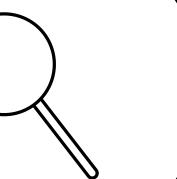


# 1930 HELPLINE IMPROVEMENT

-THE DATA KNIGHTS

Let's Begin

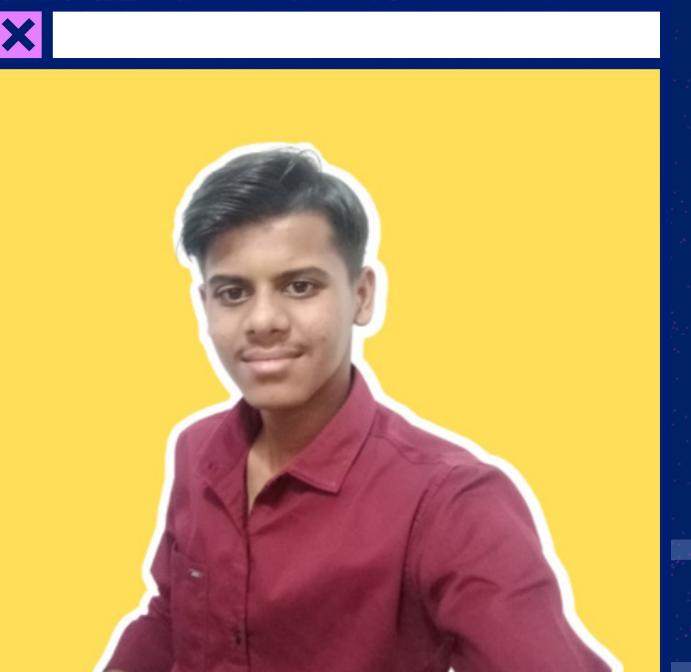


# MEET THE TEAM

A dynamic team of enthusiastic developers, fueled by passion and creativity, dedicated to crafting innovative solutions and pushing the boundaries of technology.



Bhavya Soni



Pulkit Porwal



Neha Gera

# AGENDA

1

Efficient Reporting  
of Cyber Crime

2

Increased User  
Reach & experience

3

AI Based Sorting  
of Complaints

4

AI Based Prompt  
Advice

5

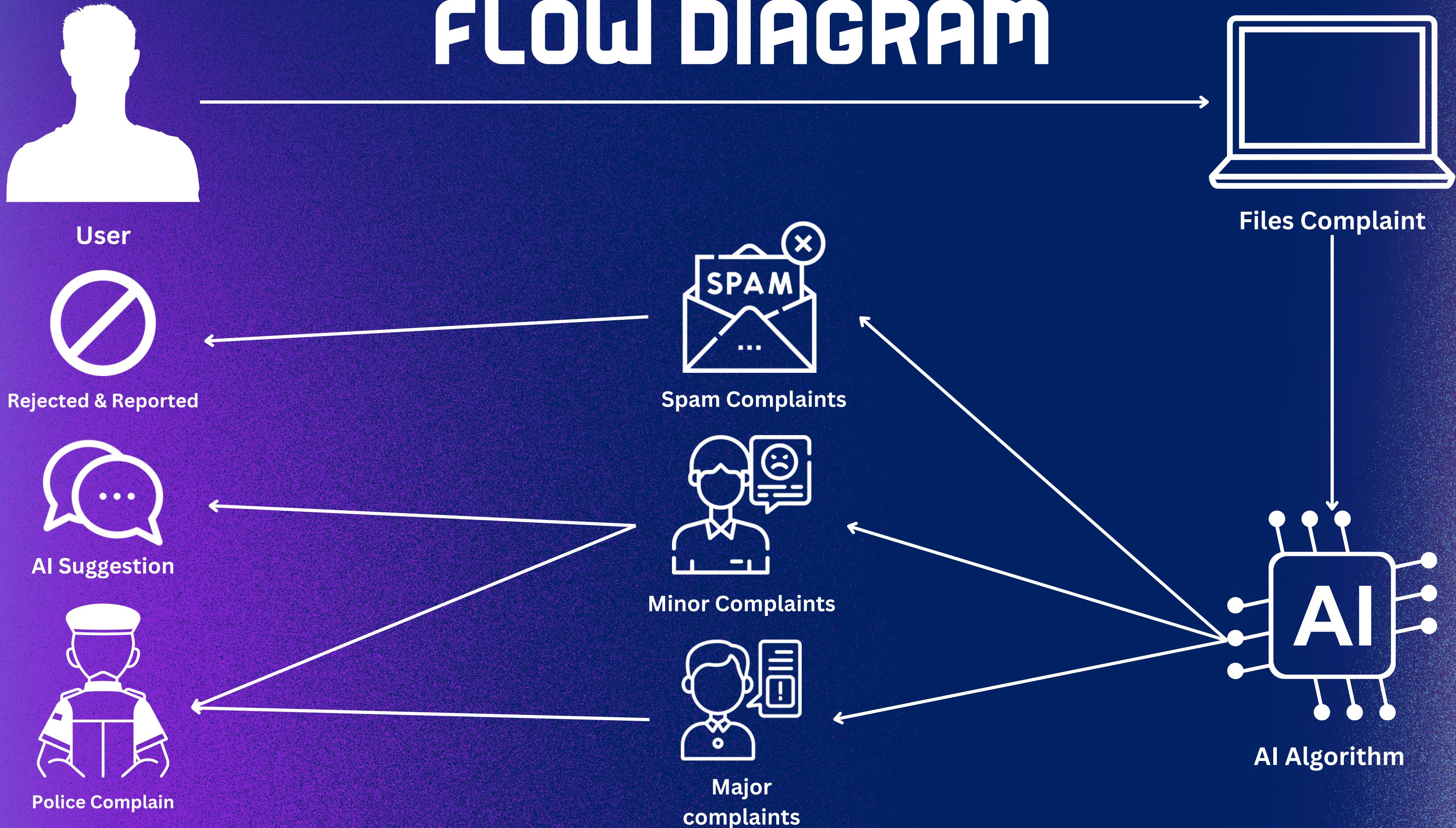
Complaint  
Tracking System

6

Integration with  
Banks



# FLOW DIAGRAM



# AI BASED SORTING

## SPAM CATEGORY

- Utilize the AI model to effectively identify and reject spam complaints, preventing unnecessary workload for manual review.



Spam Complaints

## MINOR CATEGORY

- Employ AI-generated advice to address Minor complaints, providing quick and automated solutions to common issues.



Minor Complaints

## MAJOR CATEGORY

- Streamline the process for Major complaints, leveraging the AI system to expedite the handling of significant cybercrime cases.



Major complaints

# AI BASED PROMPT ADVICE

- **Development of Legal Language Model (LLM):**
  - Creation of a state-of-the-art Legal Language Model (LLM) for integration into the cybercrime portal.
- **Efficient Handling of Minor Complaints:**
  - Specialized LLM designed to handle Minor complaints with remarkable efficiency.
  - Focus on providing users with a seamless and user-friendly experience.
- **User Empowerment in Minor Complaints:**
  - Recognizing the significance of user empowerment.
  - Even in cases classified as Minor complaints, an option to report to the police will be readily available.
- **Role of LLM in Major Complaints:**
  - The LLM will play a pivotal role in providing prompt and insightful suggestions for Major complaints.



AI Suggestion

# COMPLAINT TRACKING

- Implementation of a robust complaint tracking system within the cybercrime portal.
- Categorization of complaints into phases: Pending, In-Process, Rejected, and Solved.
- Inclusion of precise timestamps for real-time updates on reported issues.
- User-centric focus with the aim of reducing anxiety and fostering trust through real-time updates.
- Streamlining the complaint resolution process through a meticulous tracking mechanism.
- Emphasis on transparency by providing a clear and structured view of each complaint's status.



# OUR IDEAS



Anonymous Reporting Option To Maintain User Trust And Confidentiality.



Rewarding/Awarding System For People Who Contributed The Most For Reporting Cybercrime. (User has an option if He wants to get recognized or not)



Gamification of The Process of Reporting Cybercrime and Spreading Awareness Through Games



Collaboration with Cyber Warriors Spreading Cyber Awareness Over The Internet

# ANONYMOUS REPORTING

- Implementation of an anonymous reporting feature in the cybercrime portal.
- Prioritizing user privacy and aiming to enhance trust in the reporting process.
- Empowering users who may be reluctant to share personal details or fear retribution.
- Providing a secure and confidential reporting avenue to foster inclusivity.
- Encouraging broader community engagement by addressing concerns of potential reprisals.
- Establishing a comprehensive cybercrime reporting platform with an emphasis on user safety.
- Reinforcing a commitment to collective efforts against digital threats through active user participation.



THANK  
YOU!