APURVA SAUMYA

MAJOR ISSSUES OF IRCTC LOGIN PORTAL AND THEIR PROPOSED SOLUTIONS:

- No drop-down menu (list) is provided for selecting the source and destination stations. This creates a compulsion for the user to enter the stations manually, which could lead to further errors such as spelling mistakes, etc. Hence, a drop-down menu containing the list of stations must be provided.

Existing design:

Proposed Design:

This drop-down list displays the available stations:

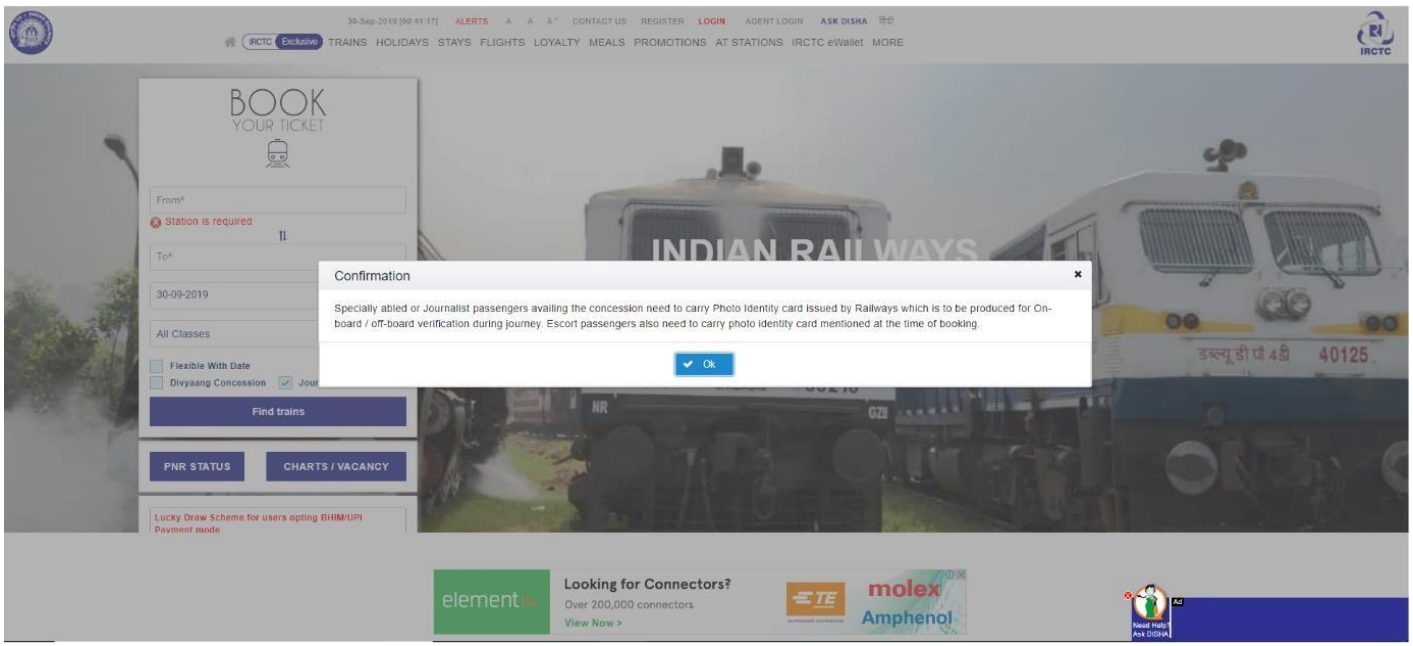
- The users are not provided autofill suggestions. This feature can be added using regular-expressions (JavaScript). Here, as the user types ‘m’, he is shown the possible list of stations, like, Mumbai, etc.

<u>Existing design:</u>

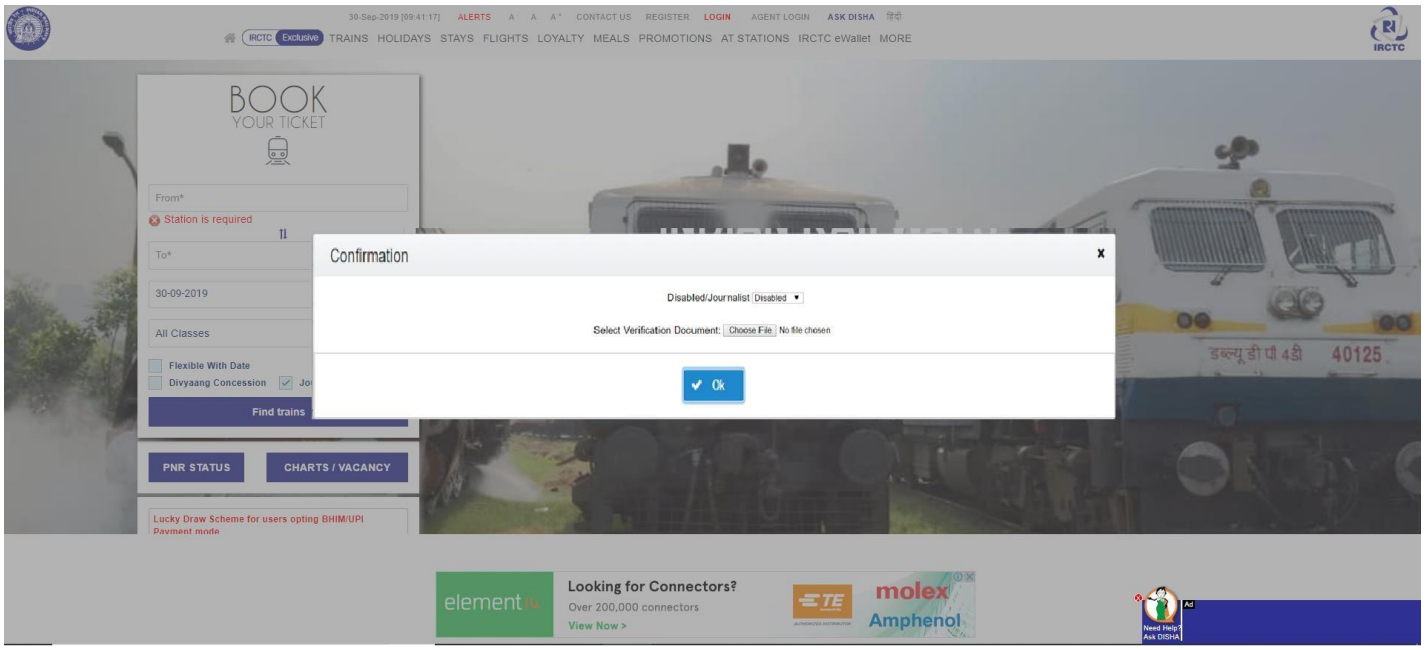
Proposed Design:

- Disabled persons and journalists are eligible for discounts(concessions). However, they have to provide an ID proof document for verifying their eligibility. There is no option to provide the verification document online – this creates the compulsion for the user to submit the ID proof offline. Hence, a feature to upload the verification document as well as to verify it online must be provided (this can be done using JavaScript and PHP form validation).

Existing design:

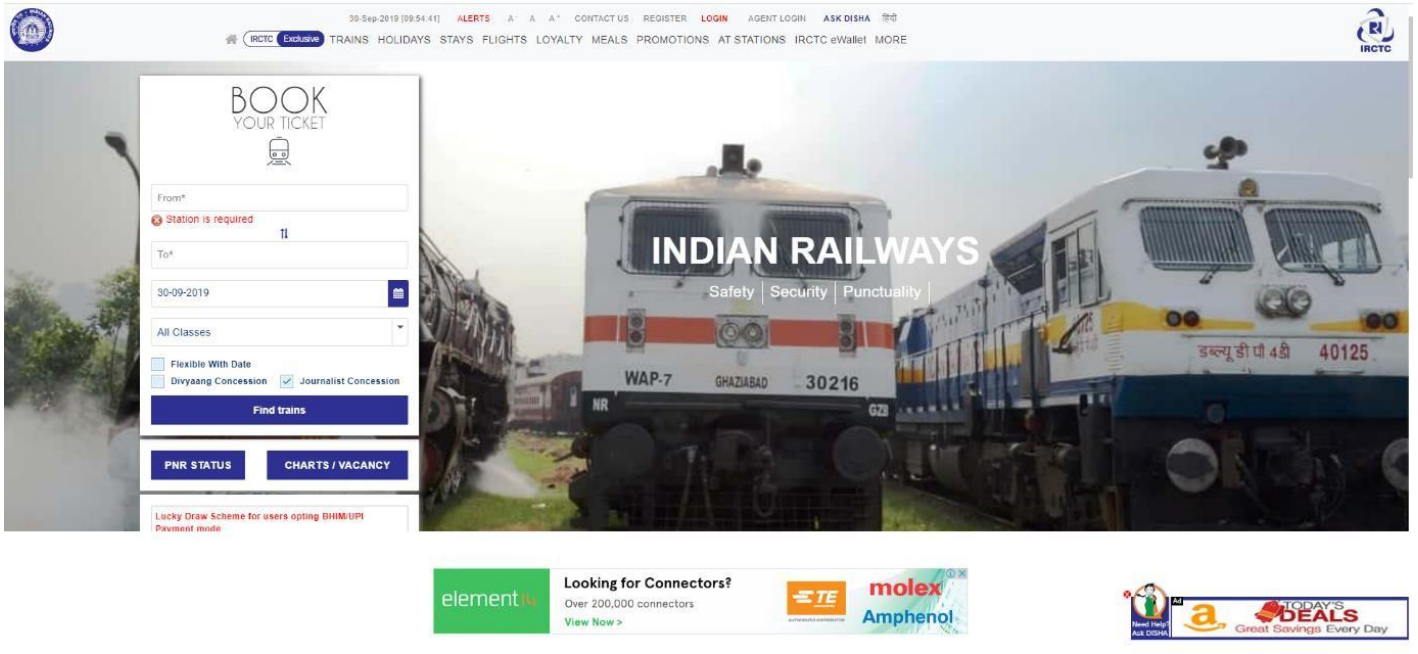


Proposed Design:



- The advertisements on the website have been displayed in a cluttered and unattractive manner. Instead, they must be displayed on one side of the page in an organised way. (This can be done using HTML tables and containers).

Existing design:



Proposed Design:

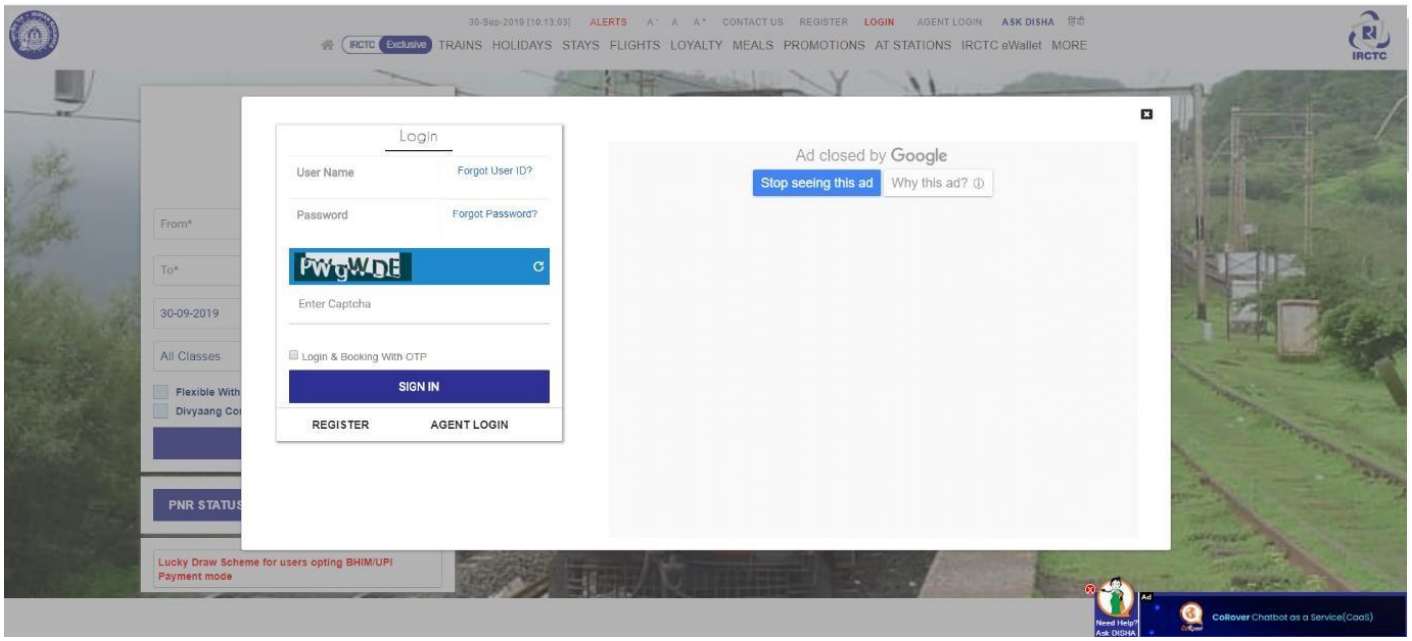
- There is no provided virtual-calendar to choose the date, the date needs to be entered manually. A virtual-calendar icon must be provided. (This change can be done using HTML and CSS).

Existing design:

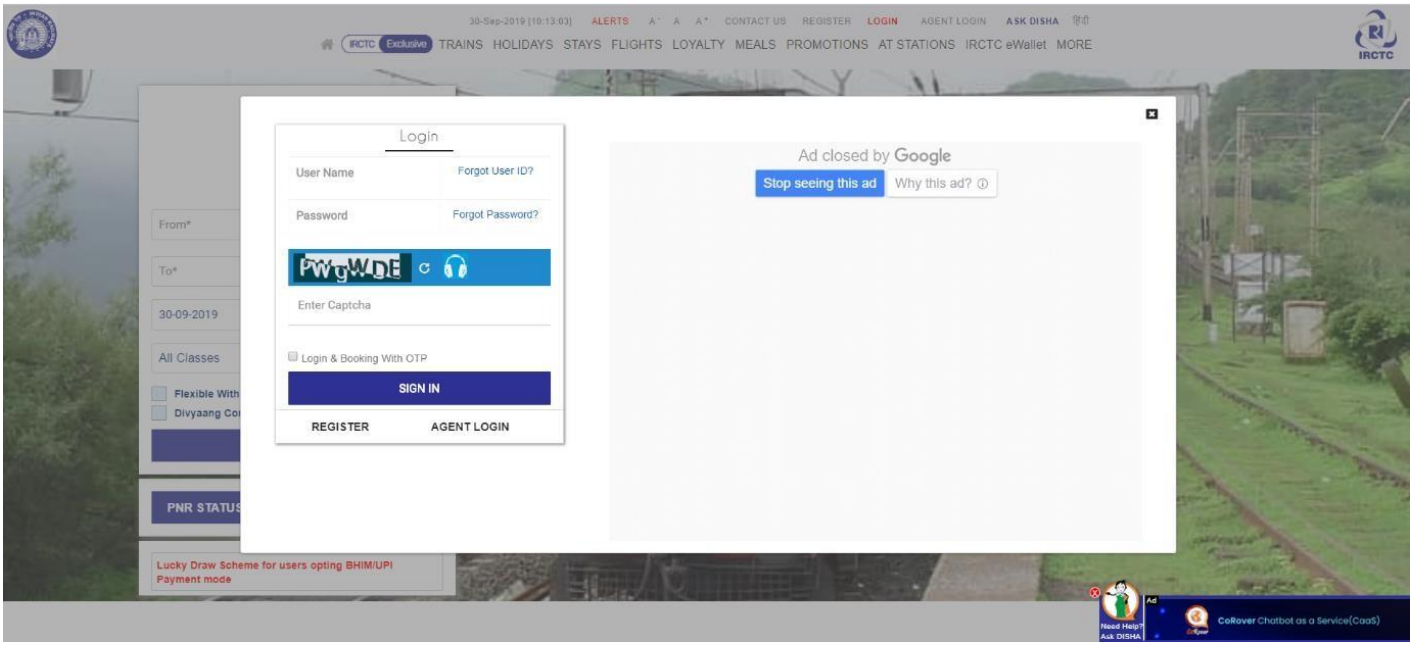
Proposed Design:

- In order to login, the end users need to enter the CAPTCHA code displayed. However, this is extremely uncomfortable for the visually-impaired (blind) persons. Hence, the feature of audio-CAPTCHA must be added, where the CAPTCHA letters can be heard by the user. (This can be done by calling a JavaScript function containing the CAPTCHA audio file when the user clicks the audio-CAPTCHA icon.)

Existing design:

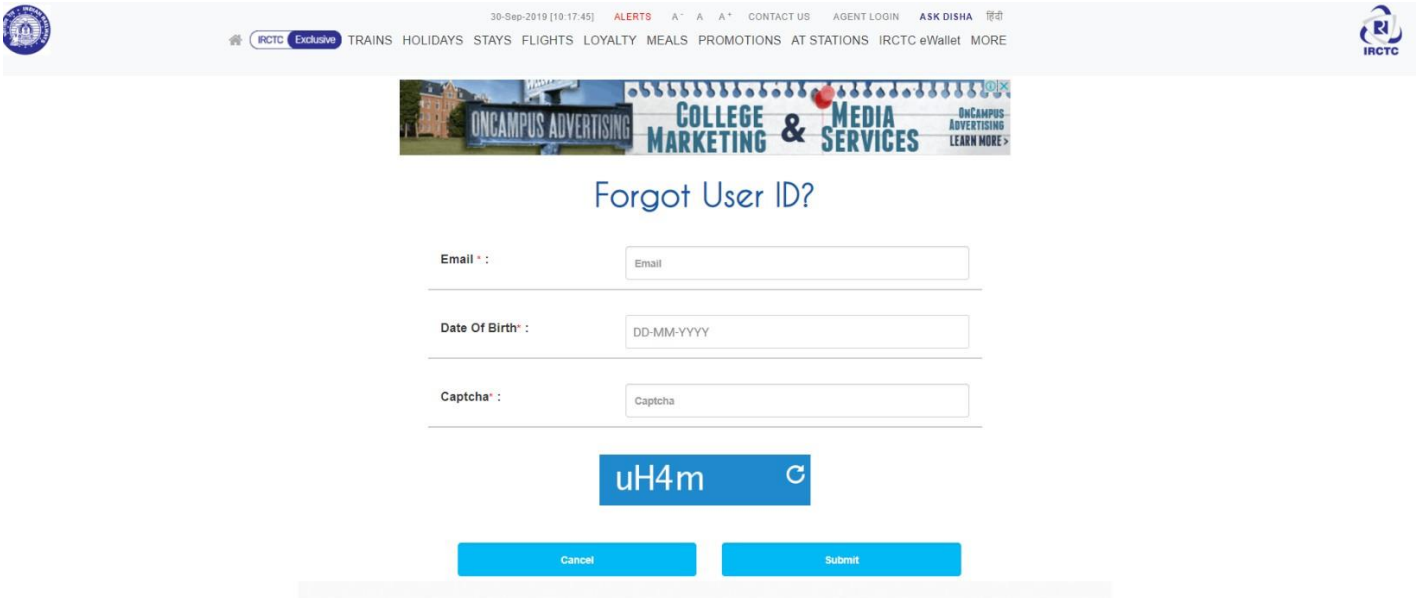


Proposed Design:

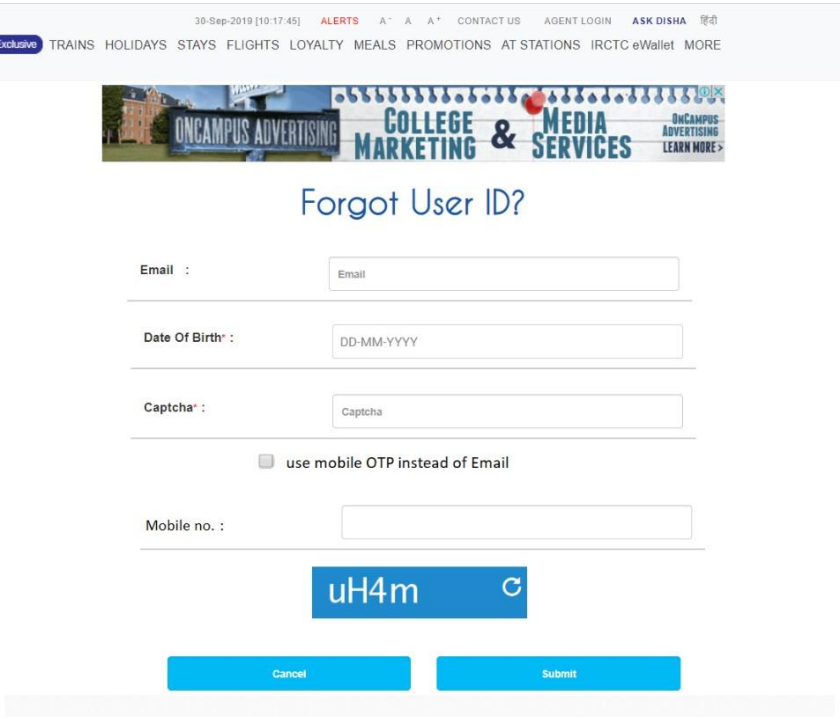


- If the end user forgets his login ID, he is only given the option to retrieve it through his email. However, for better convenience, providing the user with his ID/password information should be done using mobile phone OTP (One-time Password). (This can also be done by calling a JavaScript function which is able to send the message to the entered cellphone number.)

Existing design:

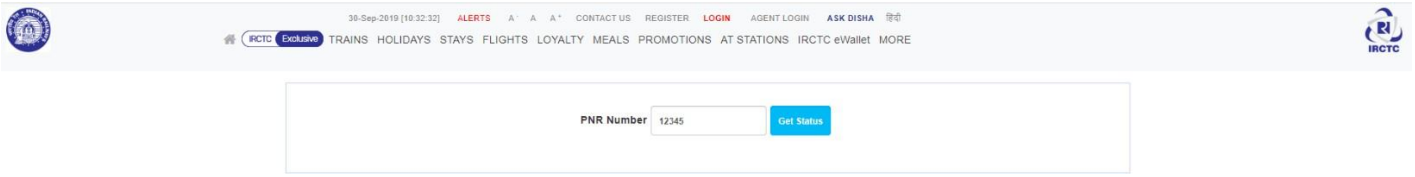


Proposed Design:

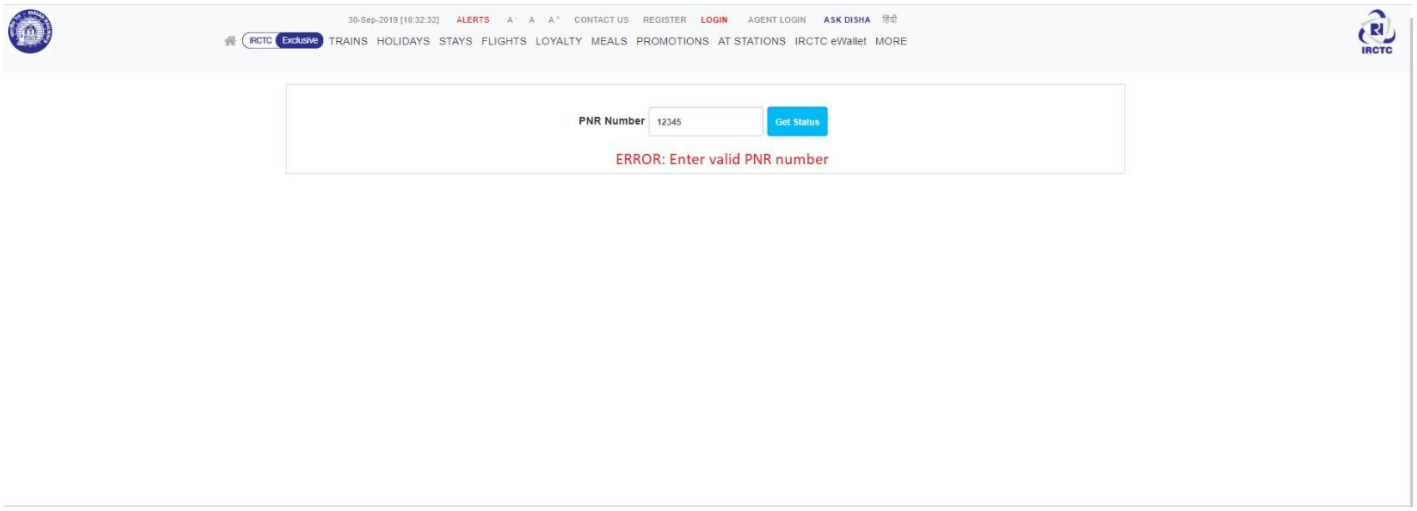


- For the train-enquiry, if the user enters an invalid PNR number, nothing happens and the page becomes idle/unresponsive. Instead, an appropriate error message must be displayed. (This can be done using JavaScript regular expression – checking if the entered PNR code is valid).

Existing design:

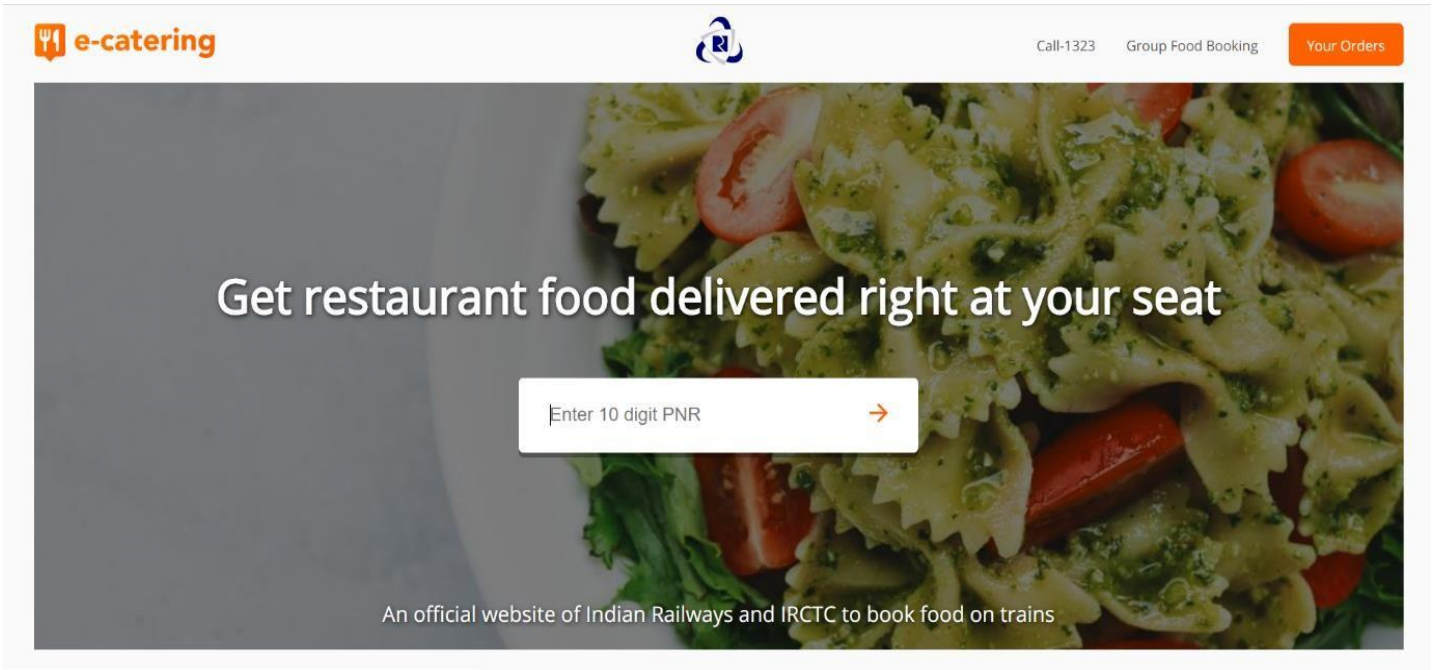


Proposed Design:

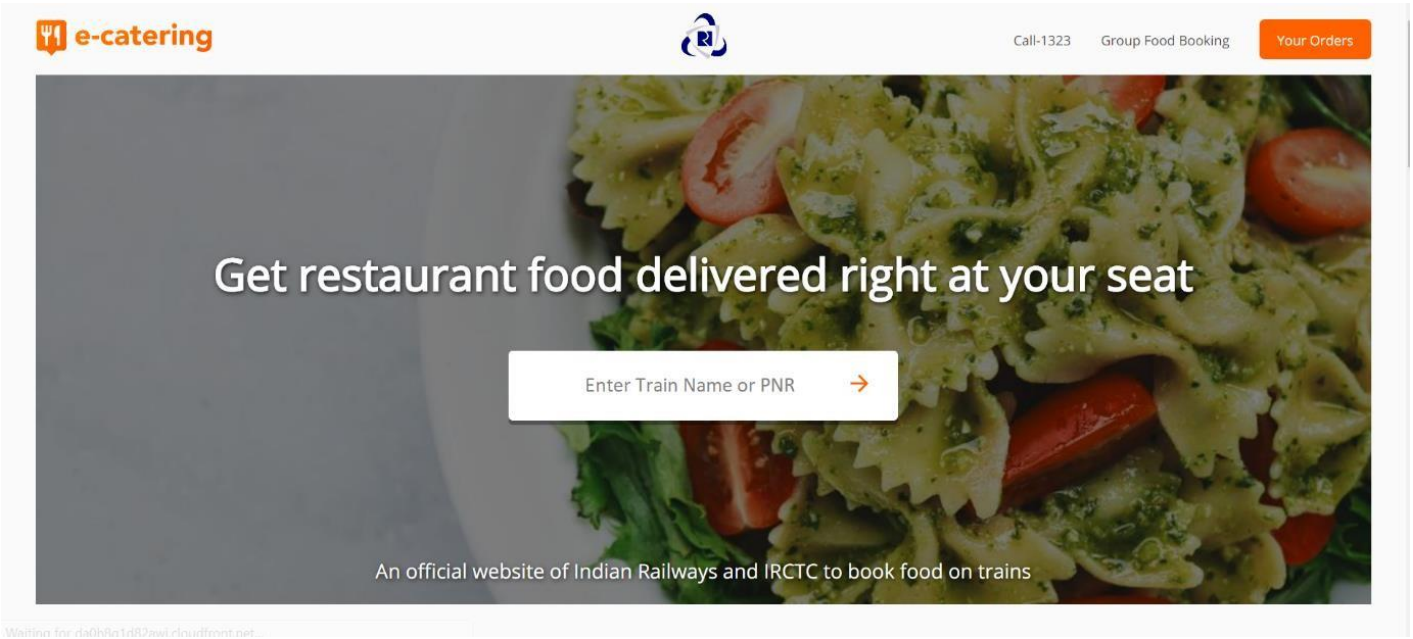


- In the e-catering tab of the IRCTC portal, where the user can schedule meals during his train travel, there is a compulsion to enter the train's PNR number. The PNR number is difficult to remember and increases the user's short-term memory-load. Hence, the option to enter either the train's name or its PNR number must be provided. (Then, the train name can be associated to the corresponding PNR number using JavaScript function for the same purpose.)

Existing design:

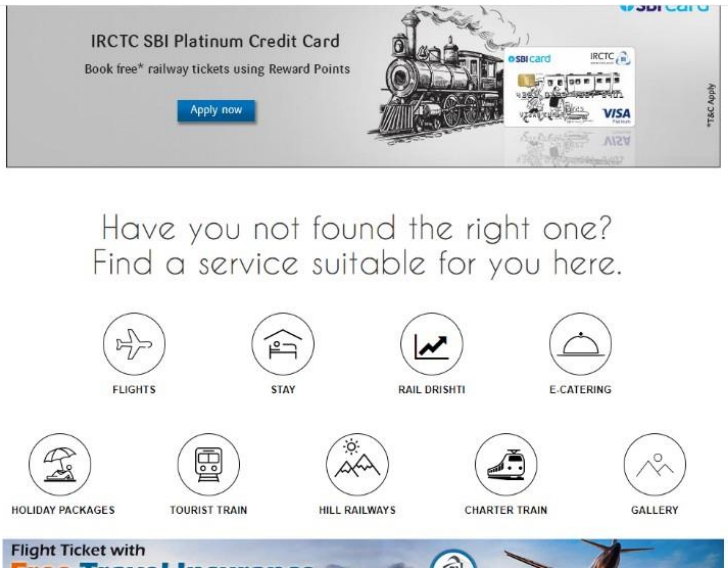
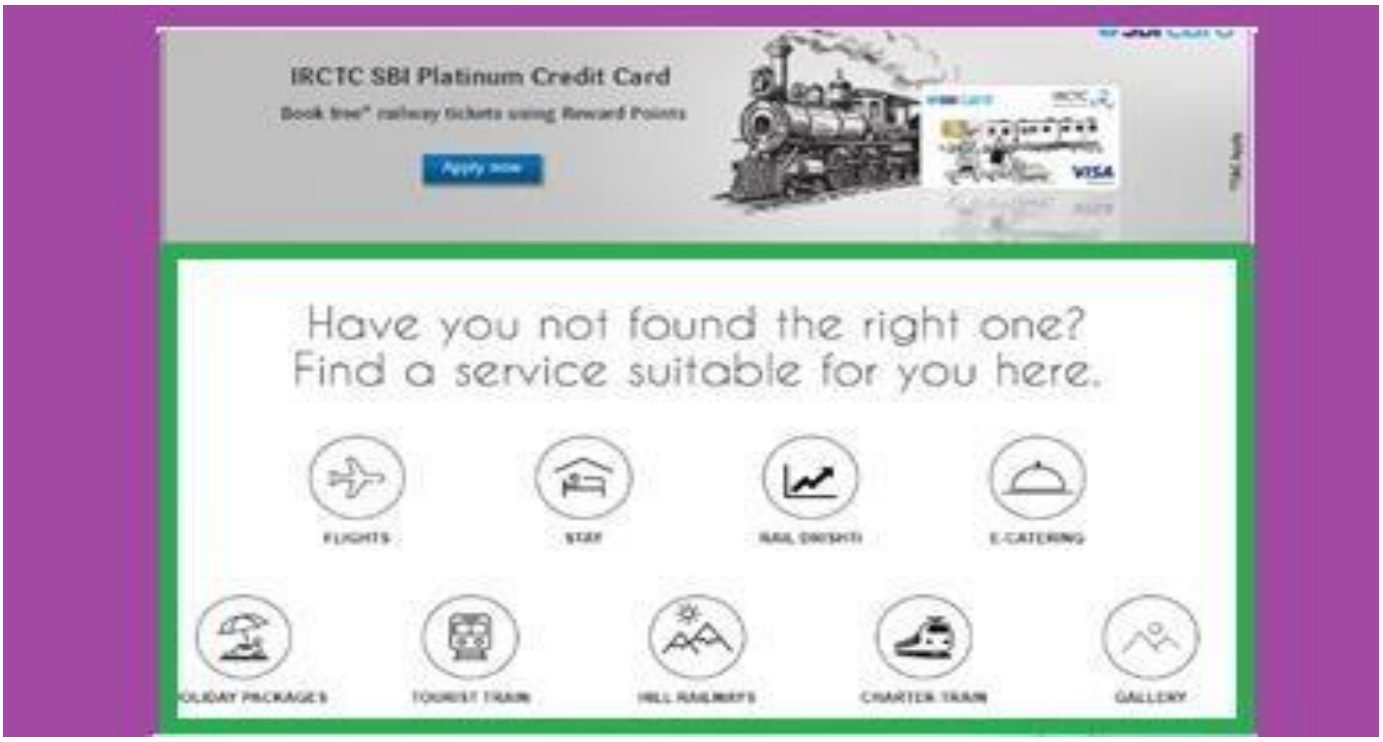


Proposed Design:



- The GUI design is plain and unattractive, which might create a bad impression on foreign users. Thus, it should be made more attractive and colour-coordinated. (This can be done using CSS stylesheets).

Existing design:



Proposed Design: