

IRCTC App UI Redesign by Krishna Murthi

Project Overview

The objective of this project was to enhance the user experience of the IRCTC app by addressing major usability issues and redesigning its interface with a modern, user-friendly layout.

I used tools like Figma and conducted user research to guide my redesign.

Usability Audit

I started with a usability audit of the current app. Some key issues I identified were a cluttered interface, confusing navigation, and an overwhelming booking process. The visual hierarchy was inconsistent, which made the app feel harder to use for both new and experienced users.

Design Process

My design process followed the classic design thinking model Empathize, Define, Ideate, Prototype, and Test.

I began by empathizing with users, defining key problems, ideating solutions, and then creating both low-fidelity wireframes and high-fidelity mockups using Figma.

Key Improvements

Some key improvements I implemented include:

- A streamlined booking process with fewer steps
- A clean and modern interface that reduces clutter
- A quick train search feature
- A consistent and intuitive layout across screens

These changes make the app easier to use for both occasional and frequent travelers.

Figma Link :-

<https://www.figma.com/design/VXGxI65io5ySIAGRgYKYrF/Untitled?node-id=0-1&m=dev&t=6vg00vay7z5R2UIT-1>