

Pain Points and Redesign Improvements - IRCTC Checkout Flow

Pain Points in Existing IRCTC Checkout Design:

1. Overloaded interface with too much information at once.
2. Cluttered layout and small font make it hard to scan details.
3. Poor mobile responsiveness and inconsistent alignment.
4. No clear progress bar or visual indicator of steps completed.
5. Too many required fields with no real-time input validation.
6. Unfriendly error messages that lack clarity or guidance.
7. Payment flow is confusing with multiple redirect pages.

Improvements in the Redesigned Checkout Flow:

1. Simplified and structured layout for quick scanning.
2. Increased font size and spacing for better readability.
3. Visual progress indicator added at the top.
4. Sections grouped logically (passenger details, payment, confirmation).
5. Real-time validation and user-friendly inline feedback.
6. Optimized for mobile with responsive design principles.
7. Reduced steps and simplified payment gateway redirection.