



# ELDER LINE

NATIONAL HELPLINE FOR SENIOR CITIZENS



Call Toll-Free

# 14567

## Monthly Report December 2021

**Social Justice Department  
Government of Kerala**



Government of Kerala



सत्यमेव जयते  
Government of India



**SOCIAL JUSTICE  
DEPARTMENT**

care, protection & empowerment

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## CHAPTER 1

### INTRODUCTION

#### 1.1 ELDERLINE KERALA

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

#### 1.2 OBJECTIVE

The objective of this report is to document and analyze the details of calls received at the Elderline office, for the month of December 2021.

## CHAPTER 2

## CALL CLASSIFICATIONS

## 2.1 CALLS RECEIVED

<b>Total Calls: 6240</b>	<b>Answered Calls: 3501</b>	Call transfer	189
		Covid Support	--
		Emotional Support	10
		Field Intervention	96
		Genuine Request	1796
		Information	1
		Non-Genuine Request	805
		Others	94
		Session Terminated	10
	<b>Abandoned Calls: 2739</b>	After office hours	332
		Answered by IVR	2215
		Other	181
		System Terminated 2	11
<b>Actionable Calls: 699</b>	Abuse	84	
	Activity Centre	1	
	Care Giver	7	
	Emotional Support	10	
	Enquiry	283	
	Feedback/Suggestion	18	
	Health Related	7	
	Legal	51	
	OAH	24	
	Pension Related	124	
	Rescue	12	
Blank	134		

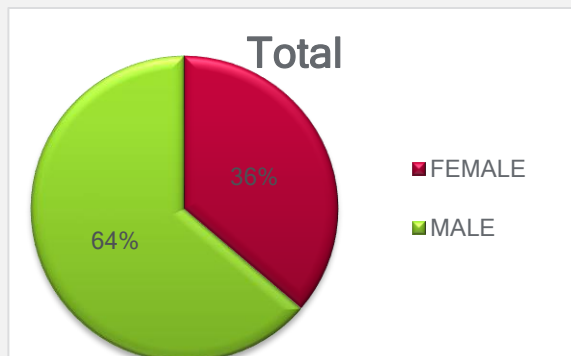
<p><b>Non-Actionable Calls: 2603</b></p>	Call Drop	386
	Call from Media	1
	Child Call	11
	Concierge Service	929
	Covid Related Support	38
	Employment	5
	Financial Assistance	66
	Follow up	746
	Nuisance	46
	Prank	23
	Test Call	204
	Transferred to other States	11
<p><b>Blank calls: 2938</b></p>	Blank	2739

### CHAPTER 3

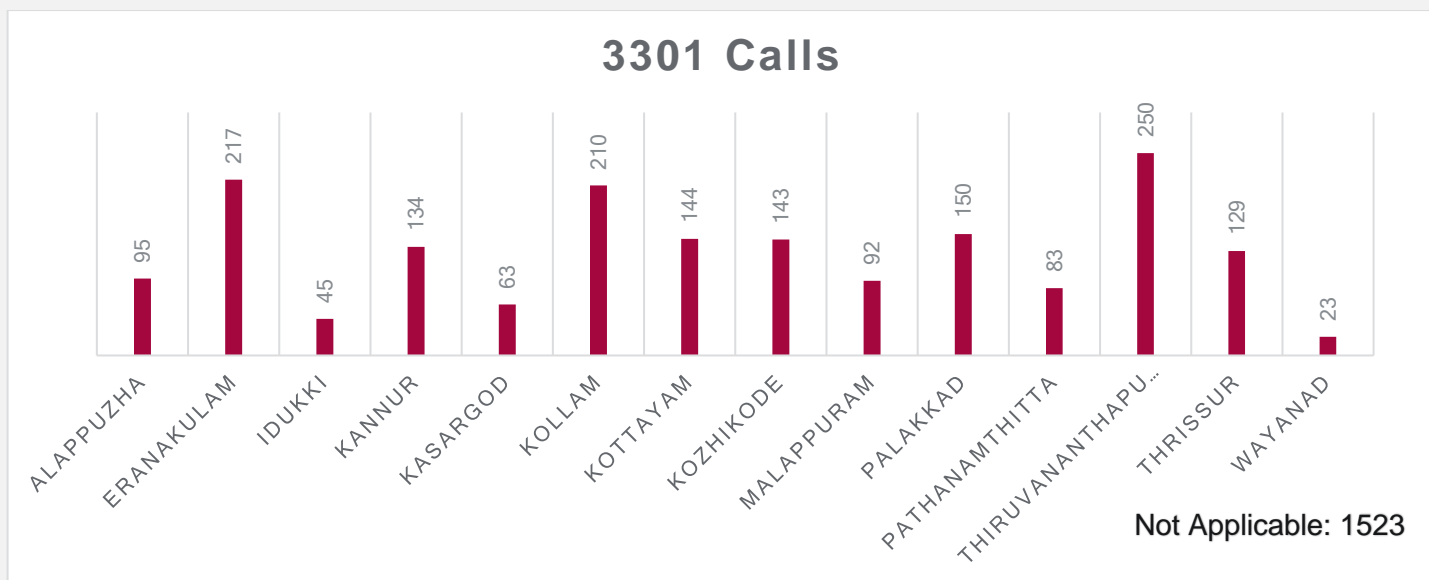
#### DEMOGRAPHIC INFORMATION

##### 3.1 CALLER GENDER

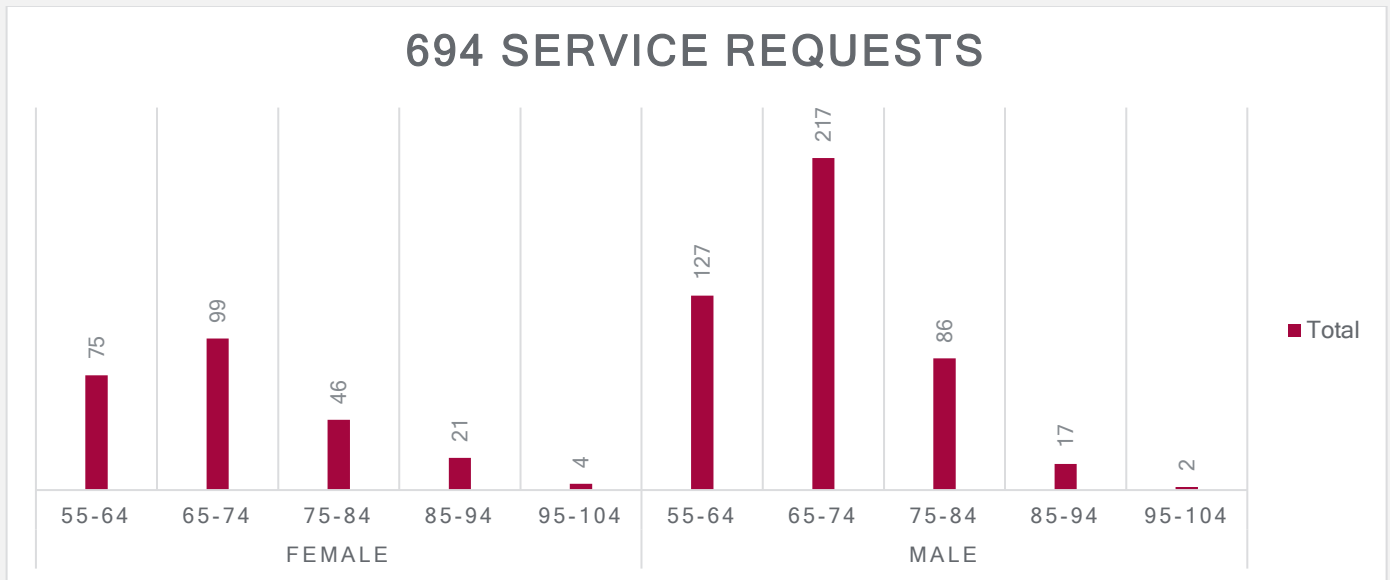
In its second month of the official launch of Elder Line, Kerala out of 670 new customers, 427 calls were made by males and rest of the 243 calls were made by females. Out of a total of 694 service requests, 245 were females and 449 were males. So, it can be assumed that the male elders are using majority of the support from the elder line during the month of December' 2021.



##### 3.1.1 District wise analysis

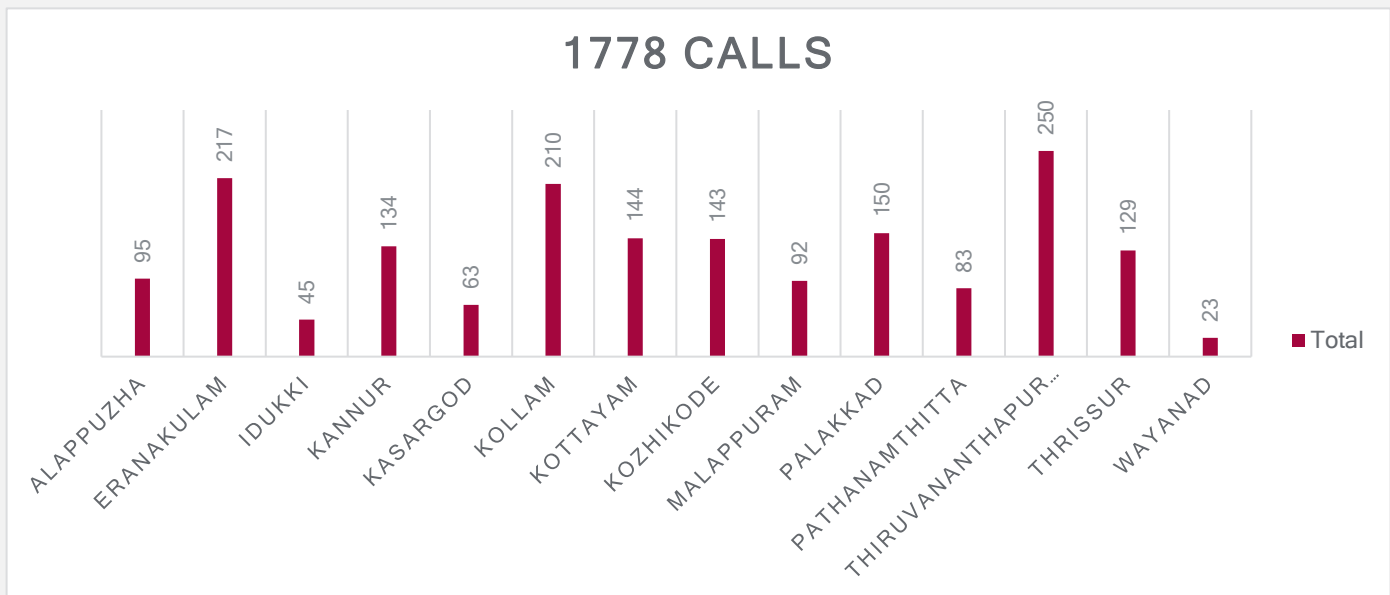


### 3.1.2 Age wise analysis

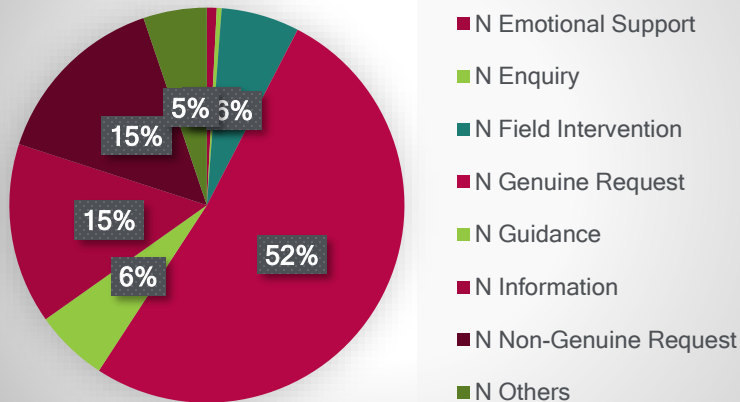


### 3.2 CALLER LOCATION

Total of 3501 calls were answered in this month. Out of which only 1778 callers disclosed their district.



### Thiruvananthapuram



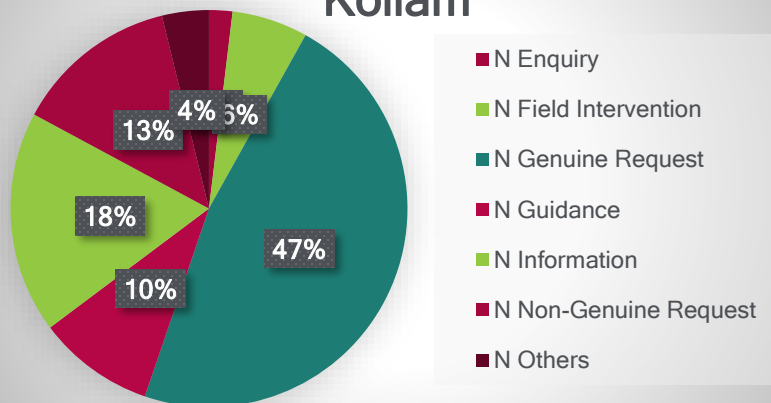
Thiruvananthapuram	250
Emotional Support	2
Enquiry	1
Field Intervention	16
Genuine Request	129
Guidance	15
Information	37
Non-Genuine Request	37
Others	13

### Kollam

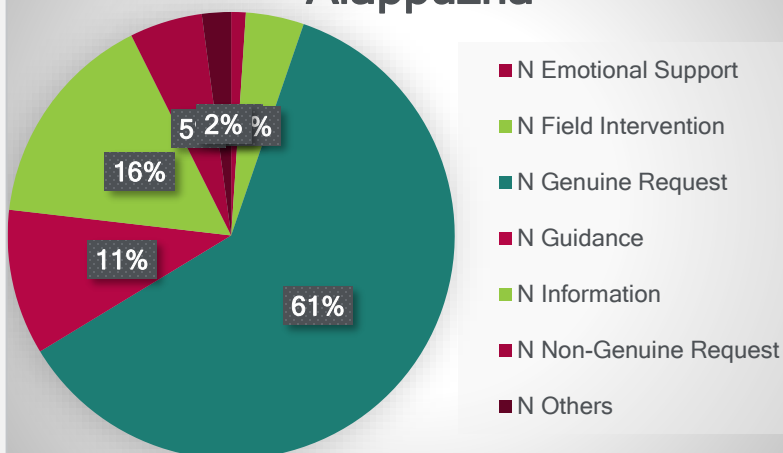
210

Enquiry	4
Field Intervention	13
Genuine Request	99
Guidance	20
Information	38
Non-Genuine Request	28
Others	8

### Kollam



### Alappuzha



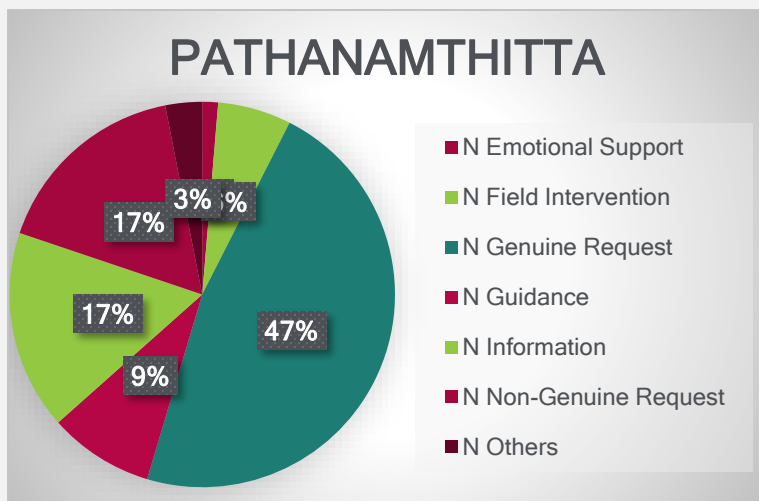
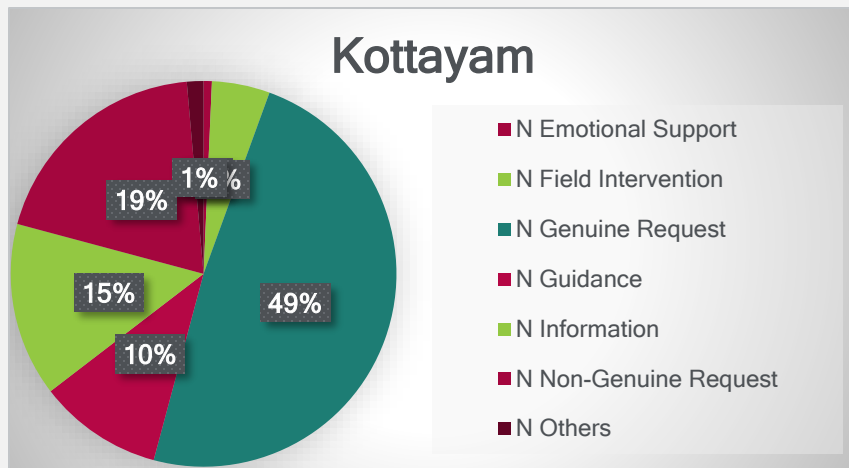
### Alappuzha

95

Emotional Support	1
Field Intervention	4
Genuine Request	58
Guidance	10
Information	15
Non-Genuine Request	5
Others	2
Emotional Support	1

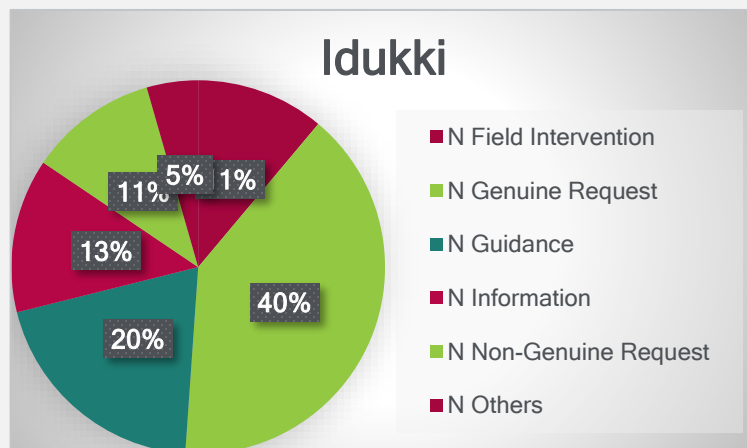


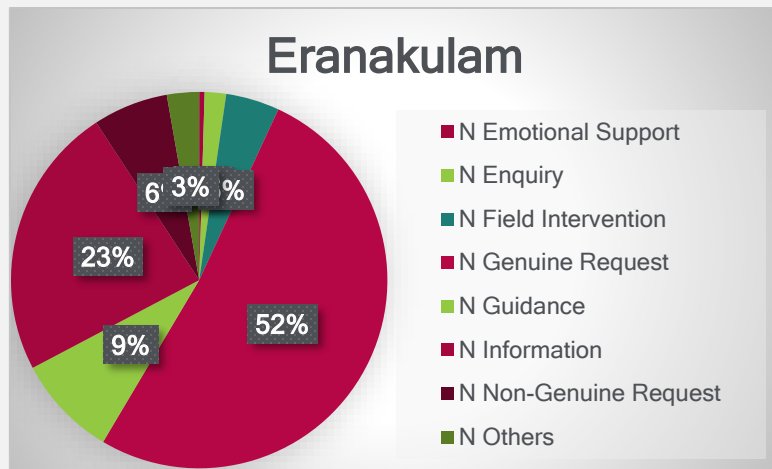
<b>Kottayam</b>	<b>144</b>
Emotional Support	1
Field Intervention	7
Genuine Request	70
Guidance	15
Information	21
Non-Genuine Request	28
Others	2



<b>Pathanamthitta</b>	<b>83</b>
Emotional Support	2
Field Intervention	7
Genuine Request	37
Guidance	5
Information	17
Non-Genuine Request	10
Others	5

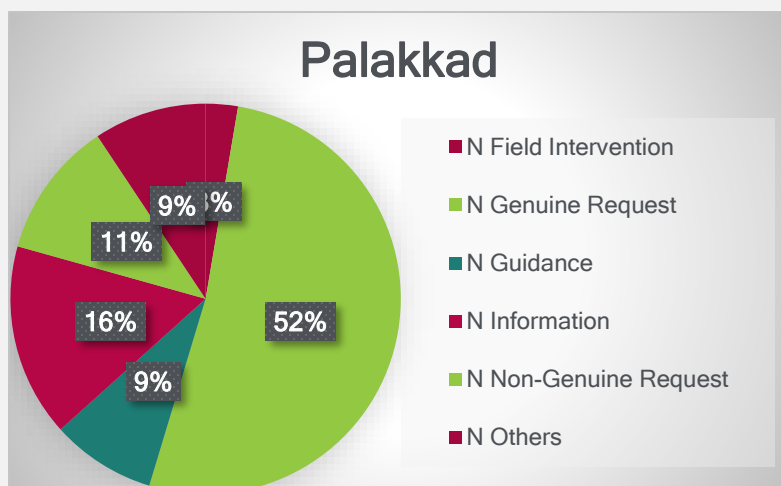
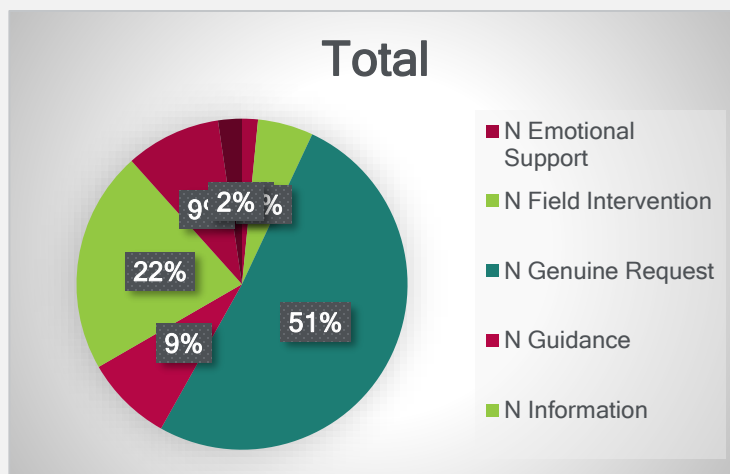
<b>Idukki</b>	<b>45</b>
Field Intervention	5
Genuine Request	18
Guidance	9
Information	6
Non-Genuine Request	5
Others	2



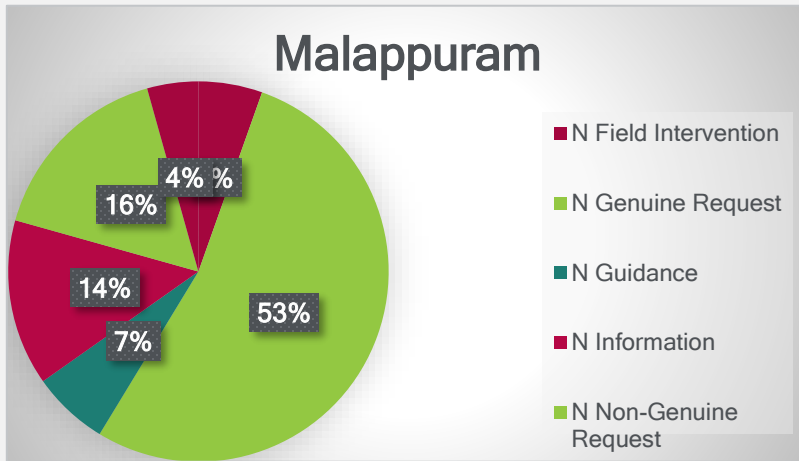


<b>Ernakulam</b>		<b>217</b>
Emotional Support		1
Enquiry		4
Field Intervention		10
Genuine Request		112
Guidance		19
Information		51
Non-Genuine Request		14
Others		6

<b>Thrissur</b>		<b>129</b>
Emotional Support		2
Field Intervention		7
Genuine Request		66
Guidance		11
Information		28
Non-Genuine Request		12
Others		3

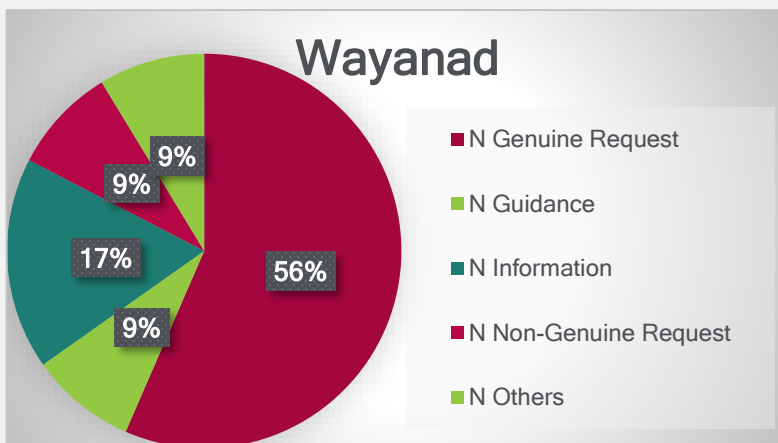
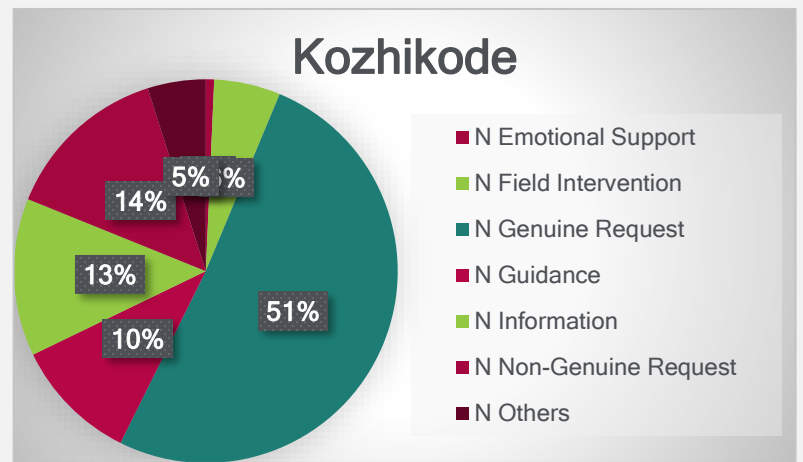


<b>Palakkad</b>		<b>150</b>
Field Intervention		4
Genuine Request		78
Guidance		13
Information		24
Non-Genuine Request		17
Others		14

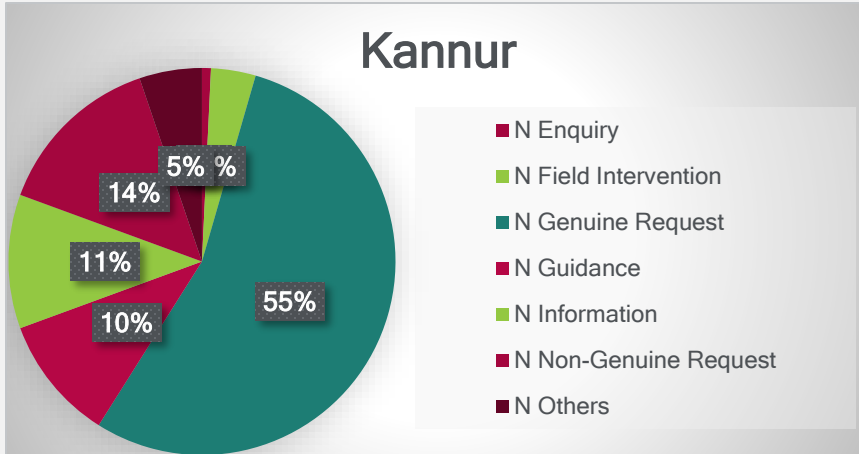


<b>Malappuram</b>		<b>92</b>
Field Intervention		5
Genuine Request		49
Guidance		6
Information		13
Non-Genuine Request		15
Others		4

<b>Kozhikode</b>		<b>143</b>
Emotional Support		1
Field Intervention		8
Genuine Request		73
Guidance		15
Information		19
Non-Genuine Request		20
Others		7

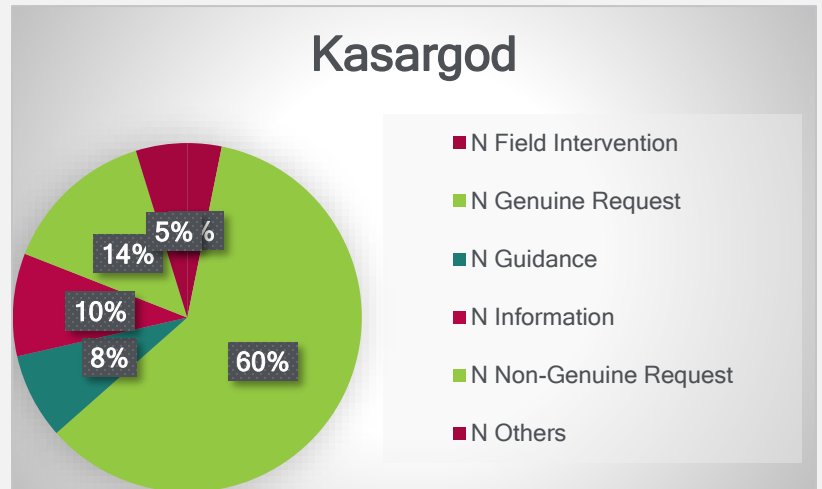


<b>Wayanad</b>		<b>23</b>
Genuine Request		13
Guidance		2
Information		4
Non-Genuine Request		2
Others		2



<b>Kannur</b>	<b>134</b>
Enquiry	1
Field Intervention	5
Genuine Request	73
Guidance	14
Information	15
Non-Genuine Request	19
Others	7

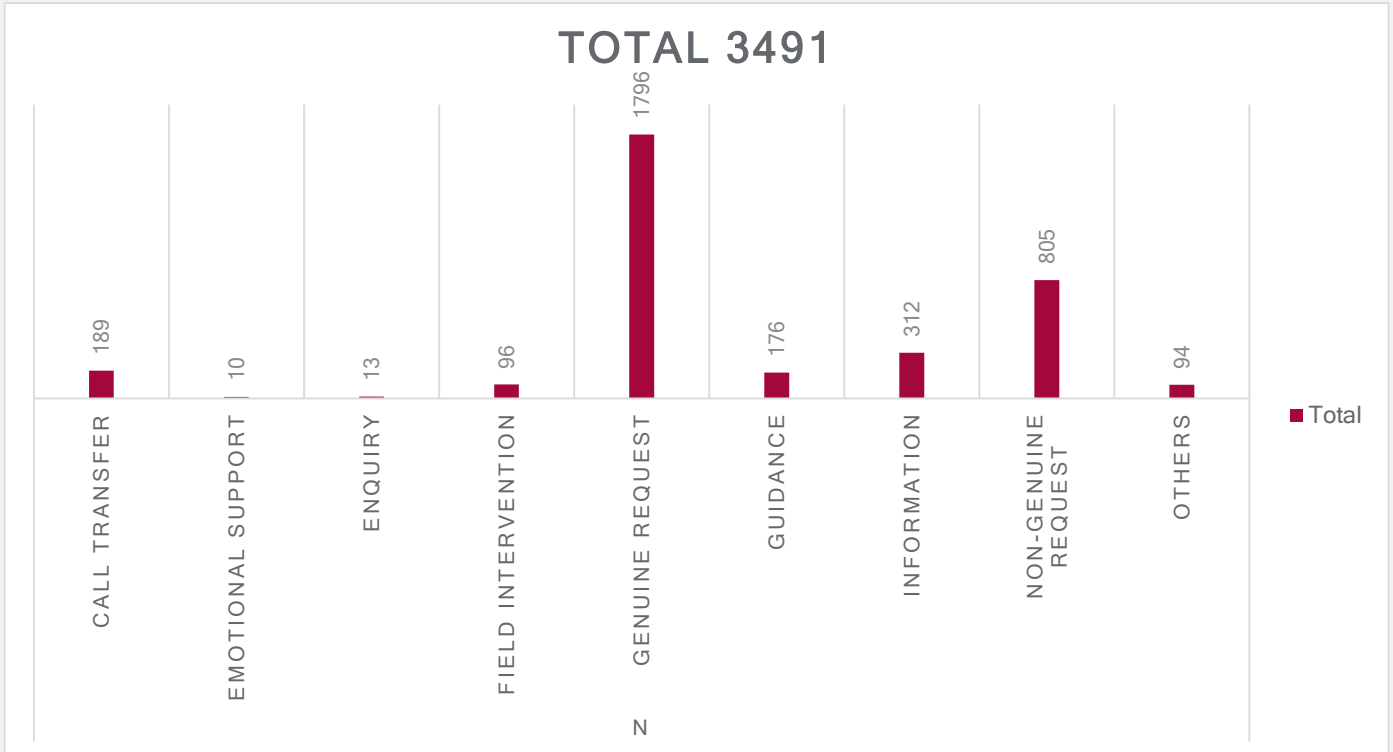
<b>Kasargod</b>	<b>63</b>
Field Intervention	2
Genuine Request	38
Guidance	5
Information	6
Non-Genuine Request	9
Others	3



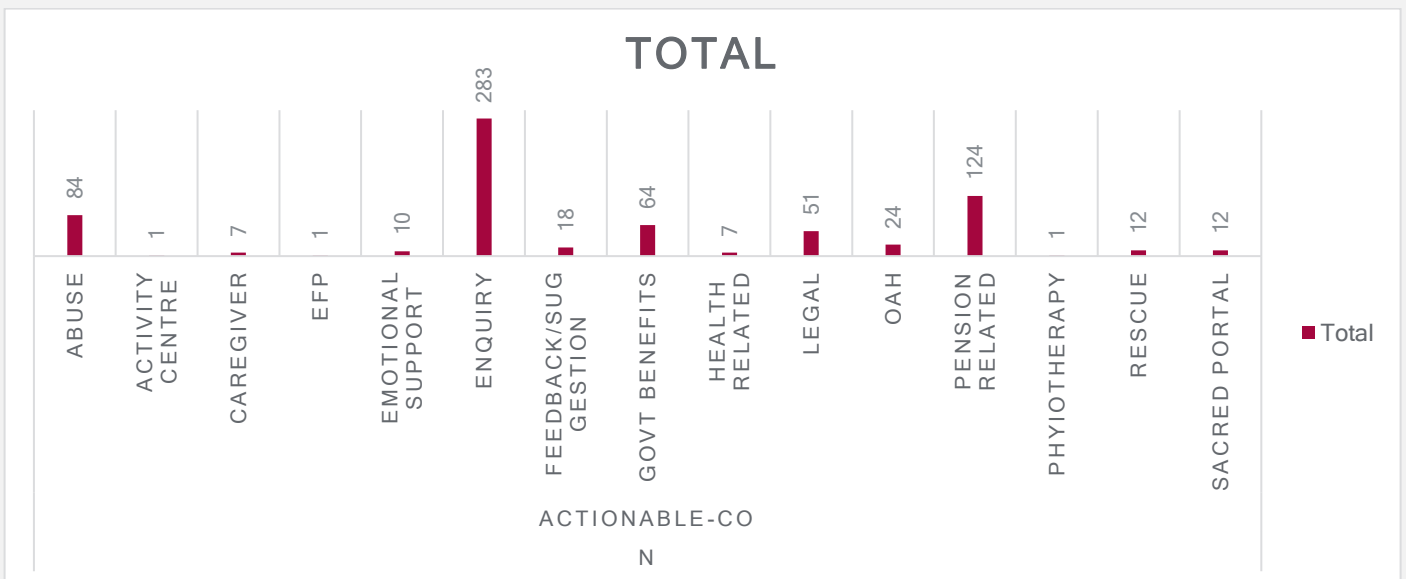
## CHAPTER 4

### INTERVENTION AREAS

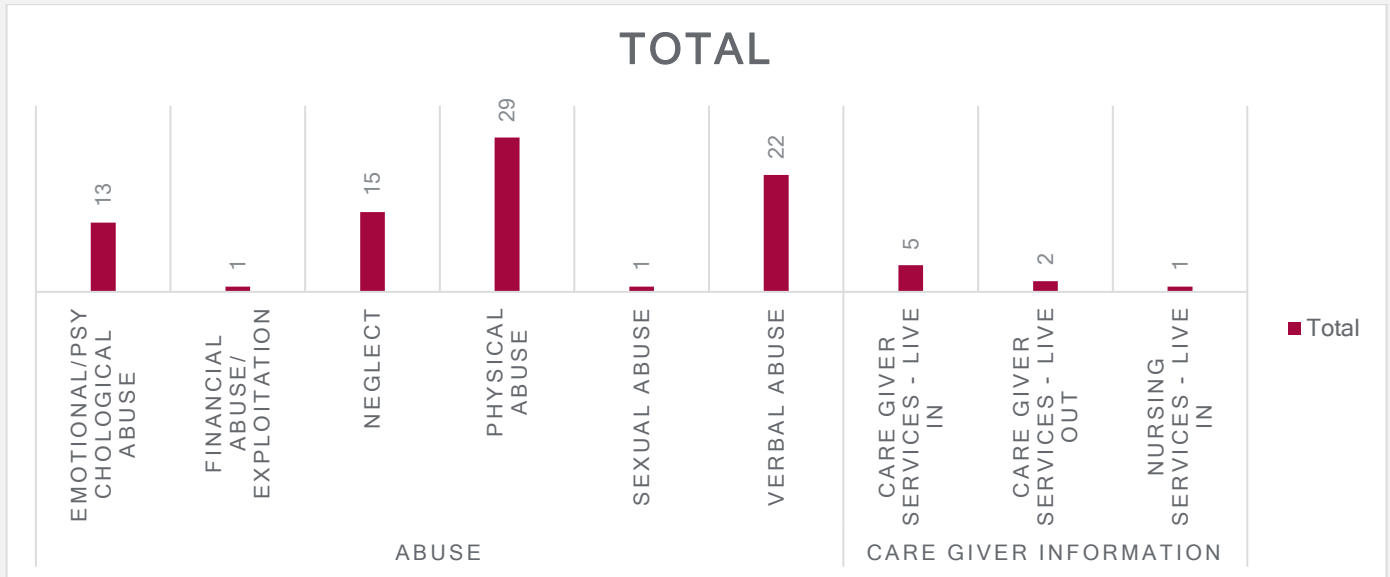
#### 4.1 INTERVENTION AREAS



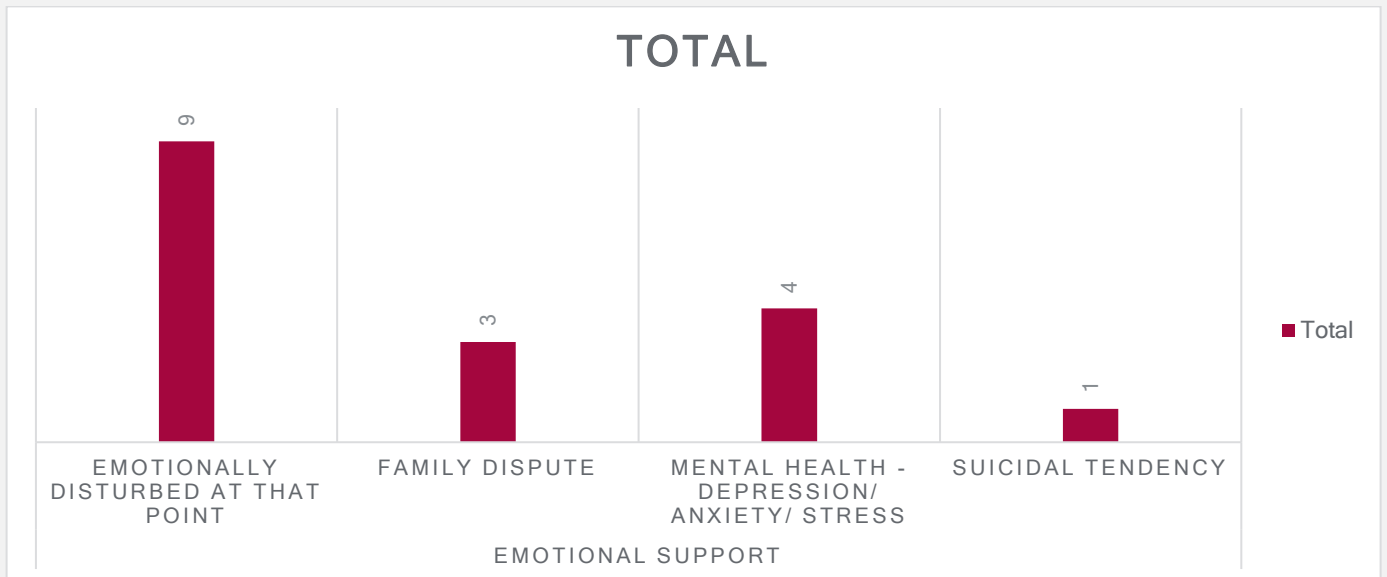
#### 4.2 ACTIONABLE CALLS



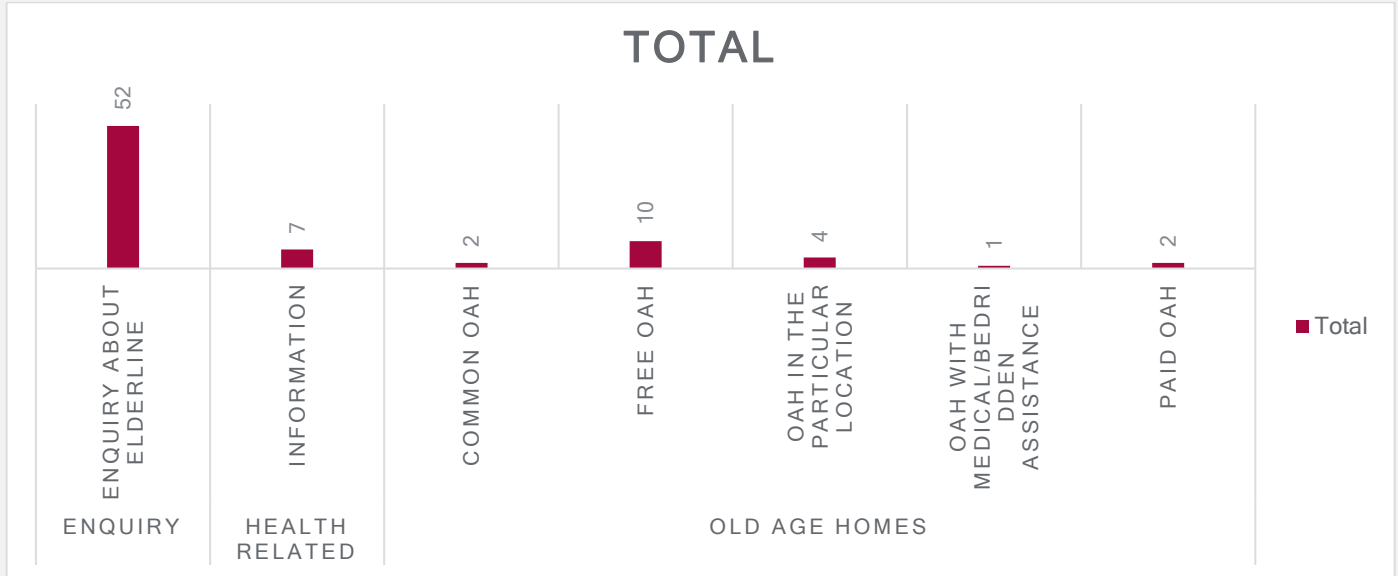
### 4.3 ABUSE & CARE GIVER INFORMATION



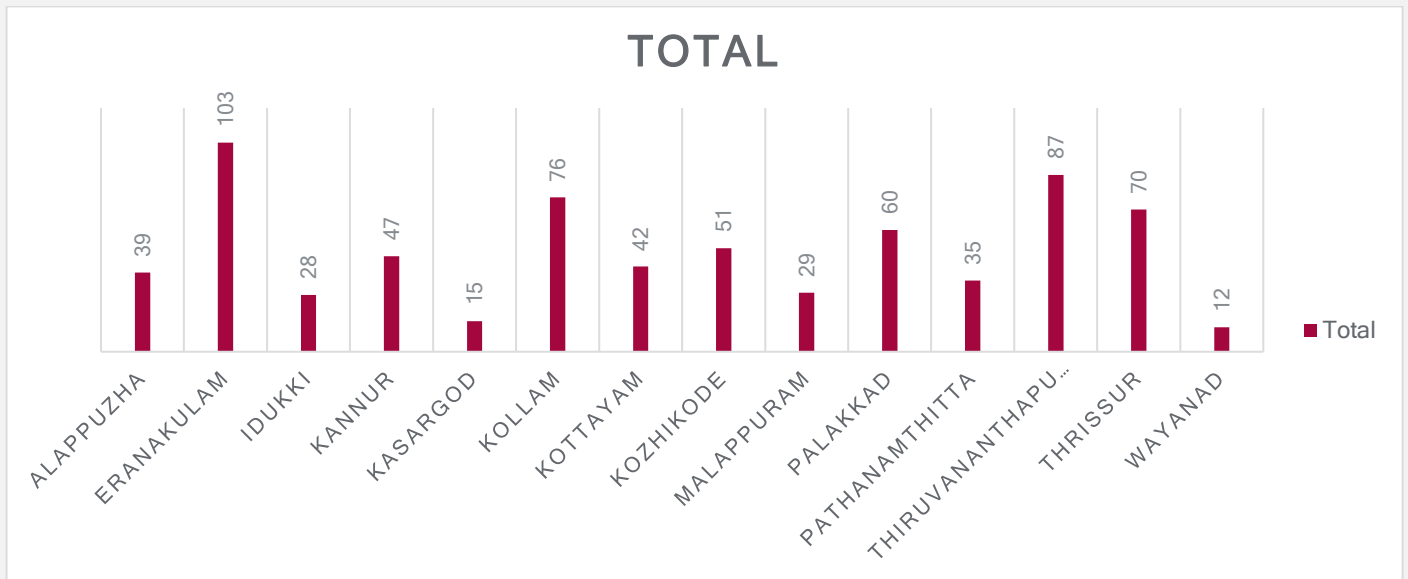
### 4.4 EMOTIONAL SUPPORT



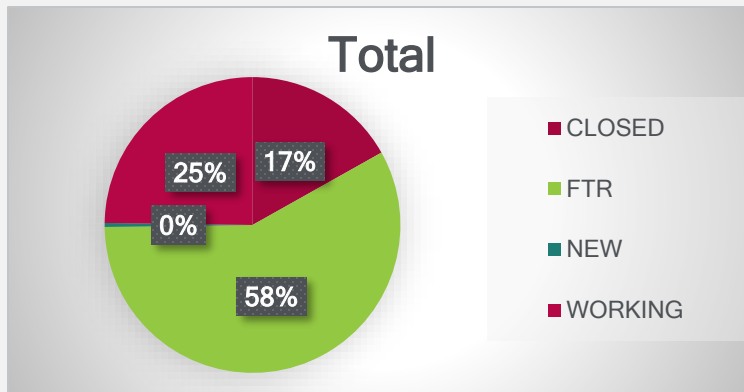
**4.5 ENQUIRY, HEALTH RELATED & OLD AGE HOMES**



**4.6 TICKET REPORT- DISTRICT WISE**



#### 4.7 SERVICE REQUEST STATUS



CLOSED 117

FTR 402

NEW 3

WORKING 172

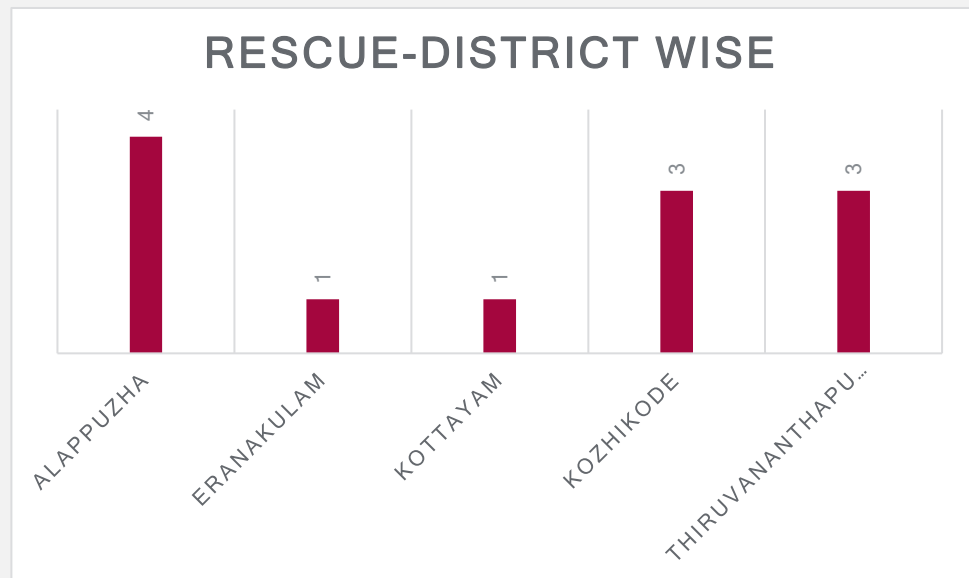
**Grand Total 694**

#### 4.8 FIELD INTERVENTION

When it comes to the Service Requests of December 2021, out of 291 SRs, 84 SRs were of abuse, and 17 were for maintenance. In addition, 24 SRs account to legal and another 12 were for rescue. Another 115 SRs were falling under the category of Others, and 44 SRs were pension related. Out of 291 SRs 268 SRs were for FROs and the remaining 24 were for call officers (Legal SRs).

##### Rescue

In this month 12 calls were received for rescue at Elder line. In most of the cases, the callers were either the relatives or the ward members and they like to shift the elders to the old age homes. The primary reason for this situation is that many of them are not having



children, and are staying with distant relatives. In that, 11 calls were genuine and 1 call was test call made for training. Out of which, 8 cases are closed and 4 are in the working stage. The reason for the working status is that they have got relatives, and right now they are in their safe custody, and the FROs are searching for old age homes in order to shift them. 7 calls were for the rescue of Abandoned homeless elderly males and 5 calls were for females. Subsequently, 3 elders were shifted to old age home and follow up also done for the same by FROs.



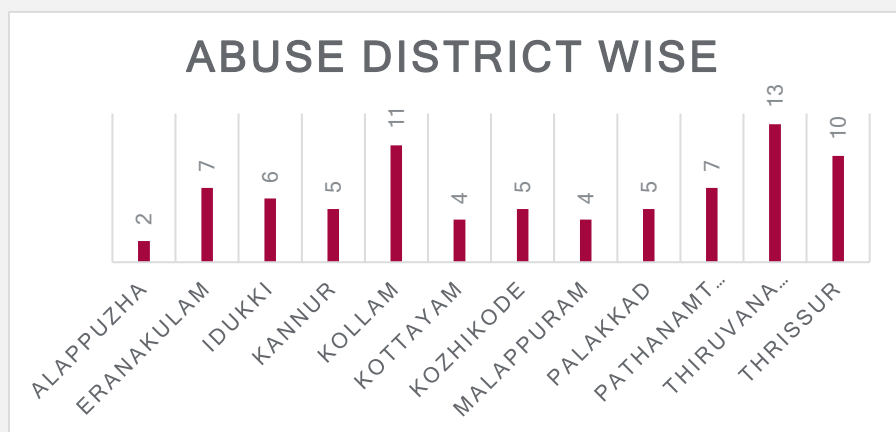


In this list, 2 elders were male and one elder was female. In addition, 3 were unwilling to move to OAH, and 1 elder was not found in the street, when FRO reached the spot. It was unfortunate that an elderly who was rescued by our FRO took his last breath at the hospital during his treatment. Yet another 2 of the elders were having relatives and they had agreed to

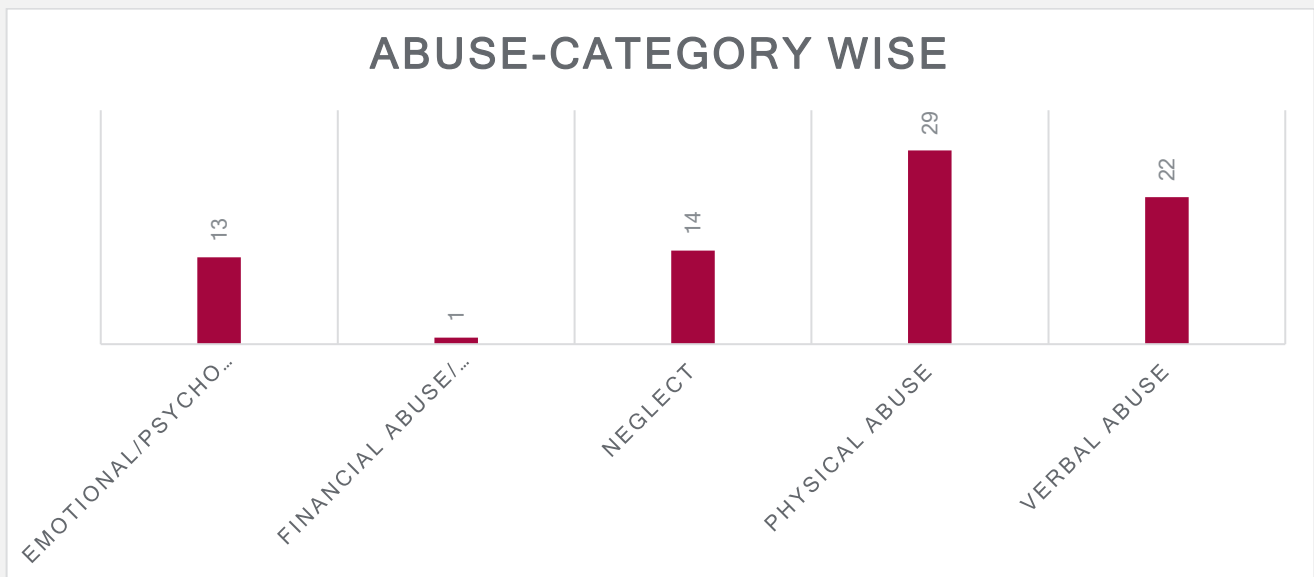
take care of them. Since they do not have any children to look after, the FROs are working to shift them to old age homes.

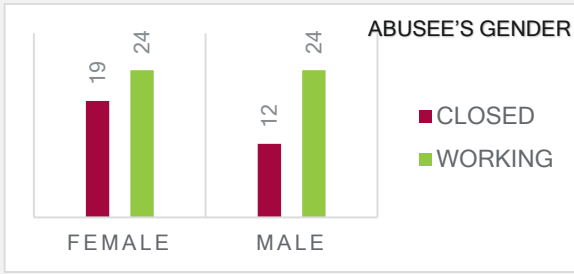
**Abuse**

With regards to the abuse SRs, Total 79 SRs are raised, in which 30 SRs are already closed. In this, the number of physical abuse (29) and verbal abuse (22) are higher, followed by emotional abuse (13) and neglect (14).



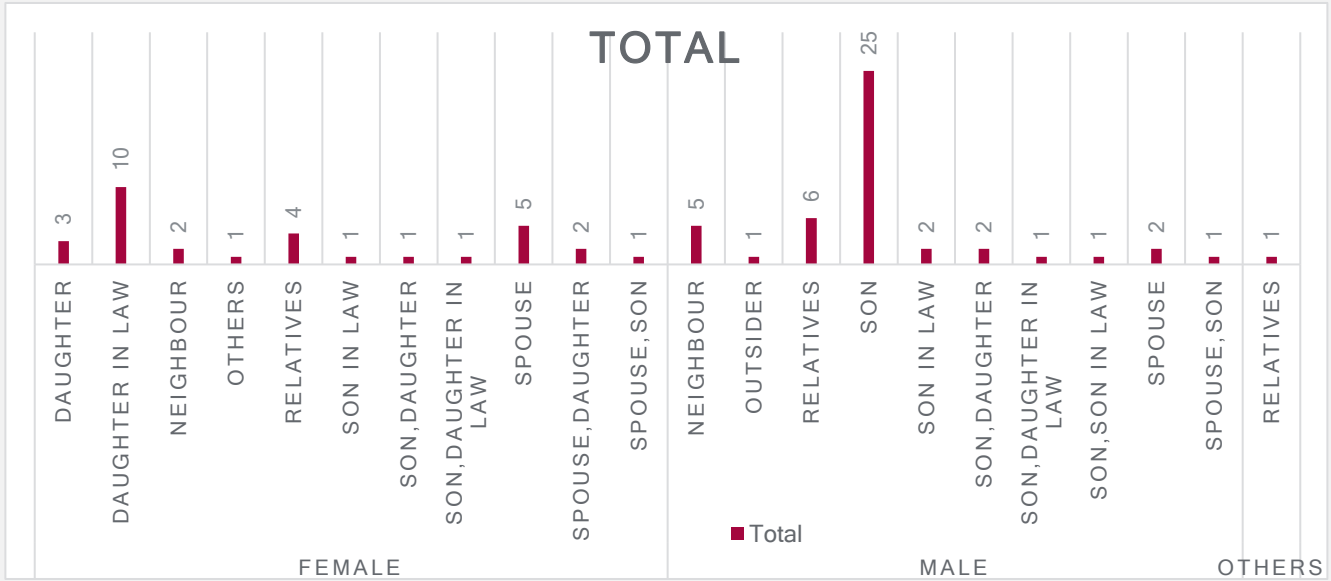
In addition, it can be inferred that the number of male abusers is more than the number of female abusers. That is to say, male abusers accounts to 47 and female abusers to 31. When it comes to the case of female abusers, it can be seen that daughter in laws (10) and daughters (3) are leading in the abusers list.





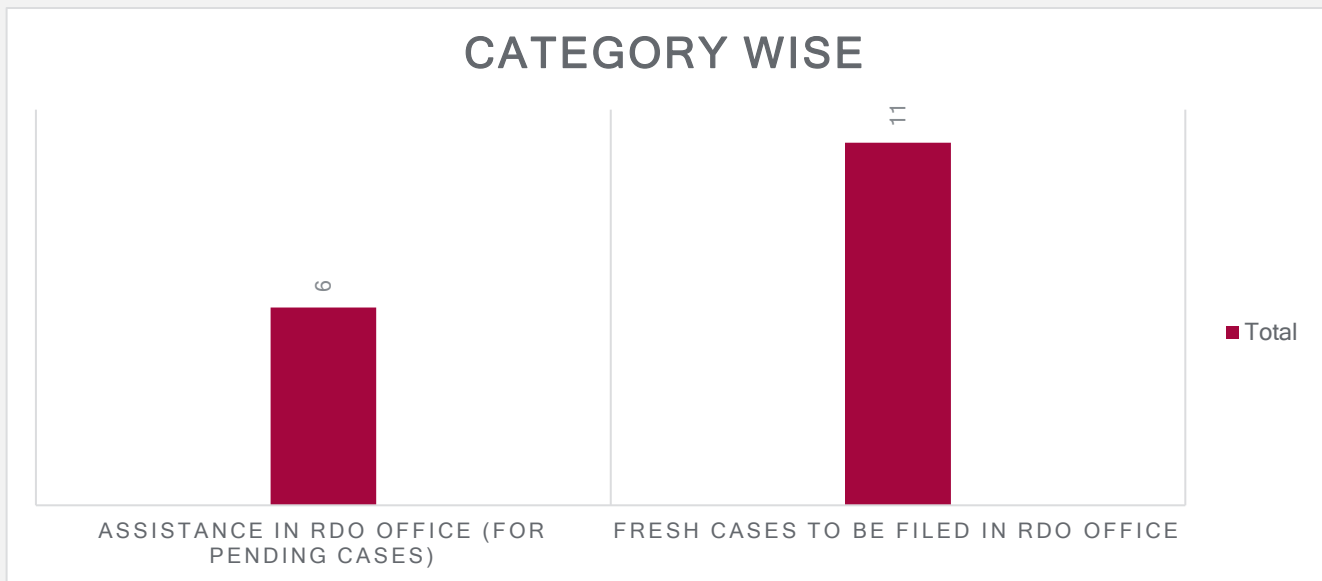
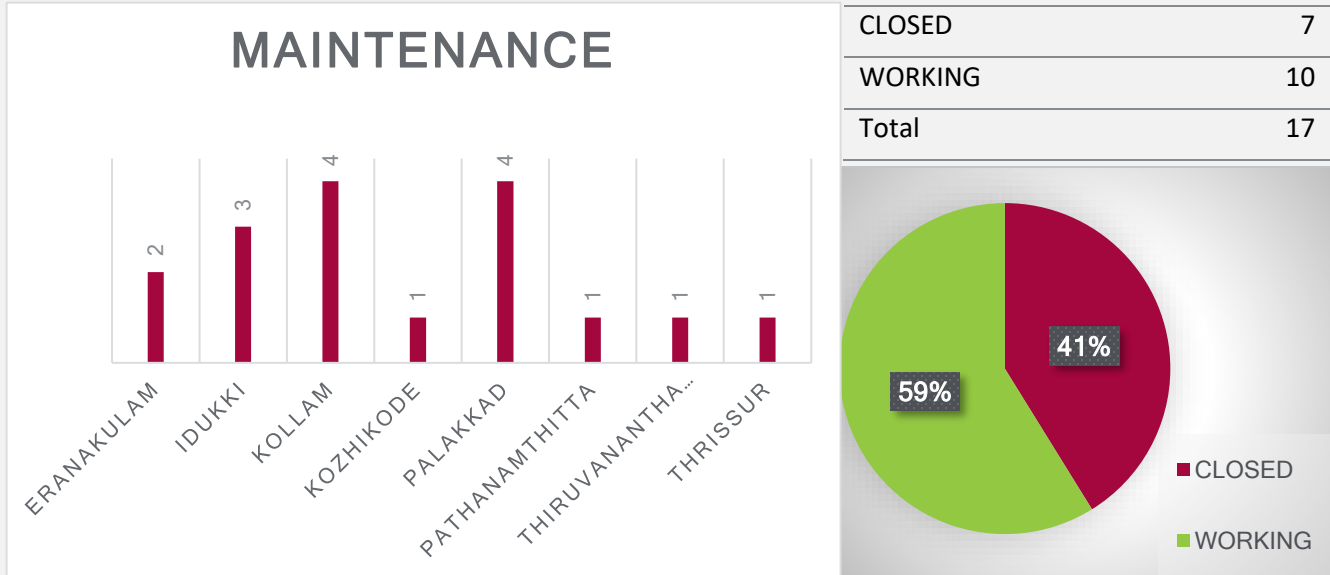
On the contrary, in the case of male abusers, sons (25) are leading in the abusers list followed by relatives (6) and neighbors (5). The largest number of abuse cases are reported in Trivandrum (13) followed by Kollam(11) and Thrissur (10).

### Abuser Gender and relation



### Maintenance

For the month of December 2021, 17 cases (SRs) are reported at Elder line asking help for maintenance related issues. Out of which, 6 calls were related to the maintenance cases pending at RDO offices, and 11 calls were for the fresh cases to be filed at RDO offices. Out of 17 SRs related to maintenance, 5 cases were closed and remaining 12 cases are in working mode.



## CHAPTER V

### QUALITY MANAGEMENT

#### 5.1 QUALITY MANAGEMENT

To ensure reliable, efficient, empathetic, standard and prompt delivery of services via telephone calls, a call quality management system has been set up. Through this structure Call Officers & Field Response Officers are evaluated based on certain parameters. 15 calls of each Call Officer and 10 service requests of each FROs per month are being evaluated. Accordingly, more than 150 calls and 80 SRs were evaluated during this specified period. 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’- December 2021**

ELDERLINE KERALA Call Quality Dashboard   December 2021		
Sl No	Officer Name	Average
1	CALL OFFICER 01	96.72%
2	CALL OFFICER 02	96.63%
3	CALL OFFICER 03	94.68%
4	CALL OFFICER 04	96.05%
5	CALL OFFICER 05	95.97%
6	CALL OFFICER 06	92.13%
7	CALL OFFICER 07	93.52%
8	CALL OFFICER 08	95.09%
9	CALL OFFICER 09	91.33%
Team Average Score		94.68%

❖ Service request evaluation report of Field response officers’ – December 2021

ELDERLINE KERALA SR Quality Dashboard   December 2021		
SI No	FRO Name	Average
1	FRO 01	18.475
2	FRO 02	18.65
3	FRO 03	18.2
4	FRO 04	18.025
5	FRO 05	18.475
6	FRO 06	18.4
7	FRO 07	18.175
Team Average Score		<b>18.34</b>

## CHAPTER VI

### ECO-SYSTEM BUILDING

#### 6.1 Building Eco-system

The FROs along with call officers have conducted various awareness programs about Elderline 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 Elderline at Police stations, Panchayat-Municipal-Corporation Offices, RDO offices, and DMO offices. Apart from this, various sessions were held during Adalat's which was conducted by RDOs. The partnership building at District level will be initiated only after the state level partnership program.

<b>ECO SYSTEM BUILDING DECEMBER 2021</b>		
<b>Elder Line - Kerala (Number of Districts)</b>		
<b>Sl.No</b>	<b>Name of Activities</b>	<b>Activity completed so far</b>
1	Unique awareness program about Elder Line by FROs	10
2	Awareness at Panchayath-Municipal office or Police Stations	22
3	CBOs (Clubs, welfare associations, SHGs)	7
4	Participation in the Adalat's for solving Maintenance cases	8
5	Visiting OAHs for partnership & Awareness Creation	12

## CHAPTER VII

### 7.1 CASE STUDY:

#### i. Category: INFORMATION

**Case Number:** KL 21121600011/ID:100520

**Call Officer:** Mrs. Aswathy R. Pillai

**Background of the case:**

On 16 Dec 2021 09:25 AM received a call from a 77-year-old elderly woman who stays alone at her residence in Thiruvananthapuram district. Her daughters live abroad, and she suffers from a many lifestyle disease. Since she was all alone, she requested our Call Officer to provide her a caretaker who is over 45 years old, capable of handling health-related matters, and also who is an expert in cooking.

**Type of Service:**

Information

**Location:**

Thiruvananthapuram

**Process followed:**

The call officer collected details about the caller as well as her requirement. The call officer provided the information of Harsham volunteers located in Thiruvananthapuram District who are trained in Geriatric Care under Kudumbashree.

**Desired Resolution:**

For her health and cooking, the senior citizen requires a helping hand or a caregiver.

**Partners Involved:**

Kudumbashree Harsham volunteers, Trivandrum

**Feedback:**

The elder expressed her happiness and gratitude to the call officer during the feedback call. She is happy with our service.

**ii. Category: EMOTIONAL SUPPORT**

**Case Number: KL 21121600011/ID:86915**

**Call Officer: Ms. Femi Tom**

**Background of the case**

On December 14, 2021, a 70-year-old widow called our Elderline. She lives in Naduvil village, Thaliparamba Taluk, Kannur District. She informed that she is suffering from colorectal cancer. She has been receiving oncological treatment from the Malabar Cancer Centre, Thalasserry, for about four years. She had 12 rounds of chemotherapy and is still undergoing radiation treatment. She is the mother of two children (a son and a daughter). Her husband died six years ago, and gradually her children started neglecting her. Since they belonged to the economically weaker section her son is also upset as he is unable to meet the treatment costs by his own. The elderly receives an old age pension that is insufficient for her daily needs. She requires a huge sum of money for her oncology treatment. She had previously contacted the Connect Center to enquire about cancer patient assistance program and financial assistance. They applied for the Karunya Scheme for Cancer Patients and the CMDRF, but due to a lack of a medical certificate, her application was rejected. She is an elderly woman who wears a bag on her lower abdomen for bladder movements and does her own cleaning and other basic activities. The lack of proper care and attention from her son, as well as her poor financial and physical circumstances were making her emotionally weaker day by day. Her spouse's death, ill health, negligence from her children and financial dependence were making her depressed and she was crying bitterly over the call. The use of high-dose medications has made her life miserable. The concern about her future, and over thinking of becoming a burden for her children and the physical pain from her disease has added to her miseries. The elderly was too down with negative thoughts when she spoke to the Call Officer.

**Type of Service**

Emotional support to the caller, who is undergoing Colorectal cancer treatment.

**Location**

Thaliparambu, Kannur



**Process Followed**

Emotional support was required in this case. The elderly preferred to have a telephonic counselling if that would help her retain her mental health. The Call Officer attentively listened to her problems and counselled her. The CO could easily establish a rapport with the senior citizen and gradually inquired about her strengths and interests. The CO could go through her hardships in the past and the dreams she had. The CO acknowledged the elderly's abilities and strengths in dealing with those hard situations and advised the elderly to engage in interesting activities to divert negative thoughts. It boosted the elderly and gave her hope. The CO advised the elderly to take proper food on time, take her medications and enough rest, and to engage in some breathing exercises and positive affirmations to live a happy life.

**Desired resolution**

Elderly called for emotional support, who was undergoing cancer treatment and poor physical, mental and financial conditions.

**Feedback:**

On December 21, 2021, the CO called back to the elderly. She was joyful and talkative when she answered the phone. Conversing with the elderly showed signs of positive change in her attitude. The Call Officer asked her to call back whenever she needs assistance.

**iii. Category: GUIDANCE**

**Case Number: KL21121400005 / ID: 99660**

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

**Background of the case**

On 14th of December 2021, at 10:48 AM, a senior citizen (61-year-old) called at Elderline. He was calling from Thampanoor, Thiruvananthapuram District. He is his parents' eldest son, with a younger brother and sister. When his parents died, he had a property-related partition issue with his siblings. The elder is currently experiencing financial difficulties due to COVID-19 pandemic. As a result, he needs a fair and legal partition of their property in order to minimize the severity of his crisis situation.

**Type of service**

Legal Guidance

**Location**

Thampanoor, Thiruvananthapuram Corporation, Thiruvananthapuram District, Kerala

**Process followed**

A call was received in the Connect Centre on November 23rd, 2021, and the call officer collected the details regarding the case along with the basic information of the senior citizen. In this case, he needed legal assistance and was directed to the District Legal Service Authority, Vanchiyoor, Thiruvananthapuram, for expert legal guidance and other legal services. They provided him an expert legal opinion about this case and advised him a face to face sitting with two parties, and then can proceed with a civil case if needed.

**Desire resolution**

The senior citizen needed immediate legal assistance in his property related issue.

**Partners involved**

District Legal Service Authority, Vanchiyoor, Thiruvananthapuram Mukundapuram

**Feedback**

Our senior citizen contacted DLSA Thiruvananthapuram and informed us back that he was happy with our service.

**iv. Category: FIELD INTERVENTION**

**Case Number: KL21120700028/ID: 87902**

**Call Officer: Ms. Aleesha Noorin K.N.**

**Background of the case**

On 7th of December, 2021 a complaint was registered at Elderline by a Ward Member upon the request of an Elderly. He informed that an Elderly, 69 years old, is temporarily accommodated at a relative's house and has no one to take care of him. Now he wants to relocate this elderly to a more secure dwelling. The elder man, lives at Illamthuruthil, Chariyamthuruthu, Ward-2, Varapuzha P.O., Ernakulam. He has four siblings: three sisters and one brother. Old age had taken its toll on the elder brother. His wife was found hanging in the room six months after their marriage. Later he remarried but it ended in a divorce. He has a son from his second wife. They've been living apart since then, and he hasn't spoken to his wife or son for years. He was staying in Kadamakudi Gramapanchayat where he had 3 cents of land. His sister and brother-in-law sympathized over his situation and brought him to their house assuring him food and

shelter. He was fine living with them until his sister's son grew up. He started causing difficulties and asked the elder to leave the house.

In 2018, he was sent to the government old age home in Thevara, where he stayed for a while. However according to the elder, he was unable to live there peacefully due to some issue caused by several other inmates and that the Superintendent subsequently sent him to Paraga Hall, an old-age home in Sheematukara.

The old man is currently residing with his first cousin, whose husband is an alcoholic. After being highly drunk, the elderly person is scared that he might physically abuse him. Hence, he requested permission to stay in their house for one more month, following which he promised to find another dwelling. The elderly is panicked and want to relocate to a nursing home. He concerned that he will be evicted from his home all at once, and that his life will be spent on the streets.

#### **Type of service**

Field intervention-Rescue

#### **Location**

The elderly resides in Illamthuruthil House, Chariyamthuruthu, Ward-2, Varapuzha P.O, Ernakulam.

#### **Process followed**

On December 7, 2021, a field visit was conducted with an anganwadi teacher and anganwadi worker. A report on the investigation was submitted. After completing an RTPCR test, the DSJO approved the report and decided to relocate the elderly to the Devadan Centre in Malayattoor.

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

Only after receiving the RTPCR results, the elderly could be sent to an old age facility. The elderly's relocation was delayed due to the need to secure DSJO approval and the elderly's COVID test-RTPCR results. This is the procedure followed for relocating an elderly through the Social Justice Department. On December 13th, 2021, the desired resolution was obtained, and the elderly were successfully shifted to an old age home. The elderly man was escorted by his sister, and he was shifted to the Devadan Centre, Malayattoor.

#### **Partners involved**

- Ward member
- District Social Justice Officer
- Old age Home

**Feedback**

On the 29th of December 2021, a follow-up appointment with the elderly was scheduled at the Devadan Centre in Malayatoor. His well-being was inquired about, and he stated that he was content in the old age home and have no complaints. He also stated that the sisters were quite compassionate and that he felt at ease. He also informed that they served delectable food and administered medications on time.





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### CHAPTER VIII 8.1 AWARENESS PROGRAM



**THANK YOU**