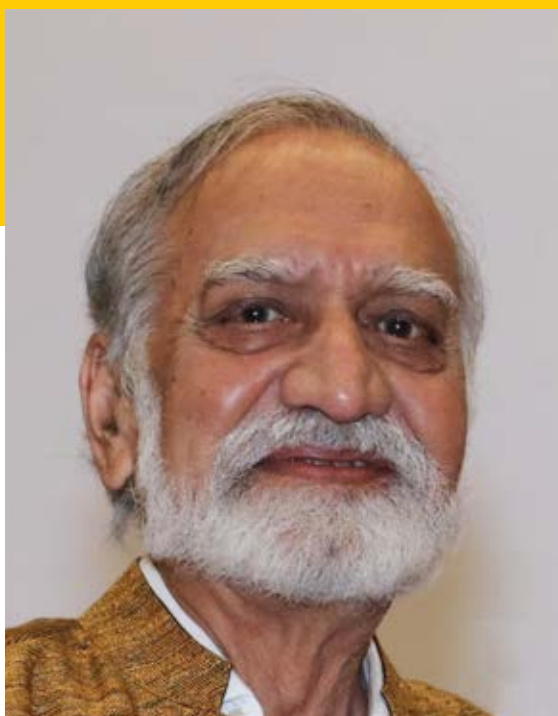


ANNUAL REPORT 2022-23



Kiran Karnik
The Chairperson

MESSAGE FROM THE CHAIRPERSON

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The proof of a truly developed country lies in the way it nurtures its young, and also in how well it cares for its elders. HelpAge India's national report 'Bridge the Gap: Understanding Elder Needs' was born out of that thought, to understand the gaps and address the needs of India's elderly, especially the disadvantaged.

By 2050, the elderly will comprise about 20% of India's population, highlighting the urgent need for adequate social security at old age, strengthening public and private healthcare systems, and the need to ensure for accessibility to digital services. The report shows that 67% elders do not have any health insurance and only 13% are covered under government insurance schemes. HelpAge has tried to address this need by expanding its basic healthcare outreach to vulnerable and poor elderly, living in the remotest of villages and urban slums, virtually at their doorsteps, through its Mobile Healthcare Unit programme. While it gives much-needed succour to them, the numbers reached are but a small fraction of those in need.

Meanwhile, the fast-paced digitization of India, has been a challenge for many, particularly the elderly. Lack of digital literacy leaves them bereft of the benefits in accessing even

basic services, such as access to tele-health or online banking, at the click of a button. HelpAge seeks to overcome this by training programmes aimed at facilitating digital literacy. However, digital usage also brings with it vulnerability to online scams and frauds. Unfortunately, elders are the most susceptible and often end up losing their life's earnings, sometimes by simply clicking on a fraudulent link. To guard against this, HelpAge has initiated Digital Safety Training for Elders.

Elder abuse is a growing reality, and the perpetrators sadly are often their own kin. While 59% elders acknowledging that it is prevalent in society, only 10% admit to being a victim of abuse. Providing timely support, guidance, and an opportunity to share their woes with others is vital. In this, the government run 'Elderline' (14567) plays a critical role. HelpAge India is a strong implementing partner for the Elderline in select states.

I am delighted that HelpAge India was accorded with a VOIA rating from CRISIL, the highest given to any voluntary organisation, after being assessed on its strong delivery capability and financial proficiency. This reaffirms the robust systems and processes that we have in place.

It has been a year of much progress, as HelpAge India continued its multi-faceted programmes for elders (details of some of these are in this report). Yet - as always - there is much to be yet done, and a long way to go, to ensure that elders live healthy, productive and dignified lives. In these times of rapid change, HelpAge India is exploring new needs and opportunities. We are particularly seeing how best to use technology to further scale up, enhance our impact, and increase our efficiency.

We continue to explore all new means for effective outreach and look forward to working with the support of all stakeholders, including the government, corporates, individuals and community.

A warm word of gratitude to our donors for their generosity and sensitivity. Our work would not have been possible without your support. I also want to thank the many individuals who come forward to help us. I would urge more individuals to come forward and be a part of this movement so as to ensure a happy and healthy future for all elders.

I thank my colleagues in the HelpAge Governing Body and its Committees. They have given generously their time, given sage advice and been actively involved in guiding, assisting and helping the HelpAge team throughout.

The HelpAge team, led by its CEO, Rohit Prasad, has continued to work with great dedication, zeal and enthusiasm. Their commitment to the cause of the elders has been instrumental in propelling our journey forward.

New Delhi, November 2023

Kiran Karnik

MESSAGE FROM THE C. E. O.

It has been a year of new initiatives and expanding our efforts to reach out to more and more vulnerable elderly, aligned to our mission and the society's collective commitment to inclusivity, equality and SDG principle of 'Leave No One Behind'. To understand the overarching gaps in income and employment at old age, health and well-being, elder abuse and safety, as well as social and digital exclusion of older persons, we conducted a national research study titled 'Bridge the Gap: Understanding Elder Needs' which provided much-needed insights of the on-ground reality.

Our core programmes continue to focus on elder needs in the area of healthcare, agecare, livelihoods, emergency response, along with policy advocacy, knowledge and research. Our community based, evidence driven interventions (including 'mobile healthcare units' network delivering primary care, vision restoration, palliative care, one of the implementing partners of Government of India's pioneering 'Elderline 14567' programme, senior citizen homes & helpdesks, Elder-Self-Help-Groups ESHGs) together reach more than 2 million elders, with about 80% living in rural areas and 60% women.

The year began with running a preventive healthcare awareness initiative, encouraging elders to take the precautionary dose of Covid Vaccination.

Post pandemic, mental well-being of elderly became a grave concern, our research has highlighted how loneliness, depression and mental health issues became a growing reality amongst elders. The lack of awareness and associated stigma affects early identification, diagnosis and linkage to care. Therefore, to address this concern, we launched 'Saarthak' (the meaningful connector) a special mental health community-based initiative in collaboration with the National Institute of Mental Health and Neuro Sciences (NIMHANS), which aims to strengthen the community-based mental healthcare support, by sensitising and building the capacity of community care givers across the country.

Increasing age also brings with it mobility issues. Addressing this challenge, we launched Project 'Sugamya' (enabling access), under which we started providing mobility aids to disadvantaged elders reducing their dependency levels and enhancing their functional ability.

Recognizing the increasing instances of online fraud and scams targeting elders particularly in urban areas for the first time, we launched Project 'Surakshit' (stay protected) a Digital Safety Training for Elders, aiming to safeguard senior citizens from online fraud.

Meanwhile, taking a holistic approach to empower rural elders, we launched Project 'Saksham' (capable and empowered). Through this project we are providing comprehensive digital and financial literacy training to vulnerable elders, with focus on older women, enabling them in particular to gain access to government benefit schemes.

None of this would have been possible, without the hard work and selfless contribution of our teams on ground and the support we received from our donors – corporates, individuals, partners, schools, institutions and the public at large.

We will continue to expand our outreach and influence policy, so our elders can lead enriched, dignified and empowered lives. I will need your continued support to help make that a reality, so let's move forward with renewed energy and a resolution to build an age-friendly society.



Rohit Prasad
The Chief Executive Officer

A handwritten signature in black ink, appearing to read 'R Prasad'.

Rohit Prasad

New Delhi, November 2023



MAJOR PROJECT HIGHLIGHTS

PREVENTIVE HEALTHCARE

AWARENESS ABOUT THE COVID-19 PRECAUTIONARY DOSE

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Taking forward our efforts towards preventive healthcare, a special campaign to promote the COVID-19 Precautionary Dose, was organised at all our project locations. Under the campaign, information, outreach and communication material was customised and translated into 11 regional languages and awareness sessions were held, covering nearly 1 lakh beneficiaries in more than 4500 locations across the country.

PANEL DISCUSSION ON STRENGTHENING HEALTH SYSTEMS

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HelpAge India held a review session on the learnings & reflections from the USAID supported momentum Routine Immunization Transformation and Equity project for enabling Covid 19 Vaccination for older persons, which was implemented by HelpAge India. This was followed by a panel discussion on 'Strengthening the Health Response Systems for Older Persons' where a special address was given by Mr. Rajiv Manjhi, Joint Secretary, Ministry of Health and Family Welfare, Government of India. Mr. Manjhi is leading the momentum Routine Immunization Transformation and Equity project National Programme for Health Care of the Elderly (NPHCE), focusing on healthy ageing. He spoke about the need for infrastructural support for elder healthcare and the need to address the overall healthcare of elderly, both physical and emotional. Mr. Kiran Karnik, Chairperson, HelpAge India, also spoke about how COVID-19 was a learning experience that revealed the need to fine-tune our health systems and that in order to understand elder needs and challenges better, we need advancements in geriatric research.





PROJECT SAKSHAM: EMPOWERING RURAL ELDERERS

Taking another significant step towards the empowerment of rural elders, HelpAge launched 'Project Saksham', supported by AFHI-MetLife Foundation, across select project locations in Puducherry, Bihar & West Bengal. This project will enable HelpAge to provide practical and comprehensive digital and financial literacy awareness to more than 17,000 seniors (with 64 percent being older women) from 1392 Elder-Self-Help-Groups. It will help them, gain access to government benefit programmes and use digital financial services in a secure and confident manner. Under the project, elders will also receive comprehensive training and financial support to start or grow their own economic activities, as well as gain access to quality primary healthcare services. The project is a holistic model aimed at ensuring elder empowerment and dignity.

Accordingly, 14 Cluster Level Digital Centres are now in place and elderly are being enrolled for the PMGDISHA course by the CSC e-Governance and are accessing online learning from National Council of Organic Farming and National Farming.



PROJECT SUGAMYA:

HELPING ELDERS WITH MOBILITY

More than 40% of senior citizens face functional disability in the country. Most belong to the unorganised sector and are unable to afford basic mobility aids such as canes, crutches, walkers, wheelchairs, etc. To tackle this challenge, HelpAge India launched 'Project Sugamya', a pan-India effort to provide mobility aids to disadvantaged elders and help improve their quality of life, increase livelihood opportunities and reduce dependence on family and caregivers, thereby enabling them to live with dignity and independence. More than 4100 mobility aids were distributed under the project.

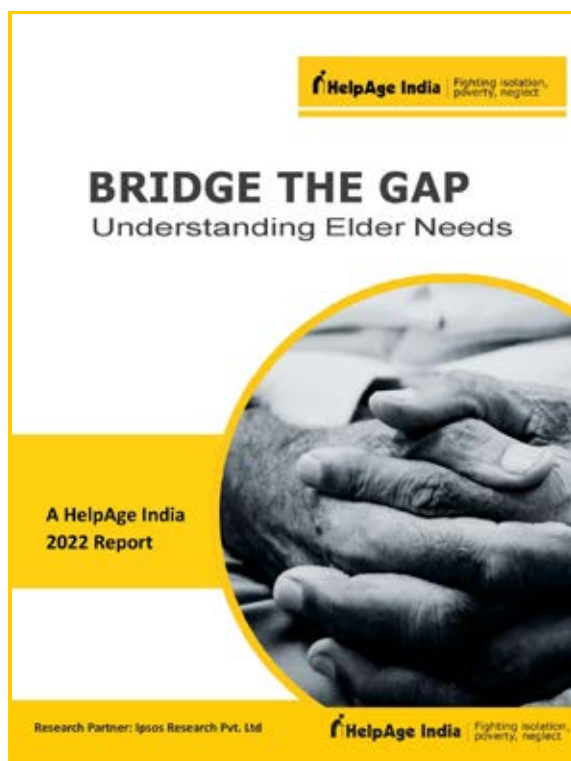


PROJECT SURAKSHIT:

DIGITAL LEARNING & SAFETY

In a move to empower India's elders to tap into the convenience of digitally-accessible services whilst ensuring that they are protected against online frauds and scams, HelpAge India launched an online safety training programme for 50,000 elders across India, with grant support from Google.org. The workshops offer seniors essential digital safety training, equipping them with critical skills to navigate the internet safely and securely, and reap the benefits of online digital conveniences. Workshops are being organized in collaboration with Senior Citizens' Associations across the country, where a customised audio-visual curriculum covering various topics, was created for easy understanding of elders, providing information & advice on how to stay safe online while navigating the online world.

MARKING 'WORLD ELDER ABUSE AWARENESS DAY'



LAUNCH OF 'BRIDGE THE GAP' REPORT

To have a deeper understanding of the overarching gaps in elder care, HelpAge India conducted a research study and released a report, titled '**Bridge the Gap: Understanding Elder Needs**' nationwide, marking 'World Elder Abuse Awareness Day' in June 2022. The aim was to understand the gaps in income and employment at old age, health and well-being, elder abuse and safety, as well as, social and digital exclusion of older persons, which prevent them from living, happy, healthy and productive lives. The report spanning 22 cities, focused not only on the core existential issues that older persons deal with on a day-to-day basis, but also took stock of the entirety of their experiences. In the national capital, the report was released by Chief Guest, Mr. R. Subrahmanyam, Secretary, Ministry of Social Justice and Empowerment, Govt. of India, followed by an in-depth panel discussion.

Thousands of senior citizens participated in various events across the country marking the day, from signature campaigns, to walkathons, seminars, pledge campaigns, cycle rallies, performances by school children and much more, raising awareness about the needs of older persons.



LAUNCH OF 'SAARTHAK' - INITIATIVE FOR THE MENTAL WELL-BEING OF THE ELDERLY

After a gap of two years post the pandemic, HelpAge India marked 'International Day of Older Persons' (October 1) with the launch of a first-of-its-kind mental health programme titled '*Saarthak*' - a community-based initiative for the mental well-being of the elderly, in collaboration with the national institute of mental health and Neuro

Sciences (NIMHANS). The project aims to strengthen community based mental health care support, by building the capacity of 10,000 non-specialist health workforce and community care givers on geriatric mental health across the country, over a period of a year with subsequent scale-up.

The project was jointly launched at Delhi's India International Centre, by Dr. Ritu Rana, Mission Head-Healthcare, HelpAge India, and Dr. P.T. Sivakumar, Professor and Head of Geriatric Psychiatry Unit, NIMHANS, in the presence of Dr. Vinod K. Paul, Member, NITI Aayog, Govt. of India, and Mr. Rakesh Bharti Mittal, Past President CII, VC, Bharti Enterprises and Ms. Rumjhum Chatterjee, Vice Chairperson, HelpAge India.



No outreach or service can be done, without the help of our donors and supporters, who provide the much-needed fuel and impetus, to make a difference in the lives of the vulnerable elderly on ground. Recognizing their support & contribution, a Recognition Ceremony was held, acknowledging donors, institutions and partners, who were awarded for their exemplary support and service to the elder cause.

AWARDEES

- **M.M. Sabharwal Award** to SJVN Foundation
- **P.L. Roy Award** to REC Foundation
- **Samson Daniel Award** to Ryan International Group of Institutions
- **Gold Plate Award** to NSE Foundation and CIPLA Foundation
- **Silver Plate Award** to The Hans Foundation and Adani Foundation
- **Bronze Plate Award** to Teva Pharmaceuticals & its Affiliates, India

Plaque of Recognition (CSR)

- NALCO Foundation
- ABB India
- Fullerton India Credit Company Limited
- GMR Varalakshmi Foundation
- Isthmus Industries Private Limited
- JSW Foundation

Plaque of Recognition (Schools)

- Kendriya Vidyalaya Sangathan
- Techno India Group Public School, Kolkata
- St. Karen's Group of Schools, Patna

- Seth Anandram Jaipuria School, Ghaziabad
- O.P. Jindal School, Raigarh
- Lakshmipat Singhan Academy, Kolkata
- P.V. Modi School, Rajkot
- Delhi Public School, Secunderabad
- Police DAV Public School, Jalandhar
- St. Xavier's School, Hazaribagh
- Dr. Virendra Swarup Education Centre, Kanpur

Plaque of Recognition (Social Impact)

- Confederation of Senior Citizens Associations of Delhi
- National Institute of Social Defence (NISD)
- CSC Academy
- Akshayvat Bujurg Mahasangh
- Sri Chaitanya Seva Trust
- CanSupport

Covid Care Awards:

- HSBC India
- Julius Baer
- Asian Paints Limited
- Nayara Energy Limited
- John Snow, Inc (JSI).
- UNFPA India
- Procter & Gamble Health Limited
- JP Morgan Services India Private Limited

The day was also marked across the country through various events such as inter-generational walkathons, marches, interactive activities for elders, seminars, etc.

AWARDS AND RECOGNITIONS

It was a year of recognitions for the amazing work our teams on the ground and across our various offices have been doing. Here are some highlights:



CRISIL VO1A CERTIFICATION

HelpAge India was accorded with a Voluntary Organisation Grading Certificate from CRISIL with a VO1A rating, the highest given to any Voluntary Organisation. The VO1A grading was done after a thorough process of due diligence and an assessment on two main parameters – delivery capability and financial proficiency. The VO1A grading reaffirms the faith in the work done on-ground, the impact made and in the people who make it happen.



SAT PAUL MITTAL NATIONAL AWARD

HelpAge India was honoured to receive the 'Platinum Award 2022', as part of the Sat Paul Mittal Awards for its service to the cause of disadvantaged elders in India. The award was presented at an event in Ludhiana by the Governor of Punjab, Sh. Banwarilal Purohit and was received by Mr. Rohit Prasad, CEO, HelpAge India. The Sat Paul Mittal Awards for outstanding service to humanity were instituted in 1992 by Nehru Sidhant Kender Trust, Ludhiana, in the fond memory of its Founder President, Late Shri Sat Paul Mittal.



www.guidestarindia.org.in

Ask for our Due Diligence Report for details.

GuideStar India Certifications: Platinum, FY 2015-16, FY 2021-22
Subject to validity of registration under IT, FCRA and registration as NPO



GUIDESTAR INDIA PLATINUM CERTIFICATION

HelpAge India received the GuideStar India Platinum Certification for 'Transparency & Public Accountability' in its work during the past year, serving the disadvantaged and poor elderly. GuideStar India is India's largest and most reliable NGO information repository.

The prestigious GuideStar India Champion Level-Platinum certification awarded underwent a rigorous due diligence process, and is an indication of a high level of accountability and good governance procedures adopted by the organisation.



LEH-LADAKH OLD AGE HOME RECEIVES RECOGNITION

HelpAge received a 'Letter of Appreciation' from the Hon'ble Chief Executive Councillor, Advocate Tashi Gyalson, Ladakh Autonomous Hill Development Council Leh, for its pioneering old age home set-up in Shey, Leh-Ladakh - an integrated model facility for the care of destitute older persons, a first-of-its-kind.



PARTICIPATION IN VARIOUS FORUMS

We continued to enhance our participation in key policy forums, knowledge events, seminars, sector gatherings, etc. The following are some notable mentions:

- Attended the Finance Ministry's Budget Consultation meet for the social sector held in November 2022.
- Joined NITI Aayog's consultative meeting on 'Aids & Assistive Living Devices'.
- Our State teams continued to engage with policy makers and participate in government committees and policy consultations. For example, our West Bengal state representative was invited by the State Social Welfare Department for a consultative session on revisiting the 'Standard Operating Procedures' for the running of old age homes, our Chhattisgarh state representative was included in a 'Working Group' of the Health Department under the National Programme for Health Care of the Elderly.
- Participated in the 'National Parliament for Women and Issues & Challenges faced by them' organised by the National Commission for Women.
- Entered into a partnership with the West Bengal State Rural Livelihood Mission (*Anandadhara*) under the National Rural Livelihood Mission and Action Groups Aimed at Social Reconstruction (AGRASAR).
- Participated in a National CSR Meet in Delhi organised by CSC Academy and Digital India.
- HelpAge India became a member of the Civil-20, a sub-group of the G-20, that provides a platform for Civil Society Organizations (CSO) around the world to reflect on the primary and common concerns affecting people across the world, and to promote social and economic development with the vision of leaving no one behind. HelpAge engaged on various platforms, highlighting the condition of older persons in India, pressing on policy recommendations to improve their living conditions and enable an equal and just society for older people in India.
- Participated in the 'Multi-Stakeholder Engagement for Active & Healthy Ageing among Elderly Women' workshop led by the Ministry of Health and Family Welfare, Govt. of India.
- Contributed in the consultation and feedback session conducted for the 'Draft Global Report on Health Equity for Persons with Disabilities' by the World Health Organization.

KEY LAUNCHES AND PARTNERSHIPS



India Giving Day

Powered by India Philanthropy Alliance

INITIATIVES BY AMERICAN FRIENDS OF HELPAGE INDIA (AFHI)

American Friends of HelpAge India (AFHI) spread its wings through various initiatives through the year. For the first time, AFHI participated in 'India Giving Day', a national day of philanthropy dedicated to India's development. Mr. Pramod Bhasin, Board President of AFHI and Governing Board member of HelpAge India, took the lead, by matching every donation received by AFHI, thereby doubling the impact made for the elder cause. One of the highlights of the campaign was the support given by young student volunteer Eisha Yadav, who not only contributed towards the cause, but also championed it across social media platforms. AFHI is now looking forward to engaging more such young champions, who will go on to become ambassadors for the elder cause and help improve the lives of disadvantaged elders in India.



LEH-LADAKH ELDERLINE INAUGURATION

The Ladakh national helpline for senior citizens 'Elderline (14567)' was inaugurated by Ms. Padma Angmo, Secretary, Department of Social and Tribal Welfare Ladakh. HelpAge India is the implementing partner of the Elderline in collaboration with the National Institute of Social Defence (NISD) and the Department of Social and Tribal Welfare Ladakh,

Mr. Amit Singh Chandel, Director, Social and Tribal Welfare Ladakh, Dr. Rajesh, State Head - Himachal Pradesh & Ladakh, HelpAge India, among other dignitaries who are a core part of the project, were present during the inauguration. The services offered by the Elderline to older persons include - information (e.g pension related, medical services, etc.), guidance, and emotional support. Besides this, field intervention related services such as the rescue of homeless elders, shelter, counselling, guidance on health-related issues and legal services are provided by the field officer at a block/district level.

SENIOR CITIZENS HELP DESK AT AIIMS RAIPUR

Senior citizens visiting AIIMS Raipur will now have a far less daunting hospital visit experience with the inauguration, of HelpAge India's 'Elder Help Desk'. Through this desk, various facilities like assistance for hospitalisation, discharge, online-offline appointments, drop-off and pick-up of senior citizens guiding them to various departments and collecting of reports, will be made available inside the AIIMS campus for senior citizens. The Elders Help Desk will be operated by HelpAge India in association with the Medical Social Welfare Unit of AIIMS.



CARE AND WELLNESS CENTRE FOR PALLIATIVE CARE PATIENTS

HelpAge India's Tamaraiikulam Elders' Village (TEV) in Cuddalore, Tamil Nadu, is now home to a Care and Wellness Centre for palliative care patients, thanks to the generous support of sensitive donors. The Centre will go a long way in ensuring that elders who are bedridden or immobile, are able to receive better care and support in their later years, and live in comfort with dignity.



ANDROID-BASED APPLICATION FOR HEALTHCARE DATA

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An Android-based Management Information System (MIS) application - M-Sparsh - was launched for capturing data through HelpAge's Mobile Healthcare Units and is being rolled out in phases across the country. The system will help track outreach to elder beneficiaries covered under HelpAge's healthcare services through its Mobile Healthcare Unit (MHU) programme and also keep track of diseases of individual patients. Currently 100 MHU locations have started using the application and more than 80,000 treatments along with diagnosis have been captured by the App.



RELEASE OF RESEARCH REPORT SUPPORTED BY UNFPA

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HelpAge India released a report titled 'Good Age Care Practices during the COVID-19 Pandemic' that delved into the role played by Voluntary Organisations in supporting State and Central government initiatives during the pandemic. The report, which was supported by UNFPA, was released in Delhi on 'International Volunteer Day' (December 5). The launch was followed by a multi-stakeholder panel discussion, attended by Ms. Andrea Wojnar, Representative UNFPA India and Country Director Bhutan, Mr. Amarjeet Sinha, Former Secretary, Department of Rural Development (Govt. of India), Prof. Santosh Kumar, National Institute of Disaster Management and Mr. Harsh Jaitli, CEO, VANI, who shared their learnings from the ground.



STORIES FROM THE FIELD

LIVELIHOOD PROGRAMME:

The ‘Green Warrior’

Proving that the power of determination can overcome any odds, including the barriers of ageing, 70-year-old Tara Devi, from Kataiya village in Supaul district (Bihar), has become an inspirational icon. Until a few years ago, Tara Devi’s entire family were working as farm labourers and struggling to make ends meet. Today, she is earning enough to support her family and is also able to provide employment to other women, helping empower them financially. She is able to ensure at least 100 days of employment every year to this workforce of older women.

Despite no formal education, Tara today has a flourishing agricultural business. Her fortune changed when she joined *Akshyavat Bujurg Mahasangh*, one of HelpAge India’s Elder-Self-Help-Groups (ESHGs) under ‘Project Astitva’. With some seed money from the group, she started planting cauliflower, radish, and other vegetables. This year alone, she has cultivated one acre of cauliflower.

She started the cultivation with an initial amount of Rs. 50,000 with a part of it coming from her own savings and the rest through a loan from the ESHG, where members create a corpus through monthly savings. She is expecting to earn more than 1 lakh from the cultivation.

The best part is she is also a ‘green warrior’ as she practices organic farming, with fertiliser and manure that is being made by her and other members of the *Akshyavat Bujurg Mahasangh*.

She is an inspiration for not just elders like herself, but also for youngsters, who are motivated by her entrepreneurial skills and drive. She is a role model of self-reliance & independence, and an active contributor to the community.



Weaving Independence

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91-year-old Lalmohan Paswan from Bihar, is no ordinary man. Wanting to contribute to India's 'Azadi Ka Amrit Mahotsav' celebrating 75 years of India's Independence, this self-professed Gandhian and admirer of Jawaharlal Nehru and Dr. Rajendra Prasad, undertook an incredible feat of stitching 450 national flags in seven days.

Paswan's story is one of defeating the odds and breaking all barriers. He was one of nearly three million people, whose lives were turned upside down by the devastating Kosi floods of 2008, which killed hundreds of people. He lost his home and cattle during the floods, and was left with no means of survival.

His struggle to keep his family alive continued, till fate intervened and he was discovered by HelpAge India in 2014 when the organisation was in the process of setting up Elder-Self-Help-Groups (ESHGs) to help flood affected elders regain their independence and dignity through its sustainable income-generation model. He became a member of the *Bajrang Vriddh Self-Help-Group* and was given a loan to purchase a sewing machine. A role model of active ageing, today he not only is able to support his own family, but also contributes to the nation.



STORIES FROM THE FIELD

VISION RESTORATION:

Regaining Life's Radiance

65-year-old Ningavva Kunnur, belongs to a remote village in the Dharwad district of Karnataka. She married at a young age and had a simple dream of having a happy family with children, who would bring joy in the couple's life and support them once they got older. However, it was not meant to be. She had multiple miscarriages and due to financial constraints, the couple could not seek any medical solutions for their situation and eventually gave up on having children. 15 years ago, Ningavva lost her only source of support and companionship, with the death of her husband. Since then, Ningavva has been staying all alone in a tiny house with bare minimum facilities and surviving on a meagre pension.

In recent years, Ningavva started struggling with the gradual loss of vision, which made it difficult for her to carry on with her day-to-day activities. Getting an eye check-up required money, which she was hard pressed for. Fortunately, she heard from her neighbours that there was a free eye check-up camp being organised in a neighbouring village by HelpAge India. Ningavva decided go along with her neighbours.

The check-up revealed that she had cataract in both her eyes. She was told that since she could not afford the surgery, it would be free of cost for her and that she need not worry about any extra expenditures either. Ningavva was relieved and immediately agreed. She was then taken to HelpAge India's partner hospital in Hubli where she underwent surgery for both eyes and got intraocular lens implants. For Ningavva, having her eyesight restored was like regaining her last remaining companion to support her through her challenging life.

Today, Ningavva can move around easily, independently manage her daily needs and her eyes light up with a smile, when you meet her.



RESTORING FUNCTIONAL MOBILITY

Retrieving Freedom

96-year-old, Gour Chandra Mondal lives in Patharchur village in West Bengal with his son, who works as a labourer, and is the sole breadwinner of the family.

Despite becoming physically fragile with age, Mondal is mentally strong and often says he would like to live for another 10 to 15 years. Unfortunately, he lost strength in his legs which severely curtailed his mobility and he was unable to move about independently. Our Mobile Healthcare Unit (MHU) team made a home visit and were moved by Mondal's zest for life.

Mondal shared his desire of wanting to be more mobile and be able to visit his daughter, who lives at a distance from him. The HelpAge team provided him with a wheelchair through 'Project *Sugamya*'. The wheelchair has transformed his life and has tremendously helped his functional mobility, resulting in overall improved health, reducing his stress levels and stabilizing his blood pressure. There is also a significant improvement in his posture and reduction of strain on his upper body. Mondal is now able to come to our MHU site on his own to get his health check-ups and has even visited his daughter's house several times. Mondal is finally living the independent life he was praying for, and has become a source of motivation to all those around him.



STORIES FROM THE FIELD

MOBILE HEALTHCARE:

A Vital Lifeline

80-year-old Nani Gopal Das, resident of Belghoria, West Bengal, has been visiting our Mobile Healthcare Unit (MHU) for over 20 years. He suffers from hypertension and osteoarthritis. He lives with his wife who has become almost completely blind due to diabetic retinopathy. Their only son has virtually abandoned them. Earlier, when his wife's vision was better, she would visit the MHU along with her husband, but now she has become completely homebound.

Nani is a devoted husband and has taken on the role of being his wife's sole caregiver. Over the years, his greatest fear has been, that if he ever falls sick, there will be no one to look after her. Therefore, he ensures that through HelpAge's MHU, his primary healthcare needs are taken care of. Not only has the health support enabled him to effectively tackle his own health issues, but the treatment received by his wife through frequent home visits of the MHU team, has also helped stabilise her condition.

For Nani and his wife, the MHU has been a lifeline that they desperately needed.



ELDER HELPLINE:

Reviving Life

75-year-old Dr. Rima*, was a health practitioner, who used to run her own clinic, but deteriorating health, forced her to discontinue her practice. She used to live alone. One day, a social worker from her neighbourhood, noticed the decline in her physical and mental faculties, and tried to convince her to move into an old age home, where she could be looked after. Dr. Rima, who had always been independent and able her whole life, was reluctant, fearing she will become dependent on others for her survival, plus the love for her home, where she has spent her whole life and the comfort of familiarity of her own surroundings, added to her hesitancy.

Things soon became worse as her mental health kept deteriorating, forcing the social worker to reach out to Government supported 'Elderline-14567' being run by HelpAge India. Our Field Response Officer immediately came to see Dr. Rima and gently persuaded her to get some help to regain her strength and peace of mind, and that she needed to move into a place where she could be cared for. The Police, who the Elder Helpline team work with closely, assured Dr. Rima that in her absence, they would ensure her house would remain secure.

With all her doubts and fears allayed, Dr. Rima finally agreed to move into an old age home. After a few months, our Helpline officer visited her and found a whole new person in Dr. Rima, she was a lady now full of life, new energy and positivity. She shared, that being in a place with many like-minded elders like herself, gave her immense joy and today they have become her 'new' family.

**Name changed for protection of privacy.*



PROGRAMME HIGHLIGHTS

Transforming Elder Lives

- Supports more than 2 million elders across the country through its programmes and initiatives.
- Operates one of Asia's largest mobile healthcare networks for elders & their community with 170 Mobile Healthcare Units operating across 2400 villages in 26 states & Union Territories.
- Delivers primary healthcare and health awareness to over 8 lakh disadvantaged elders, providing over 20 lakh treatments every year.
- Conducted 15,435 cataract surgeries through tie-ups with reputed hospitals and medical centres and distributed 12,909 refraction error correction spectacles to elders with weak eyesight.
- Conducted 5 workshops under 'Saarthak' - a community-based initiative for mental well being of elderly which aims to build the capacity of 10,000 community health workers, informal and institutional caregivers, helping them in early identification of mental health issues among senior citizens.
- Supports lakhs of elders with information, guidance and response, through the 'Elderline-14567' service under the Ministry of Social Justice & Empowerment, Government of India, of which HelpAge India is the implementing partner in select states.
- Run 8 barrier free homes for the aged in 5 states and supports more than 300 homes for disadvantaged elders across India. Also runs 12 Agecare Centres in 5 States.
- Provides Geriatric Care Assistance to elders through HelpAge 'Elder Help Desks' set up at hospitals, currently operational at AIIMS (Delhi), AIIMS (Rishikesh), AIIMS (Raipur), Rajiv Gandhi Government General Hospital (Chennai) and Sanjay Gandhi Postgraduate Institute of Medical Sciences (Lucknow).
- Provides 90,000 physiotherapy treatments every year to older persons with musculoskeletal diseases such as back pain, arthritis and other age-related mobility challenges.
- Over 1 lakh elderly have been provided financial security through its pioneering Elder-Self-Help-Group (ESHG) programme, with the establishment of more than 8000 ESHGs, 70% of which are now functioning independently. 10,573 elderly from Elder-Self-Help-Groups were provided vegetable seed kits & vermicomposting packets, to tide over their livelihood challenges, using environmentally friendly products, and also helping them build up their nutritional status.
- 84 Common Service Centres have been institutionalised and linked to CSC e-Governance to connect poor disadvantaged elders to government schemes & services. 1067 rural elderly have been trained under the PMGDISHA Curriculum.
- HelpAge has been designated as the National Support Organization for the National Rural Livelihoods Mission (NRLM). MOUs for strategic support have been signed with State Rural Livelihood Missions (SRLMs) of West Bengal, Madhya Pradesh and Maharashtra, to further elder inclusion in NRLM.
- Reached out to nearly 1 lakh senior citizens from Senior Citizens Associations by conducting approximately 10,000 workshops on digital literacy & safety, legal & financial awareness and on the 'Maintenance and Welfare of Parents and Senior Citizens Act'.
- HelpAge advocates with the Government for age-friendly policies and laws on old age pension, Maintenance and Welfare of Parents and Senior Citizens Act and the National Policy on Senior Citizens.

Thank you! DONORS



SJVN FOUNDATION has extended support to Healthcare initiatives for over 10 years

SJVN Foundation has consistently supported HelpAge India's Healthcare initiatives for over 10 years through the project '*Satluj Sanjeevani Seva*'. The Foundation, which commenced its support in 2013, has been supporting 14 Mobile Healthcare Units in the 4 States of Himachal Pradesh, Uttarakhand, Bihar, and Maharashtra. SJVN Foundation has also supported Health Camps and a Physiotherapy Centre. The Foundation's support has enabled HelpAge to reach elders and their communities in remote and hard-to-reach areas.

GOOGLE IT SERVICES INDIA PVT. LTD., Supported Project '*Surakshit*' in 16 states

In a move to digitally secure & protect India's elderly, HelpAge India with the support of Google.org launched a digital safety awareness programme, for 50,000 elderly in 16 states across India. The project is equipping elders with the skills required to tap into the convenience of digitally accessible services, whilst ensuring that they are protected against internet frauds and scams.



ADANI FOUNDATION has supported Mobile Healthcare for nearly a decade

Adani Foundation has been supporting 10 Mobile Healthcare Units and one Stationary Healthcare Centre at 6 locations across India, i.e Kattupalli (Tamil Nadu), Raigarh/Dholnara (Chhattisgarh), Dhamra (Odisha), Godda (Jharkhand), Kawai (Rajasthan) and Tirora (Maharashtra), enabling HelpAge India to bring essential primary healthcare to the doorsteps of poor and needy elders and the communities they live in.

ASIAN PAINTS LTD. has supported Healthcare & Agecare projects for 18 years

Asian Paints Ltd. is one of HelpAge India's oldest and most consistent CSR partners. The company has supported 7 Mobile Healthcare Units in Kasna (Uttar Pradesh), Khandala (Maharashtra), Sriperumbudur (Tamil Nadu), Rohtak (Haryana), Patancheru (Andhra Pradesh), Mysuru (Karnataka) and Ankleshwar (Gujarat), and 4 Stationary Healthcare Centres in Cuddalore (Tamil Nadu). Asian Paints has supported other projects in the past, such as Vision Restoration, Physiotherapy, and COVID-19 Relief via provision of essential care items, recovery kits, O2 concentrators and ventilators, as well.



Thank you! DONORS



CIPLA FOUNDATION has been a consistent supporter of numerous key initiatives

Cipla Foundation has supported 7 Mobile Healthcare Units (MHUs) in Patalganga/ Kurkumbh/ Satara (Maharashtra), Bommasandra (Karnataka), Pithampur (Madhya Pradesh) & Baddi (Himachal Pradesh) for destitute elders and their community. Also under 'Nikshay Mitra', Cipla Foundation supported nutrition kits for TB patients in Khalapur (Maharashtra) & Nalagarh (Himachal Pradesh).

RURAL INDIA SUPPORTING TRUST supported the Mobile Healthcare programme

Rural India Supporting Trust (RIST) has been consistently supporting HelpAge India's Healthcare interventions for over 5 years. RIST has supported 15 Mobile Healthcare Units (MHUs) in Telangana, Uttarakhand and Punjab, and a Stationary Healthcare Centre in Punjab as well.



NSE FOUNDATION has supported livelihood initiatives

NSE Foundation has given consistent support to HelpAge India's livelihood programme, primarily focusing on the empowerment of needy elders through Social, Financial and Health Inclusion. The programme follows the successful model of Elder-Self-Help-Groups and their higher order federations, helping bring dignity and independence to disadvantaged elders and their communities, in the villages of Tamil Nadu, West Bengal, Rajasthan, Telengana & Maharashtra.

JSW FOUNDATION supported the Mobile Healthcare programme

JSW Foundation supported 9 Mobile Healthcare Units in Karnataka, Rajasthan, Odisha, Tamil Nadu and Punjab, bringing much needed healthcare services to elders & their community.



Thank you! DONORS



SUMITOMO MITSUI FINANCIAL GROUP supported Mobile Healthcare Units

Sumitomo Mitsui Financial Group (SMFG) first supported HelpAge India's Mobile Healthcare programme with one Mobile Healthcare Unit in Godhra (Gujarat) and then expanded its support via more Units in Chamarajnagar & Raichur (Karnataka), Padra (Gujarat) and Titlagarh (Odisha). SMFG also supported the COVID-19 relief initiatives of HelpAge India.

HFCL SOCIAL SERVICES SOCIETY continues to support Healthcare initiatives for over 7 years

HFCL Social Services Society has been consistently supporting 3 Mobile Healthcare Units in Solan (Himachal Pradesh), Sardarshahar (Rajasthan) and Madgao (Goa). The Unit in Solan is a Specialised Mobile Medicare Unit with diagnostic facilities.



GHCL FOUNDATION TRUST supported the Mobile Healthcare programme

GHCL Foundation Trust supported HelpAge India's Mobile Healthcare programme with 1 MHU in Manaparai (Tamil Nadu) and 3 MHUs in Junagarh, Rajulla and Mandvi (Gujarat).

NALCO FOUNDATION supported Mobile Healthcare Units

NALCO Foundation supported 4 Mobile Healthcare Units in Angul and Koraput (Odisha) enabling HelpAge India to bring healthcare to the doorsteps of elders living in remote areas.



Thank you! DONORS



ABB INDIA FOUNDATION supported the Mobile Healthcare programme

ABB India Foundation has been supporting 4 Mobile Healthcare Units in Vadodara (Gujarat), Nelamangala (Karnataka), Nashik (Maharashtra) & Faridabad (Haryana).

KBR ENGINEERING & CONSTRUCTION INDIA PVT. LTD. supported Mobile Healthcare Units

KBR Engineering & Construction India Pvt. Ltd. supported 3 Mobile Healthcare Units in Chennai (Tamil Nadu), Pune (Maharashtra) and Gurugram (Delhi-NCR).



ISTHMUS INDUSTRIES PVT. LTD. supported Mobile Healthcare Units

Isthmus Industries, which started its support via 1 Mobile Healthcare Unit in Rampur (Uttar Pradesh), now supports 3 MHUs in Moradabad (Uttar Pradesh), bringing much needed essential primary healthcare to elders and their community.

HONDA INDIA FOUNDATION supported the Mobile Healthcare programme

Honda India Foundation has been consistently supporting 3 Mobile Healthcare Units in Narsapura (Karnataka), Tapukara (Rajasthan) and Vithlapur (Gujarat) and 1 Stationary Medical Unit in Vithlapur (Gujarat).



Thank you! DONORS

NAYARA ENERGY LIMITED supported Healthcare initiatives

Nayara Energy Ltd. supported 1 Mobile Healthcare Unit, and 1 Stationary Health Centre in Jakhar (Gujarat), Specialised Health Camps and 3 Sub - Centres in Vadinar, Bharana & Singach (Gujarat).



MINDTREE FOUNDATION supported the Mobile Healthcare programme

Mindtree Foundation supported 2 Mobile Healthcare Units in Telangana and 1 in Delhi-NCR.

L&T MHI POWER BOILERS PVT. LTD. supported the Mobile Healthcare programme

L&T MHI Power Boilers Pvt. Ltd. supported 2 Mobile Healthcare MHUs in Faridabad (Delhi-NCR) and Khurja (Uttar Pradesh) respectively.



TATA AIA LIFE INSURANCE COMPANY LIMITED supported the Vision Restoration programme

Tata AIA Life Insurance Company supported cataract surgeries of poor and needy elderly in Maharashtra, West Bengal, Uttar Pradesh, Tamil Nadu, Kerala and Andhra Pradesh.



SUN TV NETWORK LTD. supported Healthcare and Agecare programmes

Sun TV Network Ltd. helped provide beds under infrastructural support to 'Anandam' old age home in Chennai (Tamil Nadu), 'so elders can live comfortably and with dignity'. It is also supporting our Mobile Healthcare programme to help provide healthcare in remote areas of Tamil Nadu.



SHYAM STEEL INDUSTRIES LIMITED supported the Mobile Healthcare programme

Shyam Steel Industries Limited has been consistently supporting 2 Mobile Healthcare Units in Durgapur (West Bengal) for close to 5 years.

WEIR MINERALS (INDIA) PRIVATE LIMITED supported a Mobile Healthcare Unit

Weir Minerals (India) Pvt. Ltd. supported a Mobile Healthcare Unit in Nelamangala (Karnataka) to help provide primary healthcare to needy elderly.



GUJARAT FLUOROCHEMICALS LIMITED supported a Mobile Healthcare Unit

Gujarat Fluorochemicals Limited supported 1 Mobile Healthcare Unit in Gujarat, to help disadvantaged elderly in remote areas with healthcare services and raise awareness on preventive healthcare.

BHARAT ALUMINIUM COMPANY LTD. (BALCO) supported a Mobile Healthcare Unit

Bharat Aluminium Company Ltd. (BALCO) supported 1 Mobile Healthcare Unit in Korba (Chhattisgarh) along with Specialised Health Camps.



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- ASIAN PAINTS LTD
- RURAL INDIA SUPPORTING TRUST
- CIPLA FOUNDATION
- SJVN FOUNDATION
- ADANI FOUNDATION
- NSE FOUNDATION
- ISTHMUS INDUSTRIES PRIVATE LIMITED
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- SUN TV NETWORK LIMITED
- GHCL FOUNDATION TRUST
- L&T - MHI POWER BOILERS PRIVATE LIMITED
- NALCO FOUNDATION
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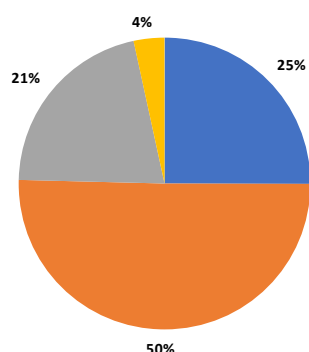
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- VIVEK SABHARWAL
- VIVEK
- WAMAN DATTATRAY DANDAGE
- Y V RAVI KIRAN
- Y V S R SASTRY
- YADAV NANDAN VAIDYA
- YASMIN KARASOYLU VAGALE
- YENUMALA RAGHUNATHA REDDY
- YOGESH CHOUHAN
- YOGESH KUMAR
- YOGESH SHAH
- ZAAFIR Z KARACHIWALA
- ZAKIR A CONTRACTOR
- ZARIN SAROSH TANGRI
- ZAVER B BHARUCHA
- ZAVER INDUSTRIES
- ZEESHANALI AMIRALI DOSSA
- ZELOS PACKAGING PVT LTD
- ZENA BERNADETTE BARBOSA(JT)
- ZOLOTO INDUSTRIES

Note: The above lists are not comprehensive lists of our large donor base.



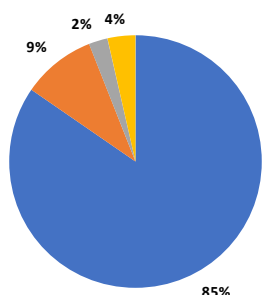
FINANCIAL SNAPSHOT 2023-24



Where our money came from:

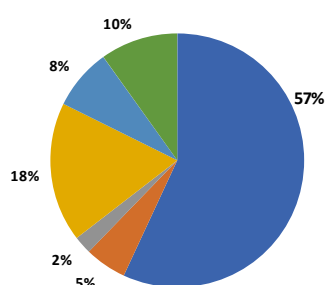
Individual	: 25%
Corporates	: 50%
Institutions	: 21%
Other Income	: 4%

Gross Income of HelpAge in 2022-23 was Rs. 119.25 crores, which is 5.64 % lower than the Gross Income in 2021-22



How money was used:

Programmes	: 85%
Fund Raising	: 9%
Administration	: 2%
Depreciation	: 4%



On what programmes was the money spent

Health	: 57%
Social Protection	: 5%
Disaster Management	: 2%
Agecare Programmes	: 18%
Social Mobilisation	: 8%
Project Implementation	: 10%

GOVERNING BODY

Mr. Kiran Karnik
Chairperson

Ms. Rumjhum Chatterjee
Vice Chairperson

Mr. Arun Nanda
Hon. Treasurer

Mr. J. C. Luther

Mr. Arun Seth

Mr. Pramod Bhasin

Mr. K.T. Chacko

Mr. Kaushik Dutta

Ms. Gita Nayyar

Ms. Radhika Bharat Ram

Mr. Rohit Prasad
CEO & Ex-officio Member

Note: HelpAge India's Annual Report & full Audited Accounts are also available online at www.helpageindia.org

HELPAge INDIA'S MISSION

To work for the cause and care of disadvantaged older persons
and to improve their quality of life



**“The best way to find yourself, is to lose yourself in the service of others”
- Mahatma Gandhi**

fi HelpAge India | Fighting isolation,
poverty, neglect

Head Office: C-14, Qutab Institutional Area. New Delhi - 110016.

Tel. No.: 011 - 41688955 - 56. **Telefax:** 011 - 26852916. **Email:** headoffice@helpageindia.org

Elderline (Toll free): 14567, **HelpAge Elder Helpline (Toll free):** 1800-180-1253

Detailed Accounts with Schedules & Audit Report are available at the Head Office. Also available online at www.helpageindia.org

The Government of India has recognised HelpAge India's work by according donations made to it eligible for tax exemption.