

Government Process Re-engineering for the Empowerment of the Women Victimized by Gender Biased Atrocities (Study on Rani Laxmi Bai Mahila Samman Kosh Portal)

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Abstract – Uttar Pradesh (UP) is the most populous state of India and 17% of the total population of the country resides in the state. As per Census India 2011, the female population is about 50% while the status of women empowerment is not up to the mark. The women empowerment is necessary for the transformational and affirmative impact on the society. There are various barriers to women empowerment- poverty, low education levels, unemployment, patriarchal attitude and gender based atrocity against women. Atrocity against the women is one of the major barriers for their physical, mental, social and economical growth. For empowering women against the atrocities, Government of Uttar Pradesh (GoUP) has implemented an innovative Government Process Re-engineering approach by integrating Department of Health, Women Welfare and Police through Rani Laxmi Bai Mahila Samman Kosh Portal which is a common online portal for all the stakeholders with end-to-end solutions.

This paper draws the light on heinous crimes against the women in the society. We also focus to explore the immediate assistance provided by Government of Uttar Pradesh (GoUP) in the form of monetary and medical relief including reconstructive surgeries to women who are victims of heinous crimes, as well as educational assistance to the victims and their minor children using Government Process Re-engineering tool- Rani Laxmi Bai Mahila Samman Kosh Portal.

Keywords-- E-Governance, GoUP, Government Process Re-engineering, IPC Section, NIC, RLBMSK.

I. INTRODUCTION

Women constitute almost half of the population of the world, but in India because of social craze of getting male child has lead unfortunate human intervention in the process to obtain gender base birth control which resulted defective sex ratio and it can also be seen that female population is lower than male population significantly. Though policies at state and national level exist for the empowerment of the women in regard of health, education, political participation and gender based violence. In spite of policies which exit on every level of governance still women are not treated as equal to the men in all the segments and places of the society. Gender base discrimination and violence still exist in the society at a significant level. Even after continuous execution of many policies since several decades, it seems difficult for the Governments to ensure equal opportunities for women in the society. As per gender biased social conventions most of gender base heinous crimes give a disgraceful life to women victim rather than to the culprit. In regard of heinous crimes against women, it can be seen as a very positive vision that instead of making every day new provisions to penalize the criminals some process has to be evolved and established for rehabilitation, health, education, social participation and self esteem for the victims of such crimes.

The Government of Uttar Pradesh launched a scheme for educationally, medically and economically empowering the victims or sufferers of dowry death, grievous hurt by acid attack, rape resulting in death or permanent vegetative state

and various sexual assaults which can be considered as most heinous gender based crimes.

To achieve this, an end-to-end Government Process Re-engineering (GPR) Model- Rani Laxmi Bai Mahila Samman Kosh Portal has been implemented to provide immediate compensation to the victims without giving any consideration to their caste, creed or economic level. In case of unfortunate death of victim due to the heinous crime, the necessary assistance is also provided to the women or girl child who may not be direct victims of violence but require critical social and economic empowerment.

The Provision of Article 154 Hon’ble Governor of the Uttar Pradesh State has approved and released the rules titled as “Rani Laxmi Bai Mahila Samman Kosh Rules 2015”. The purpose of rules is to ensure monetary and medical relief to the women and girls who are victims of heinous crimes. State Government made a budgetary provision of 100 Crore rupees while funds from Central Government Undertakings, and individuals can also be included in the Kosh as donations. Funds of Kosh can be used for maintenance, education and reconstructive health of victims as well as maintenance and education of minor children of such victims. Kosh Monitoring Committee is chaired by Chief Secretary and a Financial Management Unit (FMU) is working at Directorate level to manage and maintain online contributions at payments. At District level a District Steering Committee under the chairmanship of District Magistrate is responsible for the certification and payment of the victim.

II. LITERATURE REVIEW

Violence against women [1] is a problem worldwide, occurring, to a greater or lesser degree, in all regions, countries, societies and cultures, and affecting women irrespective of income, class, race or ethnicity. The many forms of violence to which women are subject include battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation, dowry-related violence and other traditional practices harmful to women, killings in the name of "honour", non-spousal violence and violence related to exploitation, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women, forced prostitution and violence perpetrated or condoned by the state.

World society is full of male dominance. The gender biased discriminative attitude is one of the major reasons of atrocities against the women. Dowry Death, Acid Attacks, Rape, Gang Rape, Sexual Assaults are the gender biased atrocities against women which push them in the darkness and it is very difficult to come out from it.

The gender biased atrocities are not only found in our society but also found on the virtual world of internet. [2] Recent years, the increasing numbers of the victims whose abusers are using technology. The misuse of technology is another downside of the latest buzz.

[3] analyze the domestic violence against women. The problem of violence against the women is result of the long standing power imbalance between men and women. The governments and voluntary organizations are making all possible efforts towards the ending violence against women which will be impossible if a common man is not supportive.

[4] talks in the perspective of Forensic Medical. Author describes that the progressive degeneration of moral values has resulted in an escalation of illegal activities, crimes against women and gender-based violence. The changing trends in society emphasize the need for forensically trained doctors, who have the expertise to handle cases of medico legal nature. It is imperative to re-orient practitioners on forensic procedures while dealing with victims of sexual assault to ensure that justice is served in such situations. Doctors must also be familiar with laws related to medical practice in order to avoid pitfalls while performing their duties in good faith.

As per Crime in India- 2014 [5] by National Crime Records Bureau, Uttar Pradesh with 16.8% share of country's women population has reported nearly 11.4% of total crimes committed against women at all India Level.

Government implements Information and Communication Technologies (ICTs) to make the process of women empowerment feasible for socio- economic development of women. The report [6] is to mine the outcomes and impacts of ICT policies and projects for women and, it also shows the impact of ICTs on Gender Social Relations.

All Governments form policies for the empowerment of the women in regard of health, education, political participation and gender based violence. [7] As per the United National Development Fund for women (UNIFEM), the term women's empowerment means to aspire gender parity in the social and economic space, self-belief and controls in one's decision making and actions, develop the ability to become the agent of household and social change of existing gender biased order. The author describes the role of Information Technology in Women Empowerment. The various e-Governance initiatives have been implemented by Governments for women empowerment.

The Uttar Pradesh State Government is on the same way to extend assistance to the needy women for their political, social and economical empowerment. The Government of Uttar Pradesh (GoUP) has launched a Government Process Re-engineering model of a social sector scheme with the name of Rani Laxmi Bai Mahila Samman Kosh Portal for educationally, medically and economically empowering the victims or sufferers of dowry death, grievous hurt by acid attack, rape resulting in death or permanent vegetative state, rape, gang rape and various sexual assaults which can be considered as most heinous gender based crimes.

Process Re-engineering [8] involves changes in structures and in processes within the relative environment. It allows an efficient and effective change in the manner in which work is performed with all the stakeholders by reviewing, redefining and redesigning the existing system. Process Reengineering deals with the optimization.

III. RANI LAXMI BAI MAHILA SAMMAN KOSH (RLBMSK) PORTAL

This scheme started with a concept that compensation must be given to the female victims without giving any consideration to their caste, creed or economic level. Since heavy amount of compensation has to be given to the victims of heinous crimes, so Government has conceptualized this scheme not only as a budgetary scheme but doors for the donors from public, corporate, NGOs and other Governments have also been opened. Unfortunately there are several gender bases heinous crimes against females in which female die which cause a huge loss to the children of deceased in regard of their future while due to some heinous crimes a lady may go to permanent vegetative state. So it is a necessity to provide assistance to the women or girl child who may not be direct victims of violence but require critical social and economic empowerment.

National Informatics Centre (NIC) has developed a comprehensive web based online solution (Rani Laxmi Bai Mahila Samman Kosh portal) in such a manner that if any case related with 09 defined sections of heinous crimes (Table- I) came into the knowledge of police, it is the responsibility of the concerned police officer to lodge the First Information Report (FIR) and upload a copy of FIR along with filling some entries at Rani Laxmi Bai Mahila Samman Kosh portal (victim need not to apply for the benefit of Rani Laxmi Bai Mahila Samman Kosh), a designated nodal police officer of Additional Superintendent rank digitally authenticate the FIR, then record

automatically become visible in the inbox of authorized medical officer of the district and District Steering Committee. Authorized medical officer arrange medical examination of the victim timely and feed/ upload the medical report of victim authenticated by her digital signatures and forward it to District Steering Committee. Designated signatory of District Steering Committee obtain the approval of chairman in the prescribed format downloadable from portal along with signature of Police Superintendent, same would be scanned, uploaded, digitally signed and forwarded with the recommendation for payment to Finance Management Unit (FMU) by District Probation Officer using portal's features. On the basis of the recommendations of District Steering Committee, state level FMU generates the demand through web portal and verifies the account details of the victim with PFMS response to prevent any kind of fraud. After completion of process FMU makes beneficiary and payment e-files with the help of Public Finance Management System (PFMS) and e-Treasury to transfer the funds directly into the accounts of beneficiaries, after successful transfer of fund into the accounts of victims, information is automatically sent to the login of Superintendent of Police and District Steering Committee.

Table I. Sections of Heinous Crimes

S. No.	IPC Section	Description
1	304 B	Dowry Death
2	326 A	Voluntarily causing grievous hurt by use of acid
3	376 A	Rape resulting in death or permanent vegetative state of victim
4	376 C	Sexual Intercourse by a person in authority
5	376 D	Gang Rape
6	Section 4 POCSO	Penetrative Sexual Assault
7	Section 6 POCSO	Aggravated Penetrative Sexual Assault
8	Section 4/6 of POCSO Read with Section 302 IPC	Sexual Assault with death of minor
9	Multiple Sections	More than 1 section applicable

IV. RESULT INDICATORS

The impact on the beneficiaries as well as on the Government is praiseworthy. Since online Rani Laxmi Bai Mahila Samman Kosh Portal provides transparent, time bound, ease of availability with user- friendly interface and victims are not required to apply for the claim of relief at any level. The stakeholders can get the information on Rani Laxmi Bai Mahila Samman Kosh Portal which is universally accessible on the web (<http://mahilakalyan.up.nic.in/mask>). For the Government, there are savings both in terms of finance and manpower with less strenuous work, higher productivity, transparent process. Using this on line solution for the compensation to the women victims of heinous crimes like Dowry Death, grievous hurt by Acid Attack, Rape resulting in death or permanent vegetative state, Gang Rape and Sexual Assault, the State Financial Management Unit of Rani Laxmi Bai

Mahila Samman Kosh has paid rupees 19.55 Crore as financial aid to 616 female victims or children of deceased. The medical treatment has also been ensured for such victims in Government hospitals. The process keeps the victims away from Government office which saves the time and efforts.

A. Government Process Re-engineering

Government Process Re-engineering has been done to improve the process of assistance provided to the victims by GoUP. To achieve this, a task force of administrative and technical people has been working for the planning, monitoring and evaluating the results to interface, interact and transact with all the concerned stakeholders in an integrated and interoperable way.

i. Description

- Automatically origination of claim without applying by the victim or by her kin.
- It provides a common platform to all the concerned departments and facilitates data sharing amongst the stakeholders.
- One Financial Management Unit (FMU) at State level was deployed for payment of compensation instead of separate DDOs at every District. This portal has been developed under latest centralized architecture to ensure data security, 24x7 availability of information through the portal to streamline the process of RLBMSK. Not only this new scheme launched for the victims but the procedural delay caused by manual operations of sending FIR to Hospital then hospital sending Medical report to police station has been stopped.

ii. Challenges faced in implementing Process changes

- Most of the challenges were related to the web based operations and digital signatures since whole process include role based digital authentication and activities.
- Stakeholder consultation, enough communication and knowledge dissemination was very necessary to build the sense of ownership among stakeholders.

iii. The Lessons learnt from the Process re-engineering exercise

- Coordination among the stakeholders was the major challenge as different stakeholders had varying perception about their work. Involvement of the top leadership was required to achieve synergy.
- The Hon'ble Governor of state approved the Rules for the scheme. The Government Orders (GOs) are issued and updated time to time for successful implementation of the project. Roles and responsibilities of each stakeholder are clearly and strictly defined in the rules and various GOs.

iv. Best practices adopted from the industry/ other State implementations

- Latest software and hardware have been incorporated for "RLBMSK" which make it fairly sustainable.

- The “RLBMSK” web portal is already functional and hosted at NIC Data Centre after security audit.
- As the portal is hosted at State Data Center and metadata standards have been followed.
- RLBMSK Portal can communicate and exchange data with other applications using web- services.
- The product can be used by other states after few customizations.

B. Key Features of the RLBMSK Portal

- Common portal for all Stakeholders with end-to-end solution.
- Application and data hosted at NIC State Data Centre of Uttar Pradesh.
- Role base responsibilities to stakeholders for timely execution of project.
- Electronic flow of the claim is visible for all authorized officers under their logins.
- Common portal for all stakeholders with end-to-end solution.
- Victim has no need to apply the claims, it automatically originate with FIR.
- Role base exercise for stakeholders and name of victim remain concealed.
- Timely medical examination by doctors, since the case reflects under his login after uploading of FIR by police.
- Checking validity of applicant’s bank account with PFMS response.

- Establishment of Financial Management Unit at state level for monitoring and payment of compensation.
- Online contribution from the individual donors, NGOs etc by integration with State Bank of India.
- Processing of data at State level at FMU for demand generation.
- E-Payment directly into the account of victim or children of deceased.
- Financial and administrative management through the portal at state level.
- Relief is not affected by judicial delay or judgment of the case.
- Call Centre at FMU for grievance handling and technical support to stakeholders.
- As value addition integration of this portal with all social pension portals to ensure free treatment of ladies belongs to RLBMSK or any of social pension schemes.
- Stakeholders can send query to women welfare department by their logins.
- Culture of DSC authentication established in Government hospitals of U.P.
- Provided perfect end-to-end IT solution for distribution

C. Transaction Volumes

Rani Laxmi Bai Mahila Samman Kosh has paid rupees 19.55 crores as financial aid to 616 female victims or children of deceased, Table II shows the crime section wise and year wise compensation paid to the victims.

Table II. IPC Section and Year Wise Transaction Volumes

Sl. No.	IPC section	Section Description	Year 2016		Year 2015	
			No. of FIR	Amount Paid in Rupees	No. of FIR	Amount Paid in Rupees
1	304 B	Dowry Death	217	65100000	45	135000000
2	326 A	Voluntarily causing grievous hurt by use of acid	17	6600000	17	6600000
3	376 A	Rape resulting in death or permanent vegetative state of victim	7	1410000	3	2100000
4	376 C	Sexual Intercourse by a person in authority			1	300000
5	376 D	Gang Rape	26	13435000	5	2300000
6	Section 4 POCSO	Penetrative Sexual Assault	177	47020000	33	9380000
7	Section 6 POCSO	Aggravated Penetrative Sexual Assault	12	3500000	4	1000000
8	Section 4/6 of POCSO Read with Section 302 IPC	Sexual Assault with death of minor	7	5318750	4	4000000
9	Multiple Sections	More than 1 section applicable	35	14010000	14	7783750
TOTAL			498	156393750	126	46963750

D. Implementation Coverage

Any Thana (Police Station) of Uttar Pradesh can be considered as registration center, while District Probation Office of every district of the state in coordination with police, health and administration is responsible for the

establishment of eligibility for the compensation and payment.

The spirit of scheme geographically covers the as follows-

- Number of State covered- 01 (Uttar Pradesh)
- Number of District covered- 75

- Number of Blocks covered- 831 all over the state
- Number of Tehsil covered- 342
- Number of Villages covered- more than 97000

E. Outcomes

- It ensures their treatment to promote victims economic self-reliance.
- Complete transparency during transactions throughout the state and lesser effort is required to get the information which is universally accessible on internet.
- Every activity and responsibility is related with Government Officials during execution of this scheme, portal base transparent exercise can fix the responsibility of person responsible for delay.
- The MIS and different reports generated by the application helped the state government in regard of budget allotment and review.
- The concept of PFMS, CBS banks and DBT has provided ease and transparency which is desirable by all stakeholders.
- Approval/ rejection and forwarding through defined paths which eliminate chances of fraud or bogus claim. Hence, the final output is complete and credible.
- The claim is automatically originated after registration of FIR, victim is not required to apply for the claim.
- Timely medical examination and digitally authenticated medical report available on the portal.
- Police morally bound to file charge sheet at the earliest since pendency is visible at highest level.
- Judicial judgment of the case cannot pay any impact over financial relief given.

V. CONCLUSION

The gender biased attitude of the society must be changed to stop the atrocities against the women. Government of Uttar Pradesh is working in this direction by educating the peoples of the society. The loss due to the atrocity cannot be cover up but the monetary and medical relief provided by GoUP alleviates the pain as well as it ensures victims that the Government always stands by victim women for their empowerment. The portal automates the process which bounds the Government officials to provide the instant relief and the victims are not required to file application at their end. There is no language, demographic and cultural differences to address because all the works have to be done by Government setup and content is bilingual. This initiative promotes the Green e-Governance since it ensures electronic flow of the documents during whole process which saves paper. Such initiatives not only empower the women but also make the nature friendly. The adoptability of the system is highly appreciable, all the stakeholders have adopted the Process Re-engineering in such social sector schemes which definitely make the gender biased attitude give up.

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