**Aim of the Document:** To provide feedback for the BEST Undertaking form for a New Electric Supply Connection.

**Positive Feedback**

1. Functionality –
   1. The form serves its purpose.
   2. No broken links were found.
   3. All Button work as expected.
   4. All Input Fields work as expected.
2. Usability –
   1. Form exactly says what it serves for.
   2. Help provided to the users in the form of pdfs is helpful.
   3. Form shows photo and signature when uploaded which is appreciable.
3. UI Aesthetics –
   1. Fonts are mostly consistent throughout the form.
   2. The form opens fine in Browsers(IE, Firefox, Chrome) and Devices(Desktop, Chrome Simulator for mobiles)

**Improvements Required**

1. Functionality –
   1. All Form Fields should be validated.
   2. If there are any Error Messages present on the form Reset button does not clear them it only clears input fields. Reset Button should erase everything from the form.
2. Usability –
   1. The page should not reload completely when uploading documents.
   2. Help provided to the user when uploading documents should be clearly visible instead of showing the message when they hover over the upload buttons.
   3. Links should be noticeable. (Example – Calculate Load doesn’t look like a button/link).
   4. Mandatory(\*) symbol is missed from some fields(Example – Consumer Number is mandatory in Solar Supply type connection but there is no \* marked on the field)
   5. Error Messages are not consistent(Example- I enter numbers in name and it displays the expected error message but then when I enter invalid email the error for name field goes away)
3. UI Aesthetics –
   1. Colors, Fonts, Images used are not pleasing.
   2. Poor space utilization.
   3. Cases are not uniform throughout the page.
   4. Improper Text alignment.
   5. Table Borders are inconsistent.
   6. Lots of space between footer and the end of the form.
   7. There is no Title of the page when user clicks “[If Form Already filled, Click here for Payment](https://www.bestundertaking.net/NewConnSearchAppID.aspx)”

**Suggestions**

1. It would be better if the Table Borders were hidden.
2. On clicking download instead of opening the pdf, it would be nice if it is downloaded directly and saved to the local machine.
3. There were few error on the console, it would be nice if they were resolved as it might be breaking some functionality.