



Creating an empowering environment for women through information & communication technology: A study of women power line' 1090

¹ Navniet Sekera, ² Dr. Surya Prakash Tripathi

¹ Research Scholar, Dr. APJ Abul kalam Technical University (AKTU), Lucknow, Uttar Pradesh, India

² Professor & Research Guide, CSE Department, IET, Lucknow, Uttar Pradesh, India

Abstract

Empowerment of women is essentially the process of upliftment of economic, social and political status of women, the traditionally underprivileged ones, in the society. It involves the building up of a society wherein in women can breathe without the fear of oppression, exploitation, apprehension, discrimination and the general feeling of persecution which goes with being a woman in a traditionally male dominated structure. Women empowerment means equipping women to be economically independent, self-confident, and capable to face any difficult situation.

The paper looks at the response and success of Helplines introduced to stem violence against women in the background of the crime rates in the state of Uttar Pradesh. A number of mobile apps have surfaced like Police and Women's helplines. This is a cross-gender study of the awareness of Women's helplines and efforts to reduce maternal mortality and provide better healthcare to women in the state.

The paper is on the awareness and success of the women helpline 1090 which is established by the Government of Uttar Pradesh for the protection of women against violence and harassment faced by them in the society and at the workplace. This helpline has been introduced by the Government to control the criminal offences increasing against women and the UP Government is taking each and every measure to expand this service in the whole of the State. The objective is to provide a platform where every woman is able to register a complaint whenever they face any kind of harassment/problem whether at home/workplace and in all spheres of the society.

Keywords: women power line, aim, harassment, security, effectiveness

Introduction

Women empowerment refers to increasing the spiritual, political, social, educational, gender or economic strength of individuals and communities of women. Women's empowerment in India is heavily dependent on many different variables that include geographical location (urban / rural) educational status social status (caste and class) and age. Policies on Women's empowerment exist at the national, state and local levels in many sectors, including health, education, economic opportunities, and gender based violence and political participation.

Roots of widespread crime against women lie deep within. In Indian society most girls grow up listening to these two common words, "IGNORE" & "TOLERATE". The young girls are repeatedly taught, trained and conditioned not to raise their voice against wrongs, whatsoever they are in a way these girls are repeatedly taught, regimented for many long years to first ignore and then tolerate. In fact our society systematically kills a girl's teasing, to groping, stalking, vulgar comments and even outrights physical assault. When she joins the work place or when she gets married, she is again subjected to humiliating violence-in her personal and professional life, which again she is asked to endure in silence due to number of reasons. This helplessness stems from women's lack of readiness to raise their voices-largely an account of an

apathetic attitude of authorities towards such crimes. This further encourages heinous crimes such as acid attached, dowry deaths, suicides, rapes, etc. The data from NCRB corroborates these findings that 92% of the heinous offences against women are committed by someone known.

So if we have to make a society where women are safe, have respect and dignity, then we will have to advise a methodology where we teach and train our young girls to speak up, and to tolerate slightest of non-sense, and bringing about: "Zero Tolerance" for crime against women. For this – these young girls will have to speak out loud and raise concerns. However, the big question remains –Who would listen?

Women power line is a statutory body established by the Uttar Pradesh Government on the 15th of November, 2012 for providing assurance of protection against violence and harassment faced by the females in the society and at the work place in Uttar Pradesh. Women power line is the toll free helpline number launched by the Government of U.P for empowering the rights of the women and giving them security within the society. During the period 15th November 2012 till 30th September 2017, around 8,28,345 cases related to harassment and violence against women were registered on the UP police helpline 1090 in last five years, and 8,18,089 cases were resolved during the same period.

Objectives of the study

The objectives of the study are:

- To analyse the concept of Women powerline 1090.
- To assess types of harassment faced by college going girls in Lucknow
- To assess the awareness of girls as to protection available to college girls in Lucknow
- To about awareness of women powerline among college girls in Lucknow
- To know the satisfaction level of such powerline amongst girls
- To study the effectiveness of the women powerline and make suggestions

Women Powerline (1090)

Those responsible are called power angels and anybody can become the power angel and act as the medium of communication between the helpline team and the people of the society. Those who are interested in becoming power angels can get themselves registered at the official portal by giving all their details along with an essay stating the reason for choosing to become a ‘power angel’. The main role of this power line is to deal with harassment cases of vulgar and abusive callers within the state itself. The reason for the introduction of women power line is the increased rate of crime against women in the society and at the workplace and to decrease this harassment. It is because of these kinds of antisocial activities that the UP government has taken a step towards providing a safety to its women citizens. According to myself Navniet Sekera being the Inspector General of the 1090 Power Line, “During the period 15th November 2012 till 30th September 2017, around 8,28,345 cases related to harassment and violence against women were registered on the UP police helpline 1090 in last five years, and 8,18,089 cases were resolved during the same period.”,

The important features of this power line number are:

1. It is not necessary to visit any police station to register a complaint against the accused.
2. The identity of the victims is not disclosed in order to

maintain protection and ensure security to them.

3. The phone calls of the victim are received by the lady constable to avoid hesitation.
4. This one state one number 1090 is valid within the entire state of the U.P.
5. The police official is involved in the case and remains in touch with the victim until the problem is resolved.
6. When the complaint is registered, the unique reference ID is sent to the victim for further process. The victim may call and give the reference number to know about the status of their problem.
7. To register complaint of any victim or her relative free of cost.

The women power line is the comprehensive program that is based on three basic pillars. They are:

Listen: It maintains a 24/7 helpline that has a woman constable to attend the phone calls of the harassed victims. It also ensures that all the details are kept confidential.

Solve: First a counseling of the accused is held along with the family members also. It tries to solve the problem through this process.

Sustain: For about 3 months, the police maintains contact with the victim. After that, the victim is kept under observation for 24 months before finally closing the case.

Infrastructure and Human Resource of Women Power line

The power line has 75 workstations which are based on 24 hr call centre in order to register complaints from all over the state via all possible ICT channels. It is the state of internet telephony and cloud computing based solution. The technology used is very advanced and user friendly. At present a total strength of 162 police personnel including 124 women are working in the power line. The work is done in shifts and the transportation facility is also available to the people working. There are several methods of filing complaint in the power line they are:



Fig 1

Aim of the Women’s Powerline (WPL)

The primary purpose of the establishment of this helpline is to reform the society for once and forever. Since the establishment of this helpline confidence and security feeling has been generated in women of U.P. It aims at reforming the society in 5 to 7 years with its consistent efforts provided

focus is not lost. It has major three priorities:

1. To encourage women so that they can raise their voice without any hurdles or problems.
2. Empowering them by giving them voice and the freedom to speak.
3. To build such a system that counsels and reforms the

offender and discourages them from committing the crime again.

Success of the Initiative-WPL 1090

1. Complaint registration has increased by 104 times.
2. Till now power line has resolved 4.21 lakhs cases with

three successful feedbacks.(As per WPL website)

As per data from UP Police Department, 4, 46, 235 cases related to harassment and violence against women were registered on the UP police helpline 1090 in last three years,

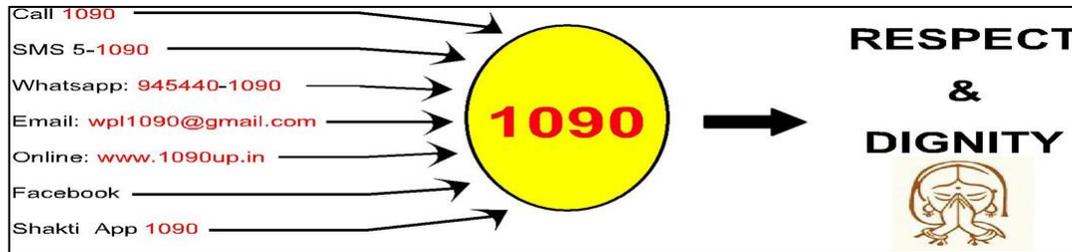


Fig 2

Types of complaints

Table 1: (15-Nov-2012 to 30-Sep-2017 Summary: Details)

7,15,378	87%	Complaints related to Harassment on Phone.
75,337	9%	Complaints related to Harassment at Public Places.
13,101	2%	Complaints related to Harassment on Social Sites.
12,299	1.90%	Complaints related to Domestic Violence.
1,974	0.10%	Complaints related to Misc. Problems.

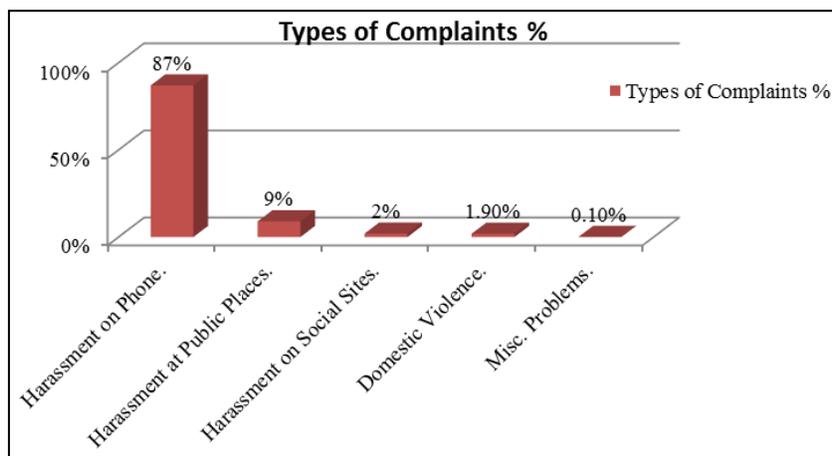


Fig 3: Types of Complaints

Recent Initiatives of WPL 1090

Deployment of power angels at Lucknow metro “Lucknow Metro requires a special team of power angels to be deployed permanently at Metro stations for sensitizing female passengers about 1090's core theme —“Chuppi todo, khul kar bolo” as per myself IG Navniet Sekera. Since girls hesitate to share their problems Power angels will encourage them to speak about their experience. This will instill confidence in them to seek police help in case of any kind of misbehavior/harassment. Feeling of safety would be generated by the presence of power angels and women police in the station.

Communication Officers from Shelter Homes

A communication officer work entails the taking of distress calls, handling and registering a complaint and to conduct feedback on the complaint. Women Power Line1090 has now

decided to induct girls from shelter homes to become its communication officers which were earlier outsourced from a government-based agency. The qualification include Class XII pass, possessing basic knowledge of computer and good communication skills. They would be given training for a month on soft skills. The target for first phase is 30 communication officers as per myself.

Research Methodology

This study is mainly based on primary data, which has been collected through questionnaire. Questionnaires have been filled by the female college students. Data has been analysed using averages and mean statistical tool.

Universe: Girl Students of Degree Colleges of Lucknow, Allahabad and from various Universities in Lucknow.

Sample size: 500 girls

Data Analysis
Women Power Line-1090

Table 2: (15-Nov-2012 to 30-Sep-2017 Summary: Details)

Total Registered Complaints:		8,28,345
Problem resolved completely:		8,18,089
7,15,378	87%	Complaints related to Harassment on Phone.
75,337	9%	Complaints related to Harassment at Public Places.
13,101	2%	Complaints related to Harassment on Social Sites.
12,299	1.90%	Complaints related to Domestic Violence.
1,974	0.10%	Complaints related to Misc. Problems.

Complaints in process: 10, 256

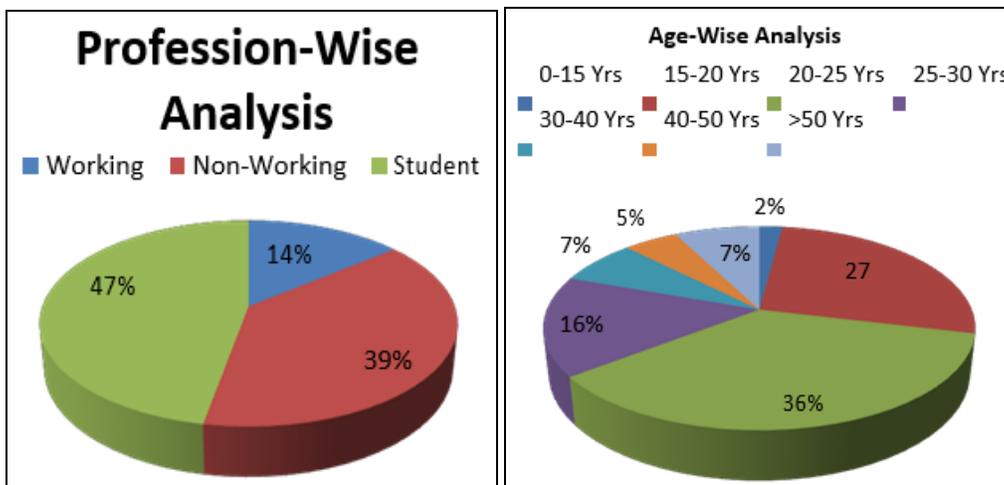


Fig 4

Table 3: Year Wise Complaint

S. No	Year	Total Registered Complaints	Total Resolved Complaints	Average Complaint Per Day	Average Call Per Day
1	15-11-2012 to 31-12-2012	12,195	12,185	271	3,456
2	2013	1,42,113	1,41,949	390	3,715
3	2014	1,56,289	1,56,114	429	8,352
4	2015	1,56,324	1,56,285	429	9,592
5	2016	1,94,208	1,94,134	532	9,782
6	01-01-2017 to 30-09-2017	1,67,216	1,57,422	620	9,821

Interpretation

From the table it is clear that awareness has been increased.

Numbers of complaints are increasing. Girls & women’s are coming in front to avoid silence.

Table 4: Top 7 Districts: Registered complaints

District	Category Wise						
	Complaints	Working		Non-Working		Student	
	Total Data	Data	%	Data	%	Data	%
Lucknow	155823	30425	19.53	52089	33.43	73309	47.05
Kanpur Nagar	40312	6194	15.37	13398	33.24	20720	51.40
Allahabad	32203	3882	12.05	10210	31.71	18111	56.24
Varanasi	31644	4150	13.11	9822	31.04	17672	55.85
Gorakhpur	21558	2647	12.28	8389	38.91	10522	48.81
Agra	20350	3485	17.13	7916	38.90	8949	43.98
Jaunpur	19268	1778	9.23	8015	41.60	9475	49.17

Interpretation

From the table it is clear that awareness has been increased. Numbers of complaints are increasing. Lucknow city is among

the top most cities for filing complaints. School going girls are facing more problems. Girls & women’s are coming in front to avoid silence.

Table 5: Bottom 7 Districts: Registered complaints

District	Category Wise						
	Complaints	Working		Non-Working		Student	
	Total Data	Data	%	Data	%	Data	%
Shravasti	1230	165	13.41	544	44.23	521	42.36
Lalitpur	2110	308	14.60	767	36.35	1035	49.05
Kasganj	2322	334	14.38	1004	43.24	984	42.38
Chitrakoot	2324	325	13.98	932	40.10	1067	45.91
Kaushambi	2511	312	12.43	1088	43.33	1111	44.25
Mahoba	2689	279	10.38	936	34.81	1474	54.82
HAPUD	2806	360	12.83	1212	43.19	1234	43.98

Interpretation

From the table it is clear that awareness has been increased. Numbers of complaints are increasing. Lucknow city is among

the top most cities for filing complaints. School going girls are facing more problems. Girls & women’s are coming in front to avoid silence

District-wise registered complaint data

Table 6

S. No	District	Total Registered Complaints	Total Resolved complaints		Complaints in process		On Phone		Related To Police		Domestic Violence		Social Network		Other		Total Resolved complaints
			Data	%	Data	%	Data	%	Data	%	Data	%	Data	%	Data	%	
1	Agra	20350	20158	99.06	192	0.94	17007	84.37	2300	11.41	417	2.07	365	1.81	69	0.34	20158
2	Aligarh	8758	8676	99.06	82	0.94	7381	85.07	930	10.72	168	1.94	165	1.90	32	0.37	8676
3	Allahabad	32203	31809	98.78	394	1.22	28565	89.8	2230	7.01	395	1.24	539	1.69	80	0.25	31809
4	Ambedkar Nagar	10222	10139	99.19	83	0.81	9232	91.05	683	6.74	115	1.13	98	0.97	11	0.11	10139
5	Amethi	4824	4735	98.16	89	1.84	4176	88.19	434	9.17	59	1.25	57	1.20	9	0.19	4735
6	Amroha	4224	4178	98.91	46	1.09	3696	88.46	371	8.88	54	1.29	42	1.01	15	0.36	4178
7	Auraiya	4971	4930	99.18	41	0.82	3878	78.66	871	17.67	99	2.01	75	1.52	7	0.14	4930
8	Azamgarh	15428	15161	98.27	267	1.73	13476	88.89	1311	8.65	195	1.29	160	1.06	19	0.13	15161
9	Baghpat	4653	4631	99.53	22	0.47	4141	89.42	336	7.26	67	1.45	75	1.62	12	0.26	4631
10	Bahraich	7951	7829	98.47	122	1.53	6912	88.29	668	8.53	130	1.66	108	1.38	11	0.14	7829
11	Ballia	9252	9180	99.22	72	0.78	8051	87.7	823	8.97	136	1.48	157	1.71	13	0.14	9180
12	Balrampur	4013	3986	99.33	27	0.67	3479	87.28	380	9.53	70	1.76	50	1.25	7	0.18	3986
13	Banda	6077	5996	98.67	81	1.33	5285	88.14	515	8.59	100	1.67	81	1.35	15	0.25	5996
14	Barabanki	14389	14259	99.10	130	0.90	12842	90.06	1041	7.30	171	1.20	172	1.21	33	0.23	14259
15	Bareilly	8614	8495	98.62	119	1.38	7293	85.85	854	10.05	150	1.77	169	1.99	29	0.34	8495
16	Basti	11325	11196	98.86	129	1.14	9852	88	1029	9.19	155	1.38	140	1.25	20	0.18	11196
17	Bijnor	7793	7706	98.88	87	1.12	6749	87.58	646	8.38	147	1.91	148	1.92	16	0.21	7706
18	Budaun	4211	4174	99.12	37	0.88	3512	84.14	497	11.91	80	1.92	72	1.72	13	0.31	4174
19	Bulandshahr	8813	8692	98.63	121	1.37	7507	86.37	887	10.20	152	1.75	120	1.38	26	0.30	8692
20	Chandauli	6398	6347	99.20	51	0.80	5468	86.15	669	10.54	102	1.61	96	1.51	12	0.19	6347
21	Chitrakoot	2324	2300	98.97	24	1.03	2008	87.3	207	9.00	28	1.22	53	2.30	4	0.17	2300
22	Deoria	8708	8556	98.25	152	1.75	7312	85.46	957	11.19	131	1.53	129	1.51	27	0.32	8556
23	Etah	4502	4459	99.04	43	0.96	3671	82.33	598	13.41	94	2.11	83	1.86	13	0.29	4459
24	Etawah	7397	7331	99.11	66	0.89	6365	86.82	728	9.93	116	1.58	114	1.56	8	0.11	7331
25	Faizabad	14194	13993	98.58	201	1.42	12615	90.15	1034	7.39	161	1.15	158	1.13	25	0.18	13993
26	Farrukhabad	5175	5104	98.63	71	1.37	4275	83.76	606	11.87	104	2.04	108	2.12	11	0.22	5104
27	Fatehpur	7570	7474	98.73	96	1.27	6530	87.37	694	9.29	115	1.54	110	1.47	25	0.33	7474
28	Firozabad	6483	6394	98.63	89	1.37	5354	83.73	791	12.37	132	2.06	96	1.50	21	0.33	6394
29	Gautam Buddha Nagar	4681	4543	97.05	138	2.95	3863	85.03	407	8.96	151	3.32	102	2.25	20	0.44	4543
30	Ghaziabad	7737	7555	97.65	182	2.35	6565	86.9	588	7.78	242	3.20	132	1.75	28	0.37	7555
31	Ghazipur	9529	9353	98.15	176	1.85	8133	86.96	956	10.22	155	1.66	95	1.02	14	0.15	9353
32	Gonda	12605	12440	98.69	165	1.31	11207	90.09	923	7.42	155	1.25	138	1.11	17	0.14	12440
33	Gorakhpur	21558	21246	98.55	312	1.45	17946	84.47	2533	11.92	341	1.61	371	1.75	55	0.26	21246
34	Hamirpur	4848	4790	98.80	58	1.20	4159	86.83	499	10.42	59	1.23	64	1.34	9	0.19	4790
35	Hapur	2806	2771	98.75	35	1.25	2497	90.11	182	6.57	47	1.70	35	1.26	10	0.36	2771
36	Hardoi	15094	14883	98.60	211	1.40	13040	87.62	1411	9.48	215	1.44	197	1.32	20	0.13	14883
37	Hathras	3666	3629	98.99	37	1.01	2974	81.95	504	13.89	100	2.76	49	1.35	2	0.06	3629
38	Jalaun	8242	8160	99.01	82	0.99	7089	86.88	808	9.90	113	1.38	137	1.68	13	0.16	8160
39	Jaunpur	19268	18936	98.28	332	1.72	16461	86.93	1950	10.30	278	1.47	227	1.20	20	0.11	18936
40	Jhansi	8696	8584	98.71	112	1.29	7375	85.92	891	10.38	130	1.51	168	1.96	20	0.23	8584
41	Kannauj	5177	5122	98.94	55	1.06	4291	83.78	606	11.83	106	2.07	103	2.01	16	0.31	5122
42	Kanpur Dehat	7346	7244	98.61	102	1.39	5974	82.47	998	13.78	161	2.22	99	1.37	12	0.17	7244
43	Kanpur Nagar	40312	39849	98.85	463	1.15	34671	87.01	3635	9.12	615	1.54	772	1.94	156	0.39	39849
44	Kasganj	2322	2284	98.36	38	1.64	1865	81.65	337	14.75	44	1.93	30	1.31	8	0.35	2284
45	Kaushambi	2511	2463	98.09	48	1.91	2068	83.96	308	12.51	46	1.87	34	1.38	7	0.28	2463

46	Kheri	11402	11261	98.76	141	1.24	9546	84.77	1392	12.36	191	1.70	114	1.01	18	0.16	11261
47	Kushi Nagar	8287	8176	98.66	111	1.34	6808	83.27	1078	13.18	164	2.01	114	1.39	12	0.15	8176
48	Lalitpur	2110	2097	99.38	13	0.62	1748	83.36	257	12.26	44	2.10	39	1.86	9	0.43	2097
49	Lucknow	2E+05	2E+05	98.93	1671	1.07	1E+05	89.27	11437	7.42	1691	1.10	3019	1.96	393	0.25	2E+05
50	Maharajganj	4769	4676	98.05	93	1.95	3743	80.05	742	15.87	116	2.48	69	1.48	6	0.13	4676
51	Mahoba	2689	2673	99.40	16	0.60	2406	90.01	183	6.85	36	1.35	41	1.53	7	0.26	2673
52	Mainpuri	5284	5217	98.73	67	1.27	4289	82.21	712	13.65	116	2.22	90	1.73	10	0.19	5217
53	Mathura	8888	8782	98.81	106	1.19	7525	85.69	870	9.91	181	2.06	184	2.10	22	0.25	8782
54	Mau	6561	6474	98.67	87	1.33	5644	87.18	615	9.50	101	1.56	103	1.59	11	0.17	6474
55	Meerut	17342	17134	98.80	208	1.20	15476	90.32	1127	6.58	253	1.48	230	1.34	48	0.28	17134
56	Mirzapur	8683	8558	98.56	125	1.44	7509	87.74	794	9.28	116	1.36	123	1.44	16	0.19	8558
57	Moradabad	9017	8930	99.04	87	0.96	7922	88.71	662	7.41	144	1.61	173	1.94	29	0.32	8930
58	Muzaffarnagar	12231	12110	99.01	121	0.99	10847	89.57	839	6.93	188	1.55	196	1.62	40	0.33	12110
59	Pilibhit	3152	3125	99.14	27	0.86	2526	80.83	461	14.75	62	1.98	64	2.05	12	0.38	3125
60	Pratapgarh	9004	8865	98.46	139	1.54	7744	87.35	857	9.67	140	1.58	116	1.31	8	0.09	8865
61	Rae Bareli	13655	13483	98.74	172	1.26	11688	86.69	1381	10.24	178	1.32	195	1.45	41	0.30	13483
62	Rampur	3697	3645	98.59	52	1.41	3131	85.9	349	9.57	72	1.98	83	2.28	10	0.27	3645
63	Saharanpur	7485	7390	98.73	95	1.27	6432	87.04	658	8.90	140	1.89	134	1.81	26	0.35	7390
64	Sambhal	3242	3194	98.52	48	1.48	2504	78.4	556	17.41	81	2.54	39	1.22	14	0.44	3194
65	Sant Kabeer Nagar	4051	3988	98.44	63	1.56	3340	83.75	520	13.04	64	1.60	58	1.45	6	0.15	3988
66	Sant Ravidas Nagar	3849	3780	98.21	69	1.79	3234	85.56	432	11.43	58	1.53	52	1.38	4	0.11	3780
67	Shahjahanpur	5967	5900	98.88	67	1.12	5076	86.03	621	10.53	94	1.59	102	1.73	7	0.12	5900
68	Shamli	4078	4046	99.22	32	0.78	3743	92.51	198	4.89	45	1.11	41	1.01	19	0.47	4046
69	Shravasti	1230	1209	98.29	21	1.71	1009	83.46	142	11.75	18	1.49	24	1.99	16	1.32	1209
70	Siddharth Nagar	3827	3774	98.62	53	1.38	3283	86.99	359	9.51	62	1.64	50	1.32	20	0.53	3774
71	Sitapur	19012	18753	98.64	259	1.36	16801	89.59	1565	8.35	218	1.16	148	0.79	21	0.11	18753
72	Sonbhadra	5371	5310	98.86	61	1.14	4349	81.9	748	14.09	95	1.79	103	1.94	15	0.28	5310
73	Sultanpur	12597	12413	98.54	184	1.46	11307	91.09	798	6.43	139	1.12	153	1.23	16	0.13	12413
74	Unnao	16178	15973	98.73	205	1.27	13805	86.43	1682	10.53	251	1.57	204	1.28	31	0.19	15973
75	Varanasi	31644	31261	98.79	383	1.21	27521	88.04	2676	8.56	440	1.41	547	1.75	77	0.25	31261
	Total	###	###	98.76	###	1.24	###	87.45	###	9.21	###	1.50	13101	1.60	1974	0.24	###

Category-wise analysis of victims across districts of Uttar Pradesh

District wise details of age wise

Table 7

S. No	District	Working		Non-Working		Student		Total	0-15 years		15-20 years		20-25 years		25-30 years		30-40 years		40-50 years		>50 Yrs		Total
		Data	%	Data	%	Data	%		Data	%	Data	%	Data	%	Data	%	Data	%	Data	%	Data	%	
1	Agra	3485	17.13	7916	38.90	8949	43.98	###	167	0.82	4503	22.13	7803	38.34	3335	16.39	3109	15.28	1043	5.13	390	1.92	###
2	Aligarh	1250	14.27	3577	40.84	3931	44.88	8758	94	1.07	2207	25.20	3300	37.68	1411	16.11	1151	13.14	430	4.91	165	1.88	8758
3	Allahabad	3882	12.05	10210	31.71	18111	56.24	###	234	0.73	8625	26.78	###	38.52	5115	15.88	3909	12.14	1409	4.38	508	1.58	###
4	Ambedkar Nagar	989	9.68	4304	42.11	4929	48.22	###	55	0.54	2685	26.27	2804	37.21	1653	16.17	1326	12.97	561	5.49	138	1.35	###
5	Amethi	594	12.31	2040	42.29	2190	45.40	4824	32	0.66	1261	26.14	1698	35.20	721	14.95	720	14.93	281	5.83	111	2.30	4824
6	Amroha	610	14.44	1829	43.30	1785	42.26	4224	41	0.97	1058	25.05	1641	38.85	644	15.25	590	13.97	197	4.66	53	1.25	4224
7	Auraiya	617	12.41	2272	45.71	2082	41.88	4971	45	0.91	1284	25.83	1749	35.18	764	15.37	712	14.32	293	5.89	124	2.49	4971
8	Azamgarh	1524	9.88	6530	42.33	7374	47.80	###	80	0.52	4045	26.22	5725	37.11	2376	15.40	2071	13.42	836	5.42	295	1.91	###
9	Baghpat	497	10.68	2214	47.58	1942	41.74	4653	40	0.86	1130	24.29	1747	37.55	786	16.89	670	14.40	208	4.47	72	1.55	4653
10	Bahraich	1058	13.31	3252	40.90	3641	45.79	7951	48	0.60	2321	29.19	2758	34.69	1297	16.31	1055	13.27	355	4.46	117	1.47	7951
11	Ballia	880	9.51	3793	41.00	4579	49.49	9252	78	0.84	2640	28.53	3288	35.54	1387	14.99	1182	12.78	485	5.24	192	2.08	9252
12	Balrampur	518	12.91	1801	44.88	1694	42.21	4013	45	1.12	1081	26.94	1378	34.34	583	14.53	606	15.10	239	5.96	81	2.02	4013
13	Banda	737	12.13	2276	37.45	3064	50.42	6077	67	1.10	1924	31.66	2043	33.62	845	13.90	788	12.97	317	5.22	93	1.53	6077
14	Barabanki	1782	12.38	5938	41.27	6669	46.35	###	94	0.65	3984	27.69	5368	37.31	2202	15.30	1879	13.06	641	4.45	221	1.54	###
15	Barcilly	1395	16.19	3149	36.56	4070	47.25	8614	75	0.87	2441	28.34	3151	36.58	1360	15.79	1067	12.39	385	4.47	135	1.57	8614
16	Basti	1182	10.44	5164	45.60	4979	43.96	11325	99	0.87	3013	26.60	3924	34.65	1814	16.02	1685	14.88	579	5.11	211	1.86	11325
17	Bijnor	1072	13.76	3334	42.78	3387	43.46	7793	51	0.65	2026	26.00	2881	36.97	1205	15.46	1067	13.69	420	5.39	143	1.83	7793
18	Budaun	654	15.53	1749	41.53	1808	42.94	4211	39	0.93	1127	26.76	1514	35.94	656	15.57	571	13.56	227	5.39	78	1.85	4212
19	Bulandshahr	1115	12.65	4065	46.13	3633	41.22	8813	81	0.92	2120	24.06	3236	36.72	1481	16.80	1260	14.30	451	5.12	184	2.09	8813
20	Chandauli	617	9.64	2384	37.26	3397	53.09	6398	61	0.95	2079	32.49	2270	35.48	925	14.46	732	11.44	230	3.59	101	1.58	6398
21	Chitrakoot	325	13.98	932	40.10	1067	45.91	2324	24	1.03	709	30.51	767	33.00	368	15.83	309	13.30	100	4.30	47	2.02	2324
22	Deoria	895	10.28	3812	43.78	4001	45.95	8708	90	1.03	2347	26.95	3043	34.94	1364	15.66	1200	13.78	473	5.43	191	2.19	8708
23	Etah	563	12.51	2025	44.98	1914	42.51	4502	43	0.96	1125	24.99	1631	36.23	740	16.44	633	14.06	230	5.11	100	2.22	4502
24	Etawah	974	13.17	3354	45.34	3069	41.49	7397	36	0.49	1677	22.67	2607	35.24	1278	17.28	1172	15.84	456	6.16	171	2.31	7397
25	Faizabad	1655	11.66	5584	39.34	6955	49.00	14194	100	0.70	3606	25.41	5370	37.83	2276	16.03	1858	13.09	741	5.22	243	1.71	14194
26	Farrukhabad	706	13.64	2179	42.11	2290	44.25	5175	37	0.71	1310	25.31	1820	35.17	837	16.17	799	15.44	264	5.10	108	2.09	5175
27	Fatehpur	888	11.73	3161	41.76	3521	46.51	7570	71	0.94	2146	28.35	2686	35.48	1127	14.89	1037	13.70	364	4.81	139	1.84	7570
28	Firozabad	898	13.85	2820	43.50	2765	42.65	6483	50	0.77	1549	23.89	2449	37.78	1034	15.95	919	14.18	363	5.60	119	1.84	6483
29	Gautam Buddha Nagar	1708	36.49	1553	33.18	1420	30.34	4681	33	0.70	809	17.28	1692	36.15	1028	21.96	807	17.24	219	4.68	93	1.99	4681

30	Ghaziabad	1942	25.10	2940	38.00	2855	36.90	7737	45	0.58	1494	19.31	2853	36.87	1478	19.10	1385	17.90	391	5.05	92	1.19	7738
31	Ghazipur	898	9.42	3866	40.57	4765	50.01	9529	70	0.73	2804	29.43	3421	35.90	1416	14.86	1155	12.12	505	5.30	158	1.66	9529
32	Gonda	1398	11.09	5427	43.05	5780	45.85	####	87	0.69	3667	29.09	4328	34.34	1944	15.42	1729	13.72	608	4.82	242	1.92	####
33	Gorakhpur	2647	12.28	8389	38.91	####	48.81	####	146	0.68	5522	25.61	7900	36.65	3443	15.97	2998	13.91	1104	5.12	445	2.06	####
34	Hamirpur	548	11.30	1842	38.00	2458	50.70	4848	57	1.18	1677	34.59	1591	32.82	667	13.76	577	11.90	192	3.96	87	1.79	4848
35	Hapur	360	12.83	1212	43.19	1234	43.98	2806	19	0.68	682	24.31	1127	40.16	398	14.18	387	13.79	146	5.20	47	1.67	2806
36	Hardoi	1811	12.00	6453	42.75	6830	45.25	####	118	0.78	4292	28.44	5178	34.31	2318	15.36	1969	13.04	854	5.66	365	2.42	####
37	Hathras	456	12.44	1575	42.96	1635	44.60	3666	23	0.63	959	26.16	1404	38.30	555	15.14	449	12.25	197	5.37	79	2.15	3666
38	Jalaun	912	11.07	3301	40.05	4029	48.88	8242	80	0.97	2499	30.32	2830	34.34	1125	13.65	1108	13.44	428	5.19	172	2.09	8242
39	Jaunpur	1778	9.23	8015	41.60	9475	49.17	####	115	0.60	5327	27.65	7401	38.41	2722	14.13	2436	12.64	915	4.75	352	1.83	####
40	Jhansi	1336	15.36	2899	33.34	4461	51.30	8696	80	0.92	2291	26.35	3347	38.49	1263	14.52	1146	13.18	417	4.80	152	1.75	8696
41	Kannauj	623	12.03	2277	43.98	2277	43.98	5177	40	0.77	1290	24.92	1894	36.58	843	16.28	741	14.31	262	5.06	107	2.07	5177
42	Kanpur Dehat	892	12.14	3008	40.95	3446	46.91	7346	51	0.69	2094	28.51	2701	36.77	1083	14.74	937	12.76	361	4.91	119	1.62	7346
43	Kanpur Nagar	6194	15.37	####	33.24	####	51.40	####	318	0.79	####	25.79	15107	37.48	6567	16.29	5190	12.87	1978	4.91	757	1.88	####
44	Kasganj	334	14.38	1004	43.24	984	42.38	2322	24	1.03	624	26.87	843	36.30	345	14.86	314	13.52	120	5.17	52	2.24	2322
45	Kaushambi	312	12.43	1088	43.33	1111	44.25	2511	29	1.15	755	30.07	859	34.21	354	14.10	357	14.22	128	5.10	29	1.15	2511
46	Kheri	1752	15.37	4415	38.72	5235	45.91	11402	91	0.80	2974	26.08	4095	35.91	1924	16.87	1570	13.77	549	4.81	199	1.75	11402
47	Kushi Nagar	994	11.99	3648	44.02	3645	43.98	8287	88	1.06	2289	27.62	2769	33.41	1338	16.15	1249	15.07	410	4.95	144	1.74	8287
48	Lalitpur	308	14.60	767	36.35	1035	49.05	2110	19	0.90	597	28.29	758	35.92	333	15.78	269	12.75	100	4.74	34	1.61	2110
49	Lucknow	####	19.53	####	33.43	####	47.05	####	1584	1.02	####	23.13	####	37.66	####	16.98	####	13.98	8041	5.16	3229	2.07	####
50	Maharajganj	611	12.81	2181	45.73	1977	41.46	4769	37	0.78	1266	26.55	1635	34.28	783	16.42	723	15.16	243	5.10	82	1.72	4769
51	Mahoba	279	10.38	936	34.81	1474	54.82	2689	35	1.30	992	36.89	907	33.73	329	12.24	281	10.45	100	3.72	45	1.67	2689
52	Mainpuri	660	12.49	2395	45.33	2229	42.18	5284	46	0.87	1237	23.41	1919	36.32	906	17.15	775	14.67	295	5.58	106	2.01	5284
53	Mathura	1254	14.11	3634	40.89	4000	45.00	8888	71	0.80	2309	25.98	3106	34.95	1419	15.97	1327	14.93	472	5.31	184	2.07	8888
54	Mau	742	11.31	2566	39.11	3253	49.58	6561	53	0.81	1922	29.29	2356	35.91	920	14.02	869	13.24	317	4.83	124	1.89	6561
55	Meerut	2747	15.84	6920	39.90	7675	44.26	####	111	0.64	3745	21.59	6704	38.66	2955	17.04	2613	15.07	864	4.98	350	2.02	####
56	Mirzapur	965	11.11	3357	38.66	4361	50.22	8683	84	0.97	2717	31.29	3033	34.93	1277	14.71	1044	12.02	391	4.50	137	1.58	8683
57	Moradabad	1476	16.37	3524	39.08	4017	44.55	9017	80	0.89	2374	26.33	3406	37.77	1421	15.76	1177	13.05	429	4.76	130	1.44	9017
58	Muzaffarnagar	1413	11.55	5655	46.23	5163	42.21	12231	106	0.87	3192	26.10	4328	35.39	1923	15.72	1748	14.29	679	5.55	255	2.08	12231
59	Pilibhit	524	16.62	1256	39.85	1372	43.53	3152	34	1.08	854	27.09	1144	36.29	538	17.07	392	12.44	135	4.28	55	1.74	3152
60	Pratapgarh	851	9.45	3751	41.66	4402	48.89	9004	46	0.51	2418	26.85	3368	37.41	1307	14.52	1174	13.04	506	5.62	185	2.05	9004
61	Rae Bareli	1743	12.76	5752	42.12	6160	45.11	####	99	0.73	3522	25.79	4866	35.64	2191	16.05	1927	14.11	771	5.65	279	2.04	####
62	Rampur	503	13.61	1540	41.66	1654	44.74	3697	32	0.87	1181	31.94	1262	34.14	513	13.88	490	13.25	179	4.84	40	1.08	3697
63	Saharanpur	968	12.93	3230	43.15	3287	43.91	7485	56	0.75	1989	26.57	2801	37.42	1148	15.34	1036	13.84	332	4.44	123	1.64	7485
64	Sambhal	492	15.18	1425	43.95	1325	40.87	3242	25	0.77	772	23.81	1161	35.81	572	17.64	455	14.03	209	6.45	48	1.48	3242
65	Sant Kabeer Nagar	467	11.53	1903	46.98	1681	41.50	4051	45	1.11	1132	27.94	1301	32.12	620	15.30	603	14.89	258	6.37	92	2.27	4051
66	Sant Ravidas Nagar	443	11.51	1725	44.82	1681	43.67	3849	25	0.65	1010	26.24	1483	38.53	595	15.46	452	11.74	209	5.43	75	1.95	3849
67	Shahjahanpur	895	15.00	2343	39.27	2729	45.73	5967	39	0.65	1637	27.43	2147	35.98	934	15.65	819	13.73	289	4.84	102	1.71	5967
68	Shamli	450	11.03	1961	48.09	1667	40.88	4078	38	0.93	1097	26.90	1338	32.81	605	14.84	648	15.89	275	6.74	77	1.89	4078
69	Shravasti	165	13.41	544	44.23	521	42.36	1230	19	1.54	360	29.27	415	33.74	190	15.45	176	14.31	61	4.96	9	0.73	1230
70	Siddharth Nagar	452	11.81	1898	49.59	1477	38.59	3827	44	1.15	991	25.89	1176	30.73	648	16.93	631	16.49	255	6.66	82	2.14	3827
71	Sitapur	2533	13.32	7461	39.24	9018	47.43	19012	141	0.74	5481	28.83	6665	35.06	2985	15.70	2377	12.50	1027	5.40	336	1.77	19012
72	Sonbhadra	715	13.31	1927	35.88	2729	50.81	5371	48	0.89	1515	28.21	2050	38.17	793	14.76	628	11.69	256	4.77	81	1.51	5371
73	Sultanpur	1270	10.08	5374	42.66	5953	47.26	####	61	0.48	3205	25.45	4586	36.41	2016	16.01	1792	14.23	711	5.65	224	1.78	####
74	Unnao	1942	12.00	7036	43.49	7200	44.50	16178	135	0.83	4518	27.93	5793	35.81	2400	14.83	2178	13.46	865	5.35	289	1.79	16178
75	Varanasi	4150	13.11	9822	31.04	####	55.85	####	187	0.59	8837	27.93	####	39.68	4786	15.12	3520	11.12	1296	4.10	462	1.46	####
	Total	####	14.21	####	38.75	####	47.05	####	####	2.06	####	26.66	####	35.86	####	15.85	####	7.13	####	4.85	####	7.59	####

Harassment faced by girl students in Lucknow & Allahabad

Table 8: Have you faced any kind of gender related problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	306	61.2	61.2	61.2
	No	194	39.8	39.8	100.0
	Total	500	100.0	100.0	

Awareness of protection available to girls

Table 9: Are you aware of the laws and protection available against crime regarding women?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	360	72.0	72.0	72.0
	No	140	28.0	28.0	100.0
	Total	500	100.0	100.0	

Awareness about Women Power Line in Lucknow & Allahabad

Table 10: Do you have power line number?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	316	63.2	63.2	63.2
	No	184	36.8	36.8	100.0
	Total	500	100.0	100.0	

Use of women power line in Lucknow & Allahabad

Table 11: Have you ever filed complaint with women power line?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	232	46.4	46.4	46.2
	No	268	53.6	53.6	100.0
	Total	500	100.0	100.0	

Effectiveness of women power line in Lucknow & Allahabad

Table 12: How was the response after filing the complaint?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Quick	191	38.2	38.2	38.2
	delayed response	45	9.0	9.0	47.2
	no response	8	1.6	1.6	48.8
	Not applicable	256	51.2	51.2	100.0
	Total	500	100.0	100.0	

Table 13: Within how much time your problem was being solved?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	within 24 hrs	163	32.6	32.6	32.6
	in 2 or 3 days	47	9.4	9.4	42.0
	in 1 week	12	2.4	2.4	44.4
	more than 1 week	9	1.8	1.8	46.2
	not solved	14	2.8	2.8	49.0
	Not applicable	255	51.0	51.0	100.0
	Total	500	100.0	100.0	

Satisfaction level of power line

Table 14: Are you satisfied with women powerline 1090?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Satisfied	221	44.2	44.2	44.2
	Not Fully satisfied	76	15.2	15.2	59.4
	Needs improvement	175	35	35	94.4
	Not satisfied	28	5.6	5.6	100
	Total	500	100	100	

Findings and Conclusion

After analysing the data, it is found that;

- Out of 500 college girls, 61.2% girls are facing harassment in their day to day life, this shows that a majority of girls have faced some form of harassment, be it eve teasing, crank calls, sexual advances, cat calls etc. Thus there is urgent need for some mechanism for redressal of this common problem.
- 72% girls are aware about this form of protection (Help line 1090) available to them. Reason for lack of awareness among 28% should be analysed and tackled. There are a number of laws and rules for protection of women in our country but our respondents are unaware of those measures.
- 63.2% of girls are having the Women Power Line Contact Number (1090). One very encouraging finding is that majority of the girls have saved the number which may be used in emergencies by them.
- Only 46.2% girls take the help and file complaint with women power line across the college going girls in Lucknow & Allahabad. The reason for this could be their feeling shy or introvert/reticent to share such problems. Another big social cause is parental pressure of not involving a third party/police and discussing the problem or lodging a complaint.
- About only 32.6% of the girls have reported a quick response from the helpline in registering their complaint i.e. within 24 hours, 9.4% say it took 2 -3 days to register their complaint whereas 2.4% girls took about a week to lodge their complaint.
- Lastly only about 44.2% of the above girls are satisfied with the helpline resolution mechanism and 35% of them

feel there is scope for improvement in the services offered by the helpline.

From the above study we can see that wo men in U.P are not safe and do not live with dignity as majority of them have faced some or the other kind of harassment/ misbehaviour in their lives. The WPL has given them a certain measure of confidence but many are still not aware about this helpline. It can also be said that the women power line is a good initiative of the U.P. Government and continuously working for empowering its womenfolk.

The main objective however to reform the society more deeply in which WPL 1090 will work as an antidote to undo the very inimical problems lying at the core of society is still a far cry.

From the data collected, it can be easily seen that there is sufficient mobile penetration even in the most backward districts of the state to allow for integrated approach through mobile phones. Simple SMS/IVRS messages can be used for targeted intervention in rural areas. Thus mobile helplines to ascertain access to health, police and women’s safety services have widespread acceptance and usage in the rural areas as well as urban areas.

Suggestions

1. It has been almost five years since the launch of WPL 1090 in 2012. A thorough review and analysis needs to be undertaken. Technological expansion and upgradation to improve its effectiveness and reach is the call of the day.
2. UP is a densely populated state with a lot of rural population. Now with the availability of mobile phones, the reach of 1090 should also grow so that this facility can be used by more and more girls and women throughout the

- State of UP. This should not remain an urban phenomenon.
3. A large segment of college going girls (educated class) is still not aware of this helpline. Thus the method and use of this toll free number should be propagated more by Radio and TV media to make 100% awareness.
 4. The resolution mechanism needs to be strengthened so that cases may be registered and disposed off timely. Many of the problems can be nipped in the bud through proper counseling.
 5. The number of power Angels needs to be increased and given effective training so as to cover the vast area and population of the state. A target ratio should be drawn up.
 6. More awareness programs through workshops/nukkad natak at schools, colleges as well as by lanes of all cities and towns should be conducted to apprise girls of this helpline which can save many a crime against women.
 7. The offender should be reformed/punished if required in such a manner so that the chance of a repeat mistake is minimized.
 8. The mind set of our Society needs be broadened. Girls should be treated as equals. Further boys should be sensitised to women issues, the initiative of which should begin from home. Girls should not hesitate to complain about any misbehaviour/ harassment. The slogan of Chuppi todo, khul kar bolo should be implemented in its true spirit.

References

1. Dwivedi N, Saxena N. Who SAY Elephants can't Dance? Uttar Pradesh Women Power Line, 1090, 2015.
2. Srivastava R. Women Power Line - 1090 attracts researchers from various colleges, 2013.
3. Dutta A. Women Power Line 1090 bringing a revolutionary change in Uttar Pradesh, 2016.
4. Singh P. Women power line 1090 roped in for women's safety on Lucknow Metro, 2016.
5. Srivastava N. Women Safety in Uttar Pradesh, 2016.
6. 1090 Emergency Service for women. <http://women-powerline.blogspot.in/2015/03>.
7. wikipedia.org/wiki/Women_Power_Line_1090 8. 1090up.in
8. Mascontext. Communication As, A Tool for Empowerment Issue 14/ Summer 12 <http://www.mascontext.Com/issues/14-communication-summer-12/communication-as-a-tool-for-empowerment/>
9. Eric Bellman. Rural India Snaps Up Mobile Phones Demand among Poor Farmers Keeps an Industry Growing as Other Sectors of the Economy Are Jolted, in Wall Street Journal report Available, 2009. <http://www.wsj.com/articles/SB123413407376461353>
10. Ethinos Snapshot of Digital India, 2016. Available at <http://www.slideshare.net/Ethinos/snapshot-of-digital-india-march-2016>
11. Nasscom-Akamai Technologies Report. The Future of Internet in India, Available: http://www.nasscom.in/sites/default/files/Article_News/PR_NASSCO_MAKAMAI_Rise%20of%20Internet_17082016.pdf
12. Census of India, 2011. Available at censusindia.gov.in
13. District Development Indices, CGG Working Paper, 2003. Available: <http://www.cgg.gov.in/workingpapers/WP-156-178.pdf>
14. UNDP_S Human Development Report, 2016. Available: http://hdr.undp.org/sites/default/files/2015_human_development_report.pdf
15. Govt. of India Planning Commission Uttar Pradesh: State Development Report. 2(1). Available: http://planningcommission.nic.in/plans/stateplan/index.php?state=sdr_u.p.htm
16. India Internet Landscape, 2016. Available: <http://www.slideshare.net/kingdevil/india-internet-presence-mobile-internet-usage-trend>
17. National Crime Records Bureau Report, 2016. Available at ncrb.nic.in
18. Nie Bent, Hull. SPSS: Statistical Package for the Social Sciences, McGraw-Hill, 1970. p