Guiding Tool for RTO Applicants

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Guide

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Problem statement

To get any document, certificates, apply for id proof or pan card it includes many steps.
Instructions / procedure given by government are not clear enough to understand people in one attempt.
And it is extremely time consuming in most cases.

Aim

- Designing an online portal to reduce the **time** taken and **stress** involved in application for a Driving License.
- The aim is to reduce the interference of third party mainly brokers in completing the task,
  as many of the process are not well known to the public, and to make people self-sufficient.

Focus

Develop a **self explanatory** platform and guide for RTO applicant by giving **clear instructions, online tracking and FAQ** at every stage.

Target User

- Anyone applying for a Driving License Who has basic knowledge about **reading and writing**.
- People who have **smart phones.**

Motivation

Passport Application

Required Documents

Instructions not clear

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Birth Certificate

Alternative certificate

Migrated people

Long distance

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Driving License

Waisting for Driving License

for 5 months

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Driving License

Waisting for Driving License

for 5 months

Online news paper

Motivation

Online news paper

Applying for a driving licence in Mumbai? Prepare for a long wait

Kailash Korde, Hindustan Times, Mumbai | Updated: Feb 17, 2015 21:59 IST

If you are planning to apply for a driving licence in Mumbai, be prepared for a long wait.

Believe it or not, those who applied for permanent driving licences for four-wheelers at the Andheri RTO on Tuesday were given appointments for August 16. This means they have to wait for six months to appear for their driving tests.

The minimum gap between date of application and date of appointment for permanent driving licences is two-three months at all three RTOs in the city, while the same for learning licences is two months.

According to sources in motor training schools, the earliest available appointments for

Unfriendly website drives many to RTO agents for learner's licence

Sujit Mahamulkar | TNN | Mar 9, 2015, 04.20 AM IST

TOI did a test run on the online registration process for learner licence. And the experience was indeed frustrating -- our correspondent was unable to complete the registration process although trying it on two successive days. Here's his first person account.

Home >> Mumbai

Going to RTO without an agent? Don't even think of making that mistake

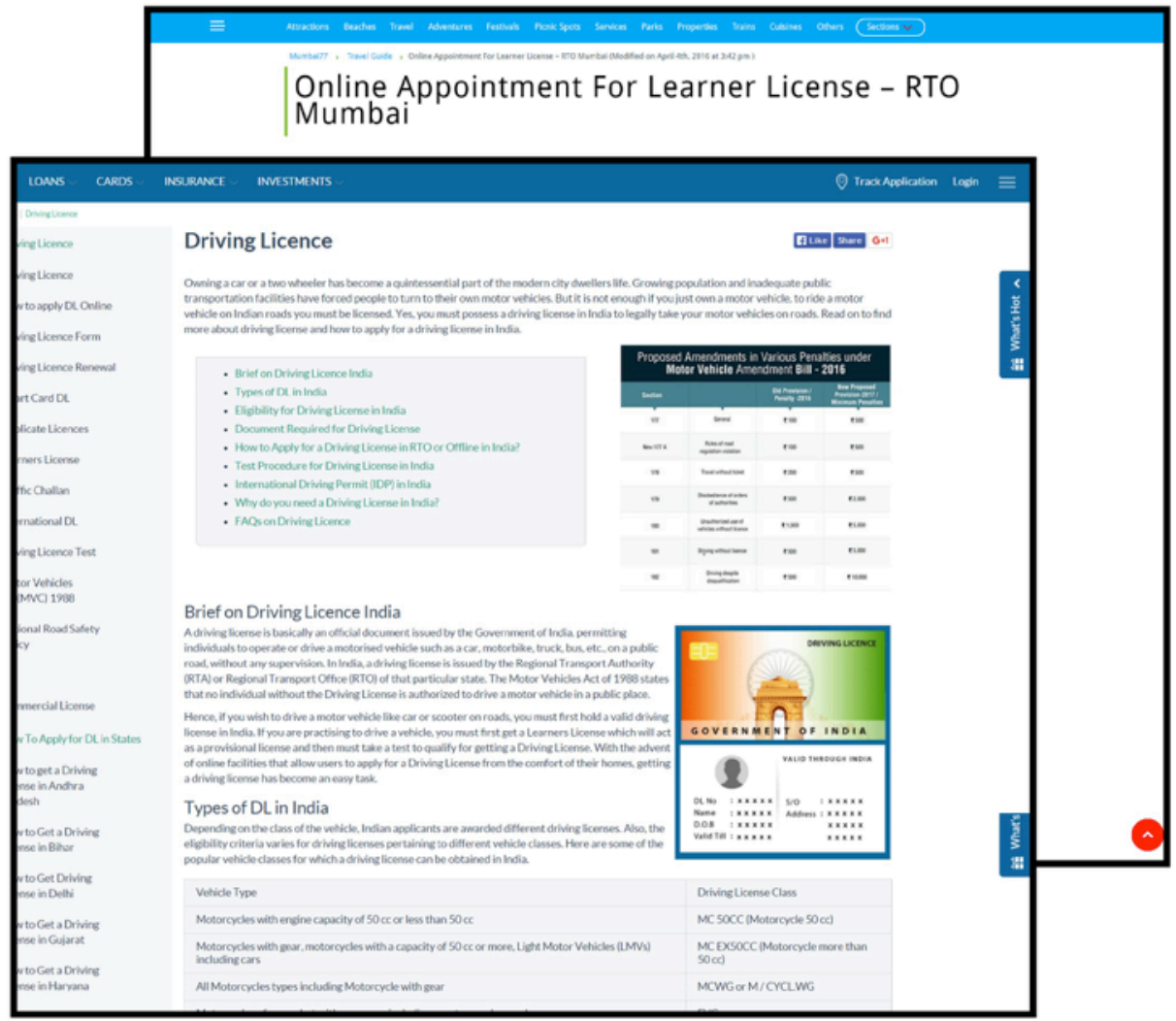
After being barred from the Andheri RTO on Monday, agents protested at its entrance: the scene replicated itself at the gates of all the RTOs across the city (Abhinav Kocharekar

Secondary Research

Government Web Portals

Maharashtra RTO Website

Private Web Portals



Information about Driving License provided by private RTO Website

Case Study

Informative graphic board for RTO applicants

Primary Research

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- Task based user test onducted with **5 user.**
- **With guide and without guide**.

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Users interviewed	**24**
Office staff interview	**4**
Private staff interviewed	**2**
Postman interviewed	**1**

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User test help to find out following points.

- Are user able to find out Driving License portal.
- User's Familiarity with computer and mobile device.

Primary and Secondary Research Findings

- Lack of proper in-site infrastructure
- Unnecessary **scattering of information**
- Unclear information
  - Unfriendly system
  - Longer in-between time
- There is a Lack of awareness about existing online application portals
- No status **tracking option**
- People waste their lot of time to do **inquiry**
- People are **scared to fill form.**

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- People get **Influenced** by their friends to take help from Driving school and Agents.
- They think mediator will save their time.

Fees difference

via agent	Themself
1500	**323**
rupees minimum and it differs from agent to agent	rupees

Design Challenge

- **Information Architecture**
  - Cluttered information
  - Clear information (Process)
- **Giving information in peoples hand**
- **Bringing the transparency**

Design Decision

- Why Mobile **Web App?**

  Mobile phones are used as a medium **to reach many users** as a web app.

  Users are **comfortable** with mobile.

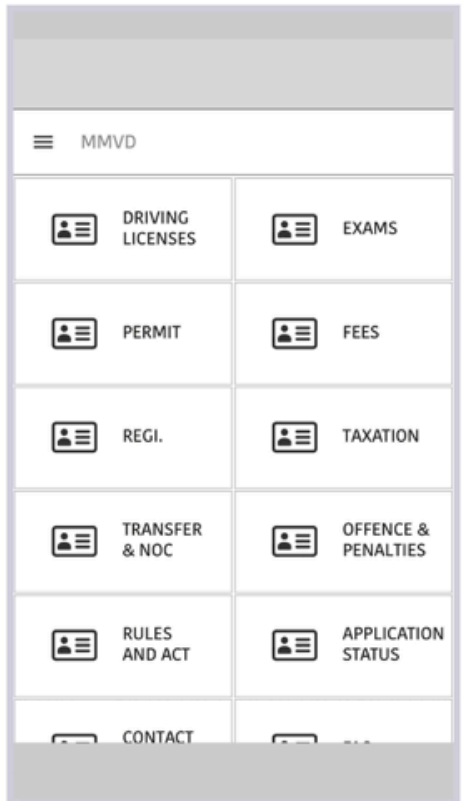
  It will give **status** all time so they can use it in any situation.

  One time user.

- Process shoudn't cotatin too much info. It shoud contain **essential information**
- Users need to know the **flow of information.**

Priliminary Design Idea

Paper Prototype



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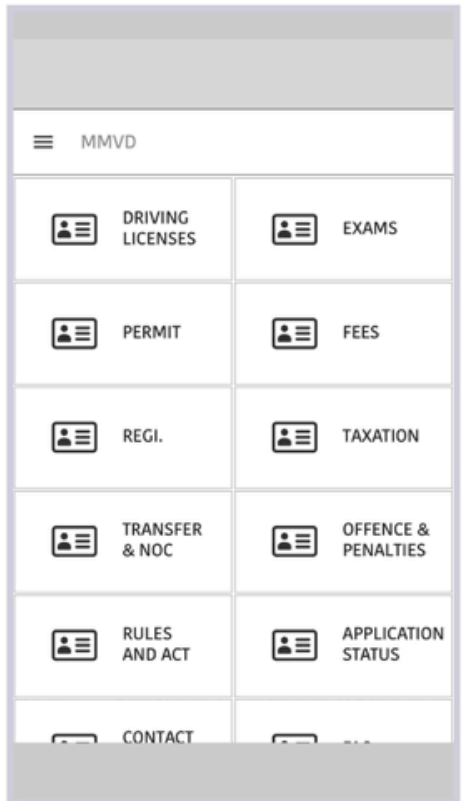

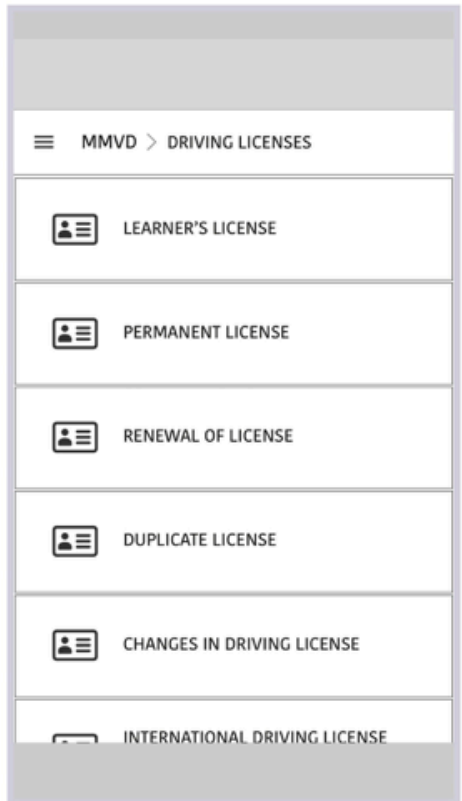

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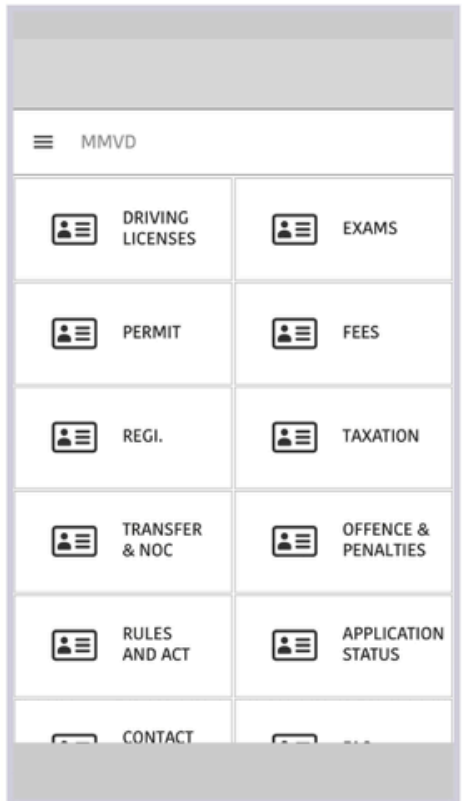

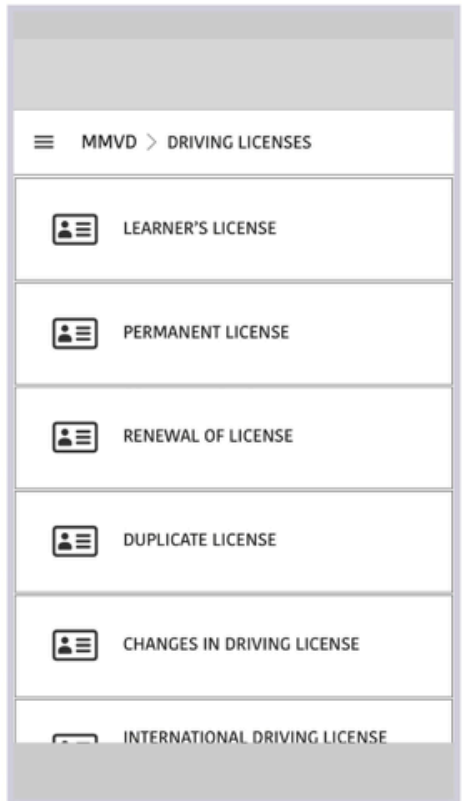

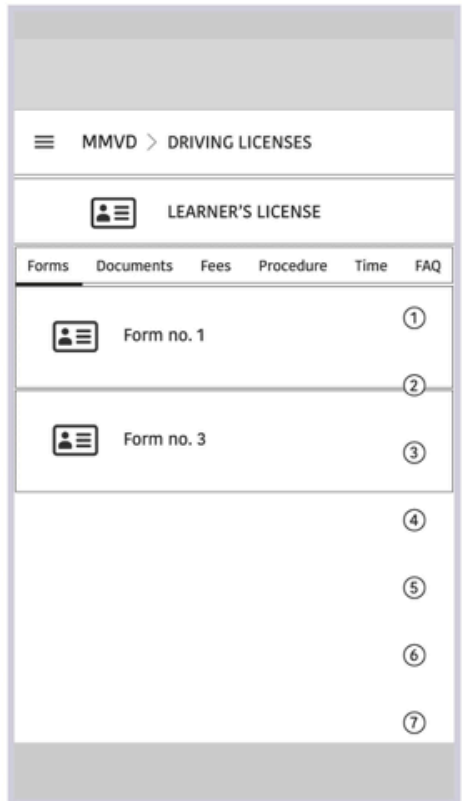

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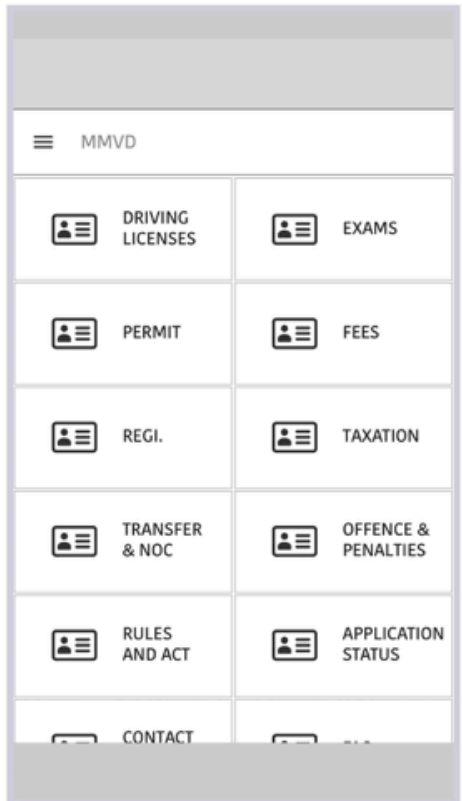
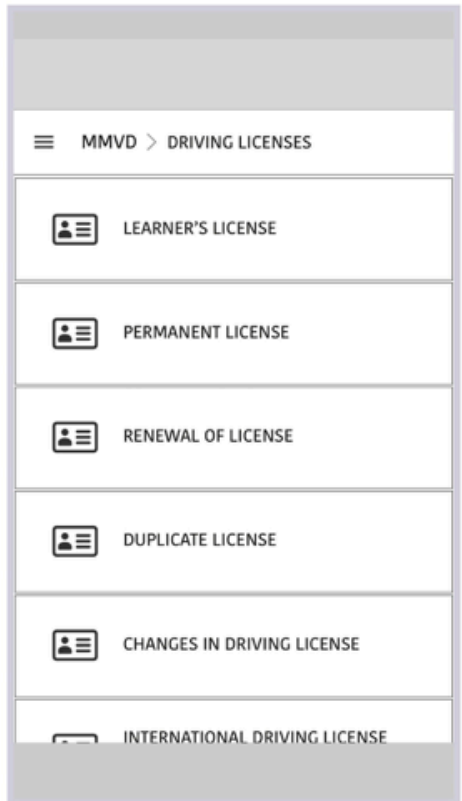
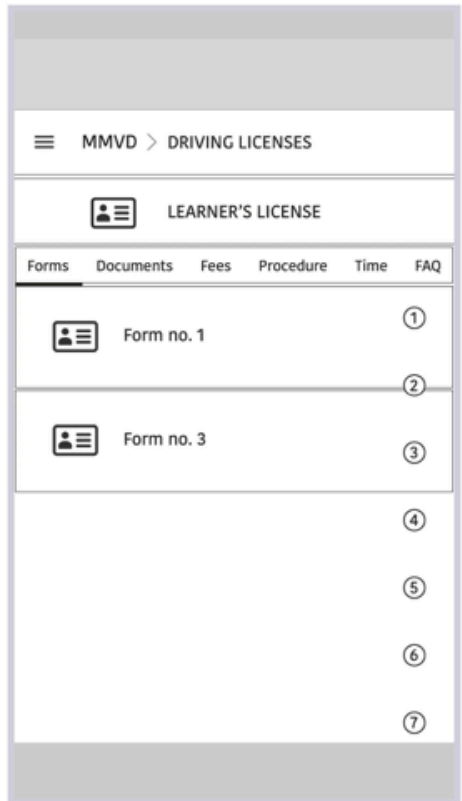
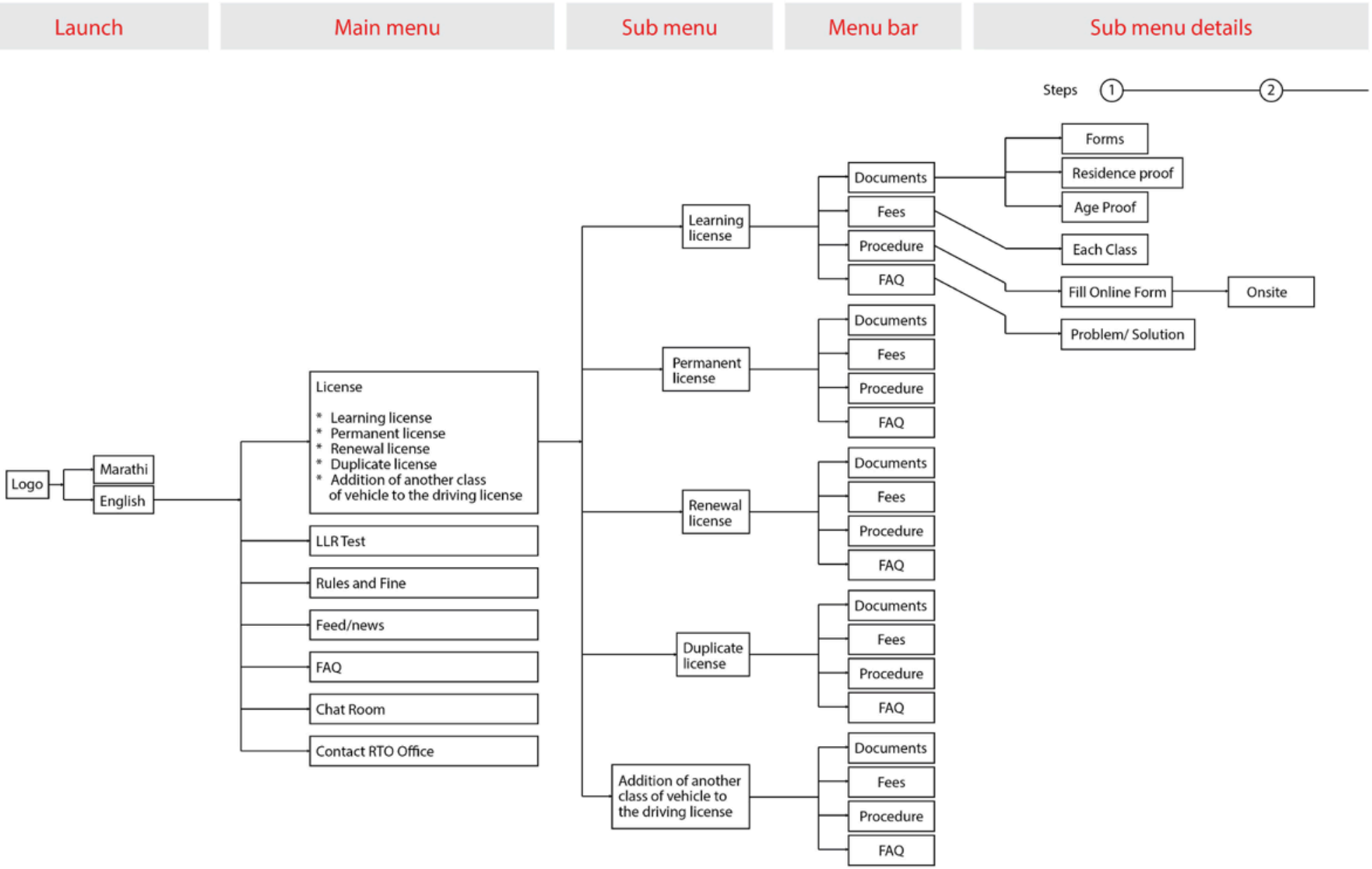






- Discused with classmates
- Difficult nevigation.


Launch
Main menu
Sub menu
Menu bar
Sub menu details
Steps
1
2
Logo
Marathi
English
License
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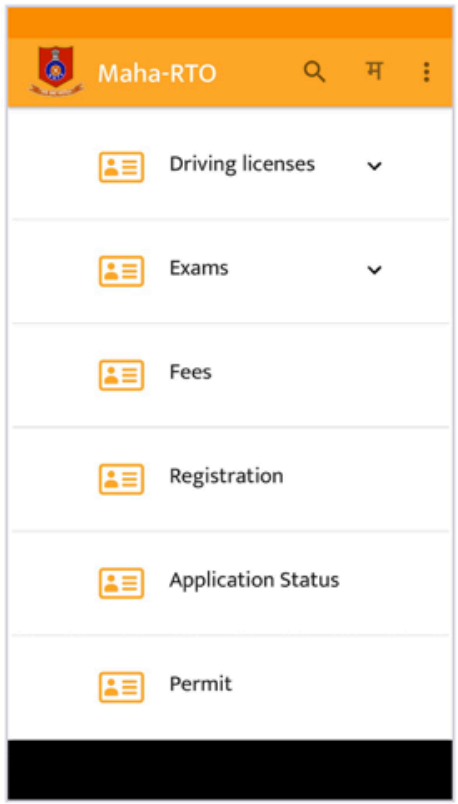
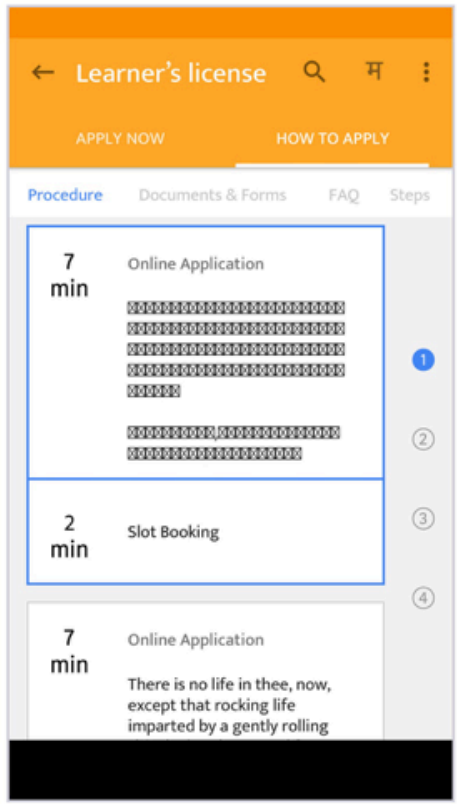
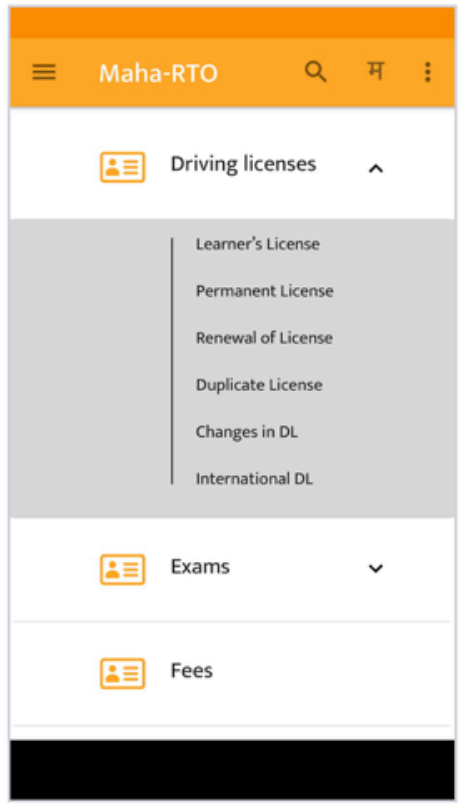
LLR Test
Rules and Fine
Feed/news
FAQ
Chat Room
Contact RTO Office
Learning license
Permanent license
Renewal license
Duplicate license
Addition of another class of vehicle to the driving license
Documents
Fees
Procedure
FAQ
Forms
Residence proof
Age Proof
Each Class
Fill Online Form
Onsite
Problem/ Solution

Working Prototype







Heuristic Evaluation

of Working Prototype

Goals

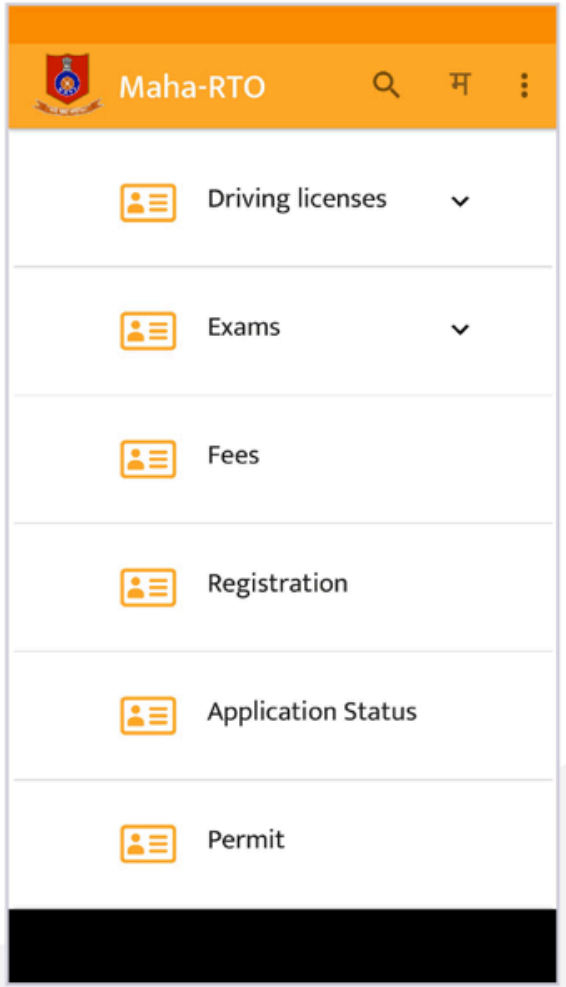
- People should **apply independently**
- Easily usable for **low tech savvy**
- Informative
  - Procedure
  - Detailed Application Status

Heuristic Evaluation

of Working Prototype

Findings

- **Too many options** on the landing screen.
  No categorization of sorts.
- **Taxonomies** are not well defined in the application.
  It can make user get lost in too much data.



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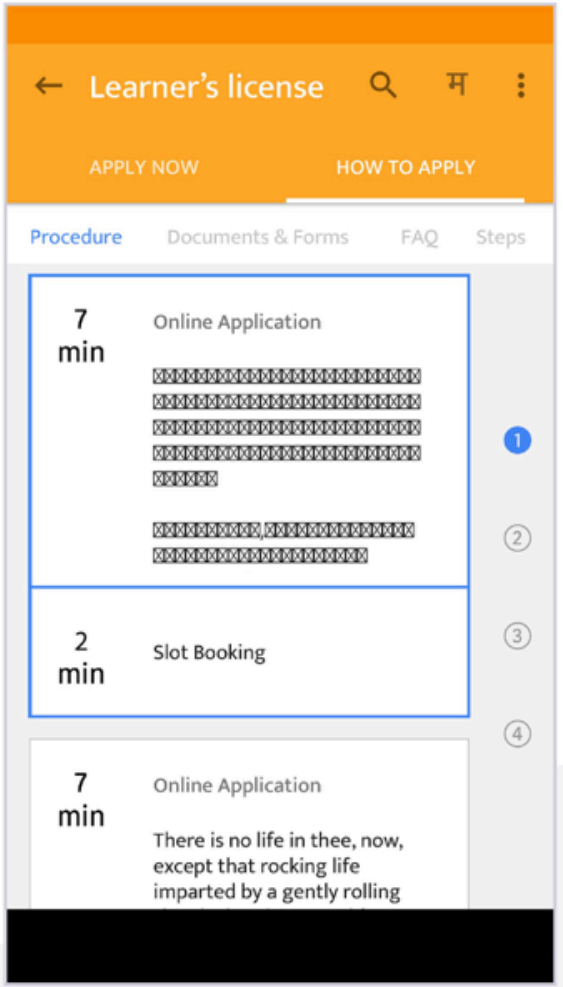
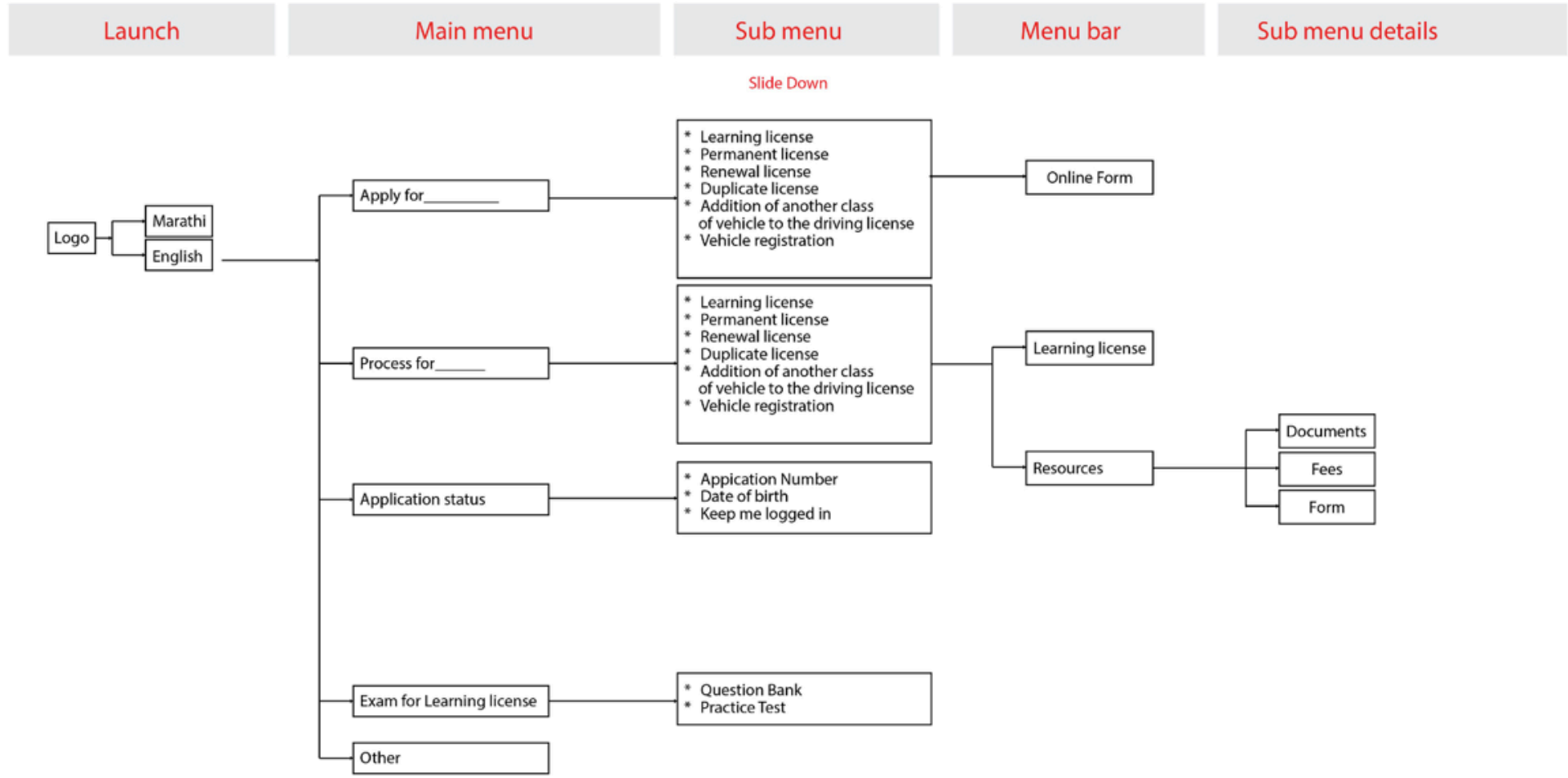
Findings

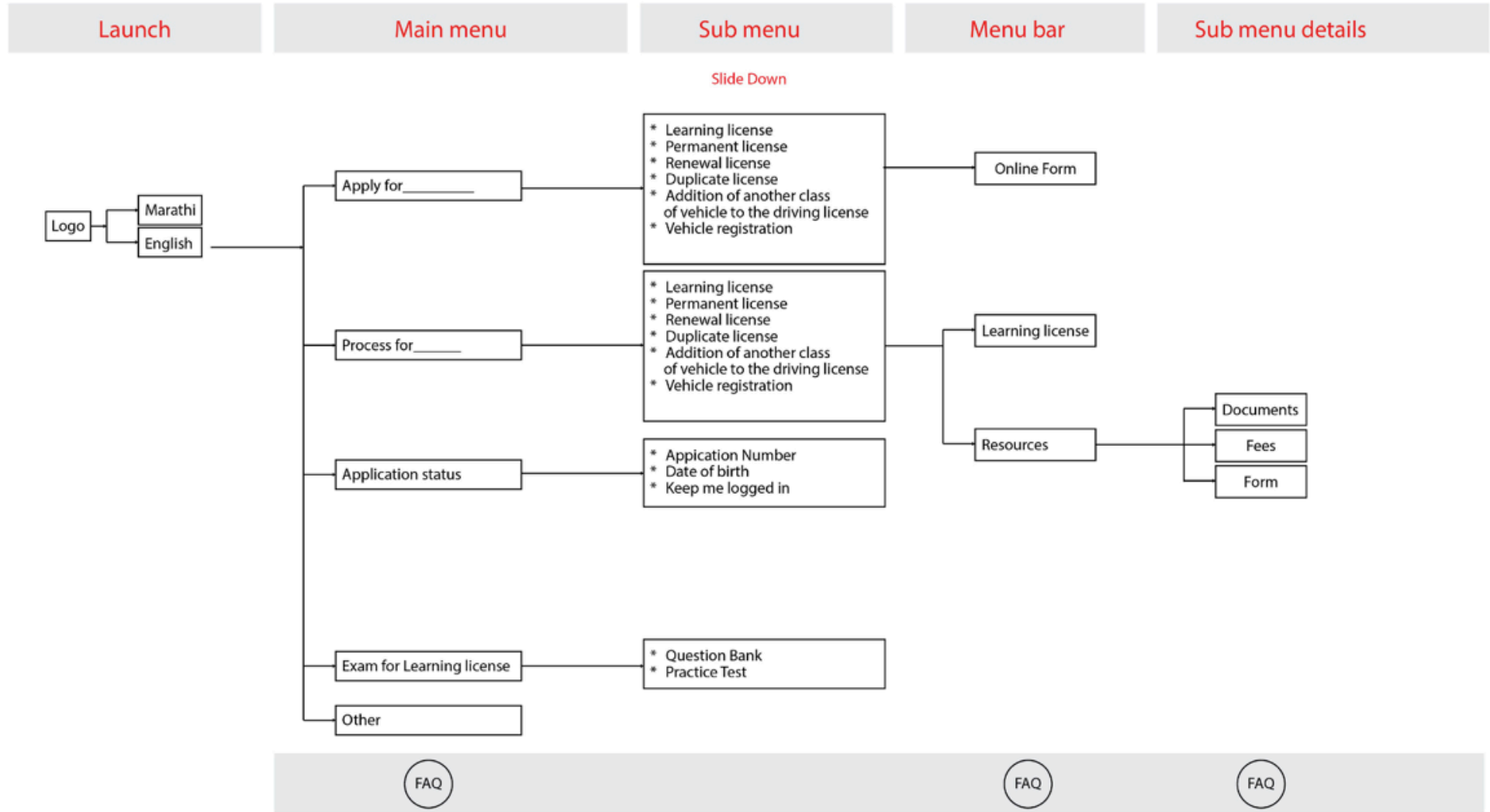
- **Too many options** on the landing screen.
  No categorization of sorts.
- **Taxonomies** are not well defined in the application.
  It can make user get lost in too much data.
- **Too many hierarchies** which can cause user
  to **get confused** in the whole structure.
- The instructions, form elements are **too verbal.**



Final Design

Redefined Information Architecture


Launch
Main menu
Sub menu
Menu bar
Sub menu details
Slide Down
Logo
Marathi
English
Apply for_____
Process for_____
Application status
Exam for Learning license
Other
* Learning license
* Permanent license
* Renewal license
* Duplicate license
* Addition of another class of vehicle to the driving license
* Vehicle registration
* Appication Number
* Date of birth
* Keep me logged in
* Question Bank
* Practice Test
Online Form
Learning license
Resources
Documents
Fees
Form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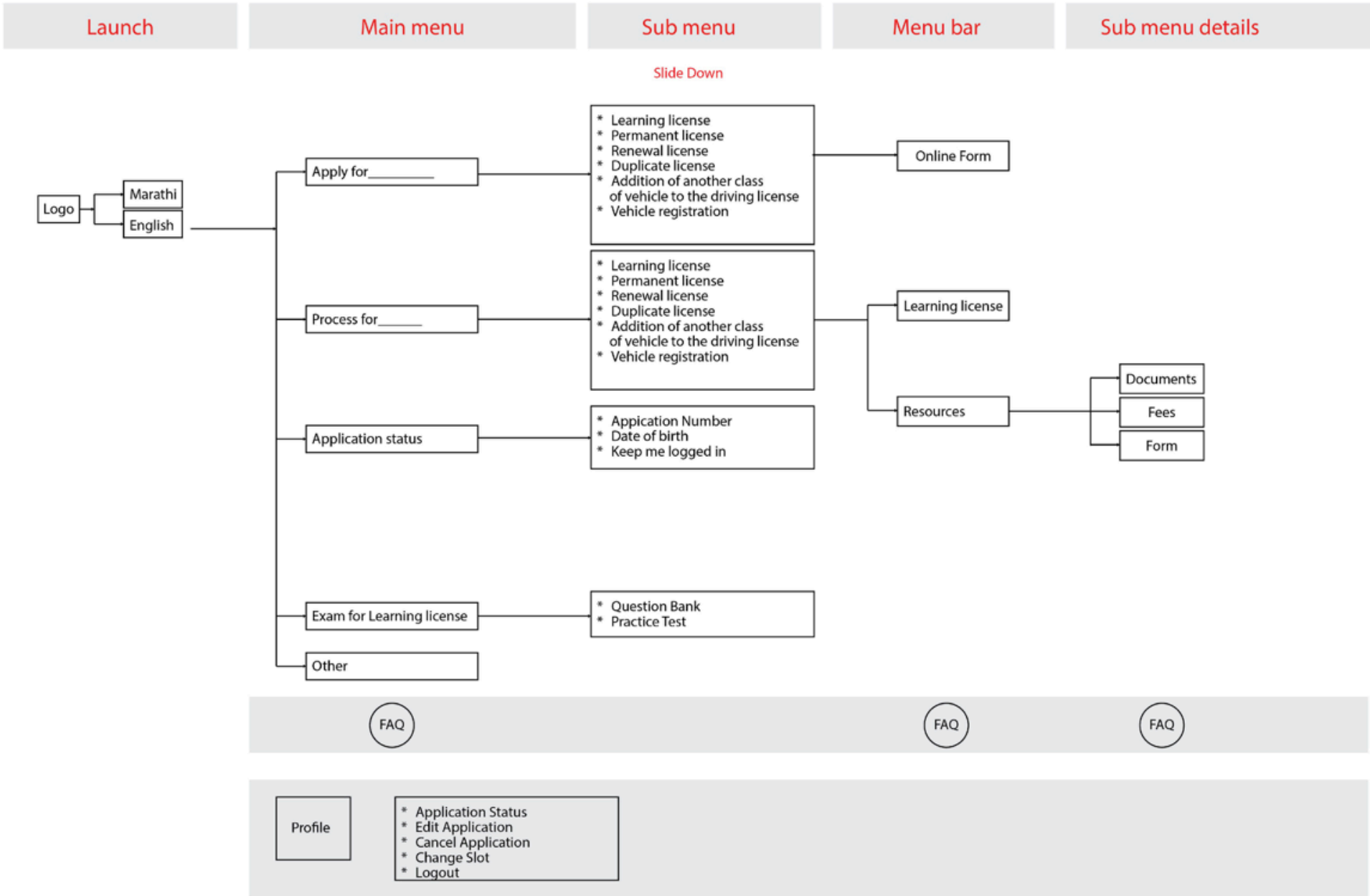
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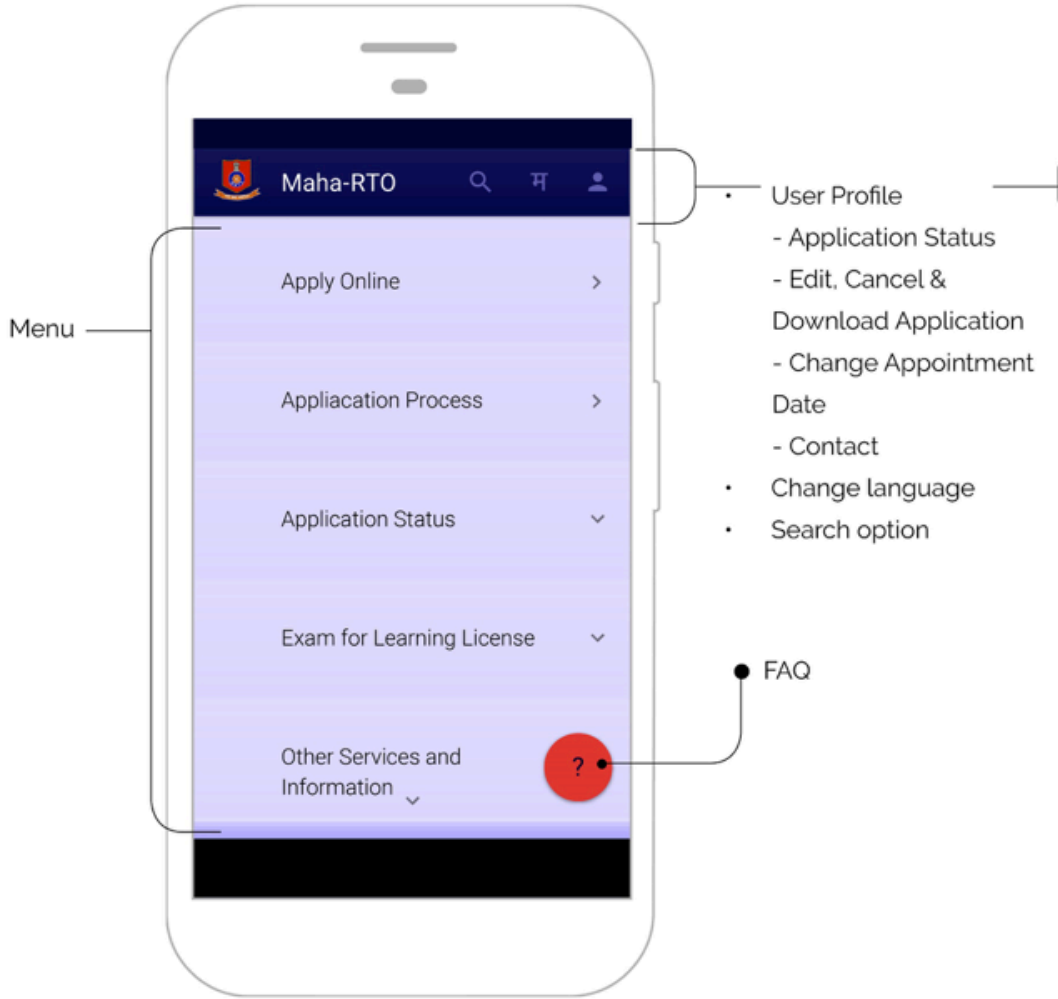
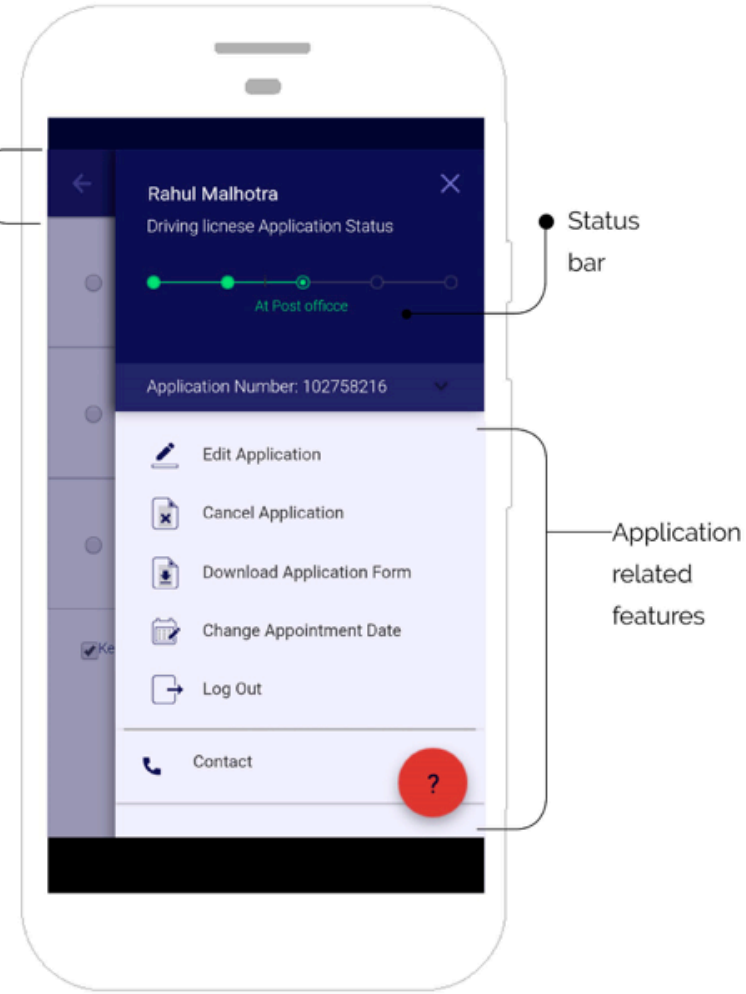
* Edit Application
* Cancel Application
* Change Slot
* Logout

Final Prototype

Home Page



Profile Page



Based on refined information architechure web application is created.

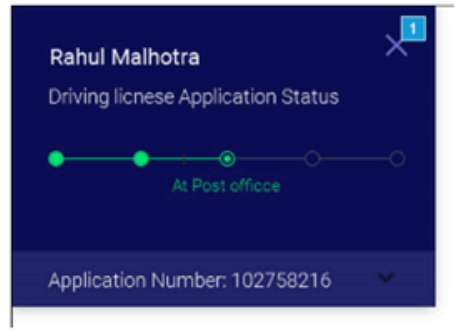
Features

- **(?) - FAQ**

Features

- **(?) - FAQ**

- **Status**
- **Applicants Profile**



Features

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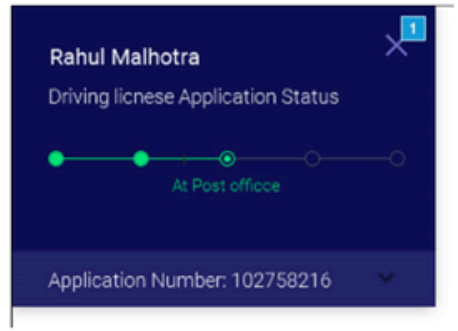
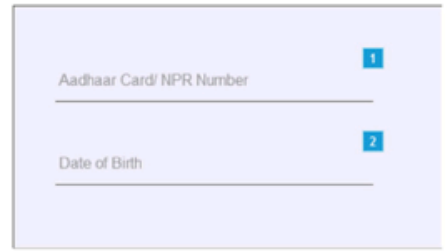
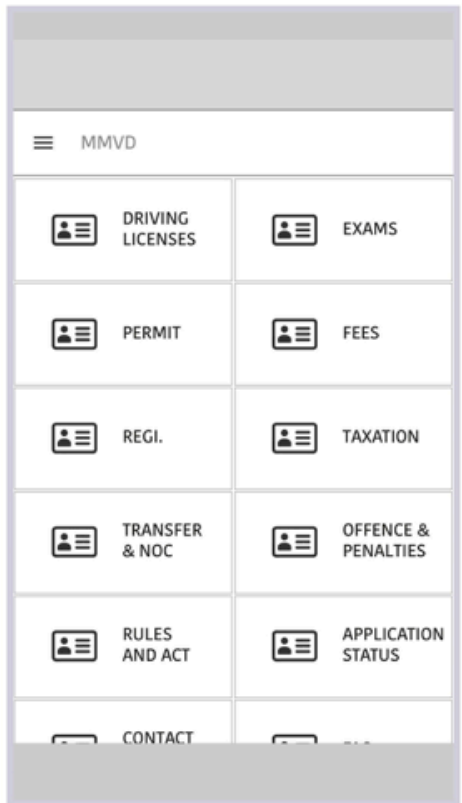


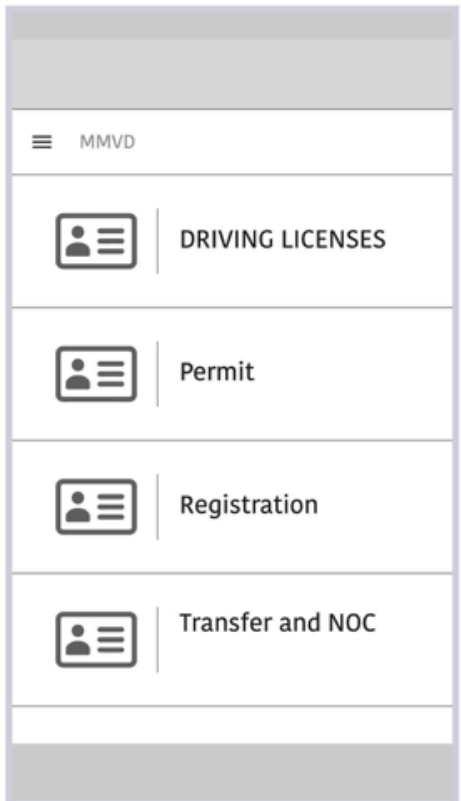
- **Auto fill data in form**

  Fetching Data From Aadhar Database

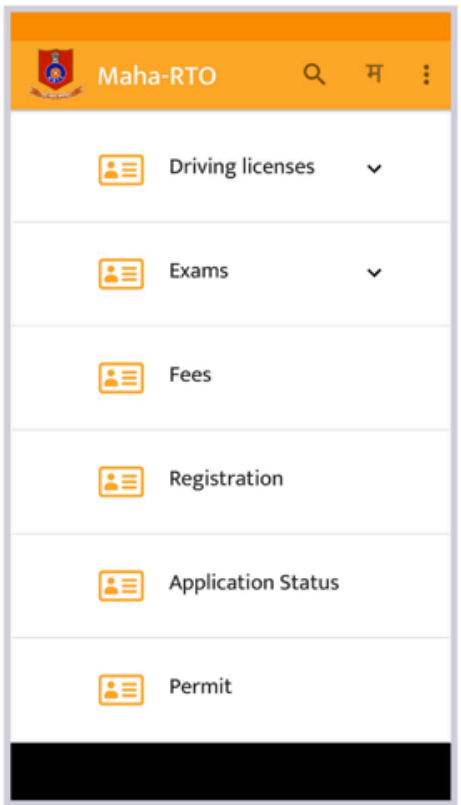


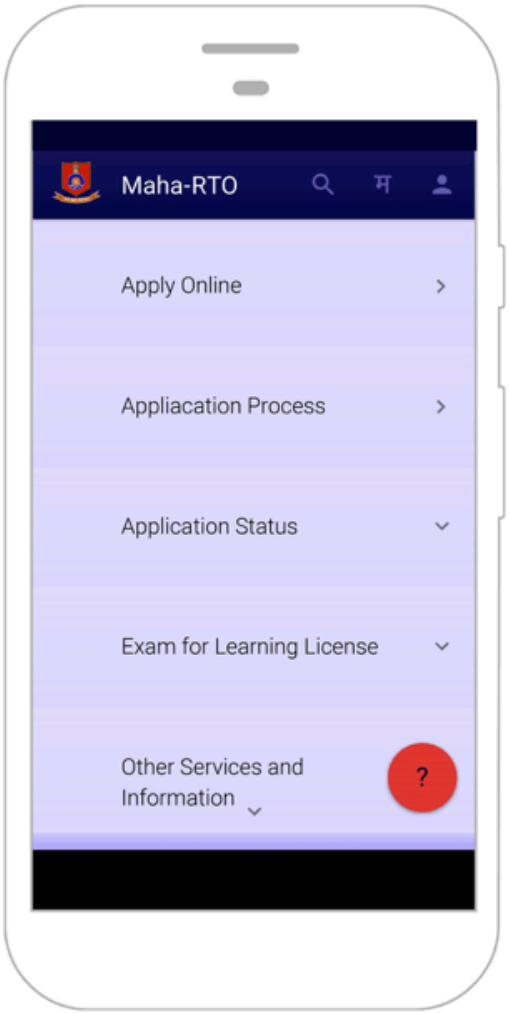
Iterations





Based on old information architecture





Based on old information architecture

Evaluation

of Final Prototype

Goals

- People should **apply independently**
- **Findable information**

Tasks and Questions

- Apply for Driving License.
- Check your application status.
- What is your next step ?
- What is the fee for Driving license ?

Evaluation

of Final Prototype

User Group Tested and Interviewed

Non-Tech Savvy		Tech Savvy		Overall	
AVERAGE	**SD**	**AVERAGE**	**SD**	**AVERAGE**	**SD**
9.50	1.73	11.00	3.61	10.14	2.36

Evaluation

of Final Prototype

Findings

- Low tech-savvy people

Future Plan

- Translate the web application in other languahes
- Development of the web application.
- A Longer evaluation of the web application after development

Need to be done in future

- **Tracking system**