

ELDER LINE

NATIONAL HELPLINE FOR SENIOR CITIZENS



Monthly Report
October 2021

Social Justice Department
Government of Kerala



Government of Kerala



**SOCIAL JUSTICE
DEPARTMENT**

care, protection & empowerment

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CHAPTER 1

INTRODUCTION

1.1 ELDERLINE KERALA

Kerala is fast ageing with a greying population and increasing demands on fiscal, health and social security mechanisms. With the government working towards creating an age-friendly Kerala, it is constituting **ELDERLINE**- a national level helpline for the welfare of elders. Being set up by the Ministry of Social Justice and Empowerment, the National Institute of Social Defense and State governments with the technical support of Tata Trust. The helpline for senior citizens has been set up in Trivandrum under **Department of Social Justice**. The state level inauguration of the project was done by **Dr. Bindu**, the hon'ble minister for Higher Education and Social Justice on **1st November, 2021**.

1.2 OBJECTIVE

The objective of this report is to document and analyze the details of calls received by the Elder line Kerala for the month of October 2021.

CHAPTER 2

CALL CLASSIFICATIONS

2.1 CALLS RECEIVED

Total Calls: 2640	Answered Calls: 1556	Call transfer	165
		Covid Support	19
		Emotional Support	21
		Field Intervention	18
		Genuine Request	209
		Information	520
		Non-Genuine Request	299
		Others	12
		Session Terminated	8
	Abandoned Calls 1084	After office hours	194
		Answered by IVR	820
		Other	63
		System Terminated 2	27
	Actionable-Calls 875	Abuse	14
Activity Centre		1	
CareGiver		5	
Doctor suggestion		2	
Donation-Monetary		1	
Emotional Support		21	
Employment		5	
Enquiry		484	
Facilities at vaccination/testing centres		1	
Feedback/Suggestion		3	
Health Related		20	
Legal		80	
OAH		10	
Others		2	
Pension Related		205	
Plasma supply information		1	
Rescue		4	
Test centres information		3	
Vaccination Centre Information		5	
Vaccine Registration	5		
Volunteering	3		

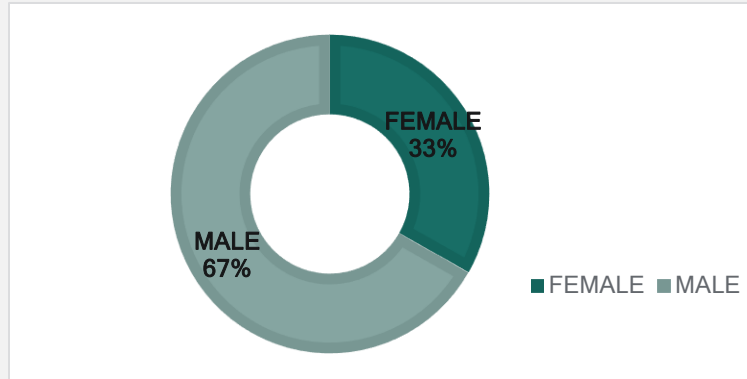
Non-Actionable-Calls 508	Blank	55
	Call Drop	70
	Call from Media	1
	Child Call	5
	Concierge Service	6
	Covid Related Support	50
	Employment	14
	Financial Assistance	7
	Follow up	123
	Nuisance	10
	Prank	7
	Test Call	152
	Transferred to other state	8

CHAPTER 3

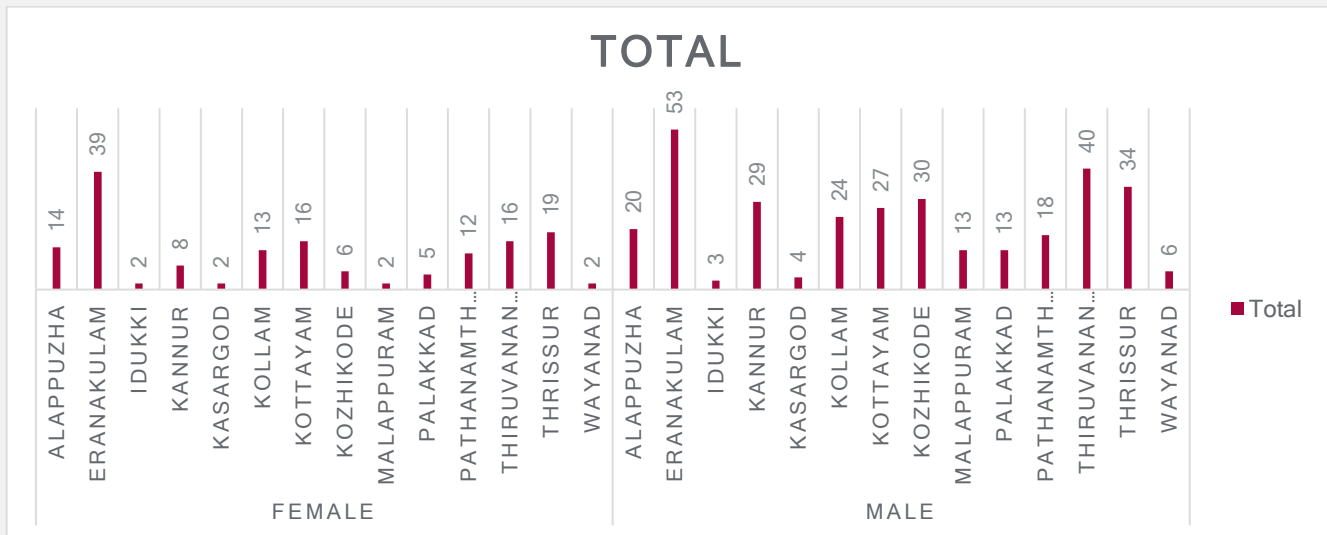
DEMOGRAPHIC INFORMATION

3.1 CALLER GENDER

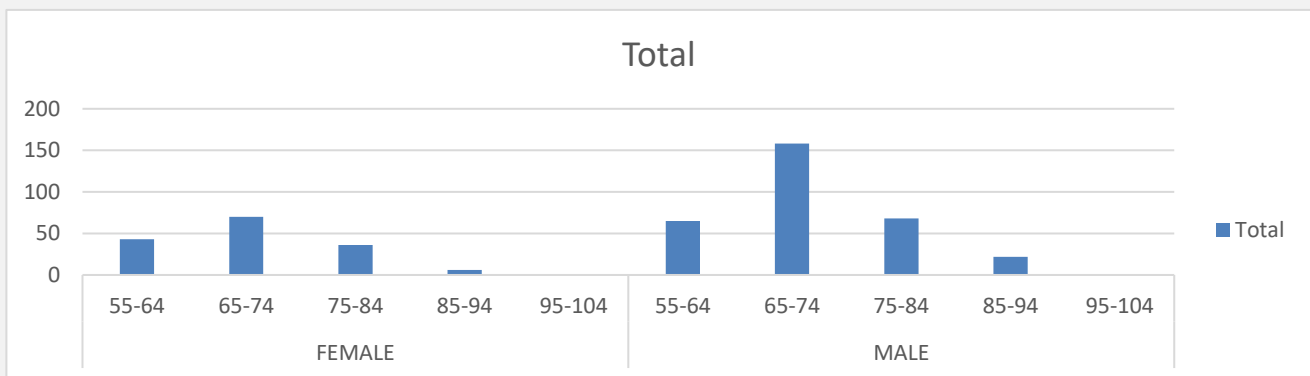
During trial run out of 470 calls, 314 calls were made by males and remaining 156 calls accounts to females. So, it can be inferred that male customers were seeking majority of the support from the elder line during October 21.



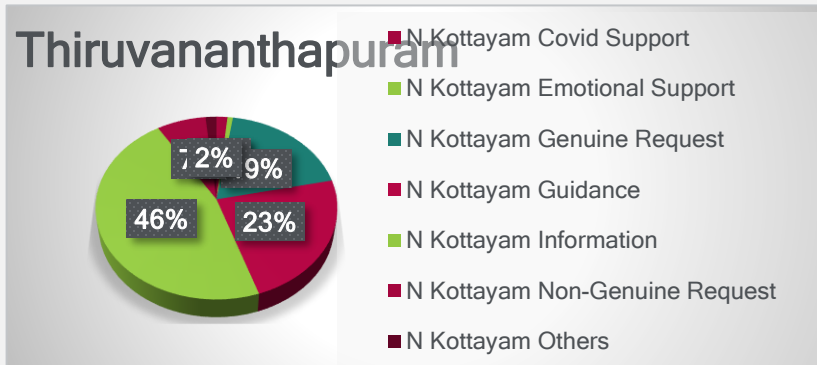
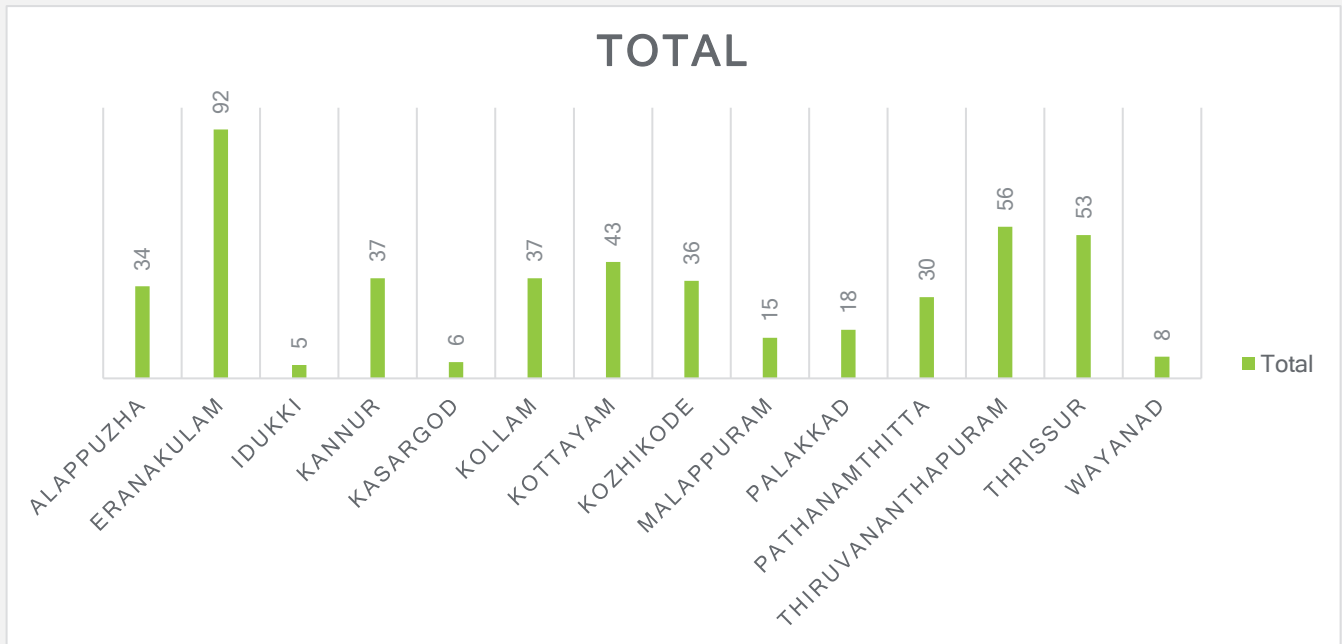
3.1.1 District wise analysis



3.1.2 Age wise analysis

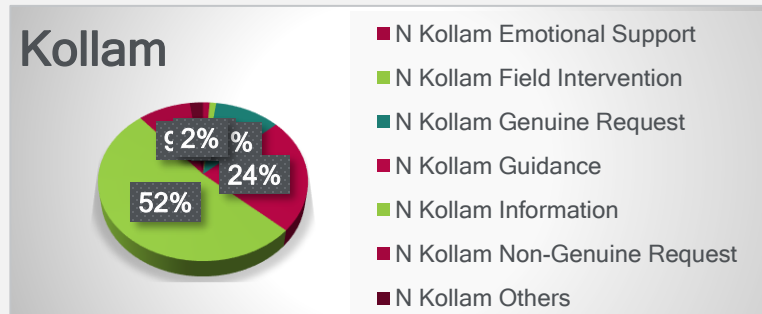


3.2 CALLER LOCATION

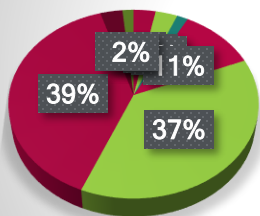


Covid Support	1
Emotional Support	2
Field Intervention	4
Genuine Request	25
Guidance	44
Information	78
Non-Genuine Request	44

Kollam	90
Emotional Support	1
Field Intervention	1
Genuine Request	10
Guidance	21
Information	47
Non-Genuine Request	8
Others	2



Alappuzha

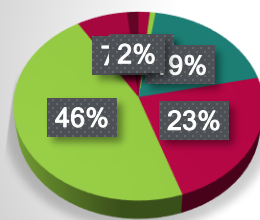


- N Alappuzha Covid Support
- N Alappuzha Emotional Support
- N Alappuzha Field Intervention
- N Alappuzha Genuine Request
- N Alappuzha Guidance
- N Alappuzha Information
- N Alappuzha Non-Genuine Request
- N Alappuzha Others

Alappuzha	64
Covid Support	2
Emotional Support	2
Field Intervention	1
Genuine Request	7
Guidance	24
Information	25
Non-Genuine Request	2
Others	1

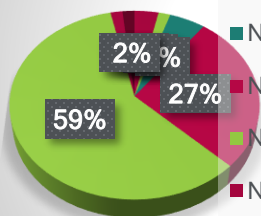
Kottayam	125
Covid Support	2
Emotional Support	1
Genuine Request	24
Guidance	29
Information	58
Non-Genuine Request	9
Others	2

Kottayam



- N Kottayam Covid Support
- N Kottayam Emotional Support
- N Kottayam Genuine Request
- N Kottayam Guidance
- N Kottayam Information
- N Kottayam Non-Genuine Request
- N Kottayam Others

Pathanamthitta

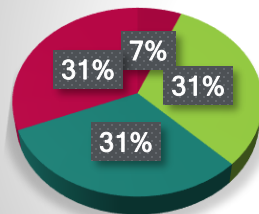


- N PATHANAMTHITTA Covid Support
- N PATHANAMTHITTA Emotional Support
- N PATHANAMTHITTA Genuine Request
- N PATHANAMTHITTA Guidance
- N PATHANAMTHITTA Information
- N PATHANAMTHITTA Non-Genuine Request
- N PATHANAMTHITTA Others

PATHANAMTHITTA	59
Covid Support	2
Emotional Support	1
Genuine Request	3
Guidance	16
Information	35
Non-Genuine Request	1
Others	1

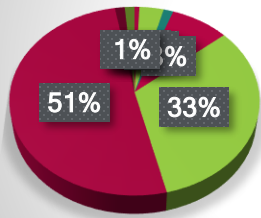
Idukki	16
Genuine Request	1
Guidance	5
Information	5
Non-Genuine Request	5

Idukki



- N Idukki Genuine Request
- N Idukki Guidance
- N Idukki Information
- N Idukki Non-Genuine Request

Eranakulam

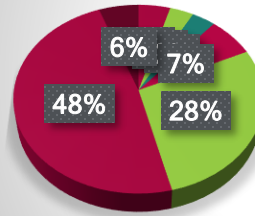


- N Eranakulam Covid Support
- N Eranakulam Emotional Support
- N Eranakulam Field Intervention
- N Eranakulam Genuine Request
- N Eranakulam Guidance
- N Eranakulam Information
- N Eranakulam Non-Genuine Request
- N Eranakulam Others

Eranakulam	145
Covid Support	1
Emotional Support	5
Field Intervention	2
Genuine Request	12
Guidance	47
Information	74
Non-Genuine Request	2
Others	2

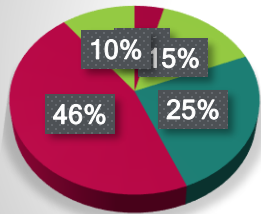
THRISSUR	89
Covid Support	4
Emotional Support	3
Field Intervention	3
Genuine Request	6
Guidance	25
Information	43
Non-Genuine Request	5

Thrissur



- N THRISSUR Covid Support
- N THRISSUR Emotional Support
- N THRISSUR Field Intervention
- N THRISSUR Genuine Request
- N THRISSUR Guidance
- N THRISSUR Information
- N THRISSUR Non-Genuine Request

Palakkad

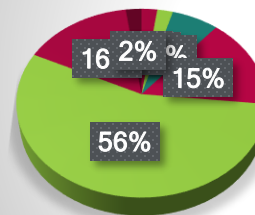


- N Palakkad Field Intervention
- N Palakkad Genuine Request
- N Palakkad Guidance
- N Palakkad Information
- N Palakkad Non-Genuine Request

Palakkad	48
Field Intervention	2
Genuine Request	7
Guidance	12
Information	22
Non-Genuine Request	5

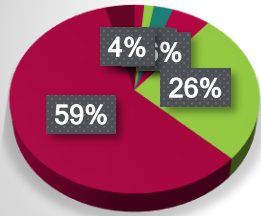
Malappuram	45
Covid Support	1
Emotional Support	1
Genuine Request	3
Guidance	7
Information	25
Non-Genuine Request	7
Others	1

Malappuram



- N Malappuram Covid Support
- N Malappuram Emotional Support
- N Malappuram Genuine Request
- N Malappuram Guidance
- N Malappuram Information
- N Malappuram Non-Genuine Request
- N Malappuram Others

Kozhikode

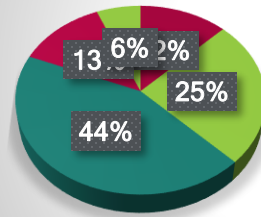


- N Kozhikode Covid Support
- N Kozhikode Emotional Support
- N Kozhikode Field Intervention
- N Kozhikode Genuine Request
- N Kozhikode Guidance
- N Kozhikode Information
- N Kozhikode Non-Genuine Request

Kozhikode	73
Covid Support	1
Emotional Support	1
Field Intervention	2
Genuine Request	4
Guidance	19
Information	43
Non-Genuine Request	3

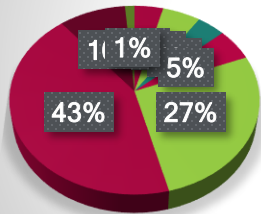
Wayanad	16
Genuine Request	2
Guidance	4
Information	7
Non-Genuine Request	2
Others	1

Wayanad



- N Wayanad Genuine Request
- N Wayanad Guidance
- N Wayanad Information
- N Wayanad Non-Genuine Request
- N Wayanad Others

Kannur

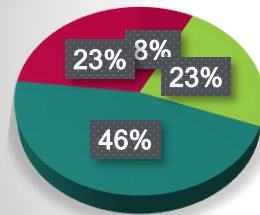


- N Kannur Covid Support
- N Kannur Emotional Support
- N Kannur Field Intervention
- N Kannur Genuine Request
- N Kannur Guidance
- N Kannur Information
- N Kannur Non-Genuine Request
- N Kannur Others

Kannur	74
Covid Support	3
Emotional Support	4
Field Intervention	3
Genuine Request	4
Guidance	20
Information	32
Non-Genuine Request	7
Others	1

Kasargod	13
Genuine Request	1
Guidance	3
Information	6
Non-Genuine Request	3

Kasargod

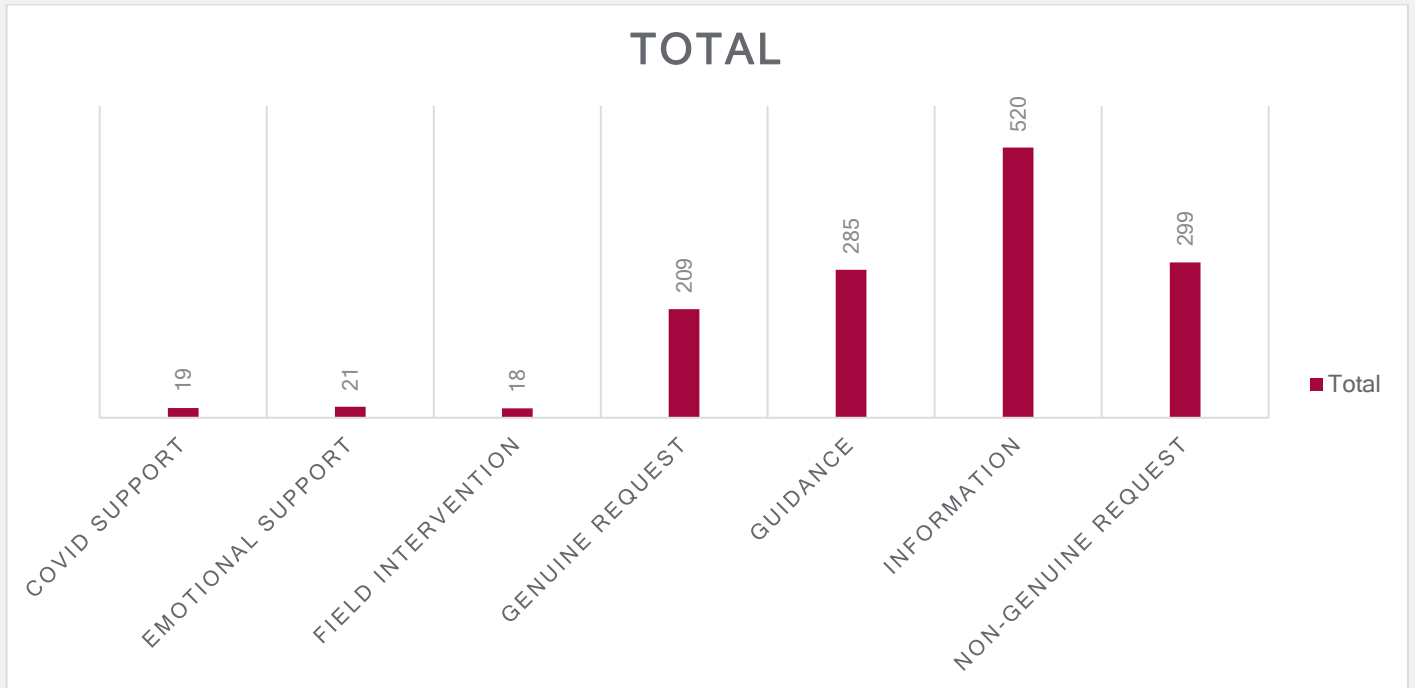


- N Kasargod Genuine Request
- N Kasargod Guidance
- N Kasargod Information
- N Kasargod Non-Genuine Request

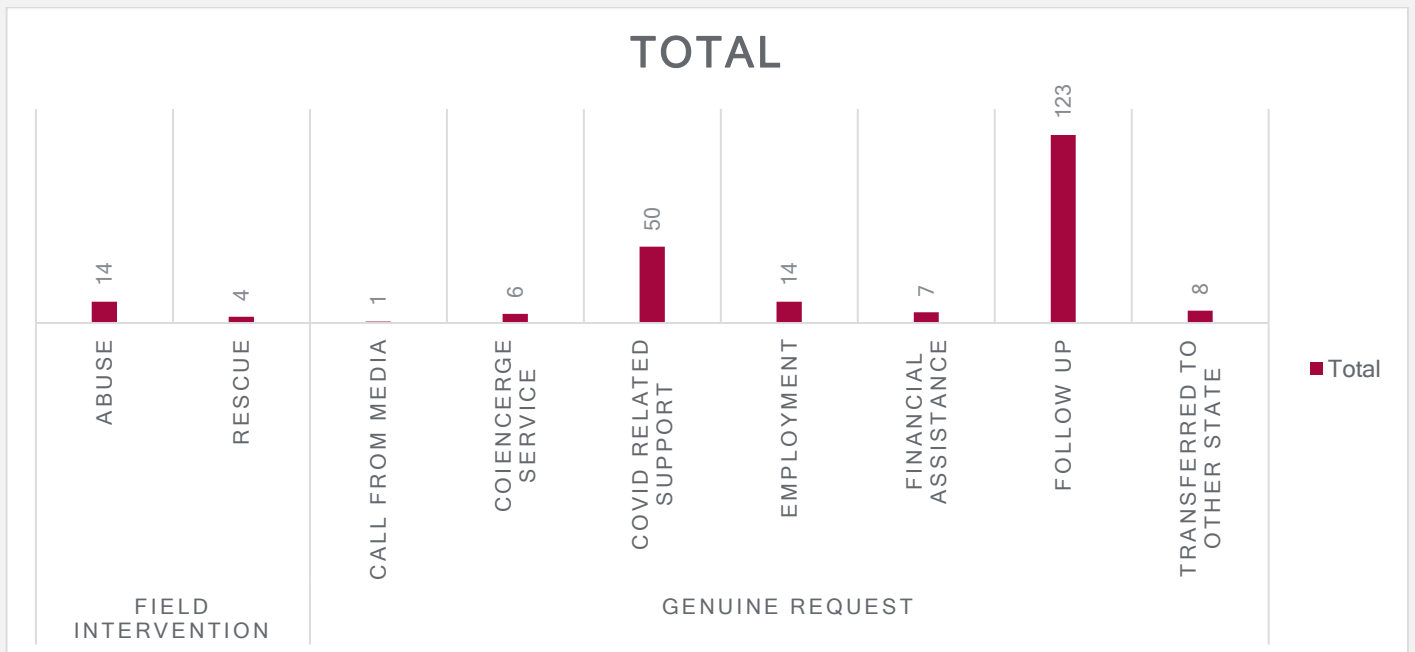
CHAPTER 4

INTERVENTION AREAS

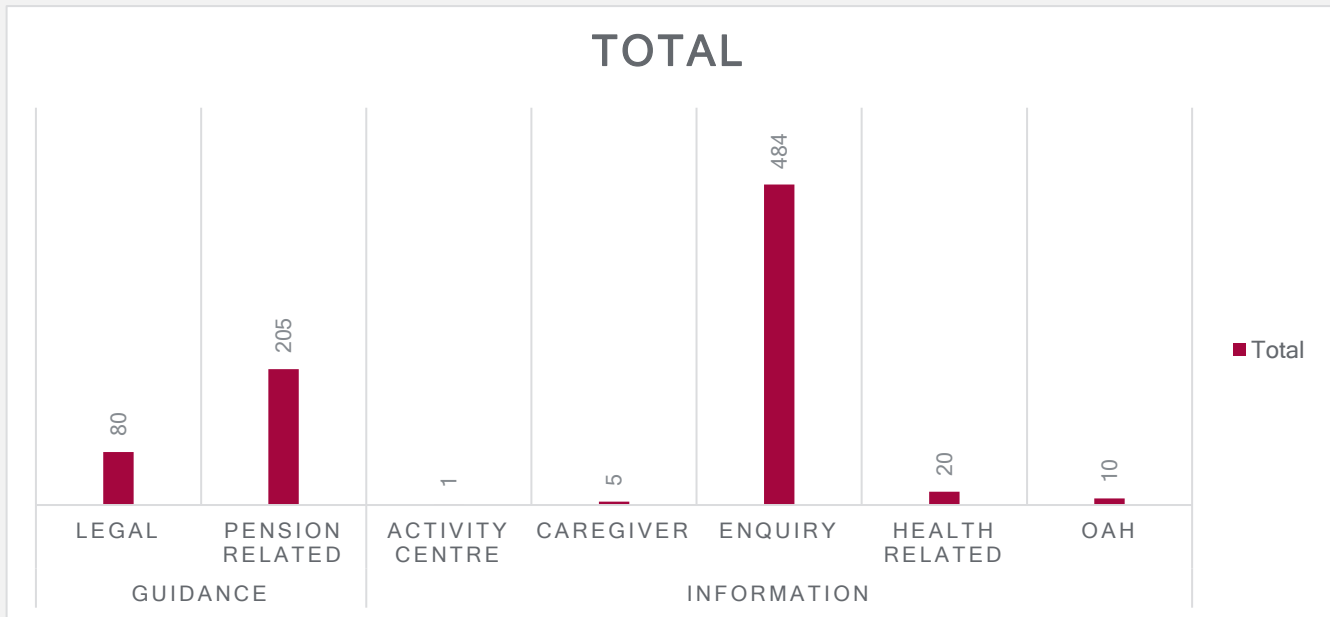
4.1 INTERVENTION AREAS



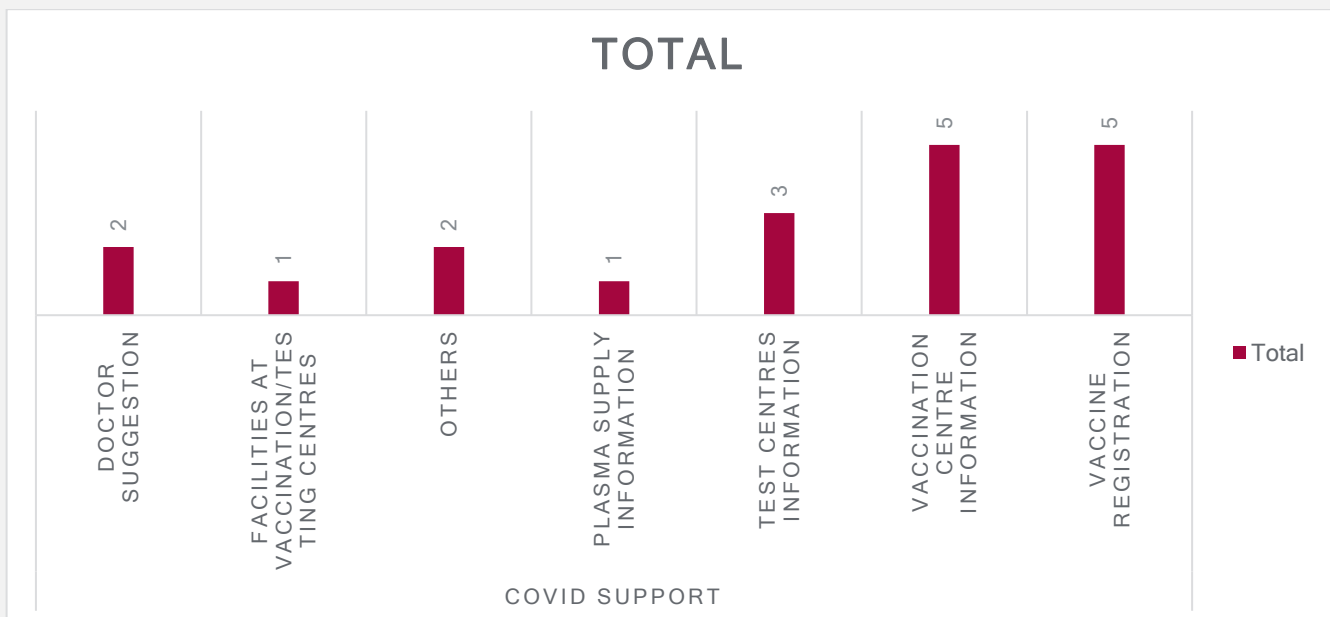
4.2 FIELD INTERVENTION & GENUINE REQUEST



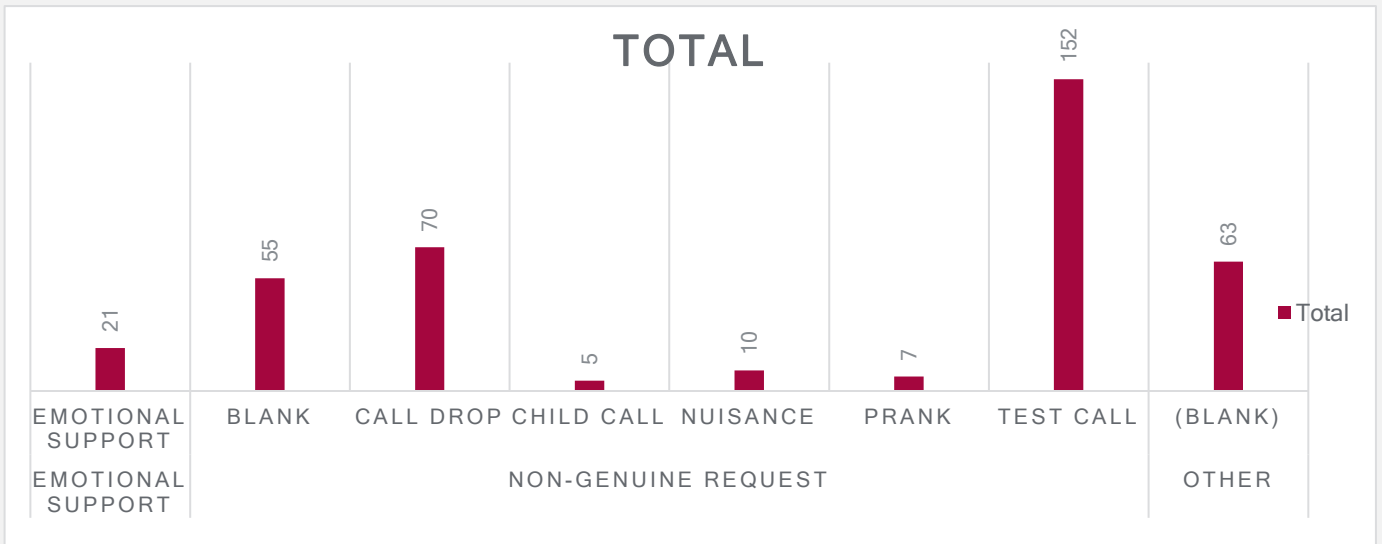
4.3 INFORMATION & GUIDANCE



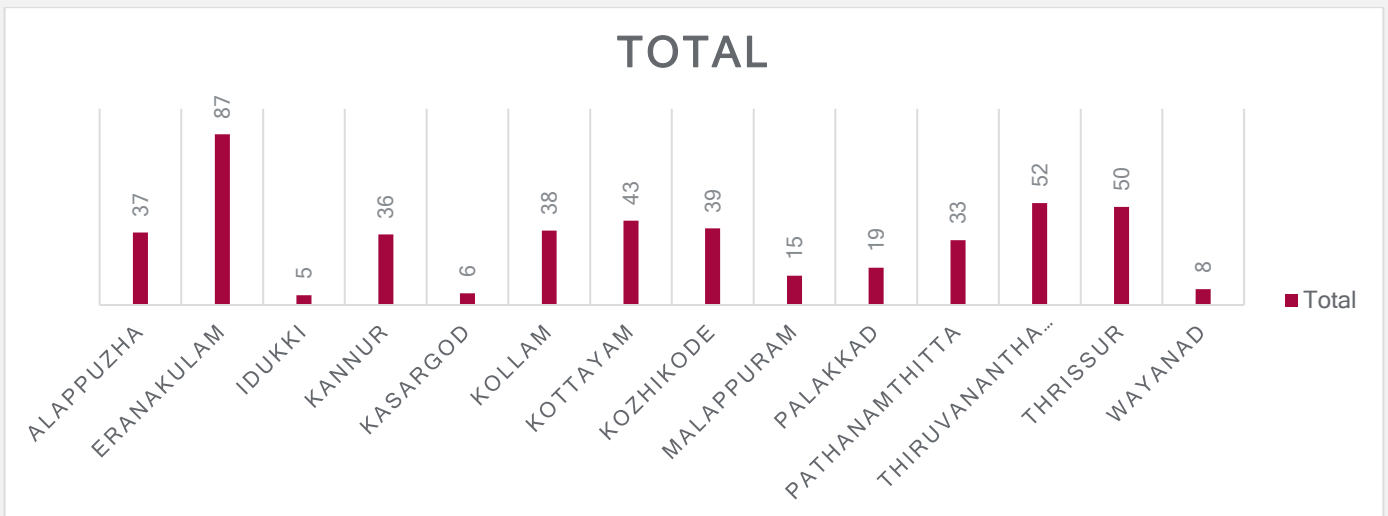
4.4 COVID SUPPORT



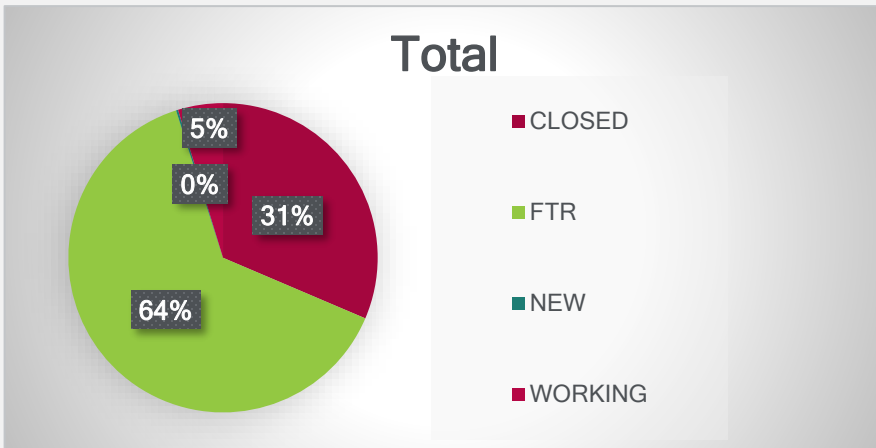
4.5 EMOTIONAL SUPPORT, NON-GENUINE REPORT & OTHER



4.6 SERVICE REQUEST



4.7 SERVICE REQUEST STATUS



CLOSED	147
FTR	298
NEW	1
WORKING	22
Grand Total	468

CHAPTER 5

CASE STUDY

5.1 CASE STUDY 1:

Background of the case

During the trial run Mrs. A on behalf of her mother Mrs. X (Elder person) contacted the helpline frequently for addressing her land dispute and Elder line team shared the contact number of the DLSA. However, on repeated requests from Mrs. A, our call officer Ms. Femi Tom generated a service request to F.R.O., Mrs. Aswathy L. The concerned (F.R.O.), then contacted the senior citizen to understand the situation and found out that Mrs. X, a resident of Nemom, Thiruvananthapuram was wife of a former supreme Court advocate who expired in 2017. The couple had 3 sons and 2 daughters. During the life time of her husband a maintenance case was filed and the honorable court adjudged a sum of ₹30,000 as maintenance to be equally shared by the 5 children and they were to live in their family house. The father meanwhile sold a portion of that property to his youngest son for a sum of ₹5,00,000 and unfortunately the father passed away a year after this incident.

The elder son was working in Qatar and he along with his family was forced to return to the family house upon losing his job and this caused some minor frictions in the family. Mrs. X later went to visit her youngest daughter in London, meanwhile her youngest son started construction work in the property that he had bought from his parents and for that he had to demolish a part of the family house that was on his property. He did that without taking the consent of Mrs.X. On returning from London Mrs. X found out that a part of the house was demolished, she was also not willing to stay with her elder son and his family whom she accused of abusing her both physically and mentally and she went on to file a case against her son, in no time the minor friction evolved into a full-scale family tussle in which the police had to interfere and finally Mrs.X was shifted to her daughter's house at Ernakulam.

Mrs.X, later called the helpline and requested that she wanted the property back that was sold to her youngest son, the eldest son should be evicted from the family house and arrangements should be made to take her back and let her live peacefully in her family house.

Process followed

On 7/10/21 Mrs. X came to the elder line office and requested the F.R.O. and the F.R.L. to arrange a meeting with all her children and that she had lost faith in the police and she believed that the police were in favor of his son. So, she requested the presence of the elder line officers in the meeting, the elder line officers assured her that police are part of the system and they will remain neutral and unbiased. Later on, 08/10/21 a meeting was held at Nemom police station, Trivandrum to which Mrs. X, all her children, F.R.O., F.R.L. were present and the meeting was held under the supervision of Sub Inspector Mr. Vipin G.S. Suggestions for an amicable solution was made and it was made clear to Mrs.X

that the property sold to her youngest son could only be bought back with cash and her elder son being a heart patient cannot be taken out from the house by the police or the helpline, in order to evict him she has to approach the honorable court for an Eviction Order.

Outcome of the case

Mrs. X decided to approach the honorable court for an Eviction Order and the helpline assured assistance to file the case. On 12/10/21, as follow up F.R.O. contacted Mrs. X and provided the contact number of D.L.S.A. and advised her on the procedures to be followed and on 14/10/21, it was ensured that Mrs. X contacted D.L.S.A. and filed the case and thus the case was closed.

Partners involved

- 1- Elder line staff
- 2- Police
- 3- DLSA

