

167823/2022/G SJD

ELDER LINE

NATIONAL HELPLINE FOR SENIOR CITIZENS



Call Toll-Free

14567

सत्यमेव जयते

Government of India

**SOCIAL JUSTICE
DEPARTMENT**

care, protection & empowerment

**ELDER LINE****National Helpline for Senior Citizens – 14567****KERALA****ANNUAL REPORT-2021-22****(From 1st October 2021 to 01st March 2022)****SOCIAL JUSTICE DEPARTMENT****GOVERNMENT OF KERALA**

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CHAPTER- 1 ELDER LINE KERALA

1.1 ELDER LINE KERALA

The number of elderly populations in India is growing rapidly. In the present scenario, one of the most critical problems faced by senior citizens is loneliness within their family. The elderly who has lost their partners suffer from mental agony and depression due to isolation, especially during the day time. We need to ensure the protection and safety of older person's rights so that elderly people can lead a secure and peaceful life. It is important to listen to what they are saying, acknowledge their feelings, and be respectful of their emotions. Senior citizens should also be brought to mainstream of the society rather than restrict their freedom, as we strongly believe that old age is a second childhood which we all are going to go through.

Kerala is fast ageing with the increasing elderly population and demand on fiscal, health and social security mechanisms. The Ministry of Social Justice and Empowerment, the National Institute of Social Defence, with the technical support by TATA Trusts and the State governments, the *ELDER LINE- a National Helpline for Senior Citizens* has been set up across the nation to address the issues faced by elderly and ensure their happy living. The Elder Line, a *Connect Centre* for senior citizens has been set up at Thiruvananthapuram under the Department of Social Justice.

Dr. R. Bindhu, the Minister for Higher Education and Social Justice in Kerala, inaugurated the Elder Line in the State on **1st November 2021**. The Connect Centre is being set up at I floor of VTC building at Poojappura, Thiruvananthapuram. The helpline is functional between 8:00 am and 8:00 pm throughout the week. The public can reach at our helpline by dialling the *toll-free number 14567* to share their issues and grievances pertaining to Senior Citizens. A team comprising of Project Manager, Admin/Finance Officer, Leaders (Connect Centre, Field Response, Quality and IT), Call Officers and Field Response Officers are appointed for implementing the Elder Line programme in the State. The Helpline is called the "Connect Centre" and the Call Officers and Field Response Officers play a pivotal role in addressing the issues of the Senior Citizens.

1.2 MAJOR HIGHLIGHTS

The number of calls received at the Connect Centre was very high ever since its official inauguration. Similarly, the Service Requests were also high in Kerala during these months compared to other States. The reason behind this is observed as the high literacy rate, digital

literacy and the presence of well-established Senior Citizen associations. Many of the callers opined that they have received the number from the WhatsApp groups of the elders. It can be assumed that these well-functioning Senior Citizen clubs and associations might have widely shared the Elder Line toll free number in their groups. Even before the official inauguration, the Connect Centre was receiving a lot of calls from the elders in during the trial period of October 2021. Further to the official launch of the program w.e.f. 1st November 2021 news were published in few of the leading daily's as a result of which, the call volume was so high in the month of November. As part of the inaugural ceremony, the Department of Social Justice had launched the promotional video of Elder Line which was also circulated among various social media platforms.

When it comes to the Service Requests from October 2021 to March 2022, Elder line Kerala raised a total of 1711 SRs. Among this, 1484 SRs were closed and the remaining 227 SRs are in the working status. Out of this 1711 SRs, 380 SRs were of abuse, and 73 were for maintenance. In addition, 147 SRs accounted to legal and another 51 were for rescue. Another 722 SRs falls under the category of Others, and 299 SRs were pension related. While considering the category of Others, the majority of the SRs were regarding support to elders (553) followed by seeking information of Government benefits (159). Out of 1711 SRs 1565 SRs were marked for FROs and the remaining 146 SRs were for Call Officers (Legal SRs).

The FROs assigned with the responsibility of Two Districts are directed to report to the respective District Social Justice Office. On an average an FRO is assigned with nearly 30 SRs per month. Since there are more SRs the FROs are finding it difficult to close the cases on a time bound manner. So far, the FROs have conducted more than 65 awareness sessions and 269 Stakeholder meetings. Once a call is received regarding reporting an abuse, it requires ample time and effort to conciliate the parties and conclude whether the case is genuine or not, whether the case is genuine or fabricated, whether SR was required or a counselling was sufficient etc. Hence, the greatest challenge that Elder Line Kerala faces is that one FRO cannot handle the cases reported from two Districts on a timely basis as mandated in the guidelines.

CHAPTER- 2 CALL CLASSIFICATION

2.1 CALL CLASSIFICATION

CATEGORY	NUMBER OF CALLS RECEIVED
Total call received	19449 Nos
Total Actionable Call	5930 Nos
Total Non-Actionable call	21165 Nos
Total Unique call	3596 Nos
Total Repeat call	454 Nos
Total no of service requests Raised	1711 Nos
Total no of FTR Raised	2339 Nos

CHAPTER- 3

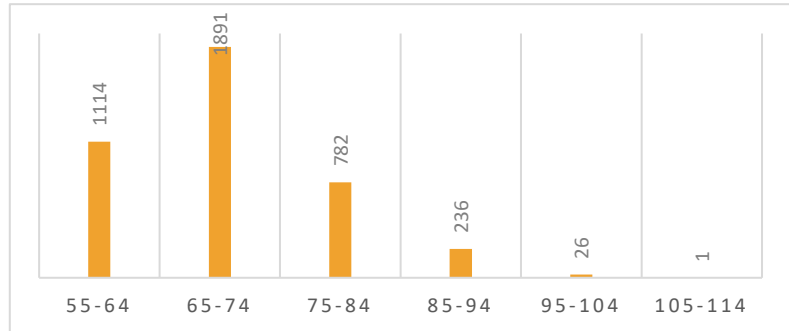
PROFILES OF THE CALLER/ELDERLY

3.1 PROFILES OF THE CALLER/ELDER

Age, Gender, location etc. wise reports of the callers are listed below:

3.1.1 Age of the Callers

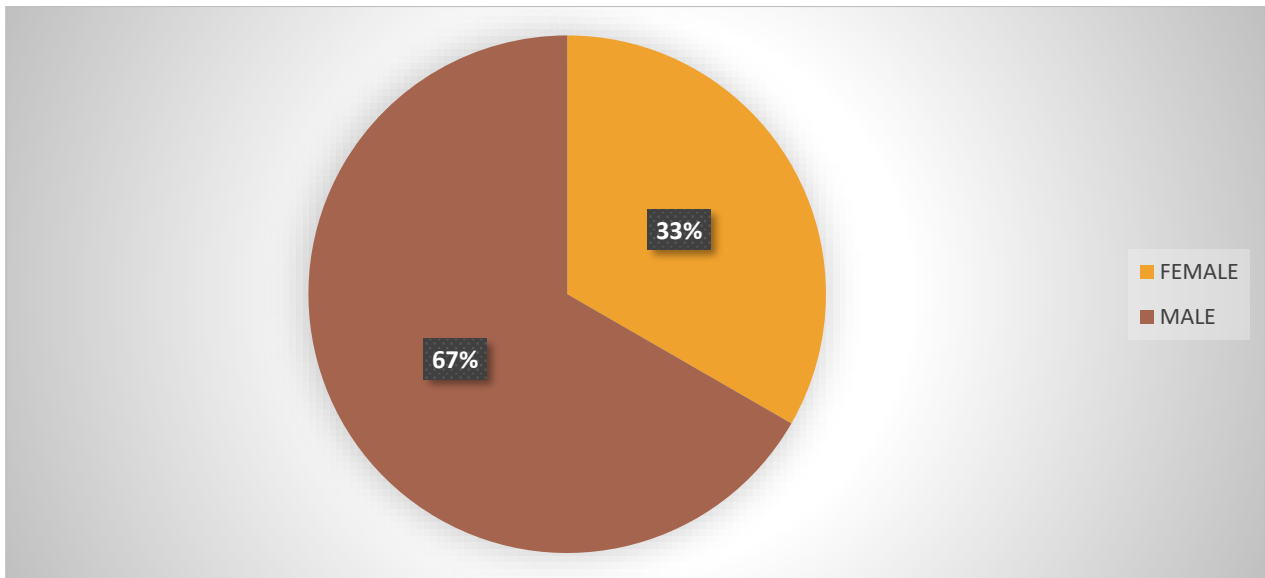
Age	Count of Age
55-64	1114
65-74	1891
75-84	782
85-94	236
95-104	26
105-114	1
Total	4050



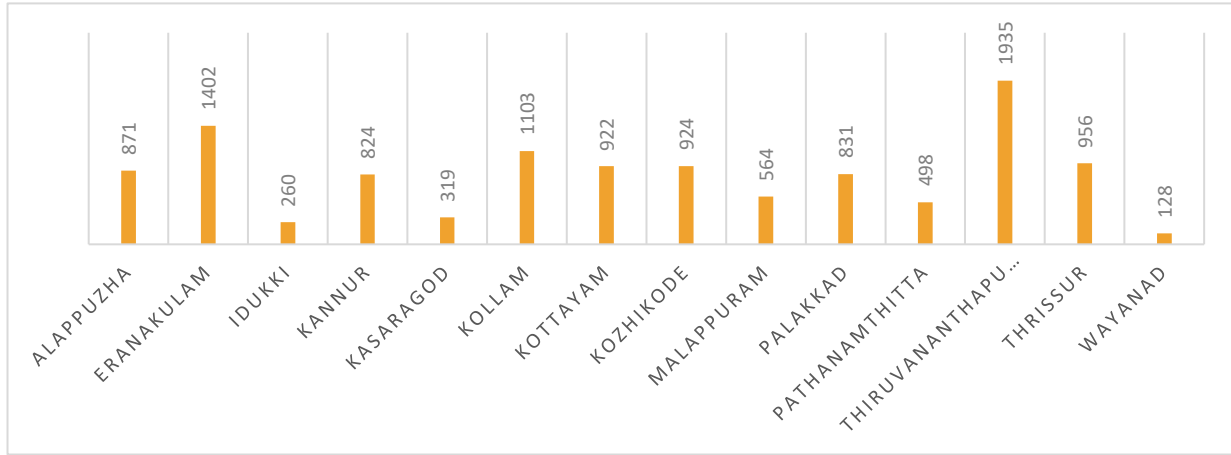
As per the above table, it can be concluded that callers in the age group of 55 to 74 make the most use of the Elder Line compared to others.

3.1.2 Gender of the callers

Over a period of six months, it is observed that 67% of male callers and 33% of female callers have used our service. Thus, the male callers were availing our service more than the females.



3.1.3 Geographic location of the elderly



As per the above table, majority of the calls were received from Thiruvananthapuram, Ernakulam and Kollam districts. However, we have also received good number of calls from the other districts as well where the population density is much below 500 persons per square km.

Districts	Count of Call
Alappuzha	871
Ernakulam	1402
Idukki	260
Kannur	824
Kasaragod	319
Kollam	1103
Kottayam	922
Kozhikode	924
Malappuram	564
Palakkad	831
Pathanamthitta	498
Thiruvananthapuram	1935
Thrissur	956
Wayanad	128
Grand Total	11537

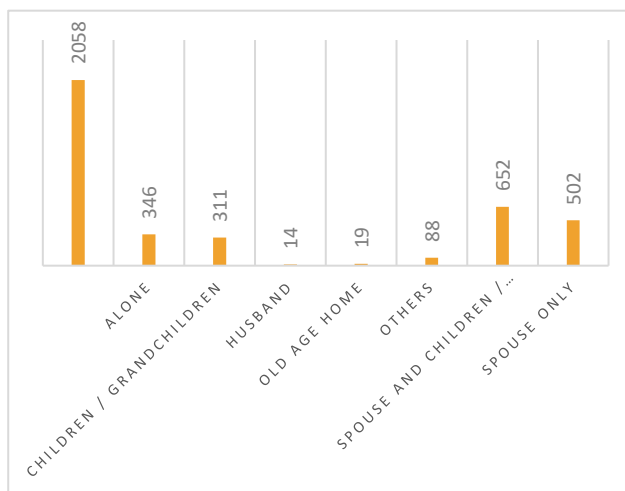
3.4 Health Status of the elderly

Row Labels	Count
Not willing to share	2664
Fully dependent	156
Independent / Active	702
Partially Dependent	468
Grand Total	3990

The table clearly shows that majority of the callers were not ready to share their health condition. Further only 4% of elderly callers were totally dependent on their family.

3.5 Living situation of the Elderly

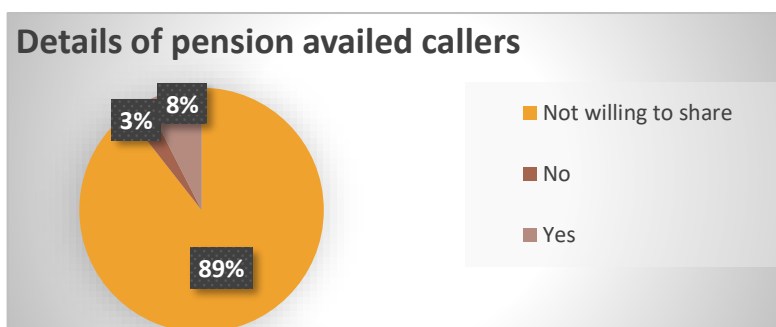
Living with	Count
Not willing to share	2058
Alone	346
Children / Grandchildren	311
Husband	14
Old Age Home	19
Others	88
Spouse and Children / Others	652
Spouse only	502
Total	3990



Again, the table shows that majority of the elders were not ready to reveal their identity and basic details. However, it is understood that many elders were living with their family/spouse.

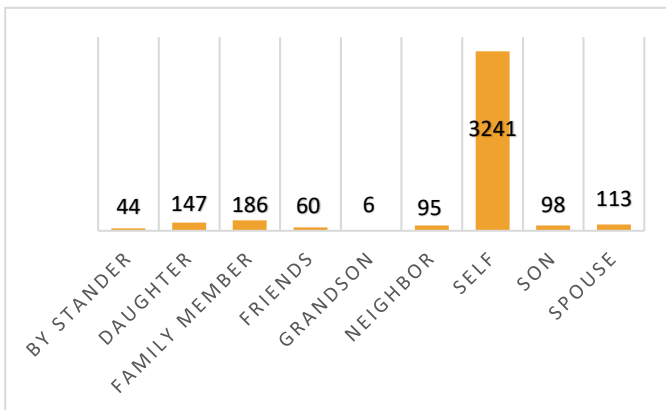
3.6 Pension availed

89% of the elders were not willing to share their details like whether they are getting the old age-service-welfare-other pensions or not.



3.7 Caller Description

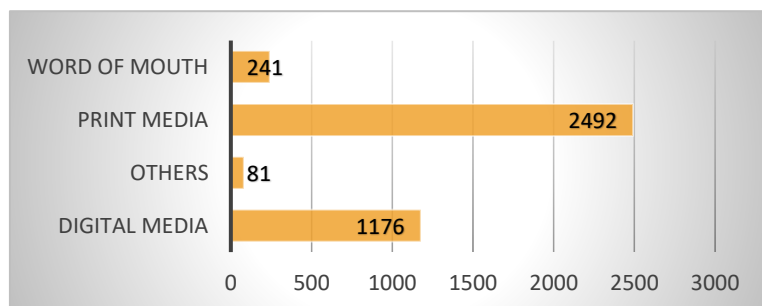
As per the data provided, it is understood that 81.23% of the elders have contacted Elder Line without the support of others seeking our help and 4.66% contacted with the support of family members and 2.38% with the support of his/her spouse.



Relationship	Count	%
By Stander	44	1.10%
Daughter	147	3.68%
Family Member	186	4.66%
Friends	60	1.50%
Grandson	6	0.15%
Neighbour	95	2.38%
Self	3241	81.23%
Son	98	2.46%
Spouse	113	2.83%
Grand Total	3990	

3.8 Source of Call

While on enquiry of the source of the call, it is clearly understood that print media is the most effective medium for creating awareness about Elder Line among the elders.



Campaign	Count
Digital Media	1176
Others	81
Print Media	2492
Word of Mouth	241
Total	3990

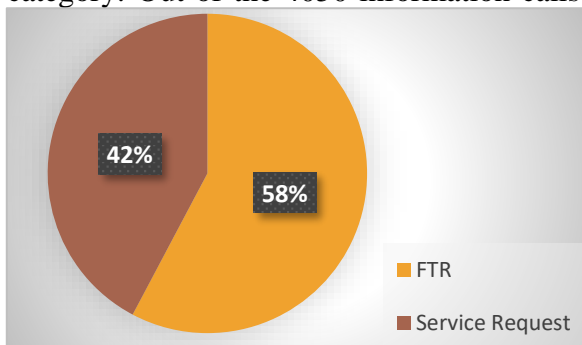
CHAPTER- 4 INTERVENTION AREAS

4.1 INTERVENTION AREAS

Information	Guidance	Emotional support	Field intervention	Other
Calls related to enquiry, OAH, care givers, health related, Physiotherapy, Activity and day care centres, Elder Friendly Products Others are come under this category	Pension, Maintenance and Legal types calls are related to guidance category	Calls required emotional support are come under this category	Calls pertaining to rescue and abuse are required field level action/ direct support	Rest of all calls are come under others category
50%	21.67%	02%	06.76%	19.57%^{ss}

4.2 INFORMATION

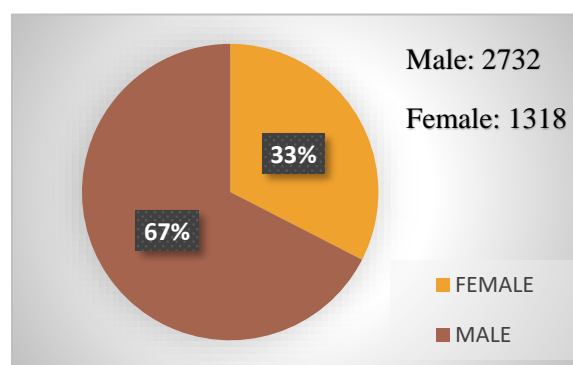
Elder Line Kerala has received a total of 4050 calls during this period under ‘Information’ category. Out of the 4050 information calls, 2339 calls were FTR (First Time Resolution) and 1711 calls required Service Requests.



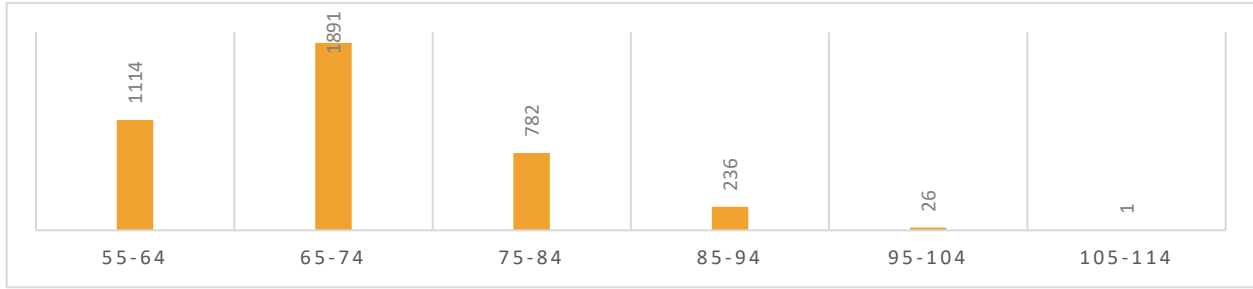
FTR/SR	Count of Call
FTR	2339
Service Request	1711
Total	4050

Gender analysis of the elderly

Generally, the male callers have availed our services more than the female callers. 67% of male callers and 33% of female callers have contacted for our services so far.



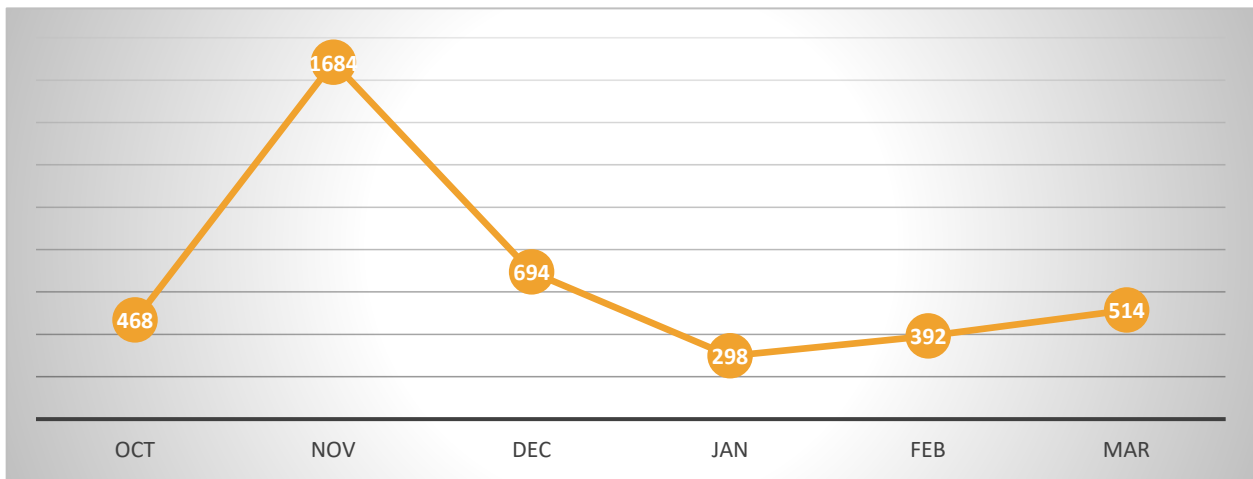
Age group analysis of the elderly



As per the above graph, it is understood that Elders between the age of 65 to 74 required more support from Elder Line, followed by the age group of 55-64.

Month wise trend analysis

Below diagram shows the month wise trend of the calls during the period of this report.



4.3 GUIDANCE

	Oct	Nov	Dec	Jan	Feb	Mar
GUIDANCE	285	595	176	65	83	81
Pension	205	386	125	45	68	59
Legal	80	209	51	20	15	22

Total 888 nos of callers have availed our service for pension related matters and 397 nos of callers have availed service for legal related matters under Guidance category.

4.3.1 Legal:

The total calls received	226
The total number of FTR raised	79
The Total number of Service requests raised	147
The total number of Service requests open and the %	- 2 - 1%
The Total no of Service requests closed and the%	- 145 - 99%
% & No of calls regarding existing cases that could not be entertained by Elder Line	- 0 - 0%

Gender of the elderly

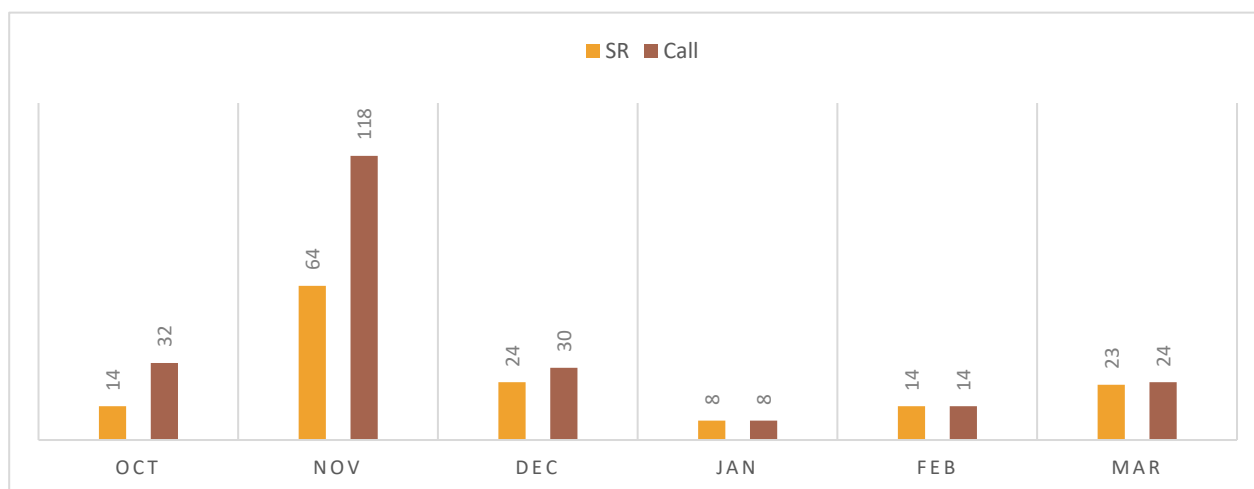
Female	78
Male	148

Age group of the elderly

Age	Count
55-64	37
65-74	119
75-84	52
85-94	17
95-104	1
Total	226

Month wise trend of the call and Month wise tend of the service request

Below table shows the month wise trend of the calls received at Elder Line Kerala



Reason for the call / Intervention areas (the analysis of the category and subcategory)

The highest number of calls received under legal category are for property and land related disputes, rent related issues, maintenance etc.

No of tickets closed / open (reason for not getting closed- how many tickets are stuck at which level.

Closed	145
New	1
Working	1
Total	147

4.3.2 Pension:

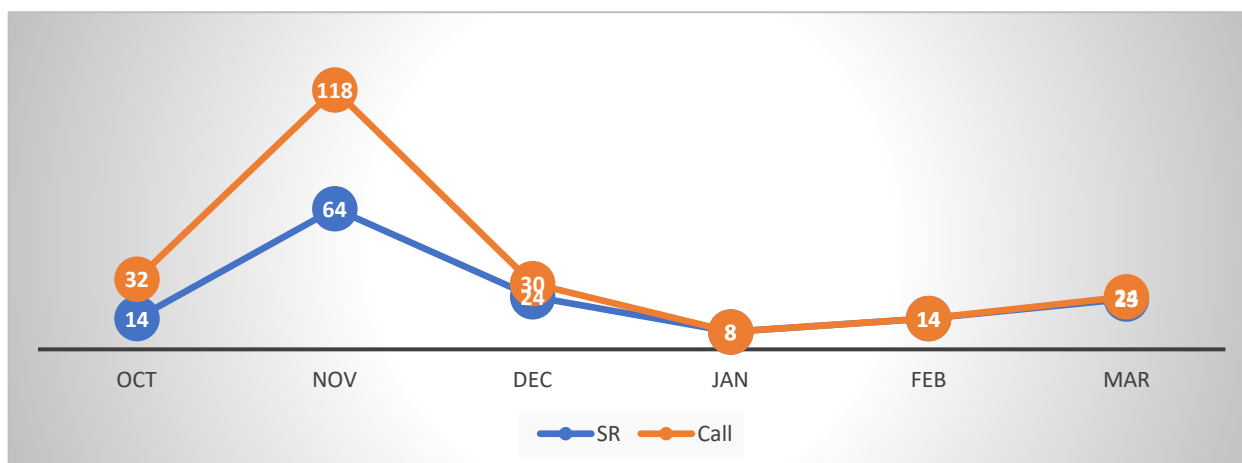
The total calls received	890
The total number of FTR raised	591
The Total number of Service requests raised	299
The total number of Service requests open and the %	29 & 10%
The Total no of Service requests closed and the%	270 & 90%

Gender of the elderly

Male	633
Female	257

Age group of the elderly

Age Group	Count
55-64	331
65-74	381
75-84	138
85-94	38
95-104	2
Total	890

Month wise trend of the call and month wise trend of the service request.**Reason for the call / Intervention areas (the analysis of the category and subcategory)**

The highest number of calls received under pension category are for government senior citizen pension, central and state government service pension and other welfare board pension etc.

No of tickets closed / open (reason for not getting closed- how many tickets are stuck at which level).

<ul style="list-style-type: none"> • Total no of ticket raised: 299 • Total no of ticket closed: 270 • Total no ticket open: 29 		
Pending at elder person	Pending at pension office	Pension at any Others (describe)
7	22	Nil

Analysis:

It is observed that almost all the cases are getting closed under the category of pension.

4.4 EMOTIONAL SUPPORT:

The total calls received	94
The total number of FTR raised	93
The total number of Service requests raised	1
The total number of Service requests open and the %	0 and 0%
The total no of Service requests closed and the%	1 and 100%
No of cases was intervened once	0
No of cases were multiple intervention required	0

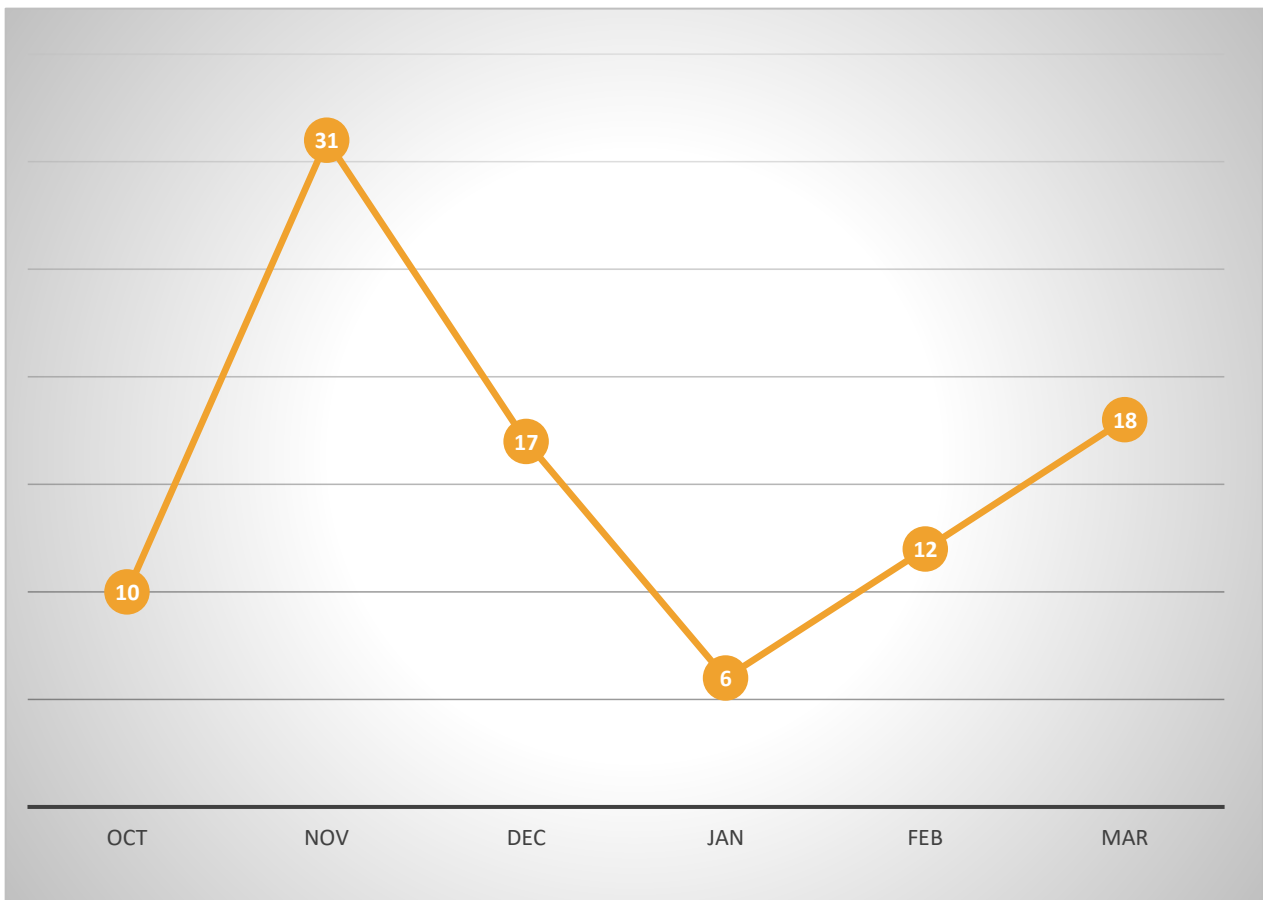
Gender of the elderly

Female	53
Male	41

Age group of the elderly

Age	Count
55-64	26
65-74	50
75-84	15
85-94	2
95-104	1
Grand Total	94

➤ **Month wise trend of the call**



➤ Reason for the call/ intervention areas (analysis of the category and sub category)

Reason	Call Count
Abuse	4
Disinterest Symptoms	1
Dispute with Outsiders	1
Dispute with Spouse / Care Giver	2
Emotionally Disturbed at that Point	36
Family Dispute	21
Fear of Death	1
Loss of Loved Ones	5
Mental Health - Depression/ Anxiety/ Stress	14
Poor Physical Health	5
Suicidal Tendency	2
Tips for Healthy Aging	2
Grand Total	94

- Analysis- The largest share of calls Elder Line Kerala received for emotional support falls under the category of Emotionally Disturbed at that point (36) followed by Family Dispute (21) and Mental Health issues such as Depression/ Anxiety/ Stress (14) etc.
- Analysis- A major challenge faced at Elder Line Kerala is the absence of a full time Professional Counsellor to deal with the emotionally disturbed elders.

No of tickets closed/open (reason for not getting closed- how many tickets are stuck at which level.

Status	Count
CLOSED	1
FTR	93
Total	1

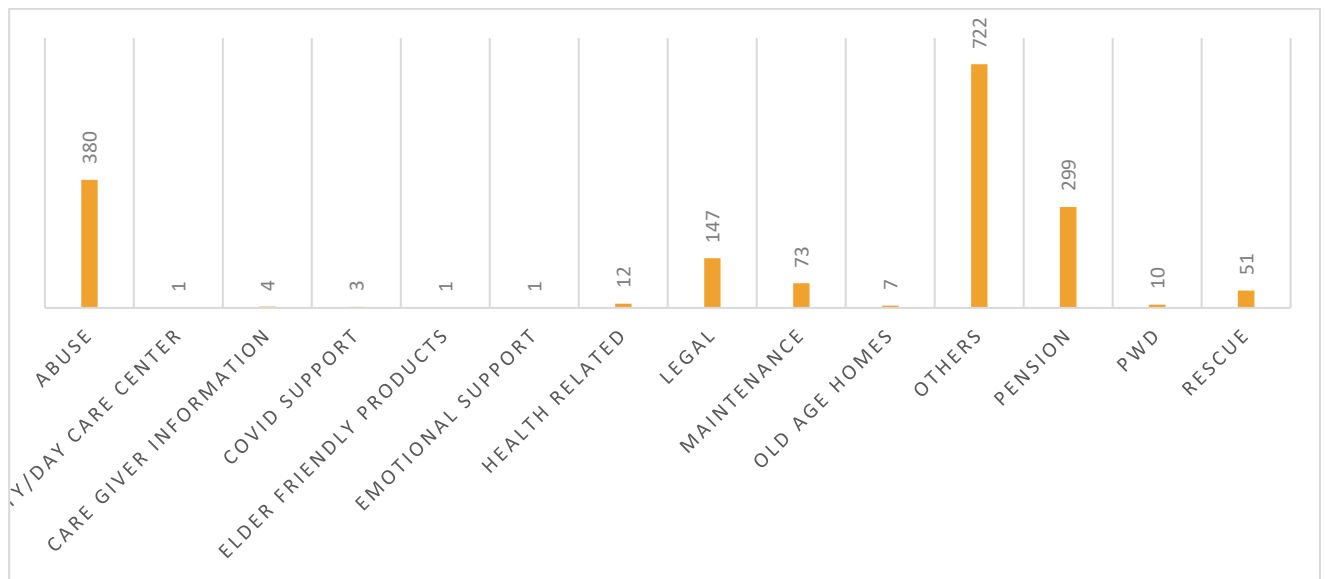
4.5 FIELD INTERVENTION

When it comes to the Service Requests from October 2021 to March 2022, Elder Line Kerala raised a total of 1711 SRs out of which 1484 SRs were closed and the remaining 227 SRs are in the working status. Among the 1711 SRs, 380 SRs were of abuse, and 73 were for maintenance. Further, 147 SRs accounted to legal and another 51 were for rescue. Another 722 SRs were falling under the category of Others, and 299 SRs were pension related. While we examine the category of Others, the highest portion of the SRs were for support to elders (553) followed by Government benefits (159). Out 1711 SRs 1565 SRs were for FROs and the remaining 146 SRs were for Call Officers (Legal SRs).

Status

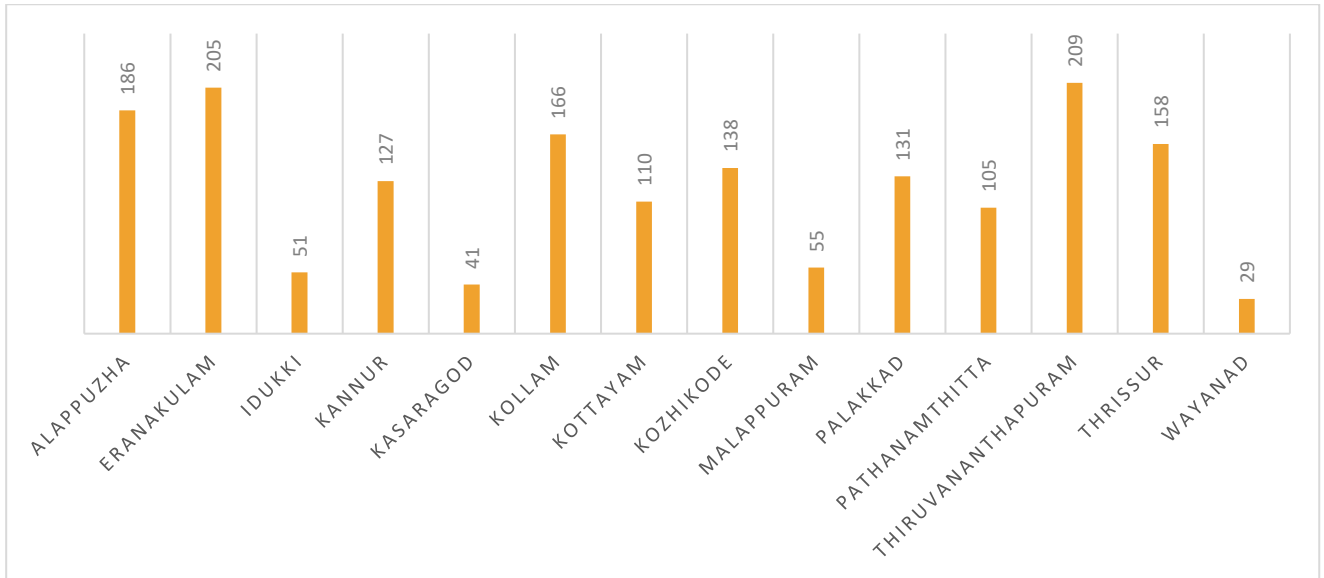
Status	Count
Closed	1484
New	1
Working	226
Total	1711

Type



District Wise

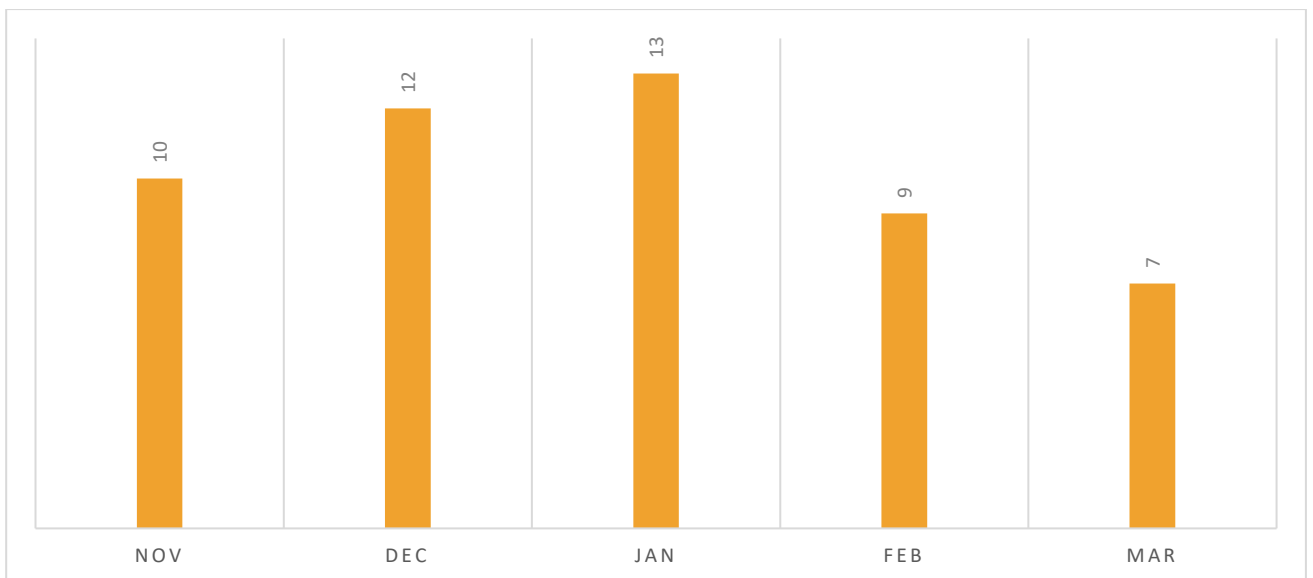
The highest proportion of the SRs were raised for the Districts of Thiruvananthapuram (209) followed by Ernakulam (205) Alappuzha (186) Kollam (166) and Thrissur (158). It is also noted that the number of SRs raised are very less for the districts of Wayanad (29) Kasaragod (41) Idukki (51) and Malappuram (55).



4.5.1 Rescue

During this period, 51 SRs were raised for Rescue. Out of which, 38 SRs were for rescue of males and the remaining 13 were for females. Similarly, 28 elders were found to be physically active and was in a condition to walk independently, and another 19 elder persons were dependent and was not in a condition to move by themselves. Apart from this, 3 of them were in need of medical support and 1 was a medical emergency case. In addition, out of 51 rescue SRs, 49 cases were closed and the remaining 2 are in the working status. The reason for the working status is that two of the elders are admitted in hospital and are undergoing treatment.

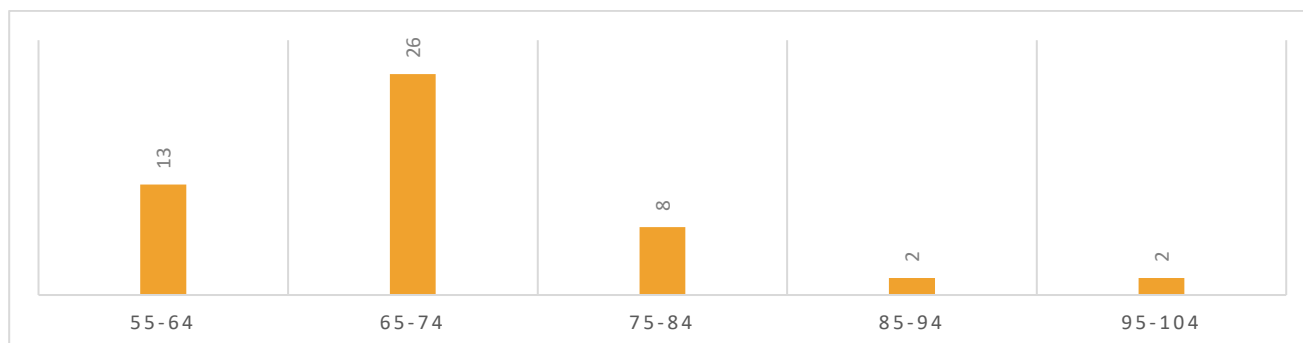
Month Wise



Gender of the Elderly Rescued

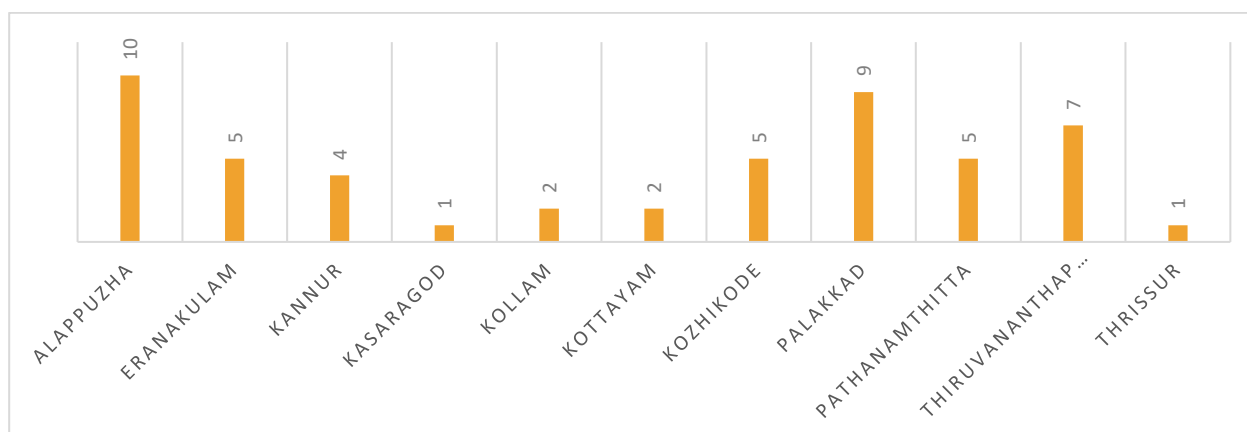
Gender	Count
Female	13
Male	38
Total	51

Age Group of the Elderly Rescued



While going through the 49 closed cases, 21 elders were moved to OAH which includes a couple also. Additionally, 3 elder persons were made to reunite with their family, out of which 2 were from Kerala itself, and the other elder person was made to reunite with his family from Andhra Pradesh after accommodating him in the OAH. Yet another 7 elder persons were not found in the street and most of them were constant wanderers. Another 8 elders were unwilling to move to OAHs. In addition, one elder was absconding from hospital. Sadly, 2 of the elders passed away at the hospital while undergoing treatment. And another one person was below 50 and he was unwilling to move to OAH. In the year 2021-2022, the highest number of rescue requests were reported from the district of Alappuzha (10), followed by Palakkad (9), Thiruvananthapuram (7), Ernakulam (5), Kozhikode (5) and Pathanamthitta (5). On the contrary, rescue requests were very less from the Districts of Kasaragod (1), Thrissur (1) and Kottayam (2)

District wise



Health status of the Elderly during Rescue

Status	Count
Rescue of Abandoned/Homeless elderly - female	14
Active - in a condition to walk independently	10
Dependent - not in a condition to move independent	3
Need medical support	1
Rescue of Abandoned/Homeless elderly - male	37
Active - in a condition to walk independently	18
Dependent - not in a condition to move independent	16
Medical emergency	1
Need medical support	2
Grand Total	51

Rescue Details

Moved to OAH	21(Includes a couple)
Unwilling	8
Not found	7
Test SRs	3
OAH arranged by others (Police, relatives, etc)	3
Expired at hospitals	2
United with family on the same day of Rescue	2
Undergoing treatment hospital	2
Absconded from Hospital	1
Duplicate SR	1
Below 50	1

Follow up details of the Rescue

Presently at the old age home	17
Reunited with family from the OAH	1
Gone from the old age home	1
Expired at OAH	2 (Includes a couple)

Major Challenges faced during the rescue operations

First and foremost, the non-availability of the OAHs is the main concern. In addition, there are insufficient OAHs for the bed-ridden patients, people with Dementia and Psychiatric disorders and many of the OAHs are not willing to admit the above-mentioned categories of elders. Moreover, many of the OAHs demand for various health and blood check-ups including the RTPCR. The OAHs admit only on receipt of these tests stating the elderly is physically fit and healthy, failing which they refuse to admit. In addition, if an elder person is admitted in a hospital, the hospital authorities mandate the service of a full-time Care Giver at the hospital, in order to look after the elder. They are hesitant to admit elders in case the Care Givers are not available. And it is very difficult to engage a Care Giver for the elder, who is rescued from the streets. Finally, transportation facilities like ambulance are much less in rural areas. If it is a medical case, we will get the support of 108 and if not, it is very difficult to get a free ambulance. Sometimes it is very difficult to make out whether elder person is willing to go to OAH if he is not able to speak or having some psychiatric issues. Above all, if the elder person becomes violent once they reach the OAHs, it is extremely difficult to get support from the Police in order to shift the elder to a Psychiatric Hospital.

4.5.2 Abuse

The total calls received	358
The total number of service requests raised	380
The total number of Service requests closed and the %	303 & 79.74%
The total number of Service requests open and the %	77 & 20.26%
No of the cases which have been reopened has been reopened after the follow-up	0

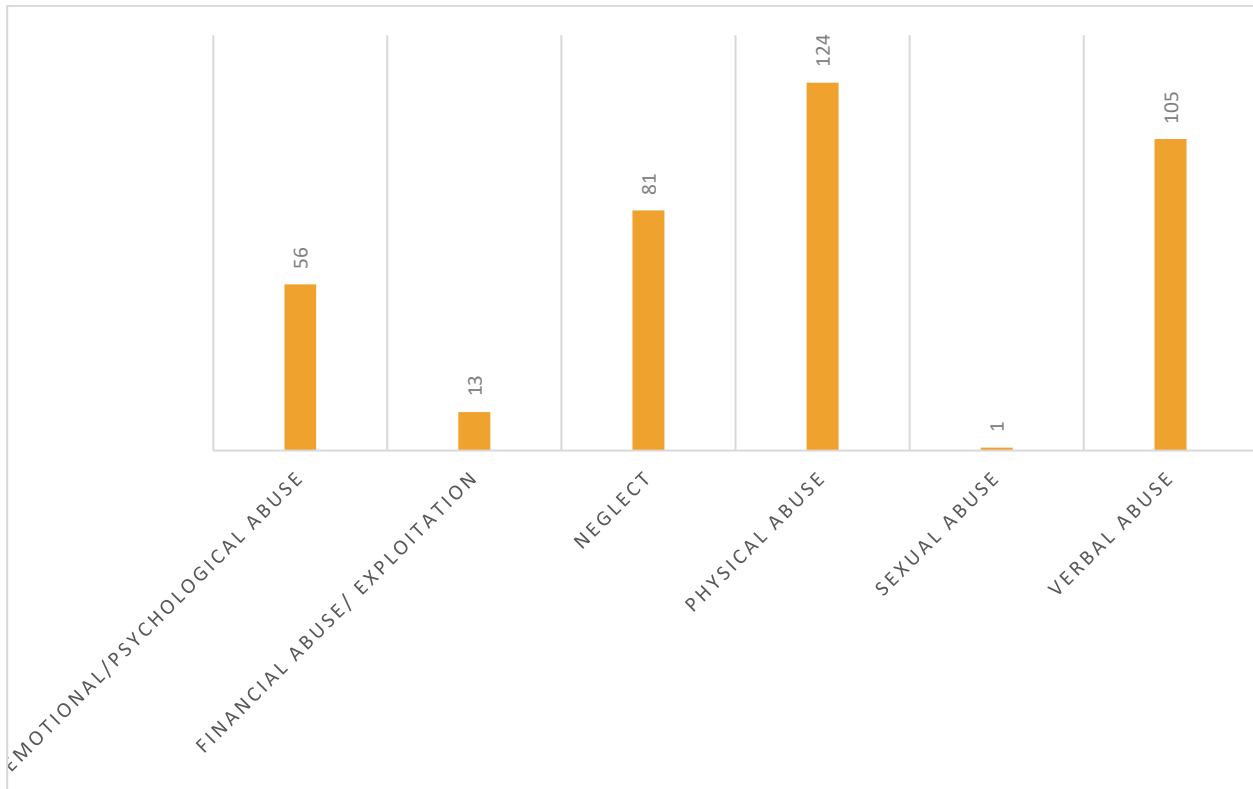
With regards to the abuse SRs, total 380 SRs were raised during this period, out of which 303 SRs are already closed and the remaining 77 SRs are in the working status. Among this, the number of physical abuse (124) and verbal abuse (105) are higher, followed by neglect (81) and emotional abuse (56). The same trend can be observed monthly on a monthly basis over a period of 6 months. Yet another thing noted here is that sexual abuse and financial abuse account the smallest share in the abuse list, 1 and 13 respectively.

Status

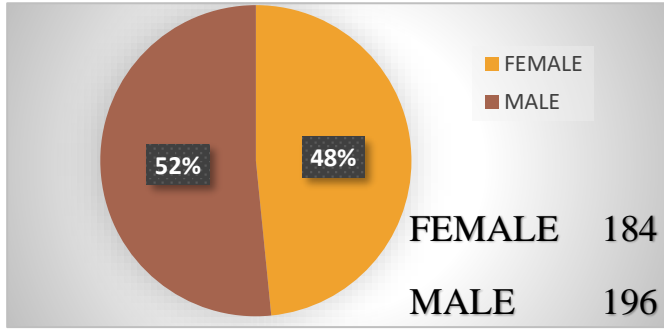
Status	Count
Closed	303
Working	77
Total	380

When it comes to abusees, males accounted to 196 and females accounted to 184. When we consider the gender of the abusers, the number of male abusers were considerably higher than that of female abusers. That is to say, male abusers account to 240 and female abusers accounts to 140. Moving further into the case of female abusers, it can be seen that the daughter in laws (37) are leading in the list followed by spouse (23), daughter (18) and relatives (10). In contrast, in the case of male abusers, as always sons (121) are leading in the abusers list followed by neighbours (31) relatives (24) and spouse (15).

Type of Abuse



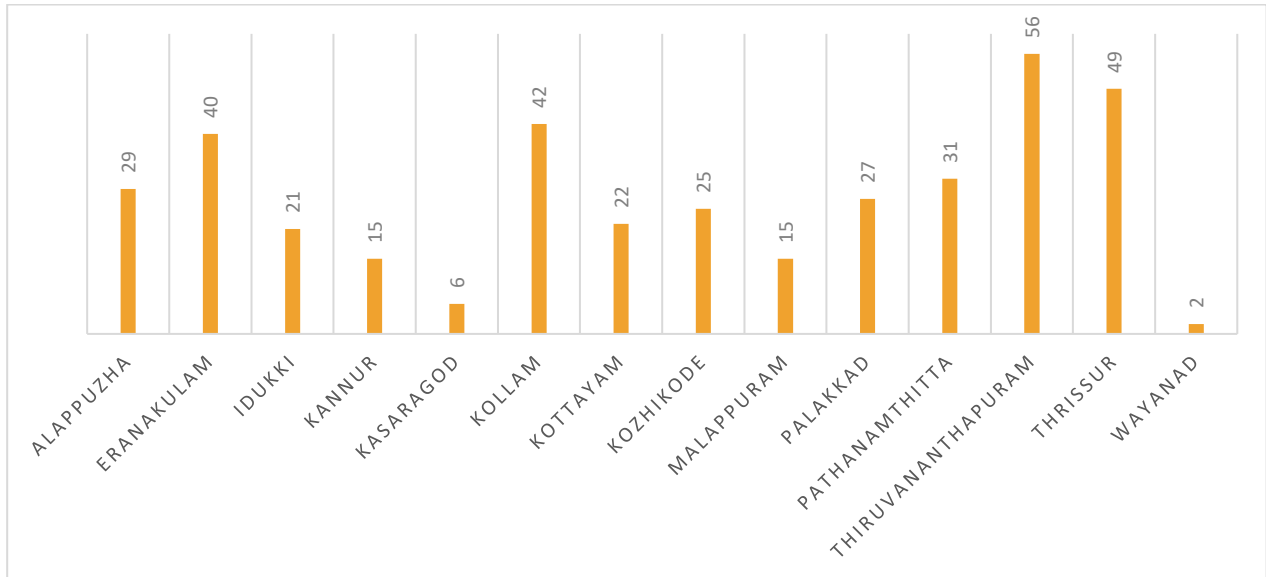
Gender Information



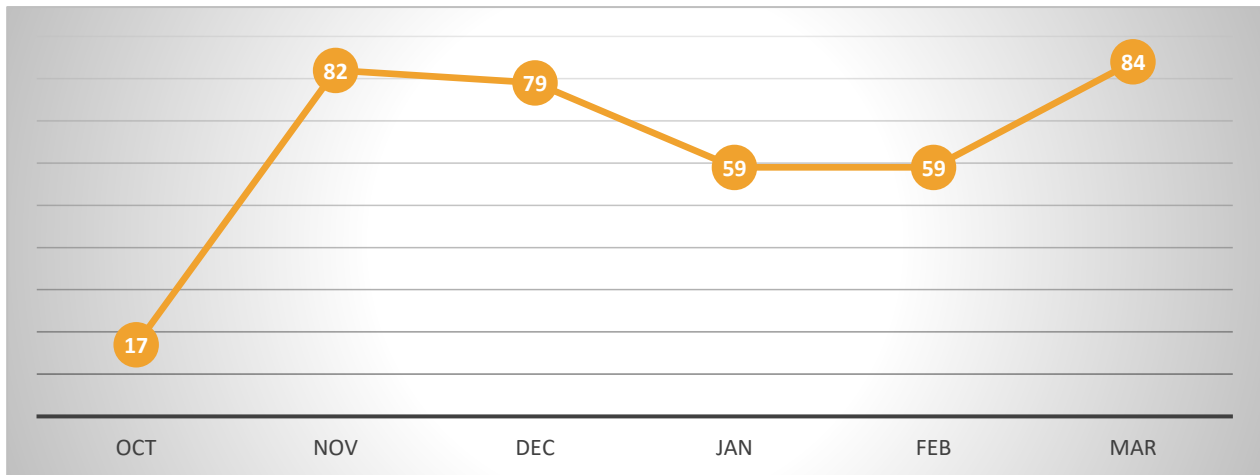
Gender	Count
FEMALE	184
MALE	196
Total	380

District Wise

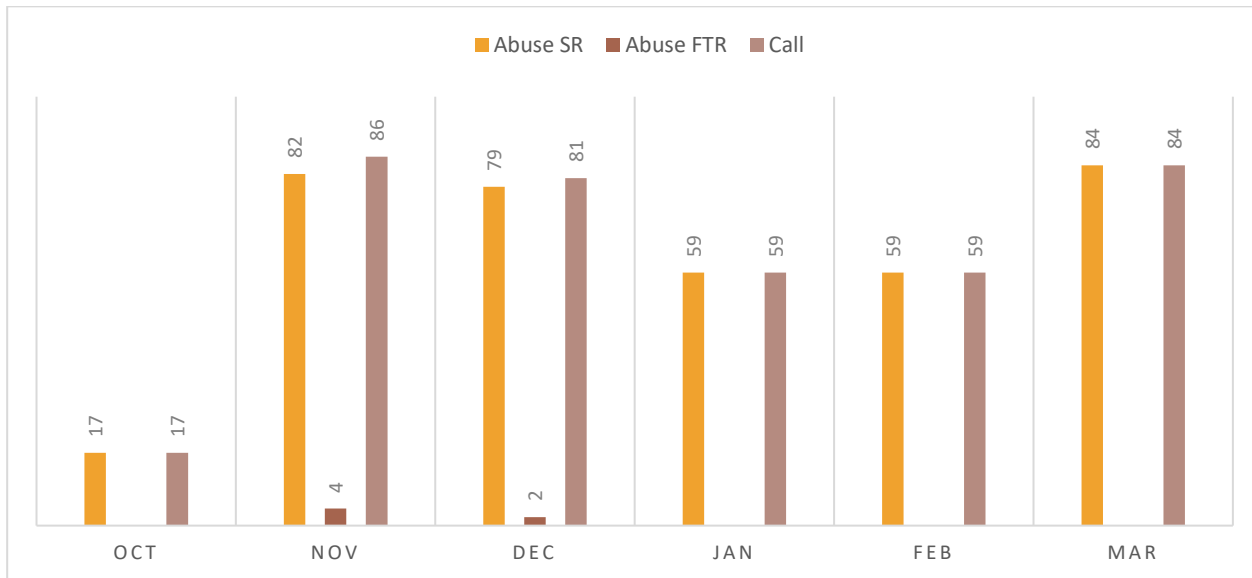
The largest number of abuse cases are reported at Trivandrum (56) and Thrissur (49) followed by Kollam (42), Ernakulam (40), Pathanamthitta (31) and Alappuzha (29). The same trend also could observe monthly over a period of 6 months.



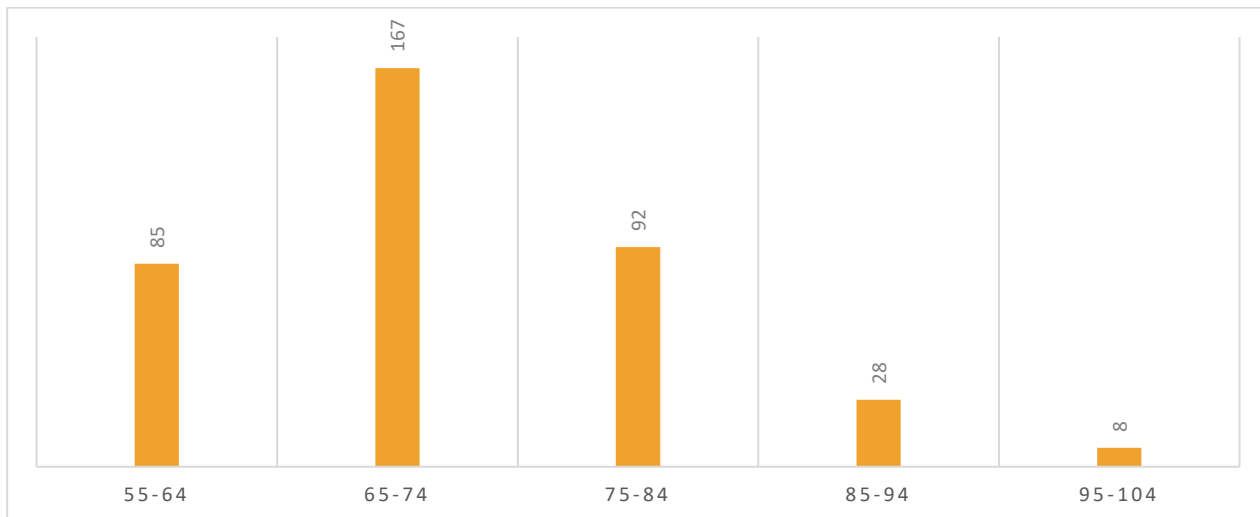
Month wise Trend of Abuse SRs



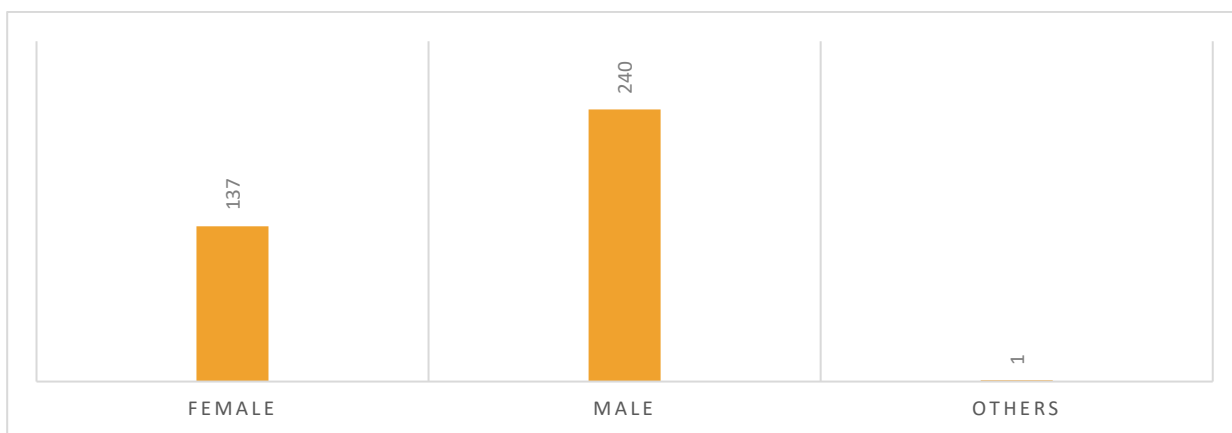
Month wise trend of abuse Call and abuse FTR



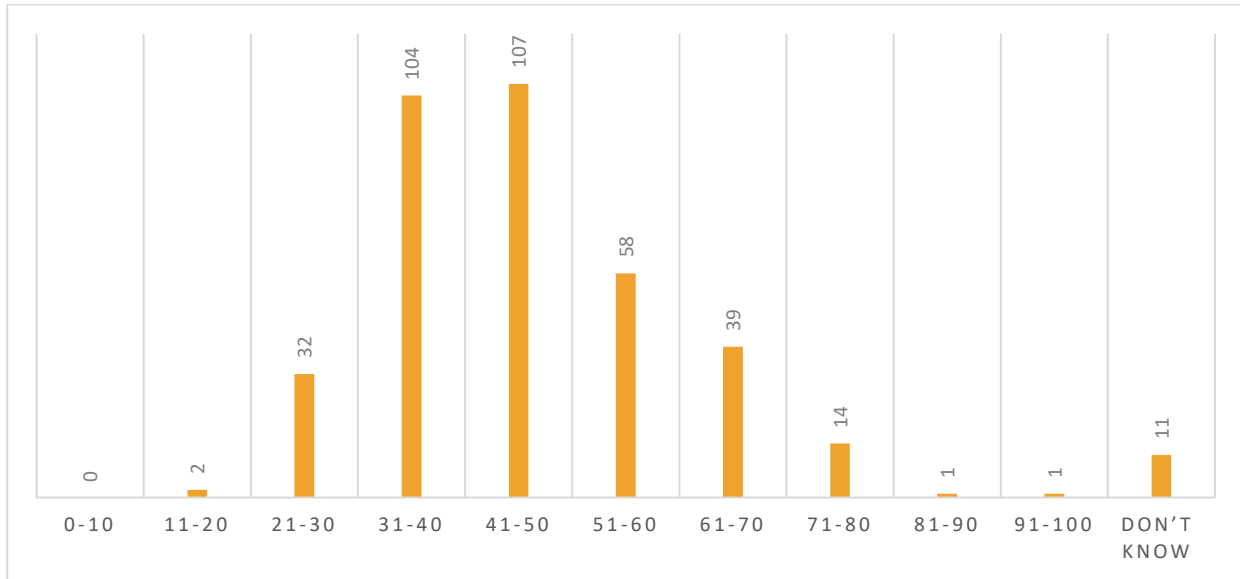
Age group of the Elderly



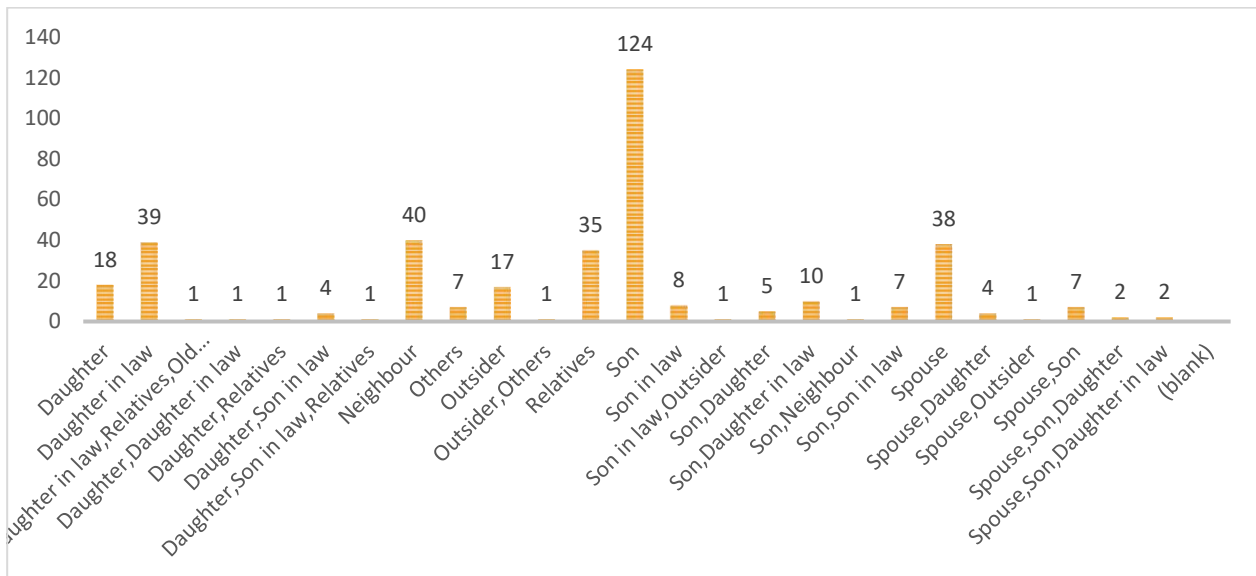
Gender of the abuser



Age group of the Abuser



Relationship between abuser and victim



Pending Tickets Details - Abuse

Total no of tickets raised- 380				
Total no of tickets closed- 303				
Total no of tickets open- 77				
Pending at elder person	Pending at police at station	Pending at Maintenance Tribunal	Pending at FRO	Any other
10	16	10	25	16

Reason for Abuse

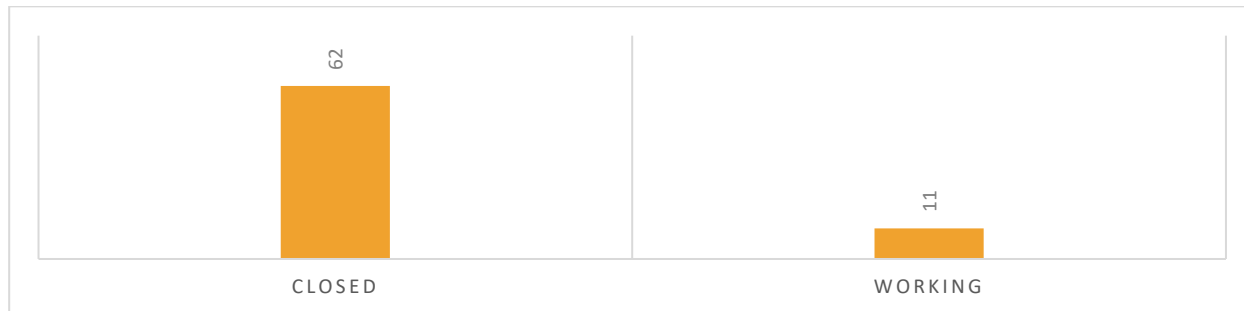
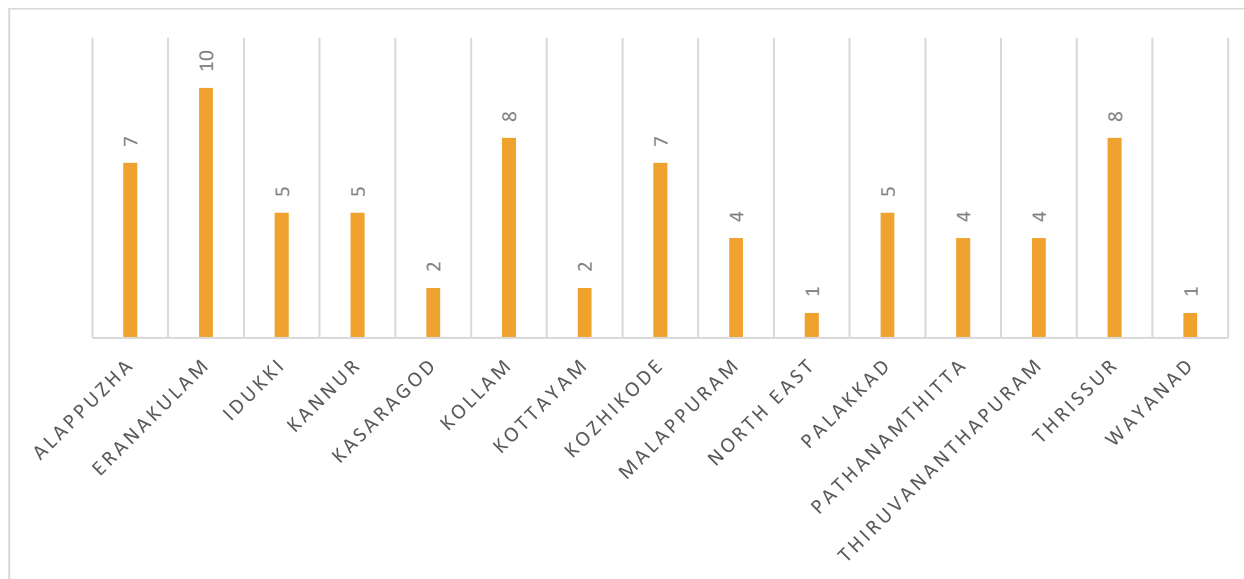
While examining the reason for abuse, it is evident that nearly 100 cases are family issues between the members and approximately another 100 cases go to property related disputes. Yet Another 40 each case is associated with alcoholism and neglect. Most of these cases were already reported to the Police Stations or the Maintenance Tribunals. Even then, the elders seek the intervention of Elder Line. In some instances, the elders also choose the support of Elder Line alone than to involve Police.

Major challenges in dealing with abuse cases

Firstly, it is very difficult to discern whether the elder is saying truth. In some cases, the elder person ends up to be the trouble maker. Secondly, cases registered at RDO takes time to get resolved. Meanwhile, the abuser continues abuse and it is difficult even for police to make intervention on a daily basis. In certain cases, the abuser would be a mentally retarded person which makes it difficult to take action against them. In some other cases, abuser is alcoholic and the elder want the abuser to be taken to the de-addiction centre. That would not be practically viable without the consent of the abuser. Above all, there are challenges in abuser interaction, if the abuser doesn't have a phone or contact number, and if the abuser absents when the FRO arranges a meeting. Most of the abuse cases are family issues to be solved. In certain instances, the incidents that had happened years back are brought to the Elder Line for no genuine reason. In addition, many of the FROs are receiving RTI questions from the elder persons or from the opposite parties. For instance, if the son is not happy with the daughter, and if the daughter is called to the elder line, then the son is not happy with the intervention of Elder Line and he files RTI to know who has made the call to Elder Line. And if he comes to know that it is the mother who has called the Elder Line, there it leads to further chances of abuse. Finally, the number of abuse cases are more, which makes the field work delayed and the FROs find it very difficult to follow timelines given in the SOP.

4.6 CASES RELATED TO MAINTENANCE ACT

During this period, 73 cases (SRs) are reported at Elder Line asking help for maintenance related issues. Out of which, 38 SRs were related to the maintenance cases pending at RDO offices, and the remaining 35 SRs were for the fresh case to be filed at RDO offices. Out of 73 SRs related to maintenance, 62 cases are closed and the remaining 11 cases are in working mode.

Status**District Wise****Pending cases details**

Pending at RDO	Pending at Tribunal	Pending at Collector	Pending at Police station	Other
6	3	NA	NA	2

Challenges faced in dealing with maintenance cases

In the context of Kerala, most of the elders are well aware about maintenance act and also about the support of police in abuse cases. Here what happens is that at Elder Line we receive the calls pertaining to cases that are already under trial or the elder is not happy with the verdict. And they demand that Elder Line has to pressurise the RDO, or the Collector in favour of them. In some other cases, the children will initially agree that they will give a monthly payment to the parents as maintenance, but after a few months they fail to continue. And many of them refuse to adhere to the orders issued by the RDO. In such situations they tend to blame the Elder Line. So, even closed SRs are again raised. There are also cases in which the abuser would be facing financial

difficulty and they are not able to pay the maintenance. But the elder remains adamant to get maintenance.

Pension

A total of 299 SRs were raised under the category of pension. Out of this, 270 cases were closed and the remaining 29 SRs are in the working status. Out of 299 SRs, 174 SRs fall under the category of Government Senior Citizen Pension. Another 97 SRs are related to state or central government employee pension. Another 19 SRs were related to employee PF/gratuity. Moving further deep in to the category of Government Senior Citizen Pension 92 cases belongs to applied but not getting and another 49 cases goes to irregularity of the pension. In the same way, when it comes to state or central government employee pension, 55 cases account to irregularity of the pension and the remaining 42 goes to applied but not receiving category.

Challenges faced in dealing with pension SRs

EPF pension from other states are very difficult to follow up, and most of the times there remains no response from the concerned department. In addition, in case of the Central government pension like defence pensions, it is very difficult to get a response from the concerned department and most of the times we don't receive a reply to our emails as well. Moreover, there is so much confusion on guidelines of eligibility when the elder person is beneficiary of more than one pension scheme.

Legal SRs

147 SRs reported under the category of Legal and out of it, 145 SRs are already closed. Only 2 cases are pending at Call Officers. In this, a major portion (53) cases are related to Property/land disputes and another 21 goes to partition related SRs. Rent matters (9) and already pending police complaints (9) also contributed a small share of Legal SRs.

Challenges faced in dealing with Legal SRs





In Kerala, we seek the support of DLSA for dealing legal SRs. If the staffs in DLSA are busy or on leave, the elder person's much needed service may get delayed.

CHAPTER- 5 QUALITY MANAGEMENT



To ensure reliable, efficient, empathetic, standard and prompt delivery of services via telephone calls as well as in field level, a consistent quality management system has been set up at Elder Line. Through the system the Call officers & Field response officers are being evaluated under certain prescribed parameters. The evaluation is being done on a monthly basis and its reports (dashboard) will be shared to the NISD by the month end.

The feedback report of the work activities of both COs and FROs will be shared to them as and when their activities are evaluated and based on their performance evaluation for the month, which will help them to make necessary corrections in the work procedure and for overall improvement in their output.

 ESSENTIAL DETAILS RECORDED	 CALL HANDLING GUIDELINES FOLLOWED
 DISPOSITION OFFERED & TIMELY FOLLOW UPS	 QUALITY MONITORING OF THE FIELD INTERVENTION

As per the parameter of NISD, 15+ calls of each COs and 10+ service requests of each FROs have to be evaluated on monthly basis. Accordingly, we have evaluated more than 900 calls and 400 SRs during the period of this annual report.


Month wise quality audit report
✓ Month wise call audit report

Month	Name of CO	No of calls audited	Total audited calls
November 2021	AMALA JOSEPH	15	105
	ANANTHU KUMAR A	15	
	ASWATHY R PILLAI	15	
	FEMI TOM	15	
	NEETHU S N	15	
	NOORAMOL YOUSUF	15	
	SACHU S S	15	

Month	Name of CO	No of calls audited	Total audited calls
December 2021	AMALA JOSEPH	15	135
	ANANTHU KUMAR A	15	
	ASWATHY R PILLAI	15	
	FEMI TOM	15	
	NEETHU S N	15	
	NOORAMOL YOUSUF	15	
	SACHU S S	15	
	NISHA J	15	
	RESHMA UNNI	15	

Month	Name of CO	No of calls audited	Total audited calls
January 2022	AMALA JOSEPH	21	166
	ANANTHU KUMAR A	18	
	ASWATHY R PILLAI	17	
	FEMI TOM	21	
	NEETHU S N	17	
	NOORAMOL YOUSUF	18	
	SACHU S S	20	
	NISHA J	19	
	RESHMA UNNI	15	

Month	Name of CO	No of calls audited	Total audited calls
February 2022	AMALA JOSEPH	21	208
	ANANTHU KUMAR A	20	
	ASWATHY R PILLAI	21	
	FEMI TOM	20	
	NEETHU S N	19	
	NISHA J	21	
	NOORAMOL YOUSUF	20	
	RESHMA UNNI	21	

Month	Name of CO	No of calls audited	Total audited calls
	SACHU S S	20	
	VISHNU K P	25	
March 2022	AMALA JOSEPH	20	209
	ANANTHU KUMAR A	20	
	ASWATHY R PILLAI	22	
	FEMI TOM	20	
	NEETHU S N	21	
	NISHA J	22	
	NOORAMOL YOUSUF	21	
	RESHMA UNNI	21	
	SACHU S S	21	
	VISHNU K P	21	

✓ **Month wise SR audit report:**

Month	Name of FRO	No of SRs audited	Total audited calls
November 2021	ABHISHEK R S	10	70
	ALEESHA NOORIN K N	10	
	ANOOP C SEKHAR	10	
	ASWATHY L	10	
	VIJAYALEKSHMI R	10	
	VINEETH VIJAYAN	10	
	VISHNU K S	10	

Month	Name of FRO	No of SRs audited	Total audited calls
December 2021	ABHISHEK R S	10	70
	ALEESHA NOORIN K N	10	
	ANOOP C SEKHAR	10	
	ASWATHY L	10	
	VIJAYALEKSHMI R	10	
	VINEETH VIJAYAN	10	
	VISHNU K S	10	

Month	Name of FRO	No of SRs audited	Total audited calls
January 2022	ABHISHEK R S	10	72
	ALEESHA NOORIN K N	10	
	ANOOP C SEKHAR	10	
	ASWATHY L	10	
	VIJAYALEKSHMI R	11	
	VINEETH VIJAYAN	10	
	VISHNU K S	11	

Month	Name of FRO	No of SRs audited	Total audited calls
February 2022	ABHISHEK R S	11	79
	ALEESHA NOORIN K N	13	
	ANOOP C SEKHAR	11	
	ASWATHY L	11	
	VIJAYALEKSHMI R	12	
	VINEETH VIJAYAN	11	
	VISHNU K S	10	

Month	Name of FRO	No of SRs audited	Total audited calls
March 2022	ABHISHEK R S	11	81
	ALEESHA NOORIN K N	11	
	ANOOP C SEKHAR	11	
	ASWATHY L	14	
	VIJAYALEKSHMI R	12	
	VINEETH VIJAYAN	11	
	VISHNU K S	11	

✌ Call & SR quality score

Quality evaluation process is conducted on a monthly basis based on the parameters of NISD and its dash board with evaluation score will be shared to the NIA team on a monthly basis within the stipulated time period.

✓ Month wise Call & SR quality evaluation score is listed below:

November 2021	Call Quality	Average team score
		89.20
	SR Quality	Average score
		88.25

December 2021	Call Quality	Average team score
		94.68
	SR Quality	Average score
		91.70

January 2022	Call Quality	Average team score
		97.37
	SR Quality	Average team score
		96.78

February 2022	Call Quality	Average team score
		99.73
	SR Quality	Average team score
		96.78

March 2022	Call Quality	Average team score
		99.73
	SR Quality	Average team score
		95.76

✌ Major Training Needs to be Identified

In its first quarter of working, it was identified that below mentioned areas (in CRM) in calls are required some improvement at Connect Center level.

- Officer captured correct address, health condition, income source & family details of the elder person on CRM
- Officer followed proper hold procedure
- Officer greeted with proper welcome script within 3 sec

In same way it was found that some improvement may require in field level also. They are:

- Follow up is must in abuse related service request as well as rescue.
- Updating status to the caller/ elder is must before closing the SR.
- Community/ Outreach/ Awareness/ Stake holders meeting must be conducted in each month.
- Mandatory documents must be collected for each field action, from where its required.

These factors had led to reduce in the quality evaluation score, which was excused as a learning exercise in the initial stage of functioning. Thereafter with the continuous and rigorous effort of our team, Elder Line Kerala is proud to say that we no longer require any specific training need or attention, as we have already cleared all these draws backs over the period of time.

✌ No. of call learning/ calibration session

Elder Line Kerala has conducted Nine call learning/ calibration sessions for the last 3 months of period, upon the joining of the Connect Center Team Leader. The Quality Leader will take 2-3 calls randomly in each session from each Call Officers and request TL-CC to evaluate the calls as per NHSC parameters. The average evaluation score from each calibration session and quality evaluation score of each month are listed below:

JANUARY - 2022			
No of Sessions	No of calls evaluated	Average marks from call calibration session	Average mark from Quality evaluation
I	10	96.5	97.36
II	10	97	97.14
III	9	96	95.75

FEBRUARY - 2022			
No of Sessions	No of calls evaluated	Average marks from call calibration session	Average mark from Quality evaluation
I	10	97	98.72
II	10	98	98.74
III	10	99	99

MARCH - 2022			
No of Sessions	No of calls evaluated	Average marks from call calibration session	Average mark from Quality evaluation
I	10	99.13	99.72
II	10	98.95	99.56
III	10	100	99.93

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

Remarks on Feedback calls

Collecting feedback from the caller/ elder is one of the most important practices of Elder Line as well as AOH calls. As we have received nearly 20,000 calls and nearly 1600 SRs for this total period of Six months, it was very difficult to get fully satisfied report from the caller with our limited power of action. However, at present we could ensure that above 50 percentage of callers are satisfied with the service rendered by Elder Line and they have shared their experience and greetings through our feedback calls. Only below 3 percentage of callers were not satisfied with our service, which is understood as whose cases were either pending with the Maintenance Tribunals/Legal system or those which does not come under the purview of Elder Line. After all, we have communicated the area of intervention and our limitations to all those unsatisfied callers before closing their cases. Rest of the callers were neither satisfied nor dissatisfied with our service and they were not keen to reveal their satisfaction report.

✓ **Satisfaction level of feedback callers are listed below:**

November 2021	Satisfied callers	Non-satisfied callers	Others (Not connected, nothing to say etc.)
	41.90%	2%	56.1%
December 2021	Satisfied callers	Non-satisfied callers	Others (Not connected, nothing to say etc.)
	42.18%	1.53%	56.29%

January 2022	Satisfied callers	Non-satisfied callers	Others (Not connected, nothing to say etc.)
	31.70%	0.90%	67.4%

February 2022	Satisfied callers	Non-satisfied callers	Others (Not connected, nothing to say etc.)
	54.98%	2.52%	42.5%

March 2022	Satisfied callers	Non-satisfied callers	Others (Not connected, nothing to say etc.)
	50.42%	2.52%	47.06%

 **Details of Training**

For creating better and effective work atmosphere among the team, some training sessions had been conducted. Along with weekly & monthly quality feedback sessions we have conducted many other internal as well as external trainings. Some of them are listed below:

- Cross learning sessions between Call Officers and Field Response Officers were conducted once in two months regularly. Thus, it is creating a common platform to share the knowledge and experience both the COs and FROs altogether.
- Group discussions and debates among the team on various contemporary subjects and other relevant matters which may help to improve our staff confidence level and their communication skill.
- We had received some training sessions and awareness classes from some of our stake holders like Kerala Police, LSGD, Health, Social Justice Department, Revenue etc.

We could enhance our capacity building through these training sessions and we could also implement all those inputs in our project to make our Elder Line one of the best.

CHAPTER- 6 ECOSYSTEM BUILDING

6.1 ECOSYSTEM BUILDING

Total no of Awareness program/ Reach out program has been conducted	68
The total number of Stakeholder meetings has been conducted	269

6.2 LIST OF AWARENESS PROGRAMME:

ECOSYSTEM BUILDING NOVEMBER 2021 TO MARCH 2022			
Elder line - Kerala			
COMMUNITY MEETINGS			
Sl.No	Name of Activities and Type of Participants	No of Activity	Number of Participants
1	Awareness meeting at Geriatric Hospital ward	1	40
2	Awareness for college students	20	1700
3	Awareness for NSS Volunteers	1	30
4	Awareness for School students	7	540
5	Awareness and Medical Camp	4	500+
6	Awareness with senior citizen Associations	8	480
7	Awareness at Vayojana clubs	1	58
8	Awareness at Vayojana Councils	4	90
9	Awareness at Sayam Prabha Homes	2	88
10	Awareness at Youth Clubs	4	170
11	Awareness at Maintenance Tribunals Adalats	8	600+
12	Awareness with Self Help Groups and NGOs	6	190
13	Public Exhibitions and Fest	2	2000+
STAKEHOLDER MEETINGS			
1	Stake Holder Meeting with District Collectors, Sub and Assistant Collectors	11	11
2	Stake Holder Meeting with Janamythri Police	7	520
3	Visiting OAHs Inmates and the in chargers for partnership & Awareness Creation	22	800

4	Stake Holder Meeting with DSJOs	14	14
5	RDO office Technical Assistants (Assistants to the RDO for MWPSA Act)	27	27
6	OCB Counsellors (Representatives of SJD, to monitor the standards of the OAHs)	32	32
7	LSGD-Corporation, Municipality, Panchayath- Secretaries, councillors, Panchayat Members	35	600
8	Partnership & Awareness with Deputy Director of Panchayath	9	9
9	Awareness & Partnership at RDOs, Tahsildars and Village offices and staffs	17	140
10	Awareness & Partnership at Police stations (SP& SHOs & SI	22	210
11	Kudumbashree mission representatives (ADS, CDS)	5	5
12	Visiting Palliative care NGOs Representatives and staffs for partnership & Awareness Creation	6	20
13	Awareness & Partnership at DLSA & PLV volunteers	8	120
14	Awareness and Partnership with Women and Child Department, CDS, CDPO, and Anganwadi Workers and staffs	27	1280
15	Vayomithram coordinator (Social Security Mission)	2	2
16	DMO, Superintendent and staffs of Medical College, General Hospitals, ESI Hospitals and District Hospitals	16	320
17	Partnership & Awareness with Agriculture Officer	3	3
18	Awareness & Partnership with District Planning Office	1	1
19	Partnership & Awareness with Civil Supply Officer	1	1
20	Awareness & Partnership at AG Office	1	1
21	Health Inspectors	3	10

Exclusive one-week Stake Holder Meeting with Police Department.

There was a one-week training programme for the Janamaithri Beat Police Officers of Kerala from 04-03-2022 to 11-03-2022. It was a one-week training programme held at Police Training College, Thycaud, Trivandrum. The Janamaithri Police is a special wing of the Kerala Police in every Police station and they are assigned to look after the welfare of the senior citizens, especially those who are living alone. Representatives from most of the Police Stations in every district of Kerala took part in the one-week training Programme. 500 plus Police personnel took part in the training. It was a great platform for partnership and awareness creation with the police Department. The classes were taken by the FRL, QL, FROs and COs.

CHAPTER- 7 CASE STUDY

7.1 INFORMATION

Ticket no: KL22021500004 | ID: 125438

Date of Ticket Creation: 15.02.2022

Date of Ticket Closure (if closed): 15.02.2022

Type of the Service:

Information (Schemes and Services for elderly)

Location:

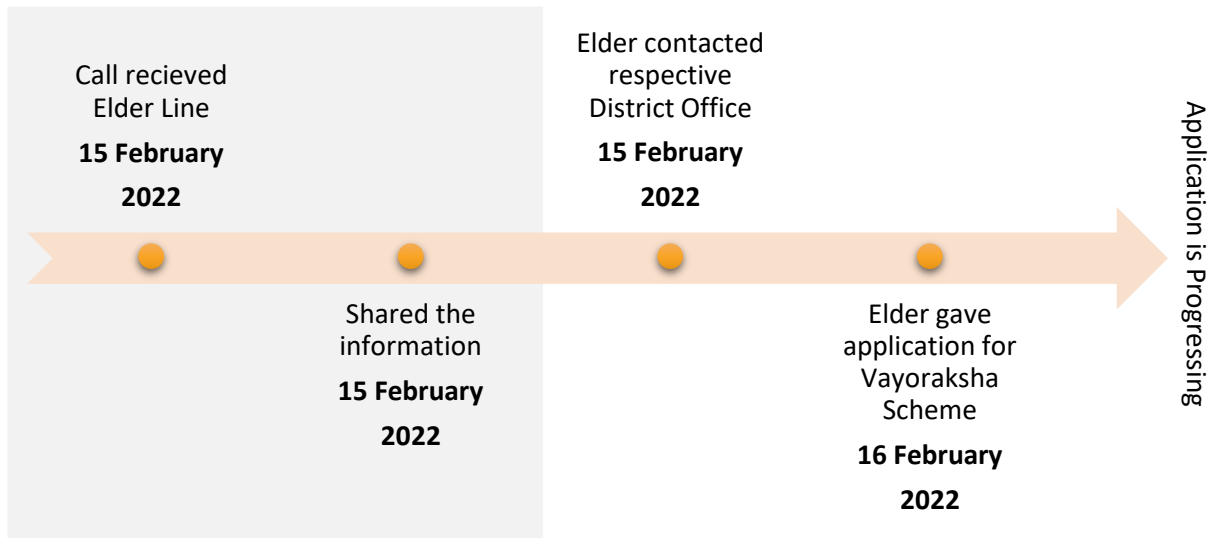
Chirayinkeezhu Grama Panchayat, Thiruvananthapuram District, Kerala

Background of the case:

A Senior citizen (aged 65 years) called Elder Line on 15th of February 2022 at 11:35 AM, She called from Chirayinkeezhu Grama Panchayat, Thiruvananthapuram, Kerala. She is a cancer patient (bone cancer) and is taking chemotherapy from Regional Cancer Center, Thiruvananthapuram. The COVID-19 Crisis affected the financial stability of her family. Due to this reason, she was unable to take chemotherapy on time. Her family background is not enough to meet her treatment cost. She called Elder Line to know about the details of any currently active schemes that provide financial assistance for the treatment of cancer patients.

Process followed:

A call was received in the Connect Centre on February 15th, 2022 and the Call Officer collected the required details along with the basic information from the caller. The need of the caller was getting any information about currently available schemes that provide financial assistance for the cancer patient. After analysing her financial status and other eligibility criteria, the Call Officer shared information regarding schemes and programmes for Cancer patient from the knowledge bank. The Call Officer educated the senior citizens about PM-JAY, Karunya Arogya Suraksha Padhathi (KASP), Kerala Chief Minister's Distress Relief Fund, and the Vayoraksha scheme for senior citizens. Elder Line also shared the contact details of the concerned office and the procedures of application.



Desire resolution:

Senior citizens need information about available health assistance for cancer patients.

Partners involved:

District Social Justice Office, Thiruvananthapuram

Feedback

The Senior citizen contacted the District Social Justice Office in Thiruvananthapuram and informed Elder Lline team that she was happy with our service. She was given an application for the Vayoraksha scheme for senior citizens on February 16, 2022.

7.2 GUIDANCE

7.2.1 Legal

Ticket no: KL22032100017/ID:120121

Date of Ticket Creation: 21.03.2022

Date of Ticket Closure (if closed): 25.03.2022

Type of the Service: Legal Guidance

Location:

Devassampuri village, Koyilandi Taluk, Kozhikode District, Kerala

Background of the case

On 21st March 2022 at 05:31 PM ,68 year old senior citizen called Elder Line. He called from Devassampuri village of Koyilandi Taluk, Kozhikode District. The Elderly called and informed that he is bedridden due to stroke and is staying alone. He is getting Old Age Pension, which is insufficient for his daily living. He is having certain property issues with his family due to which no one is willing to look after him. He needs legal aid to get back his property.

Process followed:

Call was received at the Connect Centre on 21 March 2022 at 05:31 PM. The Call Officer collected the basic details of the caller. The CO carefully listened to his problems and consoled him with which we could built a rapport with the senior citizen. In this case, he needed Legal Assistance and was directed to District Legal Service authority Kozhikode, which is situated at the Civil Station, for expert legal assistance and further guidance in his case.

Desired resolution

Elderly called for Legal guidance for his property issue, he wanted to get back the property as early as possible

Partners Involved

District Legal Service Authority Kozhikode, District Court Building Kozhikode

Feedback if any:

The Call officer called the Elderly on 25.03.2022. Elderly attended the call and said that he contacted the DLSA Kozhikode. The elderly drafted and posted his complaint to the DLSA office as per their directions. Elderly was happy and satisfied with our service.

7.2.2 Pension

Ticket no: KL21122200012 / ID: 103231

Date of Ticket Creation: 22.12.2021

Date of Ticket Closure (if closed): 22.12.2021

Type of the Service: Pension - Guidance

Location: Palakkad

Background of the case:

Elder's Old Age Pension was blocked since 2017. Elder wanted to know about the possibilities of re-applying for Old Age Pension. Presently he is receiving Dairy Farmers Welfare Board Pension.

Process followed:

Call was received at the Connect Centre on 22nd December 2021. The Call Officer collected the details regarding the case along with the basic information of the Senior Citizen. The Caller provided Aadhaar card number of the elder and the Call Officer checked it with the Sevana Portal. It was understood that the elder's pension was blocked because he possesses more than 2 acres of land which was against the eligibility criteria for receiving Old Age Pension. His agriculture labour welfare pension was also blocked as he was receiving more than one welfare pension. Presently the Elder is receiving the dairy farmers welfare pension. Call Officer provided guidance to the elder regarding his non receipt of pension.

Desired Resolution:

Elder wanted to apply for Old Age Pension.

Resolution Provided:

Explained why the Elder's pension was suspended by the authorities earlier and described about the eligibility criteria for receiving social security pensions

Feedback:

The Caller was satisfied with the guidance provided by the Call Officer.

7.2.3 Maintenance

Ticket no: *KL22011600005 / ID: 112418*

Date of Ticket Creation: 16.01.2022

Date of Ticket Closure (if closed): 16.01.2022

Type of the Service: Maintenance

Location:

Palakkad

Background of the case:

The elder's son had taken Rs. 13 lakhs from her which she possessed by selling her house. Her son has now refused to return the money and shows no interest to take care of his mother. Financial fraud accusations have already been filed in the court. They have also filed a complaint with the CM's office, and officials have come to inquire about her complaint. They informed that they have limitations to intervene in a case that is already in the 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 rupee money transfer.

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.

7.3 EMOTIONAL SUPPORT

Ticket no: KL22022300001(ID:128655)

Date of Ticket Creation: 22.02.2022

Date of Ticket Closure (if closed): 22.02.2022

Type of the Service: *Emotional Support*

Location: Kollam

Background of the case

Elder person (aged 60years) called from Kollam Kerala, to get emotional support over the phone. She was facing neglect from her husband for 14 years. Her husband is a retired employee of Kerala State Electricity Board. As per the caller, her husband is not taking care of their children. She pointed an incident that, once he had removed the battery of his car once, because his son used his car during an emergency. Because of his nature, their 2 children are separated from their house. Now they are staying in a rented house. In addition, elder faced verbal abuse from him. In short, her husband neither took care of her and her family nor supported them financially. The elder also complained that her husband is addicted to mobile phone and there was no proper communication between them. He also haven't given any assets/wealth to their children. The elder also complained that for the last 14 years elder and her husband slept in different rooms.

PAST MEDICAL HISTORY: She had undergone 6 abortions. Due to that she is having iron deficiency and is physically weak. She has thyroid dysfunction on medication. Recently visual disturbance has also been there.

FAMILY HISTORY:

The elder's mother committed suicide when she was diagnosed with cancer. In the same way, her elder sister also committed suicide due to financial problems.

COMPLAINTS:

- Feeling sad
- Feeling of loneliness
- Unable to express emotions
- Lack of sleep
- Feeling of guilt
- Tiredness

Duration of present problem	2 Weeks
Onset of Disease	14 Years
Mode of onset	Gradually
Course	Continuous

Type of Service: Emotional Support

Desired resolution

The elder women don't want to take it as abuse/neglect. She wanted to share her problems with someone for a solution. Above all, she needs a happy life with her husband and children.

Process Followed:

A call was received in the Connect Centre on 22nd February 2022, and the Call Officer collected the details regarding the case along with the basic information of the senior citizen. The elder woman needs to share her problems and suggestion to lead a peaceful life with her husband and children. For this case, the Elder Line provided Emotional support through which she could express her suppressed emotions, thoughts and feelings to recover from the present state of mind. After the initial assessment, the Call Officer understood that she is having low self-confidence due to her physical condition, and she also feels guilty that she could not help her elder sister when she was facing financial problems. No one is there to communicate with the elder including the children. She always feels that she is not well.

Interventions:

- Given Emotional support.
- Given tips to increase self-confidence.
- Tips to release from recurrent thoughts of feeling not well.
- Tips to get positivity in life.
- Advise her to do routine check-ups for thyroid function.

Feedback:

A follow up call was made on January 24th 2022. She informed that she was feeling better and happy with our services. She tried to change herself and stopped arguing with her husband as per the advice given by the Call Officer.

7.5 FIELD INTERVENTION

7.5.1 Rescue

CASE STUDY- MARCH 2022

Service request No: KL22032500008

Date of ticket creation: 25/03/22

Date of ticket closure: 31/03/22

Type of service: Rescue

Location: Palakkad, Kerala

Background of the case:

A Police officer called Elder Line on 25/03/22 and informed about a destitute Elder at Palakkad town bus stand, with a wounded leg. The Caller wanted Elder to be shifted to an OAH. The President of Rotary club also raised same concern.

Process followed:

25/03/22

The FRO called both the Police and Rotary club president and informed them that FRO was in other district and will conduct rescue the next day.

26/03/22

The FRO went to Palakkad town bus stand and with the help of the President of Rotary club, spotted the Elder. Elder was starving under the hot sun, with a big wound in his leg. However, he was physically in a position to walk around. The Elder was willing to go to OAH. On enquiry about his relatives, we received the contact of his nephew, who refused to look after the Elder as he possess only a small house with sufficient members living there. FRO informed Palakkad District Social Justice Office (DSJO) about the need to transfer elder to an OAH. Arrangements were made by DSJO to shift Elder to Snehajwala OAH in Kottelkad. At first the Elder was taken to district hospital in ambulance to check his wounded leg. Initially vitals were checked and wound was cleaned and dressed up and the Doctor at casualty said that elder had Varicose Ulcer. The case was referred to surgeon to decide further treatment. Elder was moved to observation room where the surgeon came and examined the wound to be clean with not much infection. Moreover, with daily cleaning and dressing and intake of medicines the wound can be treated. So elder could be taken to OAH. Antigen test was conducted and elder was tested Covid negative. FRO went and bought medicines for the Elder. Later the elder was taken to a restaurant to buy lunch.

Subsequently, Elder was taken to Snehajwala OAH in Ambulance. At the OAH Elder was handed over to the manager of OAH along with his prescriptions, medicines, materials and documents.

30/03/22

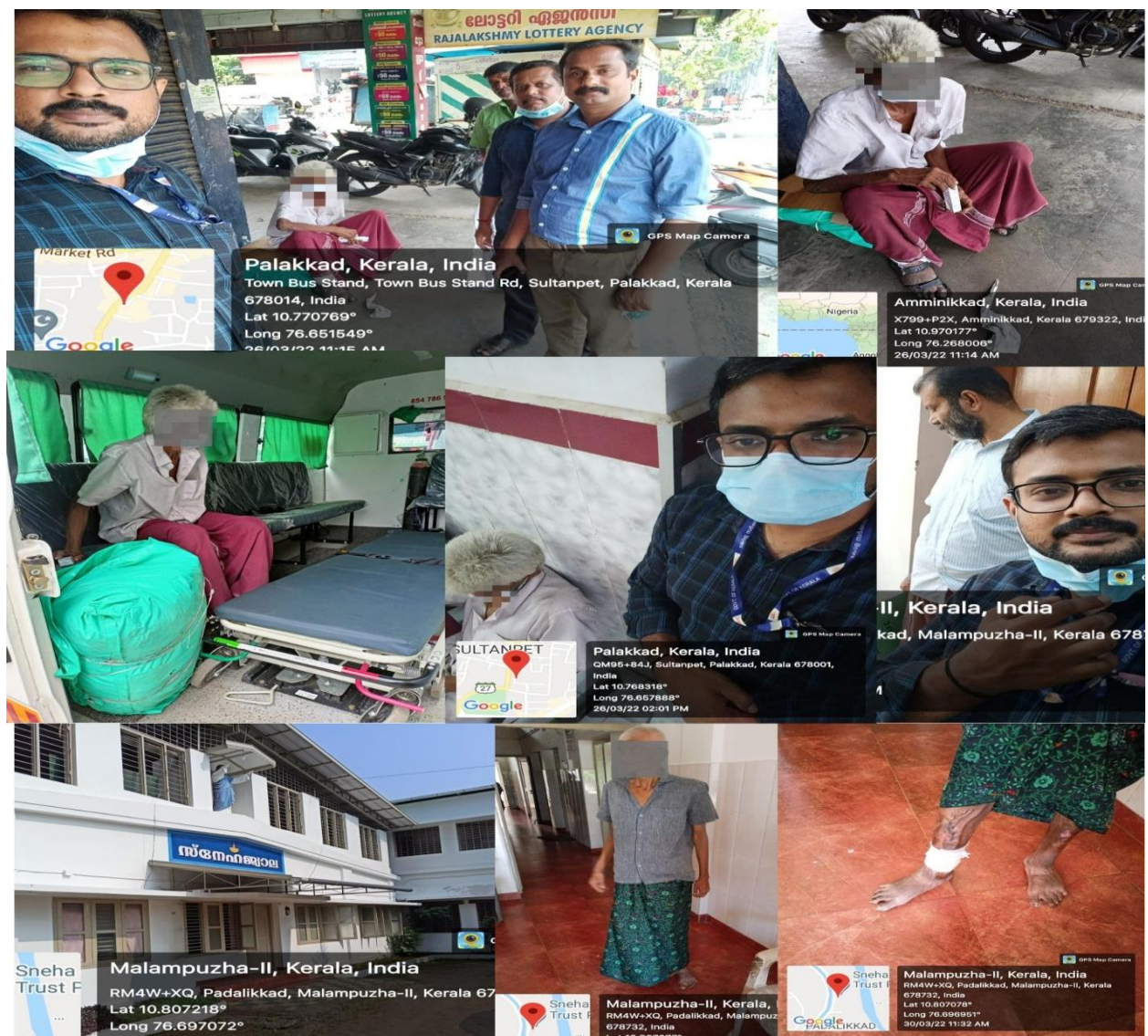
As a part of follow up visited the Elder. He was happy and is settled well in his new place. Checked his wound and it was properly dressed

Outcome of case:

Elder received proper medical treatment for his wound. Now he has a shelter to sleep and his basic needs are being taken care of. Elder is happy now.

Partners involved:

District Social Justice Office, District Hospital, A Police Officer, Rotary Club President, Palakkad



7.5.2 ABUSE**Ticket no:** KL22031000009**Date of Ticket Creation:** 10.03.2022**Date of Ticket Closure (if closed):** 26.10.2021**Type of the Service:**

Field intervention-Abuse

Location:

Pathanamthitta

BACKGROUND OF THE CASE:

Mrs. Y called Elder Line and complained about the issue of elder person Mrs. X (62 years old). Mrs. Y visited the house of elder and found that she is seriously wounded and signs of physical abuse was seen. The elder person is living with her husband Mr. P (65 years old). The elder is in a poor hygienic condition and not taking enough food and water. The caller already informed the Panchayat authorities.

RESOLUTION SOUGHT BY THE CALLER:

Better physical condition

RESOLUTION PROVIDED:

Called the ward member. She said the elder Mrs. X is bedridden and is staying with the husband. They already shifted the elder to a home under the ownership of a church. Further she informed that she can't explain everything via phone. As per her request the FRO visited the elderly at their home. The Anganwadi teacher accompanied, since the ward member was attending the committee.

The situation in the house was really worse. The elderly was bedridden and was fully naked. The husband of the elder was sitting beside her speaking nonsense. The neighbours said the husband is a Psycho and always beats her after consuming alcohol. They are afraid of giving a complaint against the husband. The house was not clean and filled with foul smell.

The Anganwadi teacher said that the elder Mrs. X was a cerebral palsy patient. The husband of the elder is already married. Mrs. X is the second wife of Mr. P. The elder Mrs. X is the owner of 25 cents of land. The FRO informed Koipuram police station. Two policemen arrived at the site. They talked with Mr. P. The elder Mr. P talked rudely to everyone. The police asked us to take a written

letter from Mr. P mentioning that he is willing to allow his wife to a home. As per the direction of the police took a written report from Mr. P.

With the help of the ward member arranged an ambulance and set out to District Hospital, Kozhencherry. Spent almost 5 hrs in the hospital for various check-ups. After examining the doctor said there are no signs of physical abuse. During field intervention at their home, and on enquiry with the neighbourhood they all informed that the husband is physically abusing the elder. This was communicated to the doctor, and the doctor gave an intimation to the police. After taking all the tests, shifted the elder to Gilgal Ashwasa Bhavan, Nedumbrathumala, Eraviperoor, Thiruvalla, Pathanamthitta.

After two days the elder Mr. P reached the old age home and forced the staff in the home to shift the elder from the Psycho Social home to his house. We had already conveyed the staffs of the psychosocial home about the behaviour of the elder Mr. P. The staffs of the Psychosocial home called and conveyed that the elder Mr. P is showing suicide tendency by making a note against the psychosocial home. Called the Koipuram and briefed the situation. The police said that they will take care of the case and promised that if the elder creates further issues they will handle it.

PARTNERS INVOLVED:

Pathanamthitta District social justice officer, Ezhumattur panchayat Thelliyoor ward member Jiji P Abraham, Koipuram Police Station police officers, Gilgal Ashwasa Bhavan, Nedumbrathumala, Eraviperoor, Thiruvalla, Pathanamthitta, Staffs in Kozhencherry District hospital, Ambulance driver Mr. Shibu, Anganwadi teacher Mrs. Siji.

FINAL OUTCOME:

The elder is rescued from her home and shifted to a Psychosocial rehabilitation centre. Given complaint against the elder's husband Mr. P in the police station.



CHAPTER- 8

BEST PRACTICES FOLLOWED

8.1 BEST PRACTICES FOLLOWED:

To create an efficient and effective work atmosphere in the office; many practices/ activities have been following in Elder Line Kerala. Some of them are listed below:

- Elder Line stickers in local language are planned to be posted in 200 public transport buses in the State with the support of the State Transport Corporation (KSRTC) which shall be extended to all the ordinary buses under the KSRTC across the State.
- The COs were asked to accompany the FROs to experience the field level activities as suggested in the training session.
- Conducting various group level games including memory tests to reduce stress and strain of our officers.

8.2 CHALLENGES

Elder Line Kerala has met many challenges in the Connect Centre as well as in the field. Some of them are listed below:

- Call Officers find it hard to handle certain calls which are intended to mentally harass them. Usually, the male senior citizens call frequently to talk to the female Call Officers which are leading to high level of stress among the Call Officers. Waiting for such calls to complete a round of 50 calls to block the caller doesn't sound practically good.
- One FRO for two districts is not sufficient enough to handle 300+ service requests per month of the state.
- Shortage of old age homes/hesitation from the authorities for admitting the bedridden abandoned elders are delaying the rescue process.
- There is a severe shortage of night shelter for the elders, which affects the rescue process that happens in late evenings.
- FROs are not able to abide with the timelines specified in the SOP due to the huge number of SRs.

8.3 LEARNING OR ANY OTHER HIGHLIGHTS

Based on our experience working in the Elder Line project, we could learn many things so far about elder's issues, nature of issues, their concerns, welfare and many other.

Some important findings or understandings are listed below:

- Certain callers are well aware of the services of Elder Line, and still approach us to intervene in their complaints/concerns which most of the time are beyond our limit. Eg: Intervention in a pending case at the court.
- While field intervention, we have realised that the basic problem which leads to abuse and homelessness is lack of cordial family relationships. So, the field staff and the management have decided to incorporate the basic principle of love and care in the community meetings especially with school and college children, in order to carve a new generation with family values from the grass root level, which may help to reduce to an extend of such incidents.
- While a larger number of the calls received at Elder Line Kerala pertains to the issues of the public, which they take the name of an elder in their family, to rectify the issue. Eg: To move out the tenants, the children claim the house belongs to elder or the elder wants to stay in the house and hence the tenants have to be moved out and thus the intervention from Elder Line is required.

8.4 PHOTOGALLERY:
STAKE HOLDER MEETING



AWARENESS

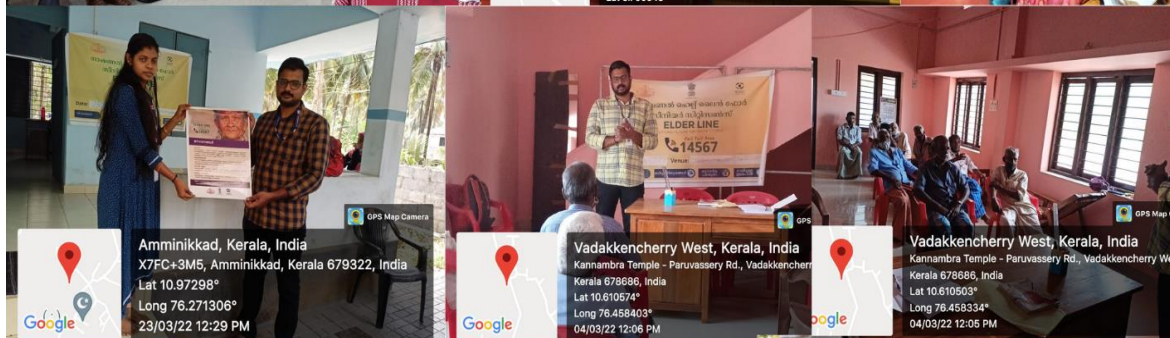


Kottiyam, Kerala, India
Holy Cross Super Specialty Hospital, Kottiyam
India
Lat 8.861617°
Long 76.67292°
30/03/22 12:40 PM



Kilimanoor, Kerala, India
5/298, CHENKIKUNNU, NAGAROOR, PO, Kilimanoor, Kerala
696601, India
Lat 8.766348°

Kilimanoor, Kerala, India
5/298, CHENKIKUNNU, NAGAROOR, PO, Kilimanoor, Kerala
696601, India
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17/03/22 10:59 AM



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X7FC+3M5, Amminikkad, Kerala 679322, India
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Long 76.271306°
23/03/22 12:29 PM

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Kannambra Temple - Paruvassery Rd., Vadakkencherry West, Kerala 678686, India
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Long 76.458403°
04/03/22 12:06 PM

Vadakkencherry West, Kerala, India
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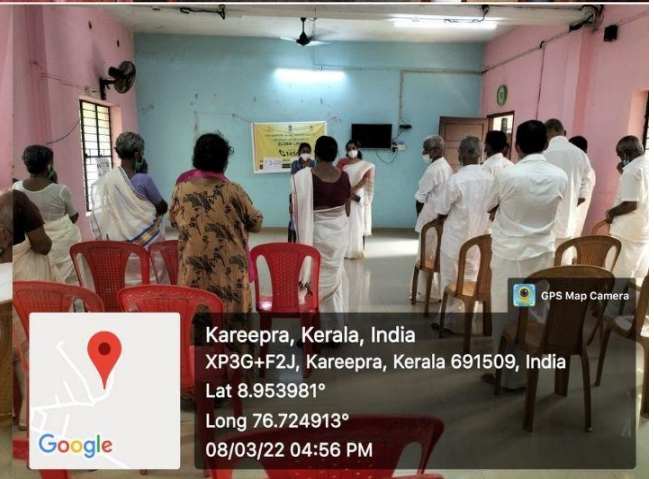


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23/03/22 12:14 PM



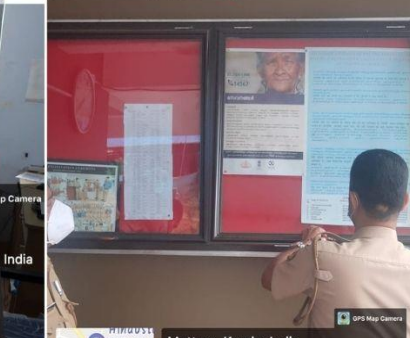
Infopark Rd
 Kariapuri

Kochi, Kerala, India
 Kakkannad, Thrikkakara, Kakkannad, Kerala
 682030, India
 Lat 10.01807°



Google
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 XP3G+F2J, Kareepra, Kerala 691509, India
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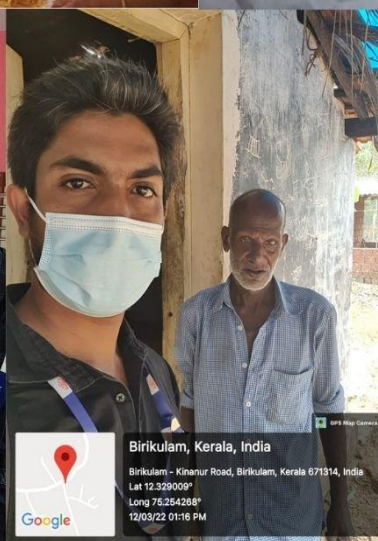
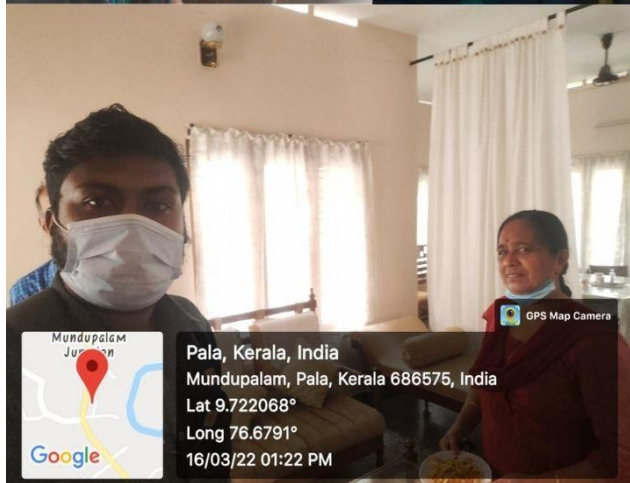
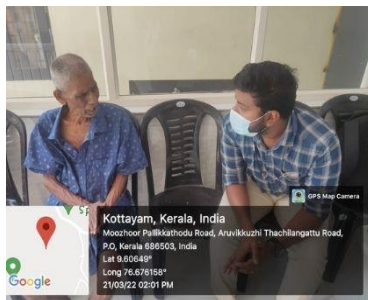
Google
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 XP3G+F2J, Kareepra, Kerala 691509, India
 Lat 8.953981°
 Long 76.724913°
 08/03/22 04:56 PM





FIELD INTERVENTION







Malappuram, Kerala, India
53 Block, Civil Station Rd, Up Hill, Malappuram, Kerala
679505, India
Lat 11.038581°
Long 76.07704°
02/03/22 04:30 PM



Kasaragod, Kerala, India
FXRP+XCX, Thayalangi, Kasaragod, Kerala 671121, India
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Long 74.986135°
25/03/22 12:38 PM



Idukki Township, Kerala, India
RWW+RQP, Idukki Twp, Kerala 685603, India
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Long 76.941882°
17/03/22 01:58 PM



Kozhikode, Kerala, India
7RVH+P77, Vellimadukunnu East, Vellimadukunnu, Kozhikode, Kerala
673012, India
Lat 11.294186°
Long 76.528101°
16/03/22 12:24 PM



Mookkannoor, Kerala, India
6C96+4FH, Mookkannoor, Kerala 683577, India
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Long 76.411446°
05/03/22 02:12 PM



Muttom, Kerala, India
RPQW+RCG, Muttom, Kerala 685587, India
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Long 76.74599°
15/03/22 04:19 PM



Kochi, Kerala, India
Manath Tower, TOG Rd, South Kalamassery, Kalamassery, Kochi, Kerala 682039, India
Lat 10.046021°
Long 76.317187°
06/03/22 04:40 PM



Karimkunnam, Kerala, India
Karimkunnam Bus Stop, Pala-Thodupuzha Rd, Karimkunnam, Kerala 685586, India
Lat 9.853115°
Long 76.686902°
25/03/22 01:41 PM



Palakkad, Kerala, India
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12/03/22 12:42 PM



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29/03/22 04:36 PM

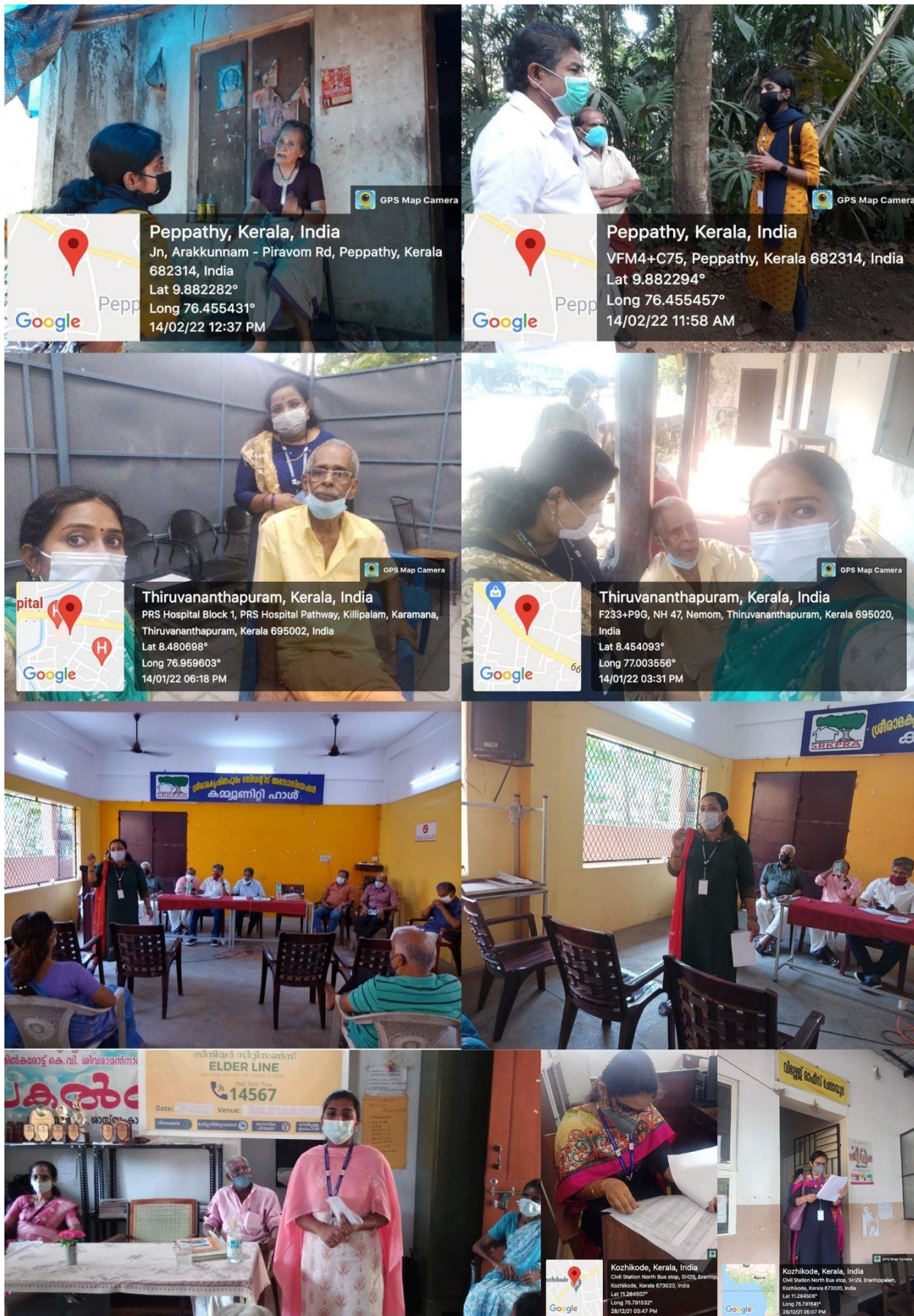


Aluva, Kerala, India
4925+322, Aluva, Kerala 683101, India
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Long 76.357463°
31/03/22 04:45 PM



Kollam, Kerala, India
WM7Q+CVQ, Kollam, Kerala 691576, India
Lat 8.913288°

CO's Field intervention with FROs



CHAPTER- 9 ANNEXURE

9.1 ANNEXURE: FINANCIAL YEAR 2021 -2022

SL. NO	CALL CATEGORY	Q1		Q2			Q4			Q5		
		MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH
I	TOTAL CALLS						3030	9740	5090	3170	3611	4334
	Total Number of Calls						1556	5327	3501	2473	2832	3760
	Total Actionable Calls						1006	2729	895	399	387	514
	Total Unique Callers						468	1684	694	298	392	60
II	INFORMATION						520	1834	312	89	88	120
	Enquiry						484	1726	271	70	60	82
	Old Age Homes						10	35	24	8	11	26
	Care Givers						5	22	7	6	12	6
	Hospitals and diagnostic centres						20	42	7	4	5	5
	Physiotherapy						0	1	1	0	0	0
	Activity and day care centres						1	4	1	1	0	1
	Elder Friendly Products						0	4	1	0	0	0
	Others						0	0	0	0	0	0
III	GUIDANCE						285	595	176	65	83	81
	Pension						205	386	125	45	68	59
	Legal						80	209	51	20	15	22
IV	EMOTIONAL SUPPORT						21	47	10	4	10	15
	Emotional Support						21	47	10	4	10	15
V	FIELD INTERVENTION						18	94	96	66	57	70
	Rescue						4	10	12	12	4	1
	Abuse						14	84	84	54	53	69
VI	OTHERS						12	36	94	57	48	82
	Others						12	36	94	57	48	82

CHAPTER- 10 CAPTURING EXPERIENCE

10.1 CAPTURING EXPERIENCE

➤ Experience from the Call officer



After completing my BSc Nursing degree from Kerala University, I have done a Masters' degree in Counselling and Family Therapy from Indira Gandhi open university. Later I have been working as a psychiatric nurse at one of the famous private sector hospitals in my district. When working as a psychiatric nurse, I understood that truly listening to the patients with utmost attention and care is one of the simplest and kindest gifts that we can provide others.

Later I joined as a Call officer at Elder Line, Kerala on June 2021. After completing all the training sessions, it was understood that the problems faced by the elderly and its solutions are very close to my previous experience. When I started attending calls, as a trained counsellor most of the counselling related cases were getting transferred to me and I could attend most of those cases well with my earlier experience. As far as I am concerned, I have received different counselling required cases along with other normal calls. Most of the calls are related to lack of love and care, family dispute, dementia, financial crisis, fear of death, suicidal thoughts etc. Elder Line Kerala has received many positive feedback calls about my counselling and I will be very happy and I can't express my happiness through words.

As I am a trained counsellor my experience and exposure in Elder Line Kerala helped me a lot to improve my career as councillor as well as a Call Officer. And also, I got many opportunities to conduct awareness sessions about the Elder Line at many places including my residence also.

So, firmly believe that this is one of the best job opportunities for me and I am continuing my job with utmost love.

With respect & regards

**Mrs. Neethu S N,
Call Officer-02, Elder Line- Kerala**

➤ Experience from the Field officer



As far as I am concerned, my job at Elder Line Kerala not only provides earnings but also a great satisfaction. As a Field Response Officer, I got many opportunities to work with elderly people directly at field level and I could help them in various ways. As a FRO, I could help more than 150 elderly people in this short period of work. At the end of each field duty, I feel “yeah I have done something useful to my society especially to the really needy”. Being a part of this project, I learned many things from the service. Before entering into the project, I was not aware about the maintenance act and its procedure and how the Government systems are implementing various schemes and welfare policies for the community. As part of my duty, while working with various Government departments, I got many contacts with many officials and a clear picture about how the departments are functioning and what are the services they are providing to senior citizens as well as other citizens.

I firmly believe that this is one of the best job opportunities in the country which gives you lots of blessings from our elderly people and a high level of work satisfaction.

With respect & regards

**Mr. Vineeth Vijayan
Field Response Officer**

10.2 EXTERNAL RECOGNITION

So far, our outstanding performance in field level as well our Connect Centre, Elder Line Kerala has received many appreciations from the elders/ callers pertaining to our various activities. Since the Elder Line in Kerala is implemented directly by the Social Justice Department, the elders/ callers are expecting more effective and efficient service from our end. As it is a positive challenge, this expectation will lead our officers to do their best in their duties. Accordingly, we will get many appreciations and greetings from the callers/ elders as well as from our stake holders also.

☞ **Some of the recognitions are shown below:**

1. Case Id No: Many

Type of the SR: All

Officer: Mrs. Aswathy L, FRO

Appreciation received from: RDO Punalur, Kollam (dist.) Kerala

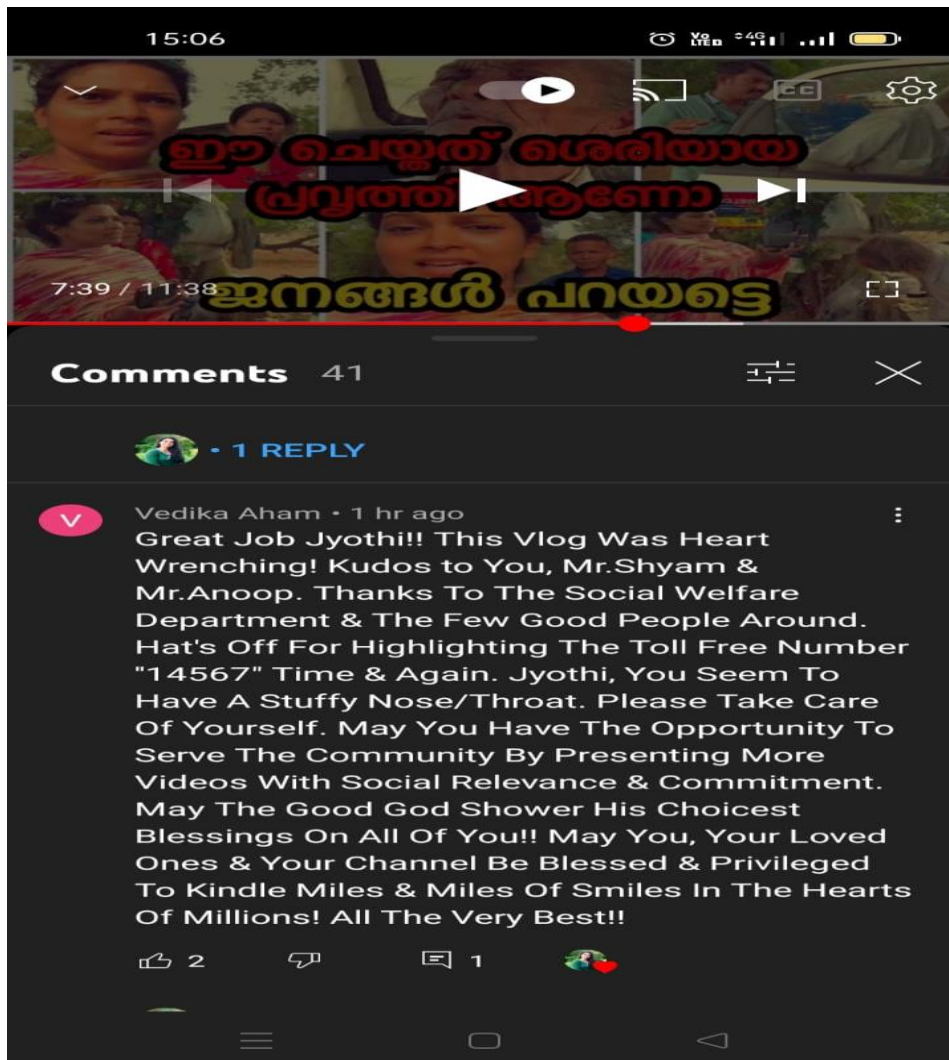


2. Case Id No:

Type of the SR: Rescue

Officer: Mr. Anoop C. Sekhar, FRO

Appreciation received from: Ms. Jyothimani, Youtuber

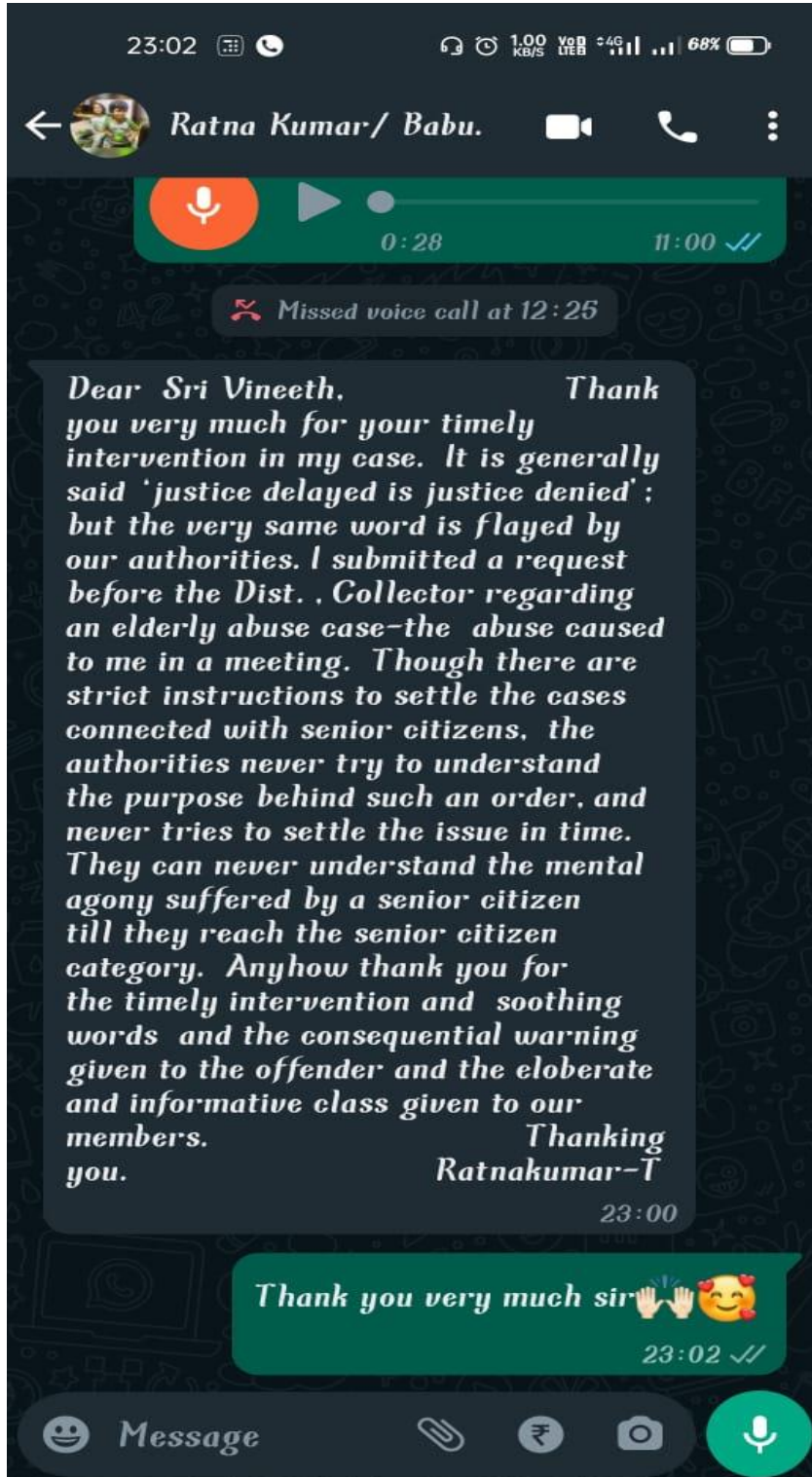


3. Case Id No: KL22012900004/ ID 104423

Type of the SR: Abuse

Officer: Mr. Vineeth Vijayan, FRO

Appreciation from: Caller

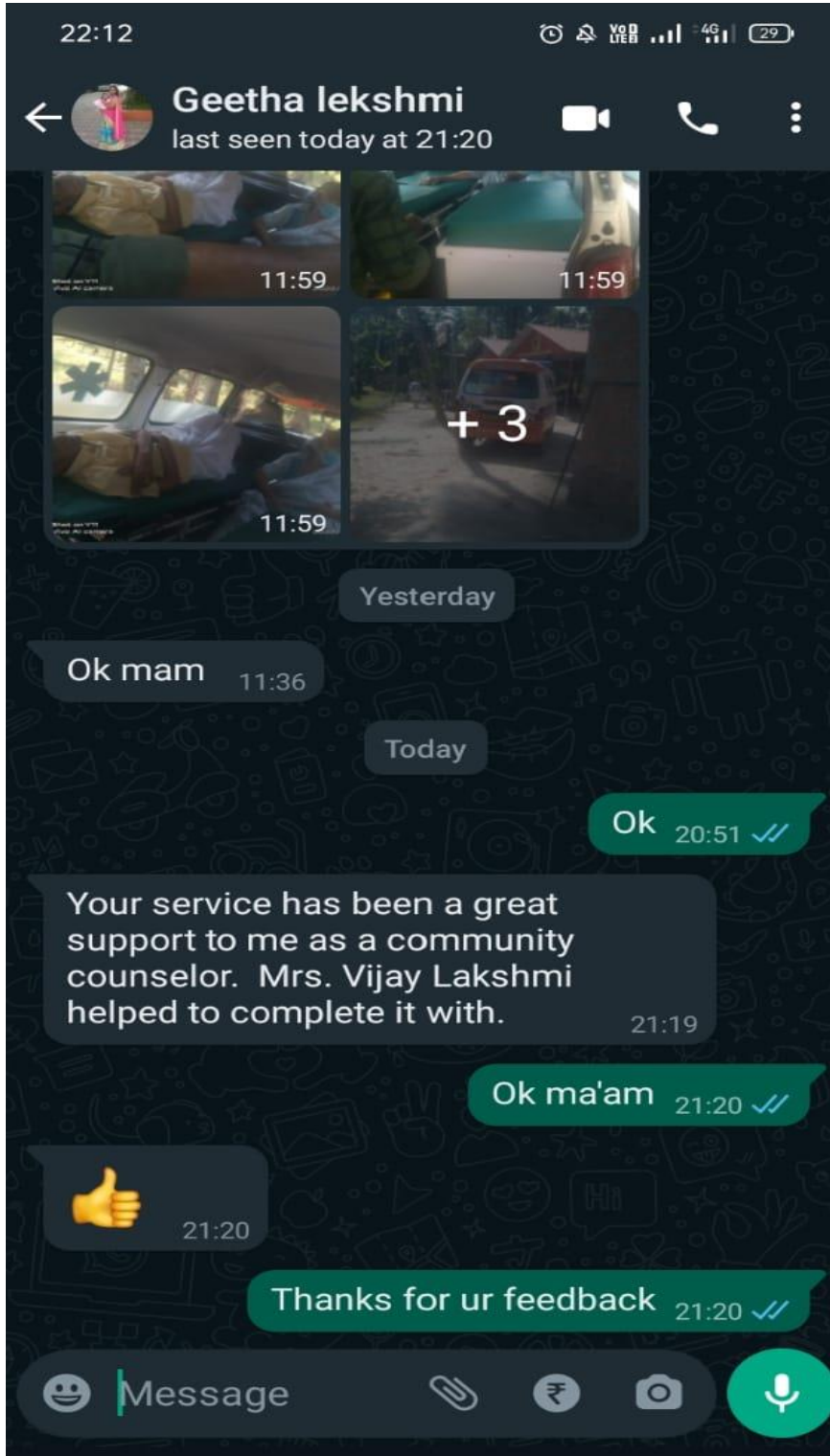


4. Case Id No: KL21122200005/ ID 93365

Type of the SR: Rescue

Officer: Ms. Vijayalakshmi, FRO

Appreciation from: Ward councillor



10.3 LIST OF MEDIA REPORTS

HELP IS A CALL AWAY

Elderline Kerala, the helpline started for senior citizens to inform their issues, receives nearly 6,000 calls in a month.

Senior citizens are the backbone of the nation. They are the ones who have built the nation and are the ones who are maintaining it. They are the ones who are the backbone of the nation and are the ones who are maintaining it. They are the ones who are the backbone of the nation and are the ones who are maintaining it.



The elderly people are sitting together at a community center.

Senior citizens are the backbone of the nation. They are the ones who have built the nation and are the ones who are maintaining it. They are the ones who are the backbone of the nation and are the ones who are maintaining it. They are the ones who are the backbone of the nation and are the ones who are maintaining it.

Table with 2 columns: Types of calls, Distincts with higher no. of calls. Includes categories like Health, Financial, and Family.

ഇന്ന് ലോക സമാഹൃതികന്തിദിനം

എൽഡർലൈൻ: ഒറ്റവിളിയിൽ ഒട്ടേറെ സേവനങ്ങൾ

വായനക്കാരുടെയും മറ്റും അറിവ് നൽകുന്ന സമാഹൃതികന്തിദിനം (World Senior Citizens Day) ആയിരുന്നു ഇന്ന്. എൽഡർലൈൻ സേവനങ്ങൾക്കു പറ്റി വിവരങ്ങൾ നൽകുന്നതിനായി ഇന്ന് സമാഹൃതികന്തിദിനം ആയി.

വിളിക്കേണമ്

എൽഡർലൈൻ സേവനങ്ങൾക്കു പറ്റി വിവരങ്ങൾ നൽകുന്നതിനായി ഇന്ന് സമാഹൃതികന്തിദിനം ആയി. എൽഡർലൈൻ സേവനങ്ങൾക്കു പറ്റി വിവരങ്ങൾ നൽകുന്നതിനായി ഇന്ന് സമാഹൃതികന്തിദിനം ആയി.

എൽഡർലൈൻ ഹിറ്റ്

എൽഡർലൈൻ സേവനങ്ങൾക്കു പറ്റി വിവരങ്ങൾ നൽകുന്നതിനായി ഇന്ന് സമാഹൃതികന്തിദിനം ആയി. എൽഡർലൈൻ സേവനങ്ങൾക്കു പറ്റി വിവരങ്ങൾ നൽകുന്നതിനായി ഇന്ന് സമാഹൃതികന്തിദിനം ആയി.

Advertisement for Elder Line helpline, featuring the logo and contact number 14567. Text describes the services provided.

അനംതേടിയ വയോധികന് ആശ്രയം നൽകി പോലീസ്

അനംതേടിയ വയോധികന് ആശ്രയം നൽകി പോലീസ്. അനംതേടിയ വയോധികന് ആശ്രയം നൽകി പോലീസ്. അനംതേടിയ വയോധികന് ആശ്രയം നൽകി പോലീസ്.

To the rescue of destitute senior citizens

Elder Line has rescued more than 15 persons since its launch on Nov.1



The Elder Line call centre in the capital has rescued several elderly persons in distress and accommodated them in old-age homes.

Field response officer (FRSO) Vidula K. Cohen met the couple, and saw how much the change in their circumstances had affected the couple. Besides providing them mental health support, she began attempts to rehabilitate them. Very few institutions though allowed a couple to stay together. The search continued until an old age home in Thalassery agreed to put them up. Vidula and the couple then visited the home, which they found to their liking. Today, the couple live at the home, happy in the company of others of their age. Every weekend, they speak to Vidula to update him about their life. Elderline has rescued more than 15 persons since its launch on November 1 last till January and shifted them to old-age homes. The rescue is done by seven field response officers for the 14 districts.

നോക്കും, മക്കളെപ്പോലെ

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48 rescue calls. The total number of rescue calls received on Elderline is 48, but rescues are not possible in all cases. In the meanwhile, his family was counselled to accommodate him for a couple of more days, while arrangements were made to shift him to the ID specially centre at Karambally, where he is currently in. FRSOs they face a number of challenges during rescue of the elderly and their rehabilitation. Some people may need to be moved from their home because they are alone or frail, while others may have to be taken off the street. Some families may not be cooperative at all, even though the system is ready to do the needful, they are also not required if relatives can be convinced to take care of the elderly or their children persuaded to provide them maintenance. In a few cases, the elderly have died in hospital before they can be moved to an old-age home, says the Elderline team.

എല്ലാ ദിവസവും രാവിലെ 8 മുതൽ വൈകിട്ട് 8

Advertisement for Elder Line helpline, featuring the logo and contact number 14567. Text describes the services provided.

വയോധികരുടെ ആക്രമിച്ച് സുരണമുഖല

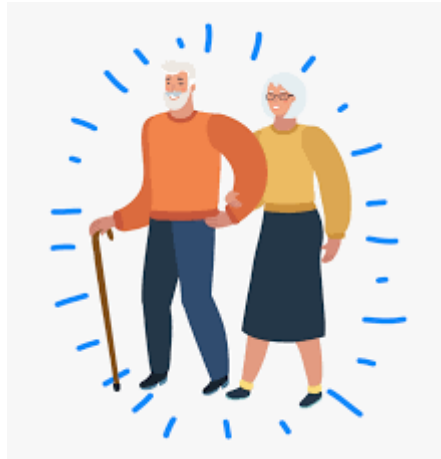
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AP native to reunite with family after two months

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വയോധികരുടെ ആക്രമിച്ച് സുരണമുഖല

വയോധികരുടെ ആക്രമിച്ച് സുരണമുഖല. വയോധികരുടെ ആക്രമിച്ച് സുരണമുഖല. വയോധികരുടെ ആക്രമിച്ച് സുരണമുഖല.



Thank You