

Heuristic Evaluation

Booking tickets on ksrtc.in

Welcome, Already a member? [Sign In](#) | [New User Register](#) English | [Kannada](#)

 ಕರ್ನಾಟಕ ರಾಜ್ಯ ರಸ್ತೆ ಸಾರಿಗೆ ನಿಗಮ
Karnataka State Road Transport Corporation

(24/7 Customer Support)
080-49596666

1. KSRTC has implemented new version of Online Passenger Reservation System, AWATAR 2.

[Home](#) [PNR Enquiry](#) [Cancel Tickets](#) [About Us](#) [Contact Us](#)

Book Your Tickets Now!

Leaving From:

Going To:

Date Of Departure

Date Of Return

☐ Single Lady

[Search for Bus](#)

flybus

Luxury Travels

KEMPEGOWDA INTL AIRPORT ↔ MYSURU

Daily 10 round trips | Journey time – 4 hours

KIAL Dep

02:00, 04:30, 08:30, 10:30, 13:20, 16:00, 18:00, 19:15, 21:00, 23:55

Mysuru Dep

01:00, 04:00, 07:00, 10:00, 13:00, 15:00, 18:00, 22:00, 23:00, 23:45

Fare ₹795/- for adult



 **Operator / Franchisee**
Login here

 **Mitra**
@ Mysuru City

 **CRM**
Login here

 **KSRTC eMail**
Login here

 **Track Your Bus**
Beta Version

Popular Routes

✦ KIAL - Mysuru	✦ Bengaluru - Coimbatore	✦ Bengaluru - Mangaluru	✦ Mangaluru - Ernakulam
✦ KIAL - Manipal	✦ Bengaluru - Hyderabad	✦ Bengaluru - Shivamogga	✦ Mangaluru - Mysuru
✦ Bengaluru - Mumbai	✦ Bengaluru - Tirupathi	✦ Bengaluru - Dharmasthala	✦ Mysuru - Chennai
✦ Bengaluru - Pune	✦ Bengaluru - Vijayawada	✦ Bengaluru - Belagavi	✦ Mysuru - Hyderabad
✦ Mysuru - Coimbatore	✦ Bengaluru - Shirdi	✦ Bengaluru - Ernakulam	✦ Bengaluru - Hubli
✦ Mysuru - Mumbai	✦ Bengaluru - Panaji (Goa)	✦ Bengaluru - Kozhikode	✦ Bengaluru - Kalaburagi
✦ Hubli - Chennai	✦ Bengaluru - Chennai	✦ Mangaluru - Hyderabad	

Newly Released - AWATAR 2.1

KSRTC has implemented new version of Online Passenger Reservation System, AWATAR 2.1. Please contact [KSRTC call center](#) for more details.

News & Events

KSRTC has won Prestigious National Smart Governance Award-2015 for its 3 projects with 3 awards during the 41st SKOCH Summit on "Transformative Governance" held at


Heuristic : Clean design


The website is very crowded with a lot of details which might overwhelm the user. However it has some nice elements like giving the option for popular routes.

Severity : 1 / 4

Heuristic : Consistency

Welcome, Already a member? [Sign In](#) | [New User Register](#) English | [Kannada](#)

 ಕರ್ನಾಟಕ ರಾಜ್ಯ ರಸ್ತೆ ಸಾರಿಗೆ ನಿಗಮ
Karnataka State Road Transport Corporation

 (24/7 Customer Support)
080-49596666

1. KSRTC has implemented new version of Online Passenger Reservation System, AWATAR 2.1 o

[Home](#) [PNR Enquiry](#) [Cancel Tickets](#) [About Us](#) [Contact Us](#)

Please select Start Place.
Please select End Place.

delhi → mumbai
(Services: NaN , Seats: NaN available
Journey Date: 05/09/2016)

mumbai → delhi
(Services: NaN , Seats: NaN available
Journey Date: 06/09/2016)

[Modify Search](#) ◀ 05/09/2016 ▶

Please select Start Place.
Please select End Place.

Filter by


Sort by


Even after entering the starting and end points , the site gives an error saying that the user has not entered the Start and End Place.

Severity : 3 / 4

Heuristic : Prevent Errors

Welcome, Already a member? [Sign In](#) | [New User Register](#) English | [Kannada](#)

 ಕರ್ನಾಟಕ ರಾಜ್ಯ ರಸ್ತೆ ಸಾರಿಗೆ ನಿಗಮ
Karnataka State Road Transport Corporation

 (24/7 Customer Support)
080-49596666

1. KSRTC has implemented new version of Online Passenger Reservation System, AWATAR 2.1 o

[Home](#) [PNR Enquiry](#) [Cancel Tickets](#) [About Us](#) [Contact Us](#)

Please select Start Place.
Please select End Place.

delhi → mumbai
(Services: NaN , Seats: NaN available
Journey Date: 05/09/2016)

mumbai → delhi
(Services: NaN , Seats: NaN available
Journey Date: 06/09/2016)

[Modify Search](#) ◀ 05/09/2016 ▶

Please select Start Place.
Please select End Place.

Filter by **Sort by**


The website could have avoided this error by not proceeding to the booking page if the destinations were not properly entered.

Severity - 2 / 4


Heuristic : Support Error Recovery and show status

Welcome, Already a member?[Sign In](#) | [New User Register](#)

English | [Kannada](#)



ಕರ್ನಾಟಕ ರಾಜ್ಯ ರಸ್ತೆ ಸಾರಿಗೆ ನಿಗಮ
Karnataka State Road Transport Corporation

**(24/7 Customer Support)**
080-49596666

1. KSRTC has implemented new version of Online Passenger Reservation System, A

[Home](#) | [PNR Enquiry](#) | [Cancel Tickets](#) | [About Us](#) | [Contact Us](#)

F001: Invalid data submitted, please try again!

MUMBAI → HUBBALLI
(Services: 5 , Seats: 204 available
Journey Date: 05/09/2016)

HUBBALLI → MUMBAI
(Services: 8 , Seats: 368 available
Journey Date: 08/09/2016)

[Modify Search](#) |

Filter by | | |

Sort by |

2030MUMHBL	20:30 → 08:30 Duration: 12 hrs	AC SLEEPER MUMBAI	→ via: poona kolhapur	HUBBALLI	19 Seats Window 11	₹ 869 Select Seats
1815MUMHBL	18:15 → 06:45 Duration: 12 hrs	AIRAVAT GOLD CLASS MUMBAI	→ via: poona kolhapur	HUBBALLI	28 Seats Window 12	₹ 803 Select Seats
1400MUMHGL	14:00 → 05:00 Duration: 15 hrs	KARNATAKA SARIGE MUMBAI	→ via: belgaum kolhapur	HANAGAL	54 Seats Window 23	₹ 715 Select Seats
1730MUMRNB	17:30 → 08:45 Duration: 15 hrs	KARNATAKA SARIGE MUMBAI	→ via: poona , hubli	RANEBENNUR	54 Seats Window 23	₹ 715 Select Seats
1804MUMHBL	18:04 → 08:10 Duration: 14 hrs	KARNATAKA SARIGE MUMBAI	→ via: poona kolhapur	HUBBALLI	49 Seats Window 18	₹ 715 Select Seats

While trying to book ticket, an unknown error occurred and the error message was invalid data submitted with the user getting no information as to what information was wrong. Also there is no option for error recovery.

Severity : 3 / 4 for both supporting error recovery and showing status