Website : Passport Seva

Good User Interface :

1. **Comprehensive Information Availability**

   The website offers extensive details about passport application procedures, required documents, and related services, ensuring users can access necessary information without additional searches.
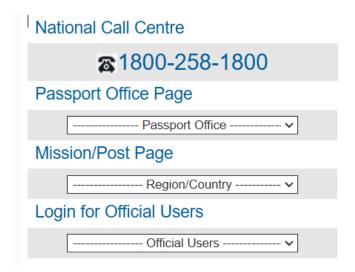

2. **Multilingual Support**

   Providing content in multiple languages caters to a diverse user base, enhancing accessibility for non-English speakers.

3. **Dedicated Sections for Different User Groups:**

   Separate sections for various user categories (e.g., individuals, official users) streamline navigation, allowing users to quickly find relevant information.

   National Call Centre

   ☎ 1800-258-1800

   Passport Office Page

   --------------- Passport Office ------------ ⌄

   Mission/Post Page

   --------------- Region/Country ---------- ⌄

   Login for Official Users

   --------------- Official Users ------------ ⌄

4. **Steps to Apply**

   The 'Steps to Apply' section provides users with a clear and structured guide, allowing them to easily apply for various online services, including Ordinary Passports, Diplomatic/Official Passports, Police Clearance Certificates, and more.

   Steps to Apply

   Online Services

   Ordinary Passport

   Diplomatic/ Official Passport

   Police Clearance Certificate

   Identity Certificate

   Surrender Certificate

   Background Verification for GEP

   LoC Permit

5. Regular Updates and Notices:

The "Notices and Updates" section keeps users informed about the latest news and circulars, ensuring transparency and up-to-date information

Bad User Interface :

1. Overwhelming Homepage Layout

The homepage presents an abundance of information and links, which can be overwhelming for users, making it challenging to focus on primary tasks.

2. Inconsistent Color Scheme:

The use of colors for action buttons, such as "New User Registration" in red and "Existing User Login" in green, may confuse users, as red typically signifies warnings or errors

3. Lack of Proper Alignment and Spacing

The form fields and labels are not well-aligned, making it harder for users to follow the input fields. Proper spacing and alignment would improve readability and usability.

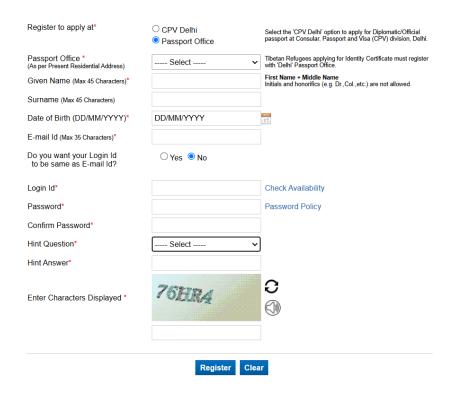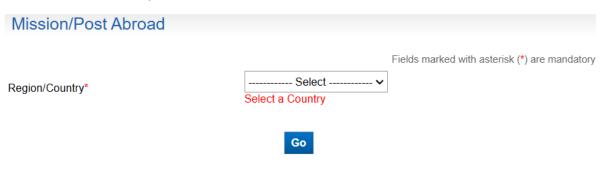4. **Dropdown Selection Issue & Non-Descriptive "Go" Button**

    - The default value of the dropdown is "----------- Select -----------", which is not user-friendly. It should instead say "Select Country/Region" to clarify its purpose.
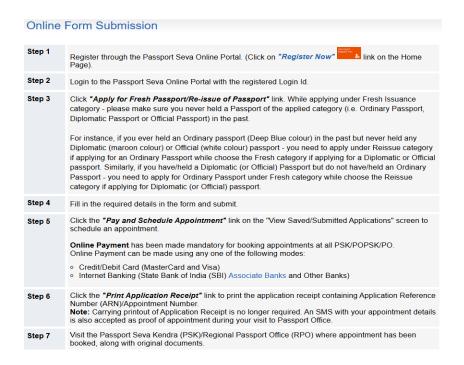
    - The button label "Go" is too vague. It should be more specific, like "Find Missions" or "Search Embassy."

You are here : Home > Passport Offices > **Mission/Post Abroad**

Mission/Post Abroad

Fields marked with asterisk (*) are mandatory

Region/Country*   ------------ Select ------------ ⌄

Select a Country

Go

5. **Poor Contrast & Readability & Unclear Visual Hierarchy**

    - The gray background with black text makes reading difficult.

    - Improvement: Use a white background with black text for better contrast or add a soft-colored background with clear section dividers.

    - The **steps are numbered but not well-differentiated** from their descriptions.

Online Form Submission

Step 1	Register through the Passport Seva Online Portal. (Click on *"Register Now"* link on the Home Page).
Step 2	Login to the Passport Seva Online Portal with the registered Login Id.
Step 3	Click *"Apply for Fresh Passport/Re-issue of Passport"* link. While applying under Fresh Issuance category - please make sure you never held a Passport of the applied category (i.e. Ordinary Passport, Diplomatic Passport or Official Passport) in the past.

For instance, if you ever held an Ordinary passport (Deep Blue colour) in the past but never held any Diplomatic (maroon colour) or Official (white colour) passport - you need to apply under Reissue category if applying for an Ordinary Passport while choose the Fresh category if applying for a Diplomatic or Official passport. Similarly, if you have/held a Diplomatic (or Official) Passport but do not have/held an Ordinary Passport - you need to apply for Ordinary Passport under Fresh category while choose the Reissue category if applying for Diplomatic (or Official) passport. |
| **Step 4** | Fill in the required details in the form and submit. |
| **Step 5** | Click the *"Pay and Schedule Appointment"* link on the "View Saved/Submitted Applications" screen to schedule an appointment.

Online Payment has been made mandatory for booking appointments at all PSK/POPSK/PO. Online Payment can be made using any one of the following modes:

○ Credit/Debit Card (MasterCard and Visa)
○ Internet Banking (State Bank of India (SBI) Associate Banks and Other Banks) |
| **Step 6** | Click the *"Print Application Receipt"* link to print the application receipt containing Application Reference Number (ARN)/Appointment Number.
Note: Carrying printout of Application Receipt is no longer required. An SMS with your appointment details is also accepted as proof of appointment during your visit to Passport Office. |
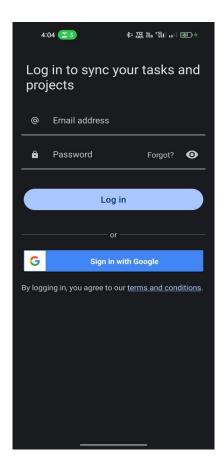| **Step 7** | Visit the Passport Seva Kendra (PSK)/Regional Passport Office (RPO) where appointment has been booked, along with original documents. |

App : Taskito

Good User Interface:

1. **Easy-to-Recognize Icons and Actions**

   - The **email** and **password** fields have appropriate icons, making it intuitive for users.

   - The **eye icon** for password visibility toggle is helpful for users to check their input.

Bad User Interface:

1. **Improving Login Page Usability and Branding**

   The login page should include a logo at the top for brand identity and recognition. Additionally, the "Forgot Password" option should be placed below the "Log in" button, making it more noticeable and easily accessible for users who need to reset their password
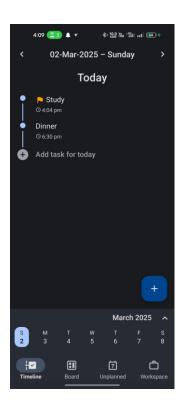
Good User Interface:

2. Easy Task Management & Multiple Viewing Options

- The "+ Add task for today" option encourages users to add new tasks effortlessly.
- The floating "+" button in the bottom right provides quick access to add new tasks.

Bad User Interface:

2. Poor Contrast for Readability & Enhancing Task Priority Visibility

- The dark background with grey text makes it slightly difficult to read.
- The color alone should not define the priority of a task. Instead, give the text higher priority by using the given color, making it easier for users to recognize task importance at a glance.
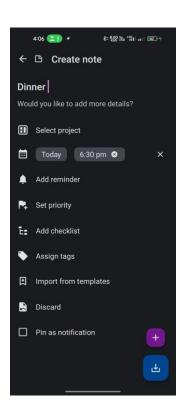
Good User Interface:

3. **Minimalistic and Clean Design & Dark Mode for Better Readability**
    - The UI follows a simple and distraction-free approach, making it easy to focus on tasks.
    - The dark theme is beneficial for reducing eye strain, especially for night-time use.

Bad User Interface:

3. **Unclear Call-to-Action (CTA) Buttons**
    - The save/download button at the bottom right is not labeled, which may confuse users about its function.
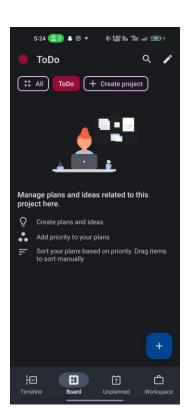   - A clear label like "Save Note" would improve usability.

Good User Interface:

4. **Clear Categorization of Tasks & Helpful Onboarding Text & Icons**
   - The top navigation allows users to filter between "All", "ToDo", and "Create Project" easily.
   - The "ToDo" category is highlighted in red, making it stand out.

Bad User Interface:

4. **Unclear Differentiation Between "ToDo" and "All" Buttons & "Create Project" Button Design**
   - The "All" and "ToDo" buttons look very similar, which may cause confusion.
   - The "Create Project" button has a purple outline, which feels inconsistent with the theme.

Good User Interface:

5. **Clear Section Titles & Icons & Smooth Navigation Bar**
   - The "Tasks Completed" section at the top gives users a quick overview of their productivity.
   - Each menu item (e.g., Upgrade to Premium, Import Calendar, Repeating Tasks, etc.) has a clear icon and label, making it easy to understand.
   - The **bottom navigation bar** provides easy access to **Timeline, Board, Unplanned, and Workspace** sections.
   - The **current section (Workspace) is highlighted**, helping users understand their location in the app.

Bad User Interface:

5. **Lack of Actionable Buttons for Productivity Features**
   - Sections like "Import Calendar, Repeating Tasks, Reminders, Notes, and Tags" are just text without clear actions

Workspace

Tasks completed

1

0

0
Total

Sun Mon Tue Wed Thu Fri Sat

‹ 2 Mar - 8 Mar

Upgrade to premium

Import calendar

Repeating tasks

Reminders

Notes

Tags

Timeline Board Unplanned Workspace