

## **2.4 User Interface Review**

The user interface of the ACB's website was revisited critically and following suggestions are being put forward under the relevant heads.

### **2.4.1 Look and Feel**

- Increase the font size preferably 10 pt verdana – (survey citing readability maximum with font style verdana)
- \* should be in red color
- In the heading “About Us”
  - Mission and Vision Statements should be in bold and in very large font in a different color so that they are very prominent
  - Organization structure should be depicted using a figure.
  - Functions powers and jurisdiction – Function is not mentioned as heading text should be justified , bold key players / roles- with corresponding responsibilities
  - Add citizen charter.
- In the heading “Legal”
  - Centre align the table
  - Landmark Rulings – maintain color of headings and alignment.
- In the heading “Statistics”
  - All statistics should be displayed as charts –on clicking the chart the user is directed to the data table.
  - All graphs should have legends explaining the data labels.
- In the heading “Home”
  - In the News
    - Bold the headlines
    - Should have a bank of anti-corruption caricatures and use them on a rotating basis in the news section.
  - Humor Trapped – increase in font size of bolding of headlines.

### **2.4.2 Convenience**

- Drop downs for each tab move over on that tab – studies show more clicks irritate the surfer hence provide the hierarchy on move over itself to enable the user to click on required section easily instead of navigating through multiple clicks.
- Under the heading “News”
  - Drop down for Months – show news for selected Month only.
  - Headlines should be bold.
- Under the heading “Legal”
  - Show the table only on the first page.

- Links to each of the chapter should take the user to a new page only showing that chapter and back button.
- Under the heading “Statistics”
  - First page of statistics link should show “Summary” in graphical form and on clicking a particular year user can see statistical graphs for that year.
- Under the heading “FAQs”
  - First page should show only questions
  - Next page should show questions and answers when user clicks on certain question on first page.
  - Give a link to add a question.
- Under the heading “Site Map”
  - This tab should be removed from header tab section and should be brought to footer tab section.
- Under the heading “Home”
  - FAQs - Bold the questions show the answers on click of question there itself (expand - collapse).

## **2.5 Workflow Recommendations**

- Notification E-mail on lodging of complaint should go to a group of officials in ACB.
- These officials should be able to view complaints on the web and action on them for e.g. Viewed, Closed, and Forwarded etc.
- Forward option should be available to Complaint Supervisors in order to enable them to forward the complaints to other geographic units.
- Reminders should be sent out to each of the officials to view the complaints based on the stage it is in for e.g. user has just lodged a complaint the Complaints Supervisor Group should be sent reminders until one of them views the complaint and actions on it, another example would be the complaint is viewed but further action is still pending then reminders should be sent out to that official who viewed the complaint to take further action on it and so on.
- At every stage of action taken on the complaint the user who logged the complaint should be sent an email informing him/her of the progress of the complain lodged.
- In every error catch code fragment an email should be sent to the administrator for immediate and proactive action
- Users who wish to remain anonymous should be able to view only the complaints lodged by them and where the complain lies in the lifecycle.
- Users who have entered a question in the discussion forum should be notified when a reply is posted.

## **2.6 Improving Awareness about the Website**

Awareness is important for the success of the Anti Corruption Bureau. If people are unaware of the facilities available for them, then they will be unable to avail them. Here, we suggest to ACB, how the awareness about its existence and the work it does can be made known to the mass.

### **2.6.1 On the Web**

- Create a ACB Online Community – Yahoo/Orkut Group.
- Here news about ACB shall be flashed and also members shall be informed of upcoming events etc.
- All those websites whose links have been provided on ACB website should also provide links to ACB Website.
- Meta Name keywords for the ACB website should include words like bribe so that the website comes up higher in Google searches for these words / phrases.

### **2.6.2 External to the web**

- ACB should tie up with major cyber café chains around 'maharashtra' and try and propose to them to make 'acbmaharashtra' their home page so that logged in users get familiar with the website and over time start using it.
- Cyber Cafes, Multiplexes and other places should put up promotional posters of ACB.
- Informational Pamphlets should be distributed outside colleges to promote awareness of ACB as an organization and to encourage young students to join the ACB Online Community.
- Posters to be put up in local trains with toll-free number and website address.