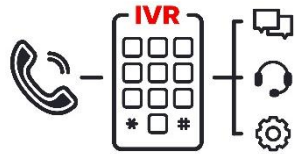


Demonstration of Improvised Helpline System at 15100

(Overview)

Platform Capabilities

The platform aims at delivering seamless support to Legal aid seekers from DLSA



Interactive self service menu to choose from legal services



Citizens can interact in their language of Choice



Citizens can be redirected to Specific State /District using Voice



Incase of emergency citizen can reach directly for assistance



Dashboard for monitoring of calls



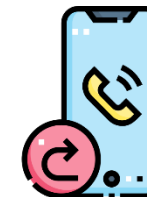
Option to Choose male or Female Legal Counsel



Collection of feedback at the end of the call



SMS and Whatsapp Notifications at various stages



Call back facility for unattended calls

Available Languages

1)Hindi

Tamil

Telugu

Bangla

Kannada

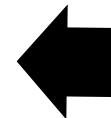
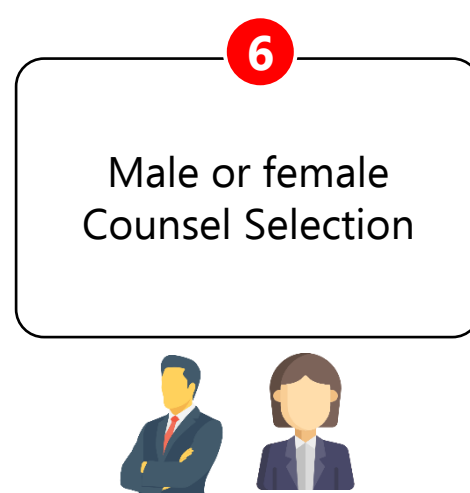
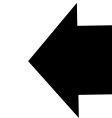
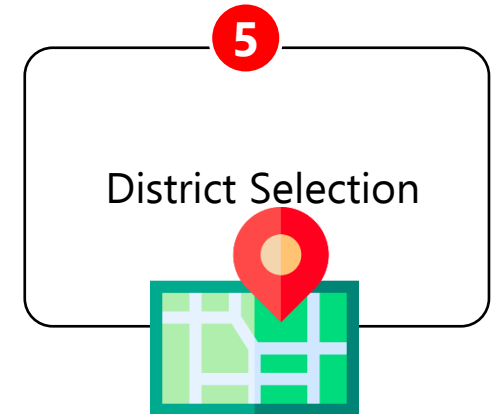
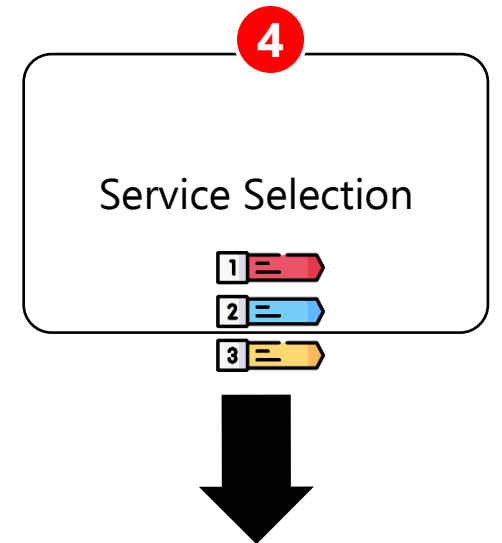
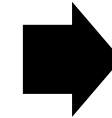
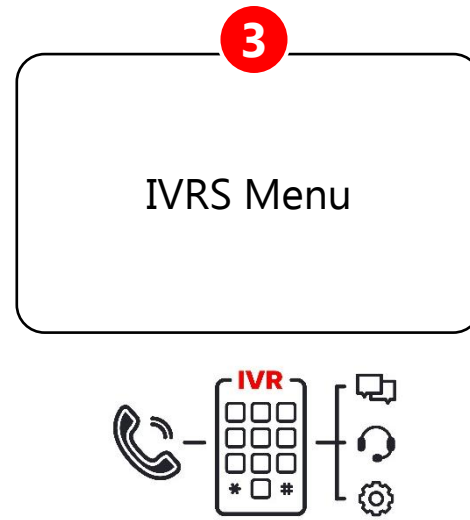
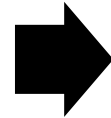
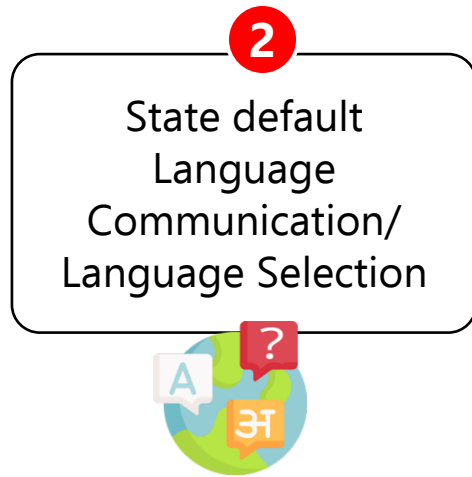
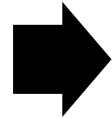
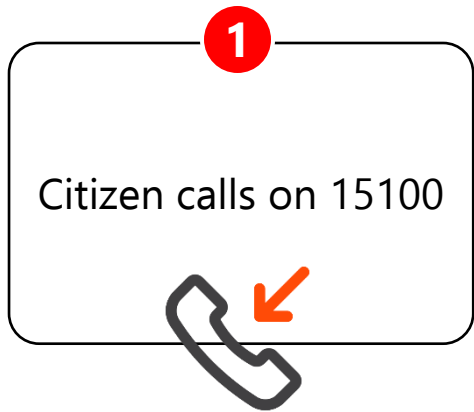
Marathi

Odia

Assamese

English

Malayalam



System check from which state citizen is calling and route it to necessary state SLSA/DLSA