

PRAM App – Bug Report Document Android & IOS

Platform: IOS

Device: iPhone

IOS : 18.5

Tester: Shreevijay Deore

Date: 20/07/2025

♦ Bug #1 – Language Switch Tap Not Responding (iOS)

Bug Description:

When the user taps on the “Search Language” field under the Language section, the app does not respond initially. After 4–5 repeated taps, a message appears: “Our team is racing against the clock to roll out this feature in the next version! STAY TUNED!”

Steps to Reproduce:

1. Open the PRAM app.
2. Navigate to the Language section.
3. Tap on “Search Language”.
4. Observe the response.

Expected Result:

The language search bar should respond on the first tap or show a disabled message immediately.

Actual Result:

The app remains unresponsive for multiple taps and only shows a message after delay.

Severity: Medium

Priority: High

Reason: Affects core user interaction and appears unresponsive, which may confuse users. Needs timely attention.

Bug Type: Functional

Video Evidence:

<https://drive.google.com/drive/folders/19CuHINmgYUXw2YupCwl0nMj9bDdUjb0a?usp=sharing>

◆ Bug #2 – SameTutor Profile with Inconsistent Information (Android)

Platform: Android

Device: Redmi Note 11s

Android Version: 13

Tester: Shreevijay Deore

Date: 20/07/2025

Bug Description:

In the *Home Page* → *Educational Services* → *Service Providers* → *Tuition Teacher/Coach* section, the tutor profile of *Amit Sharma* is shown twice. The first entry is correct (26 years experience, verified certificate, fee info), but the second is incomplete and inconsistent — showing “NA” for many fields and only 12 years of experience. "View Certificate" is missing too.

Steps to Reproduce:

1. Open the PRAM app.
2. Go to Home Page → Educational Services → Service Providers.
3. Select “Tuition Teacher/Coach”.
4. Scroll to find Same tutor profiles.

Expected Result:

Only one correct and complete profile for each tutor should be displayed.

Actual Result:

Duplicate entries appear with mismatched information for the same tutor.

Severity: Low

Priority: Medium

Reason: This is a data redundancy issue that affects user experience and credibility, but does not block app functionality.

Bug Type: Functional

Video Evidence:

<https://drive.google.com/drive/folders/1FuaVnWQDyLR79qRCSaxZlgy5yvxc6UGv?usp=sharing>

◆ Bug #3 – Hostel & PG Section Loads Blank and Search Function Buffers (Android)

Platform: Android

Device: Redmi Note 11s

Android Version: 13

Tester: Shreevijay Deore

Date: 20/07/2025

Bug Description:

In the *Hostels & PG* section, the screen loads **completely blank**—only showing a heading, search bar, and Sort/Filter buttons. Typing any input in the search bar causes **immediate buffering** (even after a single letter) but no results are shown, even if a valid location is entered.

Steps to Reproduce:

1. Open the PRAM app.
2. Go to Home → Educational Services → Service Providers.
3. Select the *Hostels & PG* option.
4. Try using the search bar.

Expected Result:

List of hostels/PGs should load, and search should return matching results.

Actual Result:

The screen remains blank and the search only triggers continuous buffering.

Severity: High

Priority: High

Reason: The section shows no content and does not return any results — a critical content display failure that affects app functionality.

Bug Type: Functional / Usability

Video Evidence:

https://drive.google.com/drive/folders/1bgxqPsELwuqnUOdUbGqUUXGj50I0_IXx?usp=sharing

◆ Bug #4 – Advertisement Banner on Home Page Not Clickable (Android)

Platform: Android

Device: Redmi Note 11s

Android Version: 13

Tester: Shreevijay Deore

Date: 20/07/2025

Bug Description:

On the Home page, multiple advertisement banners are displayed under the section “**Advertisement & Offers.**” However, tapping any of the banners does **not redirect** to any page or content—there is **no feedback or response** when clicked.

Steps to Reproduce:

1. Open the PRAM app.
2. Scroll to the **bottom of the Home page.**
3. Locate the **Advertisement & Offers** section.
4. Tap on any visible banner.

Expected Result:

User should be redirected to the relevant promotional page, offer, or detailed advertisement content.

Actual Result:

No action or redirection happens when a banner is clicked. The tap is non-responsive.

Severity: Low

Priority: Low

Reason: Clicking banners does nothing. Might be a UI/UX limitation or unfinished feature, not affecting main app flow.

Bug Type: UI/UX or Functional (depending on development intent)

Video Evidence:

https://drive.google.com/drive/folders/1OuCELkjzVj-zIZ5crIcj-4WL2_t0Da99?usp=sharing