



Project Name

Sahayata

Theme: Life In Lockdown

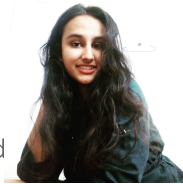
What if we are in a lockdown situation for more than a year?

Date and Place: *31-05-2020*

Team



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Title : Experience and product designer
Role in the Project: Project lead



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Title:Graphic designer
Role in the Project: Team member



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Role in the Project: Team member



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Title: UX Architect

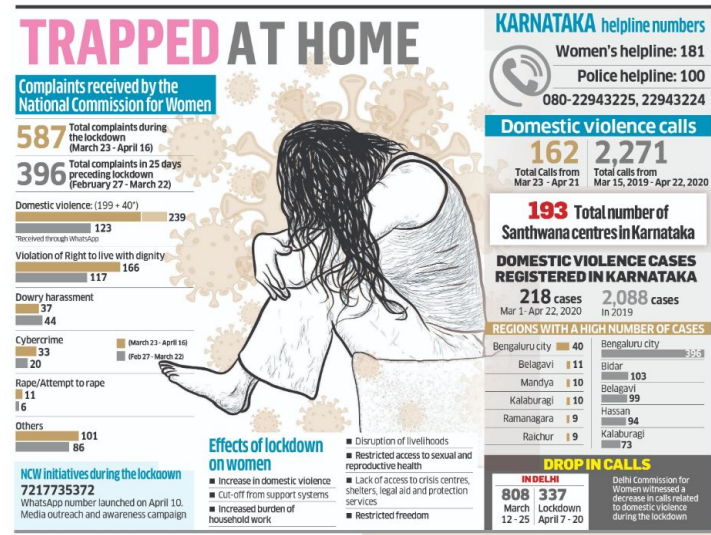
Sneha- Trapped in Lockdown

A woman named Sneha working in well known MNC living in Bangalore. She is well settled and always helpful towards other people. Her husband Ayush is from wealthy family. Just like any other Indian family his family is also a believer of “Log kya kahenge”. Unfortunately, it is really hard to predict the expiry date of this line. It is something that has been with them since a long time and will continue to be The Soul line. Ayush has lost his job. He is entirely dependent on Sneha now. Due to his unhealthy attitude about his partner earning more, he started feeling insecure. He thought he should be the breadwinner only. First he took advantage of Sneha’s friendly nature and abused her several times and after few days, Sneha was facing physical torture of her spouse. Somehow, the woman managed to call an NGO helpline number to narrate her ordeal. Sadly due to more number of cases they couldn’t proceed with her issue immediately.

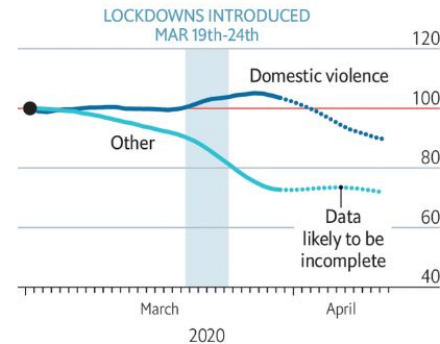
Problem Identified

Due to increasing number of domestic violence cases, People who are seeking for help facing lack of immediate response or proper advice.

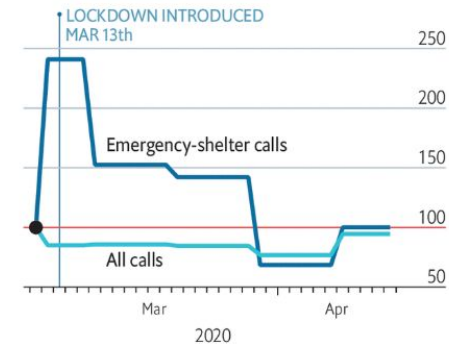
During COVID-19 lockdown, We call Home as a safe place but that isn't same for some people. Unfortunately for many women staying home is not equal to staying safe. They are trapped in their house with abusers and nowhere to go during lockdown. Data shows that there is an increase of domestic violence cases. Sadly number of cases are much higher as sometimes people are not able to reach for help. Either they don't get proper advice or they have to wait in queue to talk to someone.



United States, reported crimes per day
Selected cities*, Mar 1st 2020=100, 7-day moving average



Denmark, calls to domestic-violence hotline
Jan 1st-Mar 11th average=100



Sources: Police and municipal records; Danish National Domestic Violence Hotline (Lev Uden Vold)

*Chicago, Kansas City, Los Angeles, Memphis and New Orleans

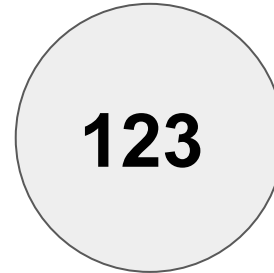
WHY IT IS AN URGENT PROBLEM?

Due to lockdown women are facing following issues:

- Many women cannot make calls because they fear being overheard by abusive partners.
- Some are stopped from leaving home due to lockdown.
- A woman managed to call a helpline to narrate her ordeal but was unwilling to call police, fearing they may also beat her up.

According to NCW-India

Before Lockdown
(27 Feb-22 Mar)



After Lockdown
(23 Mar-16 Apr)



Target User Persona



Sneha Shukla

"I like to help people. It makes me happy give satisfaction in life "

DEMOGRAPHICS

Age: 30

Location: Bangalore

Education: Graduate

Job: MNC

Family: Lives with husband

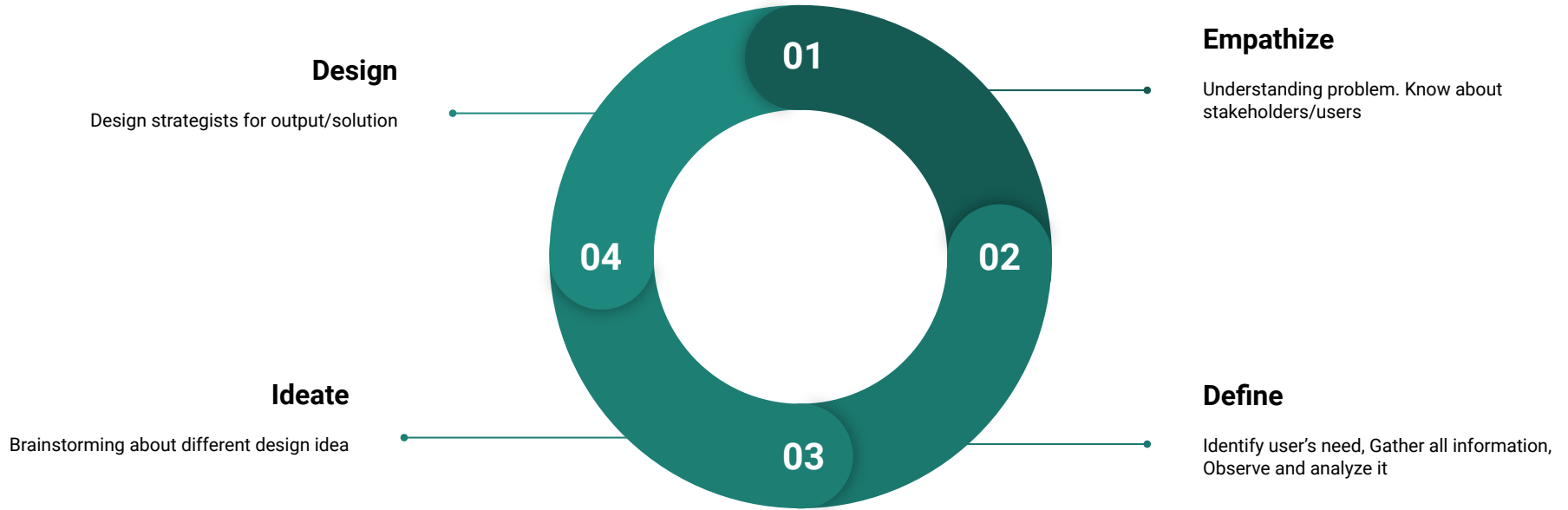
FRUSTRATION

- Domestic Violence
- Not able to get out of home

DAILY ROUTINE

- Cook
- Work
- Socialize
- Volunteer

Design Process



Explorations

CSR

2	Domestic Abuse Helpline/ Women's Helpline	24*7 National Helpline		181/1091/1291
3	Sneha, Mumbai	telephonic counselling	crisis@snehamumbai.org	+91- 9833052684 / +91- 91675 35765
4	Swayam, Kolkata	Domestic/Sexual Violence to access trained mental health counsellors/ therapist in English, Hindi and Bengali (10 am to 2 pm)	swayam@swayam.info	+91-98307 72514
5	My Choice Foundation, Hyderabad	24*7 helpline and SMS "HELP" for emergency		+91-9333404141
6	Jagori	Providing psycho-social counselling and support to women survivors of violence	helpline@jagori.org	+91 1126692700 +91 8800 996640
7	Breakthrough India			
8	Saheli Trust	Telephonic counselling		+91- 9760371958/ +91- 9997400303
9	Shakti Shalini	Telephonic counselling 24*7		(011) 24373737
10	Gauravi Sakhi, Madhya Pradesh	Telephonic counselling in case of emergency they reach out to the nearby police station as well		18002332244

Helplines For Women Facing Domestic Violence/Intimate Partner Violence

Central Social Welfare Board -
Police Helpline:
1091/1291, (011) 23317004

Jagori: (011) 26692700

Saheli: (011) 24616485 (Saturdays)

Nirmal Niketan: (011) 27859158

Nari Raksha Samiti:
(011) 23973949

Joint Women's Programme:
(011) 24619821

Abhay Helpline: (+91) 9423927818

Sneha: (+91) 9833092463

Shakti Shalini: (+91) 9711053706,
(+91) 9811390630, 10920

Aks Foundation:
(+91) 8793088814/15/16

Ashraya Women's Centre:
(+91) 8025251929

Sakshi: (0124) 2562336/5018873

All India Women's Conference:
(011) 43389101/02/03

Saarthak: (011) 23973949

Red Dot: weftinfo@gmail.com

Domestic Abuse: 181



राष्ट्रीय महिला आयोग
National Commission for Women



Home About Us + Acts and Rules + Publications + Media + Notifications + NCW Applications + RTI + Tender Articles

NOTICE

SEND WHATSAPP ALERT
(NO CALLS OR SMS)

regarding domestic violence on women

+91 7217735372

Please note that this number is only for the period of COVID19 Lockdown, till our normal office resumes.

#SayNoToDomesticViolence #IndiaFightsGenderAbuse

Explorations

There are numerous helpline numbers. People are sharing different numbers. But the question is are they really active? If active are they able to solve issues if one needs an urgent help?

So, Firstly too many numbers make victims confused. There is a lack of information about how this helpline numbers work and where are these shelter home situated.

Sometimes victims also have to wait in queue as there are too many people calling on same numbers.



A screenshot of a tweet from the account #MeTooIndia (@IndiaMeToo) dated 9 Apr. The tweet lists several organizations under the heading "List of Queer Safe Spaces:". Each organization name is followed by a URL and a green checkmark icon. Below the list is a "Contact" box with details for dhanak.org.in, including an email address and a link to their website. At the bottom of the tweet are icons for replies, retweets (8), likes (3), and a share icon.

#MeTooIndia @IndiaMeToo · 9 Apr
List of Queer Safe Spaces:

- Dhanak: dhanak.org.in/contact-us/ ✓
- Mahila Panchayat: action-india.org/programs-and-c... ✓
- Saheli: sites.google.com/site/saheliorg... ✓
- Sangini: sangini.org.in ✓
- Nazariya: facebook.com/NazariyaQFRG/ ✓

Contact
Email Us:For Relationship Support For Partnerships/Media Join Us: Against Honour-Bas...
dhanak.org.in

8 3

Explorations

Sometimes victims don't get help which they have asked for. False advice makes their life unbearable.



queen kaygee 3 hours ago

[@meena banerjee](#) nobody is picking up...thank you for your help tho...im trying to contact the police personally and confidentially

  REPLY

NCW is a useless place, I have my personal experience they send you back to the abuser with a promise that they won't do that again. But tell me how many abusers change with a conversation. Film is superb with you maam however it will take generations to even even identify abuse. Even parents send us back to our abusers

 9  REPLY

[View 2 replies](#)

Explorations

SOLUTIONS & IDEAS

Existing solutions

- Helpline numbers (With WhatsApp and call facility) to seek advice

Gap in existing solution

- Women are not able to share details on call as they share same space with spouse
- Too many helpline numbers hence not able to decide which is reliable
- They have no idea about how helpline number will help them
- Too many cases to handle hence not able to handle each case in a single day
- Not providing right advice

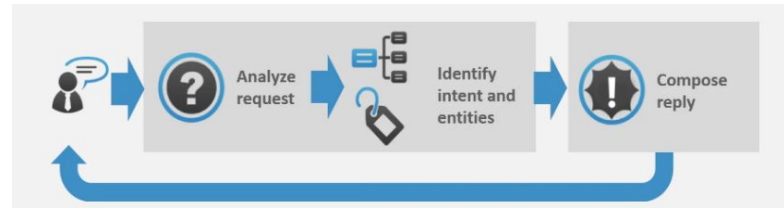
Proposed Solution

The characteristic of a domestic violence victims are loneliness, fear and alienation. In order to help them out, we ought to extend a helping hand towards them. Many organizations have set up helping numbers to help the victims. There are still some gaps which makes the process slow. To fill the existing gap and make the procedure immediate and instant we have came up with a solution called **SAHAYATA**. There is an AI based chatbot. This chatbot is a communication application. This chatbot is a software that will perform automatic task. There will be an unique helpline number which can be associated with NCW(National commision for women). It is designed in a way that whenever any help seeker asks for help it will recognize words and will be able to give response according to predefined response instantly. There will be an unique helpline number which can be associated with NCW(National commision for women).

Solution

To solve the problem we have decided an output as Sahayata. There is an AI chatbot. This AI based chatbot interprets and processes user's words or phrases and gives an instant pre-set answer. It uses natural language understanding (NLU) to detect what victims are saying and match it to the appropriate response. The chatbot is trained to recognize different possible phrases and words the victim could ask.

So whenever victim seeks for help through this helpline number she will be able to get response immediately. If chatbot fails to recognize any word it will ask to write similar words. If a woman writes "help", chatbot will give her predefined choices like whether she wants medical help or shelter. If she asks for shelter it will trace her location (with consent) and our proposed solution will provide shelter information near to her location. This is followed up with other related inquiries. If she is not satisfied with predefined helping options she will be able to ask for "other choices" and proposed solution will empathize with the victim until satisfied response received.



How chatbot works

Features

- Immediate response
- Easy to use
- Available Offline(SMS) and Online mode(Social media apps)
- Empathizes with situation
- Collaboration and integration with various government and private company services(Uber, OLA, OYO etc.)
- Can be used by anybody

User experience

Let's see how our proposed solution impacting Sneha's life.

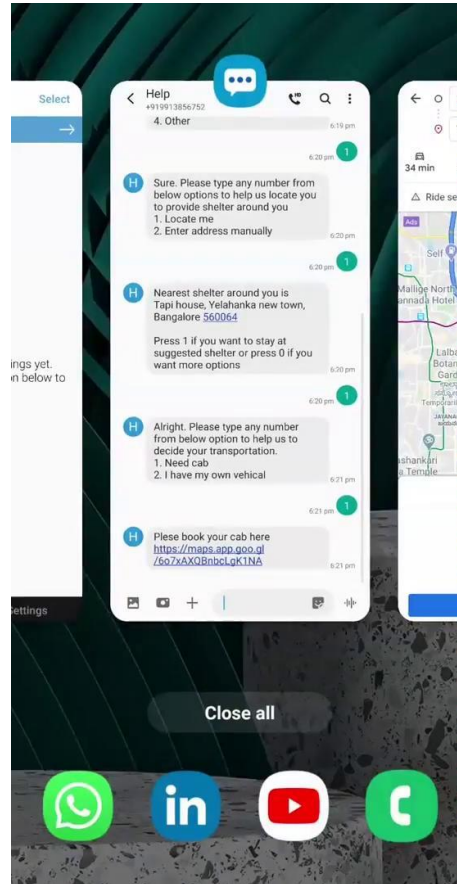


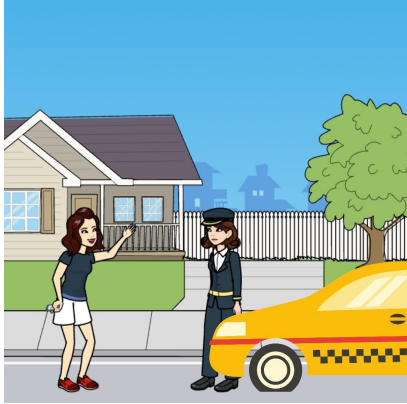
Sneha is now confused as helpline number couldn't help her



She started looking for other options and suddenly she got to know about the helpline number which can give immediate response.

AI chatbot





Lady diver from UBER reached at Sneha's place to rescue her.



Sneha got safe shelter now. She thanked and felt safe.

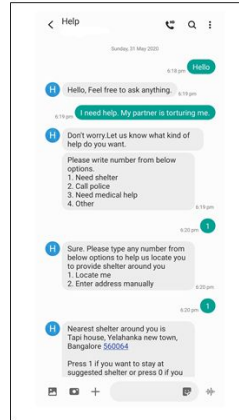
Impact of Sahayata

Due to lockdown Sneha couldn't go outside. She went through Sahayata's service. She got instant response and her problem got solved without waiting much. For safe transportation she got help from UBER and finally she safely reached to shelter home. Sneha is now happy. That's how Sahayata impacting Sneha's life by serving her quick and safe services.

Execution & Viability

Steps to implement Sahayata

1. Create AI chatbot
2. Collaborate with government to increase reach
3. Collaborate with government services and private companies(UBER, OLA, ZOMATO) for facilities like transportation, food for victims
4. Plan predefined solutions(questions and answers) for common question asked by victims



How to implement solution or how to build Sahayata chatbot?

To build SMS chatbot using Bot framework's texting channel we need below softwares

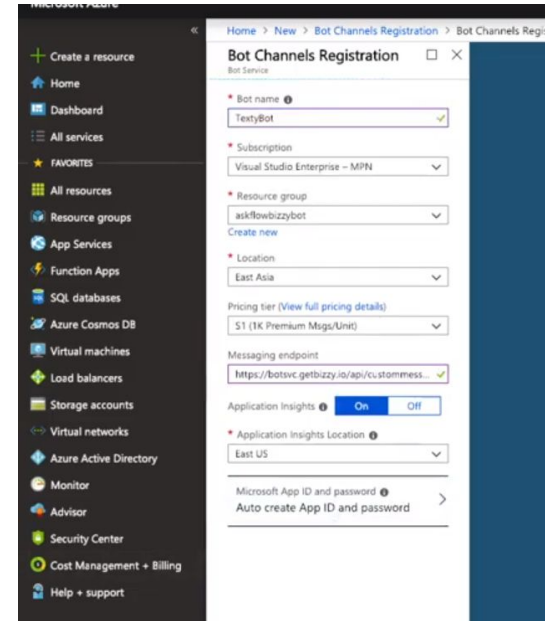
1. Twilio account
2. Microsoft Azure account
3. AtBot account
4. Microsoft flow

Steps to build chatbot

1. Set up twilio account (Microsoft preferred SMS channel) to connect with Azure bot framework
2. Add details of the chatbot and connect with Twilio phone number

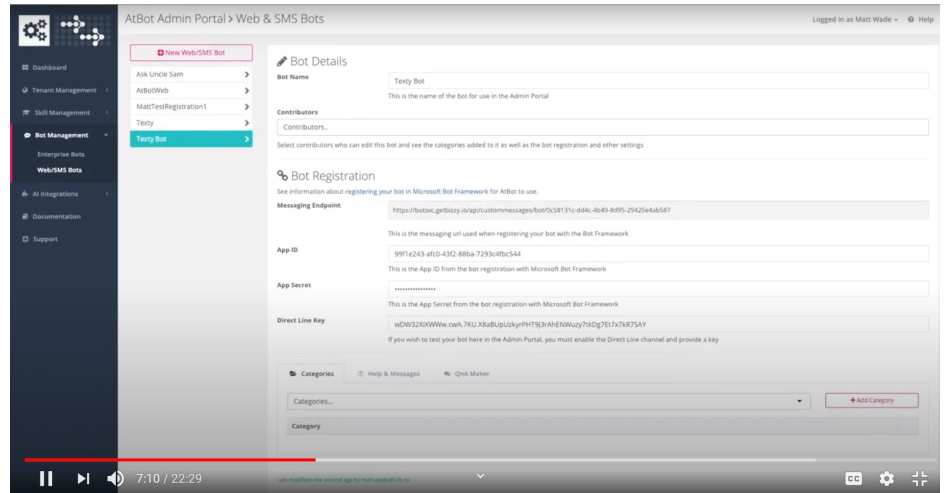
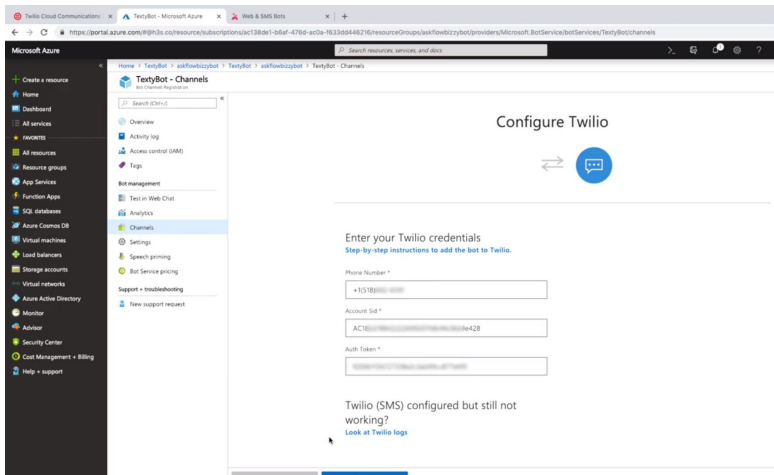


3. Create bot framework registration in Azure



Steps to build chatbot

4. To talk with bot, Add direct line and Twilio channels to the bot framework registration



Steps to build chatbot

5. Build skills/create flows for bot

The screenshot displays the Microsoft Power Automate interface for a flow titled "Notify me when a record gets updated". The flow is composed of several steps:

- When a record is created**: The starting trigger step.
- Run a UI flow for desktop**: A step that runs a specific UI flow. The "UI flow" dropdown is set to "Automating data sync in Microsoft Access". Below this, there are input fields for "Account name" and "Level", each with a dynamic value icon (a purple square with a white 'x') and a placeholder text like "Account name x".
- Condition**: A step that branches the flow into two paths:
 - If yes**: Leads to a "Send me an email notification" step. The "Subject" field contains "Employee status". The "Body" field contains a message: "Employee has Balance days x balance days left and has completed Training completion x trainings." Below the body field is a link that says "Add a dynamic value".
 - If no**: Leads to a "Post message" step. The "Channel name" field is present. Below it is a "Dynamic value" section with a search bar for "Search dynamic values". A list of dynamic values is shown, including "When a record is created", "Account name", "Level", "City", and "Country/Region".

The interface includes a left-hand navigation pane with options like Home, Action Items, Flows, Create, Templates, Connectors, Data, AI builder, Solutions, and Learn. A search bar is located at the top right of the main workspace.

Enhancement for effective solution

- Expand this solution with different problems and make their lifestyle better

Thank you!