Project Report: "Surokkha"

:– A Civic Tech Solution for Women's Safety and Empowerment.

1. Introduction

Women in Bangladesh often face unique challenges simply because of their gender. From workplace harassment and lack of accessible healthcare to difficulties in lodging complaints due to social stigma, the barriers are significant. Many women hesitate to approach police or administrative bodies as they are dominated by male officers, making it difficult to open up.

"Surokkha" is a government-aligned civic tech initiative designed to address these challenges. It integrates services under the Ministry of Women and Children Affairs, Ministry of Health, and Law Enforcement agencies, ensuring a **women-friendly, secure, and inclusive ecosystem** where women can safely seek support, healthcare, and legal remedies.

2. Project Objectives

- Provide **secure and confidential platforms** for women to report harassment and complaints.
- Ensure **women-friendly service delivery** with female police, administrators, and healthcare professionals.
- Build **digital trust and transparency** through verified identity systems.
- Empower women by ensuring **accessibility to all government women-related services** in one platform.
- Promote **safety, dignity, and equal rights** for women at every level of society.

3. Current Features Implemented

3.1 Authentication & Verification System

- **Login & Signup:** Multi-step registration system.
- **Identity Verification:** NID, Birth Registration, or Passport.
- **Emergency Contacts:** At least one verified emergency contact required.

- **Document Upload & Review:** 24-hour manual verification process.
- **Security:** OTP-based 2FA and strict document validation.

3.2 Service Modules

- **Complaint Registration:** Women can lodge complaints confidentially.
- **Telemedicine & Video Consultation:** Women can consult with female doctors remotely.
- **Psychological Support:** Access to trained female counselors.
- **Legal Aid Services:** Direct consultation with female legal advisors.
- **Women-only Admin Panel:** All complaint-handling is done by female officers.

3.3 AI Assistant – "Seba Apa"

- Provides answers to common queries regarding health, law, and rights.
- 24/7 availability with natural language support.
- Acts as the **first point of contact** for guidance.

4. Additional Features (In Development)

1. **Smartphone Application (Android & iOS):**
   - Simple, user-friendly mobile app.
   - Secure login, complaint, and consultation system.
2. **Location-Based Support:**
   - GPS-based emergency support.
   - Instantly connects user with nearest **female police officer or healthcare provider**.
3. **24/7 Helpline Integration:**
   - Dedicated women's safety helpline integrated directly into the platform.
   - Ensures **immediate response** during emergencies.

5. Beneficiaries & Target Groups

- Women in urban and rural areas who face harassment or lack access to proper services.
- Female students and professionals needing **safe reporting channels**.
- Victims of **domestic violence, workplace harassment, or social abuse**.
- Women seeking **accessible healthcare or counseling**.

6. Security & Privacy Measures

- OTP & 2FA for all logins.
- NID, Birth Certificate, and Passport verification.
- Complaint details stored with **end-to-end encryption**.
- **Only female officers and service providers** have access to sensitive cases.
- User anonymity maintained unless legally required.

7. Future Roadmap

- **Expansion of Services:** Adding career support, financial literacy, and entrepreneurship training for women.
- **AI-Driven Analytics:** To track patterns of harassment and healthcare needs for policy-making.
- **Multi-Language Support:** Bangla and English interfaces for broader accessibility.
- **Partnerships:** Collaboration with NGOs, women's rights groups, and private sector healthcare providers.
- **Integration with National Systems:** Full synchronization with government portals and digital Bangladesh initiatives.

8. Conclusion

"Surokkha" is not just a technology project—it is a **social empowerment platform**. By combining **digital security, government service integration, and women-centric support systems**, it aims to ensure that **no woman in Bangladesh is left without protection, healthcare, or justice**.

With continuous development, "Surokkha" will become a **landmark civic tech model** that ensures dignity, safety, and empowerment for women in Bangladesh and can be replicated globally.