

**ELDER LINE**

NATIONAL HELPLINE FOR SENIOR CITIZENS


**Monthly Report**  
**JANUARY 2022**
**Social Justice Department**  
**Government of Kerala**


Government of Kerala


 सत्यमेव जयते  
 Government of India

**SOCIAL JUSTICE**  
**DEPARTMENT**

care, protection &amp; empowerment

**TABLE OF CONTENT**

<b>Chapter</b>	<b>Content</b>	<b>Page</b>
I	INTRODUCTION	3
	1.1 ELDER LINE KERALA	3
	1.2 OBJECTIVE	3
II	CALL CLASSIFICATIONS	4
	2.1 CALLS RECEIVED	4
III	DEMOGRAPHIC INFORMATION	6
	3.1 CALLER GENDER	6
	3.1.1 DISTRICT WISE ANALYSIS	6
	3.1.2 AGE WISE ANALYSIS	7
	3.2 CALLER LOCATION	7
IV	INTERVENTION AREAS	13
	4.1 INTERVENTION AREAS	13
	4.2 ACTIONABLE CALLS	13
	4.3 ABUSE & CARE GIVER INFORMATION	14
	4.4 EMOTIONAL SUPPORT	14
	4.5 ENQUIRY, HEALTH RELATED & OLD AGE HOMES	15
	4.6 SERVICE REQUEST	15
	4.7 SERVICE REQUEST STATUS	16
	4.8 FIELD INTERVENTION	16
V	5.1 QUALITY MANAGEMENT	20
VI	6.1 ECO-SYSTEM BUILDING	22
VII	7.1 CASE STUDY	23
VIII	8.1 AWARENESS PROGRAM	34
	8.2 SHOTS FROM VARIOUS FIELD VISIT	35
	8.3 CO'S FIELD ACTIVITIES WITH FRO'S	

## CHAPTER I

### INTRODUCTION

#### 1.1 ELDER LINE KERALA

Ageing is a series of events that begin at birth and last for the rest of one's life. Both the State and the Central Government have established a single-window platform to provide information, guidance, emotional and direct assistance to the Senior Citizens in order to create an elderly-friendly environment. As a result, the Elder Line Kerala formally announced its operations and came into effect on the Formation Day of Kerala i.e., on 1<sup>st</sup> November 2021. The Department of Social Justice, Government of Kerala is directly implementing the National Helpline for Senior Citizens in the State.

This proposed period of January 2022 was a good period for Elder Line Kerala as we had received good number of calls and we could do good number of field actions as well as awareness sessions even in the adverse situation of Covid-19/ Omicron pandemic.

#### 1.2 OBJECTIVE

The objective of this report is to document and analyze the details of calls received at the Elder Line office and the field interventions made for the month of January 2022.

**CHAPTER II**

**CALL CLASSIFICATIONS**

**2.1 CALLS RECEIVED**

<b>Total Calls: 3787</b>	<b>Answered Calls: 2473</b>	Call transfer	204
		Covid Support	1
		Emotional Support	4
		Field Intervention	66
		Genuine Request	1461
		Information	89
		Non-Genuine Request	65
		Others	89
		Session Terminated	3
	<b>Abandoned Calls: 1314</b>	After office hours	184
		Answered by IVR	989
		Other	132
		System Terminated 2	9
<b>Actionable Calls: 289</b>	Abuse	54	
	Activity Centre	1	
	Care Giver	6	
	Emotional Support	4	
	Enquiry	77	
	Feedback/Suggestion	1	
	Health Related	4	
	Legal	20	
	OAH	8	
	Pension Related	45	

	Rescue	12
<b>Non-Actionable Calls: 1977</b>	Blank	54
	Call Drop	316
	Call from Media	1
	Child Call	10
	Concierge Service	634
	Covid Related Support	239
	Employment	1
	Financial Assistance	29
	Follow up	548
	Nuisance	20
	Prank	14
	Test Call	97
Transferred to other States	9	
<b>Blank calls: 207*</b>		

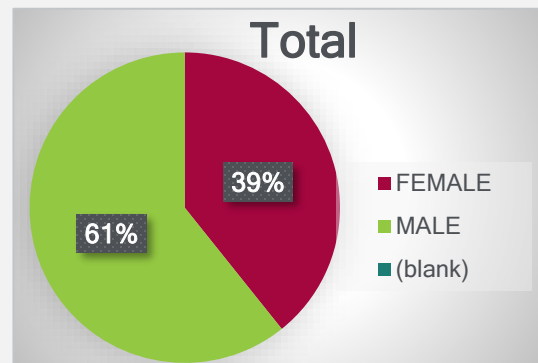
*\*No response calls up to 120 seconds / wrongly dialed calls/ voice not clear from customer end due to network or technical issues.*

## CHAPTER III

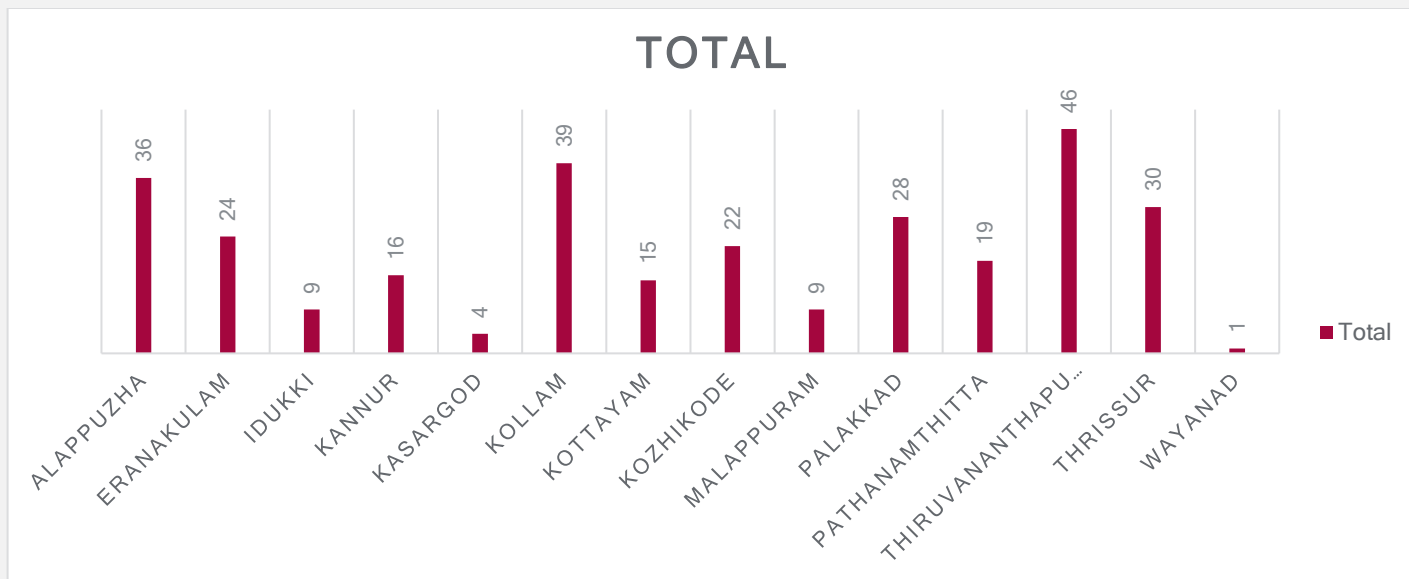
### DEMOGRAPHIC INFORMATION

#### 3.1 CALLER GENDER

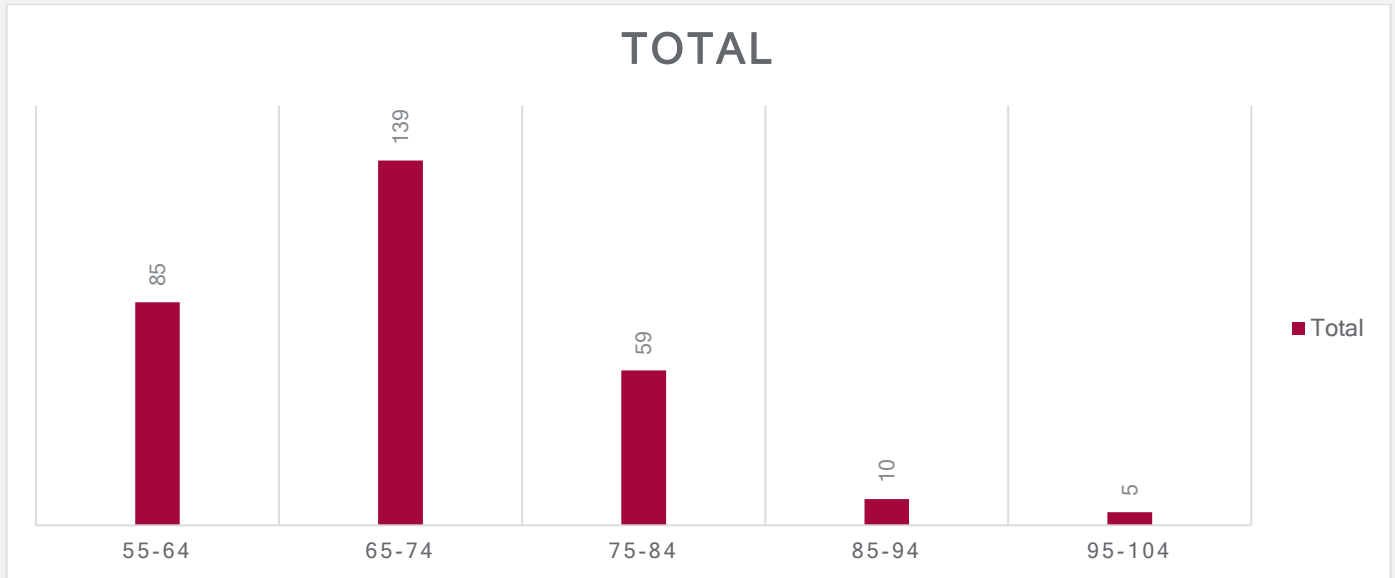
In this month, Elder Line, Kerala out of 298 new calls, 181 calls were made by males and rest of the 117 calls were made by females. Out of a total of 298 service requests, 117 were females and 181 were males. So, it can be assumed that the male elders are using majority of the support from the elder line during the month of January 2022.



#### 3.1.1 District wise analysis

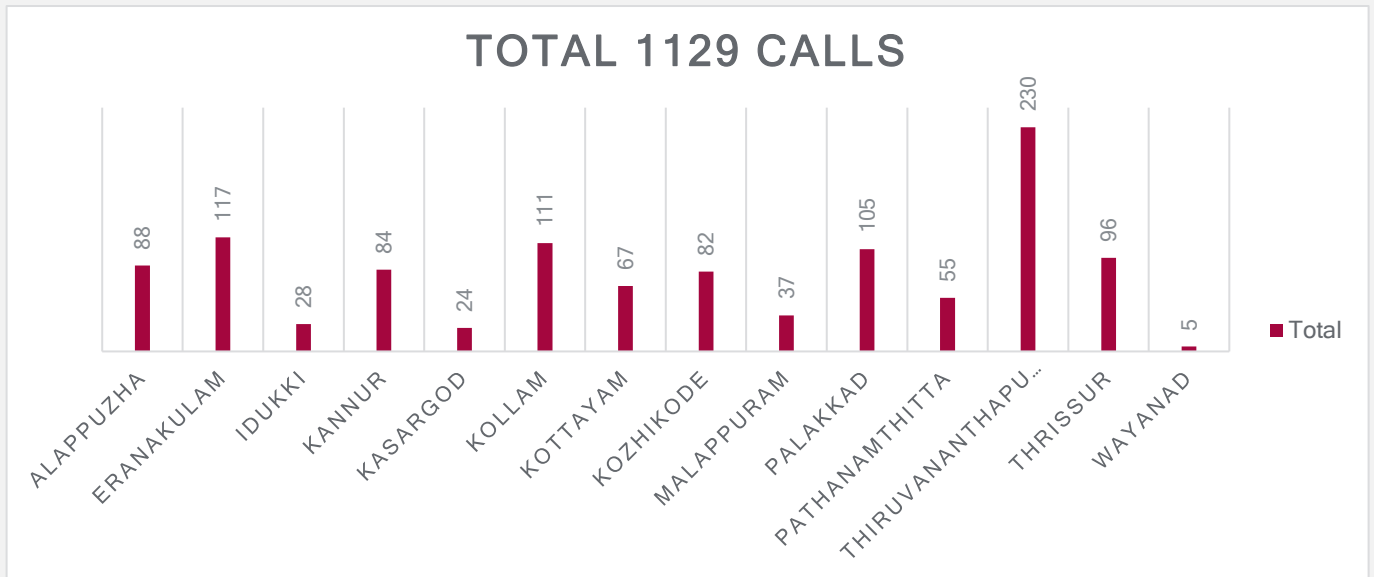


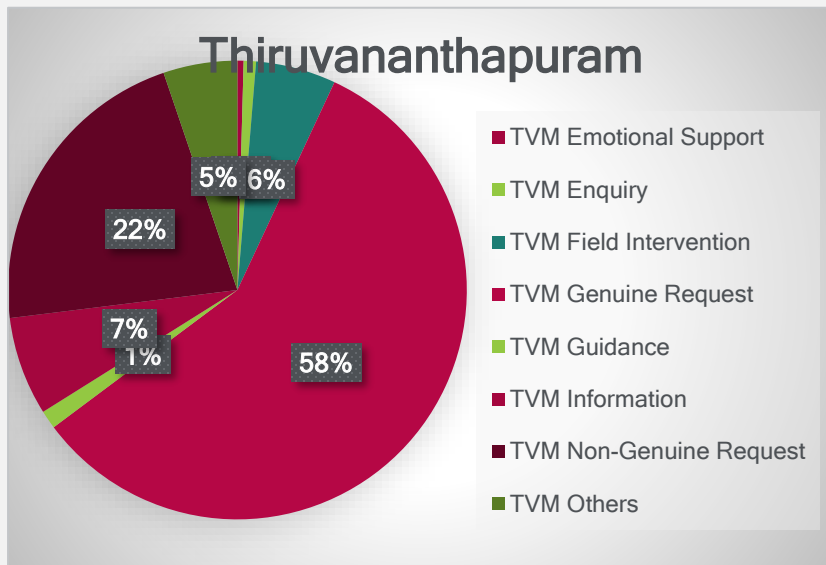
### 3.1.2 Age wise analysis



### 3.2 CALLER LOCATION

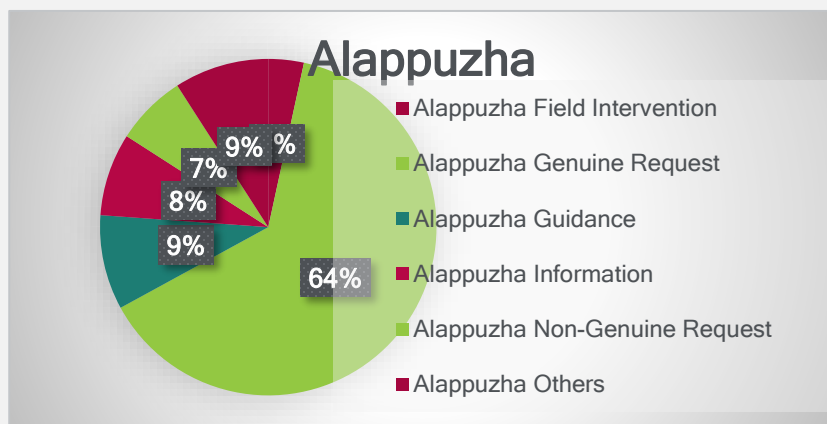
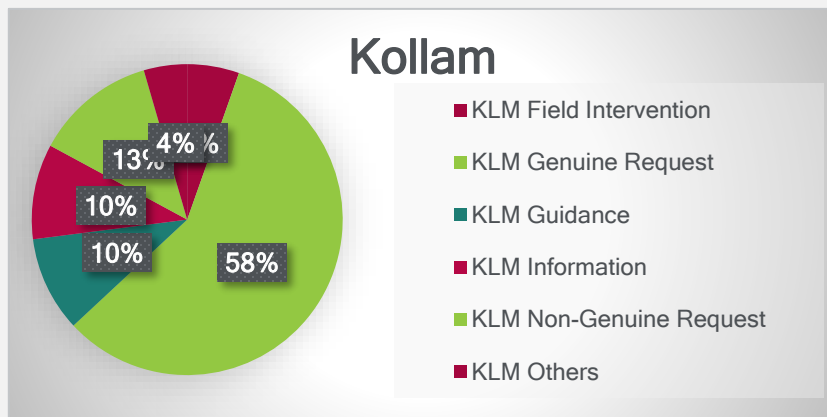
Total of 2473 calls were answered in this month. Out of which only 1129 callers disclosed their district.





Thiruvananthapuram	230
Emotional Support	1
Enquiry	2
Field Intervention	13
Genuine Request	133
Guidance	3
Information	16
Non-Genuine Request	50
Others	12

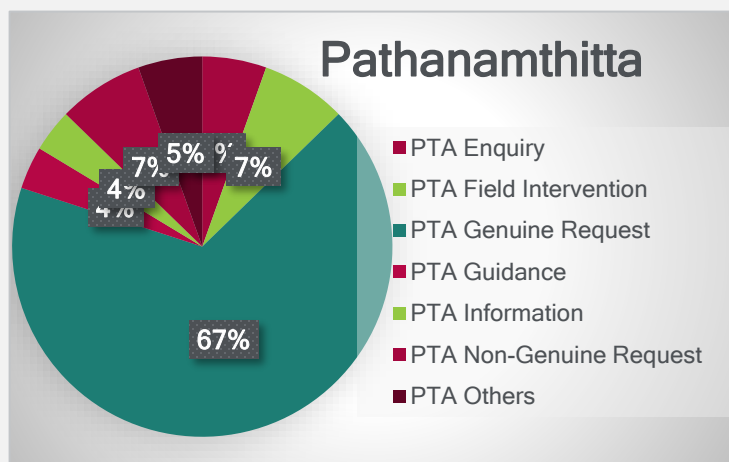
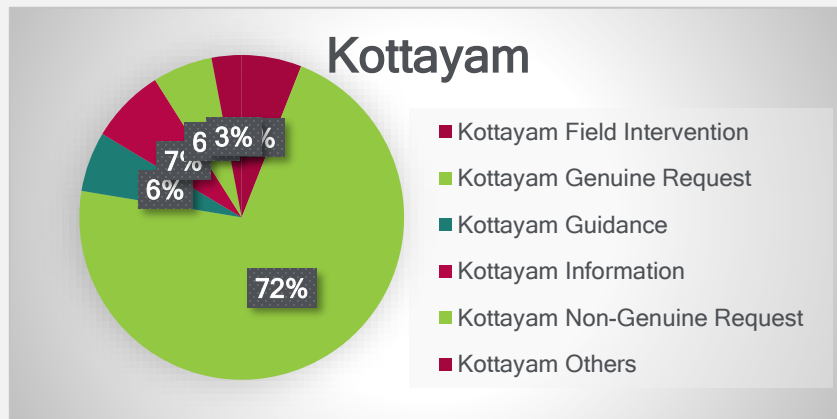
Kollam	111
Field Intervention	6
Genuine Request	64
Guidance	11
Information	11
Non-Genuine Request	14
Others	5



Alappuzha	88
Field Intervention	3
Genuine Request	56
Guidance	8
Information	7
Non-Genuine Request	6
Others	8

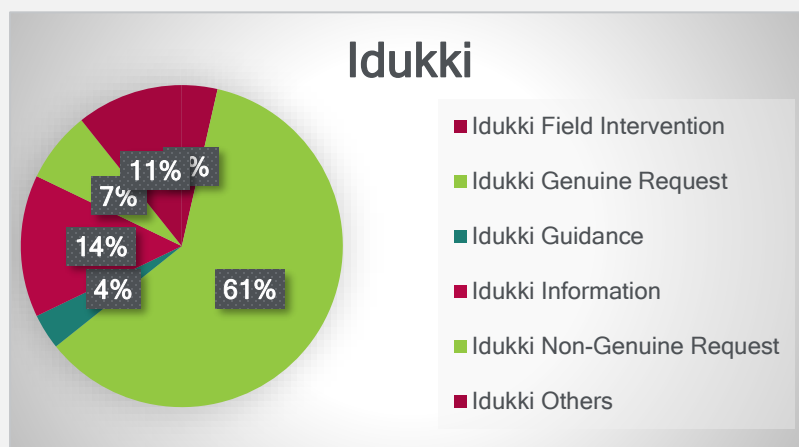


<b>Kottayam</b>	<b>67</b>
Field Intervention	4
Genuine Request	48
Guidance	4
Information	5
Non-Genuine Request	4
Others	2

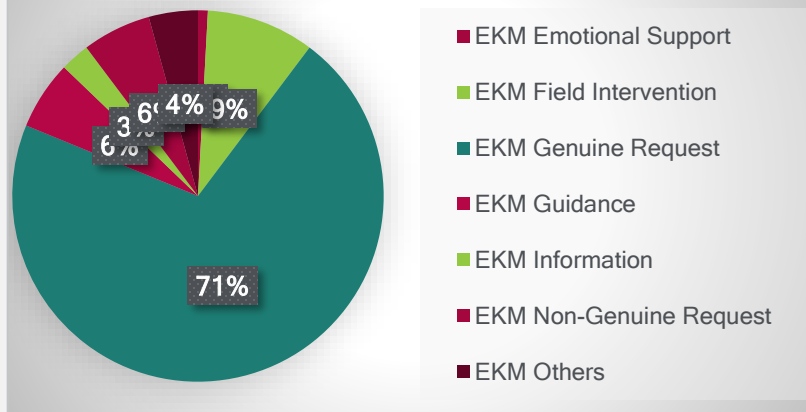


<b>PATHANAMTHITTA</b>	<b>55</b>
Enquiry	3
Field Intervention	4
Genuine Request	37
Guidance	2
Information	2
Non-Genuine Request	4
Others	3

<b>Idukki</b>	<b>28</b>
Field Intervention	1
Genuine Request	17
Guidance	1
Information	4
Non-Genuine Request	2
Others	3



### Eranakulam

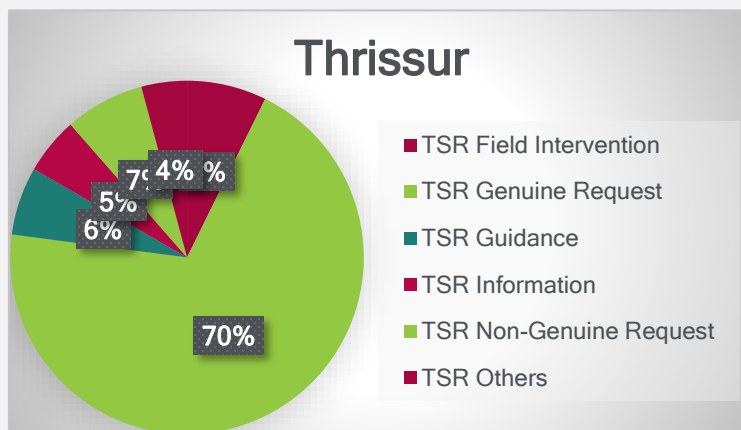


### Eranakulam 117

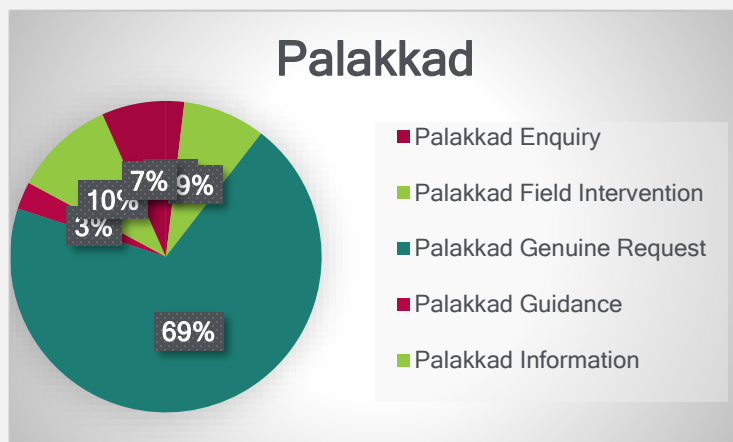
Emotional Support	1
Field Intervention	11
Genuine Request	83
Guidance	7
Information	3
Non-Genuine Request	7
Others	5

### THRISSUR 96

Field Intervention	7
Genuine Request	67
Guidance	6
Information	5
Non-Genuine Request	7
Others	4
<b>THRISSUR</b>	<b>96</b>

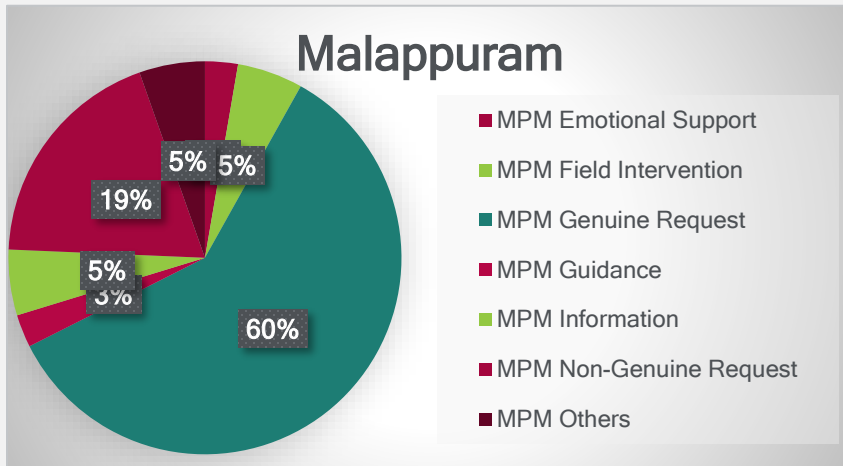


### Palakkad



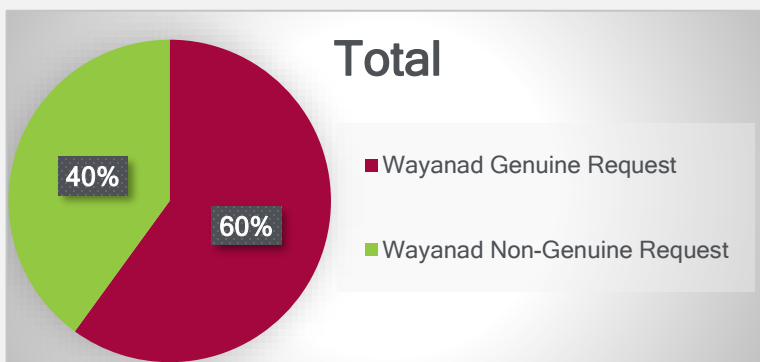
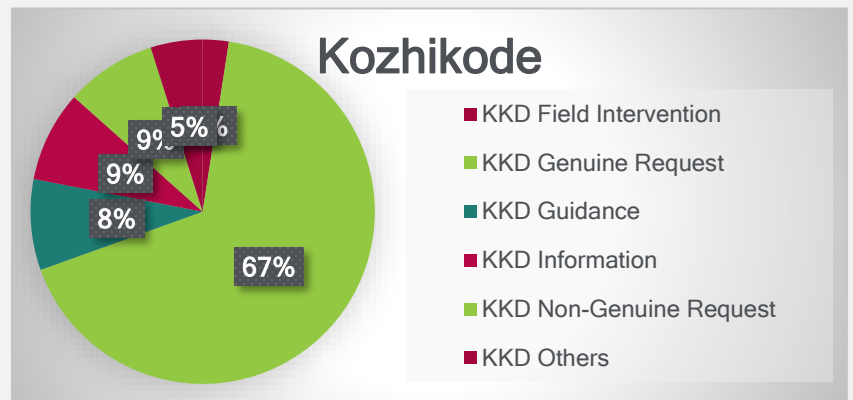
### Palakkad 105

Enquiry	2
Field Intervention	9
Genuine Request	73
Guidance	3
Information	11
Non-Genuine Request	7

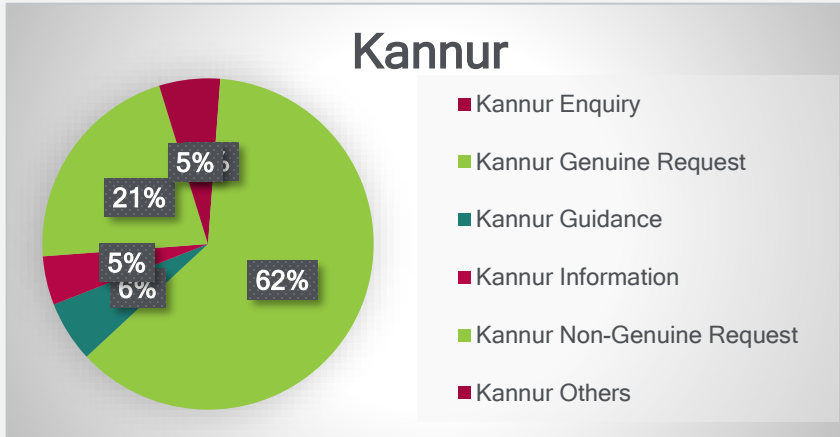


<b>Malappuram</b>		<b>37</b>
Emotional Support		1
Field Intervention		2
Genuine Request		22
Guidance		1
Information		2
Non-Genuine Request		7

<b>Kozhikode</b>		<b>82</b>
Field Intervention		2
Genuine Request		55
Guidance		7
Information		7
Non-Genuine Request		7
Others		4

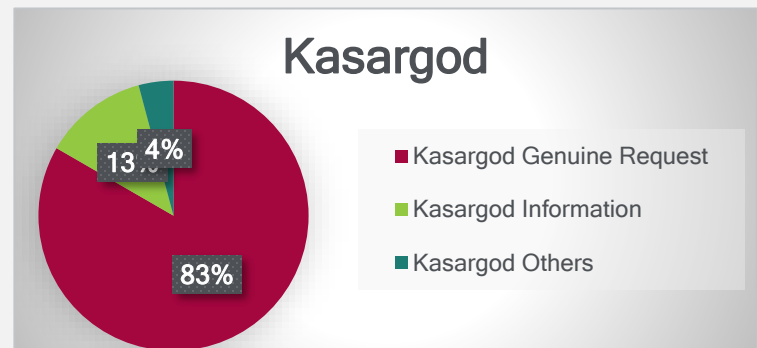


<b>Wayanad</b>		<b>5</b>
Genuine Request		3
Non-Genuine Request		2



<b>Kannur</b>		<b>84</b>
Enquiry	1	
Genuine Request	52	
Guidance	5	
Information	4	
Non-Genuine Request	18	
Others	4	

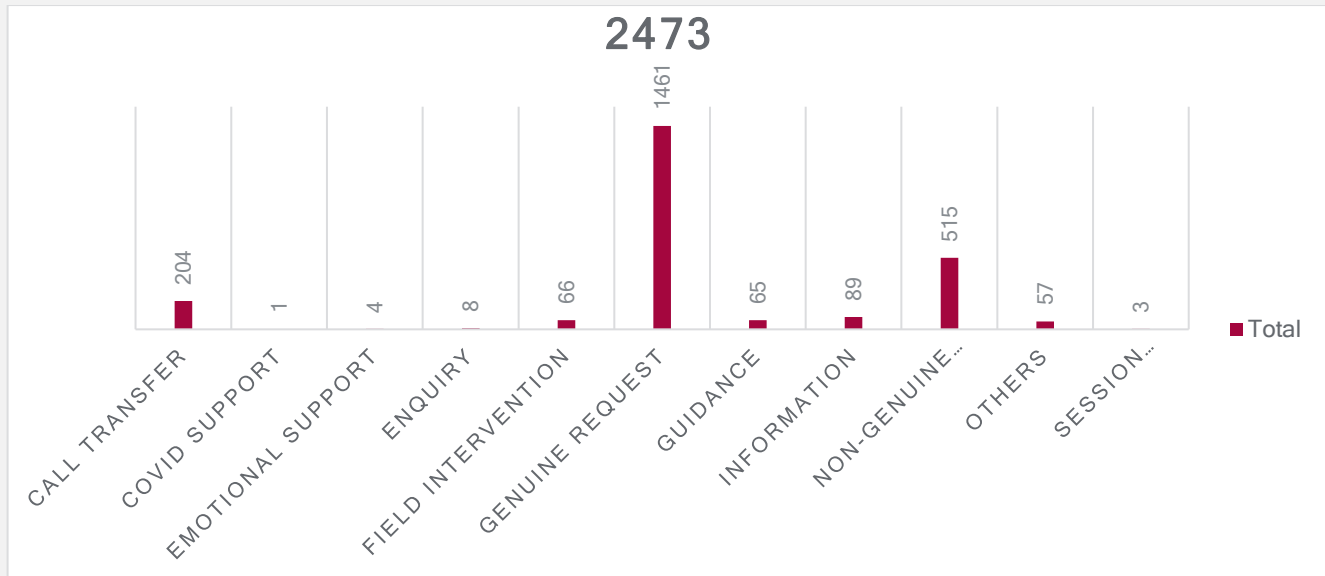
Kasargod	24
Genuine Request	20
Information	3
Others	1



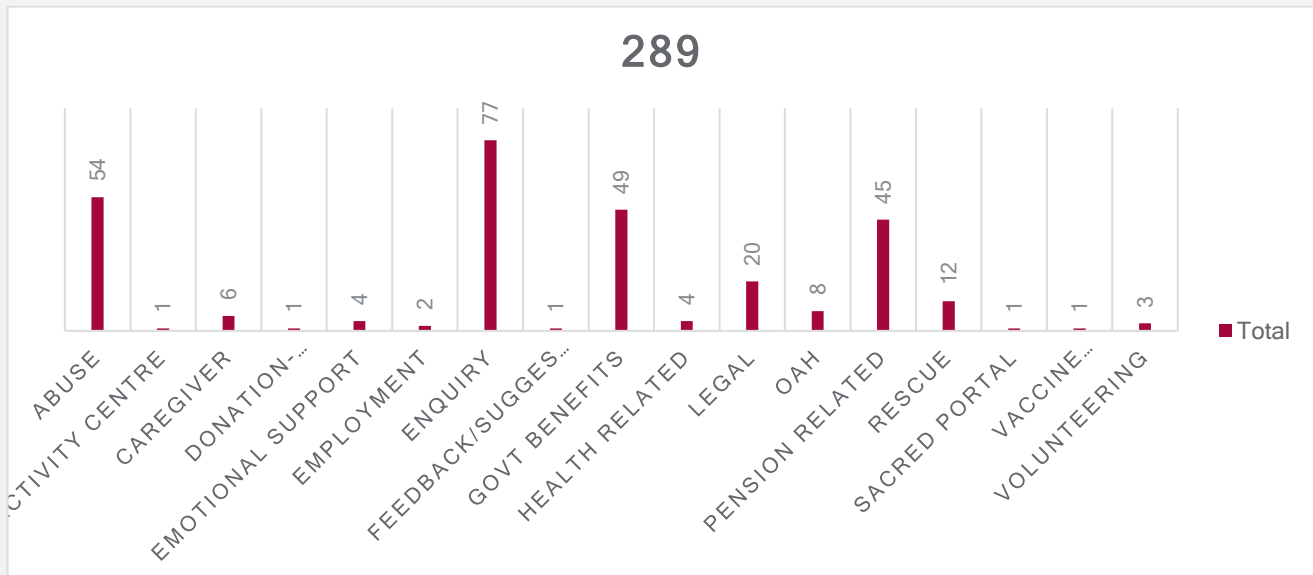
## CHAPTER VI

### INTERVENTION AREAS

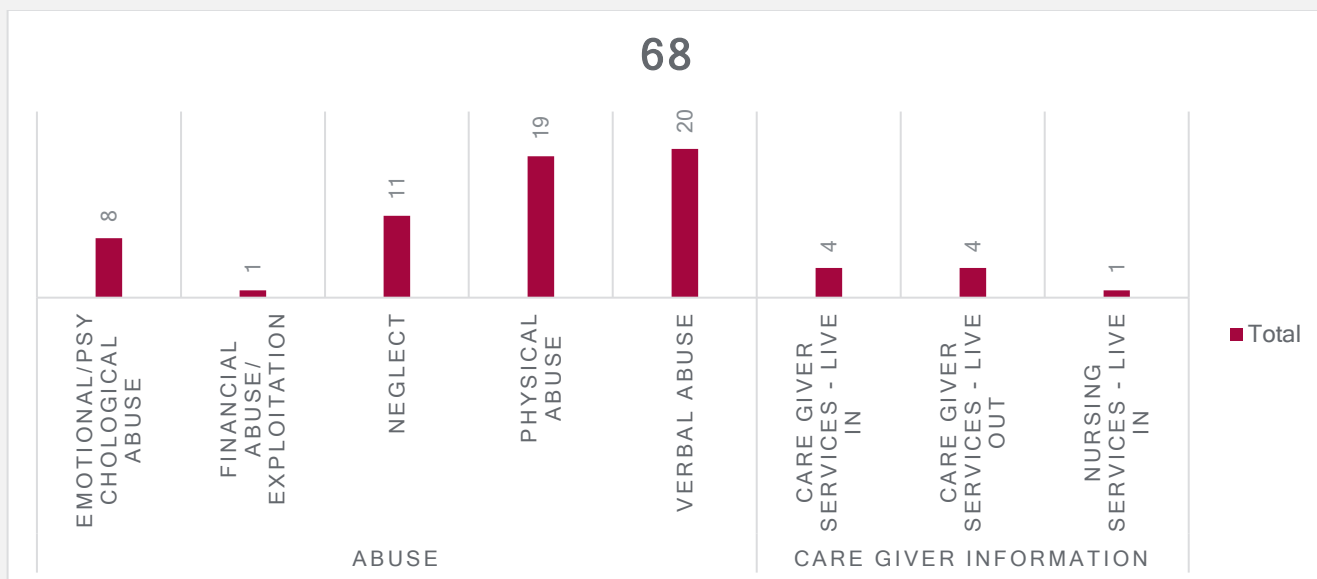
#### 4.1 INTERVENTION AREAS



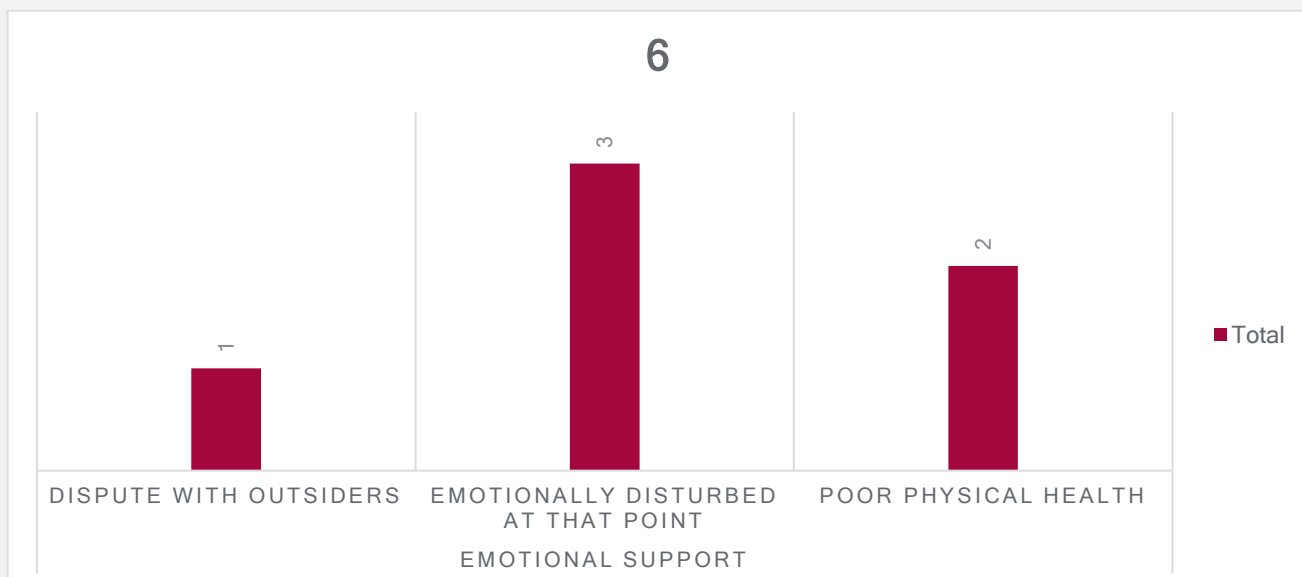
#### 4.2 ACTIONABLE CALLS



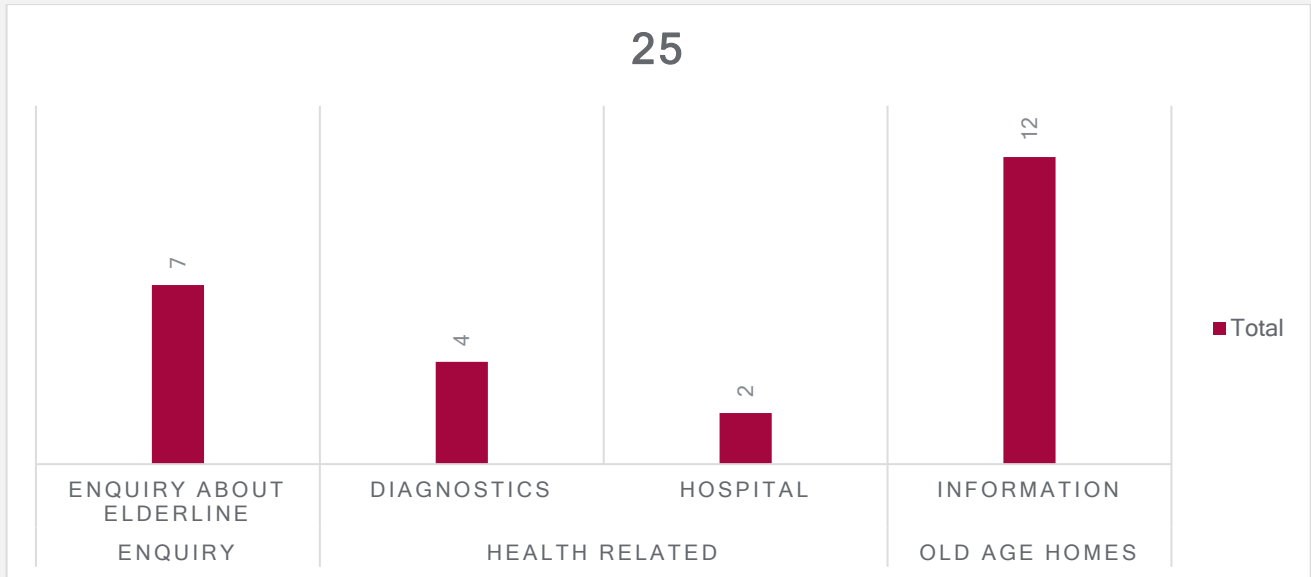
### 4.3 ABUSE & CARE GIVER INFORMATION



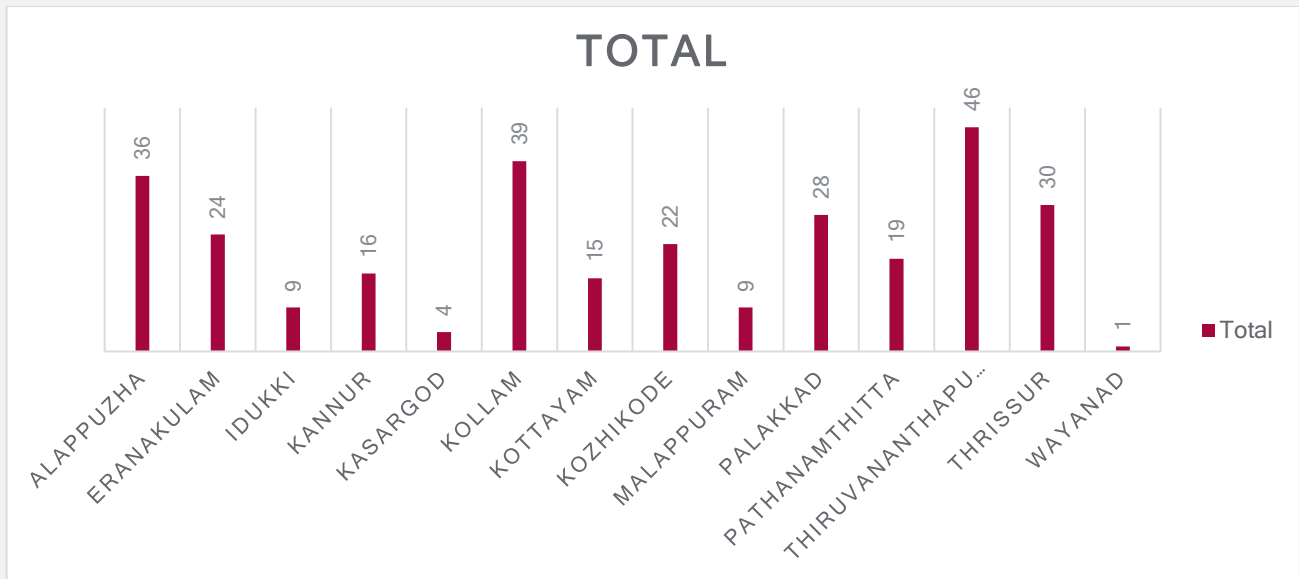
### 4.4 EMOTIONAL SUPPORT



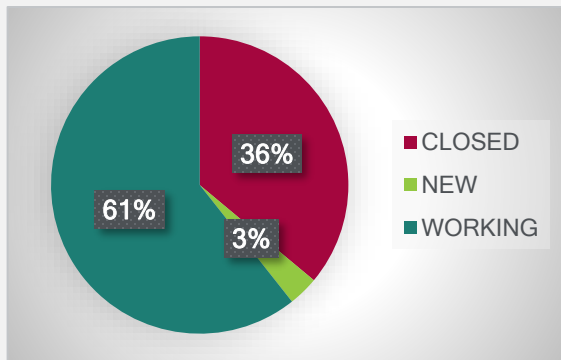
**4.5 ENQUIRY, HEALTH RELATED & OLD AGE HOMES**



**4.6 TICKET REPORT- DISTRICT WISE**



#### 4.7 SERVICE REQUEST STATUS



CLOSED	66
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NEW	6
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WORKING	111
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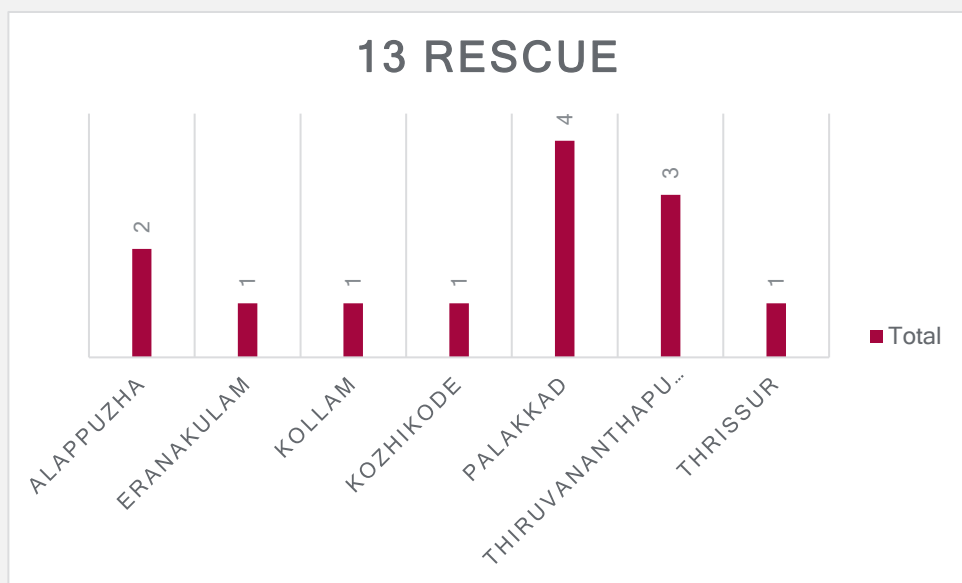
<b>Grand Total</b>	<b>183</b>
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#### 4.8 FIELD INTERVENTION

When it comes to the Service Requests of January 2022, out of 183 SRs, 59 SRs were of abuse, and 6 were for maintenance. In addition, 8 SRs accounted to legal and another 13 were for rescue. Another 71 SRs were falling under the category of Others, and 20 SRs were pension related. Moving further to the category of others, the highest portion of the SRs were on support to elders (56) followed by Government benefits (15). Out of 183 SRs 175 SRs were for FROs and the remaining 8 SRs were for call officers (Legal SRs). The highest proportion of the SRs were reported at the District of Thiruvananthapuram (31) followed by Kollam and Alappuzha (24 each). Out of 183 SRs, 66 are already closed. Besides, four out of seven FROs were tested covid positive during the month, which had affected the smooth operations of the field activities.

##### Rescue

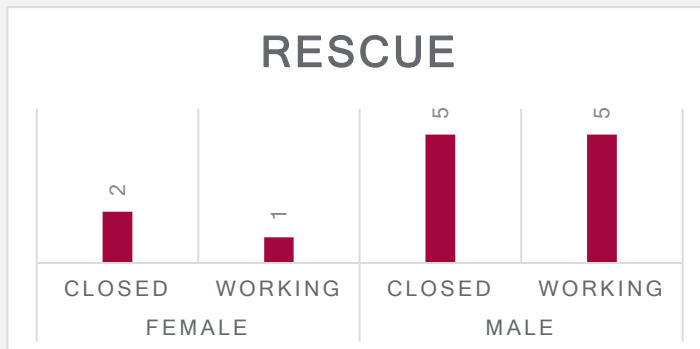
In the month of January 2022, 13 SRs were raised for Rescue. Out of which, 9 Rescue SRs were for males and the remaining 4 were for females. Similarly, 7 elders were found in good health and was physically fit to walk by themselves, and another 4 elders were



dependent and was not in a condition to walk themselves. The remaining 2 were in need of medical support. In addition, out of 13 rescue SRs, 7 cases are closed and the remaining 6 are in the working

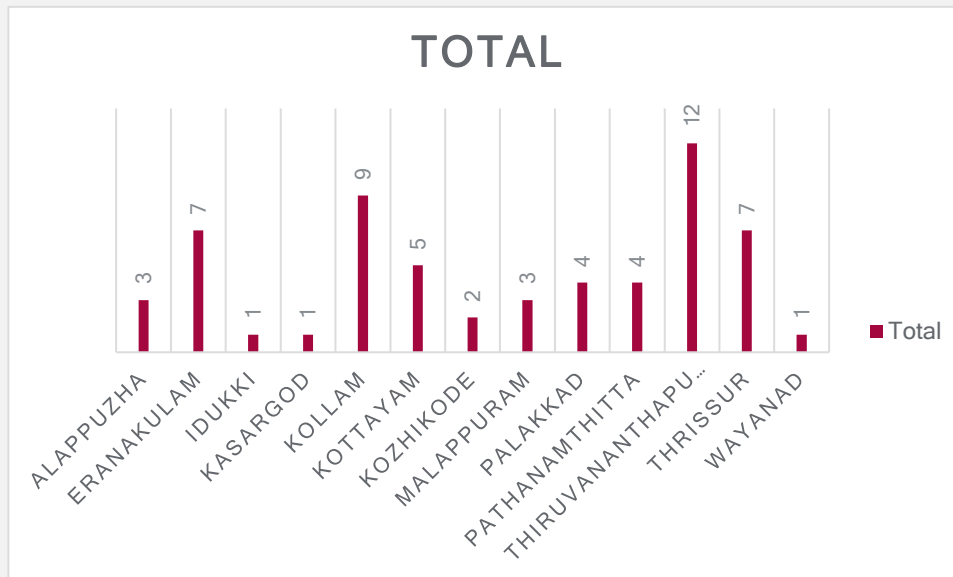


status. The reason for the working status is that 3 of them are admitted in hospital, and yet another person even though shifted to old age home, he likes to move to another old age home, which is in his native place, and the file work is processing for the same. Remaining 2 elder persons were constant wanderers and the FRO is still trying to trace their whereabouts with the help of local people and stake holders. Moving to the remaining 7 closed cases, 2 elder persons were made to reunite with the family in Kerala itself and another elder person was sent back to the state of Andhra Pradesh. Another one elderly was shifted to OAH with the help of caller itself by the FRO. Yet another elder person was not found in the street and another elder person passed away at the hospital while in treatment. Finally, one person was found to be below 50 years of age during the field intervention. The highest number of rescue requests were reported from the district of Palakkad (4), followed by Trivandrum (3) and Alappuzha (2).



**Abuse**

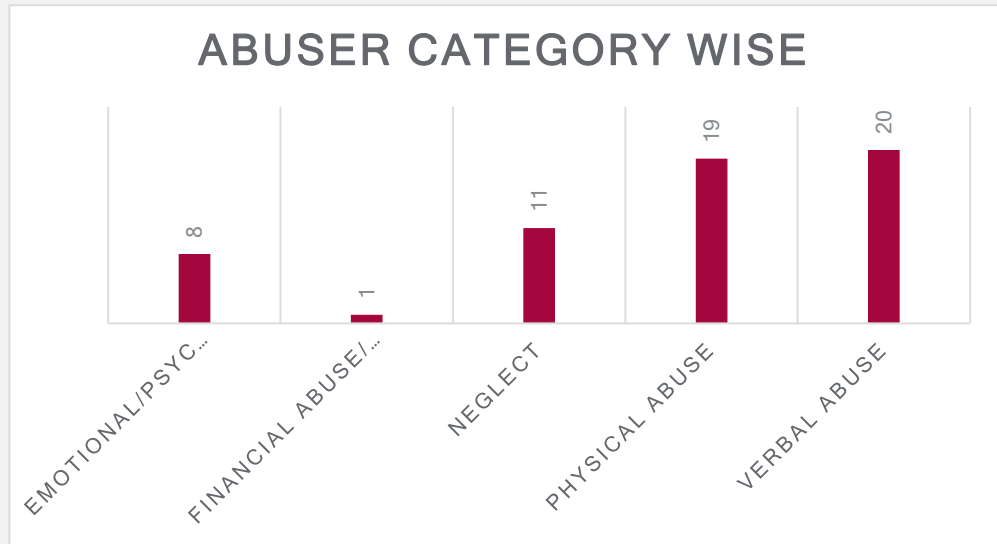
With regards to the abuse SRs, total 59 SRs are raised, in which 21 SRs are already closed and the remaining 38 SRs are open. In this, the number of physical abuse (19) and verbal abuse (20) are higher, followed by neglect (11) and emotional abuse (8).



When it comes to abusees, males accounted to 29 and females accounted to 30. On the contrary, with regards to abusers, the number of male abusers were considerably higher than the number of female abusers. That is to say, male abusers accounts to 39 and female abusers to 20. Moving further in to the case of female abusers, daughter in laws (7) and daughters (3) are leading in the abusers list.

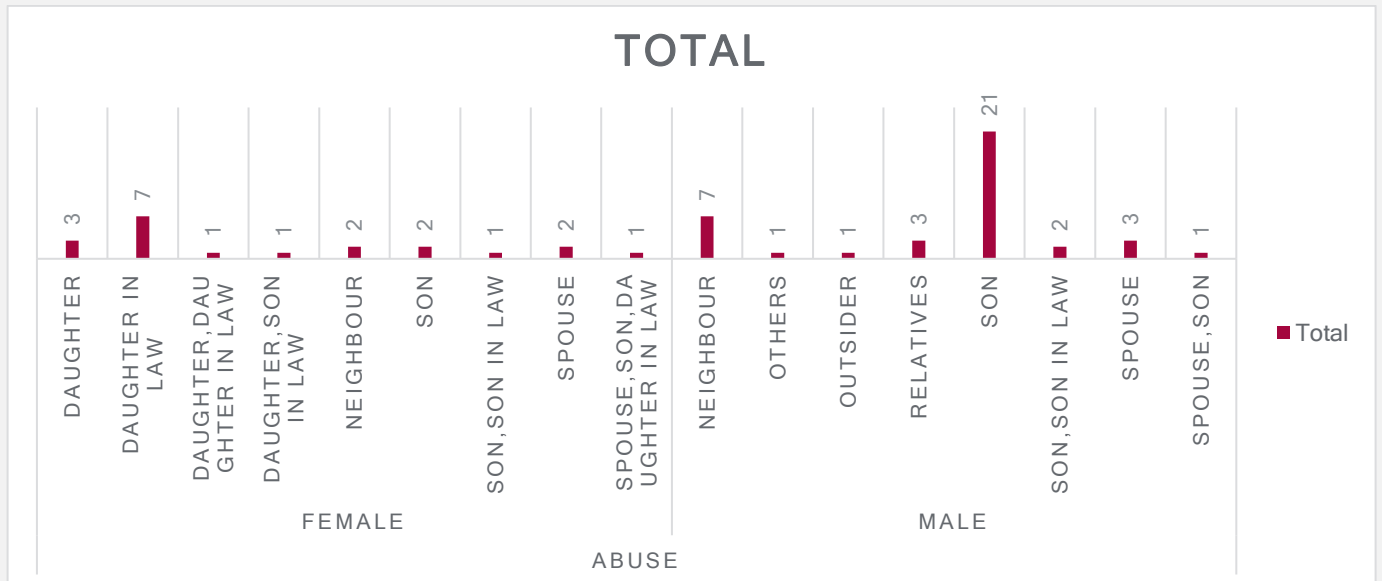
Similarly, in the case of female abusers, the highest number of abusers were between the age category of 35-45 (6), followed by 25-35 (5).

In contrast, in the case of male abusers, sons (21) are leading in the abusers list followed by neighbors (7) relatives (3) and spouse (3). The highest number of male abusers were reported in the age category of 35-45 (19). The largest

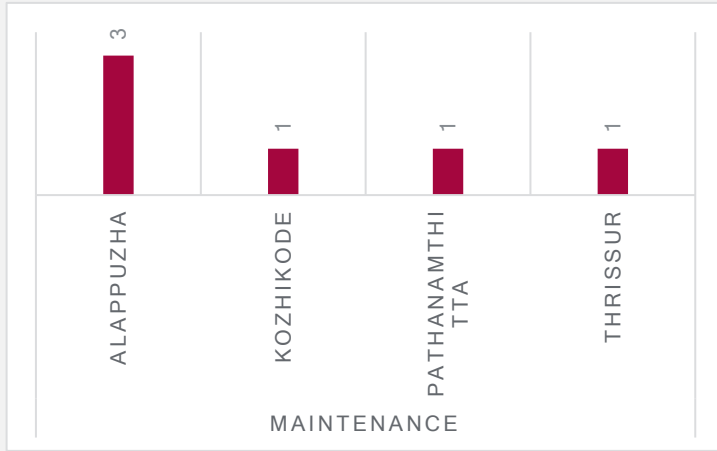


number of abuse cases are reported in Trivandrum (12) followed by Kollam (9), Thrissur (7) and Ernakulam (7).

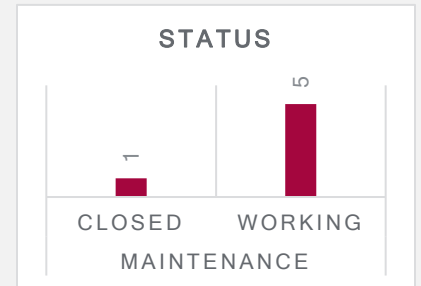
### Abuser Gender and relation



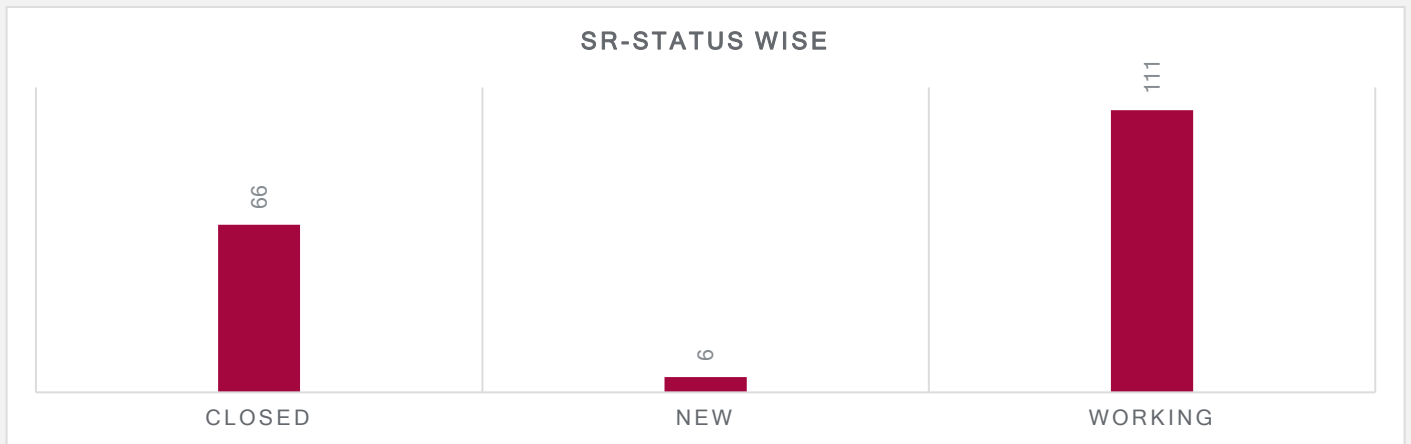
### Maintenance



For the month of January 2021, 6 cases (SRs) are reported at Elder line asking help for maintenance related issues. Out of which, 5 SRs were related to the maintenance cases pending at RDO offices, and the remaining one SR was for the fresh case to be



filed at RDO offices. Out of 6 SRs related to maintenance, 1 case was closed and the remaining 5 cases are in working mode.



To sum up, out of 183 SRs, 66 are closed, and the remaining 111 are in the working status.

## CHAPTER V

### QUALITY MANAGEMENT

#### 5.1 QUALITY MANAGEMENT

To ensure reliable, efficient, empathetic, standard and prompt delivery of services via telephone calls as well as in the field, a quality management system has been set up by the Elder Line. Through this structure, Call Officers & Field Response Officers are evaluated based on certain parameters. Minimum 15 calls of each Call Officer and minimum 10 service requests of each FROs per month are being evaluated. Accordingly, more than 150+ calls and 80+ SRs were evaluated during this specified period of January 2021. And also, many call learning and calibration sessions have been conducted during this period and now it is an ongoing process.

#### ❖ Call evaluation report of Call officers'- January 2022

ELDER LINE KERALA Call Quality Dashboard   January 2022		
SI No	Officer Name	Average
1	Amala Joseph	97.02
2	Ananthu Kumar A	97.79
3	Aswathy R Pillai	97.24
4	Femi Tom	97.30
5	Neethu S N	97.69
6	Nisha J	96
7	Nooramol Yousuf	97.22
8	Reshma Unni	96.97
9	Sachu S S	99.12
Team Average Score		97.37

❖ **Service request evaluation report of Field response officers' – January 2022**

<b>ELDER LINE KERALA SR Quality Dashboard   January 2022</b>		
<b>SI No</b>	<b>FRO Name</b>	<b>Average</b>
1	Abhishek R S	98.75
2	Aleesha Noorin K N	95
3	Anoop C Sekhar	95
4	Aswathy L	95
5	Vijayalekshmi R	98.75
6	Vineeth Vijayan	97.5
7	Vishnu K S	97.5
<b>Team Average Score</b>		<b>96.78</b>

**5.1.1 CALL CALIBRATION**

QL has taken 2-3 calls randomly from each Call Officers for evaluation. The newly recruited Team Leader Connect Centre had randomly evaluated the calls as per NHSC parameters. Its average evaluation score from the calibration session and quality evaluation score is listed below:

<b>No of Sessions</b>	<b>No of calls evaluated</b>	<b>Average marks from call calibration session</b>	<b>Average mark from Quality evaluation</b>
I	10	96.5	97.36
II	10	98	97.14
III	9	96	95.75

On final comparison it was understood that there were no fatal errors or sizable mismatch were found. Hence, it can conclude that the quality evaluation was fair and correct and it was done strictly as per the parameters of NHSC.

## CHAPTER VI

**ECO-SYSTEM BUILDING****6.1 Building Eco-system**

The FROs along with Call Officers have conducted various awareness programs about Elder Line at their respective districts. These programs were organized at Schools, Colleges, Elder clubs, SHGs, Welfare associations and old age homes. In addition, they have also promoted Elder Line and made stake holder partnerships at Police stations, Panchayat-Municipal-Corporation Offices, RDO offices, OAHs and DMO offices.

<b>ECOSYSTEM BUILDING JANUARY 2022</b>		
<b>Elder line - Kerala</b>		
<b>Sl.No</b>	<b>Name of Activities</b>	<b>Number</b>
1	Awareness at Colleges with students	8
2	Awareness at Schools with students	2
3	Public exhibitions for awareness	1
4	Awareness with youth clubs	1
5	Awareness with senior citizen Associations	2
6	Awareness & Partnership at AG Office	1
7	Awareness & Partnership at RDO offices	2
8	Awareness & Partnership at Women and Child Development Department	2
9	Awareness & Partnership at Police stations	6
10	Awareness & Partnership at LSGD Panchayath offices	6
11	Awareness & Partnership at Kudumbasree offices	1
12	Awareness & Partnership at DLSA	1
13	Awareness & Partnership at District Medical colleges	1
14	Visiting Palliative care NGO for partnership & Awareness Creation	1
15	Visiting OAHs for partnership & Awareness Creation	3
<b>TOTAL</b>		<b>38</b>

**CHAPTER VII****7.1 CASE STUDY:****i. Category: INFORMATION**

**CASE NUMBER-KL22010400019/96688**

**Call officer: Ms. Amala Joseph**

**Background of the case**

The caller was the relative of an elder who called our connect center on 4<sup>th</sup> January 2022. The caller informed that the elder is living alone and have some health issues. No one is taking care of him. He needed medical care and attention and enquired for paid old-age homes in Palakkad.

**Type of service**

Information related to old age home

**Location**

Palakkad

**Process followed**

Call was received in the connect center on 4<sup>th</sup> January 2022 and the Call Officer collected all the details from the caller. After the call, the officer checked the availability of the paid old age homes in Palakkad. Two paid old age homes were available for the elder and the details were provided to the caller.

**Desire resolution**

Senior citizen needs a paid old age home and medical care

**Partners involved**

Old age home in Palakkad

**Feedback**

Senior citizen will be moving to the old age home next month and was satisfied with our service.

**ii. Category: EMOTIONAL SUPPORT**

**Case Number: KL22012900005 / ID: 117359**

**Call Officer: Mr. Ananthu Kumar A**

**Background of the case**

On the 29th of January 2022, at 12:10 PM, a senior citizen (72-year-old) dialed Elder Line. She was called from Kanimangalam (around 10 km from Thrissur round) in the Thrissur Corporation of Kerala's Thrissur District. She is a widowed woman and lives alone in a big house. She was an LIC Agent in Thrissur and had two children—a daughter and a son. She was born in Ernakulam, and after marriage, she settled in Thrissur. Her husband died due to cancer in 2012; he was a government employee. The son was also an LIC agent. He had spent most of his time with his mother. He died unexpectedly on July 3, 2016 due to a blood pressure variation. She claims that her husband's family used black magic to murder her son. Her son's loss greatly affected the mental stability of the elderly. Her daughter does not visit the elder or her family due to family issues that occurred after her father's sudden demise.

After these incidents, the elderly felt loneliness throughout her life. She spends most of her time at home, watching the surroundings through CCTV. One of her friends help her buy groceries and necessary items. Currently, she feels fear and insecure of her surroundings. In the night, she suddenly wakes up and feels the neighbor will try to attack her for her property.

She accuses her neighbour of doing immoral trafficking and alleges to have support of the police. She continuously raises complaints at different helplines and the police department. She has given



several complaints to the nearest police station, but she claims that the police are biased and supports her neighbour.

### **Complaints:**

- Sleeplessness
- Fear and anxiety
- The elderly woman says the neighbourhood is trying to rape her for the property.
- Neighbourhood issues and verbal abuse
- She always feels doubt about the neighbourhood alleging they do immoral trafficking in the daylight and have the support of the police.

Duration of present problem	5 Years
Onset	15 Years
Mode of onset	Gradually
Course	Continuous course

### **Type of Service**

Emotional support (Telephonic intervention).

### **Location**

Kanimangalam, Thrissur Corporation, Thrissur District, Kerala

### **Process Followed**

A call was received in the connect centre on January 29, 2022, and the Call Officer collected the details regarding the case along with the basic information of the senior citizen. The elderly woman needs to share her problem and find a positive remedy to her current issues. For this case, Elder Line provided both emotional support (telephonic intervention) and field interventions. Through emotional support, Elder Line was given a chance to ventilate her feelings and fears. The Call Officer gave emotional support to the caller, who was tensed about her present problems. After creating a rapport with the elderly woman, she shared the issues.

The caller has continuous fluctuating thoughts. Also, have some delusions (unbreakable beliefs) about her surroundings. She experienced some level of depression in her personal life after her son's loss. Due to this circumstance, Call Officer analyzed her daily routine and gave a suggestion to improve it. Call Officer also gave some tips and meditation methods to reduce her fear and loneliness. After the call, the case was transferred to the field for further field-related support (fact check of verbal abuse and other psychiatric support) and follow-up.

**Desired resolution**

The elderly woman needs to share her problems and find a positive remedy to her current issues (feelings of fear, loneliness, and problems with her neighbor).

**Feedback:**

The Elder Line called the elder on January 31, 2022. She was happy with our service. She tried to change her daily routine and the field team contacted the elderly for field-related support.

**iii. Category: GUIDANCE**

**Case Number: KL22011600005 / ID: 112418**

**Call Officer: Mr. Sachu S. S**

**Background of the case:**

The elder's son had taken Rs. 13 lakhs from her which she acquired by selling her house. Her son is now refusing to return the money and has no interest in caring for his mother. Financial fraud accusations has already been filed in the court. They've also filed a complaint with the CM's office, and officials have come to inquire about her complaint. They stated, however, that they are powerless to intervene in a case that is already in court. The elderly also has a memory impairment, according to the daughter, who alleges that her son took advantage of this and compelled her to sign paperwork regarding a 13-lakh money transfer.

**Type of Service: Maintenance**

**Location: Palakkad**

**Process followed:**

The caller was the elderly person's daughter, and the Call Officer took down the circumstances of the case as well as the senior citizen's basic information on the 16th of January 2022. The caller was looking for an answer to her brother's embezzlement of 13 lakh rupees. After hearing the whole case, the Call

Officer explained that they're unable to interfere in an issue that's already in court. The caller was educated about the Maintenance Act of 2007 and was advised to file a complaint against her brother for refusing to pay maintenance to her mother.

**Desire resolution:**

The caller wanted action against her brother for taking money from her mother without proper consent.

**Partners involved:**

Maintenance Tribunal, Palakkad

**Feedback**

The caller was satisfied with the response given by the Call Officer.

**iv. Category: FIELD INTERVENTION**

**1. RESCUE**

**Case Number: KL22010500008/ ID: 107798**

**Field Response Officer: Mrs. Aswathy L**

**Background Of the Case**

On the 5<sup>th</sup> of January 2022 the Elder Line received a call stating that an old man was found roaming around the premises of the Maruti Suzuki showroom near Kumarapuram. A service request was registered for the rescue of the old man. FRO Aswathy and FRL Vishal Thomas reached the spot and examined the physical fitness and enquired about his family. The man told his name and it was understood that he could communicate only in Telugu and Hindi and that he has some difficulty in walking.

**Type of service**

Field intervention-Rescue.

**Location**

Near Maruti Suzuki showroom Kumarapuram, Thiruvananthapuram.

### **Process Followed**

The basic information was collected from the man and subsequently we contacted the Elder Line of Andhra Pradesh. It was found that he is a resident of Gudivada town in Andhra Pradesh and his family had filed his missing case in the police station.

Later on, we have informed the District Social Justice Office about the situation, as per the instructions of DSJO, FRO has contacted the ward councilor Dr Anil and a decision was taken to shift him to the shelter nearby. He helped us in availing the service of municipal corporation's ambulance and the elder was shifted at around 4 pm he was taken to the hospital to conduct RTPCR but the test could only be conducted till 3 pm and hence antigen test was conducted and at around 5 pm he was taken to shelter home. Care givers of shelter home cleaned him and found some money with him. We have made all paper works to handover elder to a shelter home and it was arranged for two weeks since we were expecting reunion with his family. By evening with the help of Andhra Pradesh team we got information about his family. They were ready to come and take elder back on the very next day. But we have informed them to wait for RTPCR test. Next day an RTPCR test was conducted and the result was negative. This information was passed on to his family.

Andhra Pradesh FRO Shri. Venkat was very helpful and he conveyed messages on time and collected information about the elder's health condition. Elder had a previous history of stroke one year ago, and was suffering from memory loss. This is the third time he had gone missing, where in he was found within two days of missing. This time the family was searching for the elder for the last two months since they had filed man missing case in the police station.

### **Outcome of Case**

FRO Mr. Venkat made arrangements for their family to come down to Kerala.

The elder's elder son and his friend came down and they submitted all documents to the District Social Justice Office. Government order has been issued to release the elder from shelter home. FRO accompanied them to shelter home. Reunion was quite emotional that both of them couldn't hold back their tears. The elder was so happy and he told us "Aapne vaadha kiya sahiba mere bache ayenga", this was a proud moment for our team. They went back to Gudivada by evening.

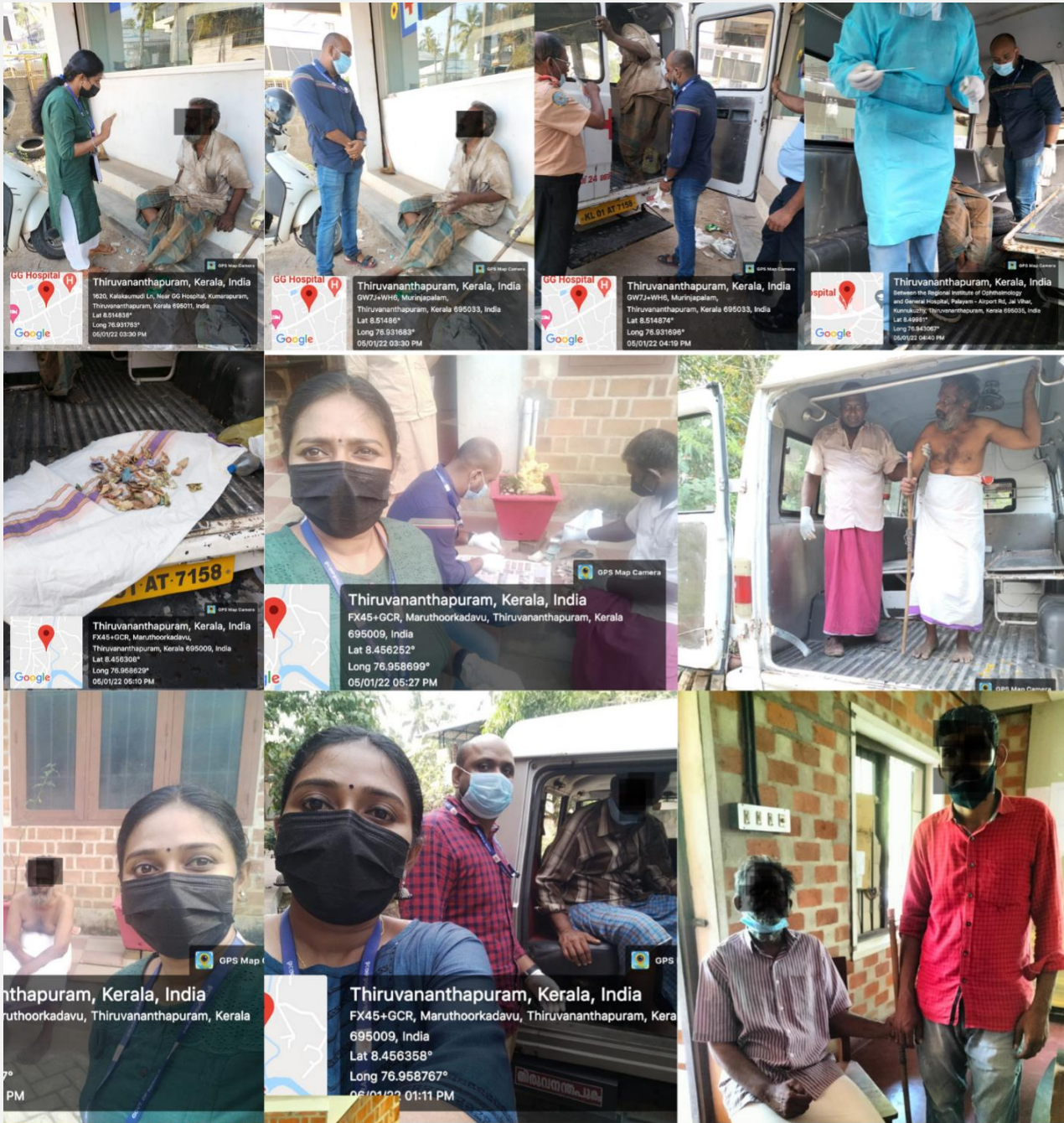
After reaching home son has contacted us and send family reunion picture with help of Mr. Venkat.

**Partners Involved**

- Ward Councilor Anil Kumar
- DSJO TVM. Mrs Shynimol
- FRL Mr. Vishal Thomas

**Feedback**

After reaching home son has contacted us and send family reunion picture with help of Mr. Venkat. By help of Mr. Venkat, we have done the follow Up.



## AP native to reunite with family after two months

EXPRESS NEWS SERVICE  
@TPuram

THE city will play host to a beautiful reunion on Monday as 62-year old Gudivada native Abdul Sathar will get reunited with his family, after two months of being lost. It was on January 5 that the National Helpline for Senior Citizens received a distress call saying an elderly person was seen abandoned in the city. The call arrived from Indus Service Centre, Kumarapuram, where the elderly person was seen sitting,



all lost. "We got the call from the service centre saying an elderly person who appeared healthy was seen sitting in their compound for a long time, looking lost. We reached the spot and the person could only talk in Hindi and Telugu. He had suffered from an incidence of stroke and could not speak properly," says Aswathy L, field response officer of Thiruvananthapuram and Kollam.

By contacting their colleague in Telangana who spoke in Telugu with him over the phone, the team could understand a little bit about Abdul's whereabouts. After understanding that the person belonged to Gudivada in Vijayawada, they shared his details to the respective area and the family was traced in a matter of two-and-a-half hours. "On the advice of Shynimol, district social justice officer, Abdul was moved to the shelter

home of the corporation. He will be there until he is reunited with the family," says Aswathy. The team which conducted the rescue operation included Aswathy and Vishal P Thomas, the field response leader of the unit. Abdul Sathar has been missing for the past two months and the family had filed a man missing complaint at the police station. "Abdul who is also having slight memory issues believes that his family is missing and was in search of them," says Aswathy.

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## 2. ABUSE

**Case Number: KL21112000008/ ID: 89817**

**Field Officer: Mr. Vineeth Vijayan**

### **Background of the case**

Elder Mrs. Z called Elder Line on 20th November 2021. She was a retired teacher and asked help for her elder sister Y (92 years), who is living in Palm valley apartment in Chevayur Golf link road. Elder Y was a retired Principal. She is living in her apartment with a pension of Rs.10000/- per month. Her younger brother Mr.X is a retired army officer of 80 years old. He is living with this elder after his retirement. He is abusing his elder sister for past 1 year. The elder Mr.X has an illegal affair with servant in the apartment. Elder Y and her daughter is against this relationship. So, they asked apartment President and Secretary to intervene in the case and they obstructed the entry of this maid into their apartment. So, this became a rivalry among the Elder and his brother. Recently the verbal abuse changed to physical abuse and elder called Elder Line for help. But requested to avoid police involvement in the case and said to solve the issue amicably.

### **Type of Service**

Abuse

### **Location**

Golf link road, Chevayur, Calicut- 673017

### **Process followed**

FRO after reporting to the district office Kozhikode, Discussed the case with DSJO and FRL. The FRO visited their apartment for a primary investigation and enquired the same with the neighbours. (An NGO –CIGI is located nearby. Met their Administrator and collected few contacts) He enquired about the genuinity of the case and details of Mr. X were noted. After primary verification we got to know that the case is genuine and all those living in the apartment is aware of it. The FRO called the daughter of elder and also interacted with the elder. Abuser is her younger brother Mr X who is an Ex-service man retired from Army as colonel. He's 80 years old and also a senior citizen. Elder had requested to avoid police presence. Hence FRO did not enter the premises in the absence of Police.

As primary level gave them mediation and solved the case. We waited for one month and found that he left their apartment without any harm done. The FRO called the elder person for follow up and inquired about the situation. He asked whether police intervention is needed or not. They said now the situation is calm and abuser had left home. Later FRO called the sister of elder Z and asked her opinion. She also asked to wait for few days. They agreed to call Elder Line in need of an immediate action. FRO also ensured support. Case informed to FRL and DSJO.

On 22/01/2022 Elder Y called Elder Line and asked for emergency help. Said her elder brother reached home and started to abuse them physically and verbally and need Elder Line or police to intervention asap. So FRO collected written complaint from elder and submitted the same in Chevayur police station. They came and visited their apartment. The collected more details and checked the lock system of the apartment which was breached by Elder Mr. X. They collected servants contact number and gave her a warning. Later when we called abuser Mr.X it was understood that he had escaped and had switched off his phone. They noted all details and directly collected one more written complaint from elder Y. FRO also collected photographs of all these intervention and written complaint. Police ensured to take up the case and collected contact number of FRO.

#### **Outcome of the case**

Next day they called abuser Mr.X to police station and gave him warning. FRO called Elder Y and she said her brother is calm and quite now. He is behaving to them with courtesy. There are no issues from his side. The servant also is not coming to their apartment. So, they are happy in that. They thanked Elder Line team for timely intervention.

#### **Partners involved**

- 1- Police
- 2- District Social Justice Office

#### **Feedback**

As elder requested, Elder Line team and police has reached their apartment and evidences were collected. They were living in the house with fear and faced mental torture from their own brother. So FRO and police gave them mental support. On the next day they called abuser Mr.X to police station and gave him primary warning. FRO called Elder Y and she said her brother is calm and quite now. He is behaving to them with courtesy. There were no issues from his side. The servant also is not coming to



their apartment and so they are happy with it. They thanked Elder Line team and police for timely intervention and support.



# CHAPTER VIII

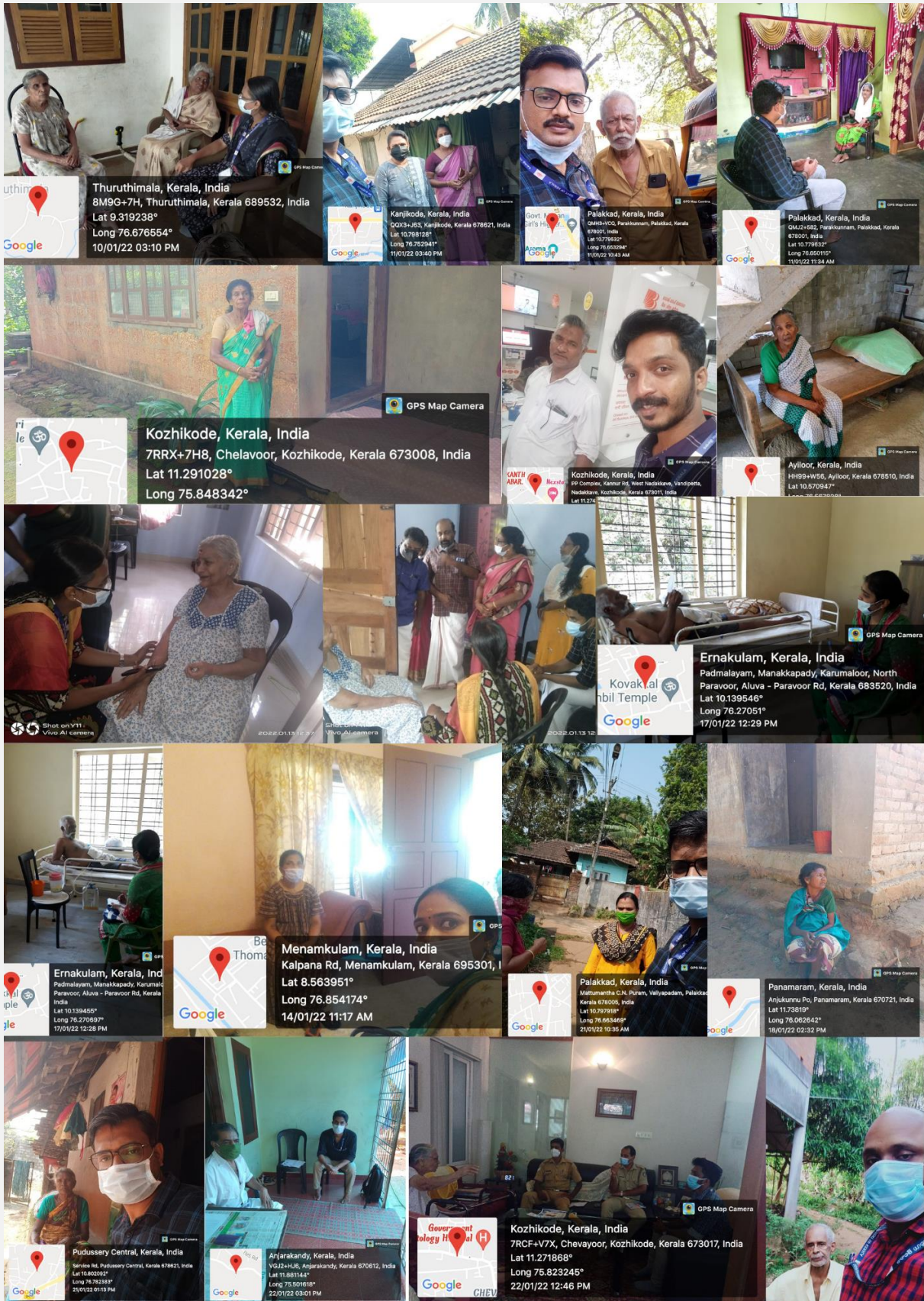
## I. AWARENESS PROGRAM



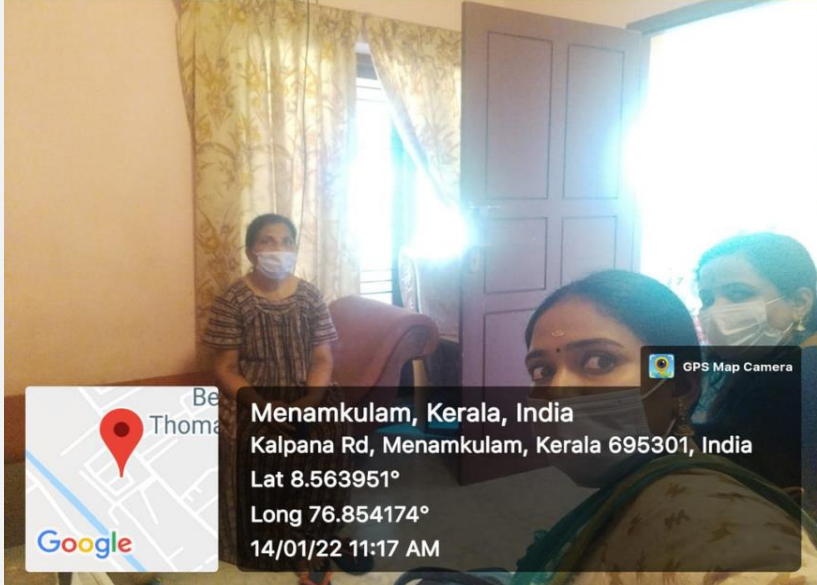
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## II. SHOTS FROM VARIOUS FIELD VISIT



### III. CO's Field Activities with FROs





**THANK YOU**