

CHAPTER 1

INTRODUCTION

Welfare States all over the world have major responsibility of protecting and ensuring safety, security and wellbeing of elders of the society in their twilight phase as they face wide ranging social, mental, psychological, financial and health problems both from their own kith and kin as also society in general. Protecting their safety and security is therefore of utmost importance.

Indian scenario

India, one of the oldest civilizations, has been practicing the concept of **Matru Devo Bhava and Pitru Devo Bhava**. Our epics preach respecting the elderly, understanding their problems by younger generation, mainly relating to physical and emotional, economic and social, and make their life more comfortable if not worship. However, with efflux of time and as a result of fast changing values of life, large majority of elders are receiving raw deal even at the hands of their next generation as also the society at large. Senior citizen deserves special care and protection. Therefore, Indian Government has major emphasis on protection and safeguarding interests of senior citizen. An estimated 199 million above the age of sixty years in India by the year 2020. Many social security measures are being formulated and implemented at central and state levels.

1.3 Karnataka

Karnataka also has been pursuing National policies in respect of senior citizen and destitute women through a number of welfare schemes. As per 2011 Census, around 7.72 % of the population of Karnataka is past 60 years and more are getting added to this number year after year. Better living standards and good health care facilities have elongated life span in general. However, as a contrast, the care and attention afforded to them has been reducing, more so, in terms of safety and security to the elders. To cope up with this social issue, Government of Karnataka has been focusing on safeguarding the interests and ensuring security and safety of senior citizens. Among others, the GOK is implementing a Senior Citizen Helpline scheme in the State and has established 14 centres to aid and assist senior citizen. These centres, basically supported by the Home department of the Government, are managed by Non Governmental Organisations (NGOs), and functioning since 10 years. The centres are required to provide all possible help and

support to the needy elders in their respective operational areas. The performance is being monitored and supervised by GOK.

Presently, this responsibility is vested with the Police Department and Department for the Empowerment of Differently Abled and Senior Citizen.

The GOK (through Karnataka Evaluation Authority) intended to evaluate the performance of the help line centres since they have been in existence over a decade. GOK also intended to assess the impact of this scheme on elders in the state, identify strengths and weaknesses of the present delivery system and take corrective steps for its improvement and efficacy. The KEA engaged the services of **READI INDIA**, Dharwad for carrying out the study (through a Memorandum of Understanding executed between READI-INDIA and KEA Bangalore dated: **07-10-2014**)

Evaluation Questions

- ✓ Are the help lines functioning as per the guidelines given in G.O no. **270 PHP** dated: 28.08.2013? Are they working 24x7?
- ✓ Whether the help lines are situated in the premises of Police Commissioner/Superintendent of Police office as prescribed in G.O no. **270 PHP** dated: 28.08.2013? If not, where is it located and its address?
 - a) What is the staff strength at the helpline (other than Police personnel)? What are their names, qualifications and experience? Since how long are they working in the helpline? Is attrition an issue with the helpline? If yes, what is the average tenure a person has? What is the cause of attrition and can it be improved?
 - b) What is the remuneration and other benefits provided to the staff employed at the helpline? (Post wise remuneration may be given)
- ✓ Whether staff appointed in help line are qualified as per the scheme guidelines G.O no. **270 PHP** dated: 28.08.2013? If not, details of staff qualification be provided in the staff list.
- ✓ Whether Police staffs (One woman and one man) are deputed to the helpline centre?
- ✓ Whether the supervision committee meets as described in G.O no. **270 PHP** dated: 28.08.2013 regularly to supervise functioning of the helpline?

- ✓ When has the Supervision Committee described in G.O no. 270 PHP dated: 28.08.2013 met since the starting of the helpline centre? What are the main decisions taken in the meetings there in?
- ✓ Whether the NGO has procured 1090 toll free Telephone? Is it working? Whether all the Phone calls received through this telephone (information/complaints) are recorded from all over the district? How many complaints are received from this phone?
- ✓ Is the NGO receiving calls from senior citizens through some other telephone or other than 1090 or without the government grant? If so, are they been recorded? How many such cases are recorded?
- ✓ The Number of complaints received, mode of receipt and procedure to be record. In the last five years? Whether this is in format prescribed for doing so?
- ✓ Please document the classification of type of complaint received the times when are received more. Is they a pattern in this?
- ✓ Whether maintenance of records-call register, complaint receipt register, individual case files is being done as per prescribed formats?
- ✓ Whether NGO is hiring service of Legal personnel to give free legal advice? Who is he/she? What are his/her qualifications or experience?
- ✓ The number and of cases resolved successfully, mode of solving the cases and records maintained for the same.
- ✓ Whether medical facilities are provided in the helpline as per guidelines? How cases have been there till date?
- ✓ Whether publicity Campaign is being taken up by the NGO at regular intervals regarding - helpline, awareness about maintenance of Senior Citizens Act 2007 and other senior citizen schemes implemented by the department? If yes, what are these? Are they sufficient?
- ✓ What is the type of networking by the NGO with other NGOs and with different line departments like Health, Police, Revenue, WCD, Urban development and RDPR etc?
- ✓ Whether proper books of Accounts are maintained?
- ✓ Please document the social and financial category of Senior Citizens approaching the helpline.
- ✓ Is the NGO submitting monthly/yearly progress report to district/Head office regularly?

- ✓ Have any cases been booked under the Maintenance of Senior Citizens Act 2007 in the Asst Commissioners office by the assistance of Help line? If so, details of such cases.
- ✓ Please document some interesting/outstanding case studies dealt by the helpline? They may be of great success or even disappointing ones. In how many cases has the helpline provided maintenance amount to senior citizens?
- ✓ Please, and through personal interview of persons who have contacted the helpline elicit the perception of stake holder about the functioning of the helpline. According to them, what all can be done to make the help lines better?
- ✓ Are help lines located in the premise of the offices of PC/SPs more effective or better working than those not located in such premises?
- ✓ Whether the grants in aid made to NGOs to run and manage the help lines is sufficient? If not, what should be grant-in, aid?
- ✓ What are the differences in the number and nature of complaints received district wise?
- ✓ Based upon the nature of complaints received in all help lines evaluated, what are the five most important (in decreasing order of importance) issues of senior citizens that take them

READI-INDIA took up the assignment by constituting a team of experts supported by field investigators. The study covered all 14 help line centres as per Terms of Reference. An Inception Report was presented before the KEA together with questionnaires/schedules used in the survey/study on 24th January 2015. Modifications as suggested were carried out to capture required information from the centres and cross section of stake holders.

The report is presented in seven chapters. Chapter 1 give brief discussion on the genesis of the HLCs and the objectives and purposes; need study and broad Terms of Reference (scope of study). Chapter 2 deals with approach and methodology adopted by the consultant in carrying out the study in accordance with Terms of Reference, Chapter 3 gives brief and salient features of the HLCs and broad area of their working. Chapter 4 carries out a critical review of the working of the 14 HLCs, major cases handled, resolved, counselled by each of them during five year period. Chapter 5 gives performance of

individual Help line Centres and Chapter 6 gives summary and conclusions of the study. Chapter 7 gives short term and long term recommendation.

READI-INDIA would like to place on record the support and assistance provided by all the HLCs in charges. NGOs provided effective support, provided available data and organized interactions with the stake holders, senior citizens in respective districts.

METHODOLOGY

The Help Line Centres are vested with the responsibility of:

- i) Timely support to elders in distress.
- ii) Providing protection to elders, who are deprived of physical needs and physically abused.
- iii) Ensuring Special care and priority by police, to initiate immediate steps when Chit funds.
- iv) Providing free legal advice to senior citizens through constitution of legal cell.
- v) Providing counselling services to elders suffering from depression of physical and mental humiliation and torture by family members or outsiders trying to exploit their haplessness.

The methodology involved

- i. Constitution of a team of experts
- ii. Devising formats/data sheet and questionnaires
- iii. Field visits to Help Line Centres
- iv. One to one and one too many discussions.

The study required information gathering from HLCs and experience/opinion mobilisation from the beneficiaries. The first task was accomplished through collection of empirical secondary data available with the 14 centres while the second task was completed by visits to the beneficiaries and interactions with them and evaluation expert Questionnaires / schedules were developed to

- i. Capture all secondary data from the respective HLCs ,
- ii. Questionnaires one each for the team of experts comprised a Sociologist and Gender specialist, monitoring NGO, Senior Citizen and field personnel of the NGOs (Annexure 2)
- iii. The team completed visits to all the 14 HLCs between December 2014 and January 2015.
- iv. Collection of information on the working of the HLCs was taken up concurrently and all available data was collected. The data so collected was processed and the same was tabulated in computer compatible data sheets/tables. Desk analysis of the scheme guidelines and norms including identification of data gaps was completed and additional data was collected from centres which did not provide full

information.

Primary Data

The primary data was, generated from the beneficiaries and stake holders through three formats/questionnaires, i.e. (Annexure-3)

1. Information from concerned NGO in charge on various aspects of the scheme (S-1)
2. Capturing experiences, views and opinions of senior citizen (S-2)
3. Views and opinions from District Coordinators (S-3)

The TOR stipulates the following percentage representation in the sample

1. 20% of cases resolved and relief provided to the senior citizen
2. 10% of cases which involved rehabilitation measures
3. Interactions with legal councils
4. Focussed Group Discussions with partners
5. One to one interactions with NGOs.

The consultant was provided with data on cases settled under various categories by individual HLCs. Keeping the same as base, a random sample survey was carried out as follows:

Selection of Users

Sl No	Centre	NGO	Applications Received	Cases settled	Users Covered under the study	
					Case Tracking	Actual Attended
1	Bengaluru	Nightingales Medical Trust Bengaluru	1444	950	190	39
2	Kolar	Divyajyothi Education and Cultural Society Kolar	766	720	144	25
3	Tumkur	Shri Ramu Foundation For Rural Organisation ® Tumkur	1096	1097	219	25
4	Davangere	Gayatri Grameen Vidya Samsthe Davangere	839	666	133	27
5	Mysuru	JSS Medical Services Trust Mysuru	269	248	50	25

6	Mangaluru	Viswas Trust Mangaluru	984	423	85	24
7	Shivamogga	Lalitha Academy Shivamogga	694	610	122	52
8	Belagavi	Ramalingeshwar Grameen Abhivruddi Sangh Belagavi	43	40	8	33
9	Hubballi	Vishwa Dharma Mahila and Makkala Shikshan Sevashram Samithi Hubballi	791	767	153	38
10	Bagalkote	Sri. Kanakadasa Grameena Abhivruddhi Samste Bagalkote	172	157	32	28
11	Vijayapura	Mudhol Shivayogi Shivalingeshwara Shikshana Samsthe Vijayapura	427	415	83	49
12	Ballari	Samagra Samajik And Naitik Abhivruddi Sangh Ballari	7006	5376	1075	39
13	Bidar	Dr. Ambedkar Cultural Society Bidar	1626	1626	325	59
14	Kalburgi	Sri. Shivarudra Trust Kalburgi	810	724	145	42
	Total		16967	13819	2764	505

Focused Group Discussions

FGDs were conducted in all the 14 centres with cross section of respondents such as senior citizen receiving the support, those whose requests are yet to be attended, the field workers and others, officials, community groups, eminent persons. (FGDs in Annexure 3)

Sl. No	Centre	Total	Male	Female
1	Nightingales Medical Trust, Bengaluru	15	09	06
2	Divyajyothi Education and Cultural Society, Kolar	12	08	04
3	Sri Ramu Foundation For Rural Organisation, Tumkuru	08	02	06
4	Gayatri Grameen Vidya Samsthe, Davangere	10	05	05
5	JSS Medical Services Trust, Mysuru	10	08	02
6	Vishwas Trust, Mangaluru	24	19	5
7	Lalitha Academy, Shivamogga	15	11	04
8	Ramalingeshwar Grameen Abhivruddi Sangh, Belagavi	10	05	05
9	Vishwa Dharma Mahila and Makkala Shikshan Sevashram Samithi, Hubballi	21	7	14

10	Sri. Kanakadasa Grameena Abhivruddhi Samste, Bagalkote	12	07	05
11	Mudhol Shivayogi Shivalingeshwara Shikshana Samsthe ,Vijayapura	08	06	02
12	Samagra Samajik And Naitik Abhivruddi Sangh, Ballari	10	05	05
13	Dr. Ambedkar Cultural Society, Bidar	25	14	11
14	Sri. Shivarudra Trust, Kalburgi	13	11	02
	Total	193	117	76

Sampling Method

Following steps were used in selection of users under columns 1 and 2

Step 1

List of users/cases covered under six broad categories i.e.

i) Harassment by family members (Type-wise)

Most of the elders are facing harassment from their own family members like son/daughter-in-law and in some cases wife/daughter and husband.

ii) Harassment by individuals and organisations (Type-wise)

For many senior citizens the problems of life begin at home. Elder abuse can be in the form of physical abuse, psychological abuse, economic abuse and neglect & isolation. The biggest challenge with elder abuse is that it is usually hidden.

Example: Property matters, Social aspects etc.

iii) Financial exploitation (Forcible extortion of money by private financiers & Chit Fund companies)

Financial exploitation occurs when a person misuses or takes the assets of a vulnerable adult for his/her own personal benefit. This frequently occurs without the explicit knowledge or consent of a senior or disabled adult, depriving him/her of vital financial resource for his/her personal needs.

Some of commonly reported forms of financial exploitation reported to Adult Protective Services agencies: Theft, Fraud, Electronic, Mortgage, Investment and Insurance.

iv) Property related disputes

Partition of movable and immovable property among family members, Encroachment by relatives and neighbours, Mortgage and Lease of property

v) Health Related issues (Most common diseases like Arthritis, Paralysis, Mental disorder, Physical Disability)

Medical problems in the elderly can involve any organ system in the body. Most conditions result from decreased function or degeneration of the involved organ.

Most commonly encountered medical conditions in seniors based on organ system are: Musculoskeletal, Diabetes, Hypertension, Cardiovascular disease, Visual, Lungs, Kidney, Urinary infection etc

vi) Others like

Senior Citizens ID card and Concessional KSRTC Bus passes, Old Age Pensions (OAP) and Handicapped Pensions, Medical facilities etc.

Step 2

Shortlisting of cases Year-wise

Step 3

Shortlisting of users on the basis of Gender

Step 4

Shortlisting of beneficiaries on location basis

- In all 505 cases were pursued under case tracking method
- Door to Door visits were undertaken to meet users in their residences
- Wherever necessary, second and third visits were made to meet users.
- Structured Questionnaires developed and used for capturing relevant information/ feedback from users
- Recall method was used for recording feedback

➡ Cross-checking was done wherever necessary.

Users receiving relief:

- i) Some of the Senior Citizens had gone back to their wards' residences after HLCs intervention and counselling.
- ii) Some Senior Citizens are receiving maintenance allowance ranging from Rs.5, 000.00 to 10,000.00/- from their wards

Users rehabilitated:

- i) Some Senior Citizens who were rehabilitated from Old age home to their wards and Vice Versa.

Centre-wise numbers of users covered are:

Sl. No	Centre	Users Receiving relief	Users rehabilitated	Total
1	Bengaluru	36	03	39
2	Kolar	20	05	25
3	Tumkur	24	01	25
4	Davangere	26	01	27
5	Mysuru	16	09	25
6	Mangaluru	23	01	24
7	Shivamogga	51	01	52
8	Belagavi	31	02	33
9	Hubballi	35	03	38
10	Bagalkote	24	04	28
11	Vijaypura	46	03	49
12	Ballari	37	02	39
13	Bidar	53	06	59
14	Kalburgi	41	01	42
	Total	463	42	505

Limitations

- Non availability of required information on time in spite of repeated Visits to the HLCs
- The available information is not consistent and is at variance with other linkable tables. Since accurate information is a requirement for arriving conclusions, there could be a number of deficiencies in general observations
- Inability of the NGO field personnel to organize FGDs due to limited availability of mobility
- Respondents inability to attend FGDs
- NGOs reluctance to part with// share information due to absence of communication from KEA /concerned department
- In spite of repeated visits by field investigators, required number of users (20% or 10%) could not be covered since users were found to be lukewarm and not interested in meeting the teams.

CHAPTER 3

HELPLINE CENTRES-A PERFORMANCE REVIEW

The first batch of Help Line Centres for Senior Citizen was established in 14 districts, during 2005 in the State.

Organisation

As per Government of India scheme guidelines, the centres are to be managed by Non Governmental Organisations with experience and good standing. The selection of NGOs has to be done based on certain parameters. The organization of the centre comprises a Project Coordinator, three counsellors and an attendant. All the centres are expected to have two police personnel on deputation. The Centres are to be located in Offices of the Commissioner of Police or the Superintendent of Police of respective districts. Activities of each centre are monitored and supervised by a Coordination Committee which has the Commissioner/Superintendent of Police as its Chairman. The **Deputy Director of Empowerment of Differently Abled and Senior Citizens**, District Disabled Welfare Officer and NGO representative are its members.

The NGOs have major responsibility of managing the centres and **attending** to all cases received from the senior citizen. Besides, the NGOs also are expected to provide wide ranging services such as counselling, intermediation and pursuing legal matters. Each NGO is entitled for a financial assistance of Rs 3.60 lakhs towards cost (raised to Rs7.15 lakhs dated:12-07-2013), for the first five years, and thereafter the NGO is expected to meet the cost on its own out of its generated funds. The NGOs are required to deploy their staff as per scheme guidelines, and ensure effective functioning of the centre to the best advantage of the senior citizens.

Types of assistance

Broadly, following are the nature of works involved in each of the centre.

Types	Complainants
Calls of enquiries	All senior citizen
Registration of complaints	Aggrieved persons
Attending to complaints	Resolution of problems
Legal Advice and Assistance	Legal issues of senior citizens

Counselling	Seeking advice
Police Interventions	Seeking police help
Rehabilitation	Helping in rehabilitation
Home visits	Persons unable to move out
Old Age Homes	Older citizen
Cases For Lok Adalat	Dispute redressal through LA

Types of complaints registered

A study of categories of complaints registered in these centres shows the following

- Harassment of elders by their family members
- Cheating and harassment by private companies and individuals
- Elders found missing from homes
- Complaints against working of old-age homes

Each centre has different numbers in the aforesaid categories. However, in majority of cases, it is the harassment of elders by their own family members which is found to be common among the centres with some exceptions.

Categories of inquiries

A large number of senior citizens have been making inquiries with the HLCs on various services available. Broadly, following are categories of nature of inquiries

- ➔ Inquiries about Elders Helpline Centres
- ➔ Inquiries about old age homes
- ➔ Inquiries about domestic services
- ➔ Inquiries about referral services (health related)
- ➔ Inquiries about medical services
- ➔ Inquiries about reverse mortgage loans
- ➔ Others

Among the above, major inquiries relate to help line centre working and pension, old age homes and others.

The HLCs are functioning under a number of limitations, mainly organisational, procedural, regulatory and financial in nature (detailed discussions in Chapter 4)

CHAPTER 4

WORKING OF THE HLCs

The HLCs are in existence from 2005 and have provided services for nearly a decade, attended to wide ranging complaints, cases, resolved a number of issues and provided counselling services to senior men and women. Though there are a number of cases/complaints registered and resolved in each centre, a few of them are predominant and call for greater focus and consideration. Some of them are:

1. Response to the HLCs

The citizens are gradually getting to know about HLCs working in the selected districts and making inquiries about the services made available by the HLC for the benefit of elders. Below table provides centre wise cases registered and resolved

Table 1
Citizens' response (5 Years 2009-10 to 2013-14)

Sl No	Centre/District / Location	Calls by Senior Citizens	Complaints registered	Complaints resolved/ Closed	Information Req By elders	Call reminders
1	Bengaluru	40969	1444	950	13622	9500
2	Kolar	12356	766	720	10671	1018
3	Tumkur	10325	1097	1097	943	1237
4	Davangere	9578	839	666	3769	124
5	Mysuru	10217	269	248	9948	96
6	Mangaluru	2223	984	423	577	-
7	Shivamogga	3445	694	610	762	906
8	Belagavi	7770	43	40	6421	-
9	Hubballi	7252	791	767	6845	407
10	Bagalkote	4807	172	157	-	-
11	Vijayapura	5176	427	415	6120	379
12	Ballari	11265	7006	5376	2835	5294
13	Bidar	2776	1626	1626	1398	1378
14	Kalburgi	4836	810	724	5455	0
	Total	132995	16968	13819	69366	20339

Source: HLCs (Details in Annex. 4)

As many as **1.33 lakh** calls were made to 14 centres for various purposes of which 0.169 lakh complaints were registered. Bengaluru topped the list with about 30% of total calls, followed by Tumkur, Ballari and Kalburgi centres. Of them, complaints finally registered were little over 11%. Among centres, Ballari centre received highest number of complaints taking a share of over 40% of total cases registered followed by Bidar and Bengaluru . Least number of cases was registered at Belagavi centre. Almost 80% of the complaints received were resolved. Among centres, Tumkur and Bidar centres reported 100% resolution of the cases. In terms of number, Ballari topped the list where above 75% of cases registered were resolved.

Elders had contacted the HLCs for wide ranging information. As many as 69,366 calls were made seeking information, with Bengaluru recording largest number of such calls followed by Kolar and Mysuru. Of the 1.33 lakh contacts, as many as 0.20 lakh calls were made as reminders. Bengaluru, Tumkur and Ballari centres reported higher number of reminders on their services.

Category Wise services

During the last five years, the HLCs had provided wide ranging services to the senior citizen across the state including men and women seeking help from them. The Table below provides category wise cases:

Table 2
Services by Category

Sl No	Centre/ District/ Location	Legal Advice Service	Counsell ing	Police intervent ion	Rehabilitation	Home visits	OA Home visit	Cases Ref to Lok Adalat	Total
1	Bengaluru	1782	9687	215	51	78	-	-	11813
2	Kolar	2631	268	164	140	2565	60	-	5828
3	Tumkur	985	877	100	19	6110	87	7	8185
4	Davangere	54	949	59	26	1039	90	-	2217
5	Mysuru	338	352	46	268	103	338	352	1797
6	Mangaluru	54	530	54	30	896	91	2	1657
7	Shivamogga	330	434	91	33	265	142	15	1310
8	Belagavi	138	24609	254	38	957	838	3	26837
9	Hubballi	98	791	59	120	740	171	3	1982
10	Bagalkote	467	787	3	70	72	29	-	1428
11	Vijayapura	519	450	335	74	450	252	25	2105
12	Ballari	2785	7006	456	47	1512	153	-	11959
13	Bidar	323	2276	28	279	747	98	2	3753
14	Kalburgi	29	314	23	3	128	53	-	550
	Total	10533	49330	1887	1198	15662	2402	409	81421

Source: HLCs (Details in Annex. 4)

As many as 49,330 cases of counselling were reported by all centres followed by a 15,662 home visits, 10,533 cases pertaining to legal services. As many as 1,198 cases of rehabilitation were settled, of which about 80% were reported from a single HLC, namely Kolar followed by much small number by Bidar. In case of HLC Mysuru, overwhelming number of cases (352 out of 409 or 85%) were referred to Lok Adalat. Centre wise, Kolar, Ballari and Tumkur had highest number of cases in all the categories which need to be studied further. Summary of the services is given in the following Table

Table 2.1
Categorisation of Services

Sl No	Services	Percentage	Numbers
01	Legal Advice and Assistance	13	10533
02	Counselling	61	49330
03	Police Intervention	02	1887
04	Rehabilitation	01	1198
05	Home Visits	19	15662
06	Old Age Home visits	03	2402
07	Cases Referred Lok Adalat	01	409
	Total	100	81421

It was seen that counselling service was predominant followed by legal advice and home visits.

Categories of Complaints

It was observed that the centres received wide ranging complaints from senior citizen on their safety and security in the five year period under review. Variations were seen among centres as reflected in the following table –

Table 3
Complaints by Categories

Sl No	Centre/ District/ Location	Elders Harassment by Family	Elders Harassment By private	Cheating/ Harassment by Individuals	Missing elders	Complaint Angst OAH	Others	Total
1	Bengaluru	486	363	176	82	7	272	1386
2	Kolar	476	387	1009	17	2	-	1891
3	Tumkur	682	6	341	3	3	39	1074
4	Davangere	47	15	5	-	16	1	84
5	Mysuru	106	37	23	15	-	21	202
6	Mangaluru	223	326	154	21	2	487	1213
7	Shivamogga	328	60	131	14	-	159	692
8	Belagavi	176	102	89	2	-	60	429
9	Hubballi	60	22	12	1	16	40	151
10	Bagalkote	21	-	-	-	-	-	21
11	Vijaypura	233	130	109	-	17	0	489

12	Ballari	4775	-	187	291	-	206	5459
13	Bidar	607	7	177	-	-	833	1624
14	Kalburgi	224	75	36	-	-	125	460
	Total	8444	1530	2449	446	63	2243	15175

Source: HLCs (figures do not tally with Table 1 above. Details are in Annex.4)

Among complaints lodged by senior citizen, harassment by family members was major cause followed by harassment by private companies and others. This needs to be studied to ascertain the reasons for family members harassing elders. Very few cases of complaints against old age homes were also reported by few respondents, mainly from Vijayapura, Hubballi and Davangere centres.

Demand Pattern of Information

Having been aware of the existence of the HLCs in their area, a number of senior citizen, both men and women, were anxious to know more details about the types of services being provided by the HLCs as also other information. About 20% of senior citizen had sought information on domestic services indicating the need for domestic servants for them. About 10% each of inquiry related to referral service and medical services. The number and nature of information requirement varied among the Centres, but largely pertained to the HLC services and help as reflected in the following Table

Table 4
Information by category

Sl No	Centre/District/ Location	On EHL	OAH	Domestic Services	Referral services	Medical Services	Total
1	Bengaluru	10029	62	2016	23	31	12161
2	Kolar	9683	2219	976	4708	464	18050
3	Tumkur	2315	943	7927	2258	1442	14885
4	Davangere	3515	2178	90	-	215	5998
5	Mysuru	2042	885	1450	1412	1678	7467
6	Mangaluru	223	124	-	129	56	567
7	Shivamogga	1769	642	191	228	247	3077
8	Belagavi	11283	5988	7639	1390	3630	29930
9	Hubballi	1563	674	726	581	841	4385
10	Bagalkote	1008	630	168	110	274	2190
11	Vijayapura	1930	260	-	242	193	2625
12	Ballari	1657	1618	1305	790	2632	8002

13	Bidar	434	146	165	57	78	880
14	Kalburgi	-	15	-	-	16	31
	Total	47451	16384	22653	11928	11797	110213

Source: HLC (Details in Annex. 4)

Table 4.1
Demand pattern Category (Contd)

Sl No	Centre/District/ Location	OAH Directory	Others	Alert System	Pension Help desk	Reverse Mortgage Loan	Total
1	Bengaluru	1731	1463	55	1115	528	4892
2	Kolar	7239	-	9738	7877	-	24854
3	Tumkur	-	156	-	2258	-	2414
4	Davangere	170	12665	-	4513	-	17348
5	Mysuru	-	1814	-	882	-	2696
6	Mangaluru	-	718	-	128	-	846
7	Shivamogga	276	401	265	341	310	1593
8	Belagavi	-	7765	-	1049	52	8866
9	Hubballi	736	717	504	677	233	2867
10	Bagalkote	-	151	-	298	-	449
11	Vijapura	160	85	-	-	3	248
12	Ballari	778	2770	866	2653	325	7392
13	Bidar	-	315	-	203	-	518
14	Kalburgi	-	11	-	-	-	11
	Total	11090	29031	11428	21994	1451	74994

Source: HLCs (Details in Annex. 4)

(NOTE: It was reported that many elders sought multiple information on a single call and therefore, the total number of purposes might exceed number of calls)

It was seen that largest number of inquiries pertained to information about Elders Home services followed by referral and medical services. Information seeking pattern was found to be different in respect of different centres. Overall, Bengaluru, Kolar, Tumkur, Ballari and Belagavi centres reported larger number of inquiries seeking various information. In other centers, inquiries were on the help rendered on pension, alert system and others. Of the 74,994 inquiries almost one third were from one single centre i.e., Kolar while another 25% were reported from Davangere as reflected in the above table.

A study of elders seeking information indicated highest number seeking information on elders help line centres, followed by information on pension, old age homes and domestic help services as reflected in the Table below.

Table 4.2
Categorisation of Elders seeking Information

Sl No	Categorisation of Elders seeking Information	Percentage (%)	Numbers
1	About EHL	26	47451
2	Old Age Homes	9	16384
3	Domiciliary Services	12	22653
4	Referral Services	6	11928
5	Medical Services	6	11797
6	Old Age Home Directory	6	11090
7	Others	16	29031
8	Alert System	6	11428
9	Pension help desk	12	21994
10	Reverse Mortgage Loan Scheme	1	1451
	Total	100	185207

NOTE: It was reported that since individual senior citizen had sought more than one information in a single call, the total number of inquiries exceeds the calls.

Mode of calls

The scheme provides for an exclusive phone number i.e.1090 which can be used by senior citizens for all communications. The senior citizens are expected to make use of this free call facility and not spend on this. However, calls are also being made through private phones as also telephone booths by the elders. In fact the number of calls made through other than official free (toll free) number (1090), is much higher than the toll free number. Table below provides centre were pattern of calls received.

Table 5
Details of calls Received

SI No	Centre	Total calls Received	Calls through 1090	Calls from Other phones	Percentage calls through toll free phones to total calls received (in %)
1	Bengaluru	40969	28677	12292	43
2	Kolar	12356	12356	0	0
3	Tumkur	10325	7046	3279	47
4	Davangere	9578	5428	4150	76
5	Mysuru	10217	4717	5500	117
6	Mangaluru	2223	1678	545	32
7	Shivamogga	3445	3445	0	0
8	Belagavi	7770	7770	0	0
9	Hubballi	7252	6483	769	12
10	Bagalkote	4807	4259	548	13
11	Vijaypura	5176	2495	2681	107
12	Ballari	11265	10060	1205	12
13	Bidar	2776	945	1831	194
14	Kalburgi	4836	1220	3616	296
	Total	132995	96579	36416	38

Source: HLCs

Out of the 1.33 lakh calls received, as many as 96,579 were through 1090 while 36,416 were from private calls or calls made from public telephone booths. Centre wise, Bengaluru, Kolar, Tumkur and Ballari had recorded maximum calls in Tumkur, Vijaypura, Bidar, Bagalkote and Hubballi had made full use of 1090 facility since between 75-90% calls were made through this number whereas in case of other districts, the use of free telephone and private telephone ranged between 10-60%.

Cases Resolved

A study of total number of cases registered and resolved by individual HLCs gives varying percentages as reflected in the following table

Table 6
Cases Registered and Resolved -By Centres

Sl No.	Help Line Centre	Cases registered	Cases resolved	Percentage to total
1	Bengaluru	1444	950	66
2	Kolar	766	720	94
3	Tumkur	1097	1097	100
4	Davangere	839	666	79
5	Mysuru	269	248	92
6	Mangaluru	984	423	43
7	Shivamogga	694	610	88
8	Belagavi	43	40	93
9	Hubballi	791	767	97
10	Bagalkote	172	157	91
11	Vijapura	427	415	97
12	Ballari	7006	5376	77
13	Bidar	1626	1626	100
14	Kalburgi	810	724	89
	Total	16968	13819	81

Source: HLCs (Details in Annex. 4)

A study of number of cases received/registered and resolved indicated an average of 81% and this varied among centres. In 8 of 14 centres, this percentage ranged between 90% to 100%, in another 4 cases, it was 60% to 90%. In remaining 2 centres, namely Kalburgi and Mangaluru, the percentage was much lower.

Categories of complaints Registered

The cases/complaints registered and attended come under the following six broad categories.

1. Property disputes
2. Harassment by family members and others
3. Cheating cases
4. Family Disputes
5. Health related
6. Others

The Centre-wise numbers of cases registered under each category are given below.

Table: 7
Category wise cases Registered- by centres

Sl No	Help Line Centre	No. of cases registered	Cases relating to Harassment	Cases relating to health
1	Bengaluru	1444	486	31
2	Kolar	766	476	464
3	Tumkur	1097	682	1442
4	Davangere	839	47	215
5	Mysuru	269	106	1678
6	Mangaluru	984	223	56
7	Shivamogga	694	328	247
8	Belagavi	43	176	3630
9	Hubballi	791	60	841
10	Bagalkote	172	21	274
11	Vijaypura	427	233	193
12	Ballari	7006	4775	2632
13	Bidar	1626	607	78
14	Kalburgi	810	224	16
	Total	16968	8444	11797

Source: HLCs (Details in Annex. 4)

Calls by categories

A study of centre wise number of complaints registered and resolved category wise shows that largest number of complaints registered pertained to harassment by family. Kolar and Ballari centres had largest number of cases in this category while in case of cases relating to health, out of 11,797 cases registered, Belagavi and Ballari recorded highest number followed by Mysuru centre.

It was observed that out of 1.33 lakh calls received, as many as 11,797 calls pertained to assistance on health related problems. Of them, Belagavi, Ballari and Tumkur had highest number of cases solved. In case of Kalburgi, Mangaluru and Bengaluru recorded least number.

In case of harassment of senior citizen by their own family members, in all 8,444 cases were resolved by all the 14 centres put together with highest number by Kolar Centre, followed by Ballari. These two centres collectively accounted for over two-thirds of the total cases resolved. In case of other centres such cases were not significant reflected.

In case of harassment by individuals also Kolar centre reported highest number (1009) representing 40% of cases resolved by all HLCs.

Table: 8
Calls related Cheating of senior citizens (Harassed by Individuals)

Sl No	Help line centre	Cases resolved
1	Bengaluru	176
2	Kolar	1009
3	Tumkur	341
4	Davangere	5
5	Mysuru	23
6	Mangaluru	154
7	Shivamogga	131
8	Belagavi	89
9	Hubballi	12
10	Bagalkote	-
11	Vijayapura	109
12	Ballari	187
13	Bidar	177
14	Kalburgi	36
	Total	2449

Missing cases

As many as 2,751 cases of missing elders were resolved which included those missing from Old Age Homes. In this case Bidar, Ballari and Mangaluru and reported highest number of cases collectively accounting for over 67% of all cases, followed by Bengaluru and Shivamogga. Other centres reported smaller number as reflected in the below table.

Table: 9
Calls for other purposes (Missing Elders, Against OAH and Others)

Sl No	Help line centre	Cases resolved
1	Bengaluru	361
2	Kolar	19
3	Tumkur	45
4	Davangere	16
5	Mysuru	36
6	Mangaluru	510
7	Shivamogga	173
8	Belagavi	62
9	Hubballi	57
10	Bagalkote	-
11	Vijayapur	17
12	Ballari	497
13	Bidar	833
14	Kalburgi	125
	Total	2751

Following Table shows types of complaints lodged by elders and their respective percentages to total. It is seen that as many as 65% of complaints pertained to harassment by family members and others

Table: 9.1
Categorisation of Complaints

Sl. No	Complaints	Percentage	Numbers
1	Elders harassed/cheated by Family Members	62	10604
2	Elders harassed/cheated by Pvt. & Public Agencies	09	1554
3	Elders harassed/cheated by Individuals	12	2104
4	Missing Elders	2	443
5	Complaints against Old Age Homes	2	60
6	Others	13	2203
		100	16968

Trends Analysis

Calls received

A study of working of the centres in terms of handling wide ranging cases and resolving them indicates annual fluctuations. During five year period as many as 1, 32,995 calls were received by all centres. Annual increase/decrease in calls shown in the following Table indicates variations on a year to year basis of calls received by the centres. It can be seen that number of calls increased significantly during the last two years thus indicating greater awareness among senior citizen to avail services of HLCs.

Table 9.2
Trends in Calls Received

	Year					Total
	April 09 to Mar 10	April 10 to Mar 11	April 11 to Mar 12	April 12 to Mar 13	April 13 to Mar 14	
Contact/Calls	20902	23945	23597	27375	37176	132995
Increase/Decrease	-	4%	-5%	21%	28%	12%

Complaints

Out of calls made as many as 16,968 complaints were registered of which as many as 13,819 were resolved. Trends indicated annual increase in numbers. So also, cases resolved also kept on rising in each of successive years with an average resolution rate of 77%. Following Table shows details of year wise trends.

Table 9.3
Complaints Received and Resolved (all centres)

SI No	Period	Complaints Registered	Complaints Resolved	Percentage Resolved
1	April 09 to Mar 10	2747	2068	75%
2	April 10 to Mar 11	2606	2305	88%
3	April 11 to Mar 12	3931	3127	80%
4	April 12 to March 13	3667	3070	84%
5	April 13 to March'14	4017	3249	81%
	Total	16968	13819	81%

Elders Seeking Information

It was seen that as many as 69,366 calls were made seeking information of one kind or other over five year period. The trends in information seeking also indicated that higher numbers of calls were made/information was solicited during the last two years (2012-13 and 2013-14) again indicating increasing awareness among elders to know about HLC services. Following Table provides details of year wise calls and percentage increase in the number of information seeking call

Table 9.4
Number of Elders Seeking Information (Period wise)

April 09 to Mar 10	April 10 to Mar 11	April 11 to Mar 12	April 12 to March 13	April 13 to March'14	Total
12187	12636	12134	15276	17133	69366

Table 9.4.1
Percentage of Elders Seeking Information (Period wise)

Elder Seeking Information	April 10 to Mar 11	April 11 to Mar 12	April 12 to March 13	April 13 to March'14
Percentage Increase	4%	-4%	26%	12%

Other services

Apart from the above the NGOs/HLCs are mandated to carry out wide ranging services to the benefit of the senior citizen. They include

- i) Attending to cases of special nature ;
- ii) Cases pertaining to maintenance of Senior Citizen Acts
- iii) Publicity and awareness campaigns for the benefit of elders
- iv) Networking with other HLCs to have greater coordination

Information on compliance of the above obligations was obtained through structured questionnaires/schedules. It was found that in respect of item number

- (i) It was reported that only 50% of the centres reported to have handled such special cases while 21% did not do so. The remaining 29% did not respond to this question as reflected in the following table:

Special Cases handled by HL Centres	Yes	No	No Response
	50%	21%	29%

ii) Only one HLC (7%) responded to this question and affirmed that it had booked cases under Maintenance of Senior Citizen Act, while two did not do so. The remaining 11 HLCs did not respond to this question. As such, the exact number centres complying with this condition could not be ascertained.

Cases Booked under maintenance of Senior Citizen Act	Yes	No	No Response
	7%	14%	79%

iii) As many as 10 HLCs had reported to have carried out publicity and awareness campaigns to educate elders about the services being provided by the HLCs while remaining 4 did not respond to this question. However, one-to-one discussions indicated that all the HLCs had been carrying out campaigns to educate the senior citizen (Table below for percentage responses)

Publicity/Awareness campaigns educate the stake holders	Yes	No	No Response
	71%	-	29%

iv) It was observed that all the 14 centres had complied with the scheme guidelines. In respect of building/developing networking system among them, aimed at experience sharing and feedback on wide ranging aspects of management of the HLCs. However, the nature and type of networking among them was not clearly elaborated by them.

v) As many as 9 HLCs (64%) had indicated deputation of police personnel to work with the Centres in terms of scheme guidelines while 5 others did not respond to this question. During one to one interactions it was gathered that the Police department had complied with the condition of deputing its personnel to the centres. (Table below for percentage responses)

Police Personnel extended support	Yes	No	No Response
	64%	-	36%

Financial Support

The HLCs get annual grants to run the centres and attend to the tasks assigned to them in the service of senior citizen. This support is provided for the first five years and thereafter, the NGO is expected to manage the centres using its own resources generated under any other scheme/programme or internally created surpluses. It was observed that as many as 10 HLCs felt the grant to be inadequate while only 2 had no complaints about the grant and were of the view that this amount was adequate. Another 2 did not give any opinions on adequacy or otherwise of the grants. During one to one interactions there was a general feeling that the funds provided should be revised upward in view of rising prices. (Table below for percentage responses)

Grants provided under this Scheme adequate	Yes	No	No Response
	14%	72%	14%

Respondents' Expectations/Suggestions

When respondents (HLC centres and elders) were asked as to whether the present scheme content is adequate to meet the objectives, a number of suggestions were offered by them. Major among them are listed below:

- ✓ The HLCs would be in a better position if grants are linked to the rising prices and also are revised upward
- ✓ Support from other government departments should be streamlined and be made more user-friendly
- ✓ Stringent punishments/penalties should be thrust on errant agencies/individuals
- ✓ Better salary structure and other packages to be evolved for staff to retain them and curb staff attrition since experienced staff has the tendency to migrate to other employers due to better salaries and facilities offered by others.
- ✓ There should be provision for purchase of vehicles since mobility is very important to ensure better delivery of the services;
- ✓ Seniors feel that the HLCs should pursue vigorous and sustained publicity and awareness campaigns in order to create greater and better awareness among the stake holders;

- ✓ There is need to have greater and effective coordination between Tribunals and Help line centres.

Chart 1
Contact/Calls

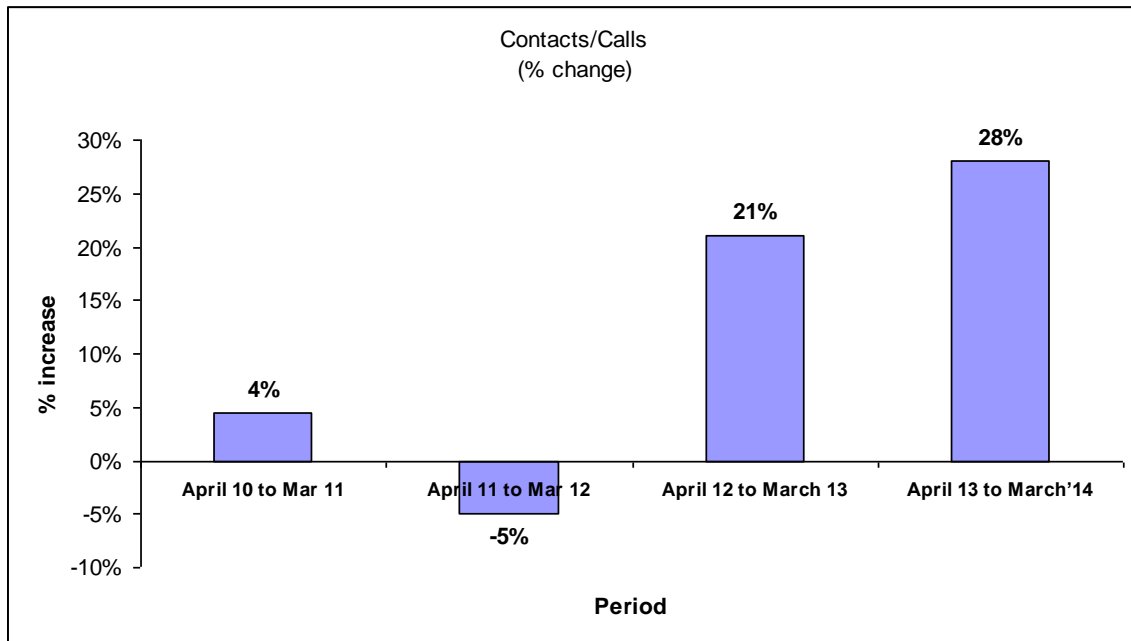


Chart 2
Number of Complaints registered and resolved

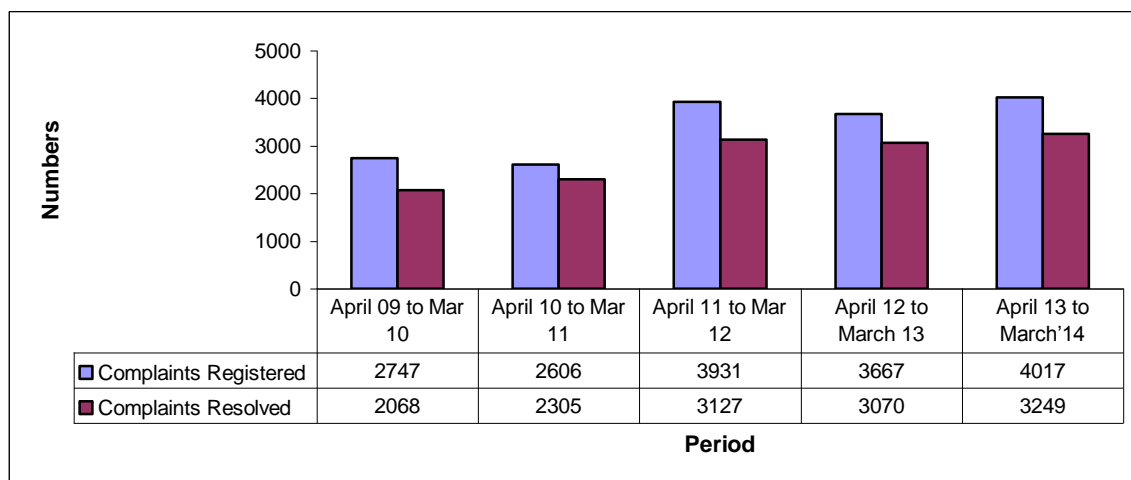


Chart 3
Percentage of Complaints Resolved

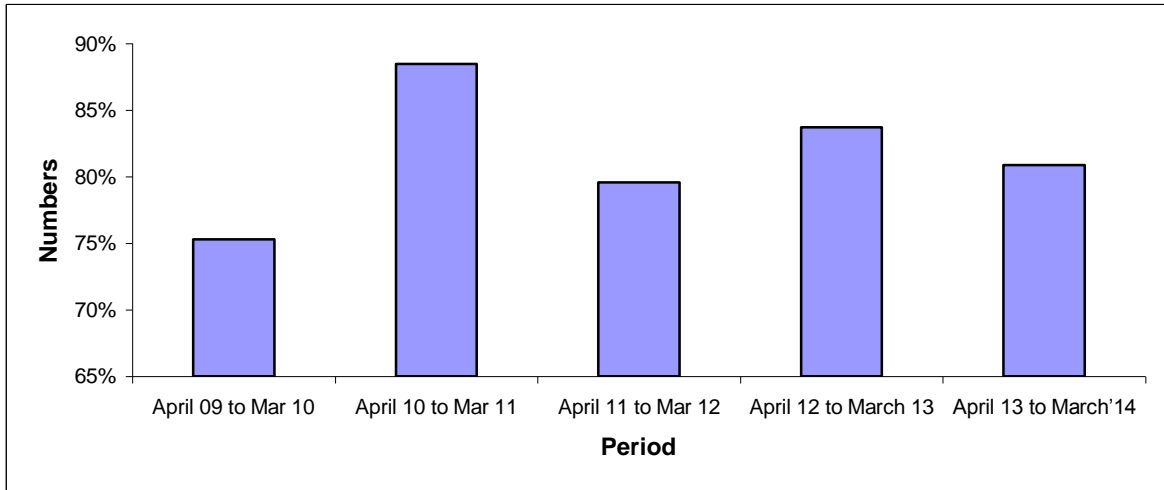


Chart 4
Elders seeking information (Numbers)

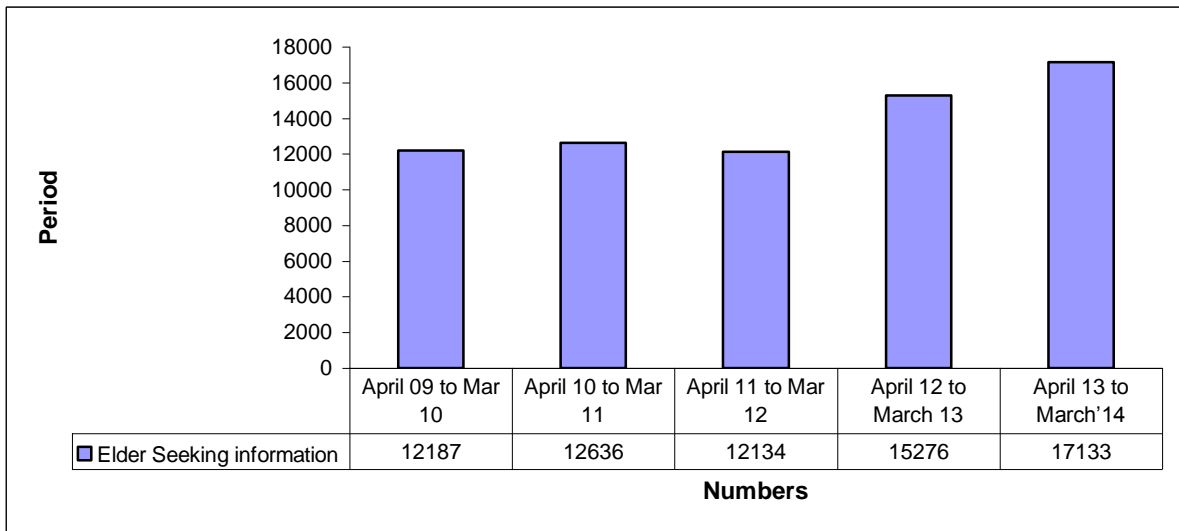


Chart 4.1
Elders seeking information (Percentage)

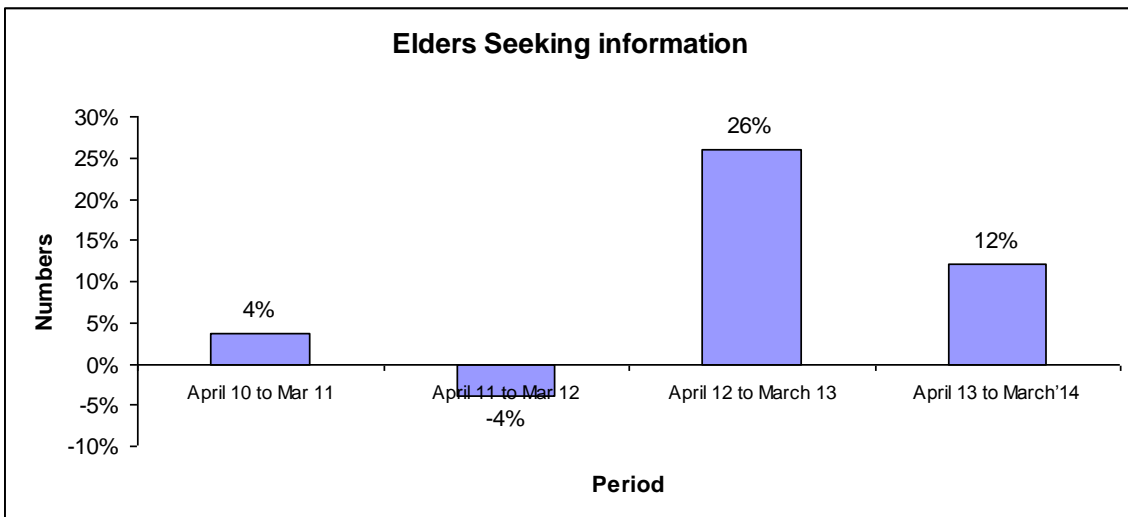


Chart 5
Categories of Services

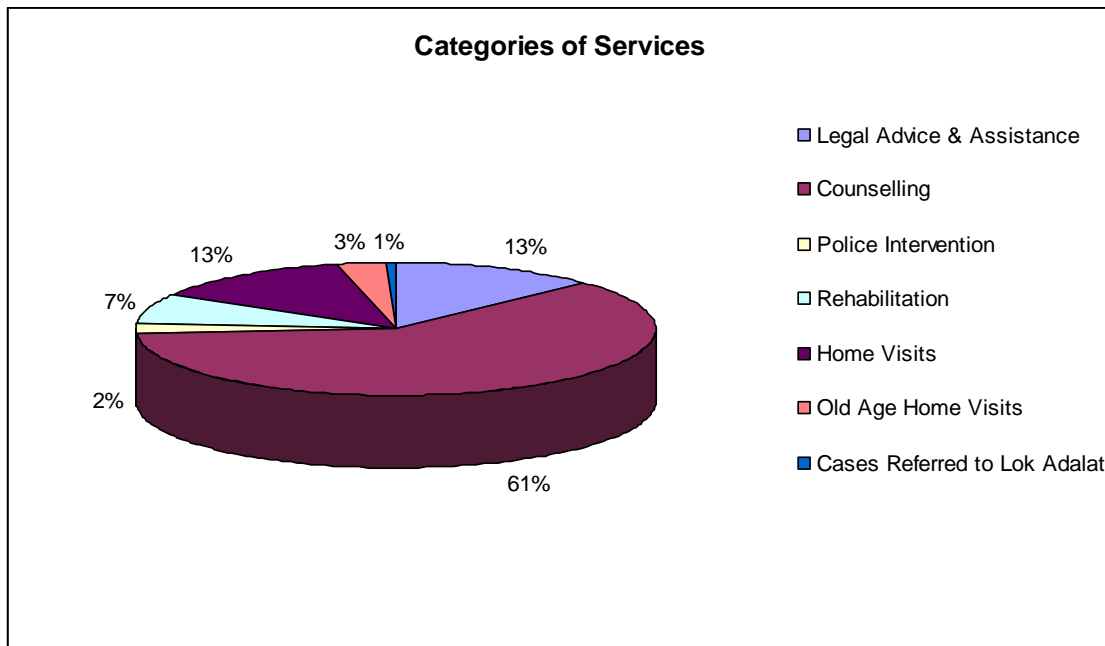


Chart 6
Categories of Complaints received

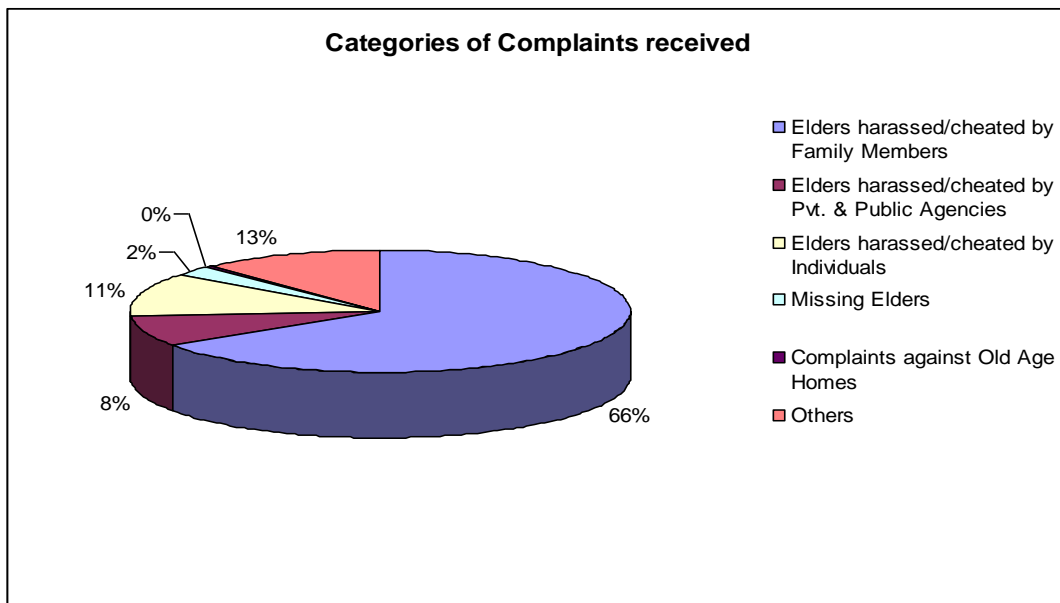
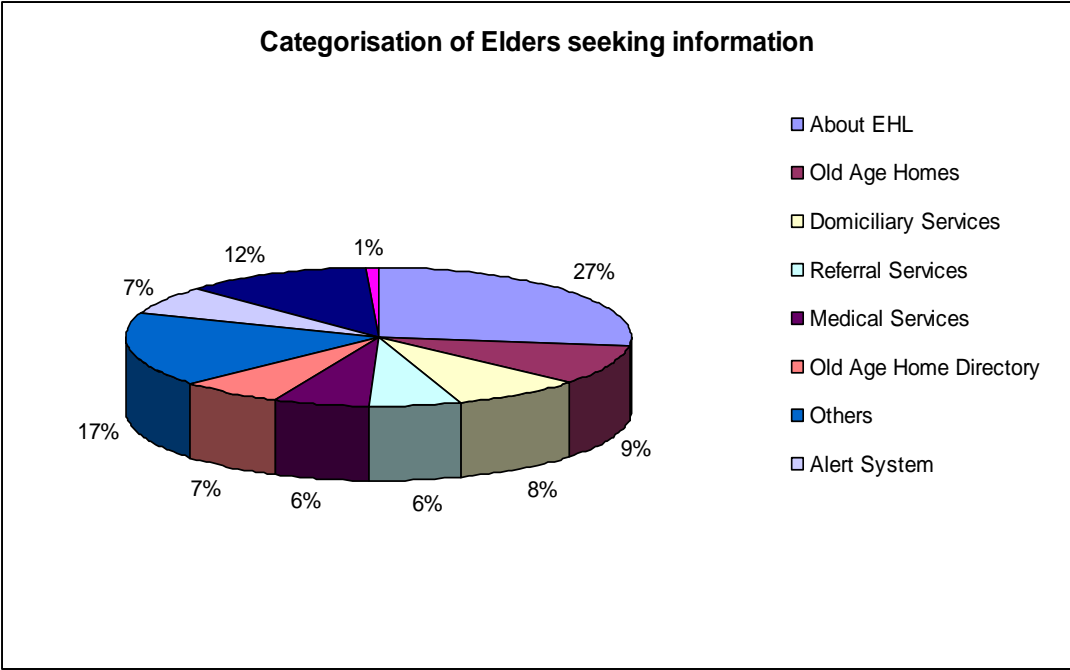


Chart 7
Categorisation of Elders seeking information



CHAPTER 5

PERFORMANCE OF INDIVIDUAL HELP LINE CENTRES



1. BENGALURU

- ❖ Name of the Help Line Centre:- Nightingales Medical Trust, No. 337, 2nd Cross
1st Block, R.T. Nagar Bengaluru – 560 032 Phone: 080-23548444/23548555
- ❖ Location :- Commissioner Office
- ❖ Details of the HLC Centre/Activities

- i. This centre was established in April 2002 (before the scheme)
- ii. It has 1090 toll free Telephone facility in place
- iii. Among Beneficiaries Covered: 60% are from Bangalore metro and neighbouring area and 40% from all over the district
- iv. During last five years this centre had handled highest number of cases (exceeding 40,000) of which the composition of calls through 1090 and others was as under (70% toll free 30% by other means).

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	3154	5736	6537	6540	6710	28677
Others	2458	2459	1675	1980	3720	12292
Total	5612	8195	8212	8520	10430	40969

v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience in the same org	Remuneration in Rs
1	Mrs. Sandhya	Project co-ordinator	M.Sc Psycho	6 years	16000
2	Mr. Denis	Counsellor/Social worker	M.S.W	1.5 Years	13000
3	Mr. Naveen	Counsellor/Social worker	M.S.W	1 year	14000
4	Mr. Prabhu	Counsellor/Social worker	M.S.W	6 months	13000
5		Police (M)			Deputation from Police Department
6	Mrs. Rekha	Police (F)			
7	Mrs. Kamala	Attender cum Sweeper	PUC	6 years	7800

vi. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. Shivkumar	B.A. L.L.B	12 Years	Separate track Of cases Handled by each lawyer has not been kept
2	Mr. Koteswar Rao	B.A. L.L.B	8 Years	
3	Mrs. Jitinicahni	B.A. L.L.B	7 Years	
4	Mr. Anirudha	B.A. L.L.B	1 Years	

vii. The Centre is following prescribed Mode of receipts and procedure for recording:

Complaints are received through phone calls and walk in. Cases like harassment, cheating, property issues are registered as a written complaint, a case number is given and categorised and it is assigned to one Social Worker/Counsellor. A call notice is issued to the opposite party and they are called to give their statement on the complaint. If required, a joint discussion is arranged between both parties and attempt is made to counsel and settle the matter.

A Second chance is given if not settled in the first chance. Finally call notice is issued personally by DSP/Commissionrate through a constable asking the respondent to report at the Helpline center and action is taken accordingly. Where the case is of serious nature Call notice is sent directly with a home visit by the Social Worker and Case is categorised. If the case is unresolved it is referred to court.

The centre has maintained all records prescribed under the scheme and as per the guidelines and verified (such as Call intake records, Written complaint index, Individual files for each written complaint, Home visit records, RTI enquiry register, ID card records, like attendance register, Movement register, salary acquaintance register , stock list, cash register etc)

- viii. The centre has arranged a Legal expert's service to deal with cases involving legal disputes and issues.
- ix. Medical assistance/Facility is available in the HLC. However, where a senior citizen requires medical help, they are referred to old age homes which provide medical treatment.
- x. Socio Economic profiles of the senior citizens are not maintained since all are treated equally irrespective of their socio - economic condition.
- xi. The Centre is submitting all the progress reports regularly.



2. KOLAR

- ❖ Name of the Help Line Centre:- Divyajyothi Education & Cultural Society, Arikunte Village, Maniganahalli Post, Shrinivasapur Tq. Kolar Dist. Phone: 08157-249965
Cell No: 944818384
- ❖ Location :- S.P. Office
- ❖ Details of the HLC Centre/Activities

- i. This centre also is comparatively younger and has been established during February 2008.
- ii. The cases registered and calls received comprise 35% from Kolar and remaining from all over the district.
- iii. It has required number of personnel including the toll free Telephone facility.
- iv. The centre received over 12356 calls during five year period, all of them through toll free number (1090). Annual calls received indicates increasing number of calls every successive year indicating growing awareness among elders as reflected in the following table. Year wise Call Details :

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	1440	1915	2160	2880	3961	12356
Others						
Total	1440	1915	2160	2880	3961	12356

- v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mr. N Rangappa	Project co-ordinator	M.S.W	10 years	12000
2	Mrs. Deepa P S	Counsellor/Social worker	M.S.W	5 years	10000
3	Mr. Kalai Selvi	Counsellor/Social worker	M.S.W	5 years	10000
4	Mr. Shrinivasappa	Counsellor/Social worker	M.S.W	7 years	10000
5		Police (M)			Deputation from Police Dept
6		Police (F)			

7	Mrs. Nagaratna	Computer Operator	B.A	2 years	6000
8	Mrs. Vishalabai	Attender cum Sweeper	PUC	2 years	5000

vi. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. P.C. Narayanswamy	B.A. L.L.B	10 Years	118

- vii. The centre follows same Mode of receipt of calls and procedure for recording: Complaints as prescribed under the scheme.
- viii. The HLC has maintained records as per the guidelines which are duly verified periodically.
- ix. A Legal expert's service is available with the centre as per scheme guidelines.
- x. The centre has been providing Medical assistance available and periodical Health Check-up camps are organised.
- xi. This centre also does not maintain any socio Economic particulars of the senior citizen as in other centres.
- xii. The HLC Centre is submitting all the progress reports regularly.



3. TUMKUR

- ❖ Name of the Help Line Centre :- Shri Ramu Foundation for Rural Organization ®
No. 1616, 3rd Cross, M.G Road Tumkur. Phone: 0816-2255069, 9448075069
- ❖ Location :- Old S.P. Office
- ❖ Details of the HLC Centre/Activities

- i. The centre is comparatively younger having been established during May 2008
- ii. Among its beneficiaries, 30% are from Tumkur town and surrounding areas while others are from the rural areas within the district.
- iii. It has required number of personnel including officials on deputation from the Police Department.
- iv. A 1090 toll free Telephone facility is put in place to receive calls from elders. During the last five years as many as 10325 calls were received of which 68% were through toll free number and remaining from other modes indicating good use of toll free by elders. Year wise fluctuations

in the number of calls are observed as seen in the following table. Year wise Call Details :

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	1100	1745	1174	956	2071	7046
Others	680	592	608	387	1012	3279
Total	1780	2337	1782	1343	3083	10325

v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mr. Shivanand	Project co-ordinator	M.A, M.Ed	5 years	12000
2	Mr. Sadanand	Counsellor/Social worker	M.S.W	3 years	10000
3	Mr. Shrinivas	Counsellor/Social worker	M.S.W	2 years	10000
4	Mr. Harish	Counsellor/Social worker	M.S.W	1 year	10000
5	Mr. Shankrappa	Police (M)			Deputation from Police Department
6		Police (F)			
7	Mr. Vinaykumar	Office Attainder	P.U.C	2 years	6000

vi. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. Siddalingappa	B.A. L.L.B	5 Years	10
2	Mr. Balakrishna Bhat	M.A. L.L.B	25 Years	18

vii. The centre has been following mode of receiving calls, registration and resolution of issues as per guidelines of the scheme.

viii. This HLC has maintained all statutory records which are being verified from time to time.

ix. The centre has made arrangements for a Legal expert's service to deal with cases involving legal matters and disputes.

x. Medical assistance is being made available in the HLC. And good number of elders have availed the benefit.

xi. No Socio Economic profile is being maintained in respect of beneficiaries since the centre is expected to treat all cases equally.

xii. It has resolved some special/ outstanding cases and details are maintained.

xiii. The HLC Centre is submitting all the progress reports regularly

xiv. Special Case

Respondent :- Smt Rajeshwari Kantharaj Tumkur



Case Details: Smt Rajeshwari Kantharaj was aged 69 years and wife of late Dr. Kantharaj and she was suffering from diabetes and both the legs were amputated due to Gangrene. She was having four daughters, 3 are abroad and the second daughter is taking care of her. The property (house) which belongs to her was taken over by force by 3 daughters and the matter had gone to the Assistant Commissioner's Court. The Hon'ble Assistant Commissioner held the court proceedings in her premises and judgment was given in her favour. Later on she died.



4. DAVANAGERE

- ❖ Name of the Help Line Centre :- Gayatri Grameena Vidya Samsthe, Mayakonda, Rudreshwar Nilaya. Mouneshwar Badavane Davanagere. Phone: 08192-236784, 9916826093
- ❖ Location :- S.P. Office
- ❖ Details of the HLC Centre/Activities
 - i. This centre was established during :April 2007
 - ii. It has deployed required number of personnel including those on deputation from Police Department. Among facilities, 1090 toll free Telephone is put in place and is operational.
 - iii. Call details in respect of toll free calls only are maintained.
 - iv. Of the Cases handled, about 30% are from Davanagere and neighbouring area and 70% from all over the district.
 - v. Mode of receipts and procedure for recording: is as per scheme guidelines and similar to other centres. No deviation is observed in case of Complaints received and procedures followed.

- vi. During the five year period, as many as 9578 calls were made of which about 56% were through toll free number and rest by other modes. No significant rise in calls is observed on a year to year basis.

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	1524	760	780	840	1524	5428
Others	655	760	780	840	1115	4150
Total	2179	1520	1560	1680	2669	9578

v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mr. Prabhakar D	Project co-ordinator	M A (Soc)	2 years	12000
2	Mr. Santosh	Counsellor/Social worker	M.S.W	2 years	10000
3	Mrs. Ashwini D M	Counsellor/Social worker	M.S.W	2 years	10000
4	Mr.Dushyant Kumar	Counsellor/Social worker	M.S.W	2 years	10000
5		Police (M)			Deputation from Police Dept
6		Police (F)			
7	Mrs. Laxmi	Office Attainder		5 years	6000

vi. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. Jakanachar	B.Com, L.L.B	10 Years	4
2	Mr.Onkarappa	M A L.L.B	12 Years	4

- vii. The centre has maintained all records as per guidelines.
- viii. Services of a Legal expert are available to provide legal aid and assistance to the elders wherever necessary.
- ix. Details of the cases Disposed off/Resolved are maintained
- x. The centre does not have its own Medical assistance/Facility, but if required by any senior citizen, they are referred to old age homes nearby.
- xi. The centre is not maintaining any Socio Economic profiles of the beneficiaries since all are treated with equal care irrespective of their socio economic status.
- xii. The centre had handled some special/outstanding cases for which separate record is maintained.
- xiii. The Centre is submitting all the progress reports regularly.



5. MYSURU

- ❖ Name of the Help Line Centre :- JSS Medical Service Trust Jagadaguru Dr Sri Shivarathri Rajendra Circle, Mysore Phone: 0821-2548253
- ❖ Location :- JSS Hospital Campus MG Road Mysuru
- ❖ Details of the HLC Centre/Activities
 - i. This centre was started during April 2005 and serves elders from Mysore town and surrounding areas as also seniors across the district.
 - ii. It is staffed with adequate number of experts including the police personnel on deputation.
 - iii. It has installed the toll free Telephone facility for the benefit of elders.
 - iv. During the five year period, this centre had received more than 10,217 calls of which 46% were from toll free number and others from others indicating that senior citizen are not making full use of toll free number. Annual variations are observed in calls received by the centre. During last two years, the calls increased significantly as reflected in the following table

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	612	968	719	956	1462	4717
Others	781	1188	909	1285	1337	5500
Total	1393	2156	1628	2241	2799	10217

v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mr. Basavaraju S	Project co-ordinator	MSW	9 years	18450
2	Mr. Darshan S	Counsellor/Social worker	M.S.W	5 years	10000
3	Mr. Pradeep Kumar S	Counsellor/Social worker	M.S.W	2 years	10000
4	Mr. Kendaganna	Counsellor/Social worker	M.S.W	2 years	10000

5		Police (M)			Deputation from Police Department
6		Police (F)			
7	Mr. Madhu A.M	Office Attainder	B.A	11 years	6000

vi. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. Banumurthy M	B.Sc, L.L.B	14 Years	168
2	Mr. Guruprasad C S	B.A , L.L.B	6 Years	25

vii. As in the case of other centres, this centre also follows the Mode of receipt of calls and procedure for recording of complaints on wide ranging matters.

viii. All the records are maintained as per guidelines.

ix. The centre provides Medical assistance/Facility and arranges free Medical Camps, Eye Camps, Free Medical Camps, Yoga Camp, Mane Maddu Camp, Free Speech and Hearing Camps etc. During 5 years, as many as 1921 camps were organised by this centre.

x. This centre also does not maintain any Socio Economic profiles of seniors.

xi. The Centre is submitting all the progress reports regularly.



6. MANGALURU

- ❖ Name of the Help Line Centre :- Viswas Trust Mangaluru, Valenikhiya Hall Road 4th cross, Mangalore Phone: 0824-2436681/2430718
- ❖ Location :- Pandeshwar Police Station
- ❖ Details of the HLC Centre/Activities

- i. The centre was established during April 2005 and its area of operation is entire Dakshina Kannada district. The cases dealt with represent 45% from Mangaluru and remaining from mofussil areas.
- ii. The centre has adequate staff to carry out its activities including personnel on deputation from police department.

- iii. Among facilities, a toll free Telephone facility is put in place.
- iv. During the five year period this centre had received smaller number of calls i.e., 2223 of which 1678 were through toll free facility and remaining from others. There is gradual rise in number of calls in recent years indicating increased awareness among seniors, as reflected in the following table.

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	275	232	515	390	266	1678
Others	96	62	68	77	242	545
Total	371	294	583	467	508	2223

v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mr. Lidwin Lobo	Project co-ordinator	MSW	4 Years	12000
2	Mrs. Deepa I	Counsellor/Social worker	M.S.W	1 years 6 Month	10000
3	Mrs. Laveena	Counsellor/Social worker	M.S.W	1 years 5 Month	10000
4	Mr. Maharaj	Counsellor/Social worker	M.S.W	1 years 5 Month	10000
5		Police (M)			Deputation from Police Department
6		Police (F)			
7	Mrs. Manorama	Office Attainder	B.A	1 years 6 Month	6000

vi. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. Noronha	B.A. L.L.B	10 Years	21

- vii. Follows same mode of receiving and recording calls and dealing with them as per guidelines and as in the case of other centres. Procedures followed conform to the regulations and rules.
- viii. All the records as per the guidelines are being maintained and verified.
- ix. The centre has arranged a Legal expert's service to deal with cases involving legal issues as per guidelines.
- x. Provides Medical assistance/Facility and organised Free Medical Camp, where necessary, take them to the hospital. During five years period as many as 518 seniors were covered under medical assistance.
- xi. No Socio Economic profile of beneficiaries is maintained by the HLC since it is expected to help everybody equally and not discriminate.
- xii. The HLC Centre is submitting all the progress reports regularly.

xiii. Special Case

Respondent :- Apoluie D'souza, Mangaluru



Case Details: Apoluie D'souza aged 60 years had lent Rs.Five lakhs to his friend Lebelo D'souza to construct a small house in the existing site. After completion of the house Mr. Lebelo started dodging to return the money. Mr. Apoluie took the matter to the notice of HLC and the Police. Later on money was repaid in instalments by the intervention of HLC and Police.



7. SHIVAMOGGA

❖ Name of the Help Line Centre :- Lalitha Academy, Near Popular Rice Mill

Honnalli Road Shivamogga Phone: 08192-221188, 9844011532

❖ Location :- DY SP Office

❖ Details of the HLC Centre/Activities

- i. This centre was established in April 2007
- ii. It does have 1090 toll free Telephone facility but the same is Not Functional.
- iii. Out of cases dealt with about 40% are from Shivamogga City and neighbouring area and 60 % from all over the district.
- iv. The centre received 3445 calls during five years of which 100% were made through toll free phone indicating level of awareness among senior citizen. Wide fluctuations are notice calls received each year from the following Table Year wise Call Details:-

(Only Maintained Toll free 1090 Calls)

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	680	710	635	740	680	3445
Others	-	-	-	-	-	-
Total	680	710	635	740	680	3445

v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mr. G.R. Veeresh	Project co-ordinator	MSW	5 Years	12000
2	Mr. Rakesh D. N	Counsellor/Social worker	M.S.W	3 Years	10000
3	Mr. Nagaraj G	Counsellor/Social worker	M.S.W	3 Years	10000
4	Mr. Bharath R	Counsellor/Social worker	M.S.W	2 Years	10000
5	Mr. Prabakar	Police (M)	B.Com		Deputation from Police Department
6	Mrs. Shakunthala H. K	Police (F)	ASI		
7	Mrs. Sharadha S	Office Attainder	PUC		6000

vi. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mrs. Annapurna	B.A. L.L.B	10 Years	56

vii. The centre is following prescribed Mode of receipts and procedure for recording of cases and processes and procedures according to scheme norms. Other procedures followed are similar to the Bengaluru Centre.

viii. All the records are maintained as per guidelines and verified i.e. Call intake records, Written complaint index, Individual files for each written complaint, Home visit records, RTI enquiry register, ID card records, like attendance register, Movement register, salary acquaintance register , stock list, cash register, Visitors Book, RTI information Book etc

ix. Legal experts service is available with the centre for the benefit of elders;

x. Details of the cases Disposed off / Resolved are also maintained by the centre.

xi. Medical assistance/ Facility is not available .If the senior citizen requires medical help old age homes provide medical treatment.

xii. No Socio Economic profile is maintained by the HLC since all are treated equally irrespective of their socio economic status.

xiii. Information on the special/outstanding cases is maintained.

xiv. The HLC Centre is submitting all the progress reports regularly.

xv. Special Case-

Respondent :- Smt. Saraswatemma ,Shivamogga



Case Details: Smt. Saraswatemma aged 85 years was ill-treated by her son and daughter in law and the matter was gone to the notice of HLC through her messenger. The HLC staff and the Police personnel visited the house and seized of the matter. After several rounds of counselling by the HLC and Police, both the wards agreed to take care of her and the matter has been settled amicably.



8. BELAGAVI

- ❖ Name of the Help Line Centre :- Ramalingeshwar Grameen Abhivryddi Sangh Near Primary Health Centre Savadatti Road Belvadi Bailhongal Tq, Belgaum Dist
Phone: 08288-223430, 944814243
- ❖ Location :- Retired Police Officers Forum
- ❖ Details of the HLC Centre/Activities
 - i. This centre was established during December 2004
 - ii. Prescribed numbers of expert staff are put in place including police personnel deputed from the Police Department.
 - iii. It is equipped with Toll free telephone facility (1090)
 - iv. Cases dealt with comprise 40% from Belgaum and neighbouring area and 60% from all over the district.
 - v. It follows the mode of receipt of calls and follows procedures for recording processing and pursuing cases.

vi. During five year period the centre had received following calls

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	1143	1230	1296	1383	2718	7770
Others	-	-	-	-	-	-
Total	1143	1230	1296	1383	2718	7770

It is seen that 100% of the calls were made through toll free number. Complaints are received through phone, walk in.

vii. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Miss. Geeta S. Vijaynagar	Project co-ordinator	MSW	1 Years	12000
2	Mr. Ningappa B. Talwar	Counsellor/Social worker	M.S.W	1 Year	10000
3	Mr. Anand M Morabad	Counsellor/Social worker	M.S.W	1 Year	10000
4	Mr. Krishan P. Talwar	Counsellor/Social worker	M.S.W	1 Year	10000
5		Police (M)			Deputation from Police Department
6		Police (F)			
7	Mr. M.B. Sanadi	Office Attainder			6000

viii. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mrs. Vinuta S Nakati	B.A. L.L.B	8 Years	
2	Mr. Ashok C Hanaminahal	B.Com, L.L.B	6 Years	

ix. The centre maintains all the records as per the guidelines.

x. Medical assistance/Facility is available in the HLC.

xi. The centre organises Monthly Health Check-up camps at Old age homes, Villages, Temples etc.

xii. No Socio Economic profile is maintained by the HLC.

xiii. Out of its assistance availed, 60 % come under BPL and 40 % other.

xiv. The centre also has taken up some special cases and provided outstanding services (details maintained at centre)

xv. The HLC is submitting all the progress reports regularly

xvi. Special Case

Respondent: - Sri. R.V. Velangi C.C.B 142 Vidyanagar Anigol Belgaum



Case Details: Sri. Velangi aged 77 years, is a Rtd PWD Engineer living alone having no children's and widower. One of his distant relatives was taking care of him. In due course he had stolen gold (600 gm) worth 10 lakhs rupees, and 5.88 lakhs worth F.D Certificate. With help of HLC and Police, families of both sides finalized and gave back all the stolen items to Sri Velangi.



9. HUBBALLI

- ❖ Name of the Help Line Centre :- Vishwa Dharma Mahila And Makkala Shikshna Sevashrma Samsithi Veerapur Oni Hubballi, 9535701627
- ❖ Location :- Suburban Police Station Hubballi
- ❖ Details of the HLC Centre/Activities

- i. This centre was established during the January 2005.
- ii. 45% of the cases are from Hubli- Dharwad and neighbouring area and 55 % from all over the district.
- iii. It has staff composition as per scheme guidelines and has installed the toll free telephone for the convenience of the elders.
- iv. During the five year period the centre had received over 7252 calls, almost 90% from toll free phone and only 10% from other mode, indicating greater awareness among elders about the toll free facilities and services of HLCs. There is nearly fivefold rise in calls over five years, especially, during last two years, the calls received accounted for about three-fourth of total calls. Showing elders awareness level, as reflected in the table.

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	570	420	672	2200	2621	6483
Others	80	64	93	251	281	769
Total	650	484	765	2451	2902	7252

v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mr. Hanmanthappa K Banagar	Project co-ordinator	MSW	2 Years 5 Months	12000
2	Mr. Praveen Jadhav	Counsellor/Social worker	M.S.W	2 Years	10000
3	Miss. Channavva Nidoni	Counsellor/Social worker	M.S.W	1 Year	10000
4	Mr. Santosh Hullur	Counsellor/Social worker	M.S.W	1 Year	10000
5		Police (M)			Deputation from Police Department
6		Police (F)			
7	Mr. Hanumanth Hombal	Office Attainder	SSLC	6 Months	6000

vi. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. Y R Patil	B.A. L.L.B	10 Years	30
2	Mr. Balakrishna Bhat	M.A. L.L.B	25 Years	18

vii. Mode of receipts and procedures for recording: Complaints are in conformity with the scheme guidelines.

viii. The centre has maintained all necessary and statutory records as per the guidelines.

ix. Centre has Medical assistance/Facility and organises Free Medical Camps. During five year period the centre had organised 118 such camps for the benefit of elders.

x. No Socio Economic profile is being maintained at this centre since all cases are to be treated with equal concern and interest.

xi. The centre has handled some special /outstanding cases and maintained records.

xii. The HLC Centre is submitting all the progress reports regularly.

xiii. Special Case

Respondent: - Sri. Veeresh Shasthrimath Gamanagatti Hubballi



Case Details: Sri. Veeresh Shasthrimath aged 78 years a Rtd Karnataka University Employee has 04 daughters, married and settled in different places. He is staying with his wife in Gamanagatti near Hubballi in his own house. His neighbour encroached, constructed a room and wall in his site. With help of HLC, Lokayukta Police and Honble Commissioner Municipal Corporation Hubballi settled the case in favour of Sri Veeresh and the room and wall was demolished.



10. BAGALKOTE

- ❖ Name of the Help Line Centre :- Sri Kanakadas Grameena Abhivruddi Samsthe
Teggi village, Bilagi Tq, Bagalkote Dist. 9448897414
- ❖ Location :- S.P. Office
- ❖ Details of the HLC Centre/Activities:-

- i. The Centre was established in April 2007
- ii. Its operational area is Bagalkote town and surrounding areas as also adjoining villages of the District.
- iii. The centre has toll free Telephone facility. (Through only BSNL Land Phone.)
- iv. During the five year period under study, the centre had received 4807 calls and all of them from other than toll free phone. Trends in calls indicated no major improvement/increase between the years as reflected in the table

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	1227	284	445	811	1492	4259
Others	115	130	99	76	128	548
Total	1342	414	544	887	1620	4807

v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mr. A L Mulla	Project co-ordinator	M.A	2 Years	12000
2	Mr. S S Jigalur	Counsellor/Social worker	M.S.W	2 Years	10000
3	Mr. Walikar M B	Counsellor/Social worker	M.S.W	1 Year	10000
4	Mr. V Y Bajantri	Counsellor/Social worker	M.S.W	8 months	10000
5	Mr. Mallu Madar	Police (M)			Deputation from Police Department
6	Mrs. Vidya Hedake	Police (F)			
7	Mr. S N Pammar	Office Attainder			6000

vi. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. Shivanand M Touli	B.A. L.L.B	10 Years	35

vii. This centre also follows the same Mode of receipts of calls and procedure for recording as per guidelines and similar to other centres.

viii. The centre has maintained all statutory records as per the guidelines which are verified.

ix. It has a Legal expert's service to deal with cases involving legal issues and disputes.

x. All details on cases Disposed off/Resolved are maintained

xi. There is no Medical assistance/Facility in the HLC.

xii. Socio Economic profiles of senior citizen are not maintained by the HLC since the centre works for all senior citizen and treats them equally.

xiii. The centre has handled some special cases and has resolved the issues. Details are maintained at the centre.

xiv. The Centre is submitting all the progress reports regularly

xv. Special Case

Respondent: - Smt. Laxmibai W/o Shivangouda Goudar At Post: Belawalkoppa Taluk: Badami District: Bagalkote



Case Details: Laxmibai W/o Late Shivangouda Goudar (a Rtd employee) aged 60 years of Belawalkoppa Taluk Badami, District: Bagalkot has landed Property of 9 acres 35 guntas. She has 02 sons and 02 daughters. Her elder son Ragangouda Goudar was quarrelling with her and threatened her for share in the landed property. In addition to that he has taken Rupees 6.00 Lakhs from Pension deposit and 120.00 grams of Gold from his mother with threatening to kill her. She gave a complaint in Badami Police Station.

In the mean time her daughter in law gave complaint of dowry harassment in Thavargere Police station of Kustagi Taluk in her native place. At that time HLC, Police and Local Leaders have settled the case.



11. VIJYAPURA

- ❖ Name of the Help Line Centre :- Mudhol Shivayogi Shivalingeshwara Shikshana Samsthe, Joladabaka Village, Balki Tq, Bidar Dist. Phone: 08352-250499
- ❖ Location :- S.P. Office
- ❖ Details of the HLC Centre/Activities:-

- i. This centre was established during :September 2008
- ii. It has necessary staff contingent including personnel on deputation from police department.
- iii. Its area of operation is Vijayapura town and surrounding areas and villages in the district. Out of cases handled, 40% are from Vijayapura and nearby areas and 60% from other parts of the district.
- iv. 1090 toll free Telephone facility is put in place. The centre had received as many as 5176 calls comprising toll free and other modes almost equal to other

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	319	460	582	505	629	2495
Others	307	480	497	595	802	2681
Total	626	940	1079	1100	1431	5176

v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mrs. Meenaxi Gourpade	Project co-ordinator	M.A (Soc)	7 years	12000
2	Miss. Laxmi Y Batagunaki	Counsellor/Social worker	M.A (Soc)	1.5 Years	10000
3	Mrs. Satyavva S Nadagouda	Counsellor/Social worker	M.S.W	1 Year	10000
4	Mrs. Mahajyoti P Matapati	Counsellor/Social worker	M.S.W	1 Year	10000
5		Police (M)			Deputation from Police Department
6	Mrs. S S Tamagonda	Police (F)			
7	Mr. Sadashiv. C	Office Attainder	B.A	2 Years	6000

vi. Staff Details: Legal Personal

Sl.No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. Baragimath	B.A. L.L.B	10 Years	2
2	Mr. Kambale	B.A. L.L.B	8 Years	1
3	Mr. Walikar	B.A. L.L.B	20 Years	4

- vii. The centre adopts same mode of receipt of calls, their registration and follow up as in the case of other centres and as per guidelines
- viii. The centre has maintained all the records as per guidelines are maintained and verified.
- ix. The centre also has a Legal expert's service facility to provide legal assistance to the elders and deal with issues involving some legality.
- x. The centre has maintained details of the cases disposed off / resolved.
- xi. The centre has no facility to provide Medical assistance/Facility. But wherever required by senior citizen, they are referred to Old Age Homes nearby.
- xii. No Socio Economic is maintained since the scheme does not discriminate senior citizen on the basis of their socio economic status.
- xiii. The centre has handled a few special/outstanding cases.
- xiv. This HLC is submitting all the progress reports regularly

xv. Special Case.

Respondent: Smt. Bamma W/o Adivappa Vagamore At.Post Sinal Taluk: Indi, District: Vijaypur



Case Details: Bamma W/o Late Adivappa Vagamore aged 75 years of Sinal, Taluk: Indi District: Vijaypur had made a complaint against her grandson that he forced her to give witness in the court regarding the land dispute of her daughters' property i.e 3 acres 35 guntas. (Court Case No: 186/2013). She had to give witness against her daughter and she is not willing to give for her grandson voice as she is not ready to stand witness against either her daughter or her and for her grandson and was sent out of the house. With intervention of the HLC, Police and Local Leaders and after discussions with her grandson and Daughter case has been settled.



12. BALLARI

- ❖ Name of the Help Line Centre :- Samagra Samajik and Naithik Abhuvruddi Sangh, Near APMC Kurgod Ballari, Cell No: 9964342805
- ❖ Location :- DY.Sp Office Gandinagar
- ❖ Details of the HLC Centre/Activities:-
 - i. This centre was established during June 2007 and covers Ballari town and nearby areas including the district.
 - ii. It is equipped with 1090 toll free Telephone facility.
 - iii. Details of calls indicate that out of the calls, about 40 % are from Bellary and neighbouring area, 60 % from all over the district.
 - iv. Calls are received through toll free and other modes.
 - v. During five year period the centre had received as many as 11,265 calls, mainly through

1090 toll free number (90%) while a small percentage of calls was made through other modes.

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	1569	1712	2051	2253	2475	10060
Others	158	162	276	288	321	1205
Total	1727	1874	2327	2541	2796	11265

vi. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mr. M U Paviraj	Project co-ordinator	M S W	10 Years	12000
2	Mr. Basavaraj M	Counsellor/Social worker	M S W	5 Years	10000
3	Mr. A Hulagappa	Counsellor/Social worker	M.S.W	5 Years	10000
4	Mrs. Savitramma	Counsellor/Social worker	M.S.W	5 Years	10000
5		Police (M)			Deputation from Police Department
6		Police (F)			
7	Mr. Md. Hussainsabh	Office Attainder	S S L C	3 Years	6000

vii. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. Doddayya	B.A. L.L.B	10 Years	212

- viii. The Mode of receipts and procedure for recording calls is as per scheme guidelines and similar to other centres.
- ix. Records such as Call intake records, Written complaint index, Individual files for each written complaint, Home visit records, RTI enquiry register, ID card records, like attendance register, Movement register, salary acquaintance register, stock list, cash register, Visitors Book, RTI information Book etc are being maintained at this centre.
- x. The centre also has Legal expert's service facility to deal with cases involving legal remedies
- xi. Medical assistance/Facility is not available in the HLC. If the senior citizen requires medical help old age homes provide medical treatment.
- xii. The centre does not maintain any Socio Economic profiles of the elders since all are being treated irrespective of their socio- economic condition.
- xiii. Some special/outstanding cases have also been handled by this centre.



13. BIDAR

- ❖ Name of the Help Line Centre: - Dr. Ambedkar Cultural Society H.No. 8-11-229
House of Don, KEB Road Bidar, Phone: 02482-223633/09448258667
- ❖ Location :- SP Office
- ❖ Details of the HLC Centre/Activities:-

- i. This centre was established during August 2008 and has 1090 toll free Telephone facility.
- ii. Its services to senior citizen cover about 35 % from Bidar and neighbouring area, and 65 % from all over the district.
- iii. It has required number of staff with police personnel on deputation.
- iv. The centre received small number of calls (2776) during five year period of which calls through 1090 had larger share of 66%. No major fluctuation is observed in respect of calls during the five year period as shown in the following table.

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	234	199	164	141	207	945
Others	413	384	340	291	403	1831
Total	647	583	504	432	610	2776

v. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Mrs. Monika Nadikar	Project ordinator co-	M S W	3 Years	12000
2	Mrs. Renuk Tandle	Counsellor/Social worker	M S W	4 Years	10000
3	Mr. Mallikarjun	Counsellor/Social worker	M.S.W	2 Years	10000
4	Mr. Malachi	Counsellor/Social worker	M.S.W	1 Years	10000
5	Mr. Manohar Sambale	Police (M)			Deputation from Police Department
6	Mrs. Manjula	Police (F)			
7	Mr. Samson	Office Attender			6000

vi. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. Gundappa Sajanshetty	B.A. L.L.B	20 Years	
2	Mrs. Gangashetty Patil	B.A. L.L.B	20 Years	

vii. As in case of other centres, this centre also follows scheme guidelines in respect of Mode of receipts and procedure for recording: receipt of complaints, their recording, dealing with the same and resolution of the issues.

viii. The centre has maintained all statutory and other records as per the guidelines.

ix. The centre has arranged a Legal expert's service for the benefit of senior citizen.

x. No Medical assistance/Facility is available in the HLC. But whenever any senior citizen requires medical help, the HLC arranges such assistance.

xi. No Socio Economic profile is maintained by this centre since it treats everybody equally well.

xii. Some special/outstanding cases have been resolved by this centre

xiii. The HLC Centre is submitting all the progress reports regularly.

xiv. Special Case

a. Respondent: Sri. David S/o Lalappa At. Post Waladoddi Taluk, District :- Bidar



Case Details: David S/o Lalappa Rtd Air Force employee aged 68 years and received Rs 11.00 lakhs pension fund and deposited in the bank. Out of that he had given Rs. 2.00 lakhs to his elder son for repair of living house. The second son, without knowledge of his father withdrew Rs. 4.5. lakhs with forged signature of his father. With intervention of the HLC and Police the case was settled.

b. Respondent: Smt. Peramma W/o Manik, District :- Bidar



Case Details: Peramma W/o Late Manik aged 65 years. She has 3 sons out of them 2 are mentally retarded and dumb. First son is not ready to share in Landed Property and house. With the intervention of the HLC and Police case was settled in favour of the complainant.



14. KALBURGI

- ❖ Name of the Help Line Centre: - Sri. Shivarudra Trust Old SP Office Kalburgi
Phone: 08472-242888,8095555483
- ❖ Location :- SP Office
- ❖ Details of the HLC Centre/Activities:-

- i. This centre was established during 2007
- ii. Among the beneficiaries, 40% are from Gulbarga town and surrounding areas and rest from other parts of the District.
- iii. The centre is staffed with adequate number of trained personnel including those on deputation from Police Department.
- iv. 1090 toll free Telephone facility is put in place.
- v. During five year period the centre had received 4836 calls, of which only 25% were through 1090 while majority (75%) were from other sources. No major fluctuation is observed in the annual number of calls Year wise Call Details:-

	2009-10	2010-11	2011-12	2012-13	2013-14	Total
1090	456	498	54	85	127	1220
Others	856	795	468	625	872	3616
Total	1312	1293	522	710	999	4836

vi. Staff Details:-

Sl. No	Name	Post Held	Qualification	Experience	Remuneration in Rs
1	Miss. Savita S.H	Project co-ordinator	M S W	1 Years	12000
2	Mrs. Pratibha M.M	Counsellor/Social worker	MA	9 Years	10000
3	Mr. Ramesh S.B	Counsellor/Social worker	M.S.W	2 Years	10000

4	Mr. Chandrakanth D	Counsellor/Social worker	M.S.W	6 Years	10000
5	Miss. Hema Shetty	Computer Operator	MSW		6000
6		Police (M)			Deputation from Police Department
7		Police (F)			
8	Mrs. Parvati Kolda	Office Attainder	SSLC		6000

vii. Staff Details: Legal Personal

Sl. No	Name	Qualification	Experience	No of Legal Cases handled during 5 years
1	Mr. B Chinamalli	L.L.B	5 Years	
2	Mrs. Mangala	L.L.B	5 Years	
3	Mrs. Ramadevi	L.L.B	2 Years	

viii. The centre follows mandated mode for receipt and dealing of cases as per guidelines as in other cases.

ix. The centre has maintained all records required as per guidelines.

x. It also has Legal expert's service to deal with advice related to legal disputes, arbitration and other purposes.

xi. The centre provides Medical assistance/Facility and conducts periodical health check-up and supplies Tablets/medicines.

xii. The centre has not maintained any Socio Economic profile of elders.

xiii. The centre maintains Information on the special/ outstanding cases handled.

xiv. The HLC Centre is submitting all the progress reports regularly.

CHAPTER 6
USERS' SURVEY

As per terms of reference of the study a users' survey was conducted covering as many as 505 senior citizens coming under the following category

- a) Users receiving some financial relief
- b) Users covered under rehabilitation

As explained under chapter 2 (methodology), the required percentage coverage was 20 and 10 respectively for the above two category. However, in spite of repeated visits to the residences of the beneficiaries, the required number could not be reached due to lukewarm and reluctant attitude of the beneficiaries. As many as 307 male and 196 female senior citizens could be covered under the study. The following table provides centre wise details of beneficiaries covered

Sl No	Centre	NGO	Beneficiaries Receiving Financial relief	Beneficiaries rehabilitated	Total
1	Bengaluru	Nightingales Medical Trust Bengaluru	36	3	39
2	Kolar	Divyajyothi Education and Cultural Society Kolar	20	5	25
3	Tumkur	Shri Ramu Foundation For Rural Organization ® Tumkur	24	1	25
4	Davangere	Gayatri Grameen Vidya Samsthe Davangere	26	1	27
5	Mysuru	JSS Medical Services Trust Mysuru	16	9	25
6	Mangaluru	Vishwas Trust Mangaluru	23	1	24
7	Shivamogga	Lalitha Academy Shivamogga	51	1	52
8	Belagavi	Ramalingeshwar Grameen Abhivruddi Sangh Belagavi	31	2	33
9	Hubballi	Vishwa Dharma Mahila and Makkala Shikshan Sevashram Samithi Hubballi	35	3	38
10	Bagalkote	Sri. Kanakadasa Grameena Abhivruddhi Samste Bagalkote	24	4	28

11	Vijaypura	Mudhol Shivayogi Shivalingeshwara Shikshana Samsthe Vijaypura	46	3	49
12	Ballari	Samagra Samajik And Naitik Abhivruddi Sangh Ballari	37	2	39
13	Bidar	Dr. Ambedkar Cultural Society Bidar	53	6	59
14	Kalburgi	Sri. Shivarudra Trust Kalburgi	41	1	42
	Total		463	42	505

Age profile

The overall average age of beneficiaries was 68 years while it varied among centers from 63 years to 72 years. The following table provides centre wise average ages of beneficiaries.

Table 9.5
Average Age

Sl No	Centre	Average Age (Yrs)
1	Bengaluru	70
2	Kolar	63
3	Tumkur	64
4	Davangere	67
5	Mysuru	69
6	Mangaluru	72
7	Shivamogga	68
8	Belagavi	72
9	Hubballi	69
10	Bagalkote	69
11	Vijaypura	67
12	Ballari	67
13	Bidar	69
14	Kalburgi	69
	Overall Average	68

Gender

Of the 505 beneficiaries, as many as 309 were men and 196 were women senior citizen. The overall percentage of beneficiaries covered was 61 in respect of male and 39 in respect of female senior citizen. Wide variations were observed in this composition among the centers. Hubballi and Shivamogga had least number of men-senior citizens (32 and 35% respectively) while in case of Belagavi this was as high as 91%, followed by Kolar (80%), Vijaypur (76%) and Bidar (75%). In four of the fourteen centers the percentage of men senior citizen was less than 50%.

Following table provides details of number and percentage representation between men and women beneficiaries

Table 9.6
Gender Analysis

Centre	Number		In Percentage (%)	
	Male	Female	Male	Female
Bagalkot	20	9	69	31
Belgavi	29	3	91	9
Bellary	21	14	60	40
Bengaluru	21	18	54	46
Bidar	44	15	75	25
Vijaypur	37	12	76	24
Davangere	13	14	48	52
Hubballi	13	28	32	68
Kalburgi	30	12	71	29
Kolar	20	5	80	20
Mangalore	10	14	42	58
Mysore	17	8	68	32
Shivamogga	18	34	35	65
Tumkur	16	10	62	38
Total	22	14	61	39

Economic Profile

A study of source of income of the respondents shows that about 30% of respondents reported to be engaged in agriculture followed by housewives at 21% about 15% retired persons and those engaged in manual labor at 14%. Here again, inter-centre variations were discernible. In case of Davangere, Vijayapura, Bidar and Belagavi, the percentage of beneficiaries engaged in agriculture ranged between 50 and 63% while in contrast in case of Hubballi, Mangaluru, Shivamogga and Mysuru, beneficiaries depending on agriculture were quite small in percentage (ranging 5-12%). In the second category, Mysuru centre had higher number of beneficiaries engaged in Business while in case of other centers very small percentage was engaged in business. In respect of third category, in case of retired persons, Mysuru (46%) topped the list followed by Mangaluru and Bengaluru and Belagavi. In other centers this category of respondents was comparatively smaller in number and percent. In respect of Shivamogga, Mangaluru and Bengaluru number of housewives users was comparatively higher and accounted for between 40 and 50%. In case senior citizen engaged in labor, Tumkur (83%) and Bagalkote (59%) accounted larger number of beneficiaries.

Table 9.7
Economic Status (Percentage)

Following table provides centre-wise, economic profiles of beneficiaries

Sl No	Centre	Economic Status							Total
		Agriculturist	Businessman	Rtd Personal	House wife	Labour	House Maid	Others	
1	Bengaluru	-	-	36%	44%	0%	-	20%	100%
2	Kolar	NA	NA	NA	NA	NA	NA	NA	-
3	Tumkur	-	-	17%	-	83%	-	-	100%
4	Davangere	55%	-	3%	24%	15%	-	3%	100%
5	Mysuru	12%	19%	46%	12%	-	-	11%	100%
6	Mangaluru	5%	-	40%	45%	-	5%	5%	100%
7	Shivamogga	12%	6%	8%	50%	2%	-	22%	100%
8	Belagavi	50%	-	22%	9%	6%	-	13%	100%
9	Hubballi	5%	3%	13%	25%	15%	3%	36%	100%

10	Bagalkote	17%	-	3%	14%	59%	4%	3%	100%
11	Vijayapura	53%	2%	6%	16%	8%	3%	12%	100%
12	Ballari	63%	-	3%	3%	31%	-	-	100%
13	Bidar	37%	-	3%	3%	19%	-	37%	100%
14	Kalburgi	43%	4%	22%	16%	8%	-	6%	100%
	Total	30%	3%	15%	21%	14%	1%	16%	100%

Annual Income

As indicated in the table above, the senior citizen had been getting income from different sources and majority of them had agriculture income, followed by pension and non-agriculture income. The average income for a household in all the centers averaged at Rs 91,994. Inter-Centre variations were significant. In case of 12 out of 14 centers, the average income was below average. Only in two cases incomes were substantially high thus influencing overall average. Therefore, in majority of cases the average annual income ranged between Rs 43,000 and Rs 78,000. Taking the average family size at 11, the per capita income could range between 7,000 to 8,000. As reflected in the following Table

Table 9.8
Average Annual Income

(Rs in lakhs)

Sl No	Centre	Income Source in Numbers						Average (Income Type)
		Agriculture	Non Agriculture	Pension	Interest on savings	Others	Total	
1	Bengaluru	-	-	151,975	268,800	223,777	644,552	214851
2	Kolar	-	-	-	-	6,000	6,000	6000
3	Tumkur	-	-	129,000	-	6,000	135,000	67500
4	Davangere	115,320	24,000	60,000	-	6,000	205,320	51330
5	Mysuru	54,000	75,332	179,500	-	6,000	314,832	78708
6	Mangaluru	24,996	30,832	175,999	60,000	6,000	297,827	59565
7	Shivamogga	118,000	51,000	147,000	-	48,150	364,150	91038
8	Belagavi	105,454	70,332	60,567	-	76,660	313,013	78253

9	Hubballi	72,000	36,514	139,800	-	8,842	257,156	64289
10	Bagalkote	66,000	55481	-	-	7,200	128,681	42894
11	Vijaypura	63,015	30,125	86,652	-	10,800	190,592	47648
12	Ballari	70,661	48,000	108,000	-	15,000	241,661	60415
13	Bidar	45,552	102,000	138,000	-	6,225	291,777	72944
14	Kalburgi	63,018	217,998	90,748	-	39,996	411,760	102940
	Average	72,547	67,419	122,270	164,400	33,332	271,594	91994

Table 9.8.1
Average Source wise Annual Income (In Percentage)

Sl No	Centre	Income Source in Percentage					
		Agriculture	Non Agriculture	Old Age Pension	Interest on savings	Others	Total
1	Bengaluru	-	-	24	41	35	100
2	Kolar	-	-	-	-	100	100
3	Tumkur	-	-	96	-	4	100
4	Davangere	56	12	29	-	3	100
5	Mysuru	17	24	57	-	2	100
6	Mangaluru	8	10	59	20	3	100
7	Shivamogga	32	14	40	-	14	100
8	Belagavi	34	22	19	-	25	100
9	Hubballi	28	14	54	-	4	100
10	Bagalkote	51	43	-	-	6	100
11	Vijaypura	33	16	45	-	6	100
12	Ballari	29	20	45	-	6	100
13	Bidar	16	35	47	-	2	100
14	Kalburgi	15	53	22	-	10	100
	Average	16	15	27	36	7	100

SOCIAL STATUS

A study of the socio-economic profile of respondent beneficiaries showed that about 40% of them were categorized as living below poverty line (BPL) while other 60% were categorized as APL households. Inter-centre variations were wide with Kolar reporting 100%, followed by Tumkur (82%), Dharwad (86%) and Ballari (76%), Shivamogga (62%) and Mysuru (52%). In contrast, Belgaum (100%) Bengaluru and Gulbarga (97% each), Mangaluru (89%) and Davangere (83%) had higher number of APL beneficiaries. It was thus seen that the respondents belonged to different socio-economic categories in different centers. Following Table provides centre wise details of status of beneficiaries.

Table 9.9
Composition of Respondents
BPL Family (Percentage %)

Sl No	Centre	Yes	No	Total
1	Bengaluru	3	97	100
2	Kolar	100	-	100
3	Tumkur	92	8	100
4	Davangere	17	83	100
5	Mysuru	52	48	100
6	Mangaluru	11	89	100
7	Shivamogga	52	48	100
8	Belagavi	-	100	100
9	Hubballi	86	14	100
10	Bagalkote	31	69	100
11	Vijayapura	40	60	100
12	Ballari	78	22	100
13	Bidar	41	59	100
14	Kalburgi	3	97	100
	Total	40	60	100

FAMILY SIZE

Joint family system appears to be still in vogue if the average family size is any indicator. It was seen that uniformly for all centers, average members of the family were reported to be between 11 and 12 which is much above the smaller family norm of between 3 and 5. The larger the size of the family, greater is discord and difference of opinion and members of household with different life styles and aspirations Vis a Vis the elders. No major variation was observed among centers as reflected in the following table.

Table 9.10
Average Family Size (Numbers)

Sl No	Centre	Spouse	Son	Daughter	Son-in-law	Daughter-in law	Grandson /Daughter	Others	Total
1	Bengaluru	1	2	1	1	1	4	-	10
2	Kolar	1	2	2	2	1	2	2	12
3	Tumkur	1	1	1	1	1	4	1	10
4	Davangere	1	2	1	2	1	3	2	12
5	Mysuru	1	1	2	1	1	3	-	9
6	Mangaluru	1	2	1	1	2	3	-	10
7	Shivamogga	1	2	2	1	2	4	2	14
8	Belagavi	1	1	2	1	2	4	1	12
9	Hubballi	1	2	2	2	2	5	3	17
10	Bagalkote	1	2	3	2	1	4	-	13
11	Vijaypura	1	2	2	2	1	4	-	12
12	Ballari	1	2	2	2	2	5	-	14
13	Bidar	1	2	2	2	1	3	-	11
14	Kalburgi	1	1	1	1	1	2	-	7

Contact Mode

The scheme provides toll free call facility to contact the help line centers so as to ensure that free service is available to them. This number (1090) is linked to each of the centre. In addition to this facility, the HLCs can also be accessed through (i) public telephone booths (ii) private telephones (iii) mobiles and also (iv) direct visit to the centre if the elders can do so. A study of different modes used in different centers shows that an overwhelming percent of senior citizen had made personal trips to the centers for one or other purpose (51%), followed by another 28% of all, who had used toll free number. Beneficiaries using NGOs and personal telephones constituted around 4% each, while 12% had used other modes. In this case also inter-centre variations were evident. Senior citizen in Bagalkote, Belagavi and Vijayapura were found to have used 1090 in comparison with other centers, while in case of Mangaluru, Davangere, Mysuru and Shivamogga the trend was quite opposite with majority of seniors depending on personal visits to the centre for getting information/redressal. In all cases those approaching NGOs was not found to be very significant as reflected in the following Table

Table: 9.11
Mode of approach to HLC (In Numbers)

Sl No	Centre	Through 1090 helpline	Public telephone	Through personal visit	Through NGO	Others	Total
1	Bengaluru	6	-	16	3	14	39
2	Kolar	7	-	11	-	7	25
3	Tumkur	9	8	2	5	2	26
4	Davangere	4	-	22		1	27
5	Mysuru	4	-	20	1	-	25
6	Mangaluru	2	2	20	-	-	24
7	Shivamogga	8	-	40	-	4	52
8	Belagavi	16	1	10	5		32
9	Hubballi	8	-	16	5	12	41
10	Bagalkote	28	-	-	-	1	29
11	Vijayapura	20	3	22	2	2	49
12	Ballari	11	1	23	-	-	35
13	Bidar	16	-	23	-	20	59
14	Kalburgi	-	8	34	-	-	42
	Total	139	23	259	21	63	505

Table: 9.11.1
Mode of approach to HLC (Percentage %)

Sl No	Centre	Through 1090 helpline	Public telephone	Through personal visit	Through NGO	Others	Total
1	Bengaluru	15	-	41	8	36	100
2	Kolar	28	-	44	-	28	100
3	Tumkur	35	30	8	19	8	100
4	Davangere	15	-	81	-	4	100
5	Mysuru	16	-	80	4	-	100
6	Mangaluru	8	8	84	-	-	100
7	Shivamogga	15	-	77	-	8	100
8	Belagavi	50	3	31	16		100
9	Hubballi	20	-	39	12	29	100
10	Bagalkote	97	-	-	-	3	100
11	Vijaypura	41	6	45	4	4	100
12	Ballari	31	3	66	-	-	100
13	Bidar	27	-	39	-	34	100
14	Kalburgi	-	19	81	-	-	100
	Total	28	5	51	4	12	100

NATURE OF SERVICES

Senior citizens are confronted with wide ranging problems for which they seek remedies through intermediation and advice. They are domestic, social, health related, legal and financial in nature. The study covered major and broad areas of difficulties faced namely

- i) Family distress mitigation
- ii) Threat from social elements
- iii) Protection against harassment by own family members
- iv) Financial exploitation
- v) Legal remedies.

A study of trends of services sought by seniors shows that about 32% respondents wanted family distress mitigation and remedies against harassment by their own family members (16%), followed by those seeking legal remedies (17%). Other miscellaneous services accounted for about 20%. Hence little less than half of respondents wanted assistance in respect of family related problems. Centre wise, Shivamogga had highest number, followed by Bengaluru, Vijayapura, and Davangere seeking assistance from the first category of grievances while Bagalkote had highest number in respect of second category. Kolar, Vijayapura and Kalburgi centers had received highest number of cases relating to legal disputes. Following table provides details.

Table: 9.12
Nature of Service expected from HLC (Numbers)

Sl No	Centre	Numbers						Total
		Family distress mitigation	Protection for social threat	Seeking support against atrocities by family members	Financial exploitation by lenders/money lenders/chit fund operators/ local goons / anti-social elements	Seeking legal help in property matters, security and safety	OAP (Sandya Suraksha)	
1	Bengaluru	14	4	10	4	7	-	39
2	Kolar	4	-	-	-	15	6	25
3	Tumkur	10	4	3	0	3	5	25
4	Davangere	9	0	7	2	2	7	27
5	Mysuru	2	1	19	0	3	0	25
6	Mangaluru	7	2	7	3		5	24
7	Shivamogga	27	1	12	5	7	0	52
8	Belagavi	13	2	5	7	3	3	33
9	Hubballi	9	6	2	1	1	19	38
10	Bagalkote	-	23	1	-	-	4	28
11	Vijayapura	24	1	3	4	17	-	49

12	Ballari	16	5	5	4	5	4	39
13	Bidar	46	0	0	0	9	4	59
14	Kalburgi	24	1	5	1	11	-	42
	Total	205	50	79	31	83	57	505

Table: 9.12.1
Nature of Service expected from HLC (Percentage %)

Sl No	Centre	Percentage						
		Family distress mitigation	protection for social threat	Seeking support against atrocities by family members	financial exploitation by lenders/money lenders/chit fund operators/ local goons / anti-social elements	Seeking legal help in property matters, security and safety	OAP (Sandya Suraksha)	Total
1	Bengaluru	36	10	26	10	18	-	100
2	Kolar	16	-	-	-	60	24	100
3	Tumkur	40	16	12	-	12	20	100
4	Davangere	33	-	26	8	7	26	100
5	Mysuru	8	4	76	-	12	-	100
6	Mangaluru	29	8	29	13	-	21	100
7	Shivamogga	52	2	23	10	13	-	100
8	Belagavi	39	6	15	22	9	9	100
9	Hubballi	24	15	5	3	3	50	100
10	Bagalkote	-	82	4	-	-	14	100
11	Vijayapura	49	2	6	8	35	-	100
12	Ballari	41	13	13	10	13	10	100
13	Bidar	78	-	-	-	15	7	100
14	Kalburgi	57	2	12	3	26	-	100
	Total	41	10	16	6	16	11	100

Respondents' Views on HLCs

The Helpline centers are required to translate Government policies and plans into actions through intermediation. Each centre is enabled to position required number of field /social workers to attend on the cases. To study the satisfaction level of senior citizen whose problems/cases have been resolved, they were asked to give their impressions about their experience with HLCs on various aspects such as:

- a) Whether they received desired support
- b) Whether their cases were registered on time
- c) Whether the Centers had resolved their problems
- d) Whether NGO staff extended support
- e) Whether any Gender Bias was noticed
- f) Whether there was any demand for money.

It was observed that all the respondents in all centers had replied in affirmative indicating that they received good treatment and service, cooperation from staff. It was also seen that there was neither gender bias nor any demand for money. Overall opinion was good.

Satisfaction Level

Respondents were asked to rate the performance of HLCs in their respective areas/districts based on their experience as also working. It was observed that an overwhelming 92% of respondents were very satisfied with HLCs while around 12% were just satisfied. About 24% respondents in Gulbarga, 21% in Bengaluru and 15% in Belgaum were found to be just satisfied. While respondents in other centers were fully satisfied as reflected in the following table.

Table: 9.13
Satisfaction level by HLC

Sl No	Centre	Numbers		Percentage (%)	
		Fully Satisfied	Just Satisfied	Fully Satisfied	Just Satisfied
1	Bengaluru	31	8	79	21
2	Kolar	25	-	100	-
3	Tumkur	26	-	100	-
4	Davangere	27	-	100	-
5	Mysuru	25	-	100	-
6	Mangaluru	24	-	100	-
7	Shivamogga	46	6	88	12
8	Belagavi	27	5	85	15
9	Hubballi	41	-	100	-
10	Bagalkote	27	2	93	7
11	Vijaypura	42	7	86	14
12	Ballari	35	-	100	-
13	Bidar	59	-	100	-
14	Kalburgi	32	10	76	24
	Total	467	38	92	8

Note: No Partly Satisfied and Unsatisfied

FREQUENCY OF VISITS

It was seen that about 53% of the respondents said they had to take frequent trips to the HLCs to resolve their problems, while 47% did not have to do so.

Centre-wise variations in percentage of respondents in these two categories were observed. Highest number of Respondents in Bagalkote, Kolar, Hubballi and Gulbarga (between 75% to 97%) had to visit HLCs frequently to get their work done, while in case of Vijaypura, Ballari and Davangere, did not have to visit their centers frequently. However, there was mixed experience in all the fourteen centers on this count as can be seen from the following table:

Table: 9.14
Visits to HLC frequently to resolve the problems

Sl No	Centre	Numbers			Percentage (%)		
		Yes	No	Total	Yes	No	Total
1	Bengaluru	27	12	39	69	31	100
2	Kolar	3	22	25	12	88	100
3	Tumkur	12	14	26	46	54	100
4	Davangere	23	4	27	85	15	100
5	Mysuru	9	16	25	36	64	100
6	Mangaluru	12	12	24	50	50	100
7	Shivamogga	13	39	52	25	75	100
8	Belagavi	18	14	32	55	45	100
9	Hubballi	12	29	41	29	71	100
10	Bagalkote	1	28	29	3	97	100
11	Vijaypura	49	-	49	100	-	100
12	Ballari	30	5	35	86	14	100
13	Bidar	25	34	59	42	58	100
14	Kalburgi	33	9	42	79	21	100
	Total	267	238	505	53	47	100

EXPENSES INCURRED

It was seen that except senior citizen in Kolar all others had spent some amount of money to get their work. The money spent varied among the centers. However, it was not known on which account they had to spend money. Centre wise, respondents in Ballari, Bengaluru, Vijaypura and Kalburgi had spent comparatively higher amounts between Rs 142/150, while in Mangaluru, Mysuru and Tumkur, the respondents had spent much less money. Centre wise average amounts spent are given in the following table.

Table: 9.15
Average money spent on visiting HLC to resolve problems

Sl No	Centre	Money Spent (Rs.)
1	Bengaluru	147.00
2	Kolar	-
3	Tumkur	56.00
4	Davangere	73.00
5	Mysuru	56.00
6	Mangaluru	38.00
7	Shivamogga	55.00
8	Belagavi	108.00
9	Hubballi	52.00
10	Bagalkote	88.00
11	Vijayapura	142.00
12	Ballari	150.00
13	Bidar	44.00
14	Kalburgi	145.00
	Average	89.00

SURVEY FINDINGS

- Senior citizen of all economic, social strata had taken benefit of the HLCs.
- Average age ranged between 64 and 72 years indicating comparatively advanced age;
- Among those who benefitted 39% were women senior citizen;
- In most of the cases sources of livelihood were Agriculture and Pension money (retired person and old age pension beneficiaries)
- Average income ranged quite widely among centers with overall income estimated at around Rs. 91,000/household or Rs 8000/per capita.
- Use of toll free telephone was not so popular in majority of cases
- Senior citizen had also personally visited the HLCs seeking assistance/information
- Among difficulties, harassment by family members and distress on one account or other constituted significant percentage.
- Quite a good number of Senior citizens had availed benefit of legal support for their legal problems;
- An overwhelming percentage of respondents expressed their happiness about HLCs services.
- Sizeable percentage of respondents had to repeatedly visit HLC for redressal of grievances;
- The senior citizen had spent some money to pursue their case but the purpose for which money was spent could not be ascertained;
- None of the respondents had any grievance against HLC staff about their services
- None of the respondents also paid any money to HLC staff to get support.
- There was overall appreciation and satisfaction among respondents about the working of the centers.

Chapter 7

DEVIATION/VIOLATION

Location of the HLCs

Many of the Helpline Centers are located at different places though they were supposed to be in Police Commissioner/Superintendent of Police office premises, They are:

1. Belagavi: The HLC is located in an old building which has been partially shared by retired police officers forum. The HLC is not provided with a regular government fund since last 2 years. Hence they have put a board with a writing that **DUE TO NON RECEIPT OF GRANTS THE HLC IS CLOSED.(AS PER ORDERS OF THE CHAIRMAN)**
2. Davanagere: The HLC is located in an old police quarters, as per the local enquiry the building is going to be demolished.
3. Mysuru: The HLC is located in JSS Hospital premises which is far away from the SP's office
4. Kalaburgi: Earlier, the HLC was in SP office premises, now it has been shifted to some other place. The Center has not received any grant from the Department of Empowerment of Differently Abled and Senior Citizens, since last 2 years.

1. *Name of the HLC:* Ramalingeshwar Grameen Abhivruddi Sangh, Udukere Post, Bialhongala Taluk, Belagavi



2. *Name of the HLC:* Gayatri Grameen Vidya Samsthe, Mayakonda, Rudreshwara Nilaya, Mouneshwara Badavane, Davanagere



3. *Name of the HLC:* JSS Medical Services Trust, Jagadaguru Dr.Shivaratri Rajendra Circle, Mysuru



CHAPTER 8

RECOMMENDATIONS

Short Term Recommendations

- ➔ Call records, complaints registered and cases closed, and being attended are not consistent and do not lead to any conclusion since they do not match up. The NGOs should be advised to maintain accurate information on calls received ;
- ➔ In many cases constant follow up visits and calls were made to the centres to speed up their cases. Reasons for NGOs not attending on such cases should be explained;
- ➔ Stringent penalties should be thrust on errant agencies/ individuals for lapses
- ➔ HLCs should pursue vigorous and sustained publicity and awareness campaigns in order to create greater and better awareness among the stake holders;
- ➔ Police personnel need to be deputed to all centres for work on full time basis instead of occasionally as this would better credibility

Long Term Recommendations

- Majority of cases pertain to harassment of seniors by their own family members as also outsiders. There is need to educate family members about their responsibility and need for proper attention of elders. There should be constant and concurrent follow up through NGOs with support from Social Security Wing of the Police Department;
- Number of cases pertained to legal issues on which the senior citizen had approached the HLCs; The Legal cell should be strengthened to cope up with work load;
- NGO networking with other HLCs lacks clarity and is ambiguous which needs to be more effective and visible to have greater co-ordination. The NGOs should be facilitated to have better coordination. Periodical Meetings with all HLCs need to be organised by the Government to review the working in addition to routine reporting system.

- To facilitate affording better salaries and hiring policies to be evolved for staff to retain them and minimise staff attrition, there is need to evolve a long term policy on grants to be made use of by the HLC.
- The policy of supporting HLCs for first five years to manage HLCs may be revisited . All the NGOs may not be in a position to meet such additional cost on their own. Some of them may withdraw from the scheme.
- There is need to have greater and effective coordination between Tribunals and Help line centres.

TERMS OF REFERENCE- COMPLIANCE STATEMENT

Sl. No	Terms of Reference	Compliance
1	Are the help lines functioning as per the guidelines given in G.O no. 270 PHP dated: 28.08.2013? Are they working 24x7?	In general the HLCs are functioning as per guidelines.
2	<p>Whether the help lines are situated in the premises of Police Commissioner / Superintendent of Police office as prescribed in G.O no. 270 PHP dated: 28.08.2013? If not, where is it located and its address?</p> <p>a) What is the staff strength at the helpline (other than Police personnel)? What are their names, qualifications and experience? Since how long are they working in the helpline? Is attrition an issue with the helpline? If yes, what is the average tenure a person has? What is the cause of attrition and can it be improved?</p> <p>b) What is the remuneration and other benefits provided to the staff employed at the helpline? (Post wise remuneration may be given)</p>	<p>Yes. Except Davangere, Mysuru and Belagavi</p> <p>Details in Chapter 7</p> <p>Details in Chapter 5</p> <p>Details in Chapter 5</p> <p>Remuneration varies from centre to centre. There is a feeling among the staff that they are under-paid leading to attrition.</p>
3	Whether staff appointed in help line are qualified as per the scheme guidelines G.O no. 270 PHP dated: 28.08.2013? If not, details of staff qualification be provided in the	Yes (Chapter 5 for details)

	staff list.	
4	Whether Police staffs (One woman and one man) are deputed to the helpline centre?	The Police Department has an arrangement with HLCs under which police personnel are deputed to the centre as and when required but are not posted on full time basis.
5	Whether the supervision committee meets as described in G.O no. 270 PHP dated: 28.08.2013 regularly to supervise functioning of the helpline?	It is reported that the committees have been meeting regularly
6	When has the Supervision Committee described in G.O no. 270 PHP dated: 28.08.2013 met since the starting of the helpline centre? What are the main decisions taken in the meetings there in?	Yes. Details are not provided by HLCs.
7	Whether the NGO has procured 1090 toll free Telephone? Is it working? Whether all the Phone calls received through this telephone (information/complaints) are recorded from all over the district? How many complaints are received from this phone?	Yes. Majority of them have installed 1090, but some of them are non-functional. Besides, toll free number is linked with Private service providers like AIRCEL, AIRTEL all calls are charged.
8	Is the NGO receiving calls from senior citizens through some other telephone or other than 1090 or without the government grant? If so, are they been recorded? How many such cases are recorded?	Yes, all HLCs had received calls from other than 1090 such as Public booths, Mobiles and landlines. Refer Chapter 4 & Chapter 5.
9	The Number of complaints received, mode of receipt and procedure to be record. In the last five years? Whether this is in format prescribed for doing so?	Details provided in Chapter 4 of the report for all the 14 centres while in Chapter 5, centre wise calls received are also provided.
10	Please document the classification of type of complaint received the times when are	No specific pattern was observed in respect of all centres. However, during the recent

	received more. Is there a pattern in this?	two years, there was significant jump in calls in all centres.
11	Whether maintenance of records-call register, complaint receipt register, individual case files is being done as per prescribed formats?	By and large yes but not as per guidelines
12	Whether NGO is hiring service of Legal personnel to give free legal advice? Who is he/she? What are his/her qualifications or experience?	Yes. (Details in Chapter 5)
13	The number and of cases resolved successfully, mode of solving the cases and records maintained for the same.	Details discussed in Chapter 4 and 5 of the report.
14	Whether medical facilities are provided in the helpline as per guidelines? How cases have been there till date?	Yes, by majority of HLCs. In Bengaluru and Mysuru patients are admitted in their own hospitals and in other centres referred to nearby hospitals
15	Whether publicity Campaign is being taken up by the NGO at regular intervals regarding-helpline, awareness about maintenance of Senior Citizens Act 2007 and other senior citizen schemes implemented by the department? If yes, what are these? Are they sufficient?	Yes. But needs to be improved
16	What is the type of networking by the NGO with other NGOs and with different line departments like, Health, Police, Revenue, WCD, Urban development and RDPR etc?	No details were made available on the type of networking. It was understood during discussions that periodical communications and experience sharing were reported.
17	Whether proper books of Accounts are maintained?	Yes, by all centres.
18	Please document the social and financial category of Senior Citizens approaching the helpline.	Details given in Chapter 6 of the report in respect of each of the centre;

19	Is the NGO submitting monthly/yearly progress report to district/Head office regularly?	Yes
20	Have any cases been booked under the Maintenance of Senior Citizens Act 2007 in the Asst Commissioners office by the assistance of Help line? If so, details of such cases.	9 Centres has booked & resolved 27 Cases under maintenance of Senior Citizen Act 2007. Details in Chapter 5.
21	Please document some interesting / outstanding case studies dealt by the helpline? They may be of great success or even disappointing ones. In how many cases has the helpline provided maintenance amount to senior citizens?	Outstanding cases by HLCs documented in Chapter 5.
22	Please, and through personal interview of persons who have contacted the helpline elicit the perception of stake holder about the functioning of the helpline. According to them, what all can be done to make the help lines better?	Stake holders in general are happy and satisfied with the working and support provided by the HLCs.
23	Are help lines located in the premise of the offices of PC/SPs more effective or better working than those not located in such premises?	HLCs located in premise of the offices of PC/SPs are better like fear and security consensus of the police presence than other places.
24	Whether the grants in aid made to NGOs to run and manage the help lines is sufficient? If not, what should be grant-in, aid?	Almost all centres felt that the present quantum of assistance was inadequate to maintain the centre and wanted to be increased by two times of the present grant.
25	What are the differences in the number and nature of complaints received district wise?	Details provided in Chapters 5 and 6
26	Based upon the nature of complaints received in all help lines evaluated, what are the five most important (in decreasing order of	i. Harassment by family members ii. Harassment by individuals & organisations

	importance) issues of senior citizens that take them	iii. Financial exploitation iv. Property related disputes v. Health Related issues vi. Others were reported in descending order of complaints.
27	Suggestions to make HLCs more efficient	<p><u>Short Term Recommendations</u></p> <ul style="list-style-type: none"> ➔ Call records, complaints registered and cases closed, and being attended are not consistent and do not lead to any conclusion since they do not match up. The NGOs should be advised to maintain accurate information on calls received ; ➔ In many cases constant follow up visits and calls were made to the centres to speed up their cases. Reasons for NGOs not attending on such cases should be explained; ➔ Stringent penalties should be thrust on errant agencies/ individuals for lapses ➔ HLCs should pursue vigorous and sustained publicity and awareness campaigns in order to create greater and better awareness among the stake holders; ➔ Police personnel need to be deputed to all centres for work on full time basis instead of occasionally as this would better credibility

Long Term Recommendations

- Majority of cases pertain to harassment of seniors by their own family members as also outsiders. There is need to educate family members about their responsibility and need for proper attention of elders. There should be constant and concurrent follow up through NGOs with support from Social Security Wing of the Police Department;
- Number of cases pertained to legal issues on which the senior citizen had approached the HLCs; The Legal cell should be strengthened to cope up with work load;
- NGO networking with other HLCs lacks clarity and is ambiguous which needs to be more effective and visible to have greater co-ordination. The NGOs should be facilitated to have better coordination. Periodical Meetings with all HLCs need to be organised by the Government to review the working in addition to routine reporting system.
- To facilitate affording better

		<p>salaries and hiring policies to be evolved for staff to retain them and minimise staff attrition, there is need to evolve a long term policy on grants to be made use of by the HLC.</p> <ul style="list-style-type: none">➤ The policy of supporting HLCs for first five years to manage HLCs may be revisited . All the NGOs may not be in a position to meet such additional cost on their own. Some of them may withdraw from the scheme.➤ There is need to have greater and effective coordination between Tribunals and Help line centres.
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