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Awareness and impacts on women helpline in India

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Abstract---Women Helpline (WHL) established in India to provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof. Women Helpline is intended to provide 24 hours immediate and emergency response to women affected by violence. The questionnaires were distributed online using a Google form, after which they were processed and analyzed. This paper examines about the effectiveness of women helpline numbers in India.

Keywords---helpline, government, women, India.

Introduction

The plan of Universalization of Women Helpline is only intended to help ladies impacted by brutality, both in private and public spaces, remembering for the family, local area, working environment and so forth. Ladies who are survivors of physical, sexual, profound, mental and financial maltreatment, independent old enough, class, rank, schooling status, conjugal status, race, culture, and topography will be offered help. Likewise, lady confronting any sort of brutality because of endeavored honor related violations, corrosive assaults, witch hunting, lewd behavior, youngster sexual maltreatment, dealing and so forth will likewise be given quick and crisis. The proposed Helpline will work the nation over by creating linkages with existing helplines for example 181 and 1091 number allotted by the Department of Telecommunications to all States and Union

Territories as Chief Minister's Helpline or Women Helpline. The proposed helpline will go about as a brought together assistance inside the whole State/UT which will take special care of the requirements of ladies in trouble living in town, square and town of various regions indecencies.

When was the ladies helpline plot sent off? Ladies helpline was sent off in the year 2016 to give 24 hours prompt and crisis reaction to ladies impacted by brutality. Multi-sectoral helplines like 181 Abhayam, which offer both guiding and association with different accomplices, may act as a focal wellspring of help and a mediator for conventional proper wellsprings of help.

Research Objective

- To determine the characteristics of women who access the helpline.
- To determine the reasons for calling the helpline.
- To identify the gaps in the provision of this service.

Literature Review

The Women Helpline will be available 24 hours every day 7 days per week to any lady or young lady enduring brutality or in trouble. Phone - landlines, cell phones through calls, SMS/message informing, versatile applications and fax messages. Web - messages, web-posts, web-interface, long range interpersonal communication destinations for example site page, facebook, twitter, mygov and so on.

The Women Helpline will give 24 hour crisis reaction to all ladies impacted by savagery both in broad daylight and private circle. All the current crisis administrations like Police (100), Fire (101), ladies helpline (1091), medical clinic/Ambulance (102), Emergency Response Services (108), NALSA Helpline for Free Legal Service (15100) and Child helpline (1098) would be coordinated with this ladies helpline. The proposed Women Helpline will use the framework of existing Chief Minister Helpline working in certain States through 181 as well as that of 108 administrations.

The Ministry of Women and Child Development would be liable for monetary control and organization of the plan from the Center. At the State level, the Secretary, Department of Women and Child Development will be liable for generally speaking course and execution of the plan. The proposed Helpline will work the nation over by creating linkages with existing helplines for example 181 and 1091 number dispensed by the Department of Telecommunications to all States and Union Territories as Chief Minister's Helpline or Women Helpline. The proposed helpline will go about as a unified assistance inside the whole State/UT which will take care of the necessities of ladies in trouble living in town, square and town of various areas.

This will guarantee that there is an orderly way to deal with offering the types of assistance as well as a widespread data set of references and data. The police, clinics, Ambulance administrations, One Stop Center (proposed), this helpline administration alongside other existing administrations and the occasion, a lady

approach the helpline with a solicitation for cover, salvage, clinical help or directing, she will be alluded to these previously mentioned focus working inside her neighborhood. Expressing of Tamilnadu, Government of India has assigned short code 181 to Tamil Nadu as Women Helpline. Ladies Helpline is expected to give 24 hours prompt and crisis reaction to ladies impacted by viciousness through reference (connecting with suitable power) and data about ladies related government plans programs the nation over through a solitary uniform number. Public would be incorporated with this ladies helpline.

The Women Helpline will be extremely delicate to the necessities of people who are hearing and discourse hindered or individuals with inability. This will have arrangement to find or track the number from which a call has been gotten. On the off chance that lady/young lady has been intruded on during her call or can't give subtleties on her concern or her location due to being wiped out or impaired then similar would be followed and afterward inside the space of minutes the WHL will work with a crisis reaction through the closest police headquarters. For the strengthening of ladies and young ladies. On the off chance that, a lady makes a phone call to ask about something similar, she will be given imperative data and directed through the cycle expected for getting to these plans and projects. For instance assuming that a lady calls WHL looking for data about widow benefits conspire, the equivalent would be furnished to her alongside the subtleties of official worried (specifically locale where she dwells) whom she wants to approach for getting to something very similar.

Bhattacharyya,(2013b, 2015), Women faces the minor assaults with not only physical harm, such as pushing, shoving, and touching, to more serious assault, such as stalking, indecent exposure, acid attacks, voyeurism, rapes, gang rapes, and murder. Locally known as “eve teasing,” According to the Indian Penal Code it is a cognizable crime across India. In some cases, public intervention has proved catastrophic. The National Crime Records Bureau (2014) reports a total 3,09,546 in 2013 in India, representing an increase of 9.2% during 2017. A woman in India is raped every 22 min. Between 1971 and 2019, cases of rape rose ten-fold; however, the conviction rate for such a heinous crime is only 28%. These statistics testify that different forms of abuse of gender-based violence, relating to the exploitation of women, and result in the physical, sexual or psychological suffering of women, whether in private or public life, to varying degrees. A survey by Trust Law, Thomson Reuters, revealed that India has become one of the most dangerous places in the world for women (Bhattacharyya, 2015).

Phone helplines have been utilized as powerful devices in medical services before, particularly in the Telephone helplines have been utilized as viable instruments in medical care previously, particularly with regards to diabetes,(2) heart disease(3) and any kind of threats or abuse. With the passage of portable innovation, the phone is a mechanism of correspondence, which assists people with getting to data whenever the timing is ideal and to be in contact with specialists without a lot of exertion. There are many helplines lies in the way that as the instructor and counselee cooperate just on the telephone, classification and obscurity are kept up with. In addition, the call is totally heavily influenced by the guest and can be stopped at his will. The benefit of women helplines lies in the way that as the

advocate and counselee cooperate just on the telephone, privacy and obscurity are kept up with.

The Helplines Are

- Police
- Hospitals
- One stop center
- KAVALAN SOS
- Women helpline scheme and
- Ambulance service etc.

The 181 helpline deals with women across India amidst emergency and to get information on women related plans, ventures and courses of action. The helpline goes probably as a kind of perspective and essential asset to different workplaces to offer effective sorts of help. The convincing calls (grasped as calls where a strong selection was made) got are then implied fitting workplaces (police, One Stop Center (OSC), clinical facility). The 181 helplines in this manner go probably as a mediation to give women more induction to formal assistance in their regular issues and give appropriate information about programs. The Women's Help Line (WHL) is for the most part housed in the OSC which offers composed help to women affected by violence.

- Badgering calls for ladies.
- Data gave to helpline.
- Helpline will advance the subtleties of number from which the calls are start gotten to police.
- Police will take note of the subtleties and call the number to request that he abstain from calling/Texting.
- Helpline will circle back to the complainant in 24 hours or less.

Objectives of the Scheme

To outfit with the reciprocal 24-hours telecom organization to any women the people who are affected by the violence searching for endlessly help.

- To work with the crisis and non-crisis mediation through reference to the appropriate associations like Police Authorities, Hospitals, Ambulance organizations, District Legal Service Authority (DLSA), Protection Officer (PO) and One Stop Center (OSC).
- To give bits of knowledge in regards to the appropriate assistance organizations, government plans and tasks that are available to the woman affected by violence, encountering exactly the same thing inside the local which she abides or is used.

Essential objective of the arrangement is to make care and further foster this kind of women regions and supporting plans.

Preventive Programmes for Women Distress

The Women's Helpline Works as

Women's helpline will be accessible through a single universal toll-free number across the country. A woman in distress or in difficult circumstances or somebody on her behalf will be able to call this toll-free number and will reach the responder appointed there. Based on the urgency and the requirements explained by the women, the responder will refer her to relevant support services like medical aid, police assistance or connect her to One Stop Centre for professional counseling, shelter, legal aid etc.

Assuming the ladies should be protected or is in pressing need of clinical help then the PCR Van from the closest police headquarters or rescue vehicle from closest medical clinic/108 assistance/One Stop Center (whichever is nearer) would be dispatched. In the event that lady need data about the regulations and existing plans of government then call would be associated with the closest One Stop Center which will give this data to the ladies.

Research Methodology

Research was conducted about women helpline centers using Google form analysis by various questionnaires. All the calls received on our manual helpline during the period of 1 years from January 2020 to December 2021, were included in this study. Each call varied in length from a few minutes to almost 40 minutes depending on the need of the caller. Once a report was established, general details such as age and occupation of the caller were noted.

Details of each call were recorded and entered on MS excel worksheet and finally analyzed using the SPSS software package. Helplines have likewise been utilized to give current data on call centres. Great many medical care laborers, patients and families in the west, depend on this phone based assistance to figure choices in administration of their problems.

Data Analysis

Chart.1: PIE Chart Analysis

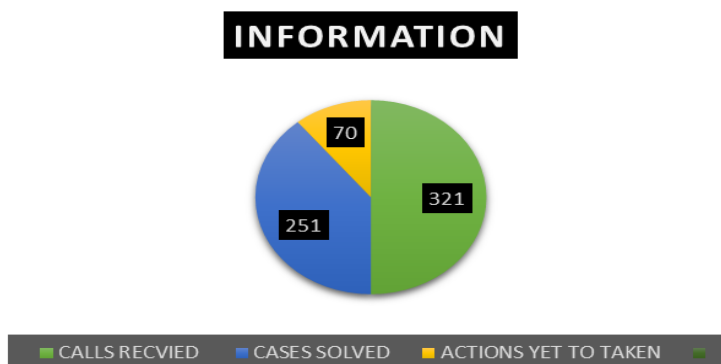


Chart 1 ; The Chart Describes About The Calls By Zone

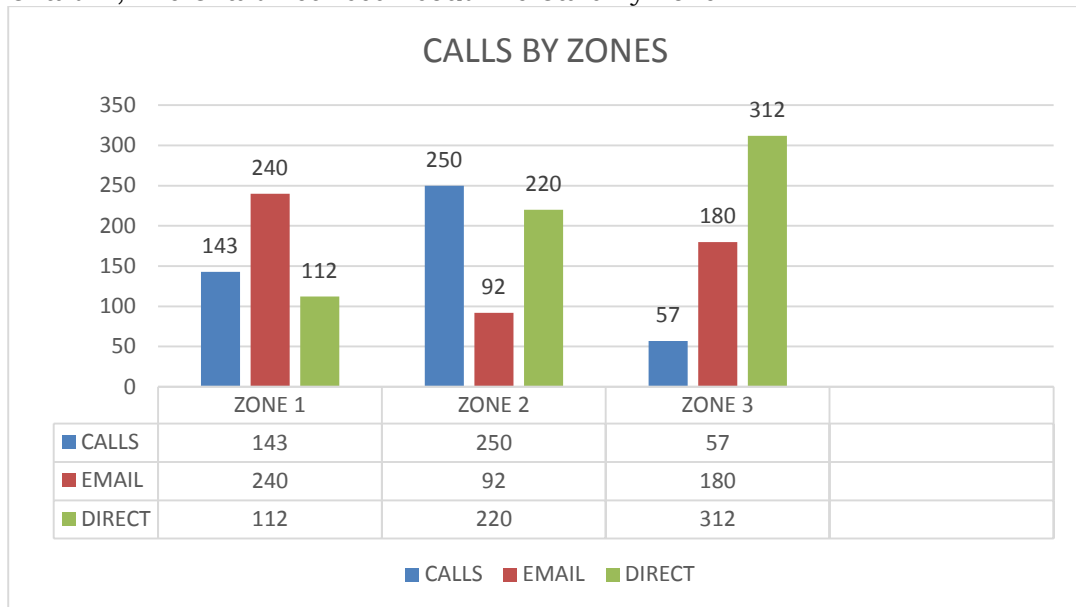
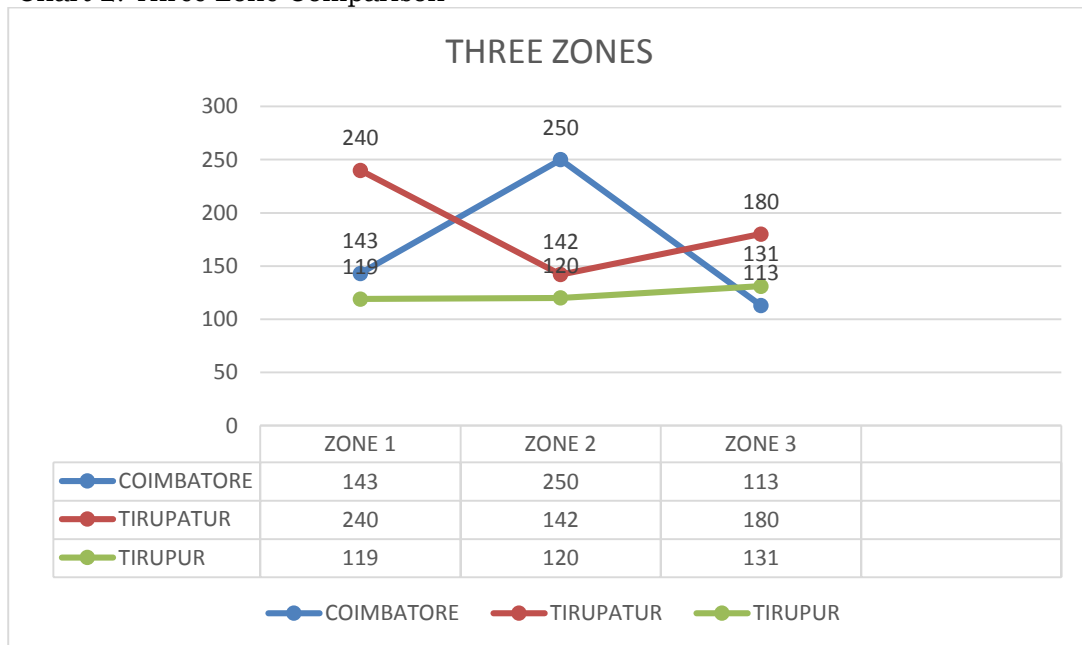


Chart 2: Three Zone Comparison



Through Google form analysis, we have found that majority of Help Line calls received during the crisis. The above pie charts and table analysis are done with the help of Google form analysis by which people shows their responses towards women help line system. Information chart shows how much cases received during the crisis, how much solved and yet to be solved calls by zone table shows the overall percentage of calls received through the zones by calls, email, direct

and by messages and the third diagram shows by district wise affected .The research was conducted totally in three districts Coimbatore, Tirupur and tirupatur. This research were done using primary data.

Conclusion

The main challenge in assessing the helpline was the confidentiality associated with this service, another was the lack of awareness about the women helpline. To resolve the issues of women distress .women help line systems are working much better. Services are Concern where there is need of improve in its quality, moreover public is not so aware with the women Helpline therefore, both Government and NGO's who running this programs should given importance to create more awareness about the programs in society. Staff members should be well worked on this scheme and solve problems in case of increased on the rate of cases and to improve the needs of women helpline service, they must take improving steps and awareness. Though we are concluding that there must be improvement in this kind of sectors and awareness to the people about women helpline centers in India.

The women helpline appears to be an important tool of communication for the young, educated, urban, male who wants his concerns addressed but at the same time wants to maintain anonymity. Women and youth in rural areas, however, need to access this facility too and efforts need to be made enable this to happen. Women problems is moving from the urban to the rural areas and in this era of mobile technology, reaching out to youth both men and women in rural areas should not be too difficult a task.

The fact that 26% of all callers were repeat callers indicates that the helpline was useful to these callers especially during the window period and for emotional support while they waited for testing. Further, 16.4% of all calls translated into drop-in visits to the counseling center of our foundation, indicating that helplines complement prevention efforts and care and support services. The scope for telephone helplines in the context of women abuse call appears limitless.

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