



**VIT<sup>®</sup>**  
**Vellore Institute of Technology**  
(Deemed to be University under section 3 of UGC Act, 1956)

**Digital Assignment-I**

**Semester: Fall – 2024-25**

**Programme: B.Tech (Information Technology)**

**Course Code: BITE311L**

**Course Title: Human Computer Interaction**

**Slot: C1+TC1**

**Max. Marks: 10**

**Name: Poli Vardhini Reddy**

**Register Number: 21BIT0382**

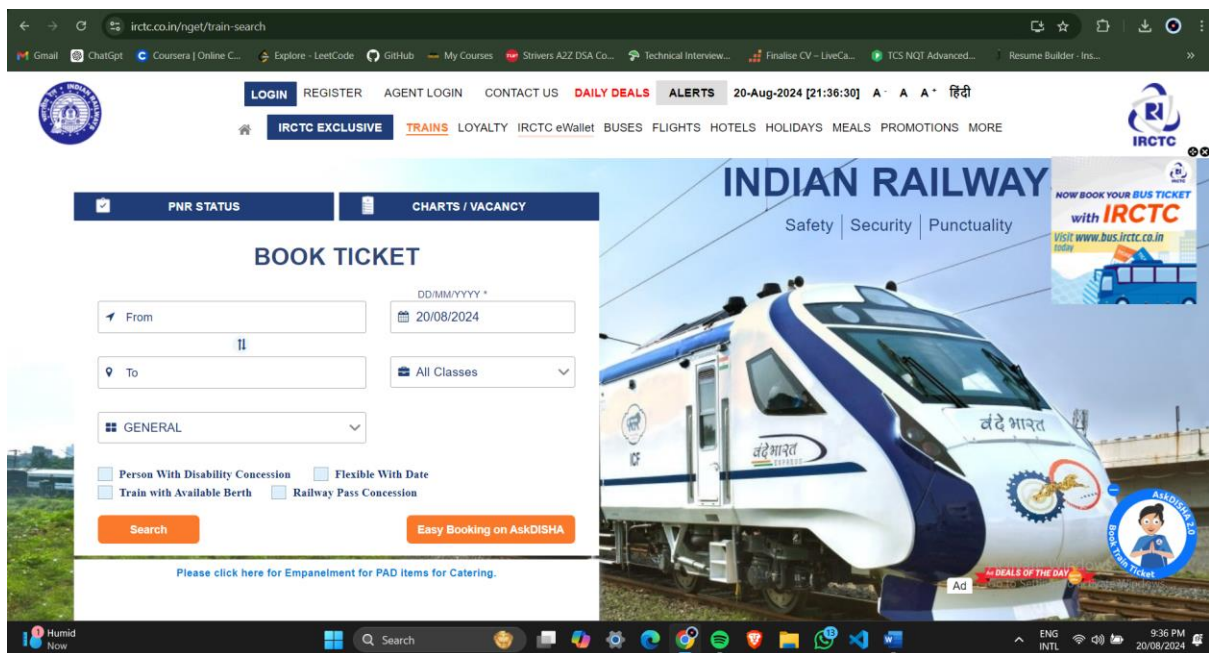
**By considering the design principles of User Interface (UI), assume you as a Novice user and provide the pros and cons for IRCTC website (<https://www.irctc.co.in/nget/train-search>).**

**Note: provide the appropriate images of the website.**

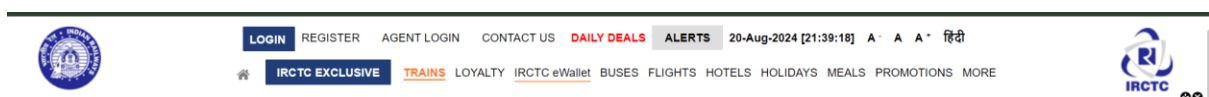
The IRCTC website (Indian Railway Catering and Tourism Corporation) has been widely used for train ticket bookings and other services. Evaluating it from a UI design perspective, specifically considering a novice user, presents the following pros and cons:

### Pros:

1. **Clear Layout:** The homepage has a structured layout, with essential features like 'Train Ticket Booking', 'Tourism', and 'Loyalty Programs' prominently displayed. This makes it easier for novice users to locate primary functions.



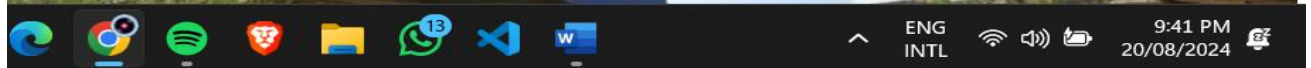
2. **Functionality Integration:** The website integrates multiple services beyond ticket booking, including tourism packages and hotel bookings, reducing the need for multiple websites.







- Advertise with us
- IRCTC Rail Connect App
- IRCTC Tourism App
- IRCTC Air App
- National Rail Museum
- UTS TICKET APP
- IRCTC SBI Credit Card
- Trains At A Glance
- National Voter's Service Portal
- Rail Drishti
- Indian Railways Magazines
- Railways Freight Business Portal



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

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



IRCTC Customer Care No : **14646**

IRCTC Never ask for your Personal banking information such as Debit / Credit Card Number / OTP / PIN / CVV PAN or Date of Birth or Ask to install any app for customer complaint



Ad



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[IRCTC EXCLUSIVE](#) [TRAINS](#) [LOYALTY](#) [IRCTC eWallet](#) [BUSES](#) [FLIGHTS](#) [HO](#)

BOOK TICKET

DD/MM/YYYY \*


20/08/2024

↑↓

All Classes

CHARTS

BOOK TICKET

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PNR STATUS

BOOK TICKE

From

To

GENERAL

☐ Person With Disability Concession ☐ Flexible With Date

☐ Train with Available Berth ☐ Railway Pass Concession

Search

Book Ticket

Foreign Tourist Booking

Connecting Journey Booking

IRCTC TRAINS

Cancel Ticket

PNR Enquiry


Train Schedule

Track Your Train


FTR Coach/Train Booking


Dogs/Cats Booking


3. **Search Bar Prominence:** The train search functionality is placed centrally, allowing users to quickly input journey details, which is user-friendly.



[LOGIN](#) [REGISTER](#) [AGENT LOGIN](#) [CONTACT US](#) [DAILY](#)

 [IRCTC EXCLUSIVE](#) [TRAINS](#) [LOYALTY](#) [IRCTC eWallet](#)

 **PNR STATUS**

 **CHARTS / VACANCY**

# BOOK TICKET

From

To

DD/MM/YYYY \*

20/08/2024

⇅

GENERAL

☐ Person With Disability Concession

☐ Flexible With Date

☐ Train with Available Berth

☐ Railway Pass Concession

Search

Easy Booking on AskDISHA

[Please click here for Empanelment for PAD items for Catering.](#)

4. **Multiple Language Support:** The IRCTC website offers language options, making it more accessible to users from different regions of India.



[लॉग इन करें](#) [पंजीकृत करें](#) [एजेंट लॉगिन](#) [हमसे संपर्क करें](#) [आज की डील](#) [अलर्ट](#) [20-Aug-2024 \[21:47:11\]](#) [अ](#) [अ](#) [अ](#) [English](#)

[आईआरसीटीसी विशेष](#) [ट्रेन](#) [लॉगवेली](#) [आईआरसीटीसी ई-वॉलेट](#) [बसें](#) [उड़ान](#) [होटल](#) [छुटियां](#) [भोजन](#) [विश्रामन](#) [अन्य सूचना](#)

पीएनआर स्थिति

चार्ट / वैकेंसी

## टिकट आरक्षण

से

To

तक

20/08/2024

सभी श्रेणियाँ

सामान्य

☐ दिव्यांगजन रियायत

☐ फ्लेक्सिबल तिथि

☐ उपलब्ध बर्थ के साथ ट्रेन

☐ रेलवे पास रियायत

खोजें

आस्कडिशा पर आसान बुकिंग.

कृपया खानपान के लिए पीएडी वस्तुओं के पैक में शामिल होने के लिए यहां क्लिक करें।

बचाव | सुरक्षा | समयनिष्ठा



Now book your Bus Ticket with IRCTC

BOOK NOW

Ad

Ad

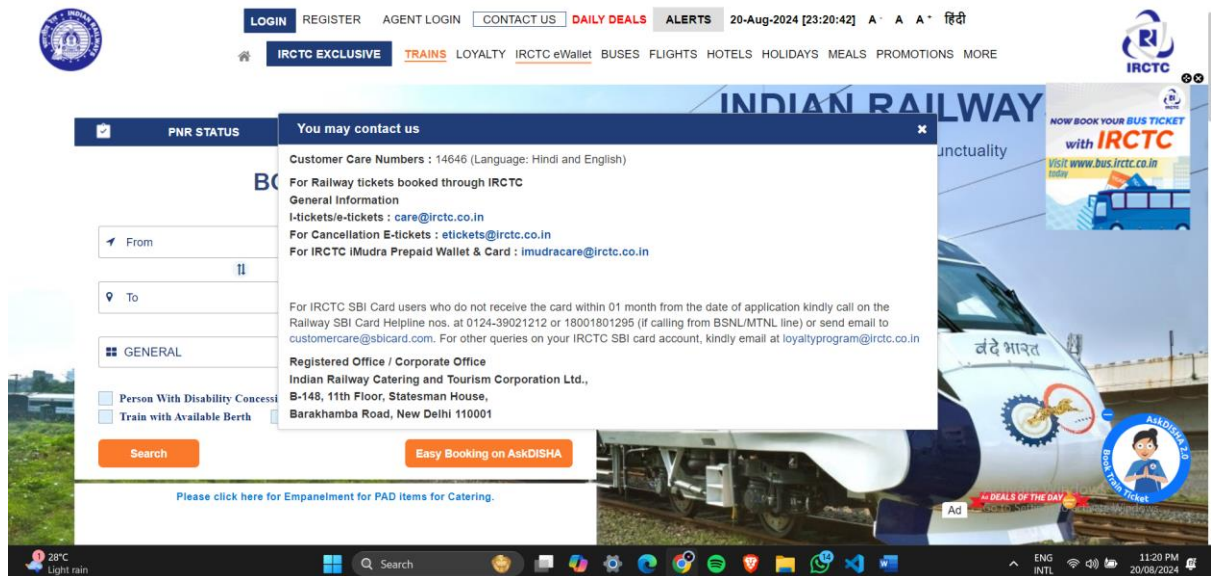
USD/INR -0.15%

Search

ENG INTL

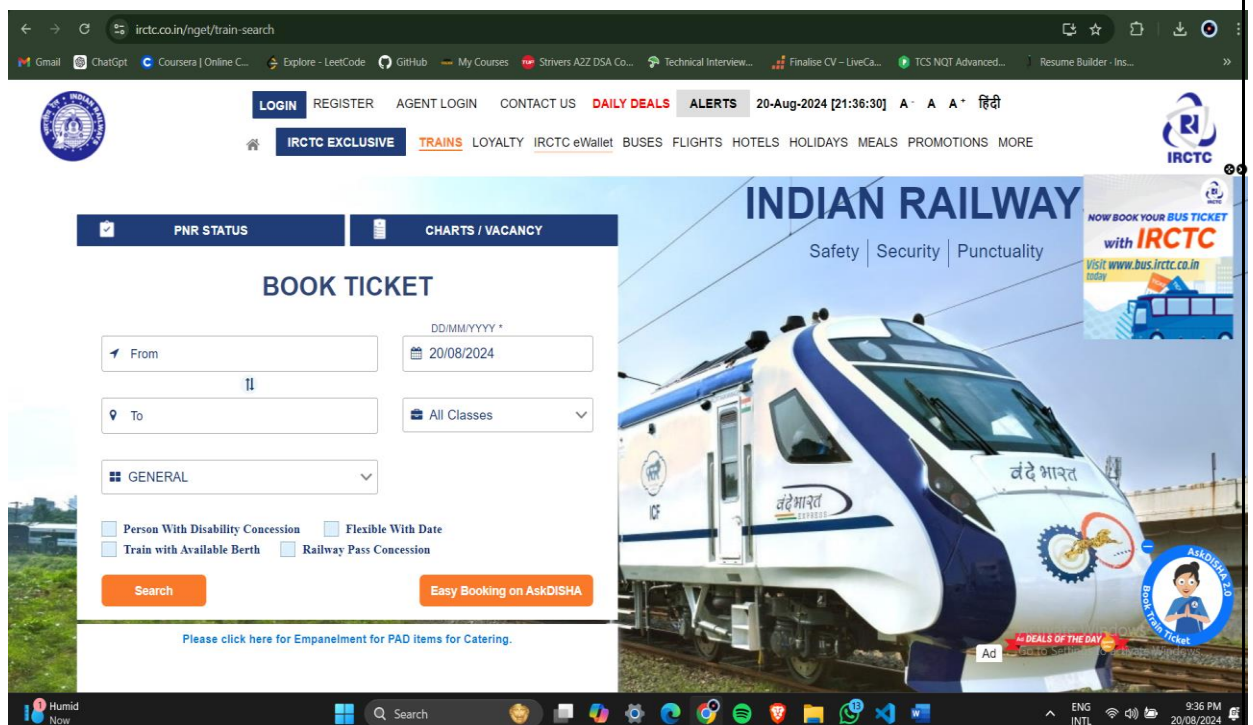
9:47 PM 20/08/2024

5. **Help and Support:** There is a dedicated customer support section offering FAQs and a helpdesk, which is beneficial for novice users who might face issues.

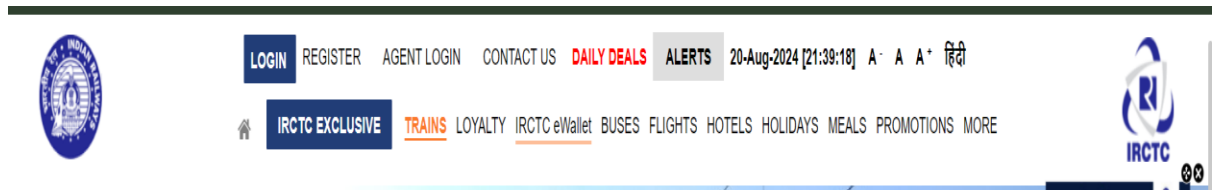


## Cons:

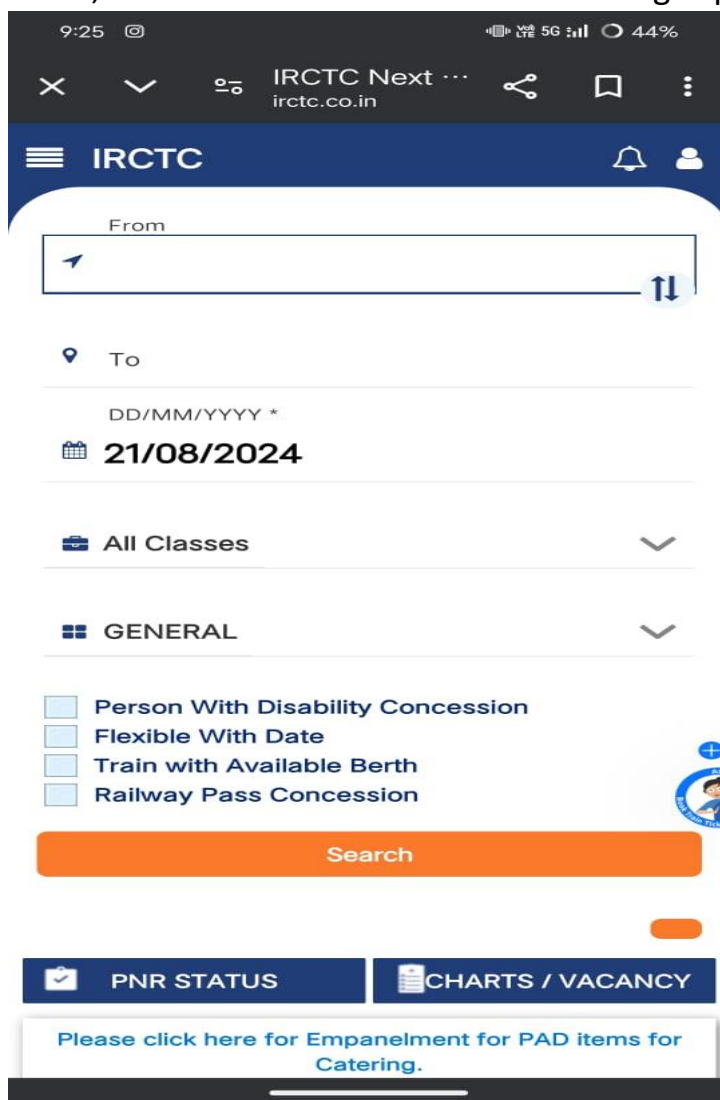
1. **Overloaded Homepage:** The website's homepage can feel cluttered with too much information and multiple CTAs (calls to action), which can overwhelm a novice user.



2. **Complex Navigation:** While the site has a lot of features, the hierarchy of information can be confusing, leading users into lengthy and sometimes frustrating interactions.

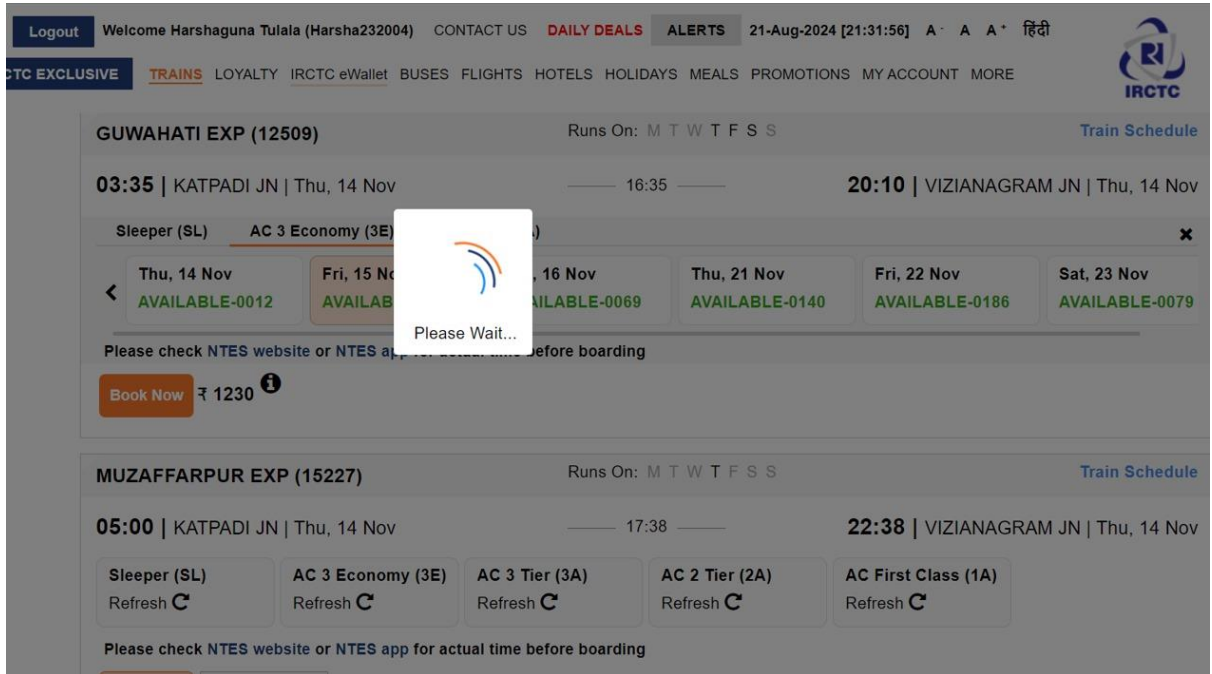


3. **Mobile Responsiveness:** The desktop version performs reasonably well, but the mobile site sometimes struggles with responsiveness and load times, which can hinder a seamless booking experience.





4. **Slow Performance:** During peak times, the website's speed is noticeably slow, often leading to incomplete transactions or time-outs, which frustrates users.



5. **Confusing Error Messages:** The error messages displayed during booking failures or payment issues are often too technical for a layman user, leading to confusion about how to resolve the issue.

