

# Introduction:

Hey, my name is **Pratik**. For my redesign project, I chose the IRCTC Rail Connect app because it's one of the most widely used platforms for booking train tickets in India. Millions of users rely on it daily, including frequent travellers, tourists, and business commuters. The app is essential for handling all aspects of train travel, from ticket booking to cancellations and live updates.

However, the current design presents several challenges. The interface can be cluttered, making it difficult for users to navigate, especially those who may not be tech-savvy or who rely on it during time-sensitive situations. Important features, like train status or PNR updates, aren't as intuitive to find as they could be. Additionally, the overall user experience could be improved by streamlining the booking process, providing clearer instructions, and reducing the cognitive load on users when interacting with the app.

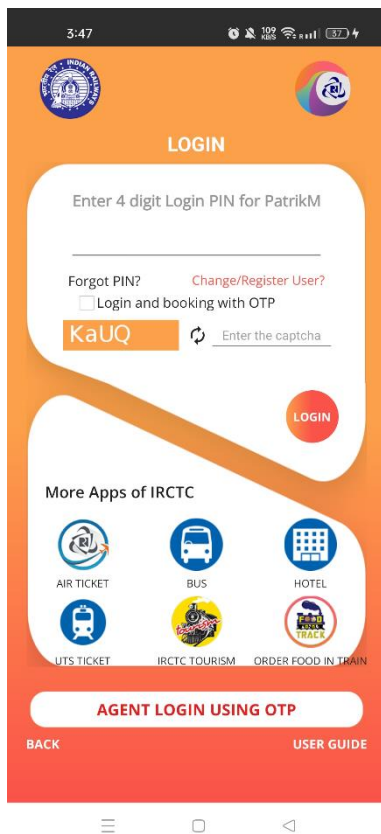
By focusing on simplifying these core tasks and enhancing usability, my redesign aims to make the IRCTC Rail Connect app more accessible and efficient for a wide range of users. In the first part I've added the 'Screenshots from the original app' and my 'Sketches'. In the second part I've added the 'Screenshots of the redesigned app'. Here is the link for my Figma file and prototype:

[IRCTC App Redesign using Figma](#)

Here is the link for the original IRCTC app:

[IRCTC Rail Connect](#)

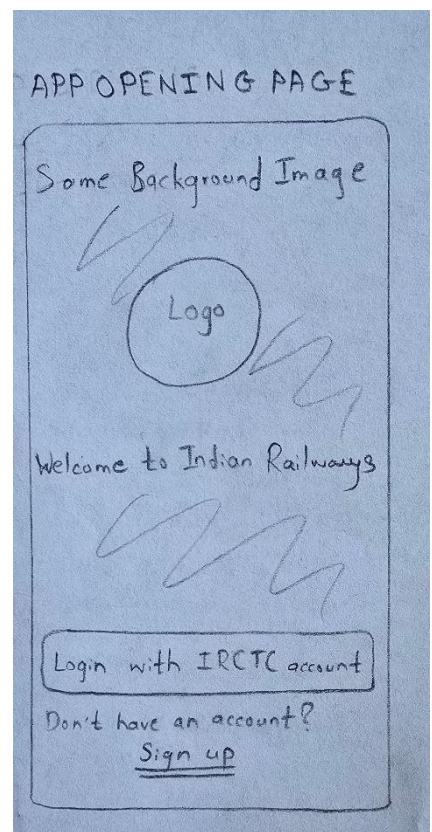
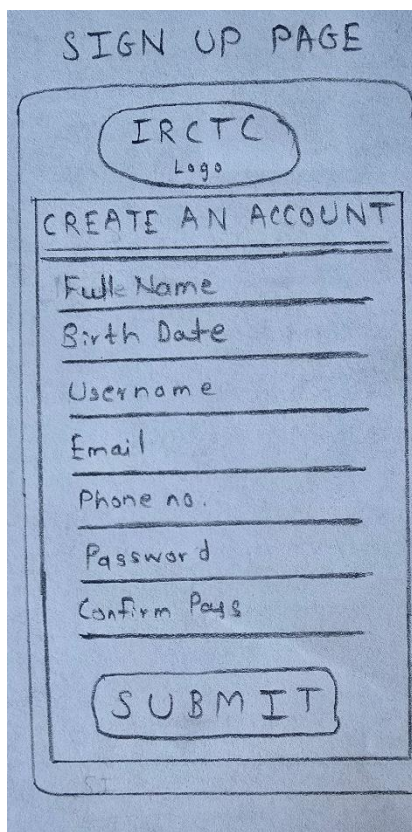
## Original App



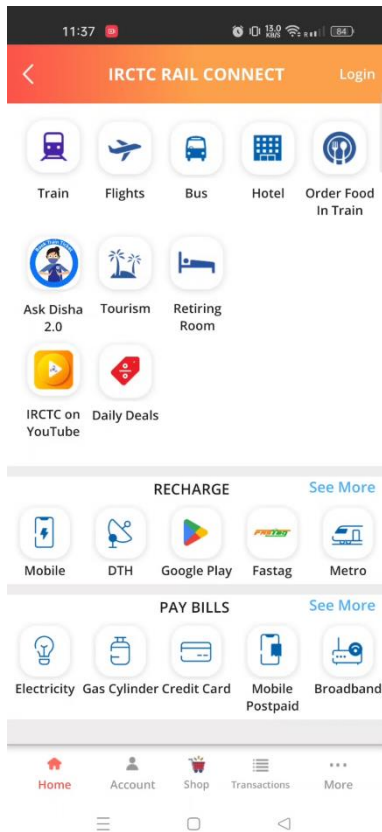
## Sketch



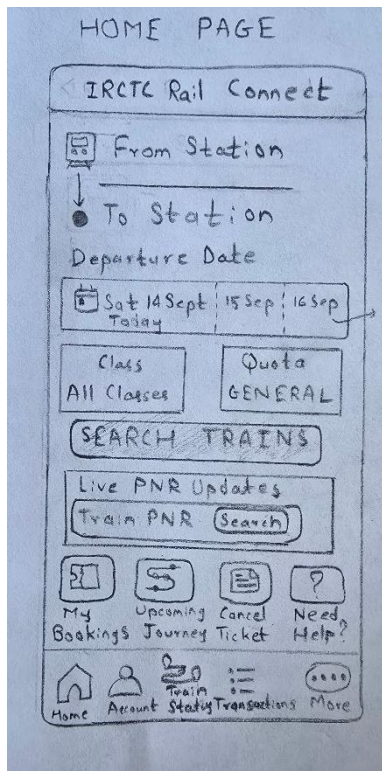
The original app used to redirect the user to an external website for user **registration**. So, to make it easier I added following two new screens in my redesign so the user can easily **Sign up** directly in the app:



## Screen 1

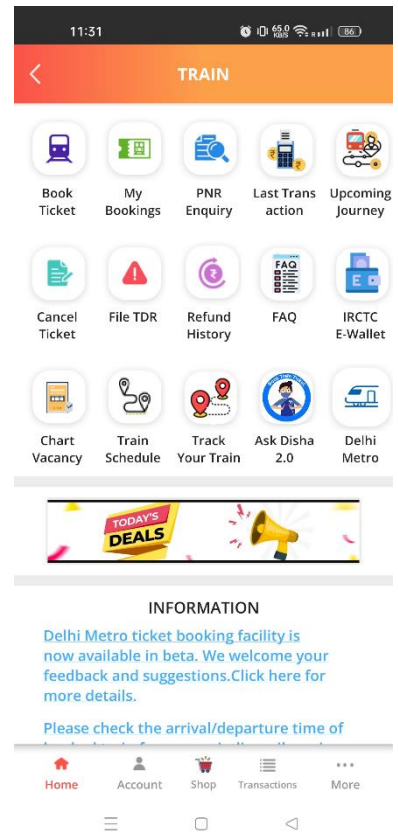


## Sketch

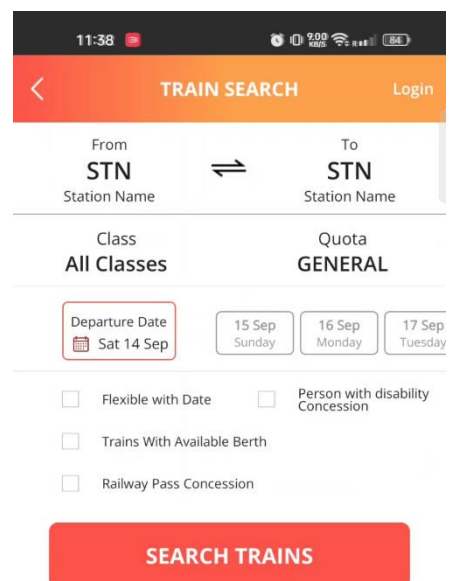


## Original App

## Screen 2



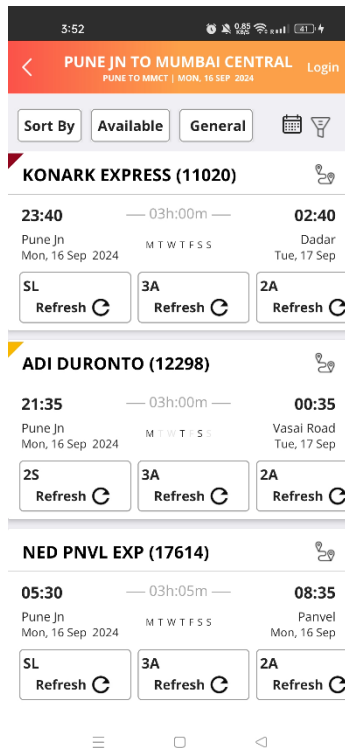
## Screen 3





Since IRCTC app's main function is to book railway tickets, I removed the unnecessary functionalities to search flights or hotels, the recharge and pay bills section from **screen 1** and integrated the important functionalities from **screen 2 & 3** which are related to train booking because that is the primary objective of user.

## Original App

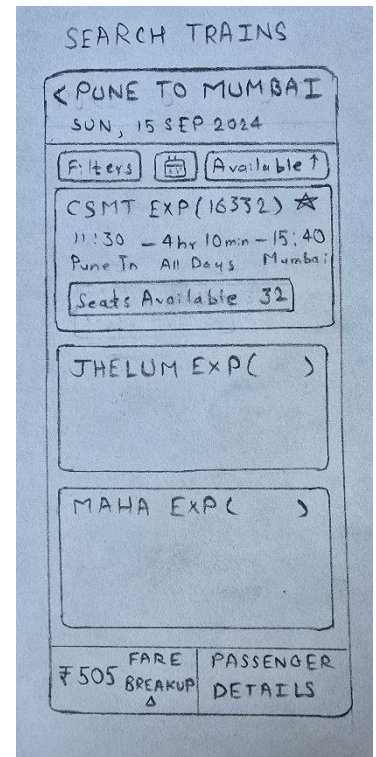


After user clicks on **Search Trains** this page pops up which as information about all the available trains for that destination.

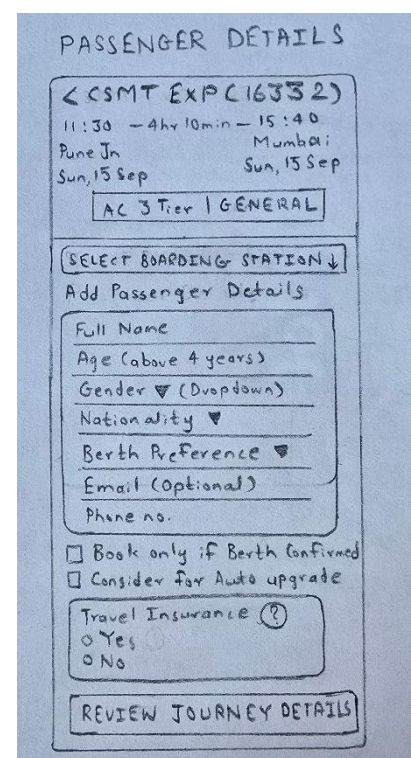
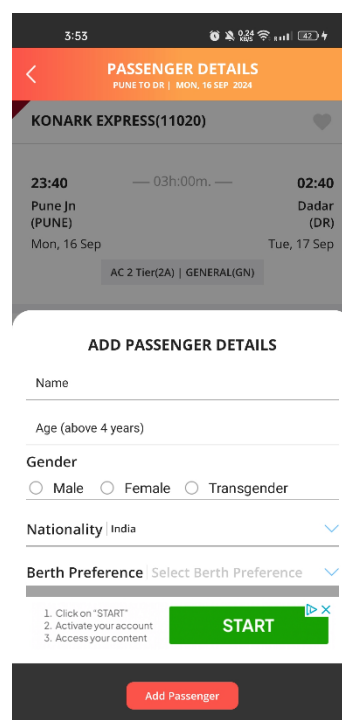
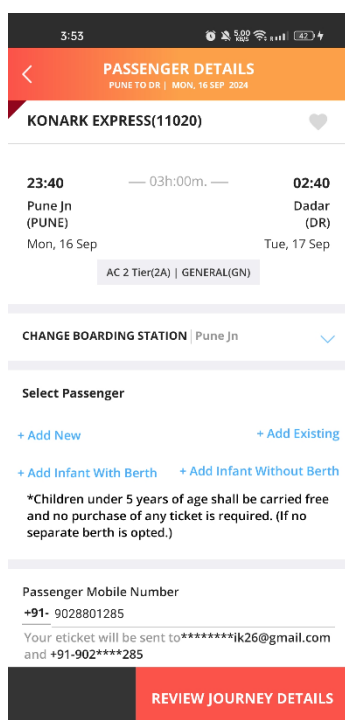
In this page I removed the Select Class boxes (e.g., SL Refresh, 3A Refresh) since user will selecting that on the Home Page.

This results in lower choices leading to faster decisions saving time.

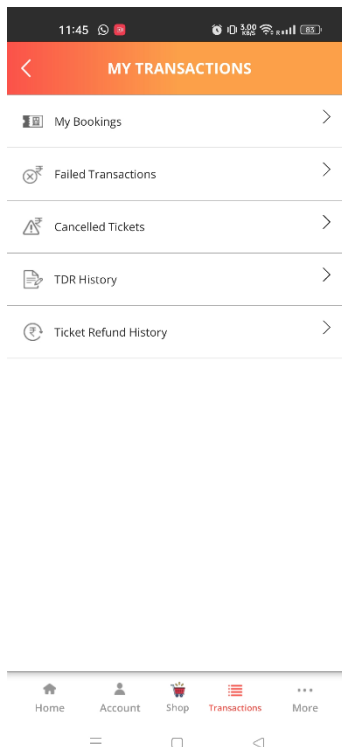
## Sketch



When the train is selected the user can see the Fare for the journey. The next step will be to fill out the **Passenger Details**. I have incorporated the features from the 2 screens into 1 reducing the effort to move front and back while adding the details.



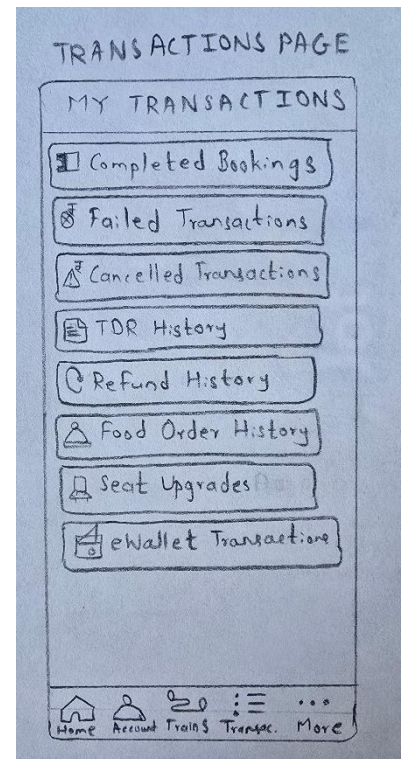
## Original App



**Transactions page** is the most important page in the IRCTC app where the user can see the entire payment history including tax returns (TDR History).

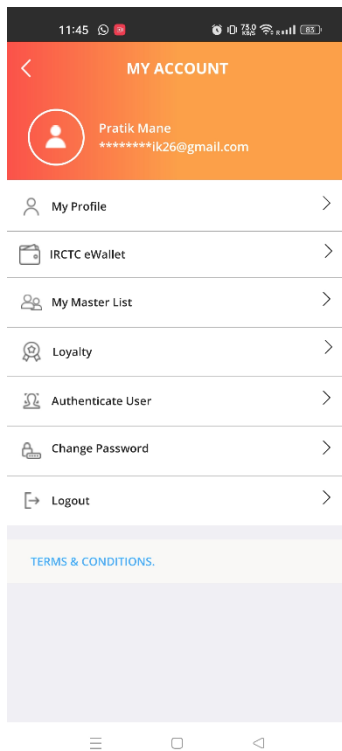
That's why I kept the features simple and changed the interface from old fashioned to modern.

## Sketch



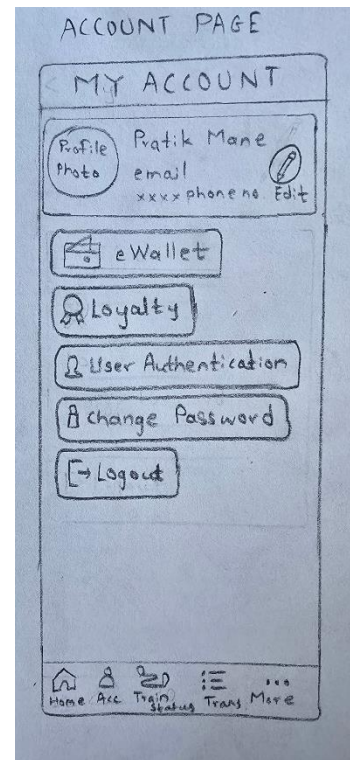
## Original App

## Sketch



**My Account:** On this page, I added an edit button to edit the profile instead of going to 'My Profile' and doing the same thing in the original app.

Again, changed the outdated UI into a modern look and kept rest of the functions as they were before.

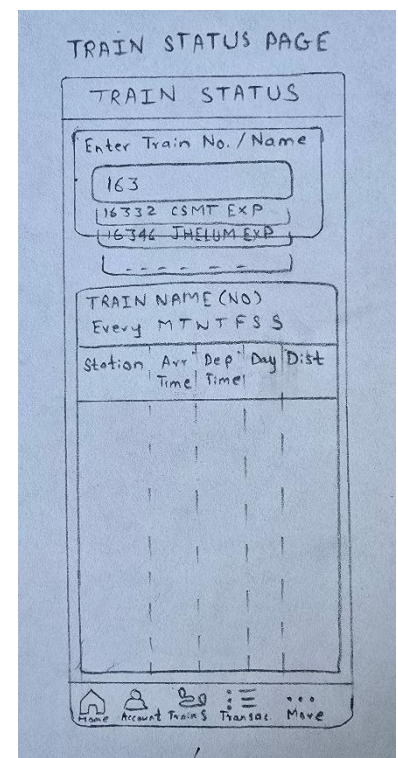


## Original App



### Train Status / Train Schedule

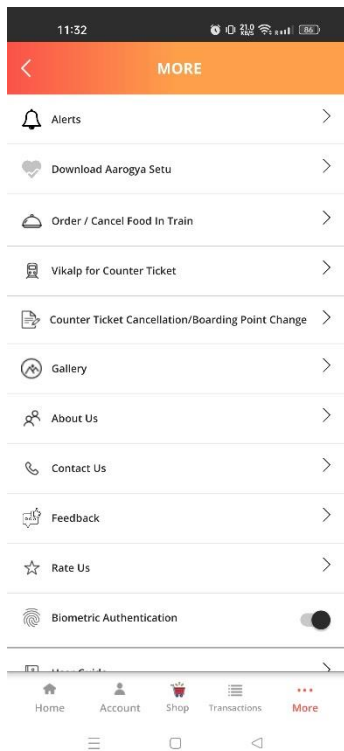
shows the status of the train in real-time when its number / name is entered in the input field like where is the train right now i.e. which stations it has passed and what are the upcoming stations, etc.



## Original App

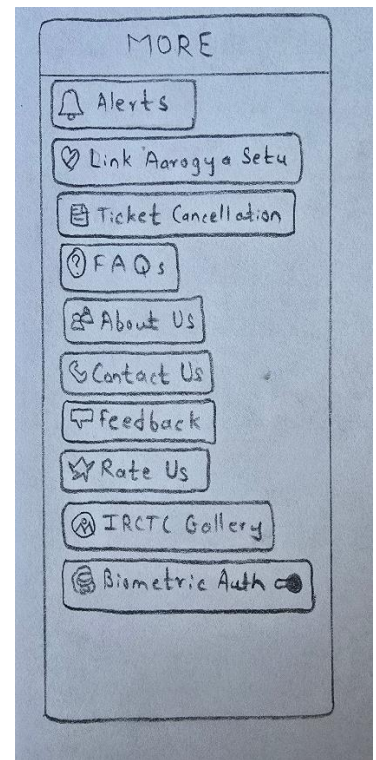
## Sketch

## Sketch

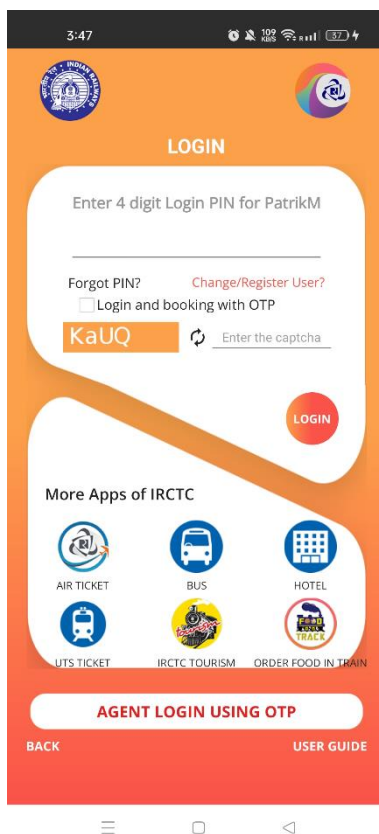


This is the last page of my redesign i.e. the **More Page**. It has all the information regarding IRCTC like to contact them, frequently asked questions, give feedback to their service, rate them, etc.

In the redesign of this page, I have added a new button where users can opt-in to get the updates about their booking and journey on 'WhatsApp'.



Following is the **Final Redesign** of the **IRCTC App**:



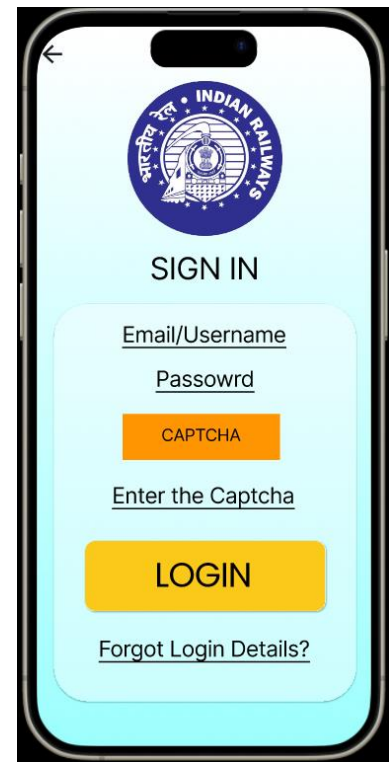
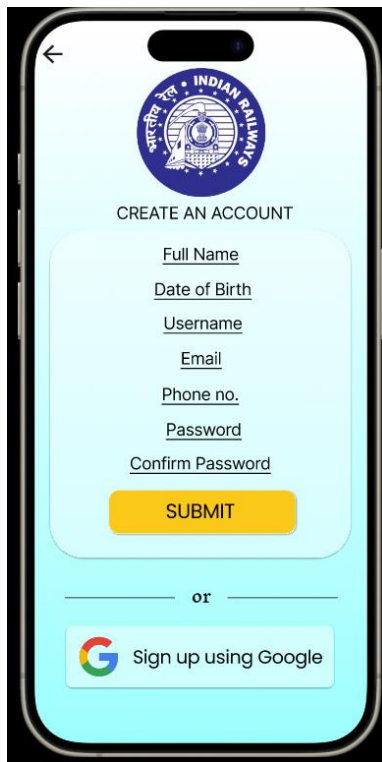
Redesign Screen 2

Redesign Screen 1

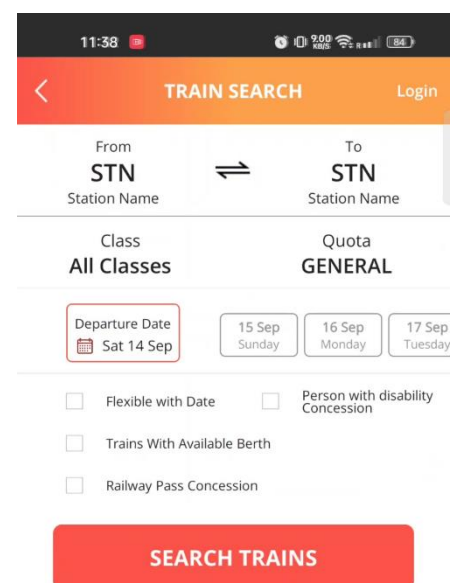
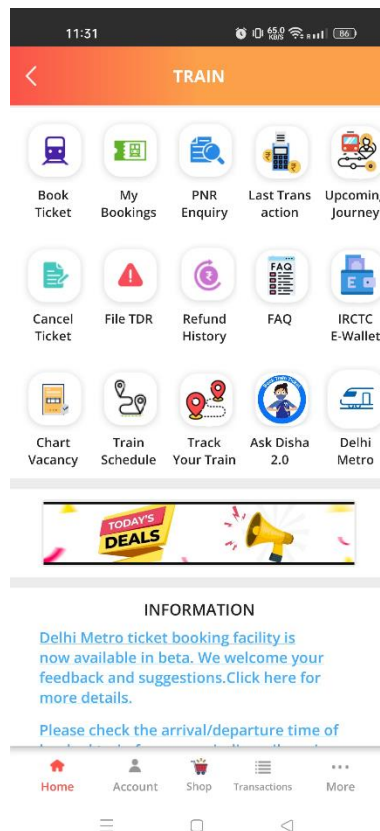
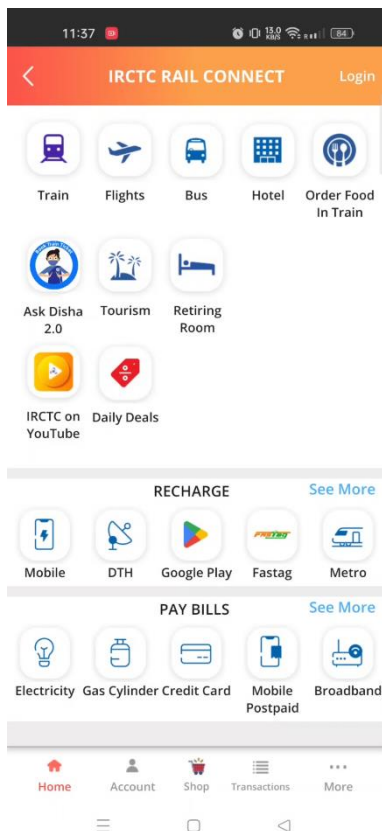


Redesign Screen 3



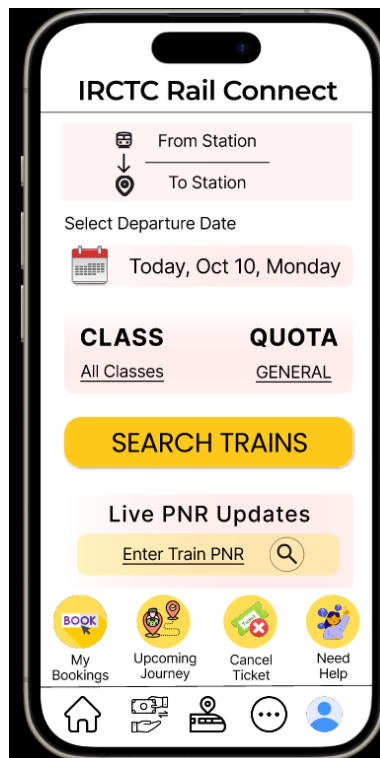


Here Screen 1 & 2 are the new screens where I have included Sign in/Register using Google feature which was not there in the previous app.



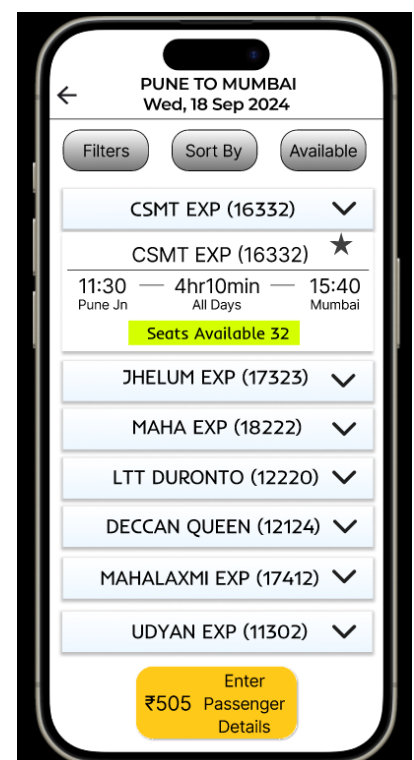
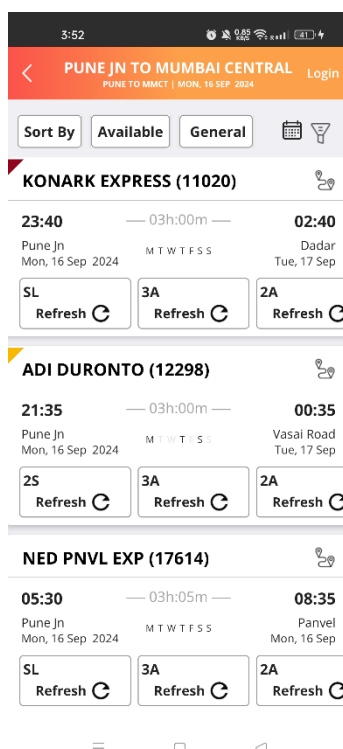
## Redesign Screen 4





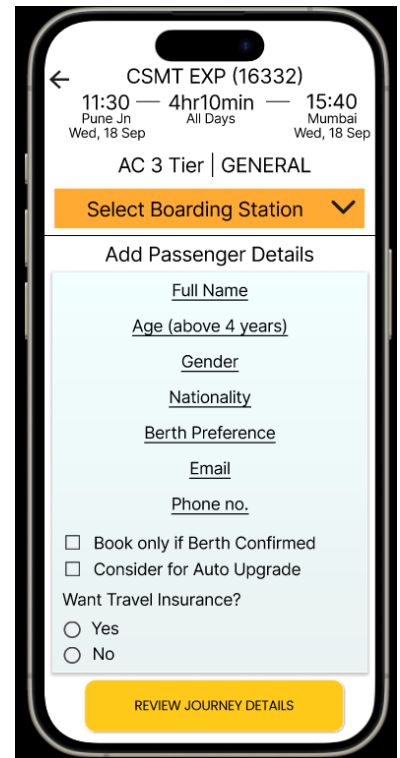
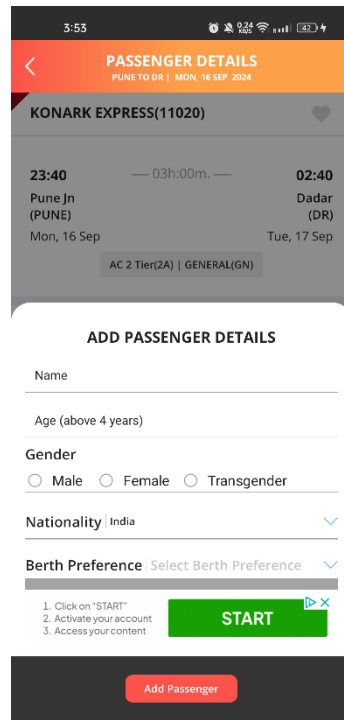
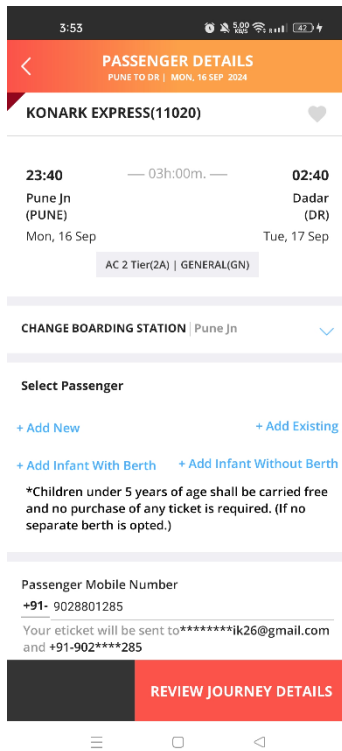
Here I have included the main functionalities like search trains, PNR updates, and need (get) help which are the main essence of IRCTC app.

## Redesign Screen 5



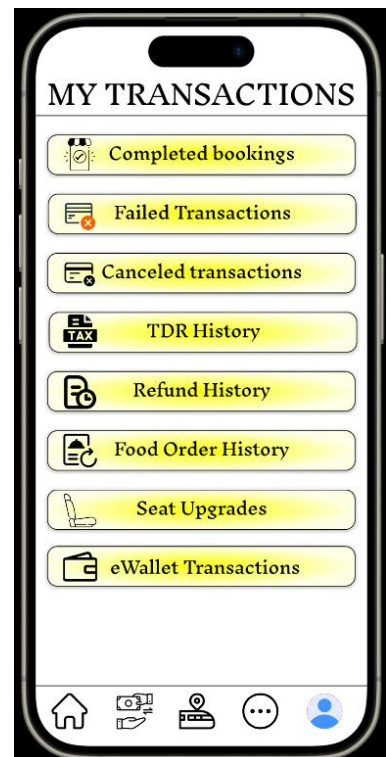
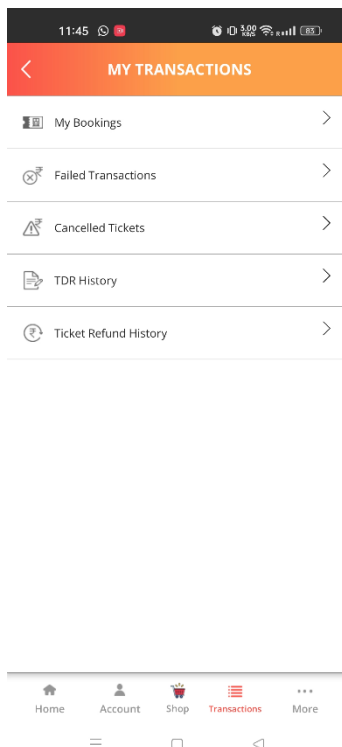
I've added the dropdown feature in screen 5 to make more space for a better sophisticated view.

## Redesign Screen 6

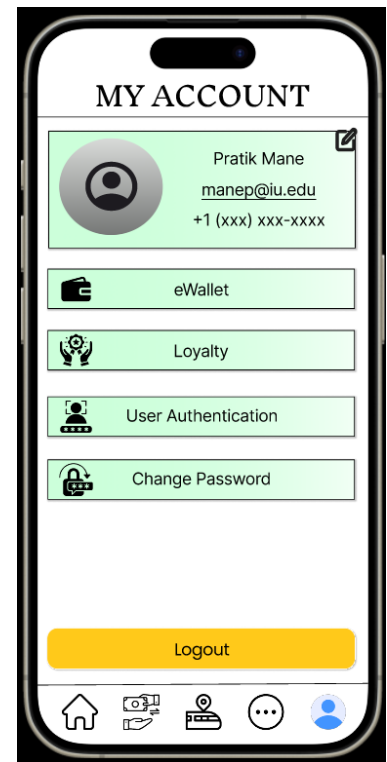
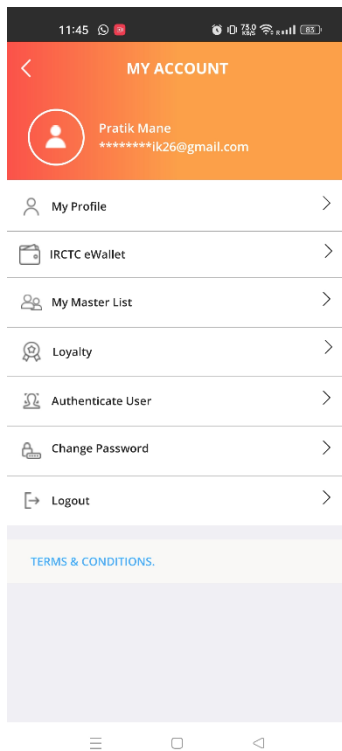


I've combined above 2 screens into a single screen 6 reducing the effort for the user to move from one screen to another while keeping the same features those 2 screens offer.

## Redesign Screen 7



## Redesign Screen 8



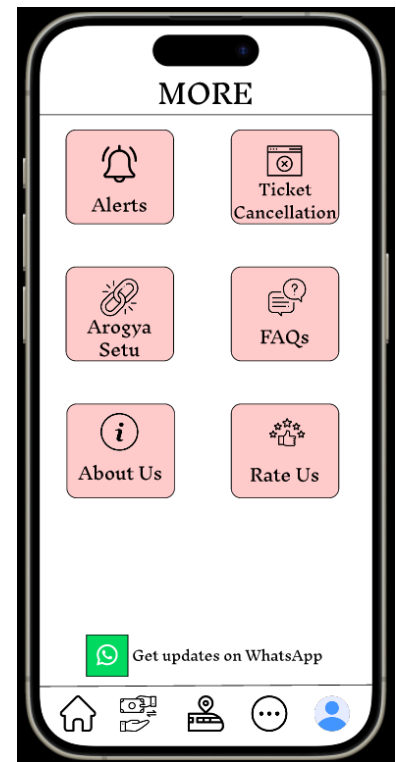
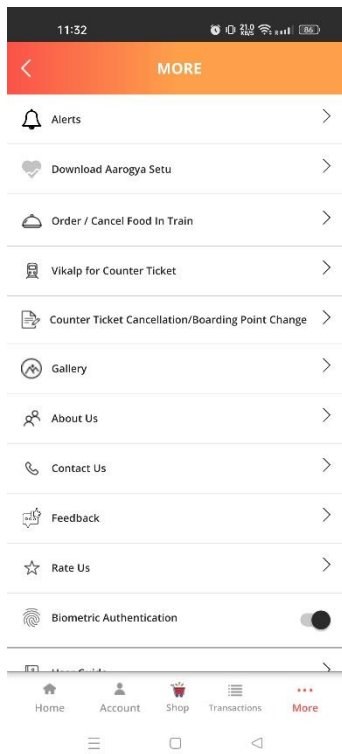
As I've already explained in the sketches part, I kept these screens (7 & 8) simple so that the users can easily view and perform the necessary actions that they intend to do.

## Redesign Screen 9



## Redesign Screen 10





In the original design there were too many options in the More tab and some of them were totally unnecessary like Gallery. So, I removed those extra options and made the design cleaner and easy to read (Screen 10).