



**Government of Karnataka
Karnataka Evaluation Authority**

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ಕರ್ನಾಟಕ ಮೌಲ್ಯಮಾಪನ ಪ್ರಾಧಿಕಾರ
Karnataka Evaluation Authority

ಸಂಖ್ಯೆ: ಕೆಇಎ/131/ಇವಿನ್/2014

28.06.2014

ಮಾನ್ಯರೇ,

ವಿಷಯ: ಹಿರಿಯ ನಾಗರೀಕರಿಗೆ ಸ್ಥಾಪಿಸಲಾಗಿರುವ ಸಹಾಯ ವಾಣಿ ಯೋಜನೆಯ ಬಗ್ಗೆ
ಮೌಲ್ಯಮಾಪನವನ್ನು ಕೈಗೊಳ್ಳುವ ಕುರಿತು.

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ದಿನಾಂಕ:23.05.2014ರಂದು ಪ್ರಾಧಾನ ಕಾರ್ಯದರ್ಶಿಯವರ ಅಧ್ಯಕ್ಷತೆಯಲ್ಲಿ ನಡೆದ 12ನೇ ತಾಂತ್ರಿಕ ಸಮಿತಿಯಲ್ಲಿ ಹಿರಿಯ ನಾಗರೀಕರಿಗೆ ಸ್ಥಾಪಿಸಲಾಗಿರುವ ಸಹಾಯ ವಾಣಿ ಯೋಜನೆಯ ಮೌಲ್ಯಮಾಪನವನ್ನು ಕೈಗೊಳ್ಳಲು ತಯಾರಿಸಿದ ಉಲ್ಲೇಖಿತ ನಿಯಮಗಳಿಗೆ (Terms of Reference) ಅನುಮೋದನೆ ನೀಡಲಾಗಿದೆ. ಅನುಮೋದಿಸಿದ ಉಲ್ಲೇಖಿತ ನಿಯಮಗಳ (Terms of Reference) ಪ್ರತಿಯನ್ನು ಮುಂದಿನ ಸೂಕ್ತಕ್ರಮಕ್ಕಾಗಿ ಈ ಪತ್ರಕ್ಕೆ ಲಗತ್ತಿಸಿ ಕಳುಹಿಸಲಾಗಿದೆ.

ವಂದನೆಗಳೊಂದಿಗೆ,

ತಮ್ಮ ವಿಶ್ವಾಸಿ,

(ಎಸ್.ಎ.ಕಾತರಕಿ)

ಸಮಾಲೋಚಕರು (ಮೌಲ್ಯಮಾಪನ)
ಕರ್ನಾಟಕ ಮೌಲ್ಯಮಾಪನ ಪ್ರಾಧಿಕಾರ

ರವರಿಗೆ,
ನಿರ್ದೇಶಕರು,
ವಿಕಲಚೇತನರ ಮತ್ತು ಹಿರಿಯ ನಾಗರೀಕರ ಸಬಲೀಕರಣ ಇಲಾಖೆ,
ವಿ.ವಿ.ಗೋಪುರ, ಪೋಡಿಯಂ ಬ್ಲಾಕ್,
ಡಾ|| ಅಂಬೇಡ್ಕರ್ ವೀಧಿ,
ಬೆಂಗಳೂರು-560 001.

Approved Terms of Reference for the External Evaluation of the Impact Assessment of “Help Line for Senior Citizens”

1. Title of the study:

The title of the study is “Impact Assessment of Help Line for Senior Citizens” scheme of Department for the Empowerment of Differently abled and Senior Citizens.

2. Department/Agency Implementing the Scheme/Programme:

The department for the Empowerment of Differently abled and Senior Citizens, Karnataka.

3. Background Information:

The United Nations has declared the year 1999-2000 as “The International Years of Older Persons” and it has also indicated that India will have 199 million persons of over 60 year and by the year 2020. In pursuance of this, Government of India has formulated the National Policy for Older Persons.

As per 2011 census in Karnataka about 7.72% of the total population is over 60 years. The improved life span is due to the health care and other forward and backward linkages extended by the Govt. of Karnataka to the common man. The Karnataka State Policy for Senior Citizens has been evolved with the motto to ensure better quality of life to its Senior Citizens as enshrined under Article 41 of the constitution of India.

As mentioned in the State Policy, Protection of life and property is the state responsibility for which voluntary organization and association of older persons will be assisted to provide protective services and help to senior citizens through helpline services, legal aid and other measures.

In accordance with the State Policy for Senior Citizens Government of Karnataka Launched “HELP LINE FOR SENIOR CITIZENS” in the year 2004-05 through Department for the Empowerment of Differently abled and Senior Citizens.

The following special services are envisaged through helpline:

- Rendering all possible timely support to elders in distress
- Providing protection to elders, who are deprived of physical needs and physically abused.
- Special care and priority by police force.
- To initiate immediate steps when elders are financially exploited by cheaters like chit funds.
- Providing free legal advice to senior citizens through constitution of legal cell.
- The elder’s problems to be analyzed and same to be mitigated and proper remedial measures and counseling.

- Elders with depressed mental health and mental illness due to harassment neglected created and threatened to be treated with proper medical care and counseling.
- Proper sensitization to the elders as well as their family members to be arranged for all needy families.

Helpline centers are run 24x7 by experienced Non Governmental Organizations with the aid and assistance of the State Government. These help lines are as far as possible to be located in the office of the Superintendent of Police in each District. As of today 14 help line centers are functioning in different parts of the state (Details enclosed in **Annexure-1**). Each center is headed by One Project Co-coordinator, Three Counselors and One attender cum sweeper. The scheme aims at deputation of Police (One Male and One Female) from Police Department. The centers are also equipped with Two Telephones (one with 1090 Toll free Number and another one is for office usage).

The activities of the Help line are being supervised by a coordination committee under the chairmanship of Commissioner/Superintendent of Police. The Deputy Director of Women and Child Development, District Disabled Welfare Officer, and the NGO representative are the members of the Committee.

4. Evaluation Scope, purpose and objective:

The scheme is applicable for 14 districts where the help lines are functioning. It is funded by Government of Karnataka. Senior Citizens help lines are managed by Selected NGOs. The expenditure on the scheme in last 5 years is as follows:

Year	Expenditure
2009-10	45,76,800
2010-11	43,98,200
2011-12	72,50,000
2012-13	49,81,538
2013-14	58,78,967

The Scheme has been going on for more than 10 years, As per the Government order NO.WCD/265/SJD/2004 dtd:27-11-2004 financial assistance is given to NGO up to 5 years. In subsequent years NGO has to meet the expenditure from their own sources. But in case of these NGOs running helpline on completion of 5 years, continuation order has been given every year on the basis of request submitted by the NGOs with due government order, in the interest of NGO and Senior Citizens.

In the budget speech dated:12-07-2013 Hon'ble Chief Minister of Karnataka has announced to enhance the grants given to NGOs from Rs.3.60 lakhs to Rs.7.15 Lakhs per annum and also extension of setting up of new help lines in the remaining

unrepresented 16 districts of the state. Hence, the State Government intends to evaluate effectiveness of the scheme and bring in further reforms, so that all senior citizens can be benefitted and for providing qualitative service through these help lines. Also, the department wishes to have hands on information on whether the objectives of the state policy is fulfilled and achieved or not? The government can plan reforms for the scheme, if required.

5. Evaluation Questions:

1. Are the help lines functioning as per the guidelines given in G.O no. ಮಮಇ 270 PHP dated: 28.08.2013? Are they working 24x7?
2. Whether the help lines are situated in the premises of Police Commissioner/ Superintendent of Police office as prescribed in G.O no. ಮಮಇ 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)
3. Whether staff appointed in help line are qualified as per the scheme guidelines G.O no. ಮಮಇ 270 PHP dated: 28.08.2013? If not, details of staff qualification be provided in the staff list.
4. Whether Police staff (One woman and one man) are deputed to the helpline centre?
5. Whether the supervision committee meets as described in G.O no. ಮಮಇ 270 PHP dated: 28.08.2013 regularly to supervise functioning of the helpline?
6. When has the Supervision Committee described in G.O no. ಮಮಇ 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?
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?
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?

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?
10. Please document the classification of type of complaint received the times when are received more. Is they a pattern in this?
11. Whether maintenance of records-call register, complaint receipt register, individual case files is being done as per prescribed formats?
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?
13. The number and of cases resolved successfully, mode of solving the cases and records maintained for the same.
14. Whether medical facilities are provided in the helpline as per guidelines? How cases have been there till date?
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?
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?
17. Whether proper books of Accounts are maintained?
18. Please document the social and financial category of Senior Citizens approaching the helpline.
19. Is the NGO submitting monthly/yearly progress report to district/Head office regularly?
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.
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?
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?
23. Are help lines located in the premise of the offices of PC/SPs more effective or better working than those not located is such premises?
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?
25. What are the differences in the number and nature of complaints received district-wise?

26. 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 to the helpline? Of these, which case be addressed by the State and how?

27. What are the suggestions to make the help lines more effective and efficient?

6. Evaluation Methodology :

All the existing 14 helpline and their functioning in the last 5 years has to be assessed thoroughly using the objective set out in the scheme guidelines (Scheme guidelines Enclosed in Annexure-2). Short term and long term relief provided to the victims should be evaluated for at least 20% of the cases using case tracking method. Personal Interviews should be conducted with the past and present beneficiaries of and Focused Group Discussions (FGD) and personal interviews of Police personnel, NGOs support staff, social worker, councilor, legal councils and officers of various departments concerned. At least 10% of the cases which have been rehabilitated should be evaluated for self reliance of the victims.

7. Deliverables and time schedule:

Department for the Empowerment of Differently Abled and Senior Citizens will provide the required information and data to the prospective applicants. Successful Consultant is expected to adhere to the following timelines and deliverables:

1. Work plan submission : 15 days after signing the agreement.
2. Field Data Collection : One month from date of work plan approval.
3. Draft report Submission : One month after field data collection.
4. Final Report Submission : 15 days from approval of draft report.
5. Total duration : 3 months.

Thus excluding the time taken for approval, the evaluation study should be completed in 3 months time.

8. Cost and schedule of budget releases:

Output based budget release will be as follows-

- a. The **first installment** of Consultation fee amounting to 30% of the total fee shall be payable as advance to the Consultant after the approval of the inception report, but only on execution of a bank guarantee of a scheduled nationalized bank valid for a period of at least 12 months from the date of issuance of advance.
- b. The **second installment** of Consultation fee amounting to 50% of the total fee shall be payable to the Consultant after the approval of the Draft report.

- c. The **third and final installment** of Consultation fee amounting to 20% of the total fee shall be payable to the Consultant after the receipt of the hard and soft copies of the final report in such format and number as prescribed in the agreement, along with all original documents containing primary and secondary data, processed data outputs, study report and soft copies of all literature used to the final report.

Taxes will be deducted from each payment as per rates in force. In addition, the evaluating Agency is expected to pay services tax at their end.

9. Qualifications of the consultants and method of selection:

Consultants should have and provide details of evaluation team members having Qualifications/capability as below-

- i. One Social Scientist/Statistician,
- ii. At least one post graduate in social work/sociology having experience in conducting such studies.
- iii. Research Assistants

And in such numbers that the evaluation is completed within the scheduled time prescribed by the ToR.

Consultants not having these number and kind of personnel will not be considered as competent for evaluation.

10. Providing oversight:

Karnataka Evaluation Authority will provide the oversight for the study. All technical aspects of the study are subject to their approval.

11. Qualities Expected from the Evaluation Report

The evaluation report and its findings must demonstrate highest professional standards on par with national and international studies.

The following are the points, only inclusive and not exhaustive, which need to be mandatorily followed in the preparation of evaluation report:-

1. By the very look of the evaluation report it should be evident that the study is that of Karnataka Evaluation Authority of Government of Karnataka which has been done by the Consultant. It should not intend to convey that the study was the initiative and work of the Consultant, merely financed by the Karnataka Evaluation Authority and Government of Karnataka.
2. The Terms of Reference (ToR) of the study should from the first Appendix or Addenda of the report.

3. The results should first correspond to the ToR. In the results chapter, each question of the ToR should be answered, and if possible, put up in a match the pair's kind of table, or equivalent. It is only after all questions framed in the ToR that is answered, that results over and above these be detailed.
4. In the matter of recommendations, the number of recommendations is no measure of the quality of evaluation. Evaluation has to be done with a purpose to be practicable to implement the recommendations. The practicable recommendations should not be lost in the population maze of general recommendations. It is desirable to make recommendations in the report as follows:-

(A) **Short Term practicable recommendations**

These may not be more than five in number. These should be such that it can be acted upon without major policy changes.

(B) **Recommendations requiring change in/of policy**

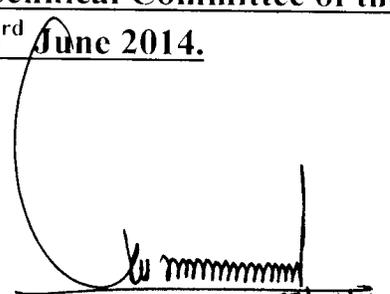
These are those which will need lot of time, resources and procedure to implement or those which intend to drastically modify the scheme.

12. Contact person for further details:

Any further information on the proposed study can be obtained from Smt. Usha R. Patwari, Joint Director, Department for the Empowerment of Differently Aabled and Senior Citizens, V.V. Tower, Podium Block, Ambedkar Veedhi, Bangalore-560001, Ph:080-22866066/22866046. Email: dirdwdscka@gmail.com and dir-dwdsc-ka@nic.in

The entire process of evaluation shall be subject to and conform to the letter and spirit of the contents of the government of Karnataka order no. PD/8/EVN(2)/2011 dated 11th July 2011 and orders made there under.

**This ToR received the approval of the Technical Committee of the
KEA in its 12th meeting held on 23rd June 2014.**


Chief Evaluation Officer
Karnataka Evaluation Authority

ANNEXURE-1

List of Help lines of Senior Citizens

Sl. No.	District	Name of the Schools
1	Kolara	Divyajyothi Education & Cultural Society, Arikunte Village, Srinivasapura Taluk, Kolara
2	Shimoga.	Lalitha Academy, Honnali Road, Shimoga.
3	Bagalkote	Sri Kanakadasa Grameena Abhivruddi Samste, Teggi, Bhilagi Taluk, Bagalkote
4	Bidar	Mudhola Shivayogi Shivlingeshwara Shikshana Samste, Joladapaka, Balki Taluk, Bidar District.
5	Davanagere	Gayathri Grameena Vidya Samste, Mayakonda, Rudreshwara Nilaya, Mouneshwara Badavane, Davanagere
6	Bellari	Smile Organisation, Kurugodu, Bellari
7	Bidar	Dr.Ambedkar Cultural Society, Bheemanagara, Bidar
8	Belgaum	Ramalingeshwara Grameenabhivruddi Sanga, Udukere Post, Bialahongala Taluk, Belgaum
9	Gulbarga	Sri Shivarudra Trust, Helpline for Senior Citizens, Old S.P. Office Compound, Gulbarga
10	Tumkur	Sri Ramu Foundation For Rural Organization (R), Ashoka Nagar, M.G.Road, Tumkur
11	Bangalore.	Nightingale Medical Trust, Bangalore.
12	Mysore	JSS Medical Trust, Mysore
13	Manglaore	Vishwas Trust, Manglaore
14	Hubli	Vishwadharma Mahila & Makkala Shikshana Sevashrama Samithi Hubli