



# ELDER LINE

NATIONAL HELPLINE FOR SENIOR CITIZENS



## Monthly Report February 2022

**Social Justice Department  
Government of Kerala**



Government of Kerala



Government of India



**SOCIAL JUSTICE  
DEPARTMENT**

care, protection & empowerment

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## CHAPTER I

### INTRODUCTION

#### 1.1 ELDER LINE KERALA

The needs and capacities of elder persons are often overlooked in an emergency response because humanitarian actors do not register their presence or because of their weak socio-economic position. An emergency response system should include older persons must respond to their specific needs, dedicate resources to them, and plan and implement targeted protection initiatives in close consultation with the persons concerned, their communities, and service providers.

The Social Justice department, Government of Kerala with the help of Central government have set up **ELDER LINE** to address the needs of the senior citizens and to find out the solutions of their problems. The state level inauguration of scheme was held on **01.11.2021**

Elder Line- Kerala has received good number of responses and done good number of field interventions as well as awareness programmes for the Month of **February 2022**.

#### 1.2 OBJECTIVE

The objective of this report is to document and analyze the details of calls received in the Elder Line office and the field interventions done for the month of **February 2022**.

## CHAPTER II

## CALL CLASSIFICATIONS

## 2.1 CALLS RECEIVED

<b>Total Calls:</b> <b>4648</b>	<b>Answered Calls:</b> <b>2832</b>	Call transfer	142
		Enquiry	22
		Emotional Support	10
		Field Intervention	57
		Genuine Request	1599
		Information	88
		Guidance	83
		Non-Genuine Request	772
		Others	48
		Session Terminated	11
<b>Abandoned Calls:</b> <b>1816</b>	After office hours	245	
	Answered by IVR	1401	
	Normal Clearing	57	
	Other	105	
	System Terminated 2	8	
<b>Actionable Calls:</b> <b>308</b>	Guidance	83	
	Information	88	
	Field Intervention	57	
	Emotional Support	10	
	Enquiry	22	
	Others	48	
<b>Non-Actionable Calls:</b> <b>2371</b>	Genuine Request	1599	
	Non-Genuine Request	772	

<b>Blank calls: *</b> <b>1969</b>	
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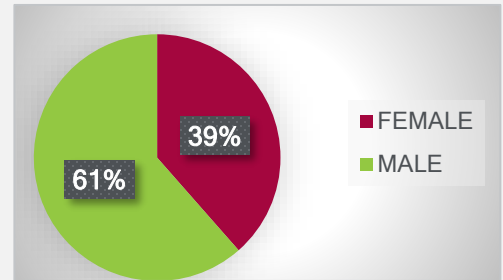
*\*No response calls up to 120 seconds / wrongly dialed calls/ voice not clear from customer end due to network or technical issues.*

**CHAPTER III**

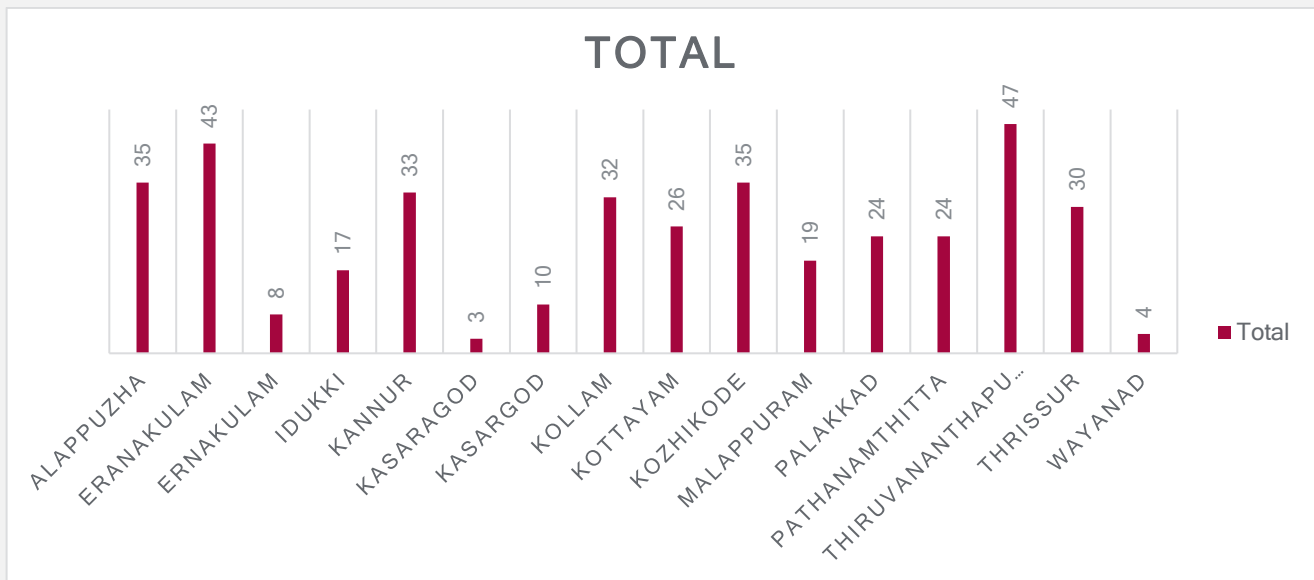
**DEMOGRAPHIC INFORMATION**

**3.1 CALLER GENDER**

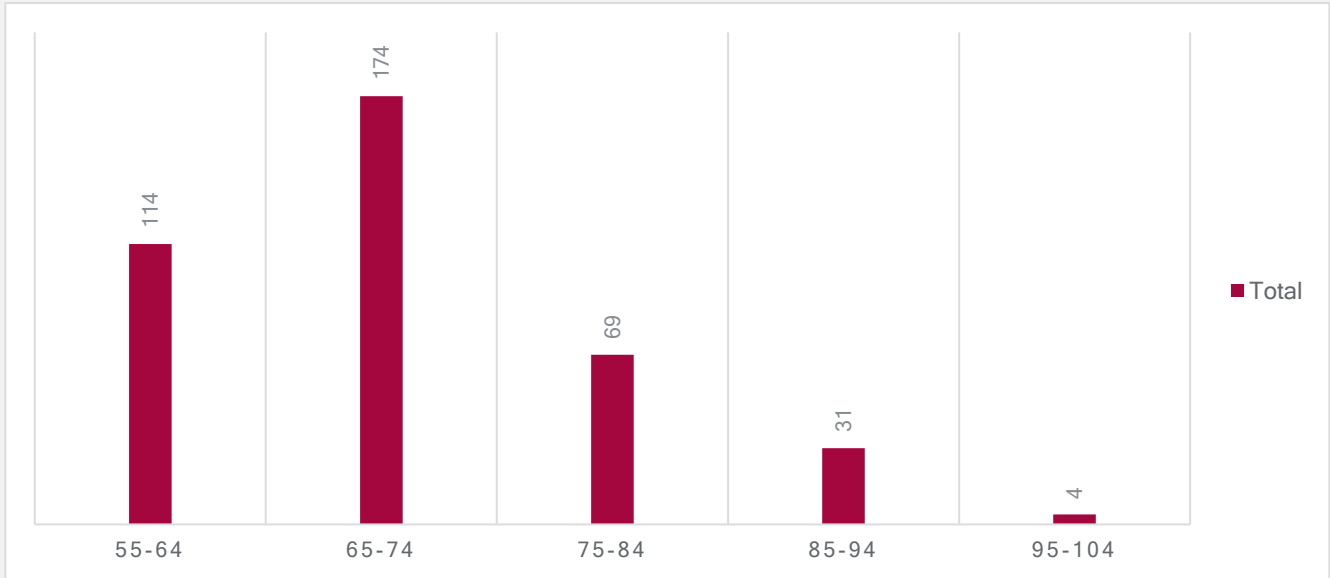
In the Month of February 2022, Out of a total of 200 service requests received, 115 were males and 85 were females. So, it can be assumed that the male elders are using majority of the support from the elder line during the month of **February 2022**.



**3.1.1 District wise analysis**

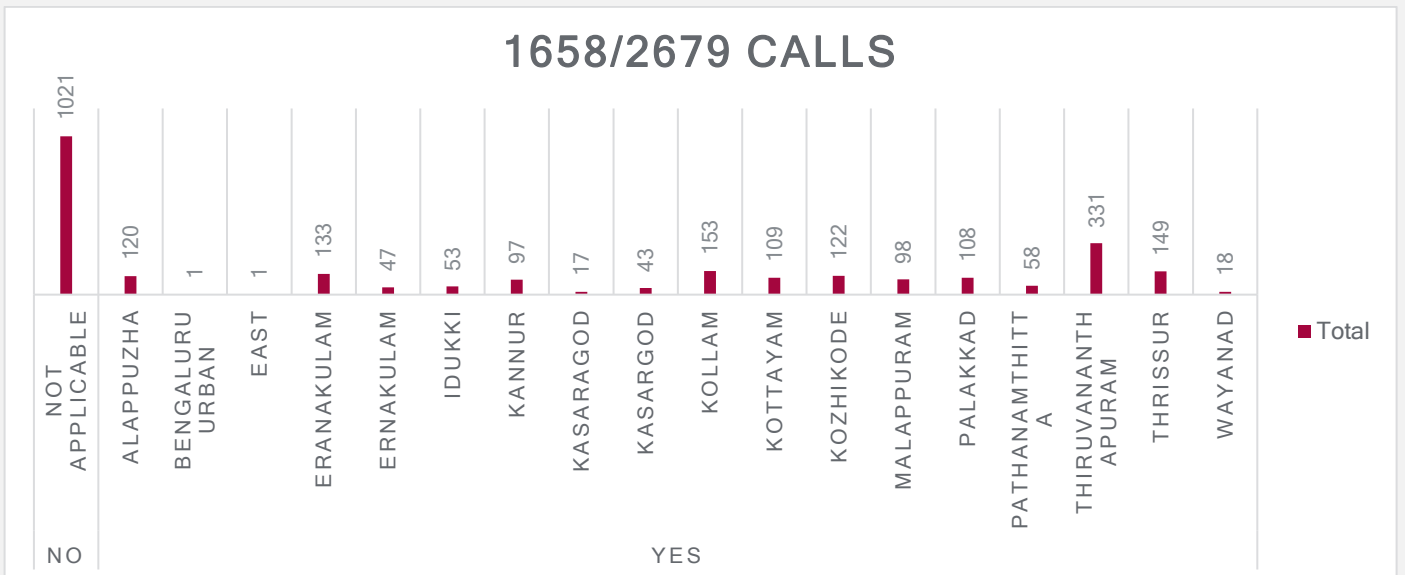


### 3.1.2 Age wise analysis



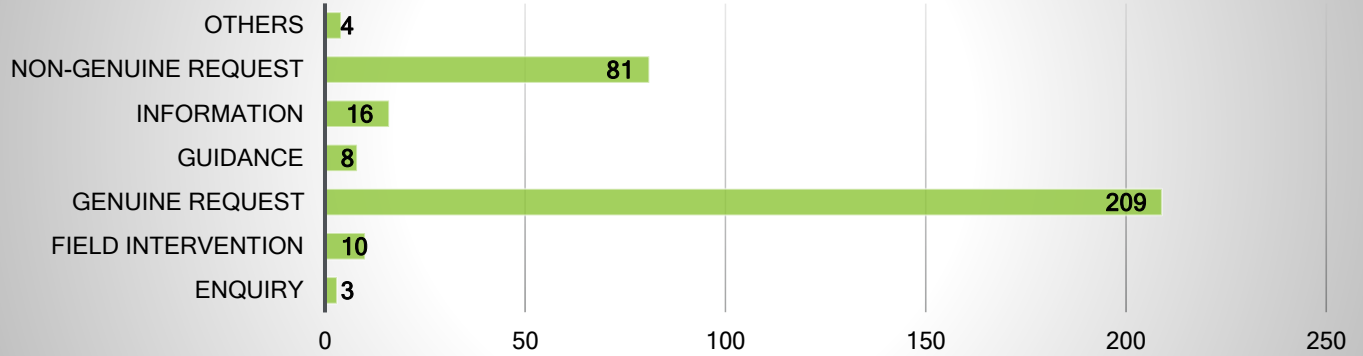
### 3.2 CALLER LOCATION

Total of 2679 calls were answered in this month. Out of which only 1658 callers disclosed their district.

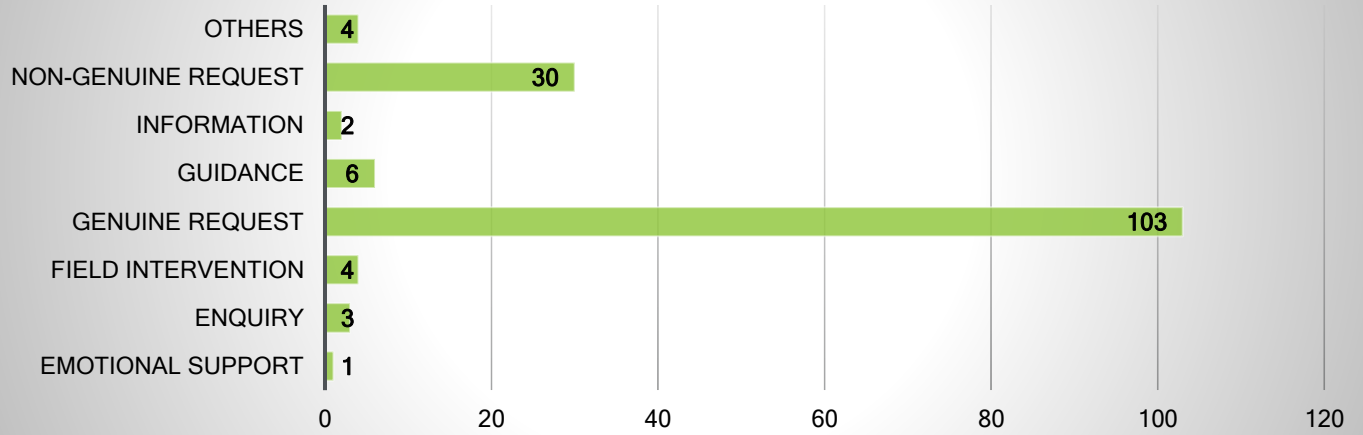




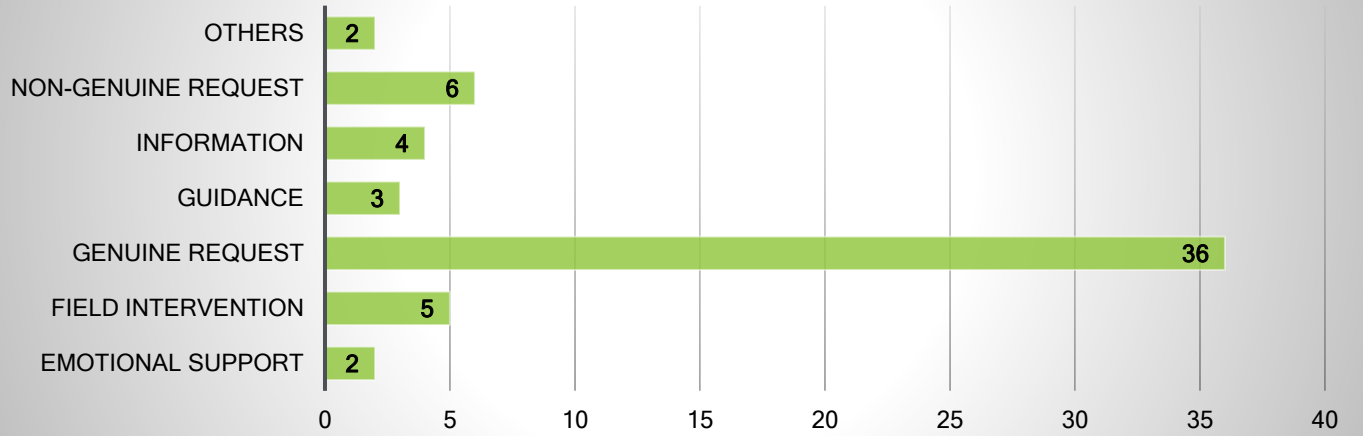
### Thiruvananthapuram



### Kollam: 153

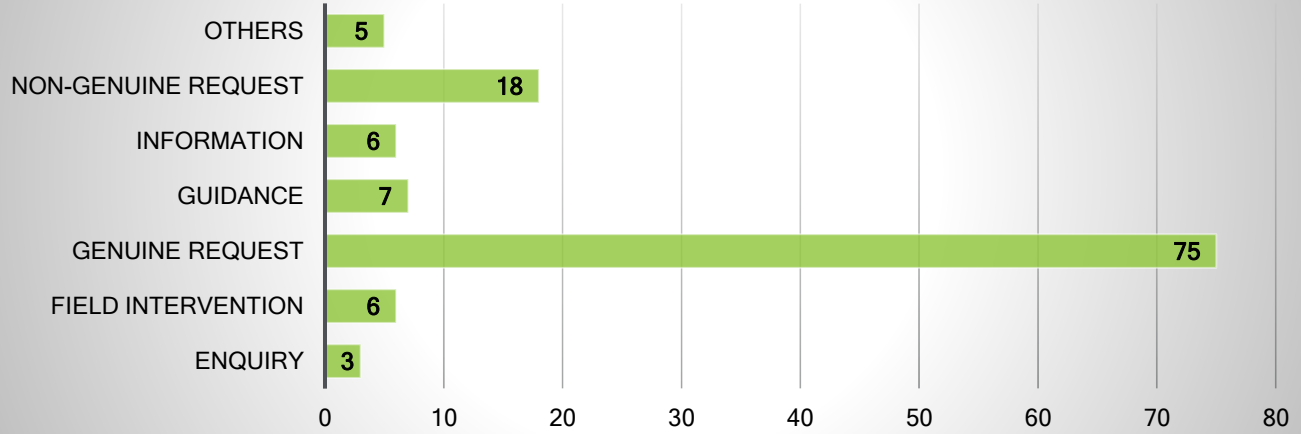


### Pathanamthitta :58

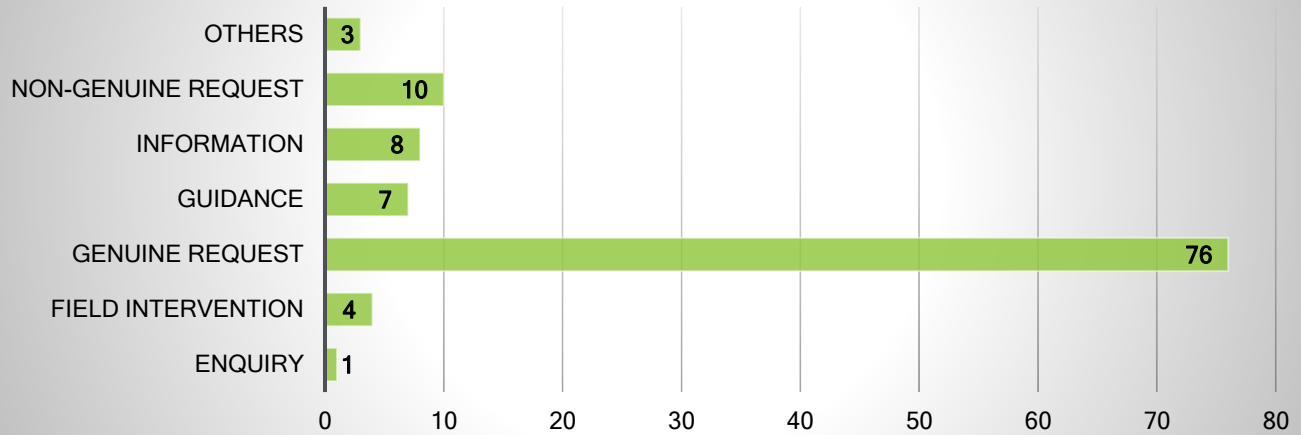




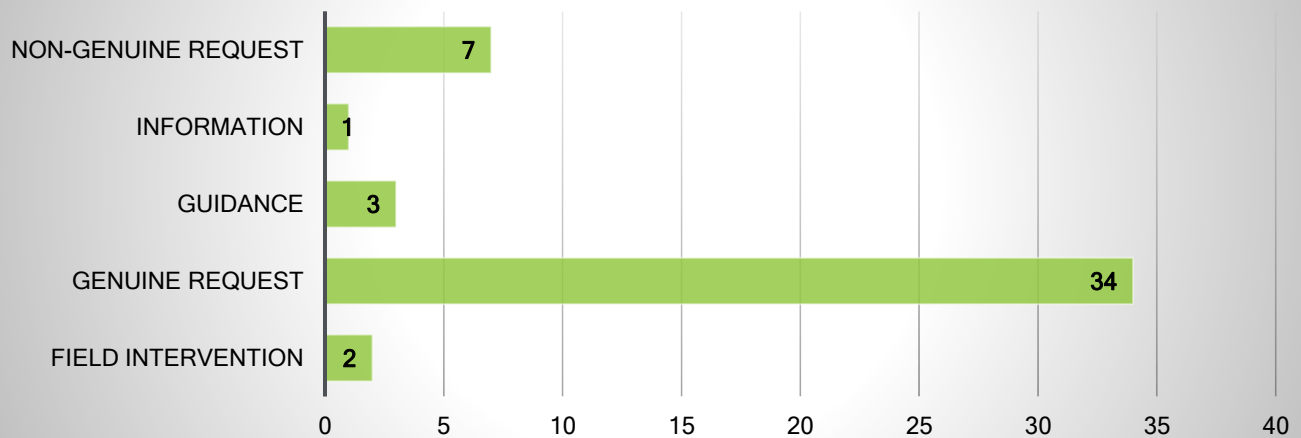
### Alapuzha :120



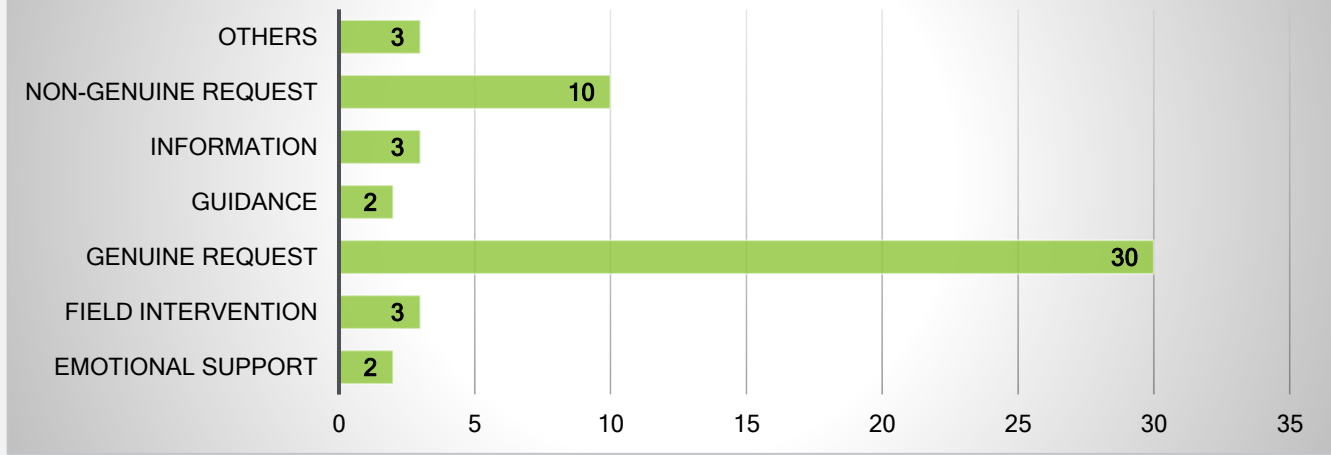
### Kottayam :109



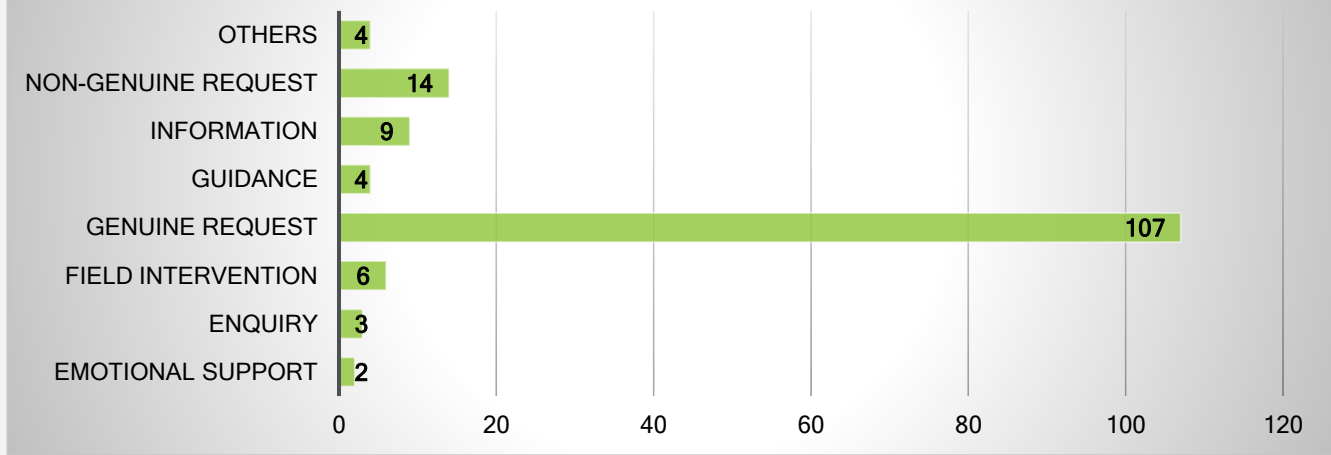
### Ernakulam :47



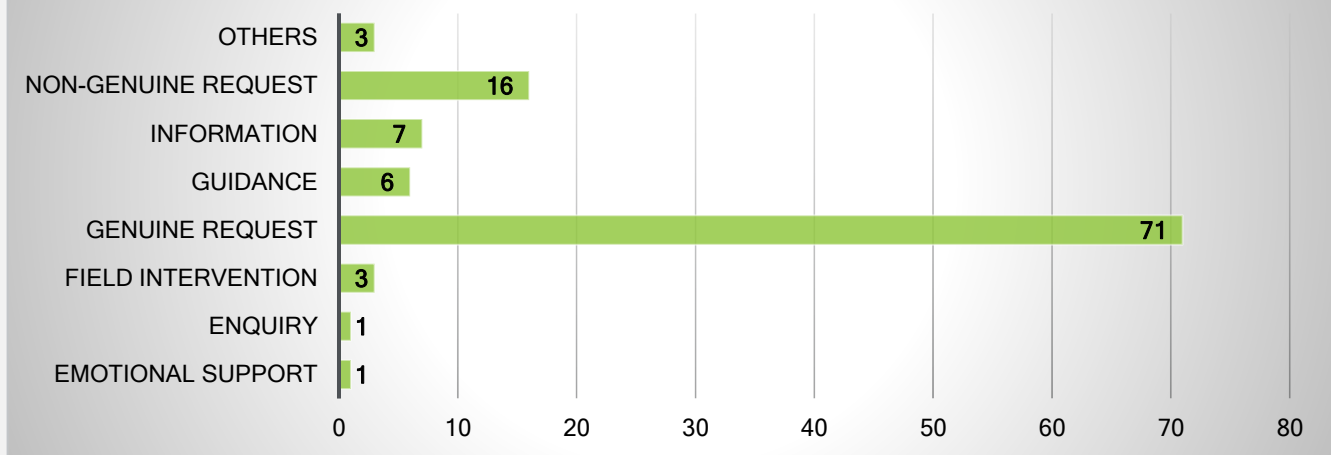
### Idukki :53



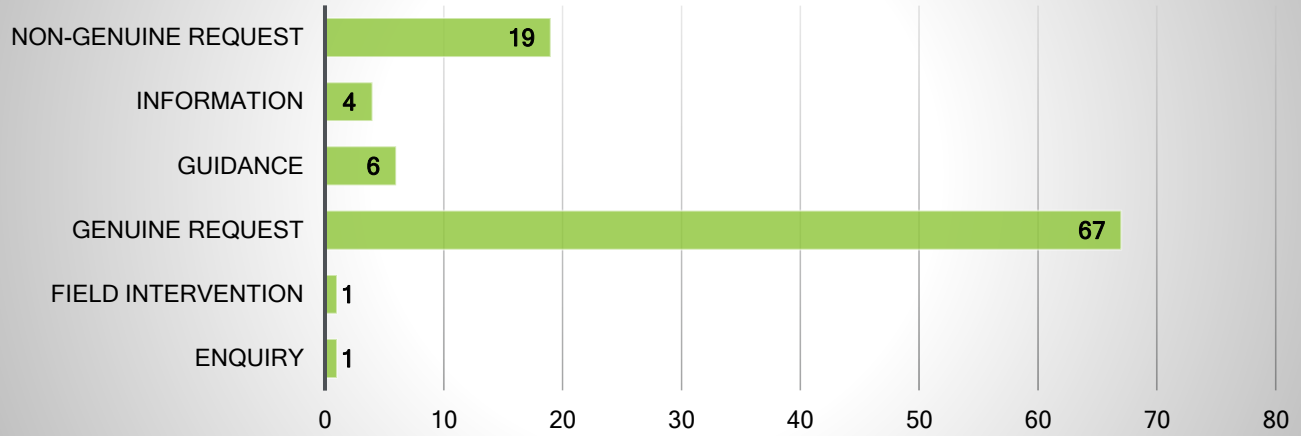
### Thrissur :149



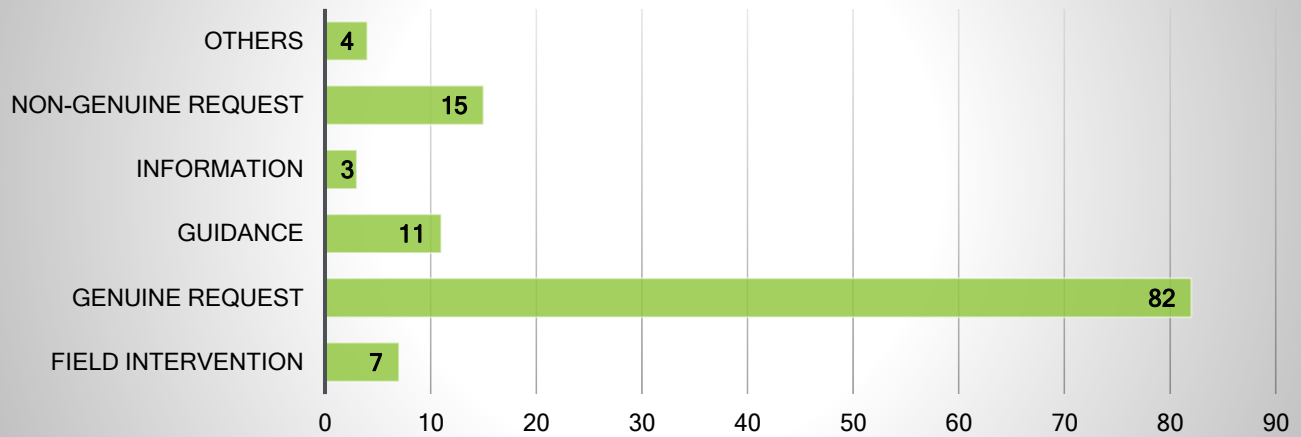
### Palakkad :108



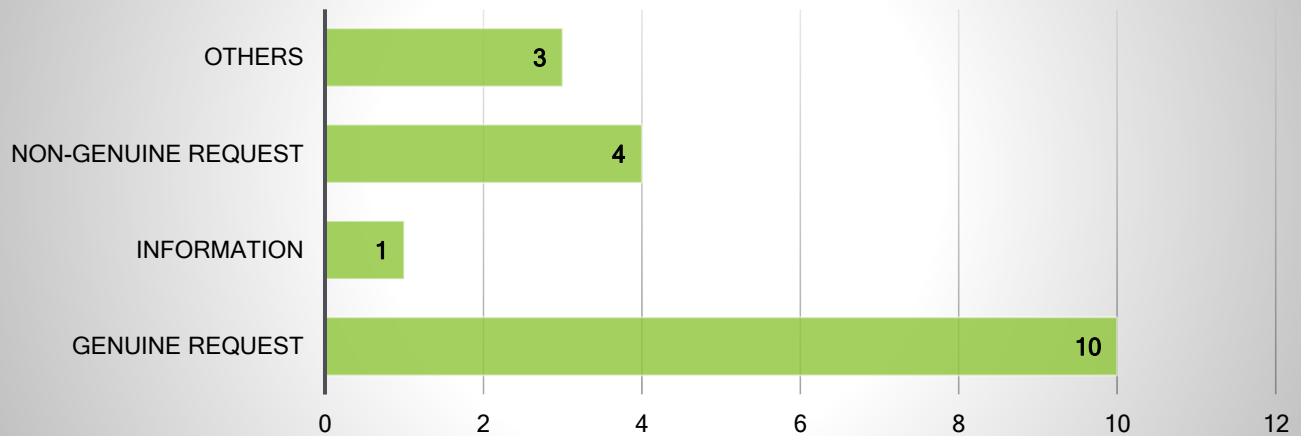
### Malappuram :98

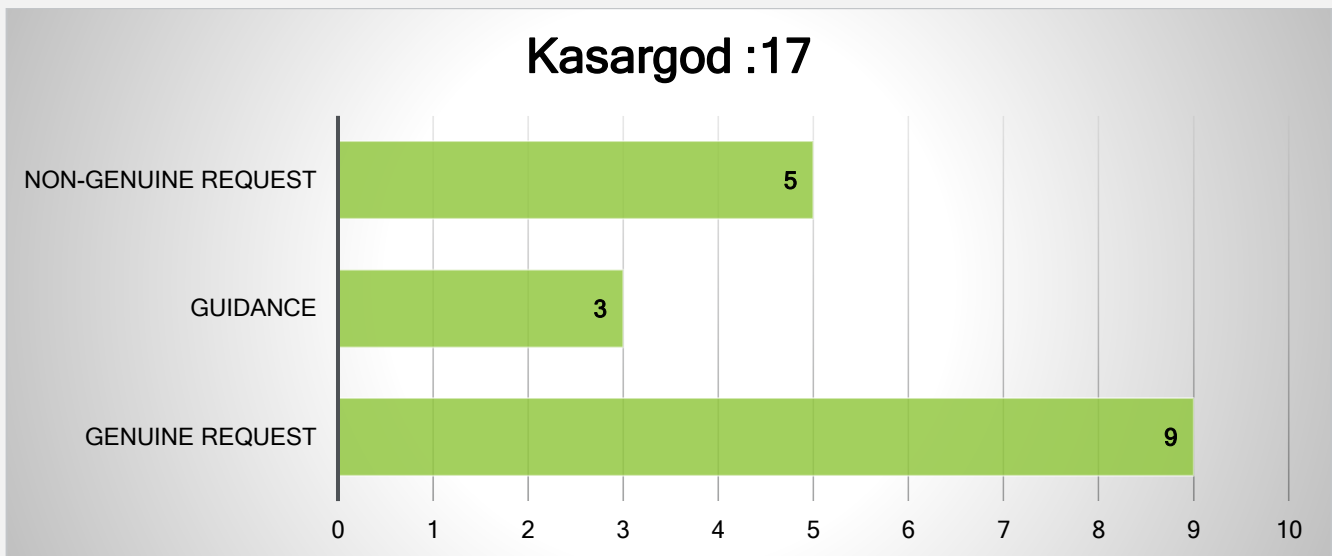
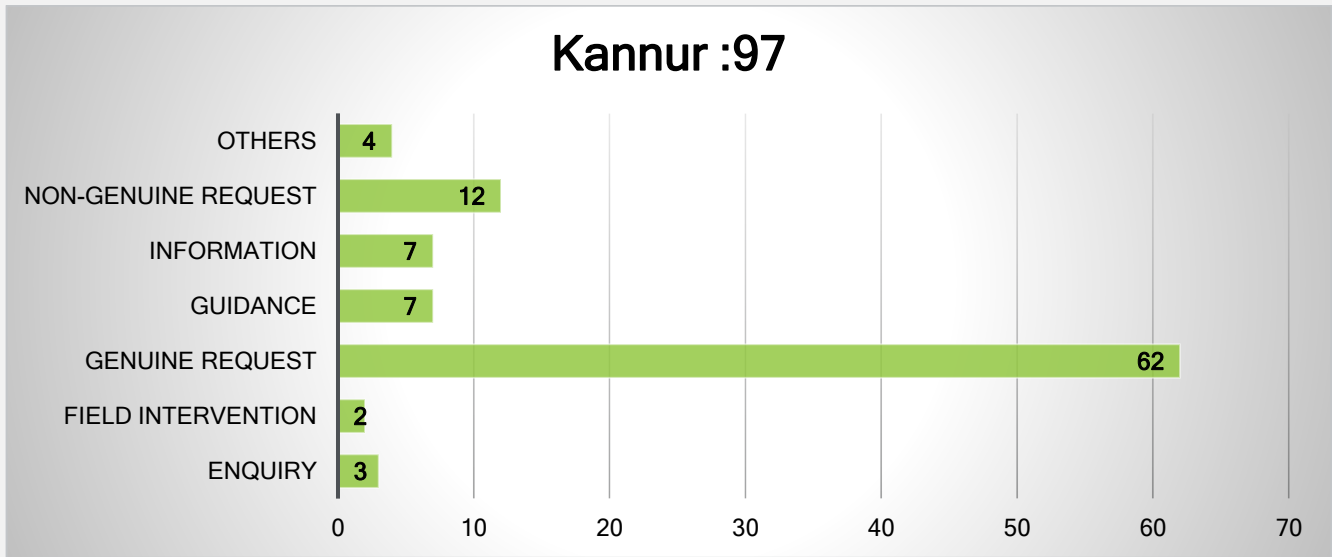


### Kozhikkode :122



### Wayanad :18

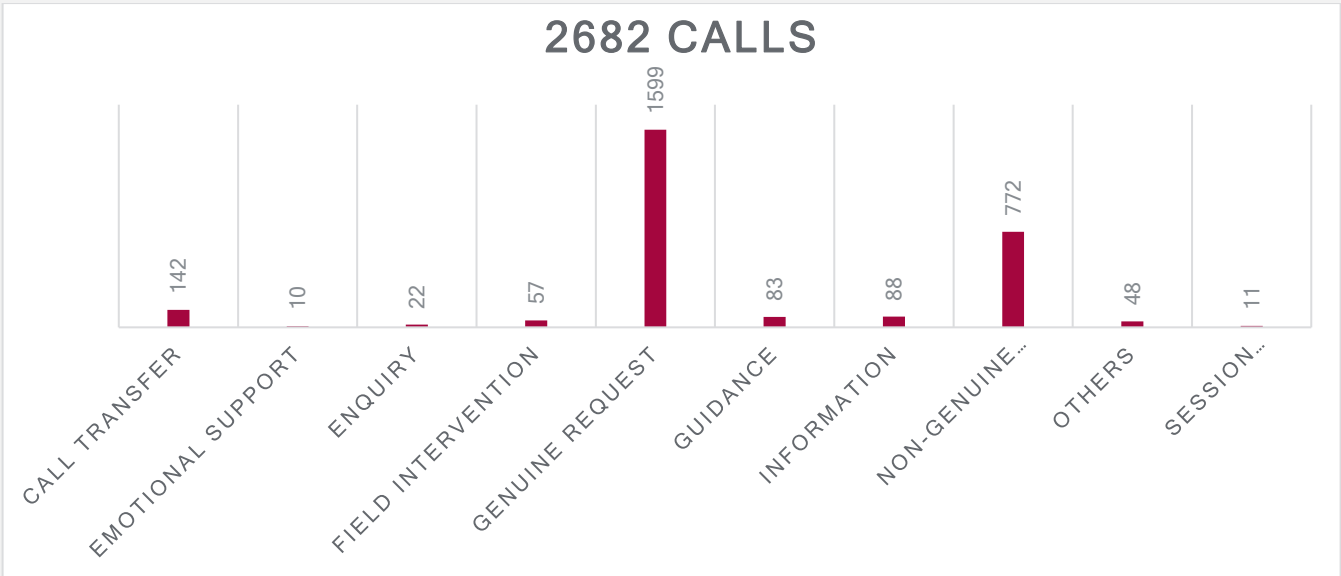




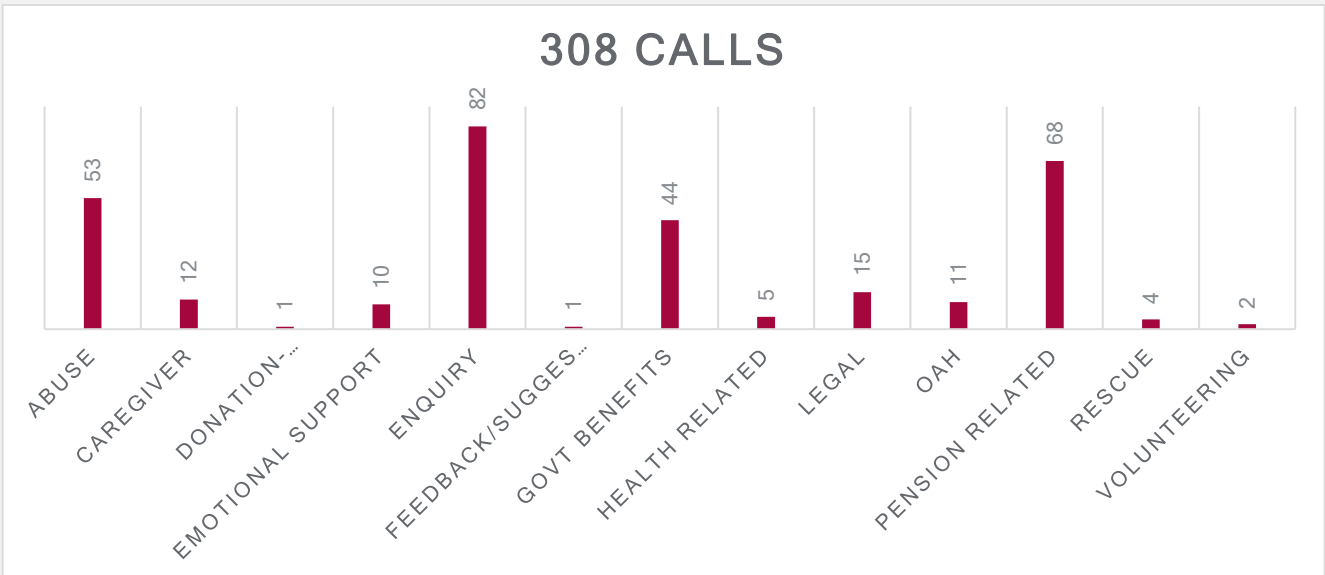
**CHAPTER IV**

**INTERVENTION AREAS**

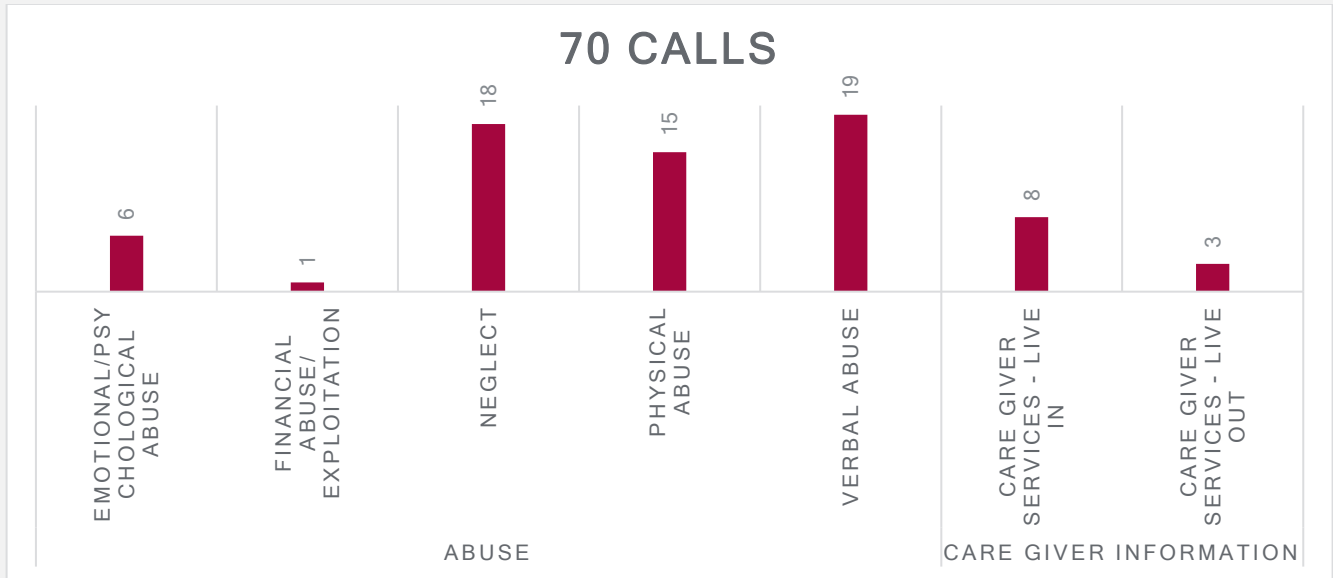
**4.1 INTERVENTION AREAS**



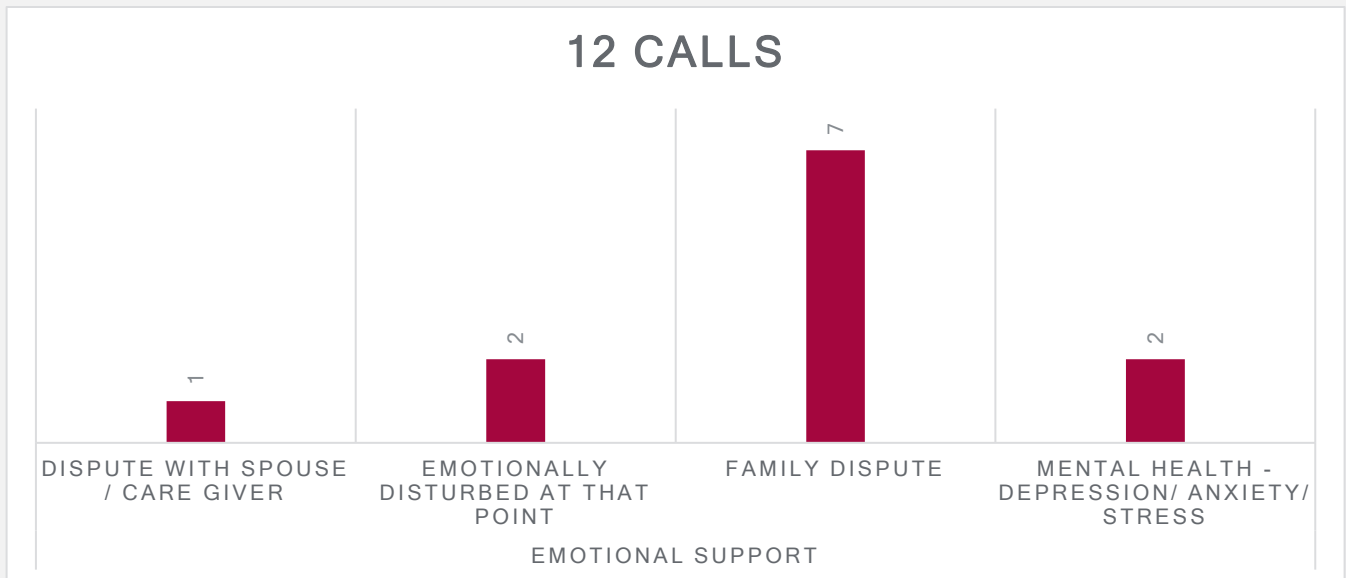
**4.2 ACTIONABLE CALLS**



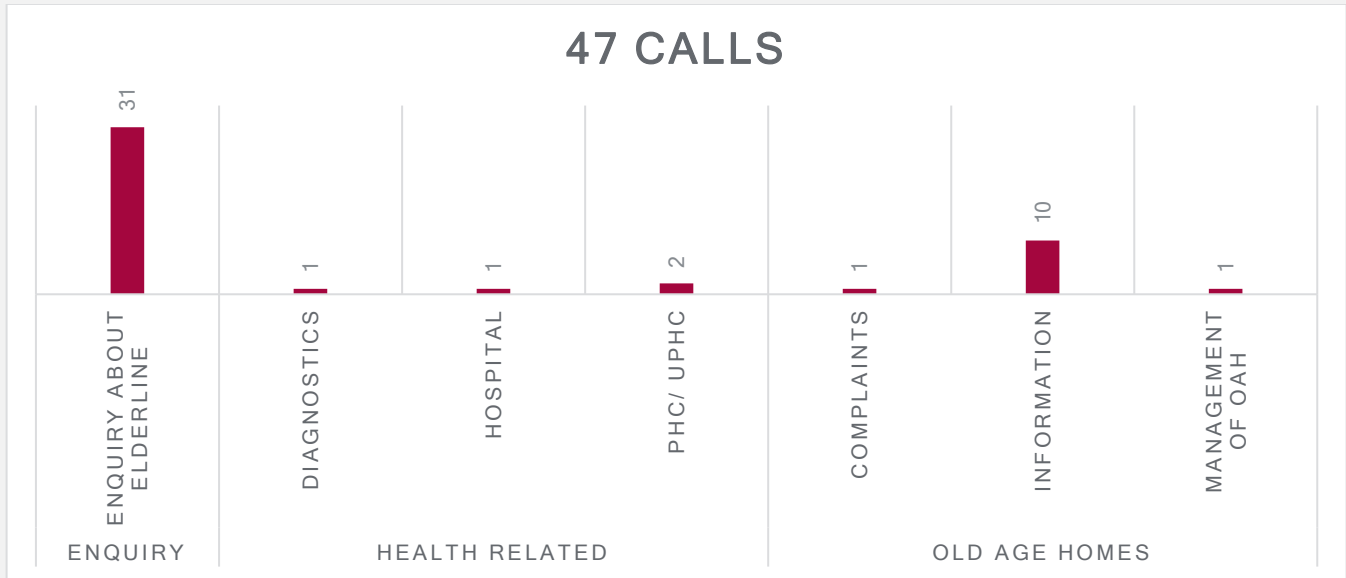
**4.3 ABUSE & CARE GIVER INFORMATION**



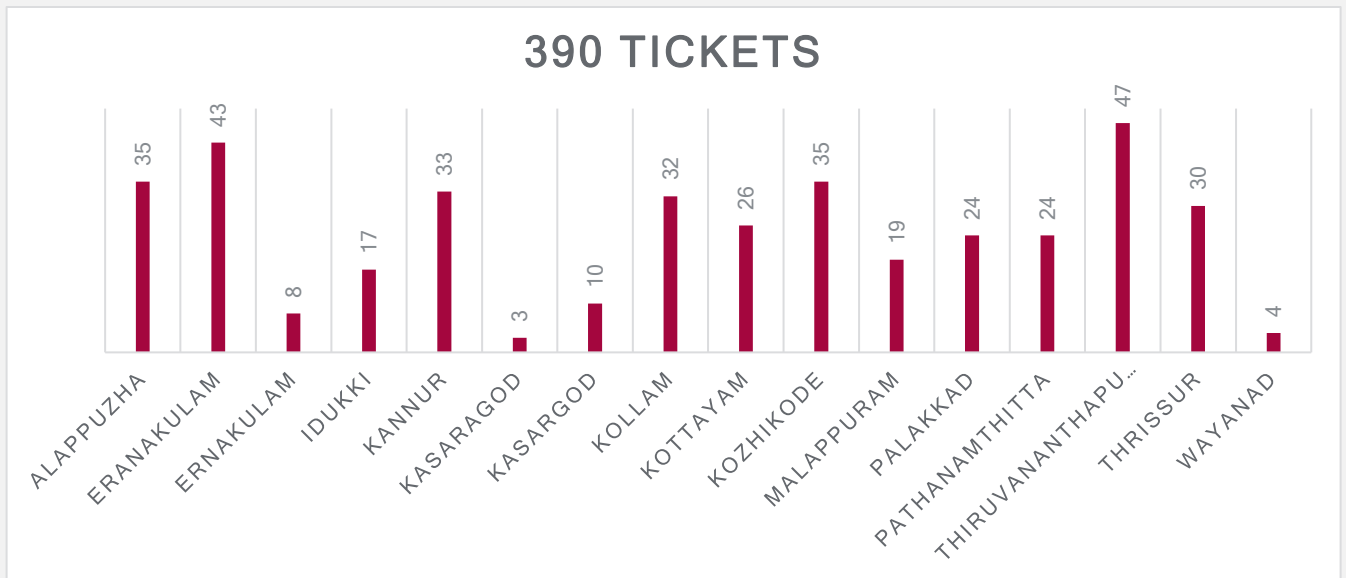
**4.4 EMOTIONAL SUPPORT**



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

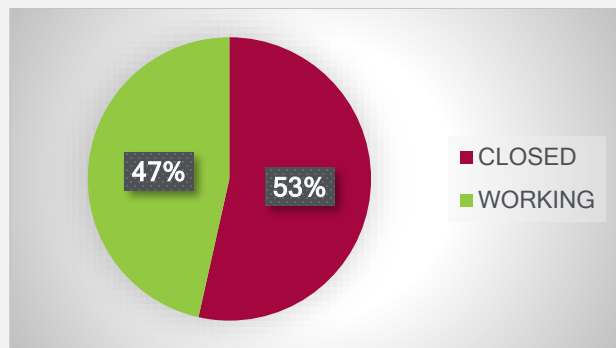


**4.6 TICKET REPORT- DISTRICT WISE**





#### 4.7 SERVICE REQUEST STATUS



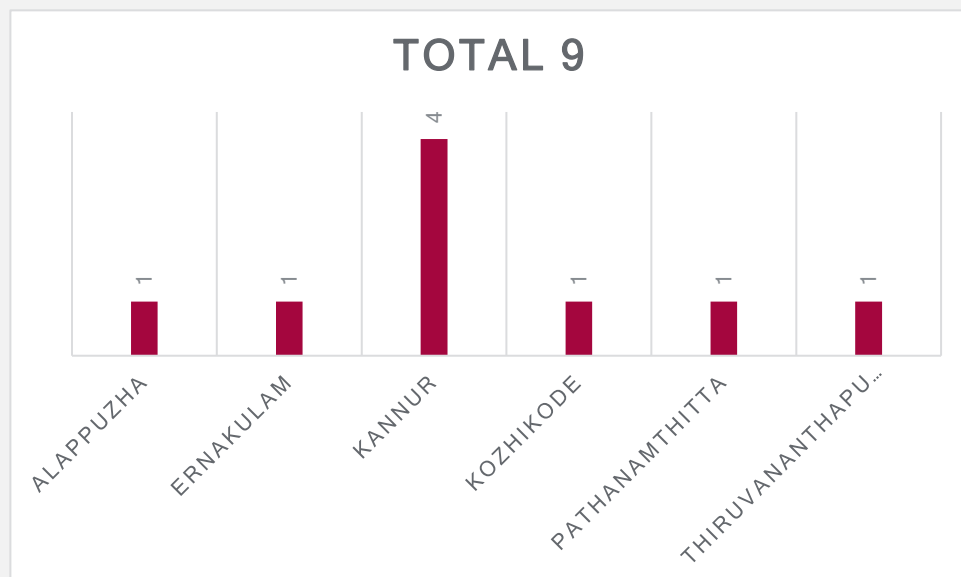
<b>CLOSED</b>	<b>107</b>
<b>WORKING</b>	<b>93</b>
<b>Grand Total</b>	<b>200</b>

#### 4.8 FIELD INTERVENTION

When it comes to the Service Requests of February 2022, out of 200 SRs, 59 SRs were of abuse, and 13 were for maintenance. In addition, 14 SRs accounted to legal and another 9 were for rescue. Another 75 SRs were falling under the category of Others, and 25 SRs were pension related. Moving further to the category of others, the highest portion of the SRs were on support to elders (59) followed by Government benefits (16). Out 200 SRs 186 SRs were for FROs and the remaining 14 were for call officers (Legal SRs). The highest proportion of the SRs were reported at the District of Thiruvananthapuram (23) followed by Alappuzha and Kannur (21 each). Out of 200 SRs, 107 SRs are closed and the remaining 93 are in the working mode.

#### Rescue

In the month of February 2022, 9 SRs were raised for Rescue. Out of which, 8 Rescue SRs were of males and the remaining 1 was of female. Similarly, 7 elders were found to be active and was in a condition to walk independently, and another 2 elder persons

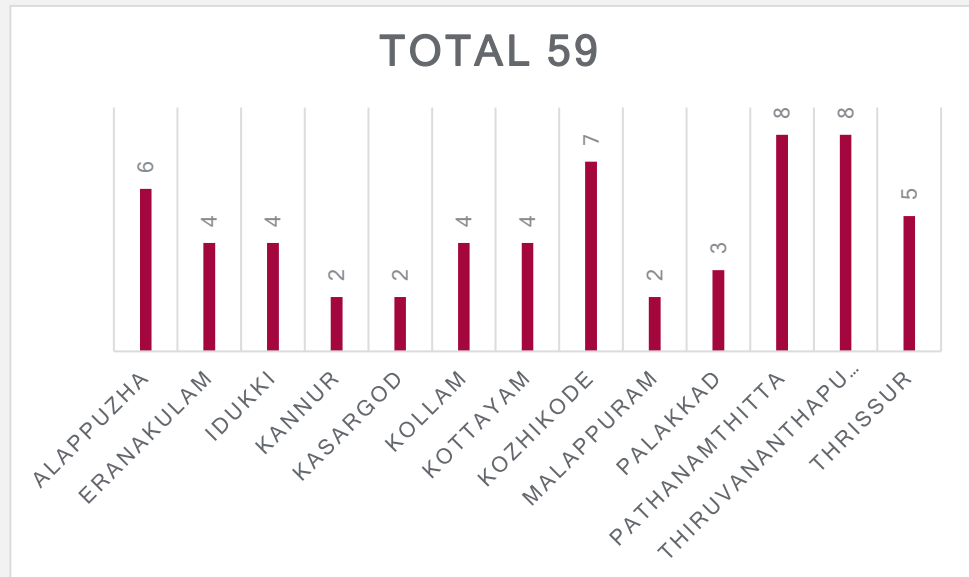


were dependent and was not in a condition to move. In addition, out of 9 rescue SRs, 8 cases are closed and the remaining 1 is in working status. The reason for working status is that the person is admitted in Hospital and his treatment is ongoing. Moving to the remaining 8 closed cases, 1 elder person was made

to reunite with the family in Kerala itself on the same day by the FRO. Remaining 6 elder persons were shifted to OAHs and other various Rehab Centres depends on their medical issues. Yet another elder person whom on field visit, could not be found in the street as he was a constant wanderer. Unlike the previous months, In February 2022, the highest number of rescue requests were reported from the district of Kannur (4), followed by Trivandrum (1), Alappuzha (1), Ernakulam (1), Kozhikode (1), and Pathanamthitta (1).

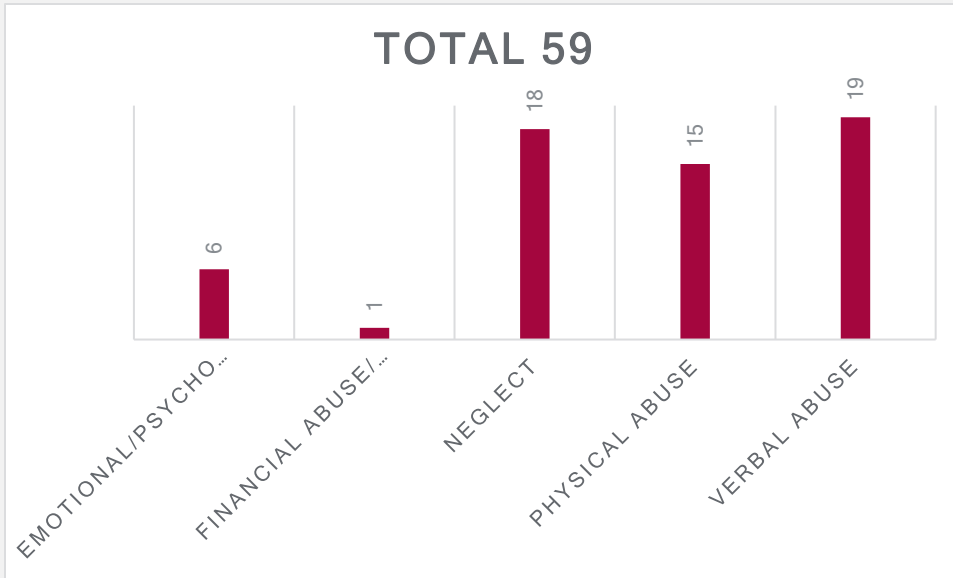
**Abuse**

With regards to the abuse SRs, total 59 SRs are raised, in which 27 SRs are already closed and the remaining 32 SRs are in the working status. In this, the number of verbal abuse (19) and neglect (18) are higher, followed by physical abuse (15) and emotional abuse (6). The



same trend was observed in the previous month of January 2022 also.

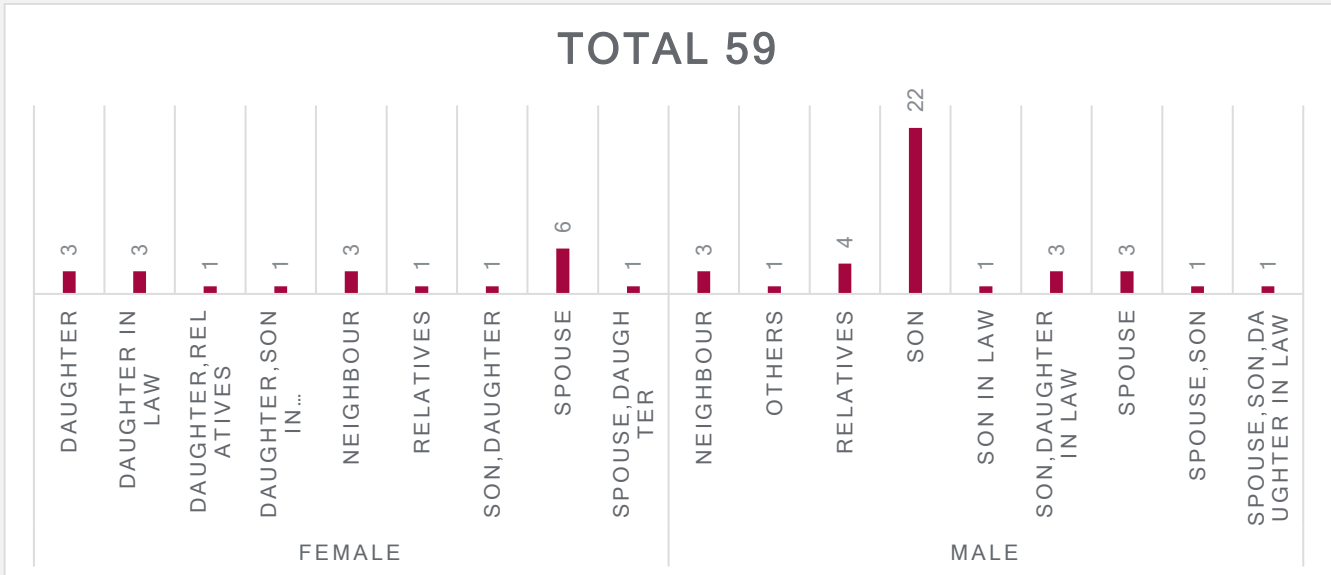
When it comes to abusees, males accounted to 31 and females accounted to 28. In contrast to the observed trend of last month, this month the number of male abusers were considerably higher than that of female abusers. That is to say, male abusers accounts to 39 and female abusers accounts to 20. Moving in to the case of female abusers, one can see a change of trend over a period of 30 days. To make it clear, unlike last month, in February 2022, spouse (7) is leading in the list followed by daughters, daughter in laws and neighbors (3 each). Similarly, in the case of female abusers, the highest number of abusers were between the age category of 45-55 (8), followed by 55-65 (5) and 25-35 (4).



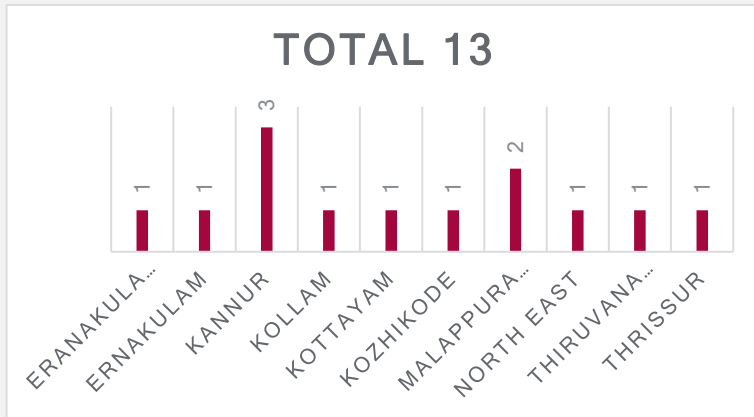
In contrast, in the case of male abusers, as always sons (22) are leading in the abusers list followed by relatives (4) neighbours (3) and spouse (3). The highest number of male abusers were reported in the age category of 35-45 (15) followed by 45-55 (13). The largest number

of abuse cases are reported in Trivandrum and Pathanamthitta (8 each) followed by Kozhikode (7), Alappuzha (6), and Thrissur (5).

### Abuser Gender and relation



### Maintenance



For the month of February 2022, 13 cases (SRs) are reported at Elder line asking help for maintenance related issues. Out of which, 9 SRs were related to the maintenance cases pending at RDO offices, and the remaining 4 SRs



were for the fresh case to be filed at RDO offices. Out of 13 SRs related to maintenance, 5 cases are closed and the remaining 8 cases are in working mode.

To sum up, out of 200 SRs, 107 SRs 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 20 calls of each Call Officer and minimum 10 service requests of each FROs per month are being evaluated. Accordingly, more than 200+ calls and 80+ SRs were evaluated during this specified period of February 2022. 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'- February 2022

ELDER LINE KERALA Call Quality Dashboard   February 2022		
Sl No	Officer Name	Average
1	Amala Joseph	99.85
2	Ananthu Kumar A	99.68
3	Aswathy R Pillai	99.69
4	Femi Tom	100
5	Neethu S N	99.47
6	Nisha J	99.94
7	Nooramol Yousuf	99.79
8	Reshma Unni	99.26
9	Sachu S S	99.93
10	Vishnu K P	99.65
Team Average Score		99.73

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

ELDER LINE KERALA SR Quality Dashboard   February 2022		
Sl No	FRO Name	Average
1	Abhishek R S	95.83
2	Aleesha Noorin K N	97.11
3	Anoop C Sekhar	93.18
4	Aswathy L	93.18
5	Vijayalekshmi R	95.83
6	Vineeth Vijayan	90.9
7	Vishnu K S	87.5
Team Average Score		<b>96.78</b>

**5.2 CALL CALIBRATION**

QL has taken 2-3 calls randomly from each Call Officers for evaluation. The 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:

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

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 FEBRUARY 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	3
2	Awareness at Schools with students	2
3	Awareness with NGOs	1
4	Awareness with youth clubs	1
5	Awareness with senior citizen Associations	3
6	Awareness at Vayojana Councils	3
7	Awareness & Partnership at RDO offices	1
8	Awareness & Partnership at Women and Child Development Department (ICDS & CDPO)	12
9	Awareness & Partnership at Police stations	5
10	Awareness & Partnership at LSGD Panchayath offices (Corporation & Municipality)	8
11	Awareness & Partnership with District Planning Office	1
12	Awareness & Partnership at DLSA	5



13	Awareness & Partnership at District Medical colleges (DMOs & Superintendent)	7
14	Partnership & Awareness with Civil Supply Officer	1
15	Partnership & Awareness with Deputy Director of Panchayath	7
16	Partnership & Awareness with Agriculture Officer	1
17	Visiting OAHs for partnership & Awareness Creation	2
Total		63

The FROs also could participate in 11 training programs, which were about the Schemes for senior citizens, family well-being and importance of relationships, NGOs partnership in CSR activities, Dementia Care and MWPS Act.

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

**CASE NUMBER -** KL22021400020 / ID: 125337

**Call officer: Mr. Sachu S.S**

**Background of the case**

The elderly is a 72-year-old widow who presently lives with her daughter. Basically, they are from Pathanamthitta and now reside in Thiruvananthapuram in a rented house. Two years ago, the Elder met with an accident and her leg was badly injured, and she has been undergoing treatment since then. They filed a complaint at the police station in Karamana for compensation. However, they were unable to proceed with the case due to financial concerns with the advocate, and they were not compensated. Her family does not have a strong financial foundation, and the money requested by the lawyer, Rs. 5000/-, was a significant sum for them. As a result, they are still unable to pursue legal action against the driver who caused the accident.

**Type of service**

Legal Guidance

**Location**

Thiruvananthapuram

**Process followed**

The call was received in the Connect center on November 14th, 2022. The Call Officer collected details regarding the case along with the basic information of the senior citizen. The Call Officer provided the contact number of District Legal Service Authority (DLSA), Thiruvananthapuram for free legal aid.

**Desire resolution**

The elderly required assistance in filing their compensation claim.

**Partners involved**

District Legal Service Authority, Thiruvananthapuram

**Feedback**

The caller was satisfied with the response and support provided by Elder Line on her issue.

**ii. Category: EMOTIONAL SUPPORT**

**Case Number:** KL22022300001(ID:128655)

**Call Officer:** Mrs. Neethu S.N

**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. Husband is a retired employee of Kerala State Electricity Board. As per the caller, her husband is not taking care of their children. As an example, she pointed out that he had removed the battery of his car once, because his son used his car due in an emergency. Because of these reasons, their 2 children were 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 always into phone and there was no proper communication between them. He didn't give any assets to their children. The elder also complained that for the last 14 years elder and her husband slept in a different room.

**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*

**Location :** Kollam

**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 22<sup>nd</sup> 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 get a peaceful life with her husband and children. For this case, the Elder line sought Emotional support. Through emotional support, she wanted to express her suppressed emotions, thoughts, feelings to recover from the current state. 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 24<sup>th</sup> 2022. she was feeling better and relaxed with our services. she tried to change herself and stopped arguing with her husband as per the advice given by the Call Officer.

**iii. Category: INFORMATION**

**Case Number: KL22021500004 | ID: 125438**

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

**Background of the case:**

A Senior citizen ( aged 65 years) called Elderline on 15th of February 2022 at 11:35 AM, She was 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 Elderline to know about the details of any currently running schemes that providing financial assistance for the treatment of cancer patients.

**Type of Service:**

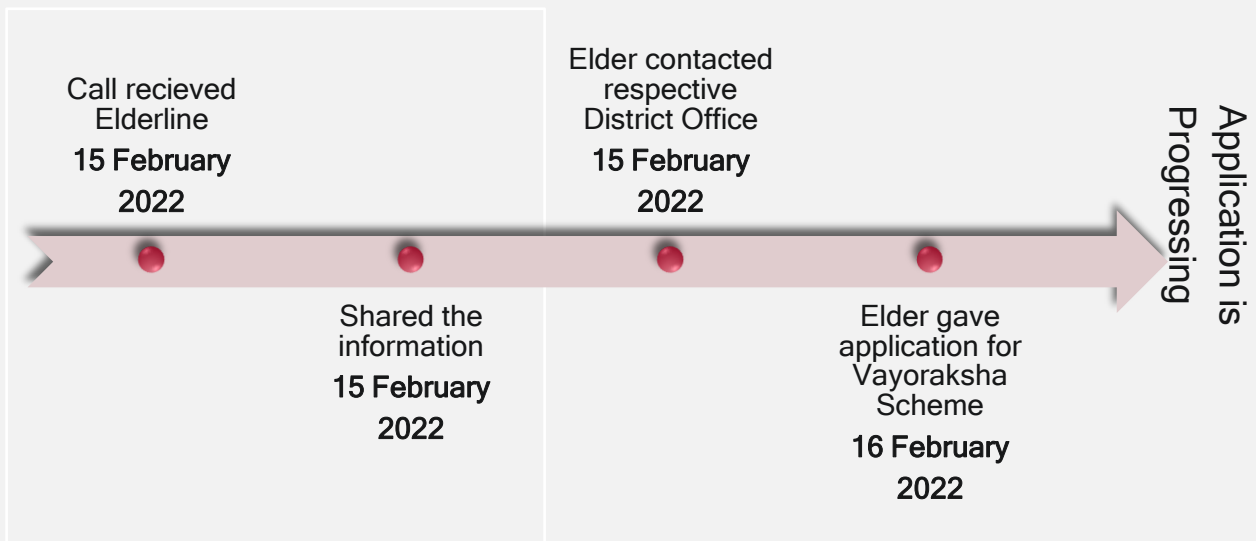
Information (Schemes and Services for elderly)

**Location:**

Chirayinkeezhu Grama Panchayat, Thiruvananthapuram District, Kerala

**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 running schemes that providing 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. Eldeline 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 Eldeline team that she was happy with our service. She was given an application for the Vayoraksha scheme for senior citizens on February 16, 2022.

iv. **Category: FIELD INTERVENTION****1. RESCUE**

**Case Number:** KL22022300011 / ID: 128952

**Field Response Officer:** Mr. **Vineeth Vijayan**

**Background Of the Case**

Elder Ahammed P K (aged 76 years) was abandoned on the roadside and was admitted in Star-Care Hospital, Kozhikode on 22nd February 2022. The Hospital authority had given him primary level treatment and inquired about his family details at all level. As the elderly is a person with Dementia, the hospital authorities couldn't collect any information about his family. So, they have informed about the elder person to medical college police. But they didn't help. Hence the elder person was staying at Hospital for the next three days and the hospital authorities took care of him. In that situation hospital authorities called Elder line, Kerala for help.

**Type of service**

Rescue

**Location**

Kozhikode, Kerala

**Process Followed**

The Field Response Officer immediately responded to the SR and reached the location. First of all, he had discussed the case with hospital authorities and checked his ID card. In addition, the hospital authorities conveyed that they had tried their level best to collect the basic details from his ID card. But it was not successful. FRO asked the elder, whether he was fine and healthy and asked whether he was willing to move to OAH. He partially agreed. At the same time, the hospital authorities ensured they would admit him one more day.

As the next step, FRO visited Elathur police station and informed them about the elder. Moreover, FRO handed over his ID cards and collected a letter from police in order to submit to OAH. Then, contacted with nearest old-age home, named UDAYAM and they had agreed to accommodate him. But, the OAH authorities requested for blood tests such as HIV, HBV, HCV, COVID, CBC& TB. The result was delayed and we had to wait for one more day. The very next day, FRO visited Star care hospital. FRO,



once again had a talk with elder P K Ahammed and he agreed to move to a nearby old age home. In the meantime, FRO received a phone call from elder's second wife and she informed that the elderly person is having 5 children. But, no one is willing to take care of him. Apart from this, the second wife opined to proceed this case legally. Meanwhile, the FRO collected his documents, letters including medical reports. Subsequently, FRO called an ambulance and shifted the elder person to the old age home. All the concerned documents such as handover letter, letters from the police station, acknowledgement form were handed over to Case Manager (Mrs. Amrutha), Old Age Home (OAH). Finally, informed all details regarding the elder person to the Case manager (Amrutha), OAH and she had verified all documents.

### **Outcome of Case**

Elder Mr. PK Ahammed was admitted temporarily to an old-age home, UDAYAM. The officers from Elathur police station, Udayam old age home staff, FRO and Elder line are tracing the details of his family in order to have talk with family members for the reunion. As of now, he is staying at the OAH happily. But as he has a family, it is our responsibility to find his family and reunite him with family.

### **Partners Involved**

- 1- Elder line staffs
- 2- Elathur police station
- 3- star care hospital staffs
- 4- Udayam old age home staffs
- 5- Ambulance driver

### **Feedback**

Elder expressed their gratitude towards Elder line staffs and Police.



## 2. ABUSE

**Case Number:** KL22020100024

**Field Officer:** Mrs. Vijaya Lekshmi R

### **Background of the case**

Mr Alex, grandson of the elderly called Elder line on 01.02.2022 and conveyed that the elderly is being neglected by all her 13 children. The caller had given complaint to RDO 3 times. Now elderly is staying with younger son in a rental house. Her son named Mr. Aldrin is abusing the elderly. They are not giving food and proper care to her. A grandson named Mr. Alex called Elder line on 01.02.2022 and reported abuse (neglect) experienced by the elderly from the children. When called back, it is understood that they have already filed case to Maintenance Tribunal. An order has been issued regarding the same and mentioned that all the children have the responsibility to protect the elderly and has to give Rs. 500 every month. But the caller complains that the order is not yet executed properly. The children are neglecting the elderly. Told the caller to give appeal to the District Collector mentioning the fact that the order issued by the Maintenance Tribunal is not yet being executed by the children. As per the instruction the caller gave appeal to the District Collector.

**Type of Service**

Abuse

**Location**

Vandanam, Alappuzha

**Resolution of the caller:** Elder wanted to live in her own house.

**Process followed**

On 18/02/2022 the District Collector issued an order to Revenue Divisional Officer to shift the elderly to a hospital and then to an OAH. The Technical Assistant got the instruction from tribunal to execute the order. Technical Assistant sought the help of District Social Justice Officer (DSJO) Alappuzha. DSJO forwarded the case to FRO. The FRO, arranged an ambulance and set out to the elderly's home. The younger son Aldrin was with elderly, and at first, he didn't allow us to meet the elderly. Then, the FRO called the local police. WCPOs came to the site, and with the help of police shifted the elderly to GH Alappuzha. The primary health checkups were done by hospital staffs. As a next step, took the elderly to take RTPCR test. Later, the hospital staffs said since the hospital is now declared as corona center, they are not allowing admission. Hence, took the elderly to Govt Medical college Vandanam. They gave admission to the elderly, advised 10 days bed rest and prescribed some medicines. In the next stage, FRO started calling every relative of the elderly one by one. Everybody has given so many excuses and they were not willing to come. Additionally, FRO also contacted other known caregivers. Nobody is willing to give caregiving immediately. Hence, called DSJO Alappuzha and arranged a center for accommodating the elderly. But at last, one of the sons of the elderly named Benny, whom we have contacted several times came with his wife and told that he will stay with his mother. The hearing at the RDO was posted on 26/02/2022. On 26/02/2022, all the children were summoned before the tribunal and they agreed to look after their mother without fail.

**Outcome of the case**

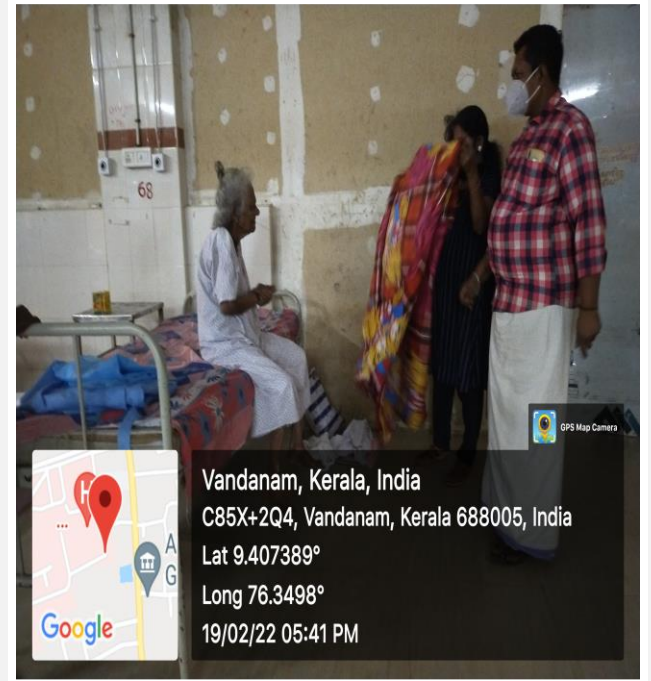
The elder is in hospital and the children agreed to take care of her.

**Partners involved**

District Collector, DSJO of Alappuzha, WCPOs of Alappuzha North Police station, Conciliation officer in Govt Medical College Vandanam, Driver and caretaker in 108 Ambulance, Technical Assistant of Maintenance Tribunal (Mrs. Sajeena Mol), and Field Response Officer.

**Feedback**

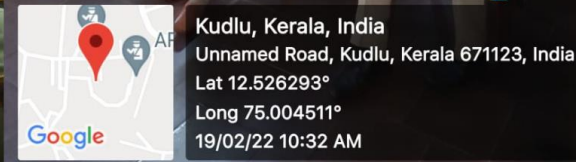
*The elder thanked Elder line team and police for timely intervention and support.*





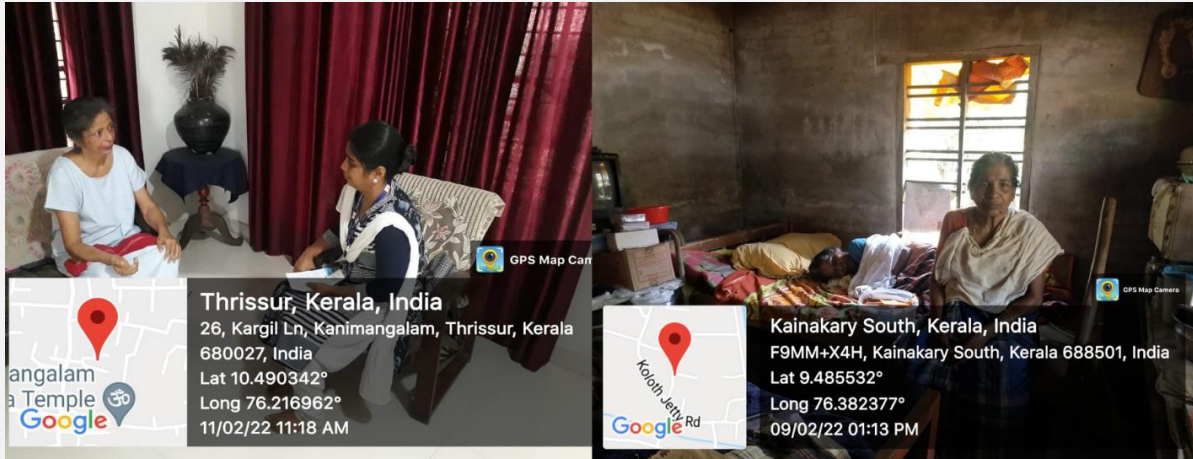
CHAPTER VIII

I. AWARENESS PROGRAM

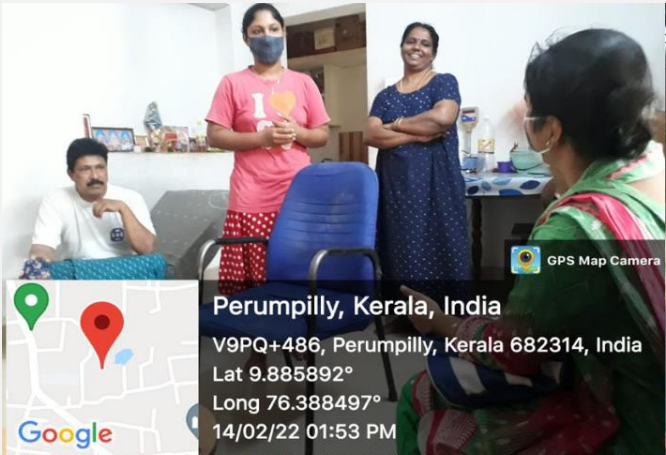




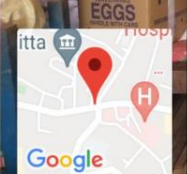
## II. SHOTS FROM VARIOUS FIELD VISIT







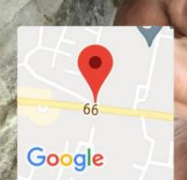
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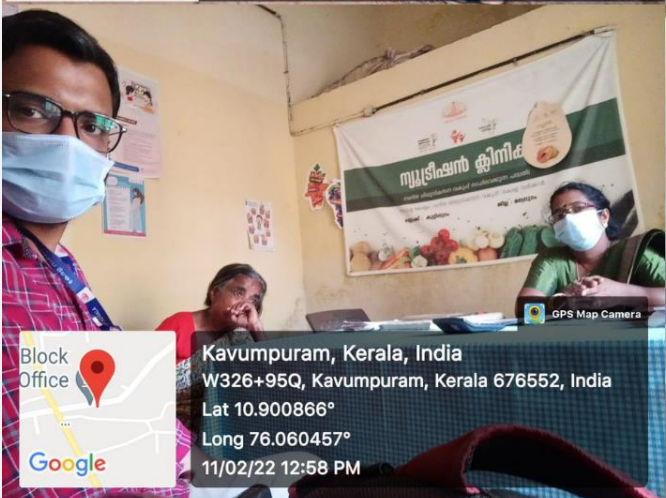
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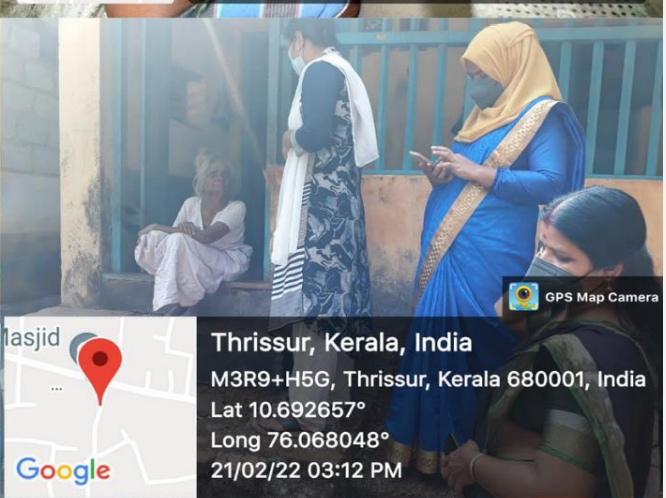
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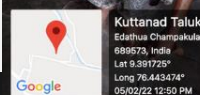
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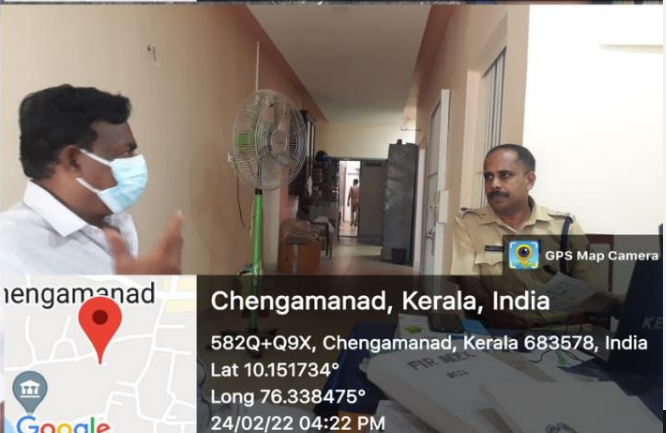
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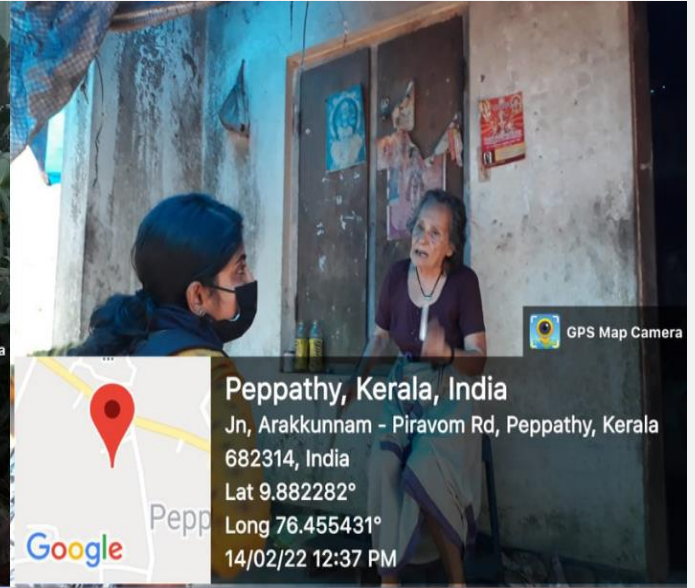
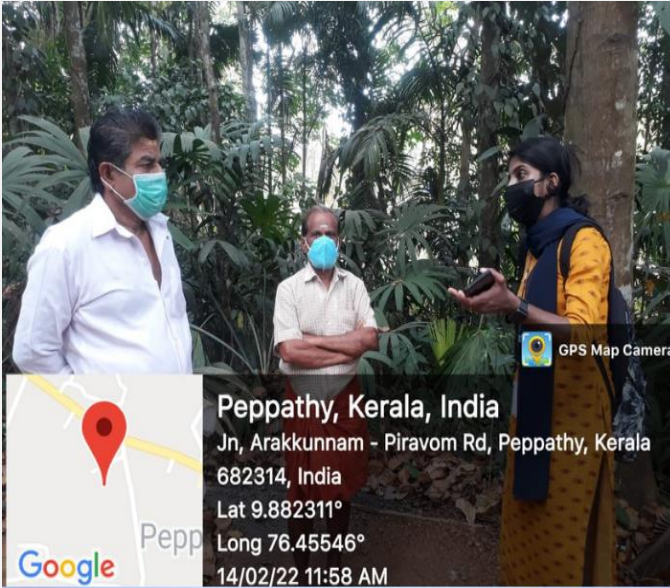
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III. CO's FIELD ACTIVITIES WITH FROs





# NEWS PAPER CUTTINGS

THE HINDU

## To the rescue of destitute senior citizens

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

R.K. ROSHNI  
THIRUVANANTHAPURAM

An elderly couple fell on hard times after the husband, the sole breadwinner employed in the private sector, became ill and could not go to work. Their savings were wiped out. As the couple had no children, and their immediate kin could not accommodate them, they lived with friends for a time. Worried about having to lean on others, the husband sunk into a depression.

However, a report on Elder Line, a toll-free helpline (14567) for the elderly, caught his eye, and he called up seeking help.

Field response officer (FRO) Vishnu K. S. then met the couple, and saw how much the change in their circumstances had affected the couple.

Besides providing them mental health support, he 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. Vishnu and the couple then visited the home, which they found to their liking. Today, the couple lives at the home, happy in the company of others of their age. Every weekend, they speak to Vishnu to update him about their life.

Elderline has rescued more than 15 persons since its launch on November 1 last till January and shifted



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

them to old-age homes. The rescues are done by seven field response officers for the 14 districts.

### No maintenance

Recently, a complaint to a District Collector led the Elderline field response officer Aswathy L. visiting an elderly man, who was divorced and received no maintenance from his children. He had a wound on his leg that was festering owing to diabetes. He was also found to have Hepatitis (B).

However, his family refused to take him back, following which it was decided to put him up in an institution in Pathanamparam.

It was at this stage that he was found to have pulmonary tuberculosis, and new arrangements had to be thought of by Aswathy, with the support of Social Justice

Department technical assistant Renjith and other department officials.

The man's family had failed to provide an exact status on his health, which then had to be confirmed from the hospital where he had received initial treatment for TB. 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 TB specialty centre at Karunagapally, where he is currently in.

FROs say they face a number of challenges during rescue of the elderly and their rehabilitation.

Some people may need to be moved from their house because they are alone or unwell, 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 say.

### 48 rescue calls

The total number of rescue calls received on Elderline is 48, but rescues are not possible if the caller is below 55, or an elderly person is not willing to shift to an old-age home.

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.

Besides rescues within the State, one man from Andhra Pradesh was also rescued from the street and reunited with his family.

## മുന്നൂമാസത്തിനിടെ 7588 കോളുകൾ 'എൽഡർ ലൈൻ' ഫീറ്റ്

### എൻ കെ സുജിലേഖി

കണ്ണൂർ വരയാടികൾക്ക് സഹായമൊരുക്കാൻ ആരംഭിച്ച എൽഡർ ലൈനിൽ മുന്നൂമാസത്തിനിടെ 7588 കോളുകൾ. മുതിർന്ന പൗരന്മാരെ സഹായിക്കാനും അവരുടെ പ്രശ്നങ്ങൾക്ക് പരിഹാരം കാണാനുമായി സാമൂഹ്യക്ഷേമ വകുപ്പാണ് കഴിഞ്ഞ നവംബർ ഒന്നിന് എൽഡർ ലൈൻ തുടങ്ങിയത്.

14567 എന്ന ടോൾ ഫ്രീ നമ്പറിൽ തിരുവനന്തപുരം കേന്ദ്രമാക്കിയാണ് എൽഡർ ലൈൻ പ്രവർത്തിക്കുന്നത്. നവംബർ ഒന്നിനാണ് തുടങ്ങിയതെങ്കിലും ഒക്ടോബർ മുതൽ വയോജനങ്ങളുടെ കോളുകൾ എൽഡർ ലൈനിനെ തേടിയെത്തി. ജനുവരിവരെയുള്ള കാലയളവിൽ തിരുവനന്തപുരത്തിനാണ് ഏറ്റവും കൂടുതൽ വിളികളെത്തിയത് (1055). ജനുവരിയിൽ മാത്രമാണ് 230 കോളുകൾ.



സഹായങ്ങൾക്കും വിളിക്കുന്നവരും മനസ്സിക പിന്തണയക്കാനും നിയമസഹായത്തിനായും വയോജനകേന്ദ്രങ്ങളെക്കുറിച്ച് അറിയാനും വിളിക്കുന്നവരുമുണ്ട്. പടീൽഡ് ഓഫീസർമാർ വഴിയാണ് ഇവർക്ക് സഹായങ്ങൾ എത്തിക്കുന്നതും പ്രശ്ന പരിഹാരത്തിന് വഴി ഒരുക്കുന്നതും. സഹായിക്കാൻ ആഗ്രഹിച്ചാൽവരെ സൗകര്യമേകുന്നതിനുള്ള വിവരങ്ങളെക്കുറിച്ച് മാറ്റാതെ എൽഡർ ലൈൻ വഴി കഴിഞ്ഞിട്ടുണ്ട്.

55 വയസിനുമുകളിലുള്ളവർക്കാണ് എൽഡർ ലൈൻ വഴി സഹായങ്ങൾ ലഭ്യമാകുക. രാവിലെ എട്ടുമുതൽ രാത്രി എട്ടുവരെ വിളിക്കാനാകും. പരിസരത്തെ പകൽ വിട്ടുകൾ, വ്യയസനങ്ങൾ, ആശുപത്രികൾ തുടങ്ങിയവയെക്കുറിച്ചുള്ള വിവരങ്ങളെല്ലാം എൽഡർ ലൈൻ വഴി തോടാം. വയോജനങ്ങൾക്കായി സർക്കാർ നടപ്പാക്കുന്ന കക്ഷമ പദ്ധതികളെയും പുനരധിവാസ പ്രവർത്തനങ്ങളെയും സംബന്ധിച്ച വിവരങ്ങളും ലഭിക്കും.



### ഇന്ന് ലോക സാമൂഹികനീതിദിനം

## എൽഡർലൈൻ: ഒറ്റവിളിയിൽ ഒട്ടേറെ സേവനങ്ങൾ

**അബിന മാത്യു**  
വയോജനസൗഹൃദത്തിന് ഉന്നതതരത്തിൽ സഹായ സാമൂഹികനീതി വകുപ്പ് നടപ്പാക്കുന്ന പദ്ധതിയാണ് 'എൽഡർലൈൻ'. മുതിർന്ന പൗരന്മാരുടെ ക്ഷേമവും സൗകര്യവും ലക്ഷ്യമാക്കി കേന്ദ്രത്തിന്റെ സഹായപദ്ധതിയുടെ അടിസ്ഥാനമാണ്.



### ലഭിക്കുന്ന സേവനങ്ങൾ

- വയോജനങ്ങൾക്കായി ലഭ്യമാക്കുന്ന സേവനങ്ങളെക്കുറിച്ചുള്ള വിവരങ്ങൾ ലഭിക്കാനും പരാതി നൽകാനും ഒരിക്കൽ.
- പെൻഷൻ സ്കീമുകളെക്കുറിച്ചുള്ള അറിയിപ്പുകൾ.
- വ്യയസനങ്ങൾ, വയോജനസൗകര്യ കേന്ദ്രങ്ങൾ എന്നിവയെക്കുറിച്ചുള്ള വിവരങ്ങൾ.
- ക്ഷേമവും സൗകര്യവും സംബന്ധിച്ച നിരവധി സഹായങ്ങൾ.
- അതിക്രമങ്ങൾക്ക് എതിരായ ഇടപെടലുകൾ.
- വയോജനങ്ങൾക്കെതിരായ മാനസികവ്യക്തിമുഷ്ടതയ്ക്കും കോപിയാനന്മാരും മാനസികസൗഹൃദം ഉറപ്പാക്കുന്നതിനും പരിഹാരം.
- അവനീകൃതമായ വയോജനങ്ങളുടെ പുനരധിവാസം.
- മാനസികവും ശാരീരികവുമായ മൂല്യങ്ങൾ നേടുന്നവർക്കുള്ള സഹായങ്ങൾ.

**വിളിക്കേണ്ടത്**

'എൽഡർലൈൻ' ബന്ധപ്പെടാൻ **14567** എന്ന ടോൾഫ്രീ നമ്പറിൽ ബന്ധപ്പെടാം. രാവിലെ എട്ടുമുതൽ രാത്രി എട്ടുവരെ വിളിക്കാം. രാജ്യവ്യാപകമായി ഒരേ ടോൾ ഫ്രീ നമ്പർ തന്നെയാണ് ഈ സേവനങ്ങൾക്കുള്ളത്.

2021 ഒക്ടോബർ നമ്പർ മുതൽ ആരംഭിച്ച ഈ കേന്ദ്രത്തിലേക്ക് ഇതിനകം 14,647 പേർ വിവിധ സേവനങ്ങൾക്കായി ബന്ധപ്പെട്ടു.



**THANK YOU**