

# Cognitive Ergonomics

## HEURISTIC EVALUATION OF WEBSITE

MAHATI S. MESTRI



# Indian Railway Catering and Tourism Corporation

IRCTC is Indian Website is a online platform for Tourism and catering services. It has many functions and is used by a wide range of users.

## Why IRCTC

I've used this website many times for booking tickets especially tatkal train tickets. Irctc website serves many functions but has cognitive load leading to sudden disappointment. Too much textual content and fails in log in steps makes the process long and tiring.

# **FUNCTIONS OF IRCTC WEBSITE**

- Ticket Booking
- PNR status and Train information
- Catering Service
- Tourism Service
- Cancellation and Refund



## **TARGET AUDIENCE**

**Rail Passengers**

**Tourists**

**Catering Service Users in  
Trains**

## **Aims and Objectives**

**Provide user-friendly online ticket booking platform**

**Promote Tourism via various Packages**

# Homepage

The screenshot shows the IRCTC homepage with several sections highlighted by red dashed boxes:

- Top Navigation:** LOGIN, REGISTER, AGENT LOGIN, CONTACT US, DAILY DEALS, ALERTS, Date (04-Dec-2023 [11:55:00]), Font Size (A-, A, A+), and HINDI language switch.
- Main Header:** IRCTC EXCLUSIVE, TRAINS, BUSES, FLIGHTS, HOTELS, HOLIDAYS, LOYALTY, MEALS, PROMOTIONS, MORE.
- Left Sidebar:** PNR STATUS, BOOK TICKET, CHARTS / VACANCY, and G20 India logo.
- Middle Content:** INDIAN RAILWAYS logo, Safety | Security | Punctuality, and a large image of a modern ICF train.
- Right Sidebar:** An insurer advertisement for Tata AIG Car Insurance.
- Modal Overlay:** Ask DISHA 2.0, Book Train Tickets, Book Ticket, Support, and a QR code for booking via WhatsApp.
- Bottom Footer:** IRCTC BoB Credit Card, Get a Rewarding Journey, Always!, Save up to 10% on Train Tickets\*, and Bank of Baroda Credit Card.

## 1. Visibility of System

Users **cannot** understand the current section being used.

← → C irctc.co.in/get/train-search

**INDIAN RAILWAYS**

**IRCTC EXCLUSIVE** TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MORE

**BOOK TICKET**

PNR STATUS CHARTS / VACANCY

Azadi Ka Amrit Mahotsav G20

From DD/MM/YYYY \* To All Classes GENERAL Person With Disability Concession Flexible With Date Train with Available Berth Railway Pass Concession Search Try booking in Ask DISHA 2.0

Users are advised to download Official 'IRCTC Rail Connect' Apps only from Google Play Store or Apple App Store. Please do not use unauthorized links/URLs.

Please check the alert section regarding restoration of AC 3-tier economy fare.

INQUIRIES

Safety | Security | Punctuality

An insurer that you can trust! Get covered with Tata AIG Car Insurance Get Price

TATA AIG INSURANCE COMPANY LTD. • IRCTC PARTNER

Ask DISHA 2.0 Book Train Tickets in a fast, easy & secure way, without IRCTC password.

Book Ticket Support

...in a fast, easy and secure way (Without your IRCTC password)

Ad Get Train Ticket on ASK DISHA 2.0 Ticket Booking made possible through Conversational way.

Voice Enabled

## 2. Match between System and Real world

Few ICONS used are easy to understand for users.



System related ICONS.



IRCTC BoB Credit Card Get a Rewarding Journey, Always!

Save up to 10% on Train Tickets\*

Visit [www.bobfinancial.com](http://www.bobfinancial.com)

\*T&C Apply

The screenshot shows the IRCTC website homepage. A red box highlights the 'BOOK TICKET' section on the left, which features a 'GENERAL' dropdown and several filter options like 'Person With Disability Concession'. Another red box highlights a floating 'Ask DISHA 2.0' chat window in the center-right, which contains a 'Book Ticket' button and a QR code. A third red box highlights a sidebar advertisement for 'Tata AIG Car Insurance' at the top right.

## 4. Consistency and Standards

- No consistency of ORDER.
- No consistency in FONTS and FONTS SIZE.
- No consistency in COLOR PALETTE.

This screenshot shows promotional banners for IRCTC's partnership with Bank of Baroda (BoB). The top banner features the BoB logo and a credit card with a train graphic, advertising a 10% discount on train tickets via RuPay. The bottom banner also features the BoB logo and a credit card, with similar promotional text. Both banners use a color palette of orange, white, and green.

← C irctc.co.in/nget/train-search

LOGIN REGISTER AGENT LOGIN CONTACT US DAILY DEALS ALERTS 04-Dec-2023 [11:55:00] A- A A+ हिंदी

Home IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MORE

PNR STATUS CHARTS / VACANCY BOOK TICKET G20 भारत 2023 INDIA DD/MM/YY 04/12/2023 From To All Classes GENERAL Person With Disability Concession Flexible With Date Train with Available Berth Railway Pass Concession Search Try booking in Ask DISHA 2.0

Users are advised to download Official 'IRCTC Rail Connect' Apps only from Google Play Store or Apple App Store. Please do not use unauthorized links/URLs.

Please check the alert section regarding restoration of AC 3-tier economy fare.

INDIAN RAILWAYS Safety | Security | Punctuality

An insurer that you can trust! Get covered with Tata AIG Car Insurance Get Price T&C Apply • AutoSecure - Private Car Package Policy UIN: UDAN-DRIVE-POL-PRIV-001 • SED NO: PR0025

Ask DISHA 2.0 Book Train Tickets in a fast, easy & secure way, without IRCTC password. Book Ticket Support ...in a fast, easy and secure way (Without your IRCTC password) Ad Get Train Ticket on WhatsApp ASK DISHA 2.0 Ticket Booking made possible through Conversational way. Voice Enabled

IRCTC BoB Credit Card Get a Rewarding Journey, Always! RuPay Save up to 10% on Train Tickets\* Visit www.bobfinancial.com Bank of Baroda Credit Card Visit www.bobfinancial.com

IRCTC BoB Credit Card Get a Rewarding Journey, Always! RuPay Save up to 10% on Train Tickets\* Visit www.bobfinancial.com \*T&C Apply

## 8. Aesthetic and Minimalistic Design

An excessive number of logos reduces the site's simple aesthetic making it appear chaotic.

← → C irctc.co.in/nget/train-search

LOGIN REGISTER AGENT LOGIN CONTACT US DAILY DEALS ALERTS 04-Dec-2023 [11:55:00] A- A A+ हिंदी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MORE

INDIAN RAILWAYS Safety | Security | Punctuality

75 Azadi Ka Amrit Mahotsav G20 भारत 2023 INDIA

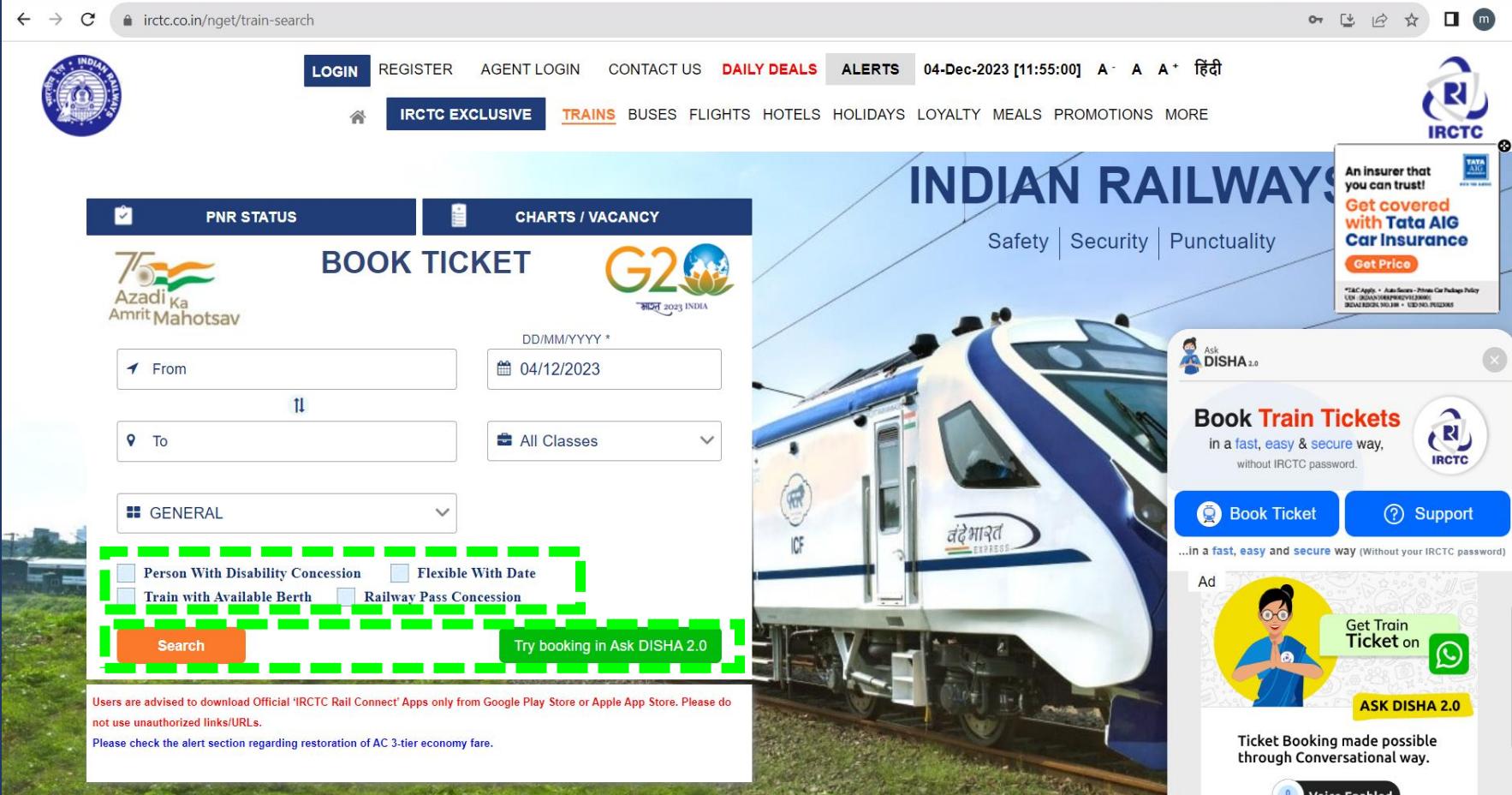
PNR STATUS CHARTS / VACANCY BOOK TICKET DD/MM/YYYY \* 04/12/2023 From To All Classes GENERAL Person With Disability Concession Flexible With Date Train with Available Berth Railway Pass Concession Search Try booking in Ask DISHA 2.0

An insurer that you can trust! Get covered with Tata AIG Car Insurance Get Price TATA AIG INSURANCE LTD. 1800 200 0000 1800 200 0000

Ask DISHA 2.0 Book Train Tickets in a fast, easy & secure way, without IRCTC password. Book Ticket Support ...in a fast, easy and secure way (Without your IRCTC password) Ad Get Train Ticket on WhatsApp ASK DISHA 2.0 Ticket Booking made possible through Conversational way. Voice Enabled

Users are advised to download Official 'IRCTC Rail Connect' Apps only from Google Play Store or Apple App Store. Please do not use unauthorized links/URLs.

Please check the alert section regarding restoration of AC 3-tier economy fare.



## 7. Flexibility and Efficiency

Provides users with an option for searching tickets as per their needs and

IRCTC BoB Credit Card Get a Rewarding Journey, Always!



Save up to 10% on Train Tickets\* Visit www.bobfinancial.com

Bank of Baroda Credit Card

IRCTC BoB Credit Card Get a Rewarding Journey, Always!



Save up to 10% on Train Tickets\* Visit www.bobfinancial.com \*T&C Apply





LOGIN REGISTER AGENT LOGIN CONTACT US DAILY DEALS ALERTS 04-Dec-2023 [11:50:00] A - A + हिन्दी

IRCTC EXCLUSIVE

TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MORE

PNR STATUS CHARTS / VACANCY

**BOOK TICKET** G20 INDIA 2023

From: DD/MM/YYYY \* 04/12/2023  
To: All Classes

**GENERAL**

Person With Disability Concession Flexible With Date  
Train with Available Berth Railway Pass Concession

Search Try booking in Ask DISHA 2.0

INDIAN RAILWAY

Safety | Security | Punctuality



IRCTC

An insurer that you can trust!  
Get covered with Tata AIG Car Insurance  
Get Price

\*TAC-Agile - Auto-Sure - Private Car Package Policy  
UVA-DRIVE-HIGHWAY-EXTRA-ROAD-VALVE - LERAL-PRIZZOS

DISHA 2.0 Book Train Tickets Book Ticket Support  
...in a fast, easy & secure way, without IRCTC password.  
Ad. Get Train Ticket on WhatsApp ASK DISHA 2.0  
Ticket Booking made possible through Conversational way.  
Voice Enabled

IRCTC BoB Credit Card Get a Rewarding Journey, Always! Save up to 10% on Train Tickets\* Visit www.bobfinancial.com

IRCTC BoB Credit Card Get a Rewarding Journey, Always! Save up to 10% on Train Tickets\* Visit www.bobfinancial.com

Have you not found the right one?  
Find a service suitable for you here.



FLIGHTS



HOTELS



RAIL DRISHTI



E-CATERING



BUS



HOLIDAY PACKAGES



TOURIST TRAIN



HILL RAILWAYS



CHARTER TRAIN



GALLERY

## 4. Consistency and Standards

No proper alignment.

Users are advised to download Official 'IRCTC Rail Connect' Apps only from Google Play Store or Apple App Store. Please do not use unauthorized links/URLs.  
Please check the alert section regarding restoration of AC 3-tier economy fare.

IRCTC BoB Credit Card  
Get a Rewarding Journey, Always!

Save up to 10% on Train Tickets\*

Bank of Baroda Credit Card

Visit [www.bobfinancial.com](http://www.bobfinancial.com)

IRCTC BoB Credit Card  
Get a Rewarding Journey, Always!

RuPay CREDIT

CARDHOLDER NAME IRCTC LOYALTY NUMBER 1234567890

Save up to 10% on Train Tickets\*

Bank of Baroda Credit Card

Visit [www.bobfinancial.com](http://www.bobfinancial.com)

\*T&C Apply

Have you not found the right one?  
Find a service suitable for you here.

FLIGHTS HOTELS RAIL DRISHTI E-CATERING BUS

HOLIDAY PACKAGES TOURIST TRAIN HILL RAILWAYS CHARTER TRAIN GALLERY

MATA VAISHNO DEVI SPECIAL Rail Tour Packages Ex. Delhi

Includes Confirmed Train Tickets, Transport, Hotel, Meals, Insurance

0:00

HOLIDAYS

ASK DISHA 2.0

Ticket Booking made possible through Conversational way.

Voice Enabled

## 4. Consistency and Standards

No proper alignment.

Have you not found the right one?  
Find a service suitable for you here.



FLIGHTS



HOTELS



RAIL DRISHTI



E-CATERING



BUS



HOLIDAY PACKAGES



TOURIST TRAIN



HILL RAILWAYS



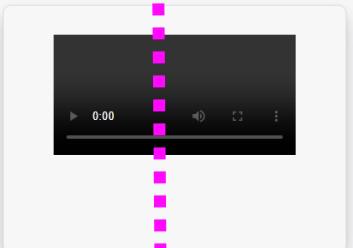
CHARTER TRAIN



GALLERY



MATA VAISHNO DEVI SPECIAL  
Rail Tour Packages From Delhi  
Includes Confirmed Train Tickets, Transport, Hotel, Meals, Insurance



## HOLIDAYS



### Maharajas' Express

Defining Royal Luxury and Comfort, "Maharajas' Express" takes you on a sojourn to the era of bygone stately splendour of princely states. Sylvan furnishings, elegant ambience and modern amenities are amalgamated for an "Experience Unsurpassed". It has been a winner of "World's Leading Luxury train" by World Travel Awards consecutively for last six years.

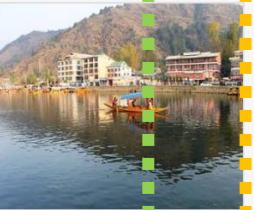
[Read More →](#)



### International Packages

Best deals in International Holiday packages, handpicked by IRCTC for Thailand, Dubai, Sri Lanka, Hong Kong, China, Macau, Bhutan, Nepal, U.K., Europe, USA, Australia etc. The packages are inclusive of sightseeing, meals, visa charges and over seas medical insurance to give you a hassle free and memorable experience.

[Read More →](#)



### Domestic Air Packages

Be it the spiritual devotee seeking blessings of Tirupati, Shirdi or Mata Vaishno Devi or the leisure traveller wanting to relish the Blue mountains of North East, Sand-dunes of Rajasthan, Hamlets of Ladakh, Wonders of Himalayas, Serene lakes or Picturesque Islands, IRCTC has it all. Discover India through IRCTC!

[Read More →](#)



## 4. Consistency and Standards

No proper alignment.

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No proper alignment.

**Maharajas' Express**

Defining Royal Luxury and Comfort, Maharajas' express takes you on a sojourn to the era of bygone stately splendour of princely states. Sylvan furnishings, elegant ambience and modern amenities are amalgamated for an "Experience Unsurpassed". It has been a winner of "World's Leading Luxury train" by World Travel Awards consecutively for last six years.

[Read More →](#)

**International Packages**

Best deals in International Holiday packages, handpicked by IRCTC for Thailand, Dubai, Sri Lanka, Hong Kong, China, Macau, Bhutan, Nepal, U.K., Europe, USA, Australia etc. The packages are inclusive of sightseeing, meals, visa charges and over as medical insurance to give you a hassle-free and memorable experience.

[Read More →](#)

**Domestic Air Packages**

Be it the spiritual devotee seeking blessings of Tirupati, Shirdi or Mata Vaishno Devi or the leisure traveller wanting to relish the Blue mountains of North East, Sand-dunes of Rajasthan, Hamlets of Ladakh, Wonders of Himalayas, Serene lakes or Picturesque Islands, IRCTC has it all. Discover India through IRCTC!

[Read More →](#)

**Bharat Gaurav Tourist Train**

IRCTC operates Bharat Gaurav Tourist Train having AC III-Tier accommodation on train specially designed to promote domestic tourism in India. This train runs on various theme based circuits covering pilgrimage and heritage destinations in its itinerary on a 5 days to 20 days trip and showcase India's rich cultural heritage.

[Read More →](#)

**Rail Tour Packages**

IRCTC offers Exclusive Rail tour packages with confirmed train tickets, sight-seeing and meals for enchanting Nilgiri mountains, Darjeeling, Kullu Manali, Kashmir, Gangtok or divine tours of Mata Vaishno Devi, Rameswaram, Madurai, Shirdi, Tirupati etc. Day packages/ Land packages to these destinations are also available.

[Read More →](#)

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VeriSign MasterCard SafeKey Verified by VISA RuPay ITRICKS CRIS

Ad DEALS OF THE DAY Get Train Ticket on IRCTC

## 5. Error prevention



Error notification/  
message when  
mistake is done by  
users.

Error **PREVENTION** message  
is **not provided**.

(Random errors alert notification pops-up when Wi-fi is disconnected or random glitch appears.)

# 1. Visibility Of Systems

Visibility of section being selected from the drop down.

The screenshot shows the IRCTC website interface for booking train tickets. At the top, there are navigation links for LOGIN, REGISTER, AGENT LOGIN, CONTACT US, DAILY DEALS, ALERTS, and date/time information (06-Dec-2023 [20:54:23]). The main header features the Indian Railways logo and the text "INDIAN RAILWAYS" with the motto "Safety | Security | Punctuality". The central feature is the "BOOK TICKET" section, which includes fields for "From" and "To" locations, a date selector (DD/MM/), and a dropdown menu for "All Classes". A green dashed box highlights the "IRCTC TRAINS" option in this dropdown. Other options visible in the dropdown include "Foreign Tourist Booking", "Connecting Journey Booking", "Group Booking", "Cancer Ticket", "PNR Enquiry", "Train Schedule", "Track Your Train", and "FTR Coach/Train Booking". Below the dropdown, there are filters for "Person With Disability Concession", "Flexible With Date", "Train with Available Berth", and "Railway Pass Concession". A search button and a "Try booking in Ask DISHA 2.0" button are also present. A note at the bottom of the search area advises users to download the official IRCTC Rail Connect app from Google Play Store or Apple App Store. The background of the page features a large image of a modern Indian locomotive. At the bottom, there are promotional banners for IRCTC BoB Credit Card, Bank of Baroda Credit Card, and a "Save up to 10% on Train Tickets" offer.

# 1. Visibility Of Systems

Visibility of section being selected from the drop down.

The screenshot shows the IRCTC website at [irctc.co.in/nget/train-search](https://irctc.co.in/nget/train-search). The main header includes links for LOGIN, REGISTER, AGENT LOGIN, CONTACT US, DAILY DEALS, ALERTS, and date/time information. A green box highlights the dropdown menu under the 'IRCTC EXCLUSIVE' section, which contains options like 'Ticket', 'Foreign Tourist Booking', and 'Connecting Journey Booking'. Below this is the 'BOOK TICKET' section with fields for 'From' and 'To' locations, a date selector (set to 06/12/2023), and a dropdown menu currently set to 'FOREIGN TOURIST'. The right side of the page features a large image of a modern Indian Railways train and promotional banners for 'Ask DISHA 2.0' and 'BoB Financial'.

← → C [irctc.co.in/nget/train-search](https://irctc.co.in/nget/train-search) Google Search

LOGIN REGISTER AGENT LOGIN CONTACT US DAILY DEALS ALERTS 06-Dec-2023 [20:48:42] A A A+ हिंदी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MORE

INDIAN RAILWAYS Safety | Security | Punctuality

Azadi Ka Amrit Mahotsav G20 2023 INDIA

BOOK TICKET DD/MM/YYYY \* 06/12/2023

From To FOREIGN TOURIST Person With Disability Concession Railway Pass Concession Search

Confirmation भारत में विश्व का सर्वसे बड़ा ट्रैकाकरण अभियान रफ़्तार भी दरहँ भी छाड़ भी COVID19 का टीका लगवाने के लिए www.cowin.gov.in या आधेय सेतु एप पर रजिस्टर करें जीतेंगे कोरोना से लड़ाई भी लड़ाई भी You are booking in Foreign Tourist quota OK

Users are advised to download Official 'IRCTC Rail Connect' Apps only from Google Play Store or Apple App Store. Please do not use unauthorized links/URLs. Please check the alert section regarding restoration of AC 3-tier economy fare. Customer care services (14646) for IRCTC's E-ticketing service will not be available from 00:01 hrs to 01:31 hrs of 06/12/2023 due to maintenance activity. Inconvenience caused is deeply regretted.

User Control and Freedom  
No option for user to CANCEL/EXIT/UNDO.

Error Prevention

Confirmation alert is provided to users after clicking on FOREIGN TOURIST QUOTA to prevent further problems.

IRCTC BoB Credit Card Get a Rewarding Journey, Always! Save up to 10% on Train Tickets\* Bank of Baroda Credit Card Visit [www.bobfincial.com](http://www.bobfincial.com)

Ask DISHA Book Train Tickets in a fast, easy & secure way, without IRCTC password. Book Ticket Support ...in a fast, easy and secure way (Without your IRCTC password)

Ad EVERYONE CAN GO WILD. PHOTOSHOP Try now! jaguar Generate



## HICK's LAW

**The time it takes to make a decision increases with the number of complexity of choices.**

## FITT's LAW

**The time to acquire a target is a function of distance to and the size of the target.**

## MILLER's LAW

**An average person can keep 7 (+2 / -2 ) items in their working memory.**

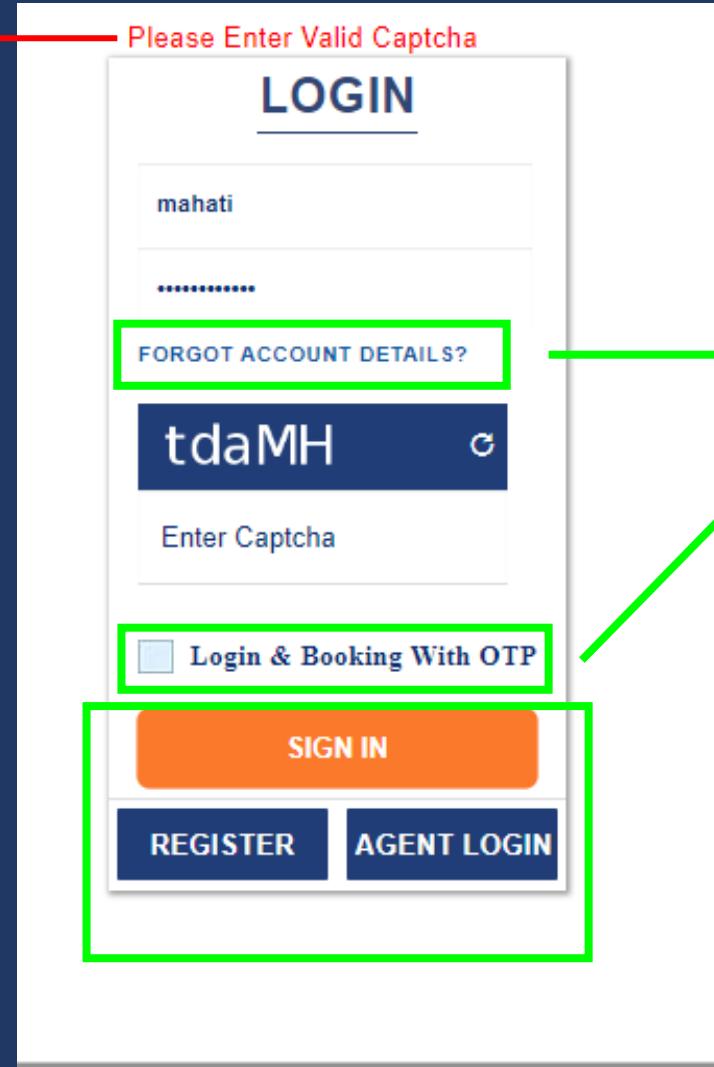
# Tasks

Booking Train Ticket from your IRCTC website account.

# LOGIN PAGE

Error notification/  
message alerts when  
mistake is done by users.

Error **PREVENTION** message  
is **not provided**.

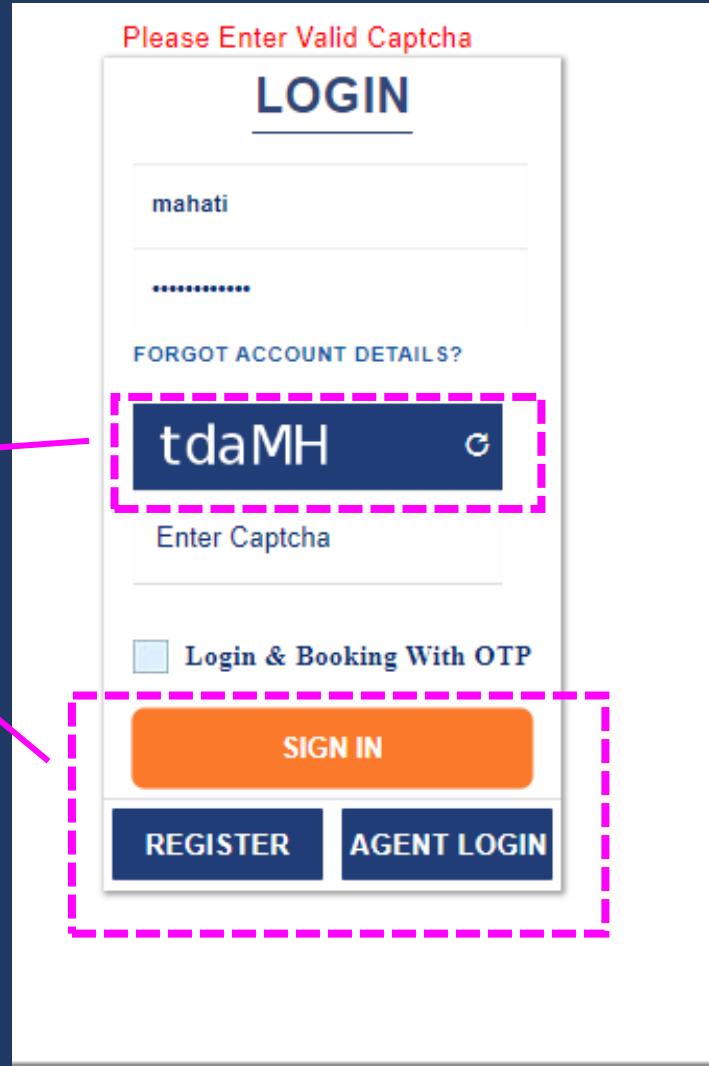


**Flexibility and  
Efficiency of use**

Options for all  
users while  
login

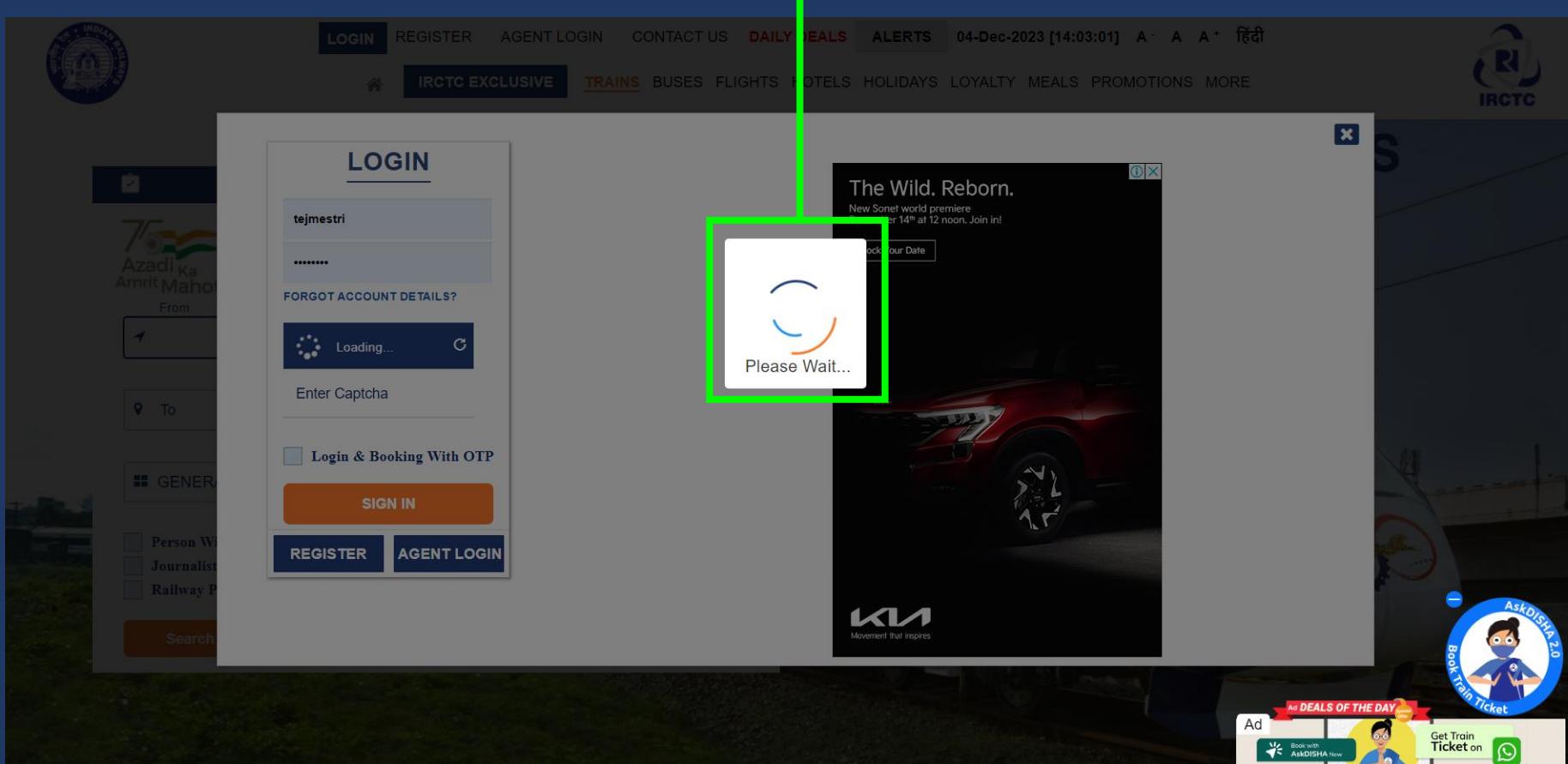
## FITT's LAW

Large clickable buttons are placed near so that they are easy to access and can save time.



# 1. Visibility of System

Shows status by using rotating wheels.



## Filling destination and other details for train ticket booking.

### 1. Visibility of System

Shows status by using rotating wheels.

### Recognition rather than recall

Properly maintains the station options history used while earlier bookings.

This helps to speed up the booking.

### FITT's LAW

Clickable options and buttons for selection are placed near by for convenience of users.



# AVAILABLE TRAIN OPTIONS LIST

## Flexibility and efficiency of use

The website provides filters to apply for users so they can get precise results during their searching process.

The screenshot shows the IRCTC booking website interface. At the top, there are search fields for 'THANE - TNA (MUMBAI)' and 'PUNE JN - PUNE (PUNE)', a date selector for '11/12/2023', and dropdown menus for 'All Classes' and 'LADIES'. Below the search bar are several filter buttons: 'Flexible With Date', 'Train with Available Berth', 'Person With Disability Concession', and 'Railway Pass Concession'. The main content area displays search results for 'THANE → PUNE JN | Mon, 11 Dec 2023 For Quota | Ladies'. It lists four trains:

- INDRAYANI EXP (22105)**: Runs On: M T W T F S S. Departure: 06:16 | THANE | Mon, 11 Dec. Arrival: 09:05 | PUNE JN | Mon, 11 Dec. Train Schedule. Filtered by: Second Sitting (2S), AC Chair car (CC). Seats available: NOT AVAILABLE (Mon, 11 Dec), AVAILABLE-0048 (Tue, 12 Dec), AVAILABLE-0052 (Wed, 13 Dec), AVAILABLE-0052 (Thu, 14 Dec), AVAILABLE-0037 (Fri, 15 Dec), AVAILABLE-0045 (Sat, 16 Dec). Book Now button.
- LTT VSKP EXPRESS (18520)**: Runs On: M T W T F S S. Departure: 06:55 | LOKMANYATILAK T | Mon, 11 Dec. Arrival: 10:15 | PUNE JN | Mon, 11 Dec. Train Schedule. Filtered by: Sleeper (SL), AC 3 Tier (3A), AC 2 Tier (2A), AC First Class (1A). Seats available: Refresh C (00:00 - 06:00), Refresh C (06:00 - 12:00), Refresh C (12:00 - 18:00), Refresh C (18:00 - 24:00). Book Now button.
- INTERCITY EXP (12127)**: Runs On: M T W T F S S. Departure: 07:10 | THANE | Mon, 11 Dec. Arrival: 09:57 | PUNE JN | Mon, 11 Dec. Train Schedule. Filtered by: Second Sitting (2S), AC Chair car (CC). Seats available: Refresh C (00:00 - 06:00), Refresh C (06:00 - 12:00), Refresh C (12:00 - 18:00), Refresh C (18:00 - 24:00). Book Now button.
- DECCAN EXPRESS (11007)**: Runs On: M T W T F S S. Departure: 07:35 | THANE | Mon, 11 Dec. Arrival: 11:05 | PUNE JN | Mon, 11 Dec. Train Schedule. Filtered by: Second Sitting (2S), AC Chair car (CC), Vistadome AC (EV). Seats available: Refresh C (00:00 - 06:00), Refresh C (06:00 - 12:00), Refresh C (12:00 - 18:00), Refresh C (18:00 - 24:00). Book Now button.

On the right side of the page, there is an advertisement for Kingston Technology NVMe SSDs up to 4TB.

## Consistency and standards

Irregular font sizes and too much spacings making hard for users to recollect leading to wastage of users time.

## Flexibility and efficiency of use

The website provides filters to apply for users so they can get precise results during their searching process.

The screenshot shows a search results page for Indian Railways. On the left, there are several filter panels:

- AC Classes:** AC First Class (1A), AC 2 Tier (2A), AC 3 Tier (3A), AC Chair car (CC), Vistadome AC (EV).
- Train Type:** DURONTO, OTHER, SHATABDI.
- Departure Time:** 00:00 - 06:00 Early Morning, 06:00 - 12:00 Morning, 12:00 - 18:00 Mid Day, 18:00 - 24:00 Night.
- Arrival Time:** 00:00 - 06:00 Early Morning, 06:00 - 12:00 Morning, 12:00 - 18:00 Mid Day, 18:00 - 24:00 Night.
- From Stations:** VASAI ROAD, C SHIVAJI MAH T, DADAR, LOKMANYATILAK T, PANVEL, THANE.
- To Stations:** PUNE JN.

The main content area displays several train schedules:

- INDRAYANI EXP (22105)**: Runs on M T W T F S S. Departure from PUNE JN at 09:05 on Mon, 11 Dec. Seats available: Second Sitting (2S), AC Chair car (CC). Book Now button.
- LTT VSKP EXPRESS (18520)**: Runs on M T W T F S S. Departure from PUNE JN at 10:15 on Mon, 11 Dec. Seats available: Sleeper (SL), AC 3 Tier (3A), AC 2 Tier (2A), AC First Class (1A). Book Now button.
- INTERCITY EXP (12127)**: Runs on M T W T F S S. Departure from PUNE JN at 09:57 on Mon, 11 Dec. Seats available: Second Sitting (2S), AC Chair car (CC). Book Now button.
- DECCAN EXPRESS (11007)**: Runs on M T W T F S S. Departure from PUNE JN at 11:05 on Mon, 11 Dec. Seats available: Second Sitting (2S), AC Chair car (CC), Vistadome AC (EV). Book Now button.
- UDYAN EXPRESS (11301)**: Runs on M T W T F S S. Departure from PUNE JN at 11:40 on Mon, 11 Dec. Seats available: Sleeper (SL), AC 3 Economy (3E), AC 3 Tier (3A), AC 2 Tier (2A), AC First Class (1A). Book Now button.
- KOyna EXPRESS (11029)**: Runs on M T W T F S S. Departure from PUNE JN at 12:35 on Mon, 11 Dec. Seats available: Second Sitting (2S), Sleeper (SL), AC Chair car (CC), AC 3 Tier (3A), AC 2 Tier (2A), AC First Class (1A). Book Now button.

There are also promotional banners for Kingston Technology NVMe SSDs and IRCTC SBI Card offers.

## HICK's LAW

Provision of too many options can consume more time of users by making it difficult to choose.

## Flexibility and efficiency of use

Provides users with filtered options for booking tickets.

ARRIVAL TIME

06:00 - 06:00 Early Morning

06:00 - 12:00 Morning

12:00 - 18:00 Mid Day

18:00 - 24:00 Night

06:00 Hrs 4:00 Hrs

FROM STATIONS

VASAI ROAD

C SHIVAJI MAH T

MIDAR

LOKMANYATILAK T

PUNE JN

THANE

TO STATIONS

SELECT A STATION

LTT VSKP EXPRESS (18520)

06:55 | LOKMANYATILAK T | Mon, 11 Dec

Runs On: M T W T F S S

10:15 | PUNE JN | Mon, 11 Dec

Sleeper (SL) Refresh C AC 3 Tier (3A) Refresh C AC 2 Tier (2A) Refresh C AC First Class (1A) Refresh C

Book Now OTHER DATES

INTERCITY EXP (12127)

07:10 | THANE | Mon, 11 Dec

Runs On: M T W T F S S

09:57 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC) Refresh C

DECCAN EXPRESS (11007)

07:35 | THANE | Mon, 11 Dec

Runs On: M T W T F S S

11:05 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC) Refresh C Vistadome AC (EV) Refresh C

UDYAN EXPRESS (11301)

08:10 | C SHIVAJI MAH T | Mon, 11 Dec

Runs On: M T W T F S S

11:40 | PUNE JN | Mon, 11 Dec

Sleeper (SL) Refresh C AC 3 Economy (3E) Refresh C AC 3 Tier (3A) Refresh C AC 2 Tier (2A) Refresh C AC First Class (1A) Refresh C

Book Now OTHER DATES

KOYNA EXPRESS (11029)

09:45 | THANE | Mon, 11 Dec

Runs On: M T W T F S S

12:35 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) Sleeper (SL) Refresh C AC Chair car (CC) Refresh C AC 3 Tier (3A) Refresh C AC 2 Tier (2A) Refresh C AC First Class (1A) Refresh C

Book Now OTHER DATES

Rewarding JOURNEYS Ahead

Get upto 10% Back\* on Railway Bookings at irctc.co.in Presenting the IRCTC SBI Card (on RuPay platform)

APPLY NOW

Learn More

Skip Ad ▶

## MILLER's LAW

Around 6-7 available options provided on the screen so that users can remember them.

Get Connected with us on social networks



IRCTC Trains

General Information

How To

IRCTC Official App

IRCTC eWallet

IRCTC Loyalty Program

For Newly Migrated Agents

Mobile Zone

# 1. Visibility of systems

Available seats are shown through green colour to differentiate.

6 Results for THANE ➔ PUNE JN | Mon, 11 Dec 2023 For Quota | Ladies

Reset Filters

JOURNEY CLASS Select All

AC First Class (1A)  AC 2 Tier (2A)  
 Second Sitting (2S)  AC 3 Tier (3A)  
 AC 3 Economy (3E)  AC Chair car (CC)  
 Exec. Chair Car (EC)  Vistadome AC (EV)  
 Sleeper (SL)

TRAIN TYPE Select All

DURONTO  
 OTHER  
 SHATABDI

DEPARTURE TIME Select All

00:00 - 06:00 Early Morning 06:00 - 12:00 Morning  
12:00 - 18:00 Mid Day 18:00 - 24:00 Night

00:00 Hrs 24:00 Hrs

ARRIVAL TIME Select All

00:00 - 06:00 Early Morning 06:00 - 12:00 Morning  
12:00 - 18:00 Mid Day 18:00 - 24:00 Night

00:00 Hrs 24:00 Hrs

FROM STATIONS Select All

VASAI ROAD  
 C SHIVAJI MAH T  
 DADAR  
 LOKMANYATILAK T  
 PANVEL  
 THANE

TO STATIONS Select All

PUNE JN

Sort By Departure Show Available Trains

INDRAYANI EXP (22105) Runs On: M T W T F S S Train Schedule

06:16 | THANE | Mon, 11 Dec 09:05 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC) Refresh C

Mon, 11 Dec NOT AVAILABLE Tue, 12 Dec AVAILABLE-0048 Wed, 13 Dec AVAILABLE-0052 Thu, 14 Dec AVAILABLE-0052 Fri, 15 Dec AVAILABLE-0037 Sat, 16 Dec AVAILABLE-0045

Book Now ₹ 100 1 Updated 1 Minutes and 13 Seconds ago C

NVMe SSDs up to 4TB Kingston Technology Learn More

LTT VSKP EXPRESS (18520) Runs On: M T W T F S S Train Schedule

06:55 | LOKMANYATILAK T | Mon, 11 Dec 10:15 | PUNE JN | Mon, 11 Dec

Sleeper (SL) Refresh C AC 3 Tier (3A) Refresh C AC 2 Tier (2A) Refresh C AC First Class (1A) Refresh C

Book Now OTHER DATES

INTERCITY EXP (12127) Runs On: M T W T F S S Train Schedule

07:10 | THANE | Mon, 11 Dec 09:57 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC) Refresh C

Book Now OTHER DATES

DECCAN EXPRESS (11007) Runs On: M T W T F S S Train Schedule

07:35 | THANE | Mon, 11 Dec 11:05 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC) Refresh C Vistadome AC (EV) Refresh C

Book Now OTHER DATES

Rewarding JOURNEYS Ahead Get upto 10% Back\* on Railway Bookings at irctc.co.in Presenting the IRCTC SBI Card (on RuPay platform) SBI Card APPLY NOW

UDYAN EXPRESS (11301) Runs On: M T W T F S S Train Schedule

08:10 | C SHIVAJI MAH T | Mon, 11 Dec 11:40 | PUNE JN | Mon, 11 Dec

Sleeper (SL) Refresh C AC 3 Economy (3E) Refresh C AC 3 Tier (3A) Refresh C AC 2 Tier (2A) Refresh C AC First Class (1A) Refresh C

Book Now OTHER DATES

KOYNA EXPRESS (11029) Runs On: M T W T F S S Train Schedule

09:15 | THANE | Mon, 11 Dec 12:35 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) Sleeper (SL) Refresh C AC Chair car (CC) Refresh C AC 3 Tier (3A) Refresh C AC 2 Tier (2A) Refresh C AC First Class (1A) Refresh C

Book Now OTHER DATES

(Observation:  
Availability is displayed by day category when you click the refresh buttons. )

## 7. Flexibility and efficiency of Use

Similar filters available at 2 different locations on the page for easy access.

Results

Reset Filter

JOURNEY CLASS

AC First Class (1A) AC 2 Tier (2A)  
Second Sitting (2S) AC 3 Tier (3A)  
AC 3 Economy (3E) AC Chair car (CC)  
Exec. Chair Car (CC) Vistadome AC (EV)  
Sleepers (SL)

TRAIN TYPE

DURONTO OTHER SHATABDI

DEPARTURE TIME

00:00 - 06:00 Early Morning 06:00 - 12:00 Morning  
12:00 - 18:00 Mid Day 18:00 - 24:00 Night

ARRIVAL TIME

00:00 - 06:00 Early Morning 06:00 - 12:00 Morning  
12:00 - 18:00 Mid Day 18:00 - 24:00 Night

FROM STATIONS

VASAI ROAD C SHIVAJI MAH T DADAR LOKMANYATILAK T PANVEL THANE

TO STATIONS

PUNE JN

Sort By | Departure Show Available Trains

INDRAYANI EXP (22105) Runs On: M T W T F S S Train Schedule

06:16 | THANE | Mon, 11 Dec 09:05 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC)

Mon, 11 Dec NOT AVAILABLE Tue, 12 Dec AVAILABLE-0048 Wed, 13 Dec AVAILABLE-0052 Thu, 14 Dec AVAILABLE-0052 Fri, 15 Dec AVAILABLE-0037 Sat, 16 Dec AVAILABLE-0045

Book Now ₹ 100

Updated 1 Minutes and 13 Seconds ago C

NVMe SSDs up to 4TB

Learn More

LTT VSKP EXPRESS (18520) Runs On: M T W T F S S Train Schedule

06:55 | LOKMANYATILAK T | Mon, 11 Dec 10:15 | PUNE JN | Mon, 11 Dec

Sleeper (SL) Refresh C AC 3 Tier (3A) Refresh C AC 2 Tier (2A) Refresh C AC First Class (1A) Refresh C

Book Now OTHER DATES

INTERCITY EXP (12127) Runs On: M T W T F S S Train Schedule

07:10 | THANE | Mon, 11 Dec 09:57 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC)

Book Now OTHER DATES

DECCAN EXPRESS (11007) Runs On: M T W T F S S Train Schedule

07:35 | THANE | Mon, 11 Dec 11:05 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC) Vistadome AC (EV)

Book Now OTHER DATES

Rewarding JOURNEYS Ahead

Get upto 10% Back\* on Railway Bookings at irctc.co.in Presenting the IRCTC SBI Card (on RuPay platform)

IRCTC SBI Card APPLY NOW

UDYAN EXPRESS (11301) Runs On: M T W T F S S Train Schedule

08:10 | C SHIVAJI MAH T | Mon, 11 Dec 11:40 | PUNE JN | Mon, 11 Dec

Sleeper (SL) Refresh C AC 3 Economy (3E) Refresh C AC 3 Tier (3A) Refresh C AC 2 Tier (2A) Refresh C AC First Class (1A) Refresh C

Book Now OTHER DATES

KOYNA EXPRESS (11029) Runs On: M T W T F S S Train Schedule

09:15 | THANE | Mon, 11 Dec 12:35 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) Sleeper (SL) Refresh C AC Chair car (CC) Refresh C AC 3 Tier (3A) Refresh C AC 2 Tier (2A) Refresh C AC First Class (1A) Refresh C

Book Now OTHER DATES

Around 6-7 available options provided on the train card after **selecting all filters** so that users can remember them.

Results | [Reset Filters](#)

JOURNEY CLASS [Select All](#)

AC First Class (1A)  AC 2 Tier (2A)  
 Second Sitting (2S)  AC 3 Tier (3A)  
 AC 3 Economy (3E)  AC Chair car (CC)  
 Exec. Chair Car (EC)  Vistadome AC (EV)  
 Sleeper (SL)

TRAIN TYPE [Select All](#)

DURONTO  
 OTHER  
 SHATABDI

DEPARTURE TIME [Select All](#)

00:00 - 06:00 Early Morning 06:00 - 12:00 Morning  
12:00 - 18:00 Mid Day 18:00 - 24:00 Night

08:00 Hrs 24:00 Hrs

ARRIVAL TIME [Select All](#)

00:00 - 06:00 Early Morning 06:00 - 12:00 Morning  
12:00 - 18:00 Mid Day 18:00 - 24:00 Night

08:00 Hrs 24:00 Hrs

FROM STATIONS [Select All](#)

VASAI ROAD  
 C SHIVAJI MAH T  
 DADAR  
 LOKMANYATILAK T  
 PANVEL  
 THANE

TO STATIONS [Select All](#)

PUNE JN

Sort By [Departure](#) Show Available Trains

6 Results for THANE → PUNE JN | Mon, 11 Dec 2023 For Quota | Ladies

Runs On: M T W T F S S

INDRAYANI EXP (22105) 09:05 | PUNE JN | Mon, 11 Dec

06:16 | THANE | Mon, 11 Dec 02:49

Second Sitting (2S) AC Chair car (CC)

Mon, 11 Dec NOT AVAILABLE Tue, 12 Dec AVAILABLE-0048 Wed, 13 Dec AVAILABLE-0052 Thu, 14 Dec AVAILABLE-0052 Fri, 15 Dec AVAILABLE-0037 Sat, 16 Dec AVAILABLE-0045

Book Now ₹ 100

Updated 1 Minutes and 13 Seconds ago

NVMe SSDs up to 4TB

Kingston Technology Learn More

LT VSKP EXPRESS (18520) Train Schedule

06:55 | LOKMANYATILAK T | Mon, 11 Dec 03:20

0:55 | PUNE JN | Mon, 11 Dec

Sleeper (SL) AC 3 Tier (3A) AC 2 Tier (2A) First Class (1A)

Mon, 11 Dec NOT AVAILABLE Tue, 12 Dec NOT AVAILABLE Wed, 13 Dec NOT AVAILABLE Thu, 14 Dec NOT AVAILABLE Fri, 15 Dec NOT AVAILABLE Sat, 16 Dec NOT AVAILABLE

Book Now ₹ 505

Updated 1 Minutes and 13 Seconds ago

INTERCITY EXP (12127) Train Schedule

07:10 | THANE | Mon, 11 Dec 02:47

0:10 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC) Refresh C

Book Now OTHER DATES

DECCAN EXPRESS (11007) Train Schedule

07:35 | THANE | Mon, 11 Dec 03:30

0:35 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC) Refresh C Vistadome AC (EV) Refresh C

Book Now OTHER DATES

Rewarding JOURNEYS Ahead Get upto 10% Back\* on Railway Bookings at irctc.co.in Presenting the IRCTC SBI Card (on RuPay platform) SBI card APPLY NOW

UDYAN EXPRESS (11301) Train Schedule

08:10 | C SHIVAJI MAH T | Mon, 11 Dec 03:30

0:10 | PUNE JN | Mon, 11 Dec

Sleeper (SL) AC 3 Economy (3E) AC 3 Tier (3A) AC 2 Tier (2A) AC First Class (1A)

Refresh C Refresh C Refresh C Refresh C Refresh C

Book Now OTHER DATES

KOYNA EXPRESS (11029) Train Schedule

09:10 | PUNE JN | Mon, 11 Dec 03:30

0:10 | C SHIVAJI MAH T | Mon, 11 Dec

Second Sitting (2S) Sleeper (SL) AC Chair car (CC) AC 3 Tier (3A) AC 2 Tier (2A) AC First Class (1A)

Refresh C Refresh C Refresh C Refresh C Refresh C Refresh C

OTHER DATES

12:35 | PUNE JN | Mon, 11 Dec

## FITT's LAW

Large easily  
reachable buttons  
with colours that  
match the interface.

The screenshot shows the IRCTC Train List search results page. A pink dashed rectangle highlights the 'Modify Search' button at the top right. Another pink dashed rectangle highlights the 'Book Now' button for the first train listing. A third pink dashed rectangle highlights the 'Book Now' button for the second train listing. The interface includes various filters like Journey Class, Train Type, and Departure/Arrival Time, and lists several train options with their respective departure and arrival times, running days, and total travel time.

## 10. Help and Documentation

Contextual information  
provided after clicking  
on (i).

### 3. User Control and Freedom

Yes / No buttons and close button provided to proceed/end the process as per users wish.

#### FITT's LAW

Reachable bright coloured visible clickable button that provides convenience

The screenshot shows the IRCTC website interface for booking a train from Thane to Pune. A modal dialog titled "Confirmation" is displayed in the center, asking if the user wants to continue with the search for December 11th despite booking for December 12th. The dialog has "Yes" and "No" buttons. A green dashed line highlights the "Yes" button, and a pink dashed line highlights the "No" button. The background shows search results for the INDRAYANI EXP (22105) and LTT VSKP EXPRESS (18520) trains, along with an advertisement for Kingston NVMe SSDs.

IRCTC Website Screenshot:

- Header: LOGIN, REGISTER, AGENT LOGIN, CONTACT US, DAILY DEALS, ALERTS, 07-Dec-2023 [15:01:58], A-, A, A+, हिन्दी
- Navigation: IRCTC EXCLUSIVE, TRAINS, BUSES, FLIGHTS, HOTELS, HOLIDAYS, LOYALTY, MEALS, PROMOTIONS, MORE
- Search: THANE - TNA (MUMBAI) to PUNE JN - PUNE (PUNE), Date: 11/12/2023, Classes: All Classes, Gender: LADIES
- Filters: Flexible With Date, Train with Available Berth, Person With Disability Concession, Railway Pass Concession
- Results: 6 Results for THANE → PUNE JN | Mon, 11 Dec 2023 For Quota | Ladies
- Train 1: INDRAYANI EXP (22105) - 06:16 | THANE | Mon, 11 Dec - Runs On: M T W T F S S, Duration: 02:49, Train Schedule: 09:05 | PUNE JN | Mon, 11 Dec
- Train 2: LTT VSKP EXPRESS (18520) - 06:55 | LOKMANYATILAK T | Mon, 11 Dec - Runs On: M T W T F S S, Duration: 03:20, Train Schedule: 10:15 | PUNE JN |
- Advertisement: NVMe SSDs up to 4TB by Kingston Technology

Confirmation Dialog Content:

You searched trains for date 11 Dec 2023 but booking for 12 Dec 2023. Do you want to continue with the same?

Yes    No

# 1. Visibility Of Systems

Status of loading is represented through a visual similar to rotating wheels.

The screenshot shows the IRCTC website interface. At the top, there's a navigation bar with links for LOGIN, REGISTER, AGENT LOGIN, CONTACT US, DAILY DEALS, ALERTS, and a timestamp of 07-Dec-2023 [15:02:04]. Below the navigation is a search bar with fields for THANE - TNA (MUMBAI) and PUNE JN - PUNE (PUNE), a date selector (11/12/2023), and dropdown menus for All Classes, LADIES, and Modify Search. A green dashed box highlights a modal window in the center. The modal has a "LOGIN" header, a form with fields for Username (tejmestr) and Password, and a "Forgot Account Details?" link. It also features an advertisement for NPCI and a banner for DISHA with the text "JIN THE INDIAN AIR FORCE". Below the modal, there are buttons for "Reload Captcha", "Enter Captcha", "Login & Booking With OTP", and "SIGN IN". There are also "REGISTER" and "AGENT LOGIN" buttons. To the right of the modal, there's a promotional banner for SBI card and RuPay credit cards, featuring a woman holding a card and the text "Tap Karo, Chalte Chalo. with RuPay". At the bottom of the page, there's information about the "INTERCITY EXP (12127)" train, including its arrival time (07:10), departure location (THANE), date (Mon, 11 Dec), class (Second Sitting (2S)), and seat type (AC Chair car (CC)). The train runs on days M, T, W, T, F, S, S. The bottom right corner includes a circular logo for "AskDisha 2.0" and a small advertisement for "Book Train Ticket".

# DETAILS AND PAYMENT PAGE

The screenshot shows a step-by-step process on the IRCTC website:

- Passenger Details:** A green dashed box highlights the "Passenger Details" section where a user enters "Mahati Mestri" as the passenger name.
- Review Journey:** A green dashed box highlights the "Review Journey" step, which shows the trip details: "INDRAYANI EXP (22105)" from "THANE" to "PUNE JN" on "Tue, 12 Dec".
- Fare Summary:** A green dashed box highlights the "Fare Summary" section, showing a "Ticket Fare" of ₹ 100 and a "Total Fare" of ₹ 100.
- Payment:** A green dashed box highlights the "Payment" step, which includes payment method options like "Pay through Credit & Debit Cards / Net Banking / Wallets / Bharat QR / Pay on Delivery/ Rewards and Others".
- Other Preferences:** A green dashed box highlights the "Other Preferences" section, which includes checkboxes for "Consider for Auto Upgradation" and "Book only if confirm berths are allotted".
- Reservation Choice:** A green dashed box highlights the "Reservation Choice" section, which includes a "Preferred Coach No." input field.
- Travel Insurance (Incl. of GST):** A green dashed box highlights the "Travel Insurance (Incl. of GST)" section, which includes a checkbox for "Yes, and I accept the terms & conditions".
- Payment Mode:** A pink dashed box highlights the "Payment Mode" section, which includes payment method options like "Pay through BHIM/UPI".
- Back/Continue Buttons:** A pink dashed box highlights the "Back" and "Continue" buttons at the bottom of the page.

## 1. Visibility Of Systems

Status of loading is represented through a visual similar to rotating wheels.

## 8. Aesthetic and Minimalistic Design

Use of (i) icon to provide information.

## FITT's LAW

Reachable, bright coloured, visible, clickable button provided at the end for convenience of the user.

**1** Passenger Details      **2** Review Journey      **3** Payment

**A** Senior Citizen concession not allowed for this Train/Quota/Class. Person With Disability/ Journalist may check after entering details.

**INDRAYANI EXP (22105)**

06:16 | THANE      02:49      09:05 | PUNE JN  
Tue, 12 Dec      Tue, 12 Dec

Second Sitting (2S) | Ladies

Boarding Station | THANE | Arrival: 06:14 | Departure: 06:16 | Day: 1 | Boarding Date: 12 Dec 2023

CHANGE

Note: Please submit full name of the passengers instead of initials.  
Note: The ID card will be required during journey.

**Passenger Details**

Mahati Mestri      18      Female      India

+ Add Passenger/ Add Infant With Birth

\*Children under 5 years of age shall be carried free and no purchase of any ticket is required. (If no separate berth is opted.)

**Contact Details**

(Ticket details will be sent to email- te\*\*\*\*\*@gmail.com and registered mobile number 98\*\*\*\*\*66)

91

GST Details (Optional)      GST Identification Number(GSTIN)

**Other Preferences**

Consider for Auto Upgradation.      Book only if confirm berths are allotted.

Reservation Choice

Preferred Coach No.

**Travel Insurance (Incl. of GST)** Do you want to take Travel Insurance (₹0.35/person)?  
 Yes, and I accept the terms & conditions       No, I don't want travel insurance

**Payment Mode**

Pay through Credit & Debit Cards / Net Banking / Wallets / Bharat QR / Pay on Delivery/ Rewards and Others  
Convenience Fee: ₹15/- + GST

Pay through BHIM/UPI  
Convenience Fee: ₹10/- + GST

**Back**      **Continue**

\*This availability is for all berths, not for your preferred berth type. As tickets are booked throughout the country across PRS counters, any confirmed status shown above may decline into RAC/ Waiting List status, while your payment being processed.

\*If for any reason, the reservation output details are not displayed on your screen after you have made payments, please check the details in Booking History under My Account in top navigation bar. You may also check your mail for the details of your booking. You are also advised to contact Indian Railways before trying to book your ticket again.

\*The ID card will be required during journey. One of the passenger booked on e-ticket should have any of the nine identity cards/Voter Photo Identity Card / Passport / PAN Card / Driving License issued by a RTO / Photo Identity card issued by Central / State Govt / Student Photo Identity Card issued by recognized School or College for their students/ Nationalized Bank Passbook with photograph/Credits Cards issued by banks with laminated photograph / Unique Identification Card Aadhaar during train journey in original. The identification details are required at the time of Taxsila booking.

\*This choice shall not be applicable in case confirmed accommodation is not available in the train

\*Booking shall be done in PRS in the coach given by the user if seats are available, otherwise the passenger is allotted in any other coach.

## 1. Visibility Of Systems

SELECTED option is represented by different bold colour in the drop down menu

## 3. User Control and Freedom

Option provided for selection as per users wish.

## 3. User Control and Freedom

Back option provides control to the users.

**Passenger Details**

**Review Journey**

**Payment**

**Fare Summary**

**INDRAYANI EXP (22105)**

06:16 | THANE      02:49      09:05 | PUNE JN  
Tue, 12 Dec      Tue, 12 Dec

Second Sitting (25) | Ladies

CHANGE

Boarding Station | THANE | Arrival: 06:14 | Departure: 06:16 | Day: 1 | Boarding Date: 12 Dec 2023

Note: Please submit full name of the passengers instead of initials.  
Note: The ID card will be required during journey.

**Passenger Details**

Mahati Mestri | 18 | Female | India | Window Side

Passenger Name | Age | Gender | India | No Preference

Please enter a valid name between 3 and 15 characters

+ Add Passenger/ Add Infant With Birth      + Add Infant Without Birth

\*Children under 5 years of age shall be carried free and no purchase of any ticket is required. (If no separate berth is opted.)

**Contact Details**

(Ticket details will be sent to email-te\*\*\*\*\*@gmail.com and registered mobile number 98\*\*\*\*\*66)

91 | [redacted]

GST Details (Optional) | GST Identification Number(GSTIN)

**Other Preferences**

Consider for Auto Upgradation.      Book only if confirm berths are allotted.

Reservation Choice

Preferred Coach No.

**Travel Insurance (Incl. of GST)** Do you want to take Travel Insurance (₹0.35/person)?

Yes, and I accept the terms & conditions       No, I don't want travel insurance

**Payment Mode**

Pay through Credit & Debit Cards / Net Banking / Wallets / Bharat QR / Pay on Delivery/ Rewards and Others  
Convenience Fee: ₹15/- + GST

Pay through BHIM/UPI  
Convenience Fee: ₹10/- + GST

**Back** **Continue**

## 5. Error Prevention

Contextual message provided to prevent any further error.



\*This availability is for all berths, not for your preferred berth type. As tickets are booked throughout the country across PRS counters, any confirmed status shown above may decline into RAC/ Waiting List status, while your payment being processed.

If for any reason, the reservation output details are not displayed on your screen after you have made payments, please check the details in Booking History under My Account in top navigation bar. You may also check your mail for the details of your booking. You are also advised to contact Indian Railways before trying to book your ticket again.

The ID card will be required during journey. One of the passenger booked on an e-ticket should have any of the nine identity cards/Voter Photo Identity Card / Passport / PAN Card / Driving License issued by a RTO / Photo Identity card issued by Central / State Govt / Student Photo Identity Card issued by recognized School or College for their students / Nationalized Bank Passbook with photograph/Credits Cards issued by banks with laminated photograph / Unique Identification Card Aadhaar during train journey in original. The identification details are required at the time of Teekal booking.

This choice shall not be applicable in case confirmed accommodation is not available in the train.

Booking shall be done in PRS in the coach given by the user if seats are available, otherwise the passenger is allotted in any other coach.



irctc.co.in/booking/psgninput

REFUND STATUS Logout Welcome T M (tejmestri) CONTACT US DAILY DEALS ALERTS 07-Dec-2023 [15:05:15] A A \* दिने

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MY ACCOUNT MORE

**1** Passenger Details **2** Review Journey **3** Payment

**1** Senior Citizen concession not allowed for this Train/Quota/Class. Person With Disability/ Journalist may check after entering details.

**INDRAYANI EXP (22105)**  
06:16 | THANE ————— 02:49 ————— 09:05 | PUNE JN  
Tue, 12 Dec Tue, 12 Dec

Second Sitting (2S) | Ladies  
Boarding Station | THANE | Arrival: 06:14 | Departure: 06:16 | Day: 1 | Boarding Date: 12 Dec 2023

Note: Please submit full name of the passengers instead of initials.  
Note: The ID card will be required during journey.

**Passenger Details**

Mahati Mestri 18 Female India Window Side

Passenger Name Age Gender India No Preference  
Please enter a valid name between 3 and 16 characters

Name Age Gender Tickets is not to be issued

+ Add Passenger/ Add Infant With Berth + Add Infant Without Berth  
\*Children under 5 years of age shall be carried free and no purchase of any ticket is required. (If no separate berth is opted.)

Other Preferences Consider for Auto Upgradation Book only if confirm berths are allotted.

Reservation Choice Preferred Coach No.

**Travel Insurance (Incl. of GST)** do you want to take Travel Insurance (₹0.35/person)?  
 Yes, and I accept the terms & conditions       No, I don't want travel insurance

**Payment Mode**

Pay through Credit & Debit Cards / Net Banking / Wallets / Bharat QR / Pay on Delivery/ Rewards and Others Convenience Fee: ₹15/- + GST  
 Pay through BHIMUPI Convenience Fee: ₹10/- + GST

**Back** **Continue**

## 5. Error Prevention

Contextual message highlighted in different colours is provided to prevent any further error.

\*This availability is for all berths, not for your preferred berth type. As tickets are booked throughout the country across PRS counters, any confirmed status shown above may decline into RAC/ Waiting List status, while your payment being processed.  
 \*\*If for any reason, the reservation output details are not displayed on your screen after you have made payments, please check the details in Booking History under My Account in top navigation bar. You may also check your mail for the details of your booking. You are also advised to contact Indian Railways before trying to book your ticket again.  
 \*\*\*The ID card will be required during journey. One of the passenger booked on an e-ticket should have any of the nine identity cards/Voter Photo Identity Card / Passport / PAN Card / Driving License issued by a RTD/ Photo Identity card issued by Central / State Govt / Student Photo Identity Card issued by recognized School or College for their students/ Nationalized Bank Passbook with photograph/Credits Cards issued by banks with laminated photograph / Unique Identification Card Aadhaar during train journey in original. The identification details are required at the time of Takal booking.  
 \*\*\*\*This choice shall not be applicable in case confirmed accommodation is not available in the train.  
 \*\*\*\*\*Booking shall be done in PRS in the coach given by the user if seats are available, otherwise the passenger is allotted in any other coach.



## 8. Aesthetic and Minimalistic Design

Captcha code provided in between the screen below ads and is not easily visible.

The screenshot shows the IRCTC booking interface. At the top, there's a banner for NPCI and SBI cards. Below it, the main booking area has three tabs: 'Passenger Details' (highlighted with a red circle), 'Review Journey', and 'Payment'. Under 'Passenger Details', a train journey is listed: INDRAYANI EXP (22105) from THANE (06:16) to PUNE JN (09:05) on Tuesday, 12 Dec. The fare summary shows a total fare of ₹1212.5. In the center of the page, there's a large green dashed box highlighting a CAPTCHA input field. The field contains the text 'V KgDY C' and the placeholder 'Enter Captcha'. Above the CAPTCHA, a message says 'Your ticket will be sent to te\*\*\*\*\*@gmail.com / 98\*\*\*\*\*66'. Below the CAPTCHA, there are 'Back' and 'Continue' buttons. At the bottom of the page, there's a purple footer bar with social media links and a CAPTCHA image for 'irctclogin.com'.

# Payment methods

irctc.co.in/nget/payment/bkgPaymentOptions

REFUND STATUS Logout Welcome T M (tejmestri) CONTACT US DAILY DEALS ALERTS 07-Dec-2023 [15:16:12] A- A A+ हिन्दी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MY ACCOUNT MORE

IRCTC

## 1. Visibility of systems

Now book your bus tickets on IRCTC portal [www.bus.irctc.co.in](http://www.bus.irctc.co.in)

- Book both Private and SRTC bus tickets online.
- Avoid standing in long queues at counters and book at your convenience.
- Book through the Mobile app
- Check bus ticket availability with seat selection online.
- 24/7 customer support.

Process till Payment is shown.

1 Passenger Details

2 Review Journey

3 Payment

### Payment Methods

IRCTC iPay (Credit Card/Debit Card/UPI)

Credit cards/Debit cards/Netbanking/UPI (Powered by IRCTC)

NIL for UPI Transaction, NIL for all Rupay Debit Cards, 0.4 % + Applicable Taxes for Other Domestic Debit Cards up to ₹ 2000, 0.9 % + Applicable Taxes for Other Domestic Debit Cards more than ₹ 2000, 1.8 % + Applicable Taxes for all domestic Credit Cards, ₹ 10 + Applicable Taxes for Netbanking transactions, 1.8 % + Applicable Taxes for all Autopay Transactions,

Multiple Payment Service

BHIM/ UPI/ USSD

Wallets / Cash Card

Back Pay & Book

Safe & Secure Payments

IRCTC BoB Credit Card Get a Rewarding Journey, Always!

Save up to 10% on Train Tickets\*

Bank of Baroda Credit Card

Visit [www.bobfinancial.com](http://www.bobfinancial.com)

### JOURNEY SUMMARY

INDRAYANI EXP(22105) Tue, 12 Dec PUNE JN  
THANE PUNE (09:05)  
TNA (06:16) PUNE (09:05)  
2 Adult | Second Sitting (2S) | LADIES | THANE | Boarding Date: 12 Dec 2023 06:16

### Passenger Details

1. Mahati Mestri 18 yrs | Female

### Contact Details

Email: te\*\*\*\*\*@gmail.com  
Mobile: 91-9\*\*\*\*\*66

### Fare Summary

Ticket Fare  
Convenience Fee (Incl. of GST)  
Travel Insurance (Incl. of GST)

Total Fare

AskDISHA 2.0 Book Train Ticket

DEALS OF THE DAY

Get Train Ticket on WhatsApp

# Payment methods

irctc.co.in/nget/payment/bkgPaymentOptions

REFUND STATUS Logout Welcome T M (tejmestri) CONTACT US DAILY DEALS ALERTS 07-Dec-2023 [15:16:12] A- A A+ हिन्दी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MY ACCOUNT MORE

2. Match between system and real world

Now book your bus tickets on IRCTC portal [www.bus.irctc.co.in](http://www.bus.irctc.co.in)

- Book both Private and SRTC bus tickets online.
- Avoid standing in long queues at counters and book at your convenience.
- Book through the Mobile app
- Check bus ticket availability with seat selection online.
- 24/7 customer support.

1 Passenger Details

2 Review Journey

3 Payment

Payment Methods

IRCTC IPay (Credit Card/Debit Card/UPI)

Multiple Payment Service

PHIM/ UPI/ USSD

Wallets / Cash Card

Credit & Debit cards / Net Banking / Wallet / UPI (Powered by Paytm)

Credit & Debit cards /Net Banking/Wallets/UPI/ International Cards (Powered by PayU)

Credit & Debit cards / Net Banking / UPI (Powered by Razorpay)

Credit & Debit cards / Wallet / UPI (Powered by PhonePe)

Safe & Secure Payments

JOURNEY SUMMARY

INDRAYANI EXP(22105) Tue, 12 Dec THANE PUNE JN TNA (06:16) → PUNE (09:05) 2 Adult | Second Sitting (2S) | LADIES | THANE | Boarding Date: 12 Dec 2023 06:16

Passenger Details

1. Mahati Mestri 18 yrs | Female

Contact Details

Email: te\*\*\*\*\*@gmail.com  
Mobile: 91-9\*\*\*\*\*66

Fare Summary

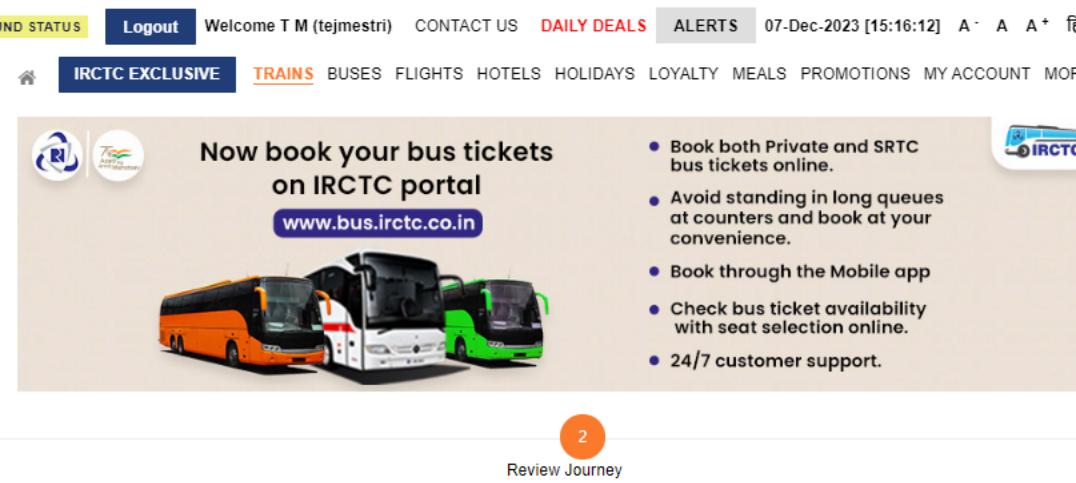
Ticket Fare  
Convenience Fee (Incl. of GST)  
Travel Insurance (Incl. of GST)



# Payment methods

# HICK's LAW

4 options provided for payment methods so that user can chose quickly.

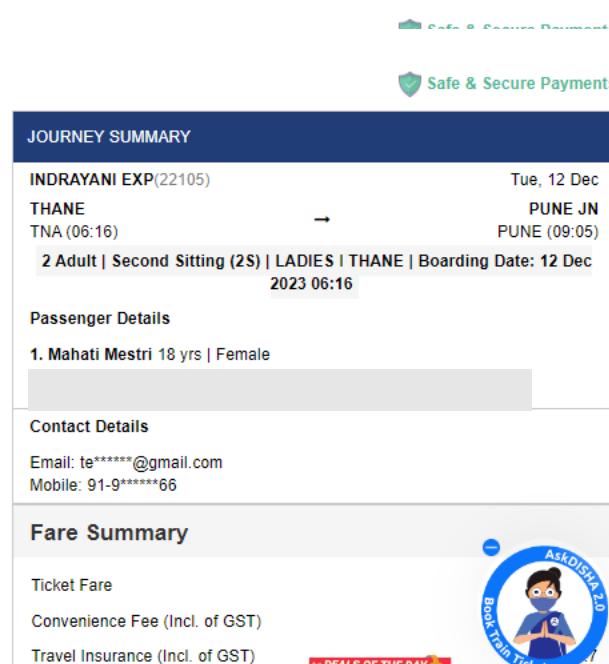


## Payment Methods

-  IRCTC iPay (Credit Card/Debit Card/UPI)
  -  Multiple Payment Service
  -  BHIM/ UPI/ USSD
  -  Wallets / Cash Card

Bac

**Pay & Book**





# Payment methods

- → C 🔒 irctc.co.in/nget/payment/bkgPaymentOptions

# 1. Visibility of Systems

Selected options  
are represented  
using different  
colours.



### Payment Methods

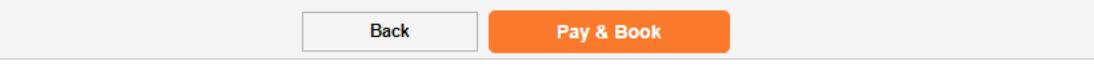
-  IRCTC iPay (Credit Card/Debit Card/UPI)
-  Multiple Payment Service
-  BHIM/ UPI/ USSD
-  Wallets / Cash Card

Pay using BHIM (Powered by PAYTM ) also accepts UPI

 Nil

 Amazon Pay UPI

Back
Pay & Book



Bank of Baroda Credit Card  
Get a Rewarding Journey, Always!

IRCTC BoB Credit Card  
Save up to 10% on Train Tickets\*  
Visit [www.bobfinancial.com](http://www.bobfinancial.com)

\*T&C Apply

### JOURNEY SUMMARY

INTERCITY EXP(12128) Sat, 16 Dec  
PUNE JN THANE  
PUNE (17:55) TNA (20:19)  
1 Adult | Second Sitting (2S) | GENERAL | PUNE JN | Boarding Date: 16 Dec 2023 17:55

Passenger Details

1. Mahati Mestri 18 yrs | Female

Contact Details

Email: te\*\*\*\*\*@gmail.com  
Mobile: 91-9\*\*\*\*\*66

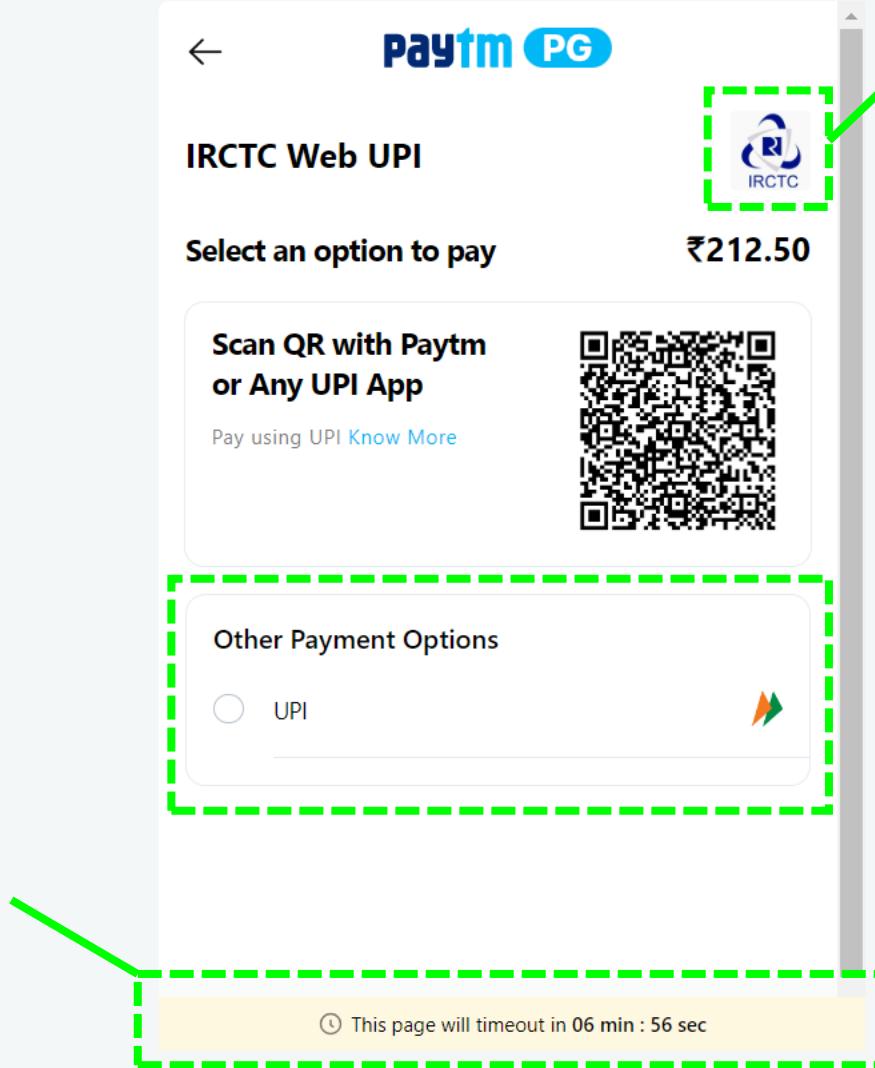
Fare Summary

Ticket Fare	₹ 100
Convenience Fee (Incl. of GST)	₹ 11.8
<b>Total Fare</b>	<b>₹ 111.8</b>

Safe & Secure Payments

# 1. Visibility Of Systems

Shows timer during the payment activity



## 8. Aesthetic and minimalistic design

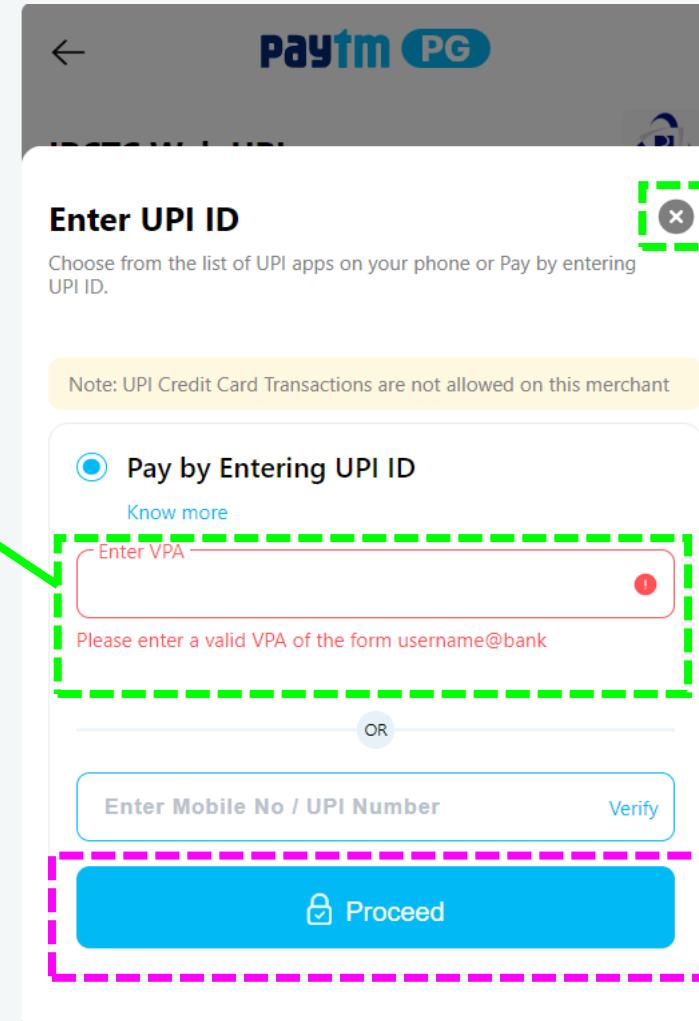
IRCTC logo shown during ticket payment to ensure users that their transaction is with IRCTC.

## 5. Error prevention

Proper advice provided to prevent any further problems.

# FITT's LAW

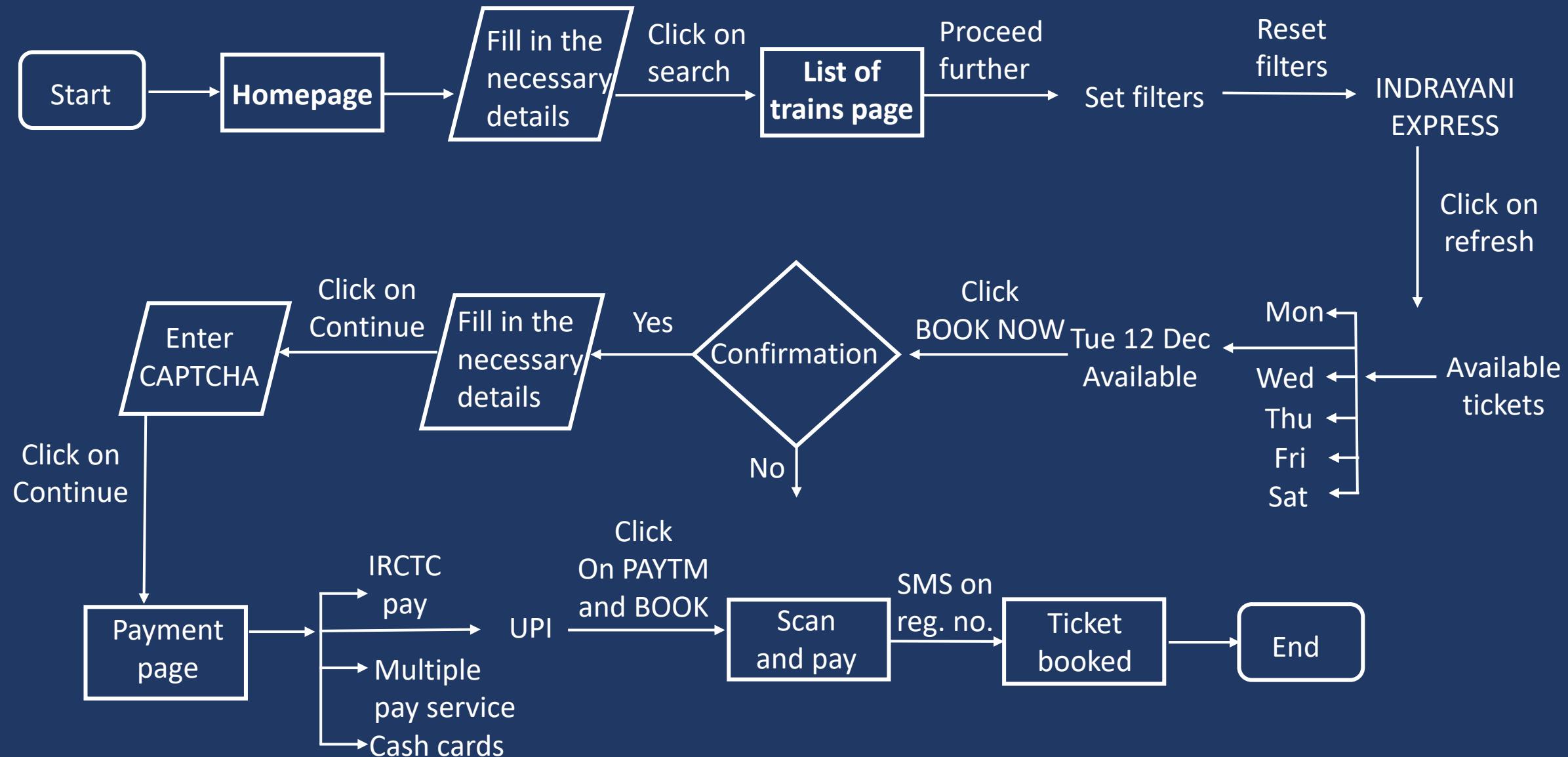
Large reachable buttons  
for precise clicks.



## 5. Error prevention

Gives user the option to cancel the current ongoing process.

# TASK FLOW



# Competitive Analysis



The screenshot shows the IRCTC website's booking interface. At the top, there are navigation links for LOGIN, REGISTER, AGENT LOGIN, CONTACT US, DAILY DEALS, ALERTS, and a date/time indicator (04-Dec-2023 [11:55:00]). Below the header, there are sections for PNR STATUS, CHARTS / VACANCY, and BOOK TICKET. The BOOK TICKET section includes fields for 'From' (Delhi), 'To' (Mumbai), 'Date' (04/12/2023), and 'All Classes'. There are also filters for 'GENERAL', 'Person With Disability Concession', 'Flexible With Date', 'Train with Available Berth', and 'Railway Pass Concession'. A search button and a link to 'Try booking in Ask DISHA 2.0' are present. A large banner for 'INDIAN RAILWAYS' features the tagline 'Safety | Security | Punctuality'. A promotional pop-up for 'Ask DISHA 2.0' offers 'Book Train Tickets in a fast, easy & secure way' without an IRCTC password. The pop-up includes a QR code and a button to 'Get Price'.

Overall make my trip has a user friendly interface. It also has colour palette that stays constant throughout.

The screenshot shows the MakeMyTrip website's flight booking interface. At the top, there are links for Super Offers, myBiz, My Trips, and a login section. A prominent green dashed box highlights the 'Flights' icon and its dropdown menu, which includes 'One Way', 'Round Trip', and 'Multi City' options. Below this, the search form shows 'From' (Delhi) and 'To' (Bengaluru) locations, a 'Departure' date of '13 Dec'23', and '1 Traveller' with 'Economy/Premium Economy' class. A green dashed box also highlights the 'Select A Fare Type:' dropdown, which lists 'Regular Fares', 'Armed Forces Fares', 'Student Fares', 'Senior Citizen Fares', 'Doctors & Nurses Fares', and 'Double Seat Fares'. A large blue 'SEARCH' button is at the bottom of the form. The footer features sections for Offers, All Offers, Bank Offers, Flights, Hotels, Holidays, Trains, Cabs, and a 'VIEW ALL' button. Promotional banners for 'DOM HOTELS Up to 45% OFF\* on Hotels in India' and 'HOLIDAYS Live Now: PACKAGE PRICE DROP' are visible.

Icons used for homepage which are understandable to users.

Concession offers as per occupations

irctc.co.in/get/booking/train-list

LOGIN REGISTER AGENT LOGIN CONTACT US DAILY DEALS ALERTS 07-Dec-2023 [14:54:41] A A A+ हिन्दी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MORE

THANE - TNA (MUMBAI) PUNE JN - PUNE (PUNE) 11/12/2023 All Classes LADIES Modify Search

Flexible With Date Train with Available Berth Person With Disability Concession Railway Pass Concession

Refine Results Reset Filters

JOURNEY CLASS Select All

- AC First Class (1A)
- AC 2 Tier (2A)
- Second Sitting (2S)
- AC 3 Tier (3A)
- AC Chair car (CC)
- Vistadome AC (EV)
- Exec. Chair Car (EC)
- Sleeper (SL)

TRAIN TYPE Select All

- DURONTO
- OTHER
- SHATABDI

DEPARTURE TIME Select All

00:00 - 06:00 Early Morning	06:00 - 12:00 Morning
12:00 - 18:00 Mid Day	18:00 - 24:00 Night

ARRIVAL TIME Select All

00:00 Hrs 24:00 Hrs

INDRAYANI EXP (22105) Runs On: M T W T F S S Train Schedule

06:16 | THANE | Mon, 11 Dec 02:49 09:05 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC) Refresh C Refresh C

Book Now OTHER DATES

NVMe SSDs up to 4TB Kingston Technology Learn More

LT T VSXP EXPRESS (18520) Runs On: M T W T F S S Train Schedule

06:15 | LOHANATHANKULAM (TN) 14:45 | PUNE (IN) - MUMBAI (MH)

Minimalistic details with main points highlighted/in Capitals.

Cards are properly arranged and are readable with maximum information as possible.

Search bar/button easily accessible.

FROM CITY PUNE, Pune TO CITY TNA, Mumbai TRAVEL DATE Sat, 16 Dec 23 CLASS 2S, Second Sitting SEARCH

2A AVAILABLE 5 ₹ 760 Free Cancellation Updated 2 hrs ago

SL RUWL 50 ₹ 175 Free Cancellation Updated 3 hrs ago

3A RLWL 1 ₹ 555 Trip Guarantee Updated 3 hrs ago

Ned Pnvl Exp #17614 | Departs on: S M T W T F S 6:20 AM, Sat 2 hrs 40 mins View route Pune Junction (PUNE) 9:00 AM, Sat Panvel Railway Station (PNVL)

3A AVAILABLE 149 ₹ 505 Free Cancellation Updated 1 hr ago

2A AVAILABLE 20 ₹ 710 Free Cancellation Updated 1 hr ago

1A AVAILABLE 14 ₹ 1175 Free Cancellation Updated 15 mins ago

SL RUWL 26 ₹ 145 Trip Guarantee Updated 15 mins ago

Arrival in Mumbai

Night - 12 AM to 6 AM (9)

Morning - 6 AM to 12 PM (12)

Afternoon - 12 PM to 6 PM (5)

Evening - 6 PM to 12 AM (10)

Cbe Ltt Exp #11014 | Departs on: S M T W T F S 10:20 AM, Sat 2 hrs 48 mins View route Pune Junction (PUNE) 1:08 PM, Sat Thane Railway Station (TNA)

1A AVAILABLE 1 ₹ 1175 Free Cancellation Updated 23 hrs ago

SL RUWL 41 ₹ 145 Trip Guarantee Updated 3 days ago

2A RLWL 9 ₹ 710 Trip Guarantee Updated 3 days ago

3A Click to update

ARRIVAL TIME

00:00 - 06:00 Early Morning	06:00 - 12:00 Morning
12:00 - 18:00 Mid Day	18:00 - 24:00 Night

FROM STATIONS

- VASAI ROAD
- C SHIVAJI MAH T
- DADAR
- LOKMANYATILAK T
- PANVEL
- THANE

TO STATIONS

- PUNE JN

**LTT VSKP EXPRESS (18520)** Runs On: M T W T F S S Train Schedule

06:55 | LOKMANYATILAK T | Mon, 11 Dec ————— 03:20 ————— 10:15 | PUNE JN | Mon, 11 Dec

Sleeper (SL) Refresh C	AC 3 Tier (3A) Refresh C	AC 2 Tier (2A) Refresh C	AC First Class (1A) Refresh C
------------------------	--------------------------	--------------------------	-------------------------------

**INTERCITY EXP (12127)** Runs On: M T W T F S S Train Schedule

07:10 | THANE | Mon, 11 Dec ————— 02:47 ————— 09:57 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) Refresh C	AC Chair car (CC) Refresh C
-------------------------------	-----------------------------

**DECCAN EXPRESS (11007)** Runs On: M T W T F S S Train Schedule

07:35 | THANE | Mon, 11 Dec ————— 03:30 ————— 11:05 | PUNE JN | Mon, 11 Dec

Second Sitting (2S)	AC Chair car (CC)	Vistadome AC (EV)
---------------------	-------------------	-------------------

Confirm allotment for seat ticket card is shown in different colour to highlight it's importance.

SEARCH

FROM CITY PUNE, Pune TO CITY TNA, Mumbai TRAVEL DATE Sat, 16 Dec 23 CLASS 2S, Second Sitting

Departure from Pune

- Night - 12 AM to 6 AM (11)
- Morning - 6 AM to 12 PM (13)
- Afternoon - 12 PM to 6 PM (7)
- Evening - 6PM to 12 AM (5)

Train Types

- Others - O (31)
- Duronto - D (2)
- Special Trains - SP (2)
- Shatabdi - S (1)

Stations in Pune

- Pune Junction - PUNE (36)

Stations in Mumbai

- C Shivaji Mah T Railway Station - CSMT(6)

**Cbe Ltt Exp** #11014 | Departs on: S M T W T F S 10:20 AM, Sat Pune Junction (PUNE) 2 hrs 48 mins View route 1:08 PM, Sat Thane Railway Station (TNA)

Your ticket will be booked on a longer route. Board at Pune Junction and get down at Mumbai

2A AVAILABLE	₹ 2390	3A AVAILABLE 25	₹ 1655
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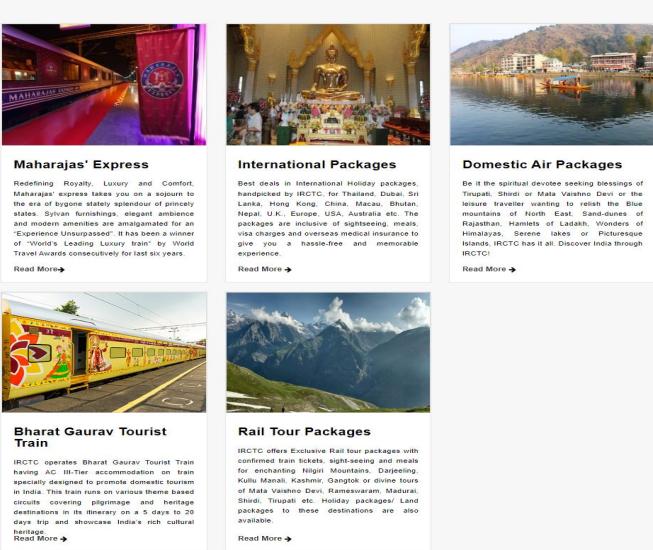
**Adi Duronto** #12298 | Departs on: S M T W T F S 9:35 PM, Sat Pune Junction (PUNE) 3 hrs 0 mins View route 12:35 AM, Sun Vasai Road Railway Station (BSR)

2S	₹ 1160	2A AVAILABLE 5	₹ 1420	1A AVAILABLE 2	₹ 840	3A PQWL 18
----	--------	----------------	--------	----------------	-------	------------

Click to update

Nearby dates

Numeric quantifiers for filters which makes us aware about availability for better comparison.



Good visuals used to attract users.

Creative titles used efficiently.

**Handpicked Collections for You**

- TOP 8 Stays in & Around Delhi for a Weekend Getaway
- TOP 8 Stays in & Around Mumbai for a Weekend Getaway
- TOP 9 Stays in & Around Bangalore for a Weekend Getaway
- TOP 11 Beach Destinations
- TOP 11 Weekend Getaways
- TOP 11 Hill Station

**Unlock Lesser-Known Wonders of India**

- Shimla's Best Kept Secret
- Tamil Nadu's Charming Hill Town
- Picturesque Gateway to Himalayas
- Quaint Little Hill Station in Gujarat
- A pleasant summer retreat and a snowy winter wonderland!
- Seaside R... West Ben...

**TripMoney**  
Forex at best exchange rates delivered at your doorstep

ORDER NOW →

Aesthetically appealing and minimalistic design which is informative.

# Competitive Analysis



goibibo

**IRCTC.CO.IN** irctc.co.in/nget/train-search

**LOGIN** REGISTER AGENT LOGIN CONTACT US DAILY DEALS ALERTS 04-Dec-2023 [11:55:00] A A A+ हिंदी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MORE

**PNR STATUS** **CHARTS / VACANCY**

**BOOK TICKET** G20 भारत 2023 INDIA

From: DD/MM/YYYY \* To: 04/12/2023

To: All Classes

GENERAL

Person With Disability Concession Flexible With Date

Train with Available Berth Railway Pass Concession

Search Try booking in Ask DISHA 2.0

An insurer that you can trust! Get covered with Tata AIG Car Insurance Get Price

INDIAN RAILWAYS Safety | Security | Punctuality

Ask DISHA 2.0 Book Train Tickets Book Ticket Support

Get Train Ticket on ASK DISHA 2.0 Ticket Booking made possible through Conversational way.

Users are advised to download Official 'IRCTC Rail Connect' Apps only from Google Play Store or Apple App Store. Please do not use unauthorized links/URLs.

Please check the alert section regarding restoration of AC 3-tier economy fare.

Clean and clear webpage which does not causes confusion.

Overall make my trip has a user friendly interface. It also has colour palette that stays constant throughout.

Icons used for homepage which are understandable to users.  
Minimalistic yet informative.

Visible and accessible button.

Accessible and clickable previous search history.

goibibo Flights Hotels Trains Cabs Bus Holidays Forex Insurance My Trips Manage Booking Hey Mahati Me...

IRCTC Authorized Partner

Train Ticket Booking

Book Train tickets Check PNR Status Live Trains Status

From: PUNE, Pune Junction To: TNA, Thane Railway Sta' Departure: 16 Dec'23 Saturday

TATKAL OPEN Today Tomorrow Day After Tomorrow

SEARCH TRAINS

Recent Searches: RAILS Pune Thane Sun, 17 Dec

Upto ₹1700\* Off Scan to download

Valid only on app

irctc.co.in/get/booking/train-list

LOGIN REGISTER AGENT LOGIN CONTACT US DAILY DEALS ALERTS 07-Dec-2023 [14:54:41] A A A+ हिन्दी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MORE

THANE - TNA (MUMBAI) PUNE JN - PUNE (PUNE) 11/12/2023 All Classes LADIES Modify Search

Flexible With Date Train with Available Berth Person With Disability Concession Railway Pass Concession

Refine Results Reset Filters

JOURNEY CLASS Select All

- AC First Class (1A)
- AC 2 Tier (2A)
- Second Sitting (2S)
- AC 3 Tier (3A)
- AC 3 Economy (3E)
- AC Chair car (CC)
- Exec. Chair Car (EC)
- Sleeper (SL)

TRAIN TYPE Select All

- DURONTO
- OTHER
- SHATABDI

DEPARTURE TIME Select All

00:00 - 06:00 Early Morning	06:00 - 12:00 Morning
12:00 - 18:00 Mid Day	18:00 - 24:00 Night

ARRIVAL TIME Select All

00:00 Hrs 24:00 Hrs

INDRAYANI EXP (22105) Runs On: M T W T F S S Train Schedule

06:16 | THANE | Mon, 11 Dec 02:49 09:05 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) AC Chair car (CC) Refresh C Refresh C

Book Now OTHER DATES

NVMe SSDs up to 4TB Kingston Technology Learn More

LT T VSKP EXPRESS (18520) Runs On: M T W T F S S Train Schedule

06:55 | LOHANWATI (KT) | Mon, 11 Dec 12:00 10:45 | PUNE JN (PUNE) | Mon, 11 Dec

Constant colour palette. Easily accessible and clickable buttons.

Informative clickable and scrollable calendar.

Filters categorized for easy understanding and fast search.

Efficient use of icons .

goibibo Flights Hotels Trains Cabs Bus Holidays Forex Insurance My Trips Manage Booking Hey Mahati Me... Hey Mahati Me...

FROM PUNE, Pune Junction TO TNA, Thane Railway Station DATE Saturday, 16 December '23 UPDATE SEARCH

Sat, 16 Dec LOW AVL Sun, 17 Dec LOW AVL Mon, 18 Dec Tue, 19 Dec MEDIUM AVL Wed, 20 Dec Thu, 21 Dec Fri, 22 Dec MEDIUM AVL

We have found 40 trains on or near this route Sorted By Popularity

**12124 Deccan Queen** VIEW ROUTE Runs on: M T W T F S S

7:15 am PUNE (Pune) 3 hr 10 min 10:25 am CSMT (C Shivaji) 31 kms from TNA

Class	Fare	Class	Fare	Class	Fare
2S	₹ 105	CC	₹ 385	EV	₹ 995
GNWL 128	2 hrs ago	GNWL 54	15 mins ago	GNWL 14	Moments ago

[View 6 days availability](#)

You can enjoy these benefits with us

- No Cancellation Fee Opt for free cancellation & get full refund.
- GuARANTEED Trip Guaranteed confirmed ticket or 2x refund.
- No PG fee via UPI Zero payment gateway charges via UPI mode.

ARRIVAL TIME Select All

00:00 - 06:00 Early Morning	06:00 - 12:00 Morning
12:00 - 18:00 Mid Day	18:00 - 24:00 Night

FROM STATIONS Select All

- VASAI ROAD
- C SHIVAJI MAH T
- DADAR
- LOKMANYATILAK T
- PANVEL
- THANE

TO STATIONS Select All

- PUNE JN

LTT VSKP EXPRESS (18520) Runs On: M T W T F S S Train Schedule

06:55 | LOKMANYATILAK T | Mon, 11 Dec ————— 03:20 ————— 10:15 | PUNE JN | Mon, 11 Dec

Sleeper (SL) Refresh C AC 3 Tier (3A) Refresh C AC 2 Tier (2A) Refresh C AC First Class (1A) Refresh C

Book Now OTHER DATES

INTERCITY EXP (12127) Runs On: M T W T F S S Train Schedule

07:10 | THANE | Mon, 11 Dec ————— 02:47 ————— 09:57 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) Refresh C AC Chair car (CC) Refresh C

Book Now OTHER DATES

DECCAN EXPRESS (11007) Runs On: M T W T F S S Train Schedule

07:35 | THANE | Mon, 11 Dec ————— 03:30 ————— 11:05 | PUNE JN | Mon, 11 Dec

Second Sitting (2S) Refresh C AC Chair car (CC) Refresh C Vistadome AC (EV)

Clear all option which is easy and fast for deselection of filters.

Cards differentiated using colours.

goibibo Flights Hotels Trains Cabs Bus Holidays Forex Insurance My Trips Manage Booking Hey Mahati Me...

**FILTER BY**

Quick filters CLEAR ALL

Show available only

Show AC only

Quota CLEAR ALL

General

Ladies

Class CLEAR ALL

2S - Second Sitting

CC - AC Chair Car

EV - Express Vistadome

SL - Sleeper Class

3A - AC 3 Tier Sleeper

2A - AC 2 Tier Sleeper

1A - AC First Class

3E - AC 3 Tier Economy

**17614 Ned Pnvl Exp** Runs on: M T W T F S S

6:20 am PUNE (Pune) ————— 2 hr 40 min ————— 9:00 am PNVL (Panvel)

26 kms from TNA

3A	₹ 505	2A	₹ 710	1A	₹ 1175	SL	₹ 145
AVL 149	2 hrs ago	AVL 20	2 hrs ago	AVL 14	1 hr ago	RLWL 26	15 mins ago

goCONFIRMED

[View 6 days availability](#)

**11030 Koyna Express** Runs on: M T W T F S S

3:50 pm PUNE (Pune) ————— 3 hr 17 min ————— 7:07 pm TNA (Thane)

1A	2S	₹ 85	SL	₹ 145	CC	₹ 300
TAP TO REFRESH	RLWL 62	1 day ago	RLWL 58	13 hrs ago	RLWL 11	3 days ago

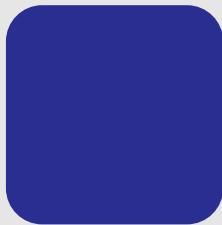
goCONFIRMED

[View 6 days availability](#)

# CUSTOMER JOURNEY MAPPING



# EXISTING WEBSITES COLOR PALETTE



#2A2F8C

#213D77

#FB792B

#0ABF04

#DBDBDB

#F3F3F3

#939393

#F8B7BD

Cosmic  
Cobalt

St. Patrick's  
Blue

Princeton  
Orange

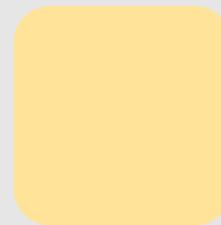
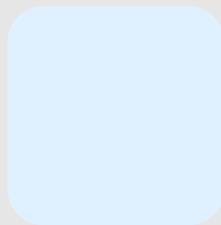
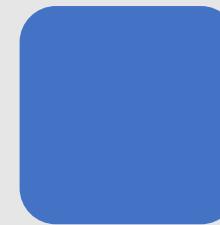
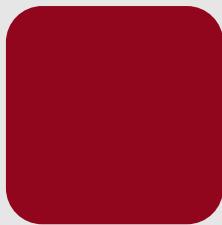
Yellow-  
Green

Gainsboro

Anti-Flash  
White

Spanish  
Gray

Light  
Pink



#91061D

#F9F9F9

#4472C4

#FAB700  
Selective  
Yellow

#DFF1FF

#008000

#FFE399

#FFF8E1

Carmine

Ghost White

Han Blue

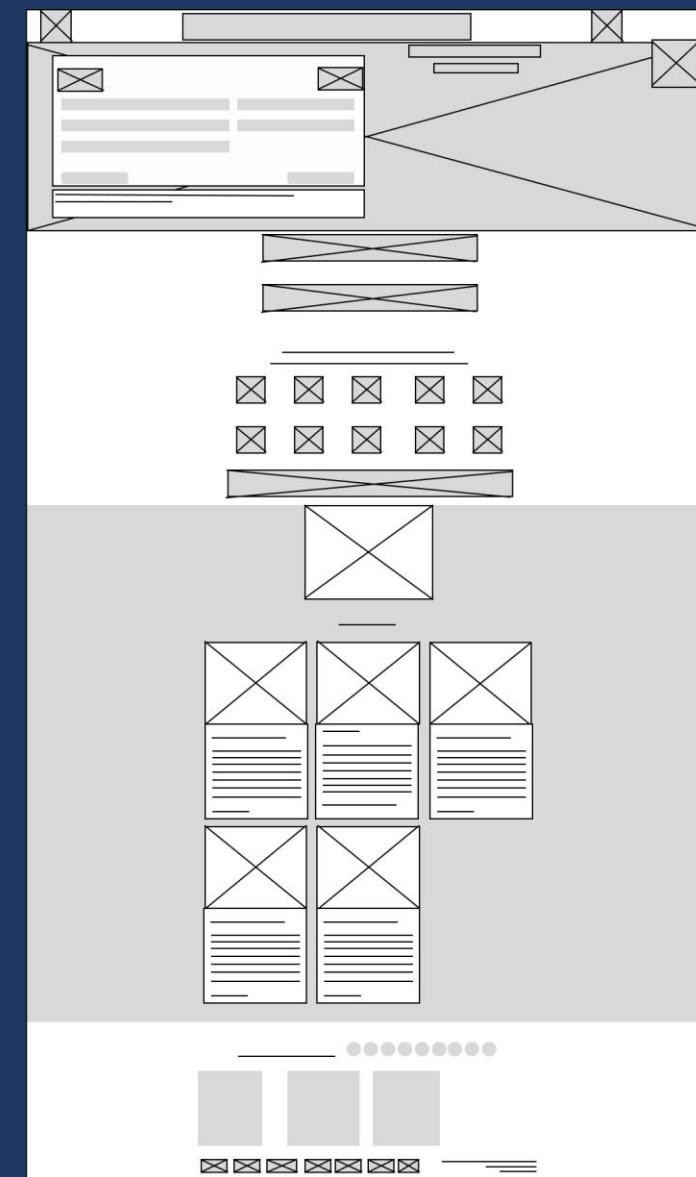
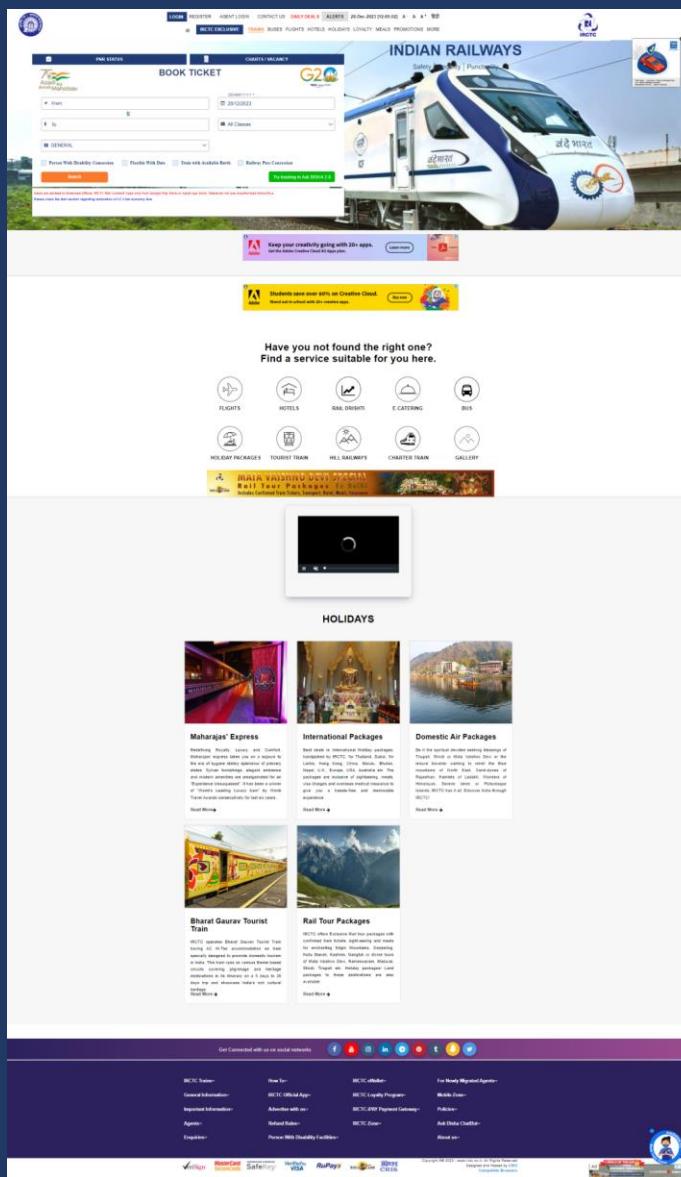
Water

Ao (English)

Caramel

Cornsilk

# IRCTC WEBSITE's EXISTING HOMEPAGE WIREFRAME

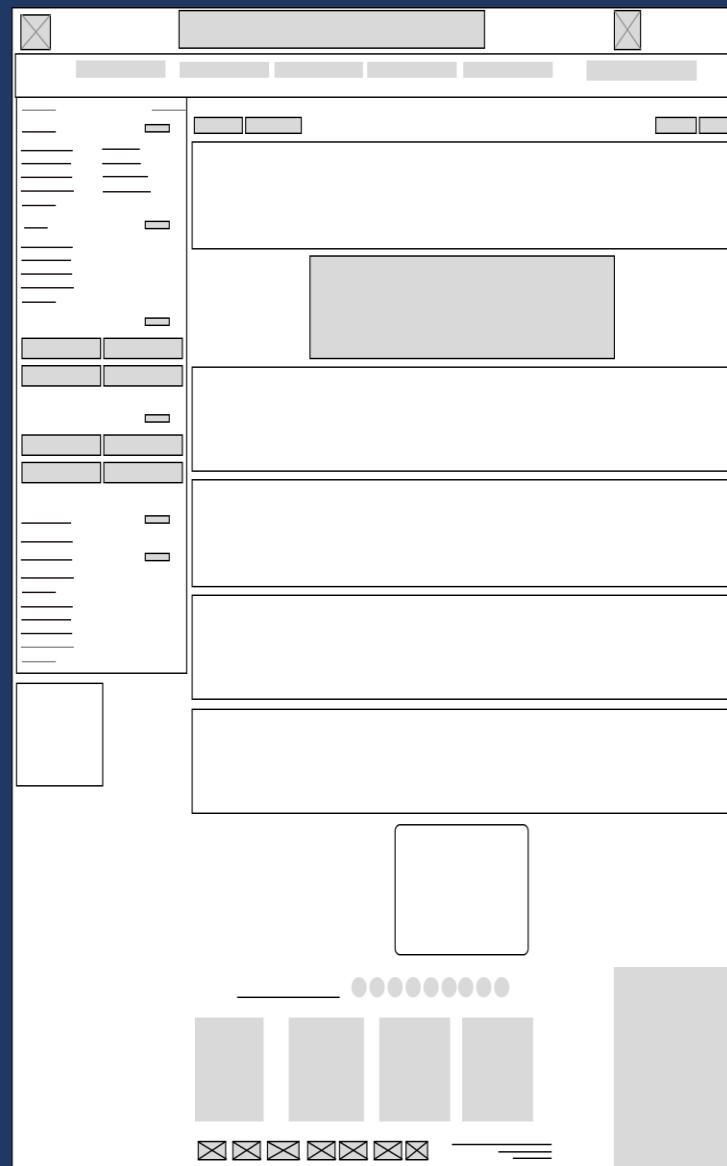


# IRCTC WEBSITE's EXISTING TICKET PAGE WIREFRAME

The screenshot shows the IRCTC website's search results page for a train journey from Pune Junction (PUNE JN) to Thane (THANE) on Monday, 01 Jan 2024. The search filters include Journey Class (AC Chair Car (CC)), Train Type (DURGONTO), Departure Time (06:00 - 06:00 Early Morning), Arrival Time (06:00 - 12:00 Morning), and Train Number (DECCAN EXPRESS (11008)). The results list four trains:

- DECCAN EXPRESS (11008)**: Runs On: M T W T F S S. Departure: 15:15 | PUNE JN (Mon, 01 Jan). Arrival: 18:08 | THANE (Mon, 01 Jan). Train Schedule: E2 53.
- NCJ CSMT EXP (16352)**: Runs On: M T W T F S S. Departure: 15:20 | PUNE JN (Mon, 01 Jan). Arrival: 18:17 | THANE (Mon, 01 Jan). Train Schedule: E2 57.
- KOYNA EXPRESS (11030)**: Runs On: M T W T F S S. Departure: 15:50 | PUNE JN (Mon, 01 Jan). Arrival: 19:07 | THANE (Mon, 01 Jan). Train Schedule: E3 17.
- INTERCITY EXP (12128)**: Runs On: M T W T F S S. Departure: 17:55 | PUNE JN (Mon, 01 Jan). Arrival: 20:19 | THANE (Mon, 01 Jan). Train Schedule: E2 24.

The bottom of the page features social media links, a QR code for the ABHA app, and payment gateway logos (Virtuous, MasterCard, SafeKey, Visa, RuPay, IndiGo, SBI Debit Card).



Please Enter Valid Captcha

**LOGIN**

mahati  
.....

[FORGOT ACCOUNT DETAILS?](#)

**tdaMH** 

Enter Captcha

[Login & Booking With OTP](#)

**SIGN IN**

**REGISTER** **AGENT LOGIN**

**KIA**  
Movement that inspires



**HOME** **ALERTS** **SERVICES** **TRACK** **CONTACT US** **LOGIN** 

**LOGIN**

USERNAME:

PASSWORD:

[Forgot account details?](#)

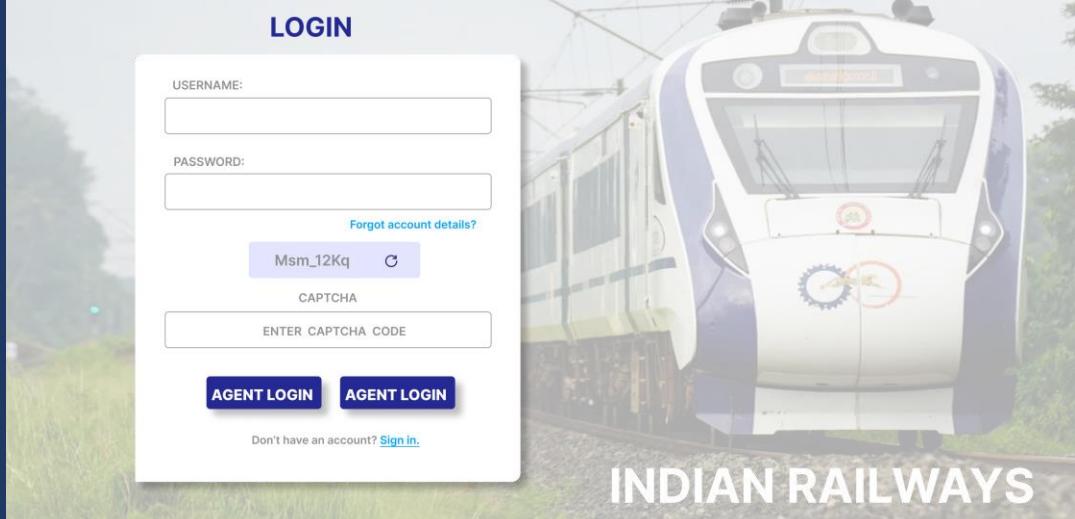
Msm\_12Kq 

CAPTCHA

**ENTER CAPTCHA CODE**

**AGENT LOGIN** **AGENT LOGIN**

[Don't have an account? Sign in.](#)



Reducing visual chaos / clutter and keeping the design simple

The screenshot shows the IRCTC website interface for booking tickets. At the top, there are navigation links: HOME, ALERTS, SERVICES, TRACK, CONTACT US, LOGIN, and a user profile icon. Below the header, the URL is HOME >> BOOK TICKET >> TICKETS.

The search form includes fields for FROM (PUNE JN- PUNE (PUNE)), TO (THANE- TNA (MUMBAI)), DATE (01/01/2024), CLASS (ALL CLASSES), and CATEGORY (LADIES). There are also 'MODIFY SEARCH' and 'RESET FILTERS' buttons.

On the left, there are several filter sections: JOURNEY CLASS (AC First Class (1A) to Sleeper (SL)), TRAIN TYPE (DURONTO, OTHER, SHATABDI, SPECIAL, SPECIAL TATKAL), DEPARTURE TIME (00:00 hrs to 24:00 hrs), ARRIVAL TIME (00:00 hrs to 24:00 hrs), and STATION filters (FROM STATION: PUNE JN; TO STATION: VASAI, C SHIVAJI MAH T, DADAR, KALYAN JN, LOKMANYATILAK T, PANVEL, THANE).

The main content area displays five train journey cards:

- DECCAN EXPRESS (11008)**: Mon, 1 Jan 2024 | MTWTFSS | 15:15 PUNE JN - 18:00 THANE. Seats: Second Sitting (2S) [Available], AC Chair car (CC) [Available], Vistadome AC (EV) [Unavailable]. Fares: Rs. 100.
- NCJ CSMT EXP (16352)**: Mon, 1 Jan 2024 | MTWTFSS | 15:20 PUNE JN - 18:17 THANE. Seats: Sleeper (SL) [Available], AC 3 Tier (3A) [Available], AC 2 Tier (2A) [Unavailable]. Fares: Rs. 100.
- KOYNA EXPRESS (11030)**: Mon, 1 Jan 2024 | MTWTFSS | 15:50 PUNE JN - 19:07 THANE. Seats: Second Sitting (2S) [Available], Sleeper (SL) [Unavailable], AC Chair car (CC) [Unavailable], AC 3 Tier (3A) [Available], AC 2 Tier (2A) [Unavailable]. Fares: Rs. 100.
- INTERCITY EXP (12128)**: Mon, 1 Jan 2024 | MTWTFSS | 17:55 PUNE JN - 20:19 THANE. Seats: Second Sitting (2S) [Available], Second Sitting (2S) [Available], Second Sitting (2S) [Available], Second Sitting (2S) [Available], Second Sitting (2S) [Available]. Fares: Rs. 100.
- INDRAYANI EXP (22106)**: Mon, 1 Jan 2024 | MTWTFSS | 18:35 PUNE JN - 21:08 THANE. Seats: Second Sitting (2S) [Available], Vistadome AC (EV) [Unavailable], Second Sitting (2S) [Available], Second Sitting (2S) [Available], Vistadome AC (EV) [Unavailable]. Fares: Rs. 100.

At the bottom, there are footer links: IRCTC Trains, How To, IRCTC eWallet, For Newly Migrated Agents, General Information, IRCTC Official App, IRCTC Loyalty Program, Mobile Zone, Important Information, Advertise with us, IRCTC- iPAY Payment Gateway, Policies, Agents, Refund Rules, IRCTC Zone, Ask Disha ChatBot, Enquiries, Person with Disability Facilities, About us, and a copyright notice: Copyright A 2023 www.irctc.co.in. All Rights Reserved. Design and Hosted by

- I've added history of previous page for easy recalls
- Increasing the size of cards and using bold fonts ease in reading
- Specifying availability and unavailability by using contrasting colours ie. Red and green
- Creating larger clickable buttons which are easily accessible

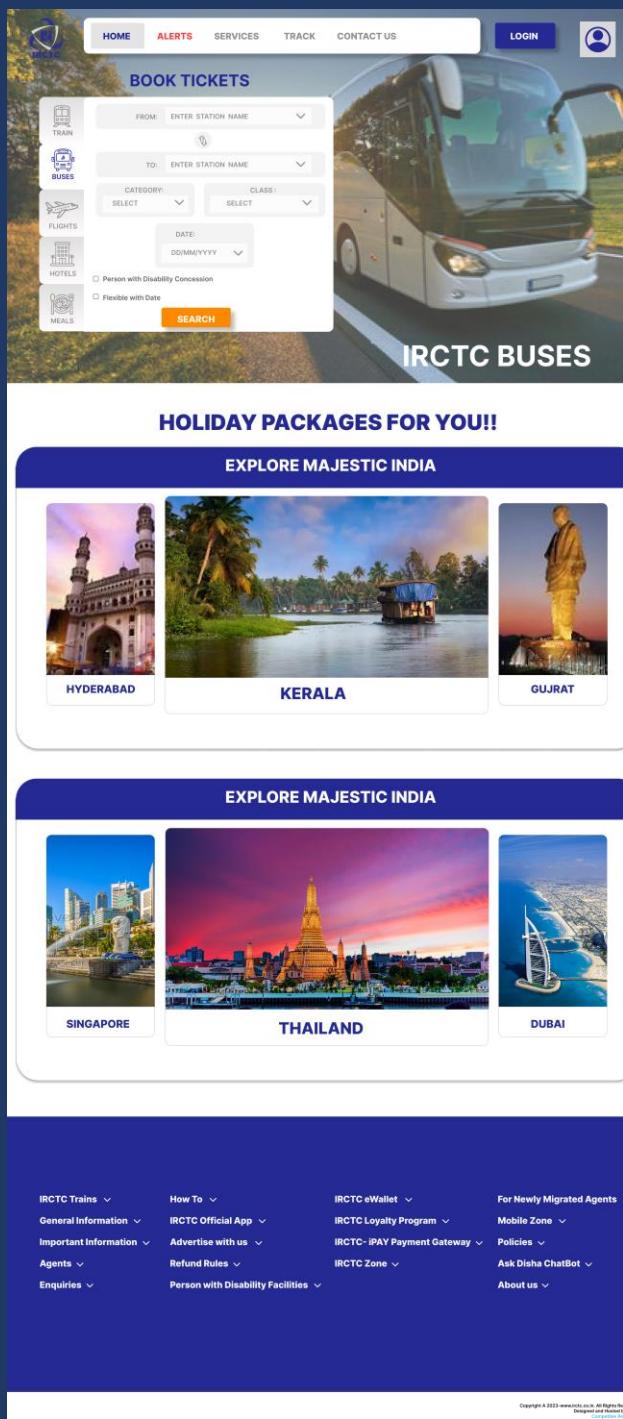
Creating a fixed filter for convenience of users →

This screenshot shows a redesigned filter section with a fixed header labeled 'FILTERS' and 'RESET FILTERS'. The header also includes 'JOURNEY CLASS' and 'SELECT ALL' with a dropdown arrow.

The filter section includes:

- JOURNEY CLASS** (AC First Class (1A) to Sleeper (SL))
- TRAIN TYPE** (DURONTO, OTHER, SHATABDI, SPECIAL, SPECIAL TATKAL)
- DEPARTURE TIME** (00:00 hrs to 24:00 hrs)
- ARRIVAL TIME** (00:00 hrs to 24:00 hrs)
- FROM STATION** (PUNE JN)
- TO STATION** (VASAI, C SHIVAJI MAH T, DADAR, KALYAN JN, LOKMANYATILAK T, PANVEL, THANE)

The design features large, high-contrast buttons for selecting train classes and seats, making them easier to use. The overall layout is cleaner and more user-friendly compared to the original screenshot.



- Simplified the menu bar by keeping only important elements
  - Changing background image for assurance of users as per selection of the sections
  - Increased the font size
  - Usage of icons along with visibility of current status
- 
- Use of good images and minimal readable texts
  - Placed images in a carousel to use the space efficiently and also to follow the recent trends
- 
- Tried to maintain colour palette

# Thank You

MAHATI S. MESTRI