

A Review Paper on Webpage for Women Helpline System

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Abstract- In this work, we present the detailed findings of our qualitative and quantitative studies conducted at a women helpline portal in Delhi, India. This webpage is an attempt of ours to produce one window access to each lady, regardless of her work standing, whether operating in unionized or unorganized, non-public or public sector, to facilitate the registration of criticism associated with harassment. The study amplifies our understanding of the helpline portal and shows a complete outline of the technological practices within the present ecosystem of the helpline portal. Our analysis disclosed varied technological gaps in three very important areas inter organization collaboration follow ups and preventing abandoned FIRs. The identified gaps will be crammed by planning technological interventions keeping in mind the distinctive constraints of the helpline portal. These interventions can result in more effective and efficient use of the helpline portal. However, our findings are specific to the helpline under study, additional case studies are needed to realize a generic understanding of such helpline portals. With our portal any girl facing harassment at work will register their criticism FIR through this portal. Once criticism FIR is submitted to the portal, it'll be directly sent to the involved authority having jurisdiction to require action into the matter. In the development from manual to digitalization method we've got been supported by several technologies in creating factor easier quicker and smarter.

Index Terms- Portal, Qualitative, Quantitative Digitalization, Interventions, Jurisdiction.

I. INTRODUCTION

In India, crime rate against women is steadily increasing every year [1]. The Indian government has been actively taking initiatives to help women in combating crime [2] like introduction of women specific acts, bills, programs, financial assistance schemes, women distress helpline, etc. [1]. Taking these issues into consideration we have decided to

make a women case helpline online portal that will establish the communication gap between the government officers and the women those who can register the case/FIR against the criminal using the portal. With the help of this portal women can track their cases online without visiting police station again and again. And it is also beneficial for officers as they are appointed to a case automatically by the system and their investigation process is sub categorized into 10 tasks which help the victim to track the task number and also the admin to keep a check on the officer under his/her area. There are multiple factors contributing to its success. Firstly, its outreach to the women belonging to weaker strata of society. Secondly, it offers its services round the clock and women do not have to bear any cost for availing them. Thirdly, it ensures women's complete privacy. Thus, the helpline can be exemplified as a low-cost, widespread and easily accessible medium for women in crisis. The helpline is served by stakeholders who are responsible for providing personalized aid to women and regularly track the case progress.

The domestic employees also are enclosed inside its extent. It defines "sexual harassment at the workplace" in an exceedingly comprehensive manner, to hide circumstances of tacit or specific promise or threat to a woman's employment prospects or creation of hostile work surroundings or demeaning treatment, which might have an effect on her health or safety. This webpage is an attempt of ours to produce one window access to each lady, regardless of her work standing, whether operating in unionized or unorganized, non-public or public sector, to facilitate the registration of criticism associated with harassment. Our web portal which will let the victim to know the real time status of the case sitting at her home by just remembering their

case number which is provided on the victim email when they file their complaint. This web portal can be accessed using username and password to know and monitor the case by the investigation team and admin officer respectively.

The application comprises three main modules, i.e.

- Admin module
- Victim module
- Officer module.

II. OVERVIEW

Delhi is the capital of India. It has a population size of 11 million making it the second most populous city in India [3]. It has seen an abrupt increase in the violence and harassment against women in recent years. Consequently, it has reported the highest crime rate against women at 146.8 during the year 2013 as compared to 52.2 crime rate at the national level [4]. Lack of quick access to police and other law enforcement agencies for reporting crime can be accounted for this rise. To ease this hurdle, we created a portal which decreases the gap between the victim and the police department and which helps the victim/filer to present his/her case directly to the authorities in power we came with this idea after studying about helpline named "181- women distress helpline" in December 2013 with 24X7 availability to provide immediate assistance to the women experiencing crime which was launched by Telecom Minister that they will provide single emergency number 181 to women across the country [5]. The helpline is popular in the national capital and receives a variety of serious and non-serious cases including: human trafficking, abduction, harassment, rape, murder, domestic violence, kidnapping, quarrel, petty fights, eve teasing, etc[6]. Over the time, helpline's role has evolved from a helpline that would report matters to the police to the helpline that also helps in rehabilitating women and making their lives better. Impressed by the success of the helpline, we came with an idea of digitizing the process of registration of complaints from manual process to online by developing a portal.

III. OBJECTIVES

The study was carried out in order to determine the following objectives:

- The main objective of this portal is reducing victim problems of tracking her case investigation.
- With help of this portal victim can track her report from her home.
- This portal is convenient and easy that may change complainants in reporting cases while not revealing their identity.
- The complaints registered through this portal will be handled by admin/officer of respective areas.
- There are alternative options like a victim or filer will track his/her report.
- Not only victim can track her report/investigation but the higher authorities can also keep an eye on each and every case.
- Pie charts give pictorial information about total number of solved cases to total number cases registered on portal.

IV. CONCLUSION

Our motivation behind the study was to explore a popular women distress helpline and to identify potential technological gaps in its current working. The technological benefits of our portal are to maintain information, monitor and enhance the performance of the department, to take a critical look at the existing system, processes and procedures of the department so as to identify and remove the redundancy. Our analysis revealed ample design opportunities in 3 vital areas: inter organization collaboration, preventing abandoned FIRs and improvement of follow up procedure.

The case registered at portal can be tracked at any time. This reduces the discretionary dependence of police. Once the case is registered the investigation and follow up activities relating to the case cannot be delayed. All these factors have contributed to a higher moral of the police officials at all the levels in police department. This project result in great improvement in the organization's functioning by reducing the effort spent by the general people.

V. FUTURE SCOPE

The portal can be having various applications such as:

- It can be used to track the rate of cases solved and registered.
- It can be used by authorities in future by expanding its functionality and making a full-fledged complaint system.

This portal gives women power just a click away, women represent half of the world's population and gender inequality exists almost in every nation. Women empowerment is not possible without co-operation from the society as a whole.

We believe, these interventions will make the helpline more efficient and effective. However, more case studies on similar helplines are required to gain a generalize understanding of challenges and design opportunities for such helplines. At present, the helpline portal functions as a standalone portal for women helpline, in starting phase we have planned for operating the portal only in the national capital of India. We feel, it holds a huge potential for expansion nationally where culturally aware localized divisions can serve local women but can also collaborate with other divisions to fulfill their unmet requirements.

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