

- A person who has just got harassed will go to the nearest police station and lodge a complaint on the device installed there. This will be a very basic complaint which will have heads under which the complaint can be lodged (cloud connected) > an auto generated reference number will be given to the person which can later be used to track the progress of the complaint .
- At a later stage something like Adhaar card can be used for Costumer verification. Name and branch of the police man/station used for police verification.
- Group of educated people with these devices ready for the help of rural people because the app does work on the cloud – all the info to be sent over the cloud to the nearest police station.
- There will be two sides to the application – the client side and the server side
- The steps now proceed in phases :-
 - o Step 1 : Ask the user if he/she needs telephonic or personal assistance in lodging the complaint.
The person selects a head under which they wish to complaint.
This generates a reference number.
 - o Step 2: To get a confirmation that the complaint is up and ready along with the complaint case and a reference number generated .
For this, the user/victim will have to provide an identity verification number(say Adhaar card number) Which will then lead to confirmation of the complaint.This will happen on a website to which the user is directed for confirmation.

The concerned people handling this on the server side get notified with each complaint and then assign a person to handle this based on the department .A police inspector can have a maximum number (say 10) of complaints to handle within a specified time.

- o Step 3 : There are stages on a basic level where the user can track the progress of every complaint using the same reference number.

In case the user is not satisfied with the way it goes ahead or takes more time than the specified time period he/she can report to the higher official who will then look into the matter.

Step 4: There is a 5 step progress tracking of each complaint which has provisions of official assigned meeting the victim which takes the process forward.