
D8	Late arrival, key handover and self check-out	Reception lead
D9	Concessions (seniors, students, volunteers) and approvals	Branch managers
D10	Notification channels (SMS, WhatsApp) and sender identity	Organisation admin
D11	Final organisation name, logo and photography commission	Leadership
D12	Gender-specific dorms and how guests choose them	Reception lead

Assumptions we made to keep moving

Most participants book on Android phones on modest networks · English and Hindi at launch · seat and room holds of about 10 minutes · waitlists wanted for limited programs · prices in INR (GST handling advised by finance) · staff scan on their own phones or branch tablets · rooms booked per room or per dorm bed · groups over 10 handled by staff.

Next steps

1 · Review together

Walk through the prototype and this document with leadership and one branch team; mark each decision.

2 · Confirm scope

Agree release 1, the pilot branch and the identity mode.

3 · Start discovery

Interviews, branch visit and provider selection.

4 · Commercials

Dig-E-Minds shares a fixed-scope estimate for release 1 once discovery confirms the decisions above.