

User Experience Case Study

Guidance Tamil Nadu

A nodal agency for investment promotion and single window facilitation




OVERVIEW

Guidance Tamil Nadu: Invest, Innovate and Create with us

This portal is an initiative of Government of Tamil Nadu which helps you to discover Tamil Nadu in terms of investment prospects and Single Window Portal facilitates all the statutory clearances required from various authorities during the investment lifecycle at the State Government level.

Aerospace & Defence

Make your next strategic investment in Tamil Nadu's ever expanding Aerospace & Defence industry.



Creating an integrated ecosystem covering design, engineering, manufacturing and more, Tamil Nadu is fast emerging as the defence and aerospace manufacturing hub. It will also be home to the first proposed Defence Industrial Corridor. The state houses several defence manufacturing PSUs and ordnance factories which now has led to numerous SMEs forming the supply chain in the defence related products.

178.2 sq km
Area

Population

Chennai International Airport

Chennai Central Railway Station

Chennai Port & Ennore Port

[Explore Chennai](#)

[View all districts](#)

Where Tradition Meets Tomorrow

The epicenter of ancient global maritime trade, it is the cultural hub of the cosmopolitan community. A global leader in manufacturing, it is endowed with a highly skilled workforce and best-in-class infrastructure. A strategic location to access South East Asia, it is the crucial node in the land-sea corridors connecting the eastern world.

32 GW
Installed Capacity


575+
Engineering Colleges

41
Operational SEZs

5
Industrial Corridors

15 TB
Largest Bandwidth

39
Industrial Clusters




Brihadeshwara Temple
UNESCO World Heritage

Country Desk

USA Korea Japan


USA and Tamil Nadu

- Tamil Nadu is one of the major destinations of US FDI in India with more than 300+ US companies with 375 projects worth of \$11 billion.
- Some of the top sector that has received major US FDI in Tamil Nadu are automobile, electronics and renewable energy.
- In September 2019, Hon'ble Chief Minister led a high-level delegation to the US.
- A unique initiative called 'Digital Accelerator', a start-up incubation, and next generation technologies from the US, launched by the Hon'ble Chief Minister in the US.
- Tamil Nadu is home to leading US companies for various sectors like name a few.
- Sister cities agreements: Chennai with Denver and San Francisco with Toledo.




Industrial
Tamil Nadu Industrial Policy 2021

[Read more](#)



Aerospace & Defence
Tamil Nadu Aerospace & Defence Industrial Policy 2019

[Read more](#)



IT
Tamil Nadu IT Policy 2018

[Read more](#)

Reliable Resources

Forest Cover

The district has a total forest cover of 13 sq. km

Soil

The area is predominantly covered with Clay Soil, Shale and Sandstone.

Water

The rivers Cooum, Adyar and Kortalayar barrages are used to irrigate the land.

Natural Resources

The region is rich in natural reserves like Quartz.



Focus Sector

Aerospace & Defence

Creating an integrated ecosystem covering design, engineering, manufacturing and more, Tamil Nadu is fast emerging as the defence and aerospace manufacturing hub. It will also be home to the first proposed Defence Industrial Corridor. The state houses several defence manufacturing PSUs and ordnance factories which now has led to numerous SMEs forming the supply chain in the defence related products. Sector specific incentive support will be provided.

- Investments of approximately INR 3,100 crores have been announced in the Tamil Nadu Defence Corridor.
- 250 Acres of established Aerospace park by TIDCO (expandable to 500 acres).
- An Aircraft MRO (Maintenance Repair Overhaul) facility in Krishnagiri and an upcoming MRO facility in Chennai will further catalyze industry growth.

120+ Aerospace component manufacturing companies

700+ Over 700+ suppliers to defence PSUs

Sector Expert
Pradeep R
pradeep@investin.in

[View more on this sector](#)

Focus Sectors

- Aerospace & Defence
- Electronics & Hardware
- IT & ITes
- Pharma & Biotech
- Chemicals & Petrochemicals
- Textile & Apparel
- Automobile
- Glass & Ceramics
- Iron & Steel
- Food Processing
- Agro & Food Processing
- Sustainable Energy
- Heavy Engineering
- Machine Tools
- ITC Parks
- Industrial Parks

Choose district to see it on the map

Chennai

Chennai


Chennai, the capital of Tamil Nadu is one of the main metro and fourth most populated agglomeration in India. Chennai's economic base is anchored by the automobile, SaaS, medical tourism, hardware manufacturing, data centers and the fintech industry.

178.2 sq km
Area

46,46,732
Population

90.18%
Literacy Rate

Chennai Central Railway Station



Class A District* Class B District* Class C District*

*Districts are categorized into three classes based on the sector-wise investments offered to them. To learn about the sector-wise incentives offered to various district classes, click here.



PROJECT BRIEF

Helping Businesses Move Forward

Re-imagine the Single Window Portal to make the entire G2B faceless, paperless and contactless.



Research & Ideation Phase

Engaged with **20+** participants

Research Methods Involved



Heuristic analysis



Benchmark analysis



Design workshop



Personal interview



System walkthrough

To Understand

1

The holistic systemic scenario where Guidance portal play a role

2

User categories, their goals and needs

3

Understand the pain points and drawbacks of the existing Guidance portal

4

Future vision and goals of Guidance

5

Touchpoints and opportunity areas for design interventions on the portal

Method glimpse

Prospective
and Current
users

Prospective
and Current
users

LARGE INDUSTRIES

03 Desirability Map

This will help us understand the keywords by which we would want our users to associate the portal. This is adapted from the Microsoft Desirability Test.

Please copy the keywords of your preference from the table and paste it below in the sticky notes as per your order of priority.

A	C	D	E	F	H	I	N	O	P	R	S	T	U	V
Accessible	Calm	Devisable	Easy to use	Familiar	Helpful	Impressive	Novel	Optimistic	Personal	Reliable	Secure	Time-saving	Unconventional	Valuable
Advanced	Clear	Disruptive	Effective	Fast	High-quality	Innovative	Neat	Organized	Powerful	Responsive	Sophisticated	Trustworthy	Usable	
Appealing	Clear		Efficient	Flexible		Inspiring			Professional					
Approachable	Collaborative		Effortless	Fresh		Integrated								
Attractive	Comfortable		Empowering	Fun		Intuitive								
	Comprehensive		Energetic											
	Connected		Engaging											
	Consistent		Entertaining											
	Convincible		Enthusiastic											
	Convenient		Essential											
	Creative		Exceptional											
	Customizable		Exciting											
	Cutting-edge													

	MD Sir	ED Sir	Paul	Sari	Vishnu	Aditya
Priority 1	Advanced	Clear/ clarity / easy to use	Cutting Edge			
Priority 2	Easy to use	Useful	Simplistic/ user friendly			
Priority 3	Clean/ clarity	Responsive	Responsive			
Priority 4	Fast	Cutting Edge				
Priority 5	Responsive	Disruptive				

5 Min

04 The current website

Please enter your individual opinions on the sticky notes for what has proven to be successful and what has not for the current website.



Sticky notes stockpile

PROS

CONS

Example

5 Min

07 Solution Mapping

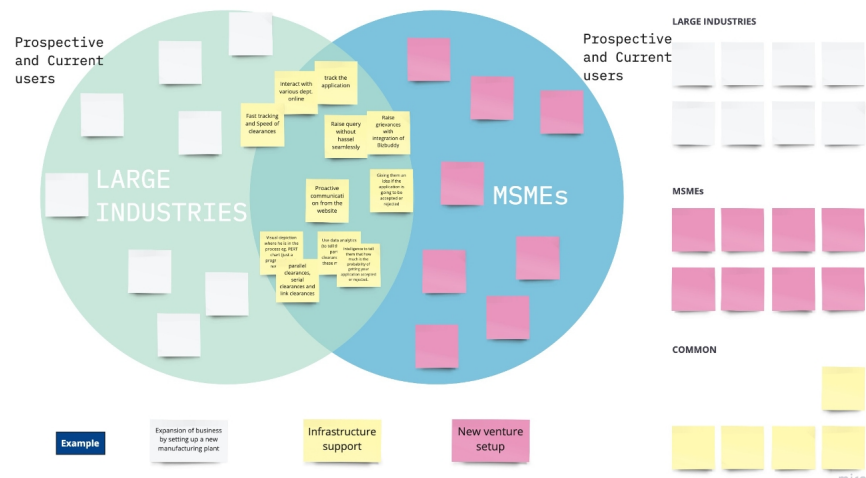
Ideate on the possible solutions for the pain points mapped in the User Journey Map.



15 Min

05 User agenda mapping

Please map the different types of users and their agenda of coming on the TCS Guidance portal.



06 User Journey Map

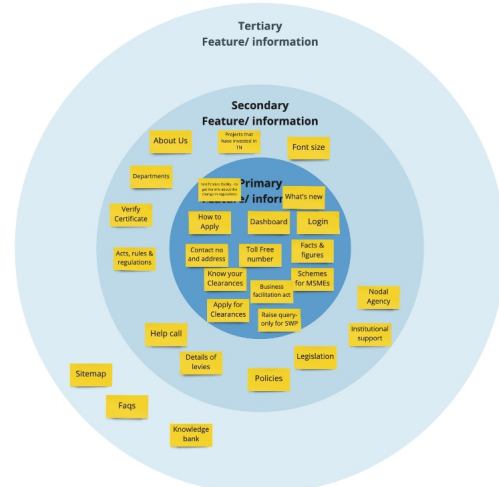
Scenario: A German automobile company is interested to setup a manufacturing unit in Tamil Nadu.



08 Bull's Eye Diagram

Let's add the solutions from the Solution map to the list of features/information.

Features/ Information List



What are we trying to solve for the users

1 Historic perception of government platforms

The government platforms has a negative connotation attached to their digital interfaces that they are complex, difficult to use and takes time to get things done.

2 Reluctance in digital adoption

The users are reluctant to move to digital platform because they find it difficult and confusing to use. They still email or walk-in to the Guidance office to get things done.

4 Lack of holistic understanding

The users are not able to grasp the bigger picture of how the investment process works at Guidance, also they lack the 360 deg view of their clearance application statuses.

7 No realtime feedback

The platform does not provide any realtime information about their application status or their queries that they have raised.

3 Confusing navigation

One of the major concerns of the users are that they find it difficult to find information on the current website.

5 Lack of proactive communication

The Guidance team does not communicate with the users on the platform right now. The only means of communication is via email or phone number available in 'Contact Us' section.

8 Lack of focused content

The users do not get contextually relevant data which would help them to take an informed decision faster.

6 Inter-department communication gap

There is an experience mismatch when the users communicate with different departments for their project clearance. Every department work in silos which makes it difficult for the user to get approvals seamlessly.

9 Mobile compatibility

The current website is not compatible to mobile view due to which the users resist to embark on the digital journey.

Concept Ideations

Dashboard

One-stop information support system for all the application related actions which makes it easier for the user to gain insights into the most important aspects of their data.

Solves: Lack of holistic understanding, No realtime feedback, Lack of focused content, Inter-department communication gap

List of delayed applications

Based on the mental model of the user, hewould want to be updated about anything on which subsequent action is required. Hence, this section can keep them informed proactively engaged.

Solves: Lack of holistic understanding, No realtime feedback, Lack of focused content

Notifications

This feature also helps the users to be informed about any new thing happening on the portal on which the user might want to take action.

Solves: No realtime feedback

Track your application

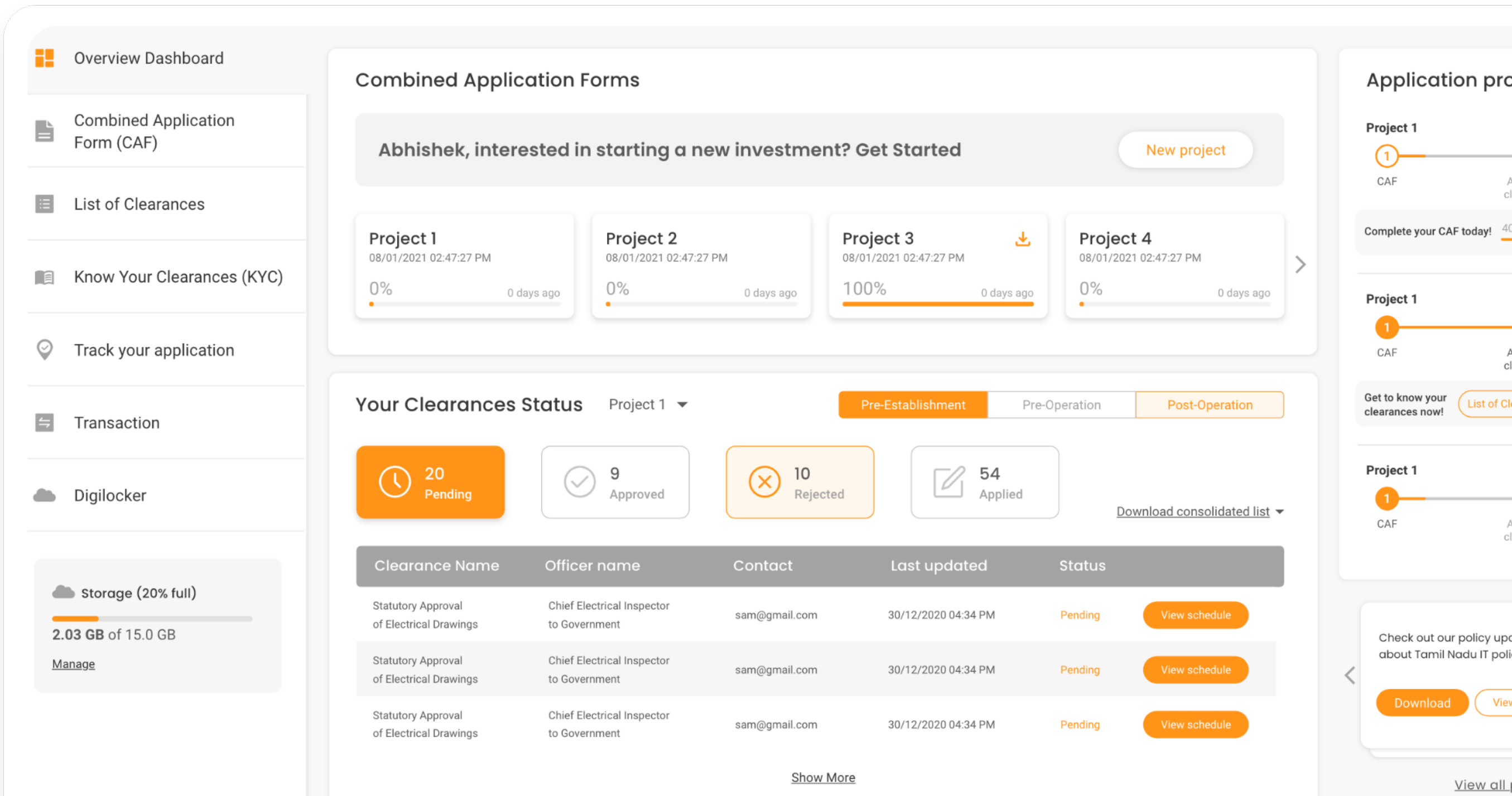
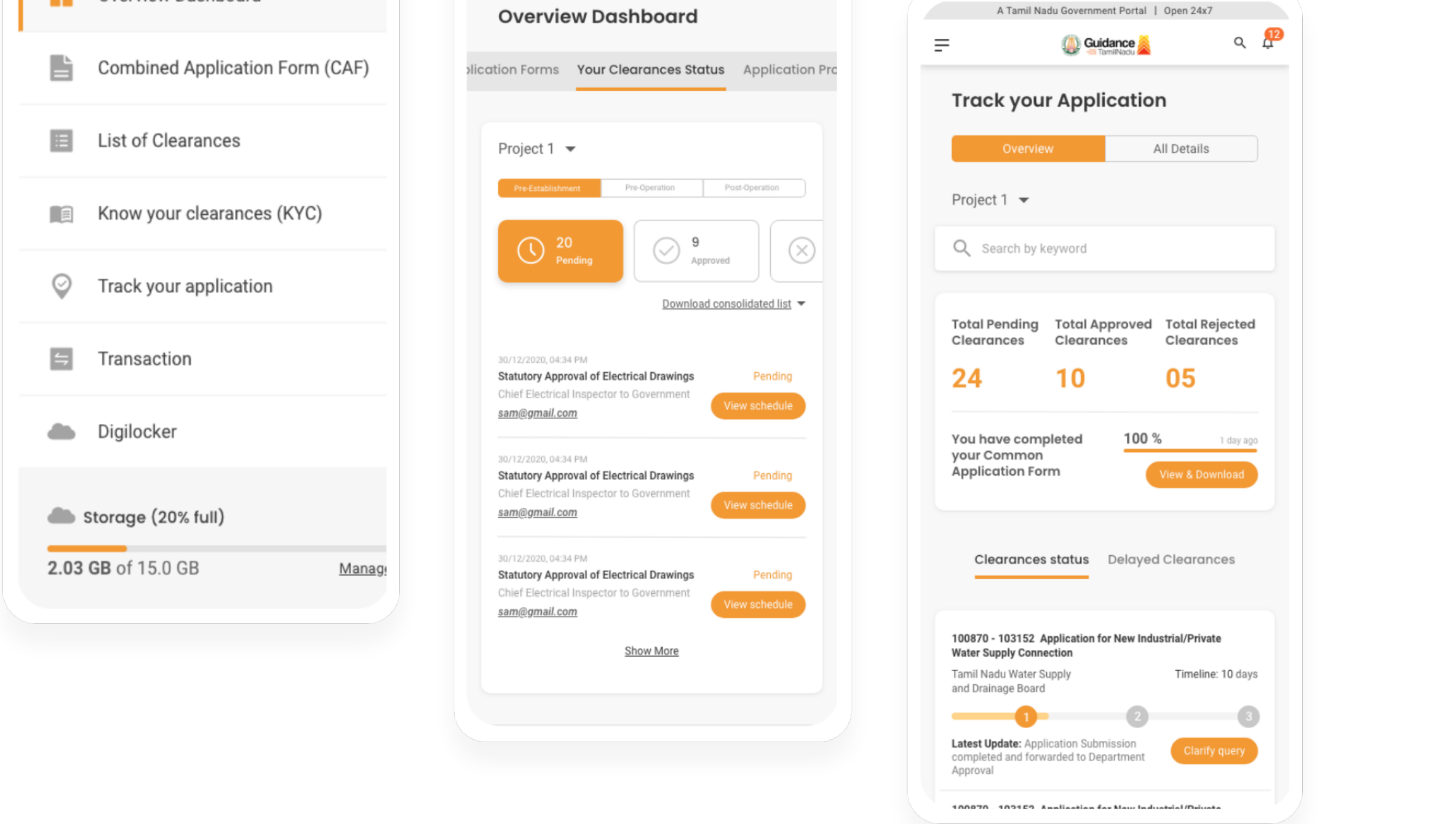
Real-time application status tracker for the users to be informed about all the application updates.

Solves: Lack of holistic understanding, No realtime feedback, Lack of focused content

Interactive walkthrough

This gives the users a better knowledge retention and confidence about the platform features.

Solves: Reluctance in digital adoption, Confusing navigation



Combined Application Forms

Abhishek, interested in starting a new investment? Get Started

New project

Project 1

08/01/2021 02:47:27 PM

0%

0 days ago

Project 2

08/01/2021 02:47:27 PM

0%

0 days ago

Project 3

08/01/2021 02:47:27 PM

100%

0 days ago

Project 4

08/01/2021 02:47:27 PM

0%

0 days ago

Your Clearances Status

Project 1

Pre-Establishment

Pre-Operation

Post-Operation

20 Pending

9 Approved

10 Rejected

54 Applied

Download consolidated list

Clearance Name	Officer name	Contact	Last updated	Status	
Statutory Approval of Electrical Drawings	Chief Electrical Inspector to Government	sam@gmail.com	30/12/2020 04:34 PM	Pending	View schedule
Statutory Approval of Electrical Drawings	Chief Electrical Inspector to Government	sam@gmail.com	30/12/2020 04:34 PM	Pending	View schedule
Statutory Approval of Electrical Drawings	Chief Electrical Inspector to Government	sam@gmail.com	30/12/2020 04:34 PM	Pending	View schedule

Show More

Application progress

Project 1

CAF

Complete your CAF today! 40%

Project 1

CAF

Get to know your clearances now!

List of Clearances

Project 1

CAF

Check out our policy up about Tamil Nadu IT poli

Download

View

View all

Chatbot

Addition of the chatbot will help users to quickly connect to the Guidance team with their queries, making them feel comfortable to interact with the platform.

Solves: Lack of proactive communication, No realtime feedback

Digilocker

This is a collaborative drive for each user onboarded with Guidance. This drive will automatically save all the files shared with the user in 'Issued Documents' section and it also provides and facility to upload and share any document required for the investment process

Solves: Inter-department communication gap

Application acceptance predictability

The platform should enable users to see the probability of getting their clearance application accepted based on the past data.

Solves: Lack of focused content, Lack of proactive communication

Multilingual

The platform is used by people from diverse geography. We have proposed to adapt the platform in the languages which can cater to most of the demographic users.

Solves: Reluctance in digital adoption

One stop Setting up business section

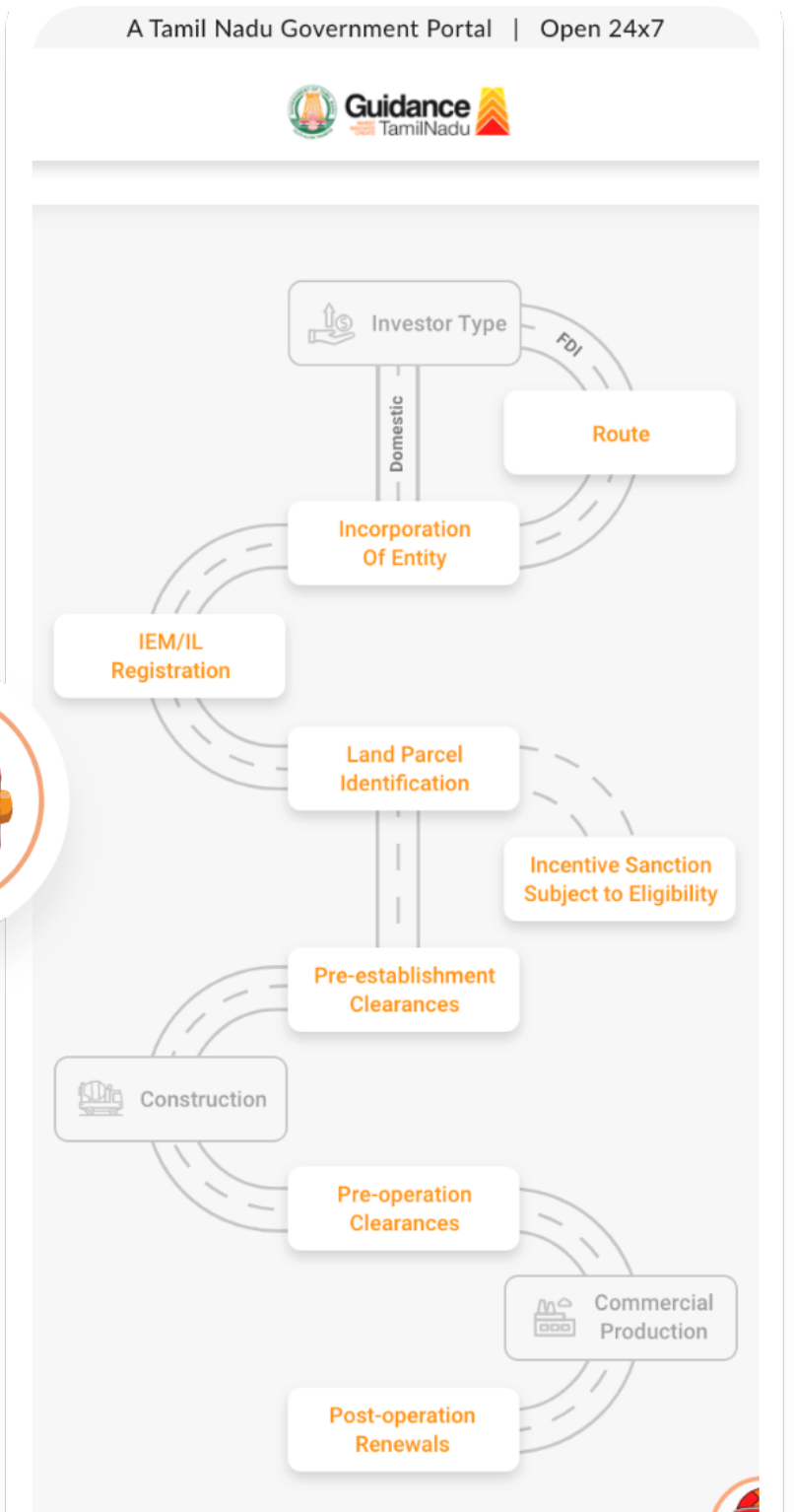
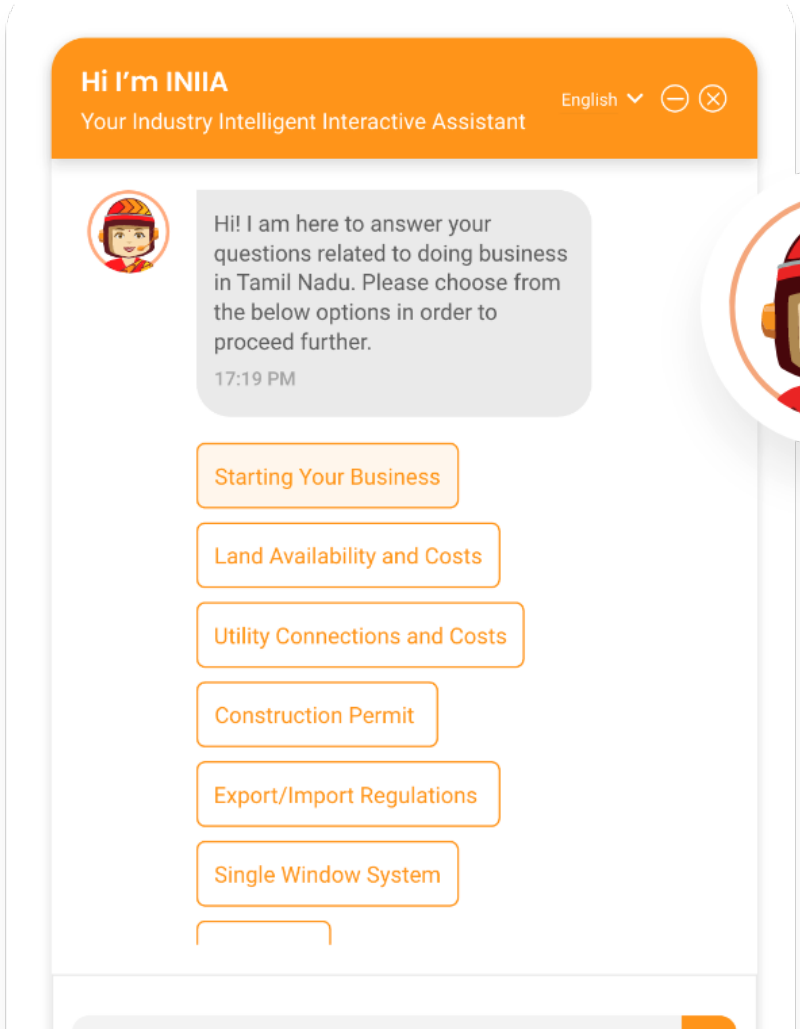
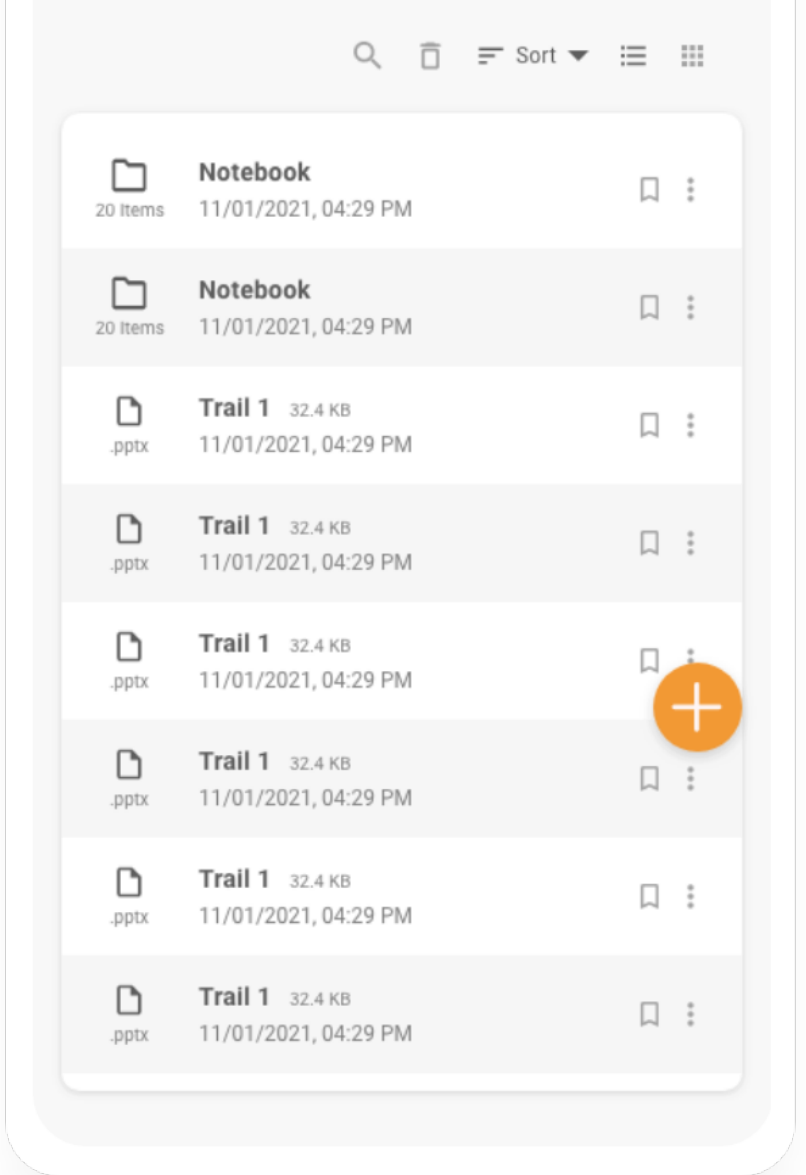
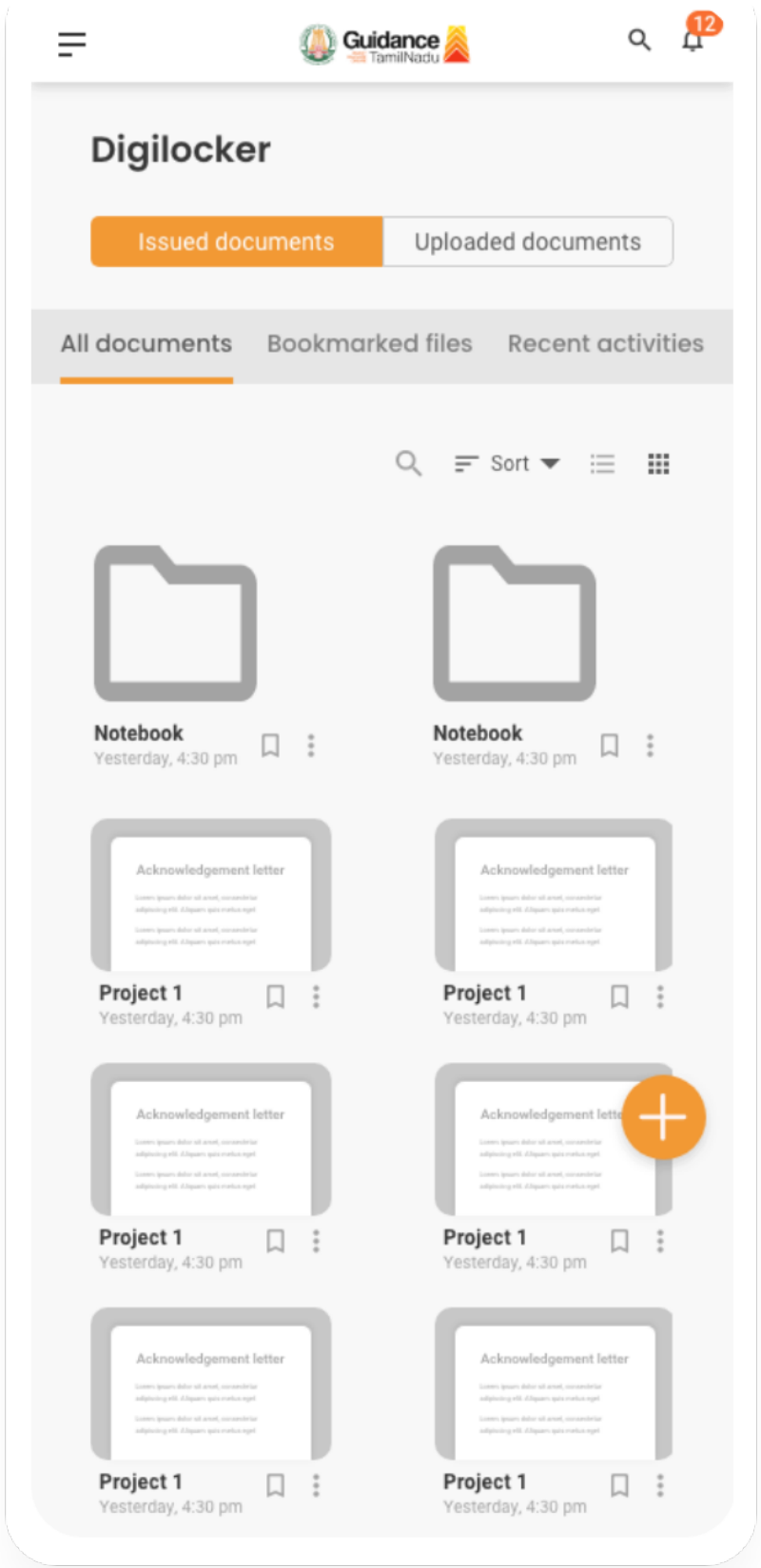
One stop informatory section for all resources needed to set up business in TN

Solves: Lack of holistic understanding, Confusing navigation

PERT Chart

This gives an in-depth knowledge about where/with whom his application is.

Solves: Lack of holistic understanding, No realtime feedback, Lack of focused content





Report Date: March 1, 2021
UX Research Report
Tamil Nadu Guidance Portal and Single Window Portal

Task 2 - Pros and cons of the current website

Objective - This task is to understand the strengths and weaknesses in the current website. The strengths will help us to understand what to retain and put under spotlight whereas the weaknesses will help us to understand the gaps which are creating hindrance for a smooth user experience.

Procedure - There are two sections namely pros and cons with sticky notes on it. The participants were asked to write their opinions on individual sticky notes. As the participants were new to the concept of design workshop, a few examples were given for their reference to make them understand how and what needs to be added in the sticky notes.

Outcome - The core strength of the portal is that there is a lot of interdepartmental integration which allow users to have a one stop platform for all the clearances required to set up a business in Tamil Nadu. Whereas, there are a few gaps related to the ease of use and the two-way communication with the portal. All the gaps are collectively listed in the 'Analysis' section.

04 The current website

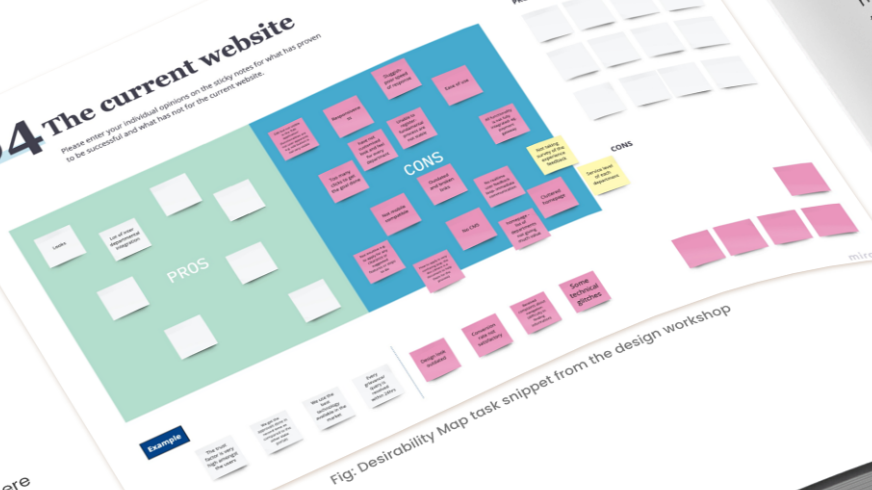


Fig. Desirability Map task snippet from the design workshop

Task 3 - User agenda mapping

Objective - This task is to understand the different types of users coming on the portal and their motivation and agenda towards it. This will help the researchers to create a smoother digital journey for them.

Procedure - There are two types of users already mapped namely 'Large Industries' and 'MSMEs' with more user groups coming on the portal and also to write the agenda of each type of user group on individual sticky notes. Again, a few examples were given for their reference to make them understand how and what needs to be added in the sticky notes.

Outcome - Four new user groups were identified apart from MSME and Large Industries: Information Seekers/ casual users, Individual departments, HOD of respective departments and Invest India- government of India people. Also, experience gaps were identified regarding the application submission and tracking. All the gaps are collectively listed in the 'Analysis' section.

05 User agenda mapping

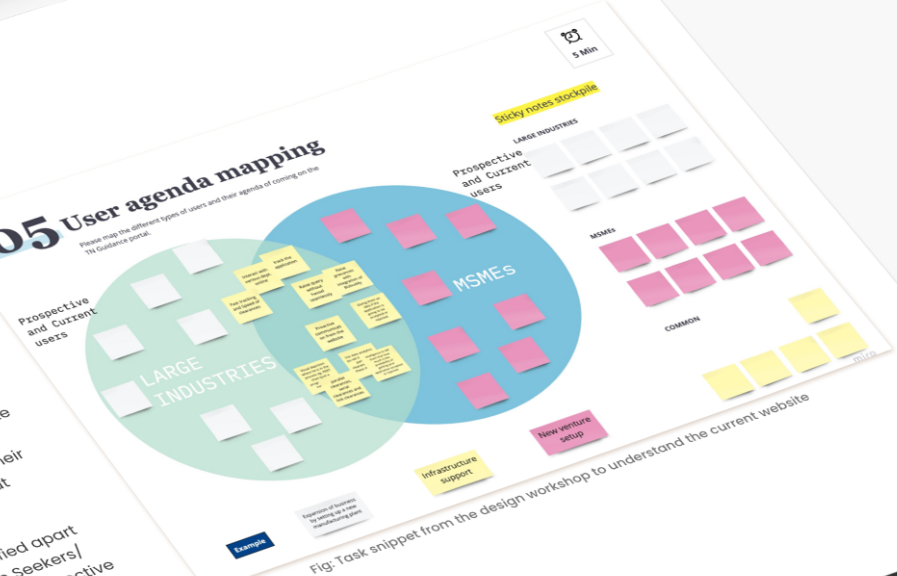
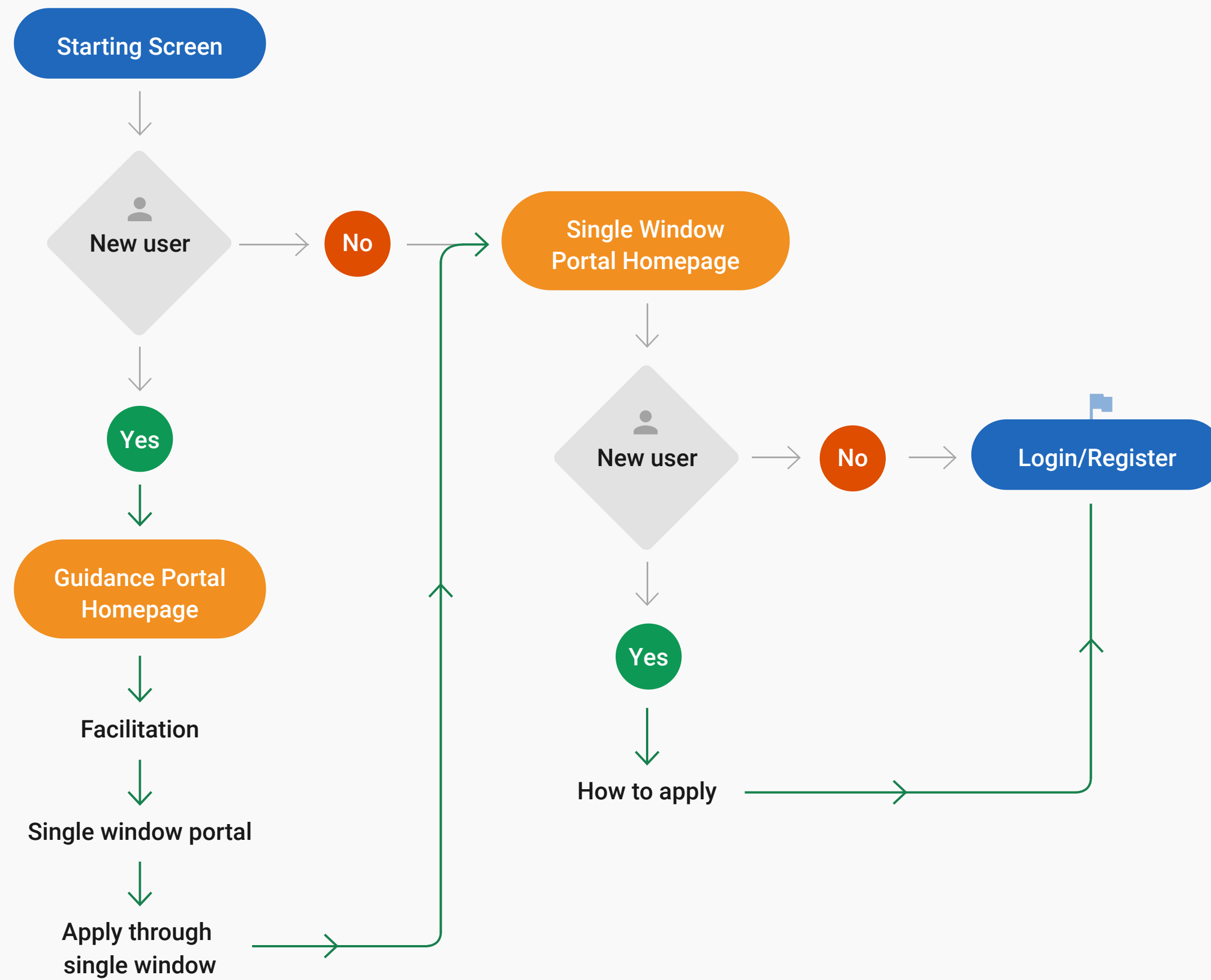


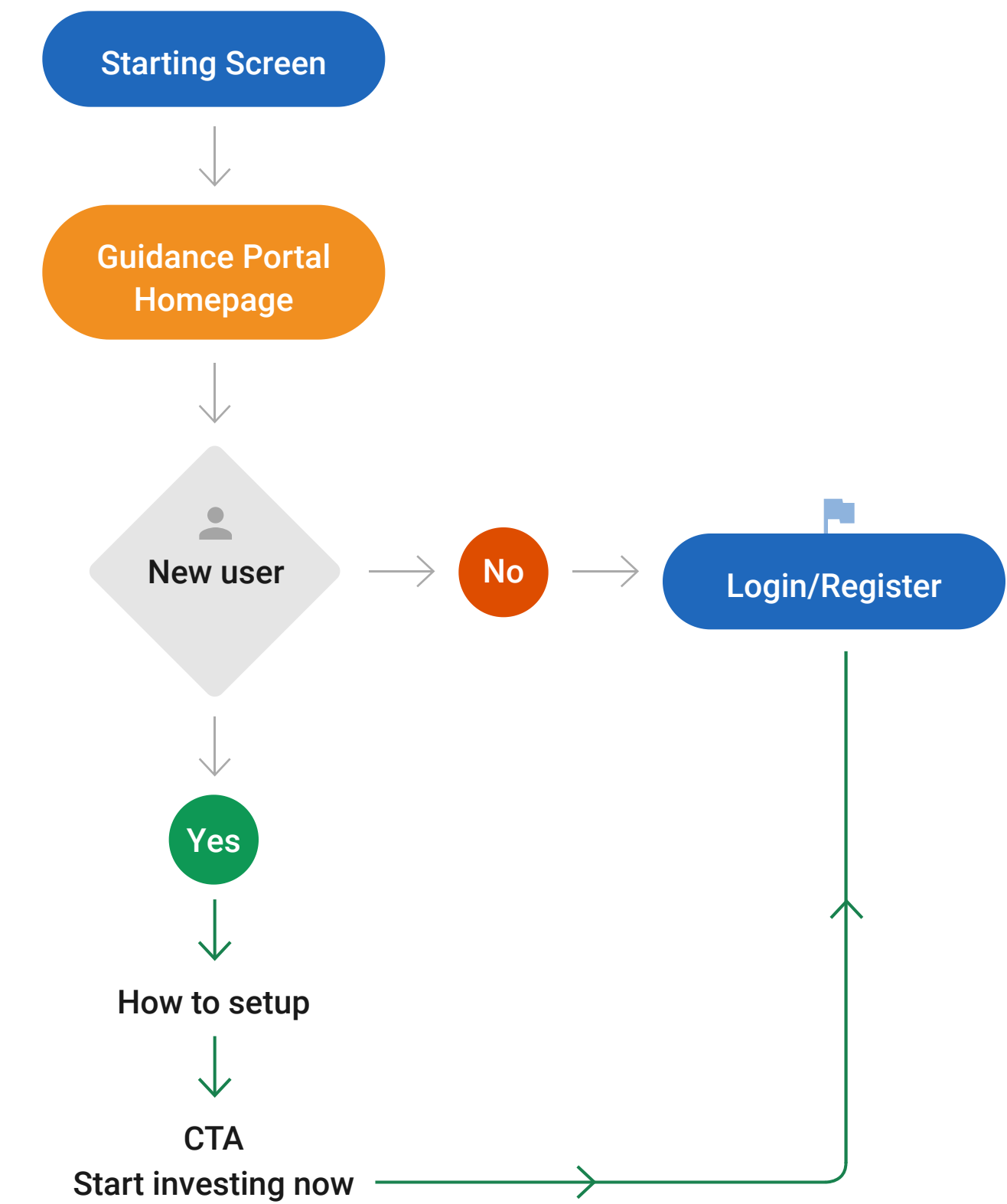
Fig. Task snippet from the design workshop to understand the current website

Suggested registration task flow

Before



After



REVISED SCOPE OF WORK

Crafting Unified Seamless Digital Platform For Investment

Based on our suggestions made after our research the scope of work deferred.



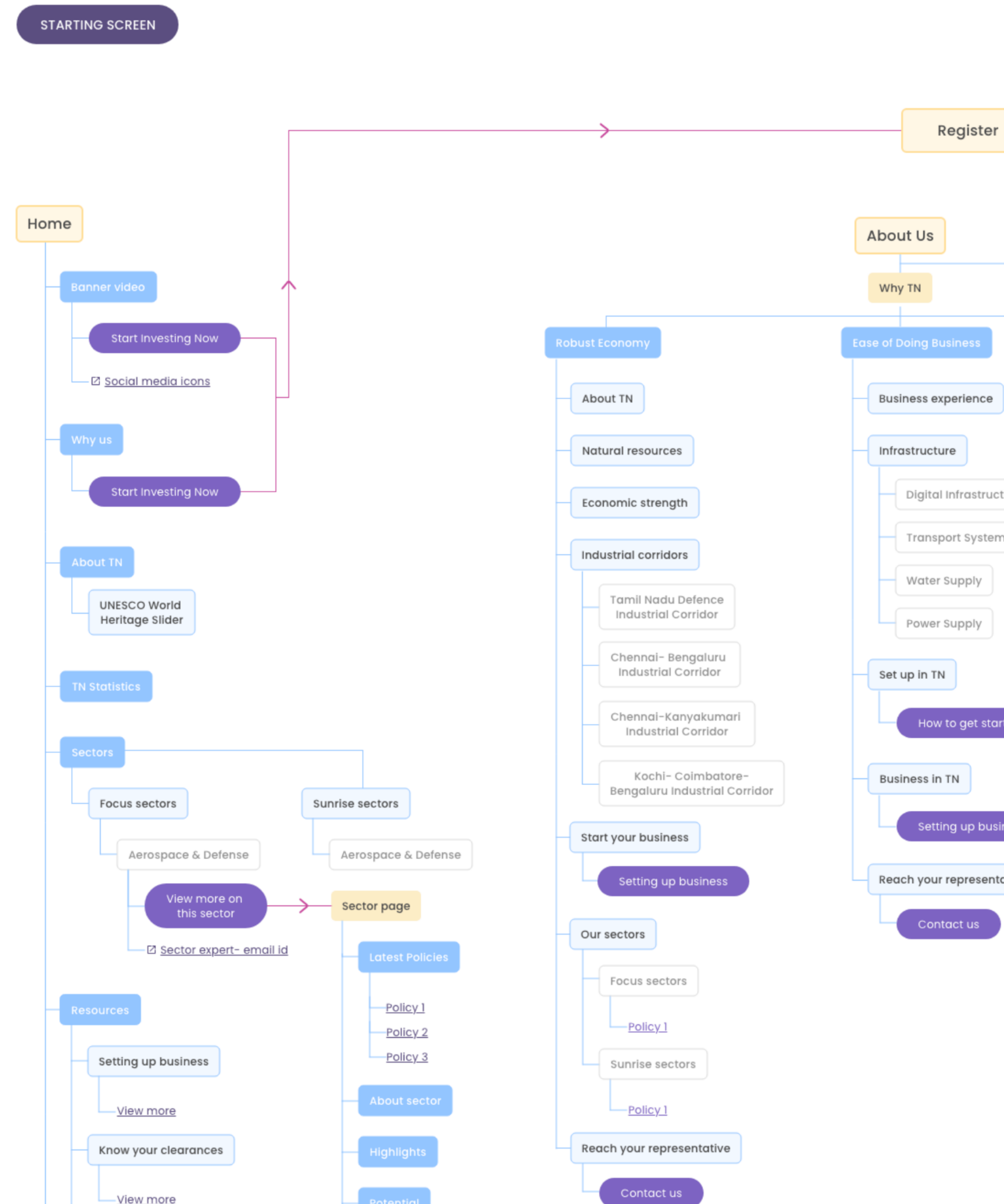
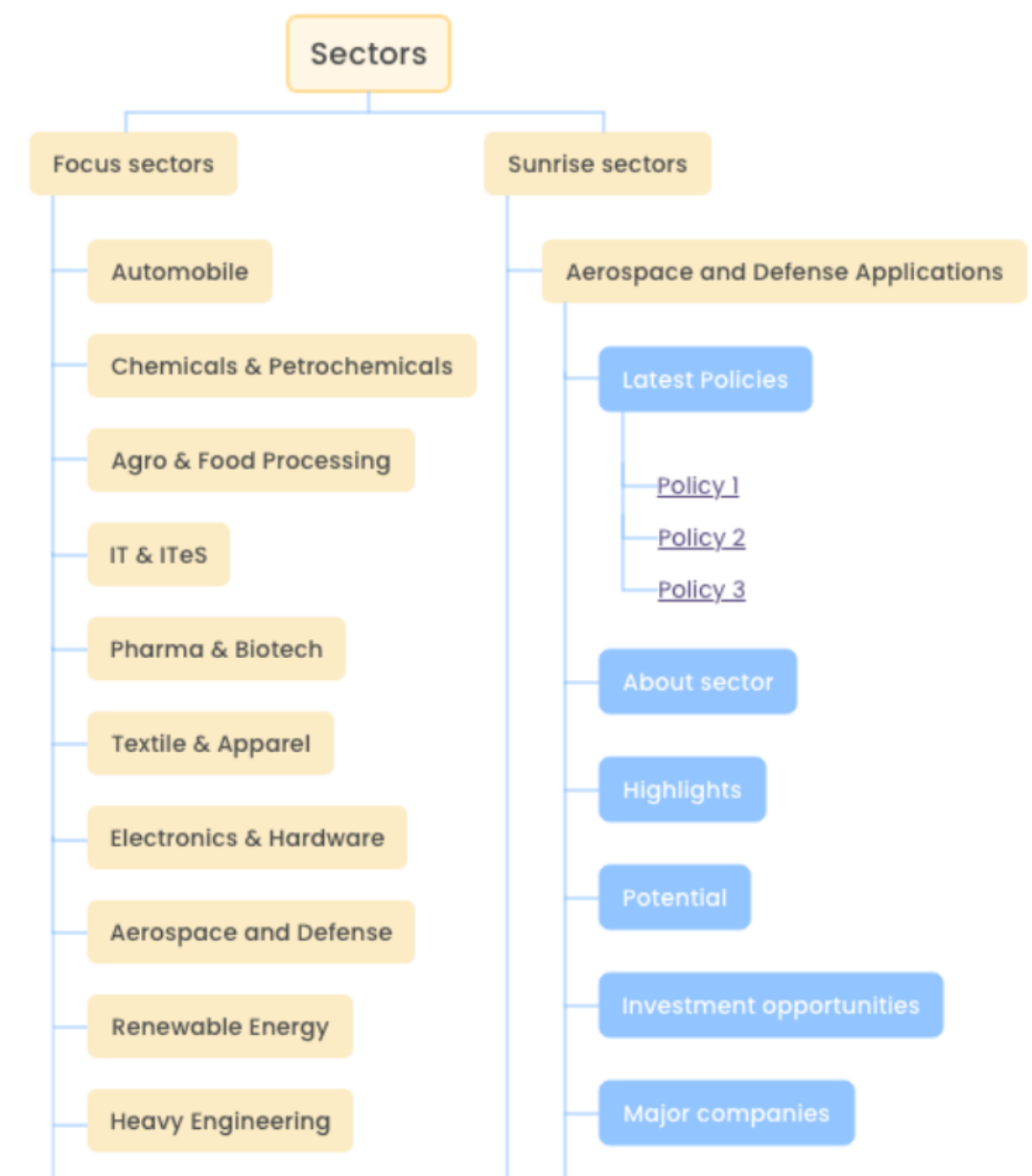
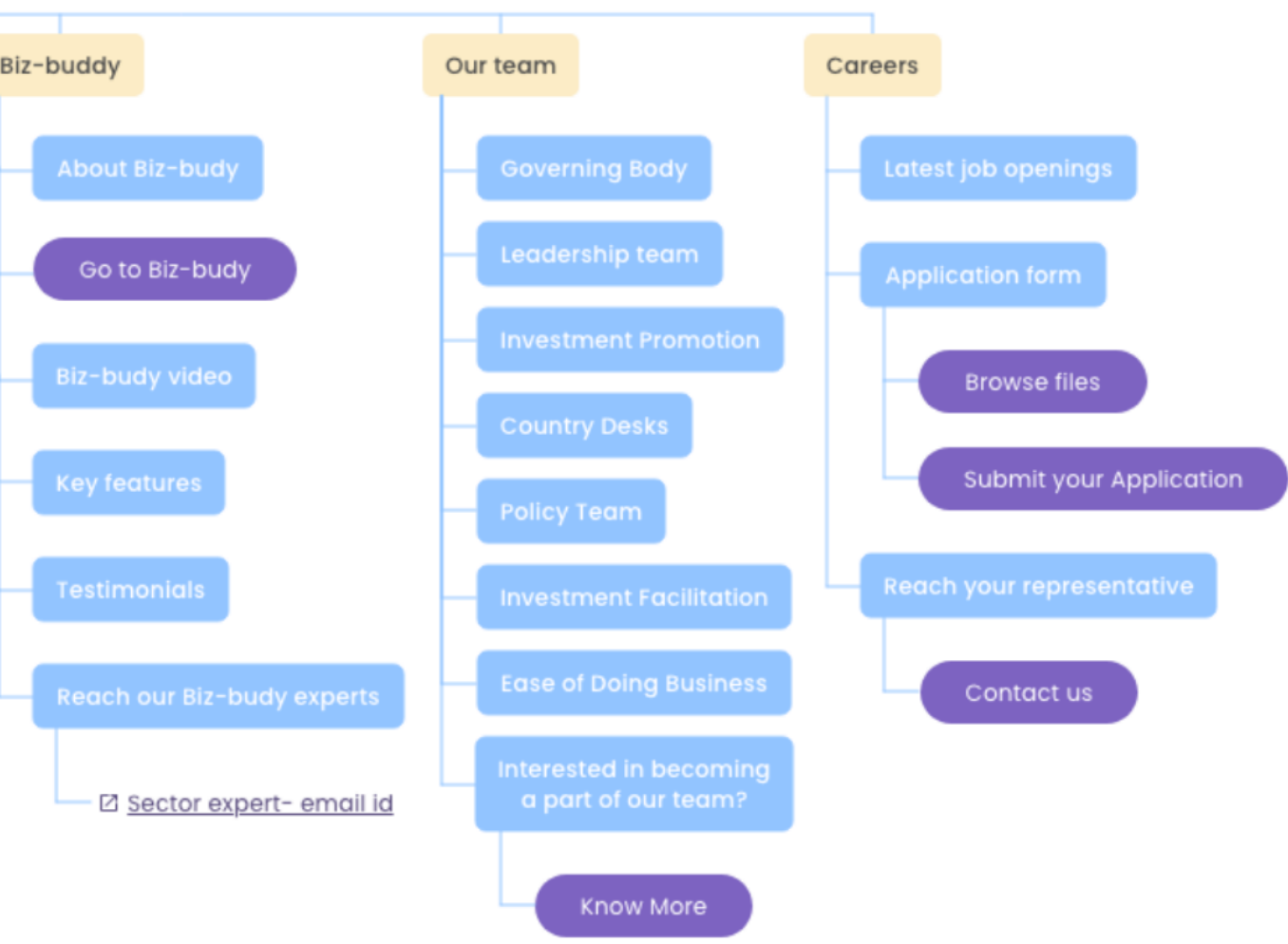
Combine Guidance Tamil Nadu platform and Single Window Portal to create a unified interface for all the investment related services and make this G2B system faceless, paperless and contactless.



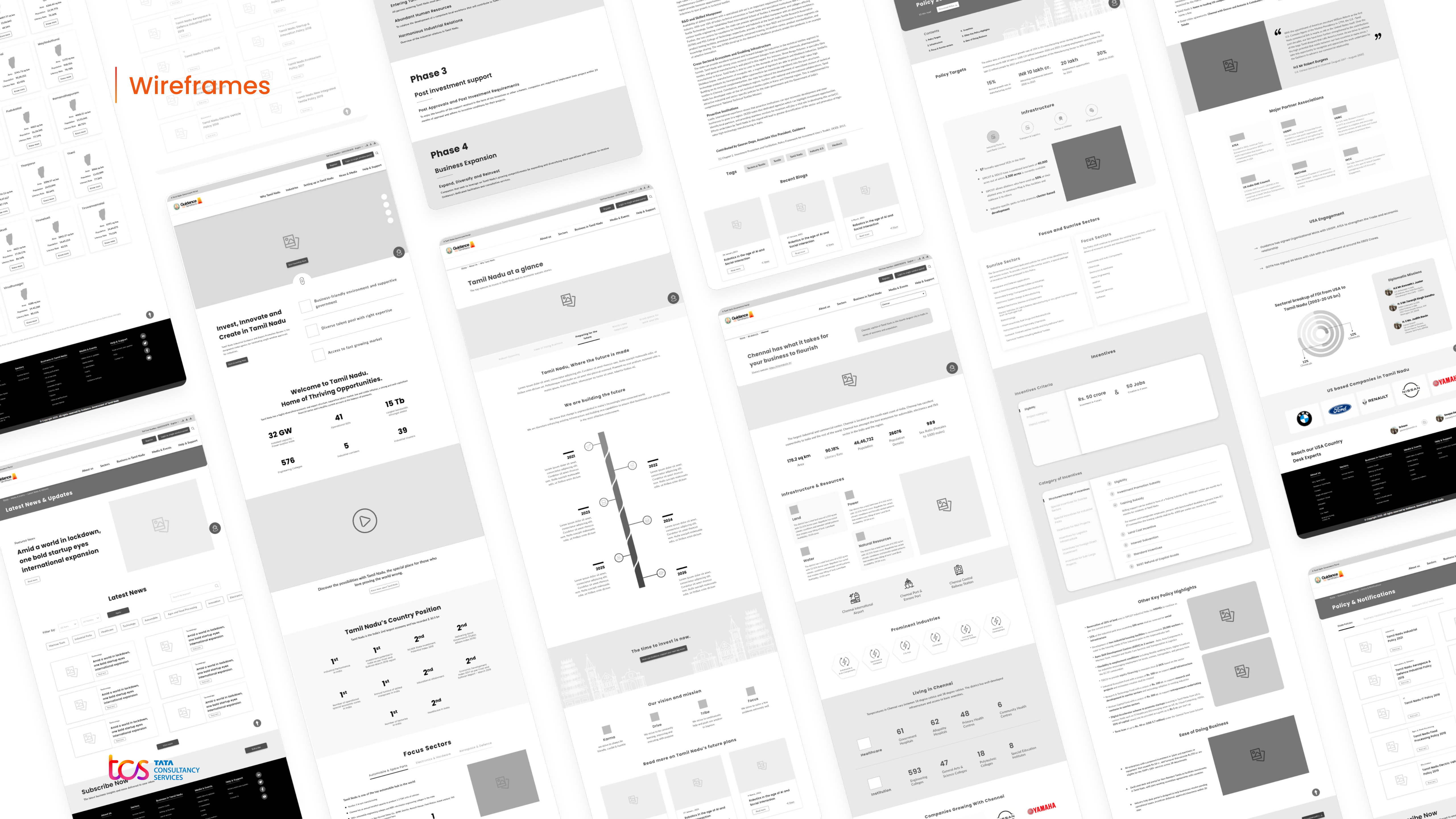
Information Architecture

View detailed Information Architecture:

<https://xd.adobe.com/view/c5dd6bab-a0c6-4b84-b599-ed8713fda90d-908e/>



Wireframes



Built with an elegant and sustainable design system

Color palate

Primary

#F18F20



Gradient

#E52B26 -
#F18F20



Shades



#242424



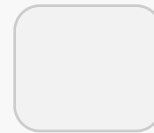
#4D4D4D



#9B9B9B



#C2C2C2



#F2F2F2

Typography

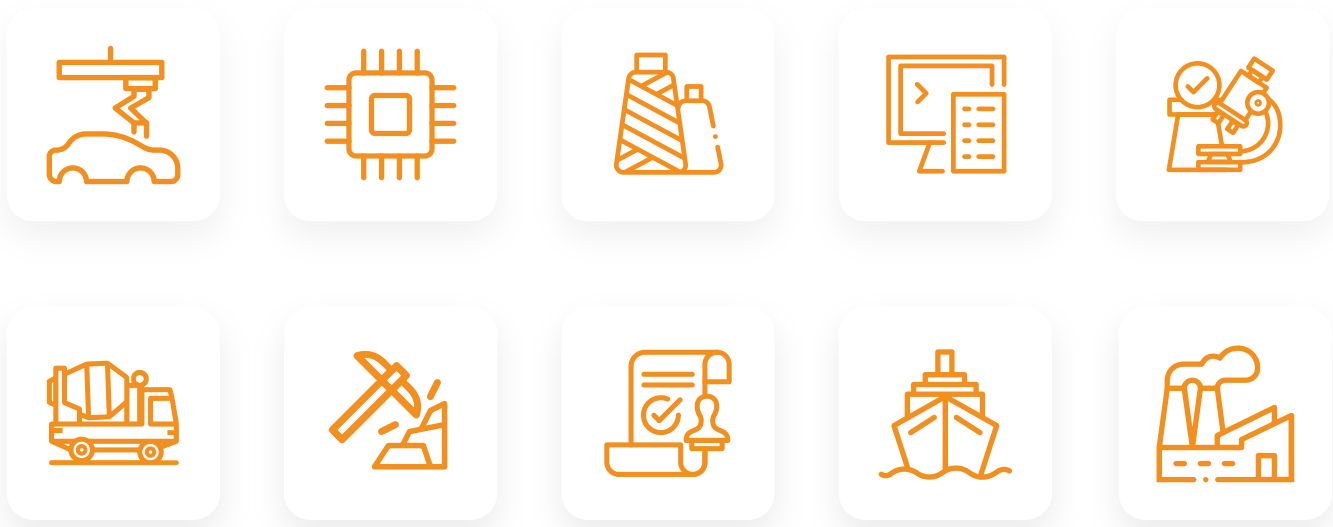
Poppins

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
123456789001234
56789
'?!"(%)[#{@}/
&\<-+÷×=>©\$€
£¥¢£,,,*€

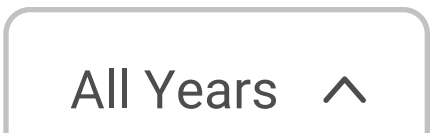
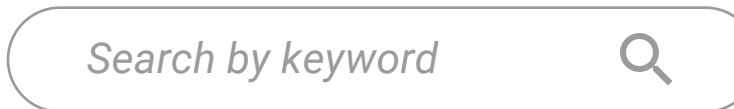
Roboto

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
123456789001234
56789
'?!"(%)[#{@}/&\<-
+÷×=>©\$€£¥
£¥¢£,,,*€

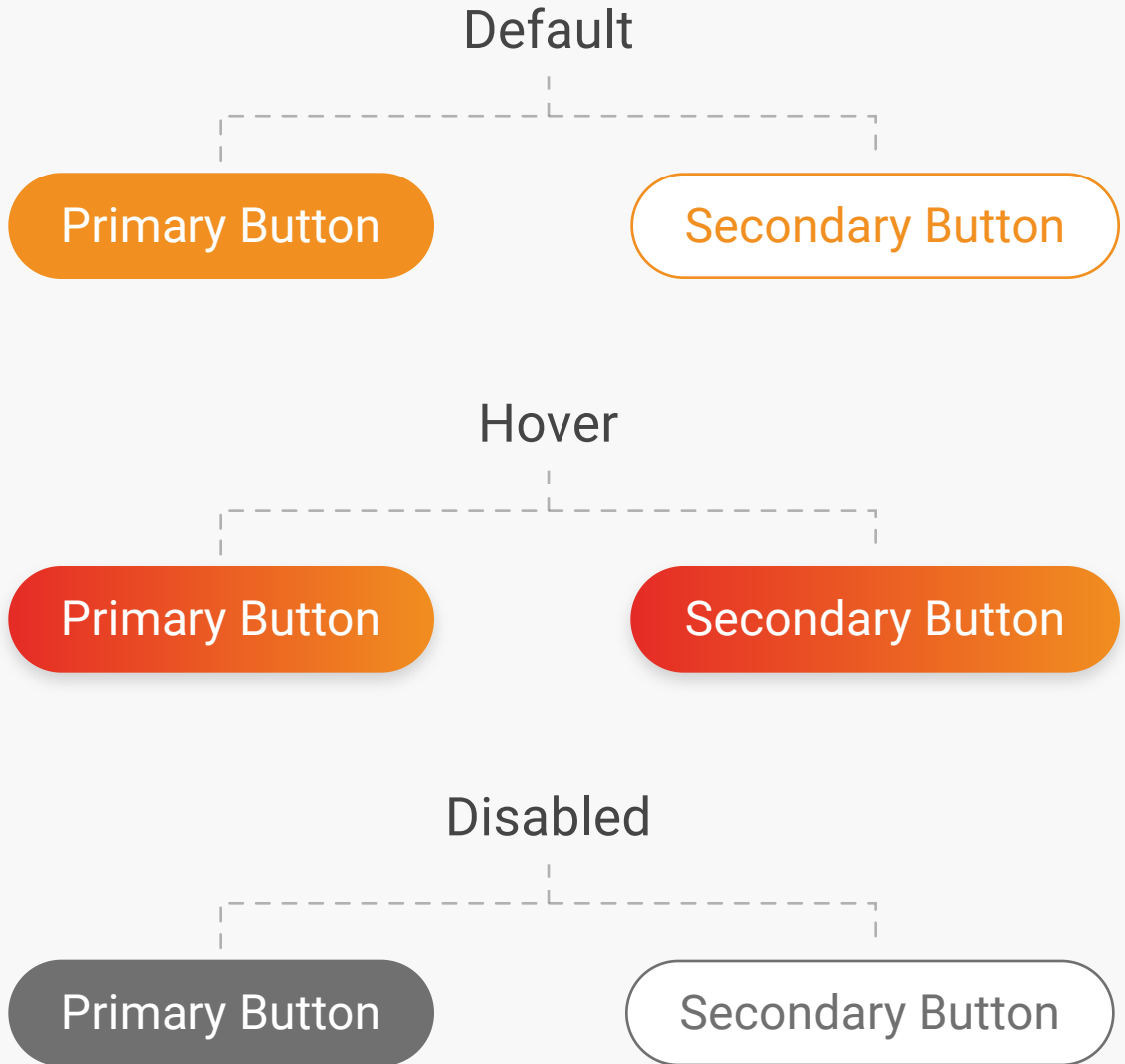
Iconography



Components



Buttons



Default

Tertiary Button

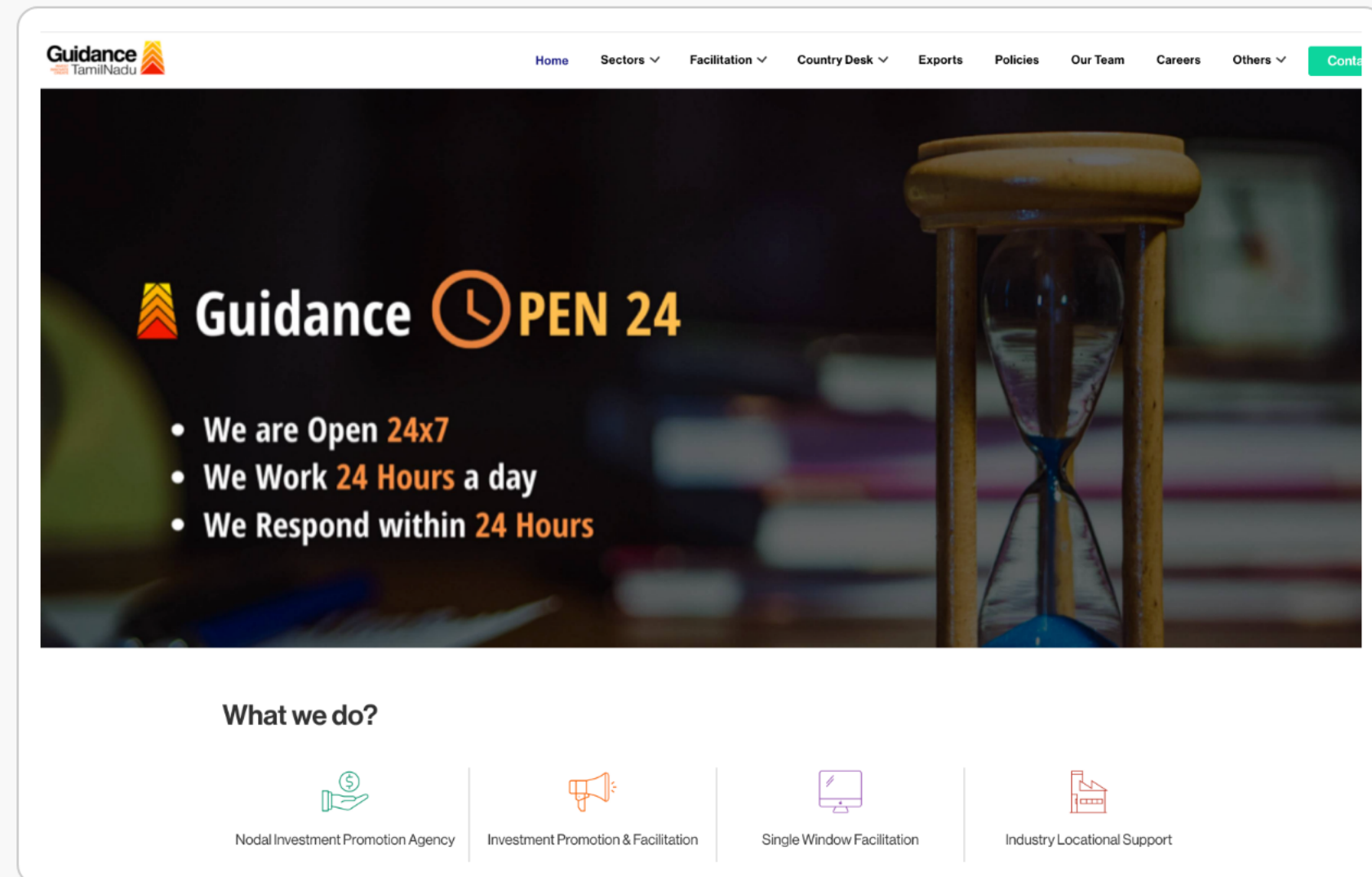
Hover

Tertiary Button

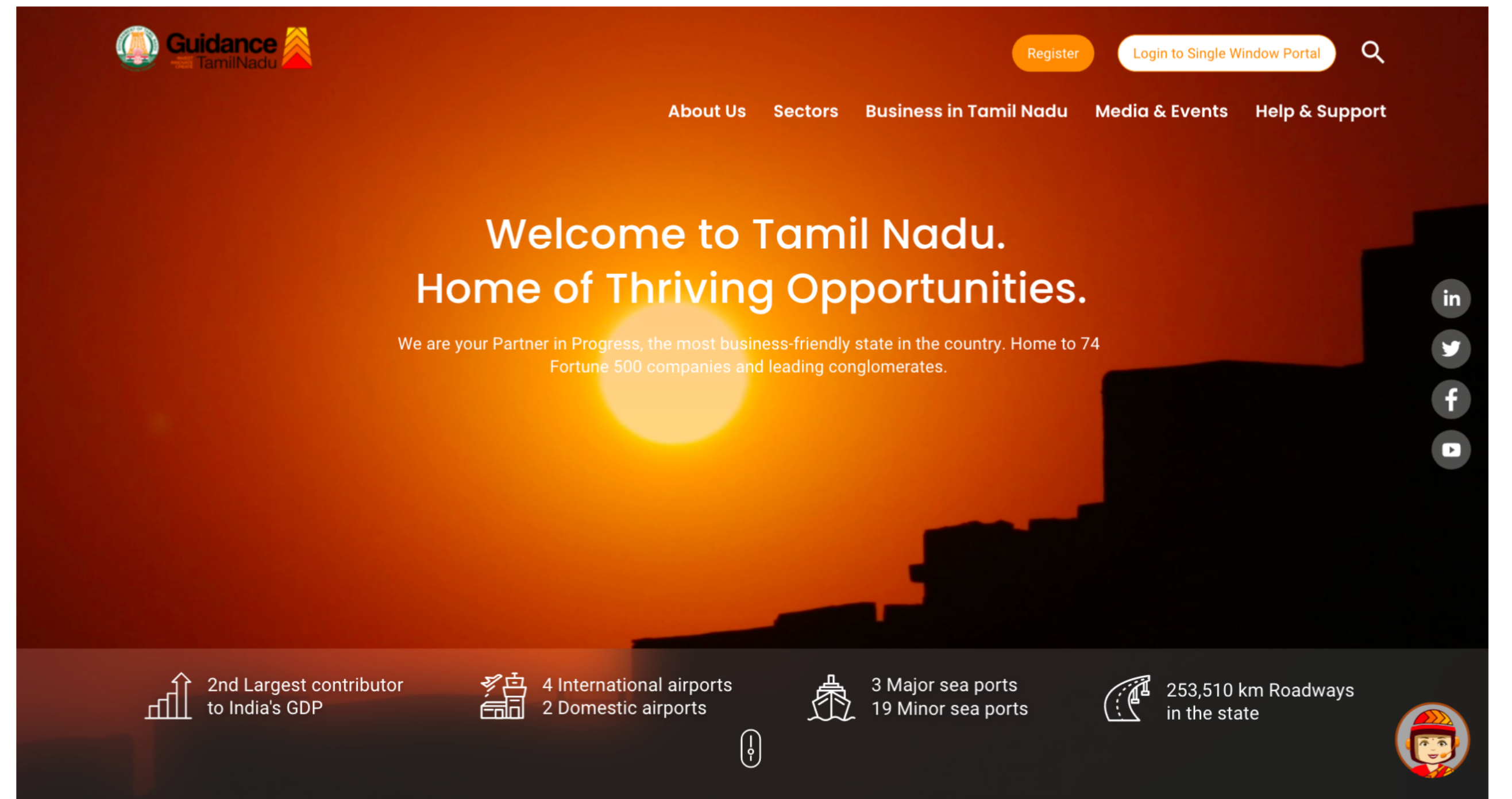
Homepage

The journey to a better investment

Before



After



- ↳ By matching the sequence of steps, layout of information, and terminology used with the expectation and prior experiences of the users, we have reduced the friction and discomfort of learning a new system.
- ↳ The system should speak the users' language, with words, phrases, and concepts familiar to the user. Hence, we are trying to keep the content more conversational which creates a natural connect with the user.
- ↳ We are maintaining consistency by usage of same visual language; fonts, color palette, visual hierarchy, micro animations, and buttons.

Invest, Innovate and Create in Tamil Nadu

Tamil Nadu Industrial Guidance and Export Promotion Bureau is the designated nodal agency for facilitating single window approvals for industries.

Start Investing Now



Business-friendly environment and supportive government



Diverse talent pool with right expertise

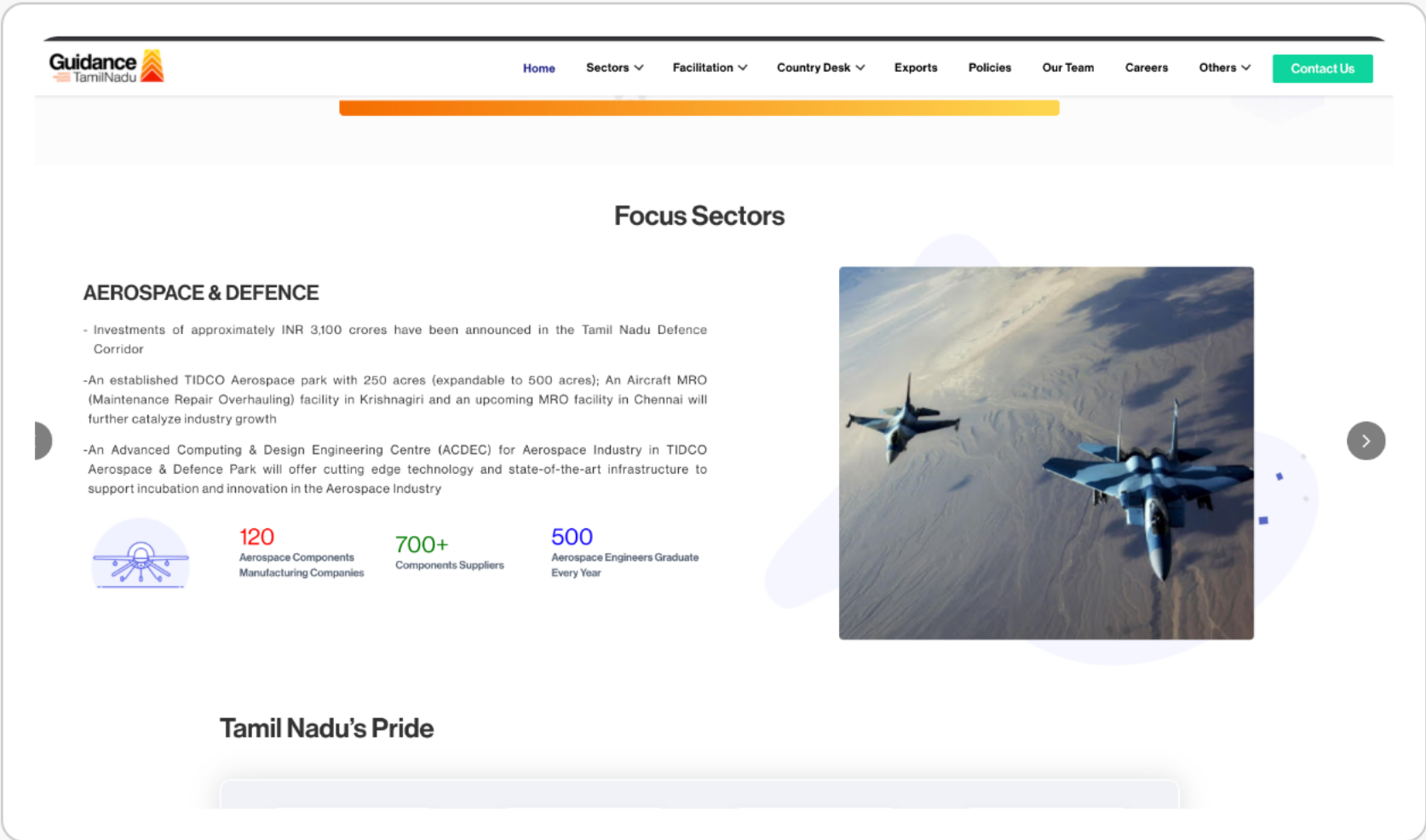


Access to fast growing market

Explore Sectors

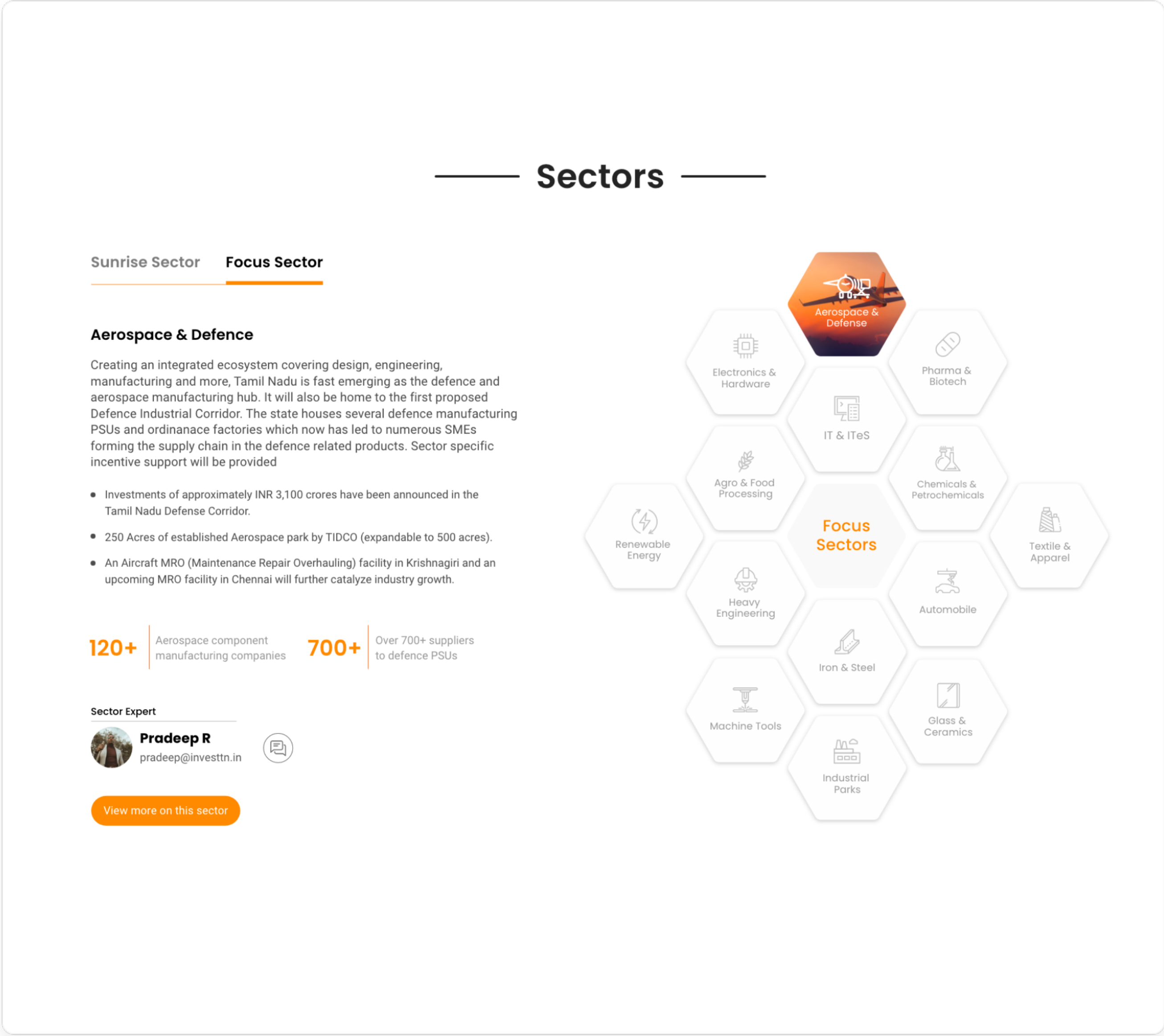
Holistic picture of all the sectors available for investment

Before



- This section informs the users about the numerous sectors that Tamil Nadu offers them to invest in. The interactive imagery section gives them a holistic understanding of the sectors with a quick overview right beside it.
- The key important statistical data points are highlighted by the visual treatment provided to help catch the users attention.
- Also, if the user wants to know more about that particular sector, they have two ways for it, either they can click on 'View more on this sector' or they can directly connect to the sector expert from the Guidance team. Giving the flexibility to the action immediately decreases the cognitive load of the users.

After



One-stop services

Umbrella section encompassing resources for investment

- ↳ One stop informatory section to set up business in Tamil Nadu
- ↳ Repository of all the most important things need to start investing in Tamil Nadu like:
 - Guidelines regarding how to set up business in Tamil Nadu
 - The list of clearances that are required to set up the business
 - Incentives that the users can claim while investing
 - User manuals to hand hold the users throughout their investing lifecycle
 - Cost calculator to help users get an idea regarding how much capital will be required to set up their business
- ↳ Know your clearances will help users to get a consolidated list of clearances required to set up their business. They can download and save this list which would save their time and effort while going through the clearance process.
- ↳ We focused to deliver clean and seamless information to empower users to invest in Tamil Nadu having crisp and clear information upfront with high visibility.

Resources to help you set-up and do business in Tamil Nadu



Setting up Business

Fundamentals and regulations for establishing an entity

[View more >](#)



Know your clearances

Tailored list of clearances for your business

[View more >](#)



User manual

Demonstration documents of the entire process

[View more >](#)



List of clearances

List of all the clearances offered by various departments

[View more >](#)

Guidance, Your Strategic Business Partner

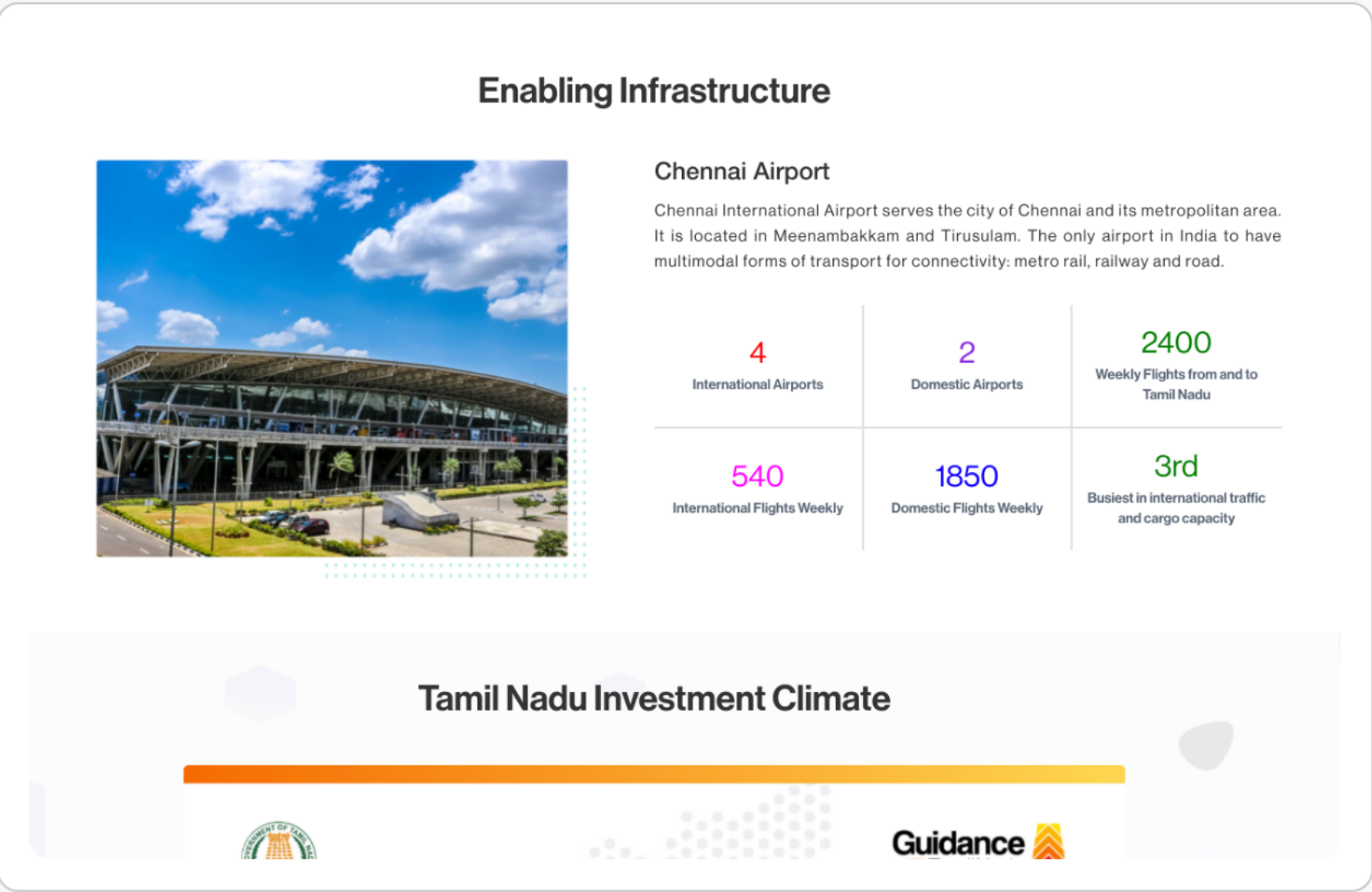
Guidance works hand-in-hand with investors to unlock investment opportunities and facilitate a seamless investment journey in Tamil Nadu. Guidance handholds investors right from their initial enquiries until the realisation of their projects.

[Start Investing Now](#)

Explore Tamil Nadu

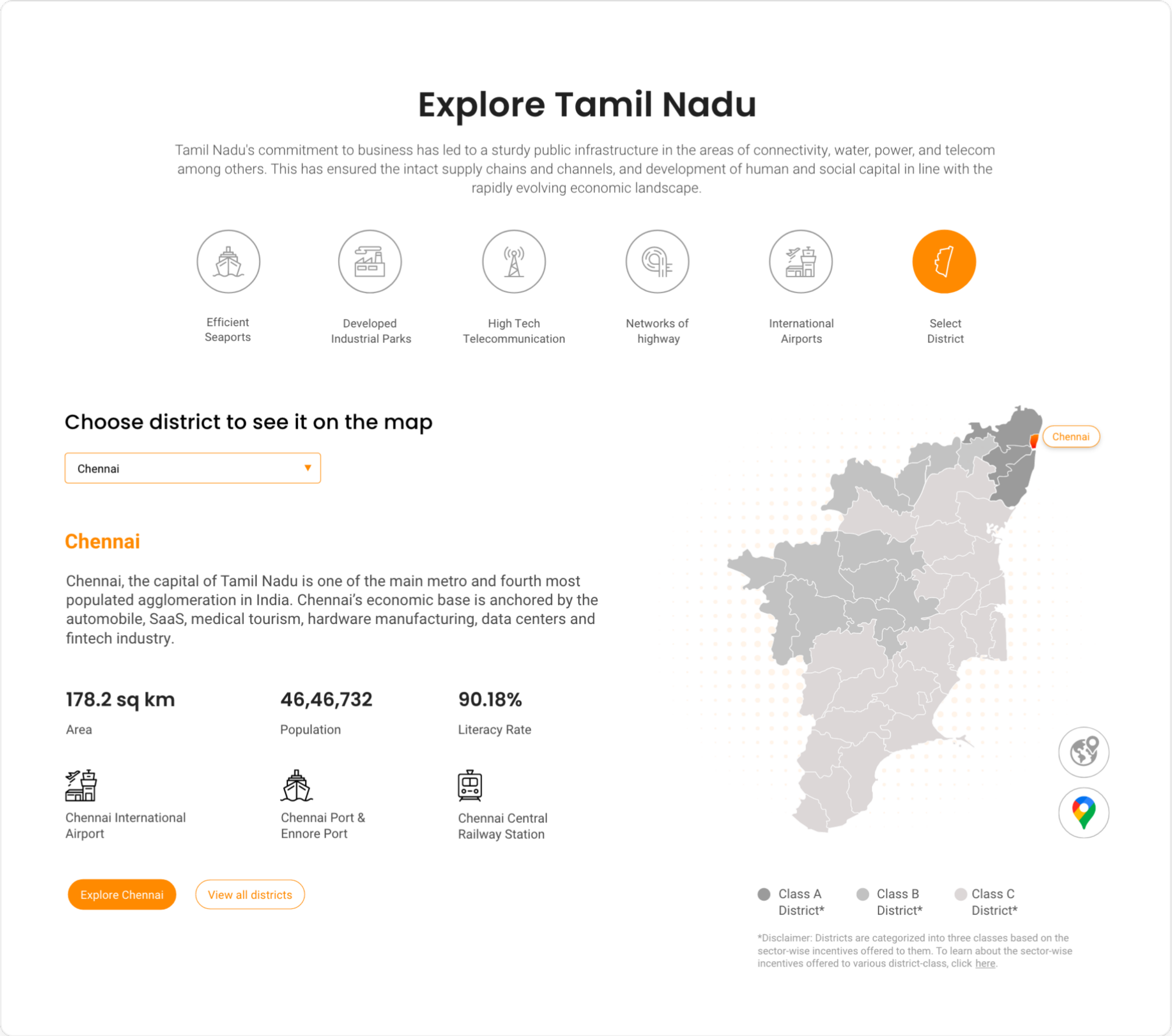
Comprehensive infrastructure and districts information

Before



- ↳ Explore Tamil Nadu is a comprehensive information base for the districts of Tamil Nadu, their unique offering and a glimpse of robust infrastructure network like airport, highways, high tech telecommunication, industrial parks and seaports which would ignite the investment decisions of the users.
- ↳ To give this fly on the wall overview to the users, we used This helps the user to connect to the real-life things instantly at visual cues are much more impactful than words.

After




Setting up business in Tamil Nadu

Sequential set of actions to start investing


- ↳ This page provides roadmap of investment process based on the type of investor.
- ↳ A seamless and crisp information system which would provide clear instructions and pre-emptive help to the users.
- ↳ Avoiding non-relatable features and functions and breaking complex tasks into manageable sub-tasks

A Tamil Nadu Government Portal | Tuesday, 20 April 2021, 4:21 pm (IST)

Open 24/7 | Toll Free Number: 18002583878 | Bizbuddy | English | A A A

**Guidance**
TamilNadu

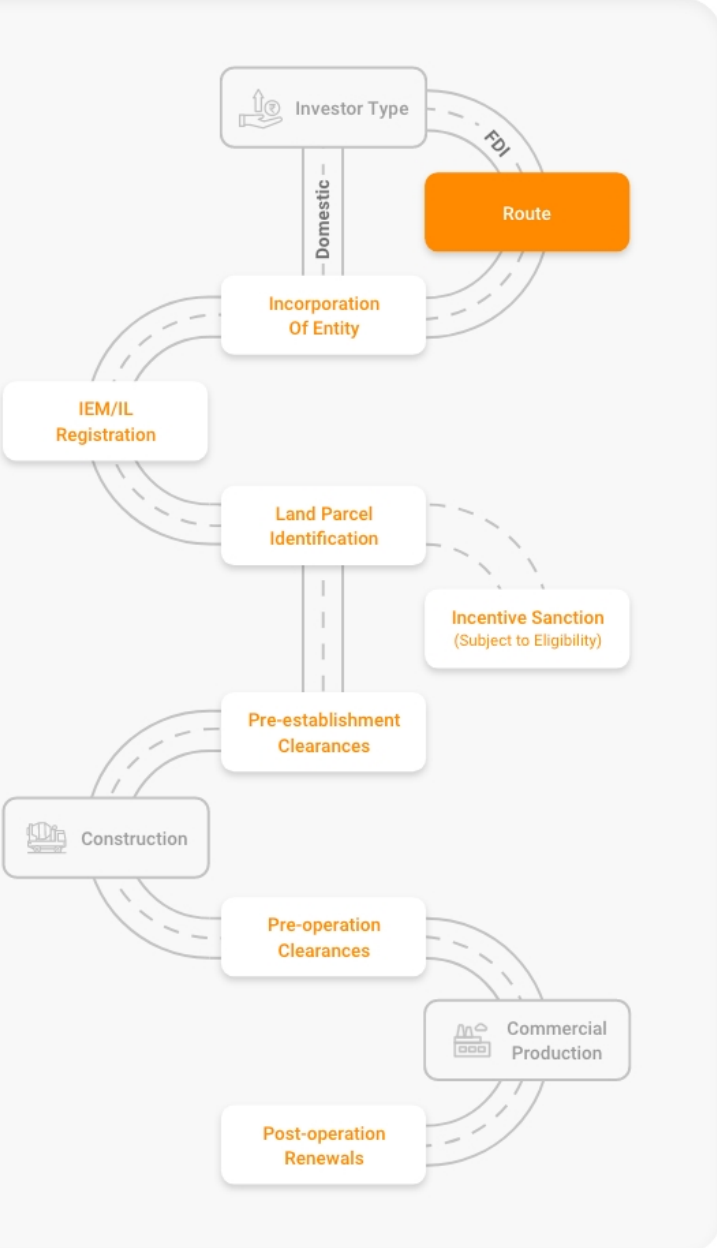
[About Us](#) | [Sectors](#) | [Business in Tamil Nadu](#) | [Media & Events](#) | [Help & Support](#)

[Register](#) | [Login to Single Window Portal](#) | 

[Home](#) > [Business in Tamil Nadu](#) > [Setting Up Business](#)


Setting Up Business

Understand the fundamentals and regulations involved in establishing an entity



The flowchart illustrates the sequential steps for setting up a business in Tamil Nadu. It begins with 'Investor Type' (Domestic or FDI), leading to 'Incorporation Of Entity'. From there, the process continues through 'IEM/IL Registration', 'Land Parcel Identification', 'Pre-establishment Clearances', 'Construction', 'Pre-operation Clearances', 'Commercial Production', and finally 'Post-operation Renewals'. A 'Route' box is also shown, indicating the path for FDI investors.

Route (for FDI only)




Automatic Approval

- No prior approval required; RBI has to be notified within 30 days of inward remittances or issue of shares to Non-Residents
- Sectors under Automatic Route [Click Here](#)

Government Approval

- Foreign Investment proposed, but not covered under the 'Automatic Route' are considered for Governmental Approval on the recommendations of the entrusted to the concerned Administrative Ministries/Departments.
- Single point interface to facilitate Foreign Direct Investment in sectors where Government approval is Required: [Click Here](#)
- Sectors where Government Approval is required: [Click Here](#)

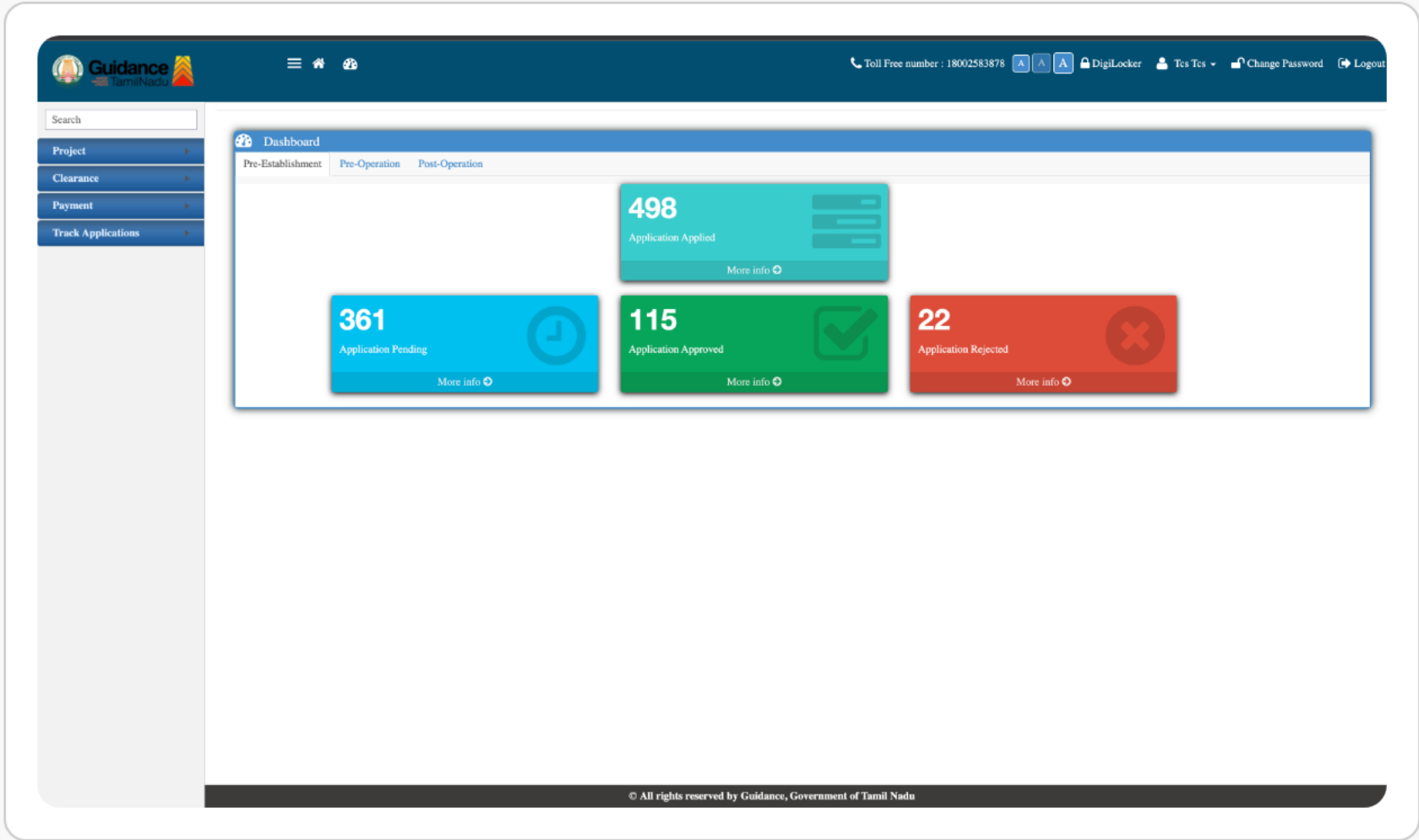


tcs TATA
CONSULTANCY
SERVICES

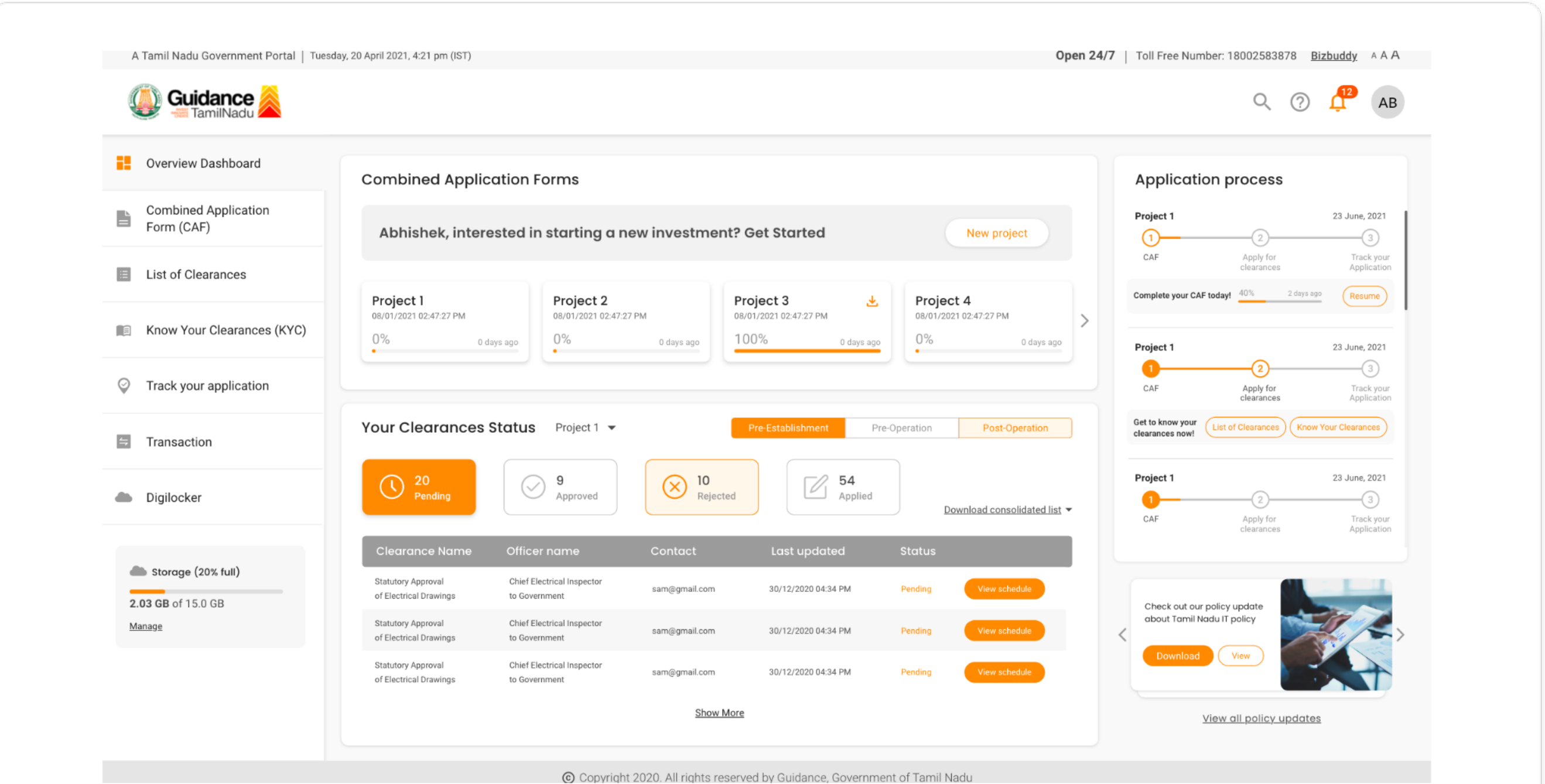
Post login Dashboard

Detailed data in one friendly dashboard

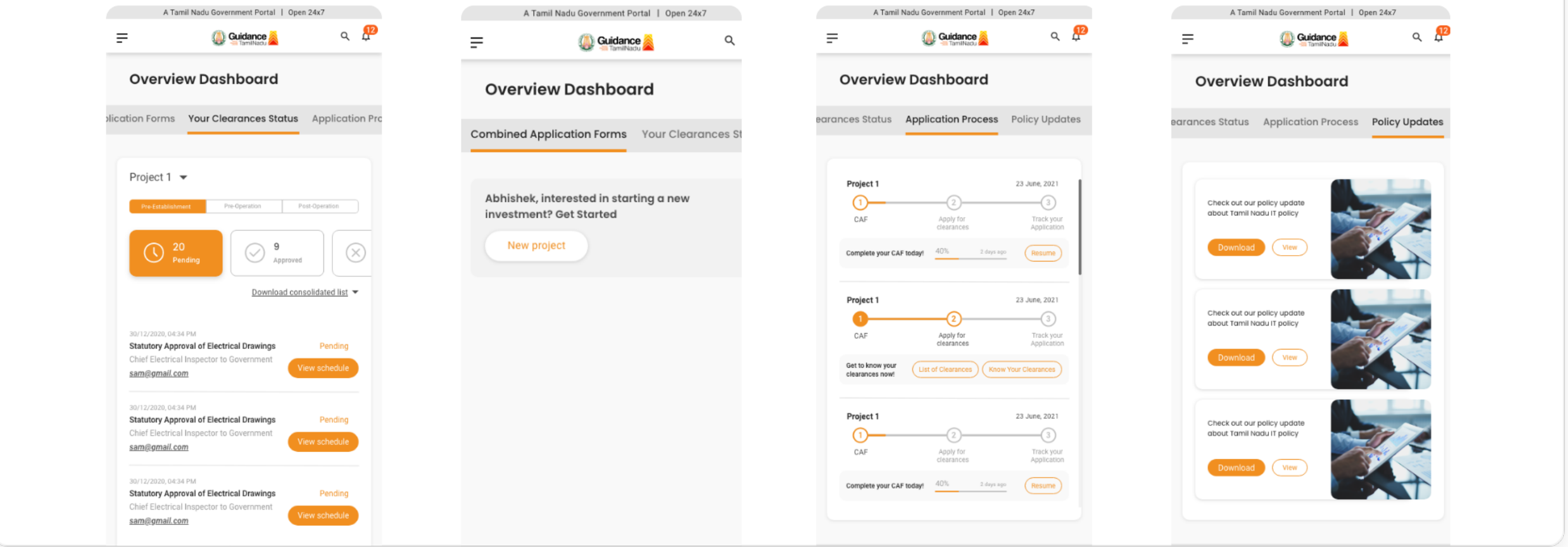
Before



After




- One-stop information support system for all the application related actions which make it easier for the user to gain insights into the most important aspects of their data.
- The information displayed on the dashboard is a drill down of the user's activities on the platform. There are two levels of information that the user wanted: Project level and clearance level.
- The mobile interface replicates the features but the user interactions are designed specifically for the small screen and their usage behavioural characteristics.



Creating experience even beyond ease of transaction

Before











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Search

Project















Clearance

Payment

Track Applications

Payment History

Payment History

Sr No	Track Id	Application Id	Payment Amount (INR)	Payment Date	Merchant Name	Payment Status	Action	Download Receipt
1	106044	110069	500	09/11/2021 11:33:44 AM	IFHRMS	Failed	-	-
2	105915	110255	500	28/10/2021 08:02:56 PM	IFHRMS	Failed	-	-
3	105880	110150	6000	27/10/2021 09:15:35 AM	IFHRMS	Failed	-	-
4	105879	110150	6000	27/10/2021 09:15:15 AM	IFHRMS	Failed	-	-
5	105849	110150	6000	26/10/2021 07:48:10 PM	IFHRMS	Failed	-	-
6	105846	110150	6000	26/10/2021 10:06:14 AM	IFHRMS	Failed	-	-
7	105824	110150	6000	25/10/2021 07:43:02 PM	IFHRMS	Failed	-	-
8	105823	110150	6000	25/10/2021 07:42:41 PM	IFHRMS	Failed	-	-
9	105822	110150	6000	25/10/2021 07:38:17 PM	IFHRMS	Failed	-	-
10	105766	110071	1000	21/10/2021 06:31:19 PM	IFHRMS	Failed	-	-
11	105681	109949	6000	19/10/2021 10:58:43 AM	IFHRMS	Success	-	
12	105619	109852	3000	13/10/2021 11:21:43 AM	IFHRMS	Success	-	
13	105618	108599	1000	13/10/2021 11:07:53 AM	IFHRMS	Success	-	
14	105617	109850	500	13/10/2021 10:35:13 AM	IFHRMS	Success	-	
15	105616	109849	1000	13/10/2021 10:32:35 AM	IFHRMS	Success	-	
16	105615	109848	3000	13/10/2021 10:12:23 AM	IFHRMS	Failed	-	-
17	105587	109830	500	12/10/2021 06:36:01 PM	IFHRMS	Success	-	
18	105586	109827	6000	12/10/2021 05:10:11 PM	IFHRMS	Success	-	
19	105585	109825	2100	12/10/2021 04:06:00 PM	IFHRMS	Success	-	
20	105584	109822	7500	12/10/2021 02:49:12 PM	IFHRMS	Success	-	
21	105583	109821	500	12/10/2021 02:30:44 PM	IFHRMS	Success	-	
22	105582	109819	7500	12/10/2021 12:10:57 PM	IFHRMS	Success	-	
23	105516	109749	2100	08/10/2021 10:50:53 AM	IFHRMS	Success	-	
24	105456	109692	500	06/10/2021 04:03:16 PM	IFHRMS	Success	-	
25	105421	109672	3000	05/10/2021 04:55:06 PM	CF	Success	-	

After

A Tamil Nadu Government Portal | Tuesday, 20 April 2021, 4:21 pm (IST)

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[Notifications 12](#)
[AB](#)

- [Overview Dashboard](#)
- [Combined Application Form \(CAF\)](#)
- [List of Clearances](#)
- [Know Your Clearances \(KYC\)](#)
- [Track your application](#)
- [Transaction](#)
- [Digilocker](#)

Storage (20% full)

2.03 GB of 15.0 GB

[Manage](#)

Transaction history

Project 1 ▾

Sort ▾

Transaction ID	Application ID	Clearance Name	Amount (in INR)	Date & Time	Merchant Name	Status	Receipt
102280	105147	Statutory Approval of Electrical Drawings	- ₹400	30/12/2020 04:34 PM	Muthusoft	Processing	
102280	456767	Statutory Approval of Electrical Drawings	- ₹400	30/12/2020 04:34 PM	Muthusoft	Successful	Download
102280	105147	Statutory Approval of Electrical Drawings	- ₹400	30/12/2020 04:34 PM	Muthusoft	Failed	Download
102280	456767	Statutory Approval of Electrical Drawings	- ₹400	30/12/2020 04:34 PM	Muthusoft	Successful	Download
102280	456767	Statutory Approval of Electrical Drawings	- ₹400	30/12/2020 04:34 PM	Muthusoft	Initiated	Download
102280	456767	Statutory Approval of Electrical Drawings	- ₹400	30/12/2020 04:34 PM	Muthusoft	Successful	Download

Showing 1 to 13 of 50 Items

Items per page: 13 ▾ < 1 2 3 >

Pending transaction

Clearance Name	Amount (in INR)	Action
Statutory Approval of Electrical Drawings	₹400	Pay now
Statutory Approval of Electrical Drawings	₹400	Pay now
Statutory Approval of Electrical Drawings	₹400	Pay now
Statutory Approval of Electrical Drawings	₹400	Pay now
Statutory Approval of Electrical Drawings	₹400	Pay now
Statutory Approval of Electrical Drawings	₹400	Pay now
Statutory Approval of Electrical Drawings	₹400	Pay now
Statutory Approval of Electrical Drawings	₹400	Pay now
Statutory Approval of Electrical Drawings	₹400	Pay now
Statutory Approval of Electrical Drawings	₹400	Pay now

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- ↳ This section provides a seamless and crisp information about all the transactions done by the user project wise and also notifies the user about any pending transactions.
- ↳ The user can search any particular transaction by the transaction ID, clearance name, etc.
- ↳ They also have the flexibility to filter down the transactions based on the transaction date
- ↳ A special section 'Pending Transactions' is provided for the users to inform about the urgent they need to take.

The image displays four sequential mobile app mockups for the Tamil Nadu Government Portal, specifically the 'Transaction' screen. Each mockup shows a list of transactions with details such as 'Clearance Name', 'Amount (in INR)', and a 'Pay now' button. The interface includes a search bar, a date range selector, and a calendar view.

Mockup 1 (Leftmost): Shows the 'Transaction' screen with a search bar and a date range selector. The transaction list is empty.

Mockup 2: Shows the 'Transaction' screen with a search bar and a date range selector. The transaction list contains one entry: 'Project 1' with a 'Statutory Approval of Electrical Drawings' for ₹400.

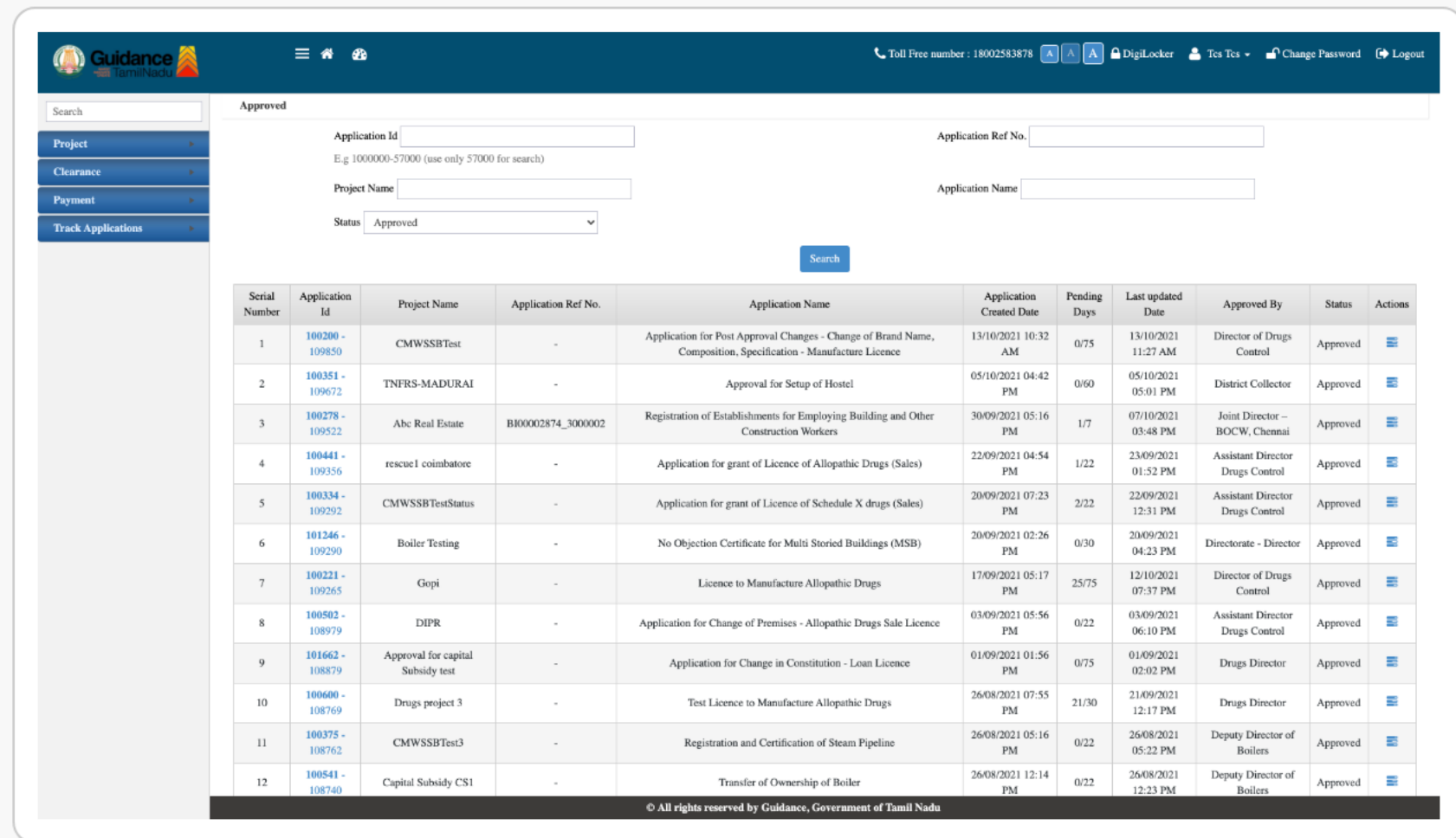
Mockup 3: Shows the 'Transaction' screen with a search bar and a date range selector. The transaction list contains three entries, all for 'Project 1' with a 'Statutory Approval of Electrical Drawings' for ₹400.

Mockup 4 (Rightmost): Shows the 'Transaction' screen with a search bar and a date range selector. The transaction list contains four entries, all for 'Project 1' with a 'Statutory Approval of Electrical Drawings' for ₹400.

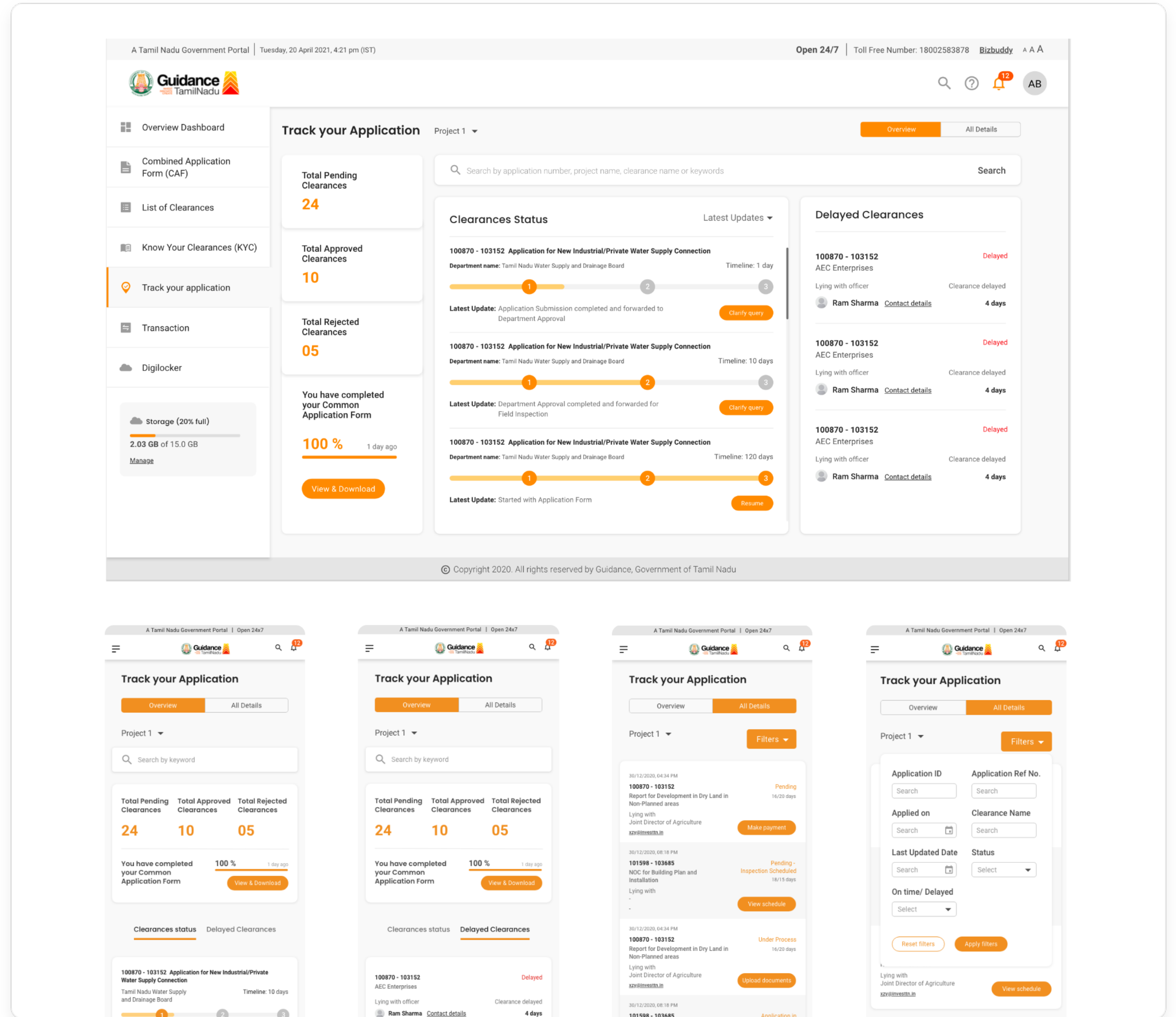
Track your application

Keeping users informed, always

Before








After



- Real-time application status tracker for the users to be informed about all the application updates
- It also provides users with the list of delayed applications as based on the mental model of the user, he would want to be updated about anything on which subsequent action is required. Hence, this section can keep them informed and proactively engaged with the platform.
- All the application updates will be notified to the user in the notification section and also, an SMS will be sent to keep them up-to-date.

Document repository for all your investments

Before

	☰ 🏠 👤	☎ Toll Free number : 18002583878    🔒 DigLocker 👤 Tes Te...
<input type="text" value="Search"/>		
<div style="background-color: #003366; color: white; padding: 2px;">Project ▾</div> <div style="background-color: #003366; color: white; padding: 2px;">Clearance ▾</div> <div style="background-color: #003366; color: white; padding: 2px;">Payment ▾</div> <div style="background-color: #003366; color: white; padding: 2px;">Track Applications ▾</div>	<h3>Add Document</h3> <div style="margin-bottom: 10px;"> Category Name <input type="text" value="Select field"/> * </div> <div style="display: flex; justify-content: space-between;"> <div>Issue By <input type="text"/> *</div> <div>Reg. No. <input type="text"/></div> </div> <div style="display: flex; justify-content: space-between;"> <div>Effective Start Date <input type="text"/> * </div> <div>Effective End Date <input type="text"/></div> </div> <p>Attachment</p> <p style="font-size: small; margin-bottom: 5px;">Note: Maximum 10 MB Allowed Only .JPG, .JPEG, .BMP, .GIF, .PNG, .TIF, .PPM, .DOC, .DOCX, .PDF, .RTF, .XLS, .XLSS, .TXT, .PPT, .PTTX, .PPSX are allowed)</p> <div style="display: flex; align-items: center;"> <div style="flex: 1;">File Description <input style="width: 100%;" type="text"/></div> <div style="flex: 0.5; text-align: center;">Attach File</div> <div style="flex: 1;"> <input type="button" value="Choose file"/> No file chosen </div> <div style="flex: 0.5; text-align: right;"> <input type="button" value="Add Attachment"/> </div> </div> <div style="display: flex; justify-content: center; margin-top: 5px;"> <input type="button" value="Save"/> <input type="button" value="Reset"/> </div>	

- This is a shared collaborative drive with the user and the Guidance team for the projects that the user has applied for.
- This drive will automatically save all the files shared with the user in 'Issued Documents' section and it also provides a facility for the user to upload and share any document required for the investment process.
- They have the flexibility to delete, move and rename the uploaded files which helps users to interact with the application and be comfortable with the interface.

After

Thank You

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