F.No. 30(933)/Helpline Sr. Citizen/DD(SS)/DSW/2020-21/781-786   DATED 20.05.2021

<u>MINUTES OF MEETING</u>

A virtual meeting regarding the status of the Delhi Elderline 14567 (Delhi Helpline for Senior Citizens) was chaired by Special Secretary/Director, Social Welfare in a meeting held on 19.05.2021 at 11.00 am on Google Meet.

The meeting was attended by the following members:

i.	Dr. Rashmi Singh, Special Secretary/Director, DSW (Chairperson)
ii.	Dr. Philip Thanglienmang, Special Director, DSW
iii.	Mr. Rajeev Kumar Saksena, Dy. Director, Social Security, DSW
iv.	Mrs. Vineeta Sharma, Superintendent, Social Security, DSW
v.	Ms. Ushosee Pal, Welfare Officer, Social Security, DSW
vi.	Ms. Anjali Tiwari, Welfare Officer, Social Security, DSW
vii.	Ms. Khushbu Sinha, Welfare Officer, Social Security, DSW
viii.	Mr. Tapan Kumar Das, Program Manager, National Helpline for Senior Citizens, Tata Trusts
ix.	Mr. P. Kishore Kumar, Consultant (SPOC), National Helpline for Senior Citizens, Tata Trusts
x.	Dr. Imtiaz Ahmed, Mission Head, Age Care, HelpAge India
xi.	Dr. Rohit Kumar, Senior Manager, Age Care, HelpAge India
xii.	Ms. Rojibala, State Program Manager, HelpAge India
xiii.	Mr. Shivendra, Project Manager, Elderline, HelpAge India

1. The meeting began with opening remarks by Spl. Secretary/Director, Social Welfare wherein she stated that for Helpline to succeed the team engaged for this must be able to facilitate linkages, and convergence with various schemes and services meant for senior citizens for which Schemes meant for elderly in the Two departments of DSW and WCD could be the starting point instead of waiting for complete information from all departments. For effective functioning of Delhi Elderline 14567, she emphasized on the need to have a dedicated Nodal Team for the day-to-day monitoring and provision of necessary support to the Helpline.

2. Accordingly, the Director, SW constituted the following officials of the Social Security Branch as the Nodal Team:
   i. **Mr. Rajeev Kumar Saksena, Deputy Director, Social Security – Chief Nodal Officer** who shall report to Director, Social Welfare on the regular progress of the Helpline and ensure that all requisite infrastructural resources are provided to his support staff.
   ii. **Mrs. Vineeta Sharma, Superintendent, Social Security – Additional Nodal Officer** who shall be responsible for providing necessary support to Dy.

Director, Social Security in facilitating backend linkages and other coordination support

iii. **Ms. Ushosee Pal, Welfare Officer, Social Security –Shall serve as the Nodal Welfare Officer**, who shall be responsible for maintenance of all records of day-to-day progress, troubleshooting, and liaisoning with all team members and officials through WhatsApp Group messages and emails. She shall follow up things on day-to-day basis and take support of senior officers wherever things get stuck or clarity needed

3. Keeping in view the time sensitivity of the project and the emergency situation of the Covid-19 Pandemic, a WhatsApp Group shall be created comprising of the Director, SW, the Nodal Team of DSW and the concerned personnel from HelpAge India (service provider) and Tata Trusts (the technical support partner for the National Implementing Agency) for quick sharing of requisite information which can then be speedily processed through proper channel for necessary action.

4. Dr. Imtiaz Ahmad, Mission Head (Age Care) from HelpAge India apprised all the members with a background of the Delhi Elderline and the progress so far:
   i. After the signing of the MoU with NISD and DSW, HelpAge India began recruiting manpower and acquiring facility for operating call centres, which was established by December.
   ii. On January, 12, funds were credited to HelpAge India by NISD and immediately the procurement of hardware and the process of installation of software was initiated.
   iii. In the meantime, training modules were developed and carried out for the recruited manpower. DSW officials carried out inspection at the facility in the first week of February and found the premises and the set up near completion.
   iv. Presently, for the month of April, the project has been in its testing/ dry run phase. Manpower has been separately trained for utilizing CRM (Customer Relationship Management) software, which is the back bone of the Helpline in terms of call receiving, recording of call data and follow-up.
   v. Representatives from NISD and NIA suggested that as an immediate arrangement in the emergent second wave of the Covid -19 Pandemic, a soft launch of the Helpline would be more appropriate wherein the launch is publicized/ brought in public domain through posters on website, social media etc. without an official inauguration. This suggestion was agreed by the Department.

5. Mr. Shivendra Kumar, Project Manager, Elderline from HelpAge India gave the ground status of the preparedness of the Delhi Elderline as under:
   i. The technical set up is complete and ready for operations – this includes computers, servers, PRI lines, wireless lines, CRM installation, troubleshooting on need basis
   ii. Due to Covid – 19 Pandemic the call staff has been working from home which is leading to some network issues expected to be resolved within this week

    iii.   There are a total of 5 team leaders, 8 call officers and 5 field officers who have received basic training of CRM and Web Console. Some final sessions of trainings shall be completed within this week.

    iv.   18 key institutions have been identified by Tata Trusts for maintaining of knowledge database. While there is ample and robust secondary data in repository, there are some gaps in the primary data as information is either awaited from the department concerned or found inadequate/incorrect on verification.

    v.   Partnerships have been formed with privately run Old Age Homes, organizations providing mental health care and some government departments such as DUSIB, DSLSA, DSW and follow up is going on with other departments.

    vi.   Presently, some amount of primary level information is still required from the Delhi Police, the Department of Health and Family Welfare, and the office of the Divisional Commissioner for district level support.

6. Mr. Tapan Kumar Das re-iterated that this could be an ongoing work as databases and information collection could be a dynamic exercise. It was also shared that for responses specific to the Covid – 19 Pandemic, additional information is required to update the existing database. For example, in Telangana, the Elderline is linked to the emergency ambulance number 181 and has ground volunteers linked to this service for providing timely aid to elderly in distress due to health emergency.

7. Similar linkages can be formed by Elderline with the existing Helplines of Delhi Police (1291); DDMA Helpline (1077), Covid Control Room (1031) and other emergency services.

8. Considering the issue of data gaps raised by HelpAge India, Director, Social Welfare stated that while full support is being and shall continue to be tendered to the organization in terms of issuing requests to various government departments and NGOs, it is essential that partnership or collaboration with different organizations goes beyond just written orders. HelpAge India which has more than a decade of experience in providing SOS services through their own Helpline Number should work towards showcasing the usefulness of Elderline to these departments and organizations in their follow up and form lasting channels of communication and collaboration.

9. It was agreed while updating of the knowledge bank is a continuous process, the existing database of HelpAge India and that as being collected through secondary sources like websites of various departments / calls/ information in public domain etc. should be sufficient to start operating the Helpline.

10. In case all channels of communication with an organization or a government department are exhausted and primary data is still unavailable or inadequate, HelpAge India shall be provided support from DSW Nodal Team. In the meantime, HelpAge India shall build and share a compendium for each such department, identify the data

gaps and proposed course of action and collaborate with the Nodal team for reference and linkage of the Helpline system to backhand services. The Tata Truts and the HelpAge team must be well versed with statutory bodies and must utilize such personnel for backend support. Furthermore, any data that is made available online by a department of the government, can be used without requiring any approval.

11. While a physical orientation workshop was proposed for stakeholders from different departments, in the current scenario, that is not possible. In this regard, the Department agreed for the Soft Launch of the Elderline 14567 immediately without any fanfare so that in this time of distress when such facilities were needed most the services are put to maximum use. Director also apprised about the ongoing court cases about what is being done for elderly amongst the vulnerable groups.

12. It was agreed by the HelpAge team that the helpline would be made fully operational on May 25th, 2021 which could be the date when it can be disseminated in the public too through posters on social media etc. and WhatsApp to all other stakeholders. This could be followed by a virtual orientation workshop of other departments whose schemes impacted the senior citizens too or had schemes meant for them. May 27th, 2021 was agreed as the date.

13. The Soft Launch shall entail a media and social media launch of the Elderline without a formal inauguration, using duly authorized posters, keeping in view the urgency of an emergency response to the second wave of COVID-19 Pandemic and the directives of the Hon'ble Delhi High Court.

14. It was also apprised by Director that given the vulnerability of senior citizens due to the COVID-19 Pandemic, and the role of DDMA and the current crisis response being done through 1077 Helpline, it had been agreed by the Divisional Commissioner to render all support to the dedicated Helpline services for elderly as and when it gets rolled out. This assured support shall be utilized for linking Maintenance Tribunal Chairpersons (i.e. ADMs) of all Districts to the Helpline and garnering other support services from the offices of District Magistrates across Delhi.

15. Director SW, also suggested that NGOs running Recreation Centres for Senior Citizens, and receiving Grants in Aid from DSW should also be utilized and linked up with the field resource team of HelpAge India for effective IEC and resource mobilization at local levels for the welfare of the elderly.

16. Based on the caller data received on a day-to-day basis, HelpAge India shall build a repository of Frequently Asked Questions and Anticipated Questions in the present situation of emergency. This information must be shared with the Nodal Team of DSW for maintenance of records and review. If there are recurrent questions or certain key questions which the team is unable to address satisfactorily, it may be discussed and brainstormed as a collaborative effort of HelpAge India and DSW to come up with workable solutions.

17. HelpAge India in collaboration with Tata Trusts and the Nodal Team, DSW is expected to expedite the following actions positively before the launch of the Helpline of May 25, 2021:

    i. Completion of all infrastructural set up required for the Call Officers who are presently working from home.

    ii. Completion of all training modules requisite for the Call and Field Teams.

    iii. Training modules and resource materials to be shared with the Nodal Team, DSW and all required training be conducted

    iv. An SOP of the Elderline meant for government officials along with draft correspondence to various offices such as that of the Divisional Commissioner, and Commissioner of Police (Crime), shall be shared with the Nodal Team of DSW by the representatives of Tata Trusts, the Technical Support Partner to Elderline which has already done similar work in other states.

    v. Provide daily progress updates on WhatsApp and email.

    vi. HelpAge India shall create a concise Resource Booklet with important resource persons and contacts which may also be forwarded to the currently deployed staff at the DDMA Helpline 1077. This shall also be uploaded on the DSW website and distributed virtually to participants in the Orientation Programme.

18. For the Orientation Programme which shall now be conducted in virtual mode on 27.05.2021, there would be an Introductory Opening Presentation by Director, Social Welfare, A Detailed Technical Presentation by Elderline Team, HelpAge India followed by a Q and A Session.

19. The list of participants of the Orientation Programme shall comprise of government as well as non-government agencies (NGOs running Recreation Centres, Old Age Homes, getting GIA for working on senior citizens including Regional Resource Centre) which should be invited to participate with full coordination between HelpAge India and the Nodal Team, DSW.
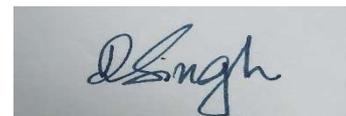
Dr. Rashmi Singh
Special Secretary/Director, Social Welfare

Copy to:

1. **Special Director, Social Welfare, GLNS Complex, Delhi Gate, Delhi – 110002**
2. **Director, NISD, National Institute of Social Defence (NISD), Ministry of Social Justice and Empowerment, Plot No. G-2, Sector-10, Dwarka, New Delhi-110075**
3. **PS to Secretary, Department of Social Welfare, GLNS Complex, Delhi Gate, Delhi – 110002**
4. **Mr. Tapan Kumar Das, Program Manager, National Helpline for Senior Citizens, Tata Trusts (via email)**

5. **Dr. Imtiaz Ahmed, Mission Head, Age Care, HelpAge India, C-14, Qutab Institutional Area, New Delhi – 110016 (via email)**
6. **Sr. System Analyst (for uploading on the Department Website)**