

# **ELDER ABUSE IN INDIA – 2018**

*Changing Cultural Ethos & Impact of Technology*



**A HelpAge India Report - 2018**



# Executive Summary

India is undergoing a demographic transition! While 8 percent of its population was recorded 60 years and above in 2011 Census, it is expected to increase its share to 12.5 percent and 20 percent by 2026 and 2050 respectively. With this kind of an ageing scenario, there is pressure on all aspects of care for the older persons – be it financial, health or shelter. With the onset of the 21<sup>st</sup> century, the growing security of older persons in India is very visible. HelpAge India felt the urgency to take up the issue of Elder Abuse in the country to create awareness and advocate various measures that can be taken up ensure the safety and security of the older persons; hence, the need for a study to understand the prevalence and extent of abuse across cities, perception of abuse among elderly, reporting behaviour and reasons behind it. The study outcome is expected to help the HelpAge in having effective mechanism in place to address the issue of Elder Abuse.

HelpAge India has been conducting similar surveys for the past several years. This year's survey (2018) on Elder Abuse was conducted in 23 cities of India by interviewing elderly above 60 years of age. This study aims to understand the spread, type and extent of Elder Abuse in India, Impact of Social Media & Technology, and Awareness of elders on Redressal Measures in Tier-1 & Tier-2 cities across 23 States/ UTs in India. The target group included male and female elder aged 60 years and above belonging to SEC category B / C and D. The study used mixed method approach for data collection. The field work was carried out by HelpAge and Ipsos Research Private Limited during May 2018.

The study covered 5014 elders across 23 cities. Of which, more than 70% aged 60-69 years with almost equal distribution of both gender.

Around 60% elders confirmed that Elder Abuse is prevalent in our society. Of those, who reported prevalence, 88% of them believed its existence is high. Nearly one-fourth (25%) elders have confirmed they have been victim of Elder Abuse ever with no gender variation. The most common form of abuse they experienced was disrespect (56%), verbal abuse (49%) and neglect (33%). The main abusers were Son (57%) and Daughter-in-law (38%). Only 18% elders have confirmed that they have made an attempt to report abuse. And, only 35% of the total reporting was successfully resolved. Around 11% were aware of the Maintenance and Welfare of Parents and Senior Citizens Act, 2007 (MWPSC) Act, while 5% were aware of HelpAge Elder Helpline number. More than 60% elderly agreed that quality time spent by their adult children as well grandchildren with them has decreased with increase in usage of phones/computers. 65% elderly stated that extreme attention given to phones/ computers is disrespectful.

Thus, action needs to be taken against situations which make life difficult for the elderly. Social security of elderly should be taken care of, they should be given opportunities for income generation, programmes to sensitize children and young adults and involvement of society at large against Elder Abuse should be initiated.

## Salient Findings

- 5014 elders were approached across 23 cities for interview.
- Nearly one-fourth (25%) elders have confirmed they have been a victim of Elder Abuse. There was almost no distinction between male and female elders.
- Elder Abuse was reported maximum in Mangalore, Ahmedabad, Bhopal, Amritsar, Delhi and Kanpur. It was least in Jammu, Mumbai, Vizag, Kochi, Guwahati.
- The most common form of abuse they experienced was Disrespect (56%), Verbal Abuse (49%) and Neglect (33%). They had been facing this since the past 5 years.
- The main abusers were Son (52%) and Daughter-in-law (34%).
- The median age of abuser is 42 years.
- 82% of those abused, did not report the matter.
- The key reasons for Not Reporting - were to *“maintain confidentiality (52%) of the family matter”* or *“did not know how to deal with problem (34%)”*.
- At the national level, 41% of the elderly are aware of at least one redressal mechanism.
- Around 35% of the elders were aware of police helpline, 11% were aware of MWPSA act while 5% were aware of HelpAge helpline number.
- More than 60% elderly agreed that quality time spent by their adult children as well grandchildren with them has decreased with increase in usage of phones/computers.
- 65% elderly stated that extreme attention given to phones/ computers is disrespectful.
- At the national level, 69% of the elderly have a house in their own name, 7% have a house in the spouse's name, 3% are living with others and 20% are living on rent.
- At the national level, 85% of the elderly are living with family, 8% are living with spouse only, 6% are living alone and 2% are living with relatives.

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**Study conducted by Ipsos Research Private Limited**



# 1 Introduction

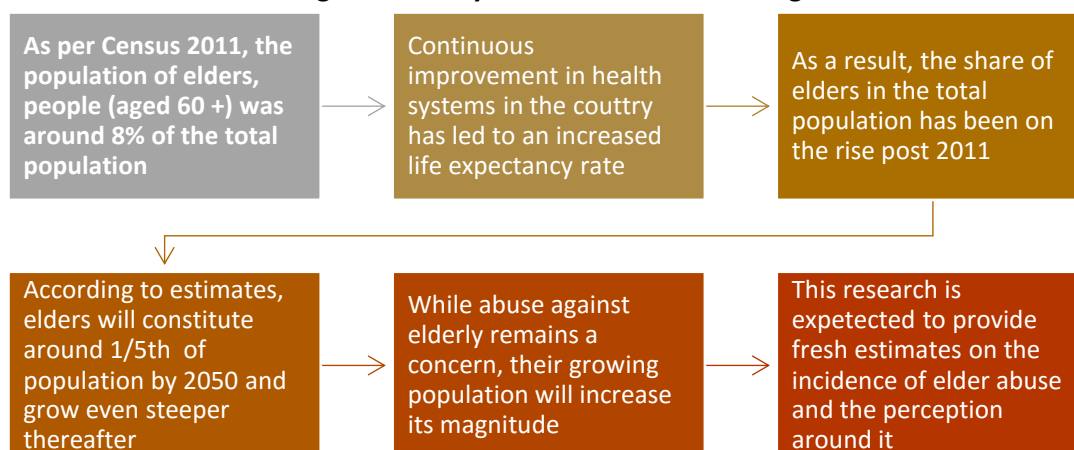
## 1.1 Background

India is undergoing a demographic transition! While 8 percent of its population was recorded 60 years and above in 2011 Census, it is expected to increase its share to 12.5 percent and 20 percent by 2026 and 2050 respectively.

**20%** India will have around one-fifth of its total population aged 60 years and above by 2050

However, this is not without problems. With this kind of an ageing scenario, there is pressure on all aspects of care for the older persons – be it financial, health or shelter. With the onset of the twenty first century, the growing security of older persons in India is very visible. Older people are living longer, households are getting smaller and congested, causing stress in joint and extended families. Even where they are co-residing marginalization, isolation and insecurity is felt among older persons due to the generation gap and change in lifestyles. Increase in lifespan also results in chronic functional disabilities creating a need for assistance required by the older person to manage chores as simple as the activities of daily living. With the traditional system of the lady of the house looking after the older family members at home is slowly changing, as the women at home are also participating in activities outside home and have their own career ambitions, there is growing realisation among older persons that they are more often than not being perceived by their children as a burden.

**Figure 1. 1 Why Elder Abuse is concerning?**



Old Age has never been a problem for India where a value based, joint family system is supposed to prevail. Indian culture is automatically respectful and supportive of elders. With that background, Elder Abuse has never been considered as a problem in India and has always been thought of as a western problem. However, the coping capacities of the younger and older family members are now

being challenged and more often than not, there is unwanted behaviour by younger family members, which is experienced as abnormal by the older family member, but cannot however be labelled.

## **1.2 Need for the Study**

HelpAge India felt the urgency to take up the issue of Elder Abuse in the country for the purpose of advocacy on safety and security of the older persons; hence, the need for a study to understand the prevalence and extent of abuse across cities, perception of abuse among elderly, reporting behaviour and reasons behind. The study outcome is expected to help the HelpAge in having effective mechanisms in place to address the issue of Elder Abuse.

## **1.3 Objective of study**

To understand the spread, type and extent of Elder Abuse in India, Impact of Social Media & Technology and Awareness of elders on Redressal Measures in Tier-1 & Tier-2 cities across 23 States/UTs in India.

HelpAge over the past few years has been conducting research to understand the depth and spread of heinous crime against elders. The last such report of the Elder Experience of Abuse was conducted in Year 2014. The purpose of this report is also to bring in fresh data and observe the trends.

## **1.4 Target group**

The target group included male and female elders aged 60 years and above belonging to SEC category B / C and D.

## **1.5 Key areas of inquiries**

The research inquires included series of indicators such as:

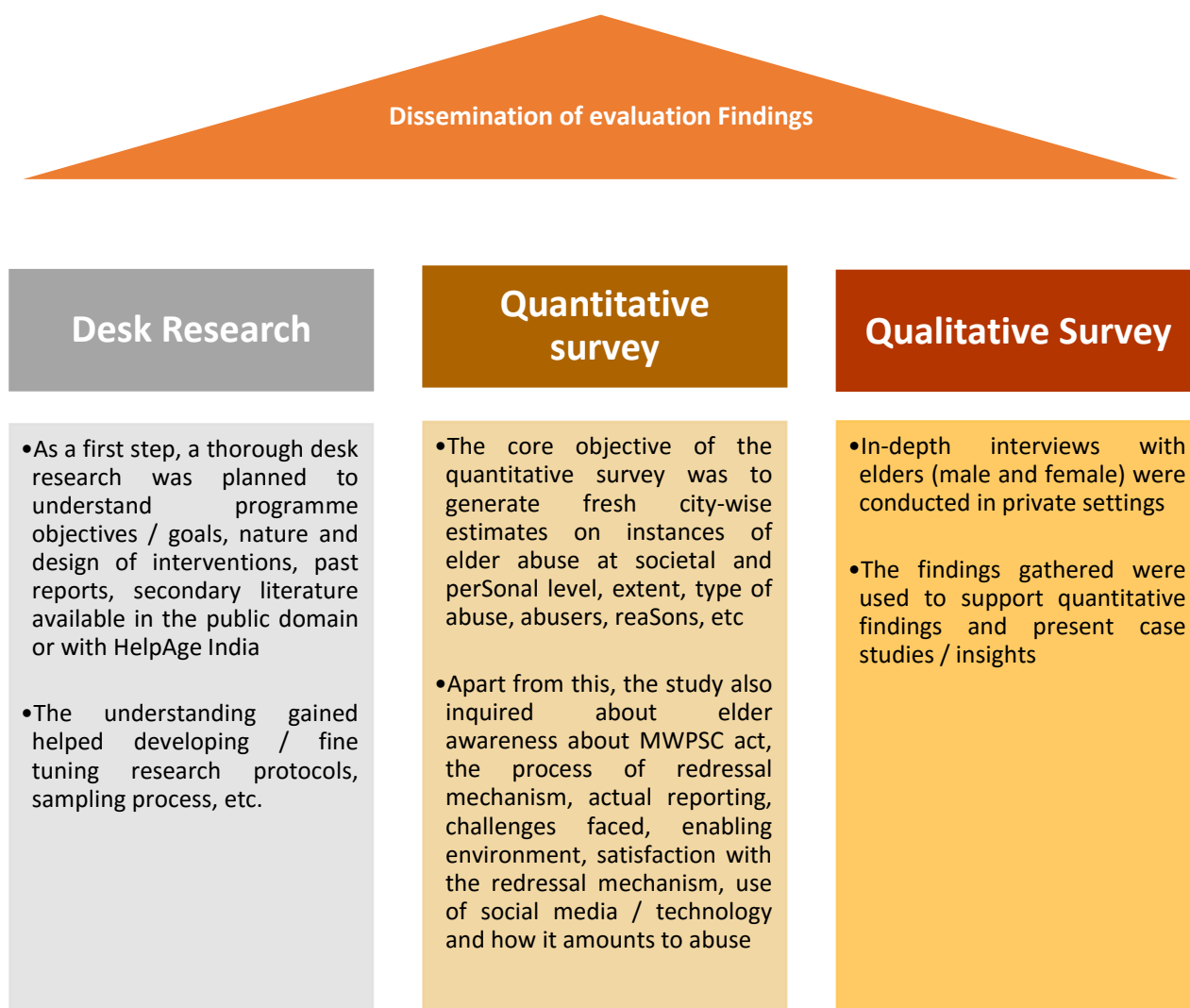
- Identify symptoms of Elder Abuse
- Find out its existence
- Frequency of Abuse
- Reasons of Abuse
- Impact of Social Media vis a vis Abuse (E.g. Neglect, behavioural patterns etc.)
- Impact of Technology vis a vis Abuse
- Actual experience of Elder Abuse
- Comparison between Tier-1 & Tier-2 cities
- Types of Elder Abuse
- Profile of Abusers
- Reporting of Abuse
- Elder awareness of available Redressal Mechanisms
- Utilization of available Redressal Mechanisms
- Reasons for Utilization/ Non - Utilization of Redressal Mechanisms
- Elder Suggestions on best ways to tackle Elder Abuse
- Perceived utility of social media / technology and its impact on social interaction

These indicators were organized systematically in the survey questionnaire and in-depth discussion guidelines (**Refer Annex 1 and Annex 2**)

## 1.6 Research design

The study had three key components. It began with Desk Research phase which was required to gain proper understanding of the concept and issues around Elder Abuse to be able to design survey protocols and effective sampling process. This followed by Quantitative and Qualitative surveys which happened simultaneously in all cities. The purpose of a Quantitative survey was to generate numbers on the range of indicators and the purpose of a Qualitative survey was to substantiate or corroborate quantitative findings and trends.

**Figure 1. 2 Research design – Key components**



## **1.7 Sampling**

### ***Key considerations***

To conduct a nation-wide survey across 23 cities to generate fresh data on key indicators around Elder Abuse and compare results between Tier-1 and Tier-2 cities, male and female, age-categories (particularly elder above 65 and above), etc.

**Tier-1** – These are the cities which consist population 10,00,000 and above

**Tier-2** – These are the cities which consist population between 5,00,000 to 9,99,999

The sampling process used has taken all above into consideration.

### ***Geographical coverage***

All 23 cities adequately represent different geographical zones of the country as shown in Table 1.1.

### ***Sample size***

As study was expected to report indicators at city level, hence, it was decided to cover 218 sample in each city. Altogether, sample of 5014 was covered across 23 cities.

### ***Sampling process***

The following steps were used:

**Step 1:** In each city, 9 clusters / areas have been identified belonging to SEC B, C and D areas.

**Step 2:** Team was sent to each cluster / area to accomplish a sample of 25 households. Of which, 50 percent sample was allocated to elder male and 50% sample was allocated to elder female.

**Step 3:** Upon reaching a particular cluster / area, team first determined a random starting point (first household) around a pre-dominant landmark within a cluster / area. Thereafter, team followed a right-hand rule principal to identify the eligible households which was elder aged 60 and above.

**Step 4:** If a household had elder aged 60 and above, the proper informed consent was administered, followed by an interview. Wherever, there were both, a random process (last birthday method) was used to select one of them.

### ***Qualitative survey***

Apart from quantitative survey, we also conducted series of in-depth interviews with elder male and female to qualitatively assess their perceptions / stories around Elder Abuse. As stated above, the purpose of in-depth interviews was support quantitative data / trend wherever possible and identify case studies. We conducted 10 in-depth interviews per city.

**Table 1. 1 Summary of Sample Coverage**

States / UTs	Cities	Tier	Quantitative interviews	In-depth interviews (Qualitative)
NCT of Delhi	Delhi	Tier - 1	218	10
Karnataka	Bengaluru	Tier - 1	218	10
Andhra Pradesh	Hyderabad	Tier - 1	218	10
Tamil Nadu	Chennai	Tier - 1	218	10
Maharashtra	Mumbai	Tier - 1	218	10
West Bengal	Kolkata	Tier - 1	218	10
Haryana	Faridabad	Tier - 2	218	10
Uttarakhand	Dehradun	Tier - 2	218	10
Uttar Pradesh	Kanpur	Tier - 2	218	10
Rajasthan	Jaipur	Tier - 2	218	10
Chandigarh	Chandigarh	Tier - 2	218	10
Punjab	Amritsar	Tier - 2	218	10
J & K	Jammu	Tier - 2	218	10
Karnataka	Mangalore	Tier - 2	218	10
Andhra Pradesh	Vishakhapatnam	Tier - 2	218	10
Kerala	Kochi	Tier - 2	218	10
Tamil Nadu	Madurai	Tier - 2	218	10
Madhya Pradesh	Bhopal	Tier - 2	218	10
Gujarat	Ahmedabad	Tier - 2	218	10
Maharashtra	Nagpur	Tier - 2	218	10
Bihar	Patna	Tier - 2	218	10
Odisha	Bhubaneswar	Tier - 2	218	10
Assam	Guwahati	Tier - 2	218	10
	<b>Total</b>		<b>5014</b>	<b>230</b>

## 2 Profile of Elders

Altogether 5014 elders were approached across 23 cities for interview. It is of interest to know what constitute them, in terms of, their socio-economic and demographic profile as it may have potential bearing on prevalence and conditions around Elder Abuse, presented in subsequent section.

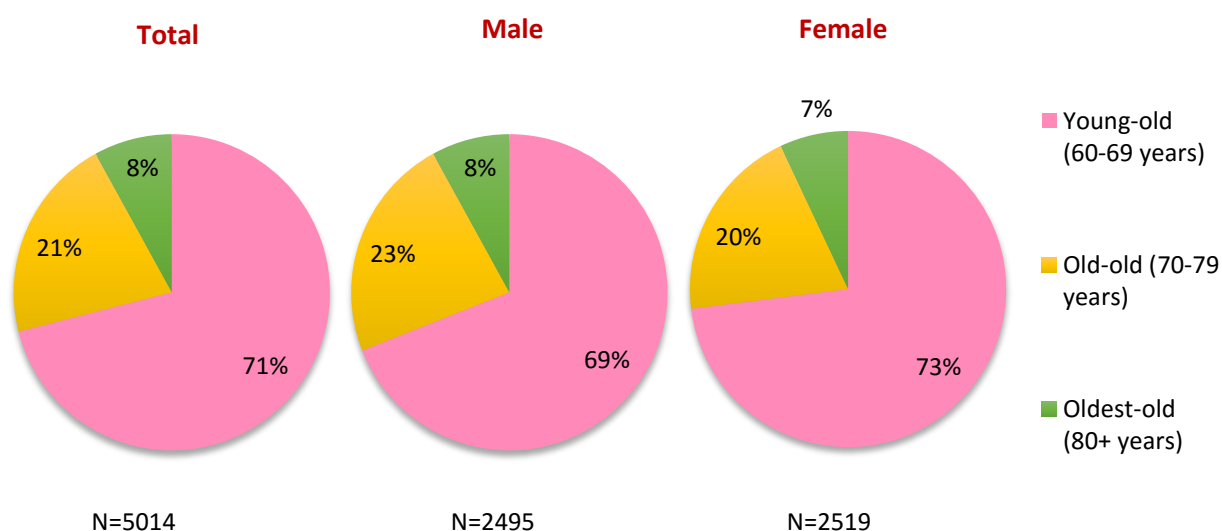
### 2.1 Age distribution

At the national level, across all 5014 elders who were interviewed, more than 70% aged 60-69 years (young-old); 21% aged 70-79 year (old-old) and 8% aged 80 years and above (oldest-old). Further, within each age bracket, there was, more or less equal distribution of both genders.



The mean age of the elderly was 67 years for men and 66 years for women.

Figure 2. 1 Age distribution of elders – National Level

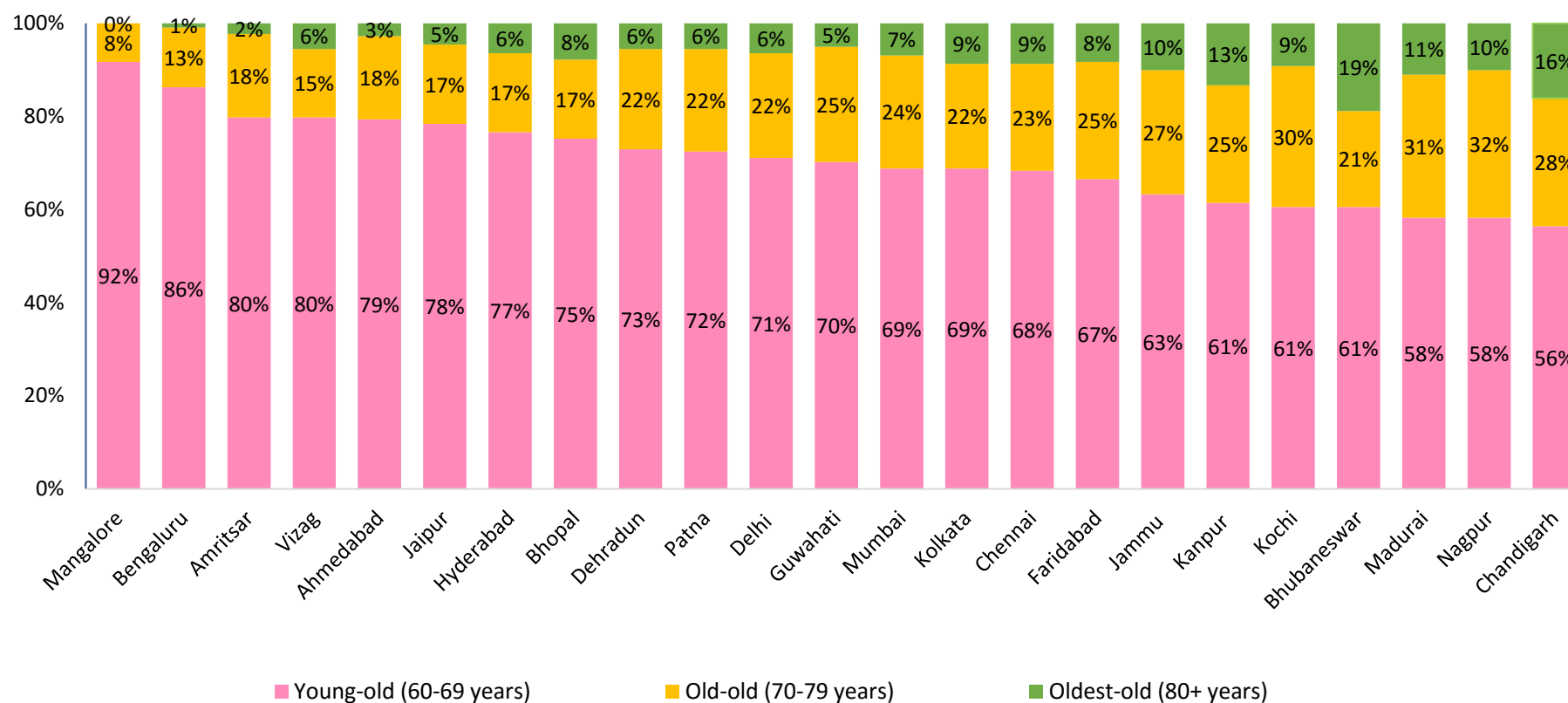


The coverage of elder population aged 60-69 years (young-old) was more in Bangalore and Mangalore while it was relatively less in Madurai, Nagpur and Chandigarh (refer figure 2.2). Population coverage for 80 years and above was highest in Bhubaneswar (19%), followed by Chandigarh (16%) and Kanpur (13%). This distributed largely attribute to the actual distribution of population across 23 cities.

The mean age of the elders varies between 64 and 69 years across all cities.

Figure 2. 2 Age distribution of elderly – City Level

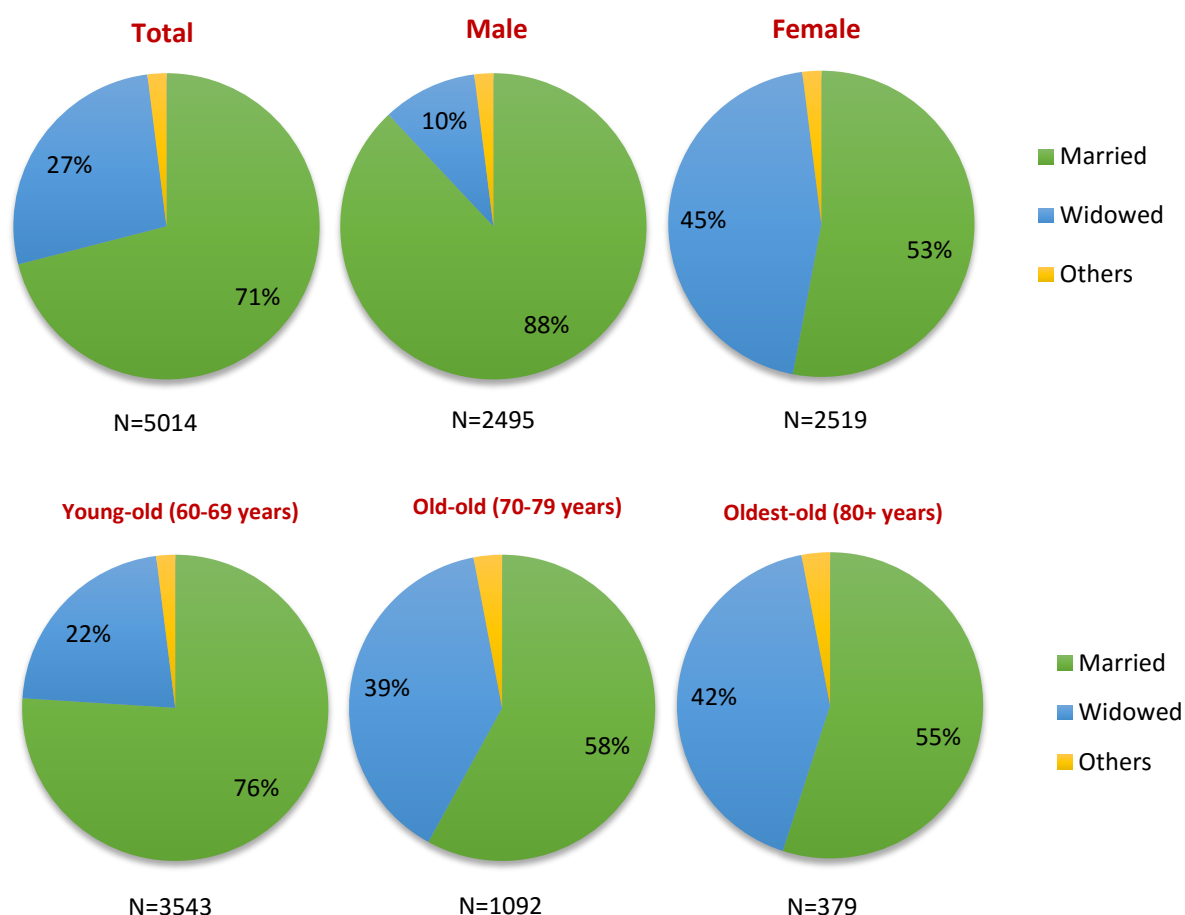
N=218 per city



## 2.2 Marital Status

Among all elders, 71% were married, 27% were widow or widower and 2% were divorced / separated / unmarried. Proportion of widow is four times high, in comparison to, proportion of widower. Percentage of currently married elders is higher among males than females, 88% and 53% respectively. The proportion of widow or widower among oldest-old (80+ years) is double as compared to the elders in the age group young-old (60-69 years). The 'other' population consist elders who are divorced, single, separated, and did not state their marital status.

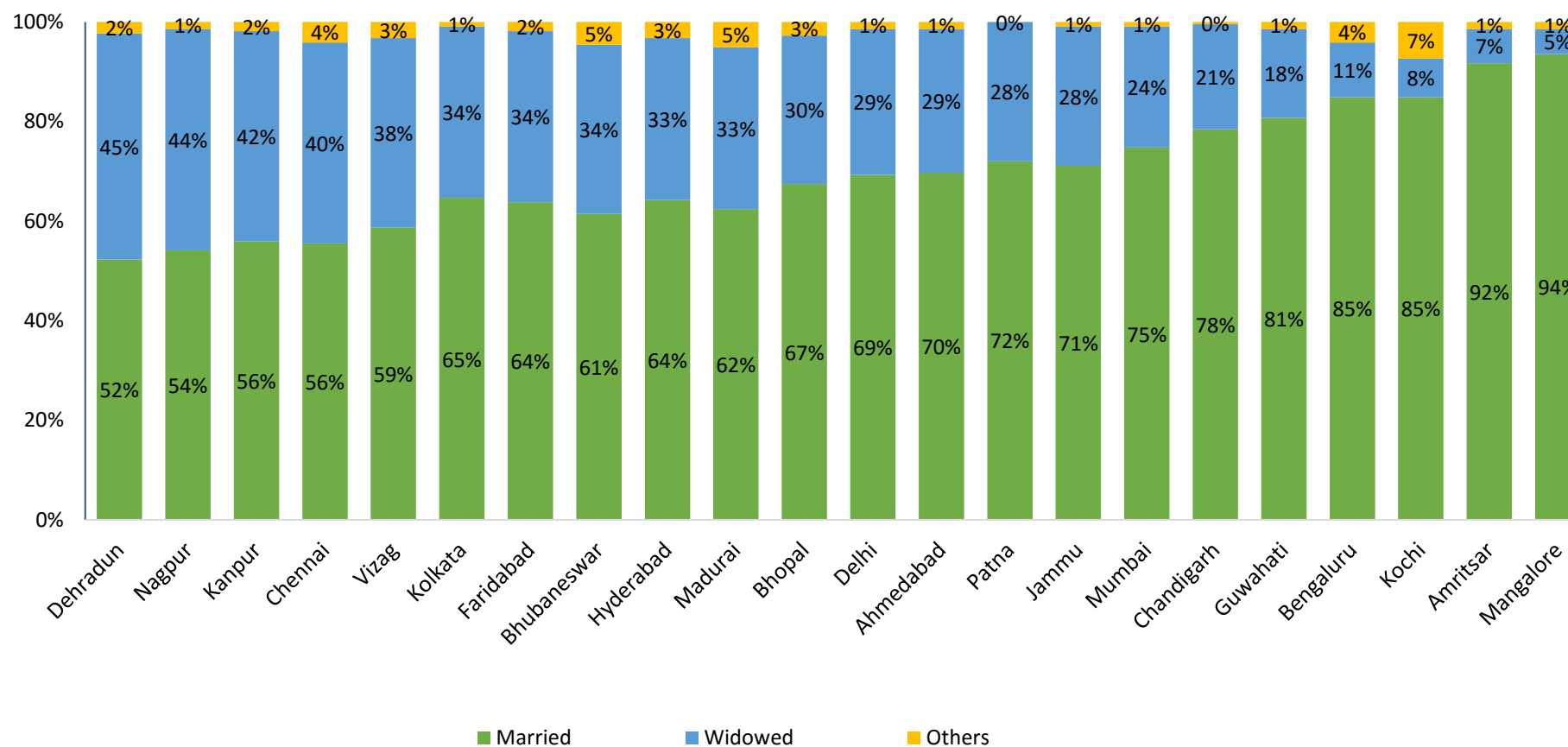
**Figure 2. 3 Marital status of elderly – National Level**



The city-wise distribution of the elders, in terms of, marital status has been provided in Figure 2.4. More than 40% of the elders in Chennai, Kanpur, Nagpur and Dehradun are widows/widowers, while this is less than 10% in Kochi, Amritsar and Mangalore. The proportion of those who are currently married is highest in Mangalore (94%) and lowest in Dehradun (52%).

Figure 2. 4 Marital status of elderly – City Level

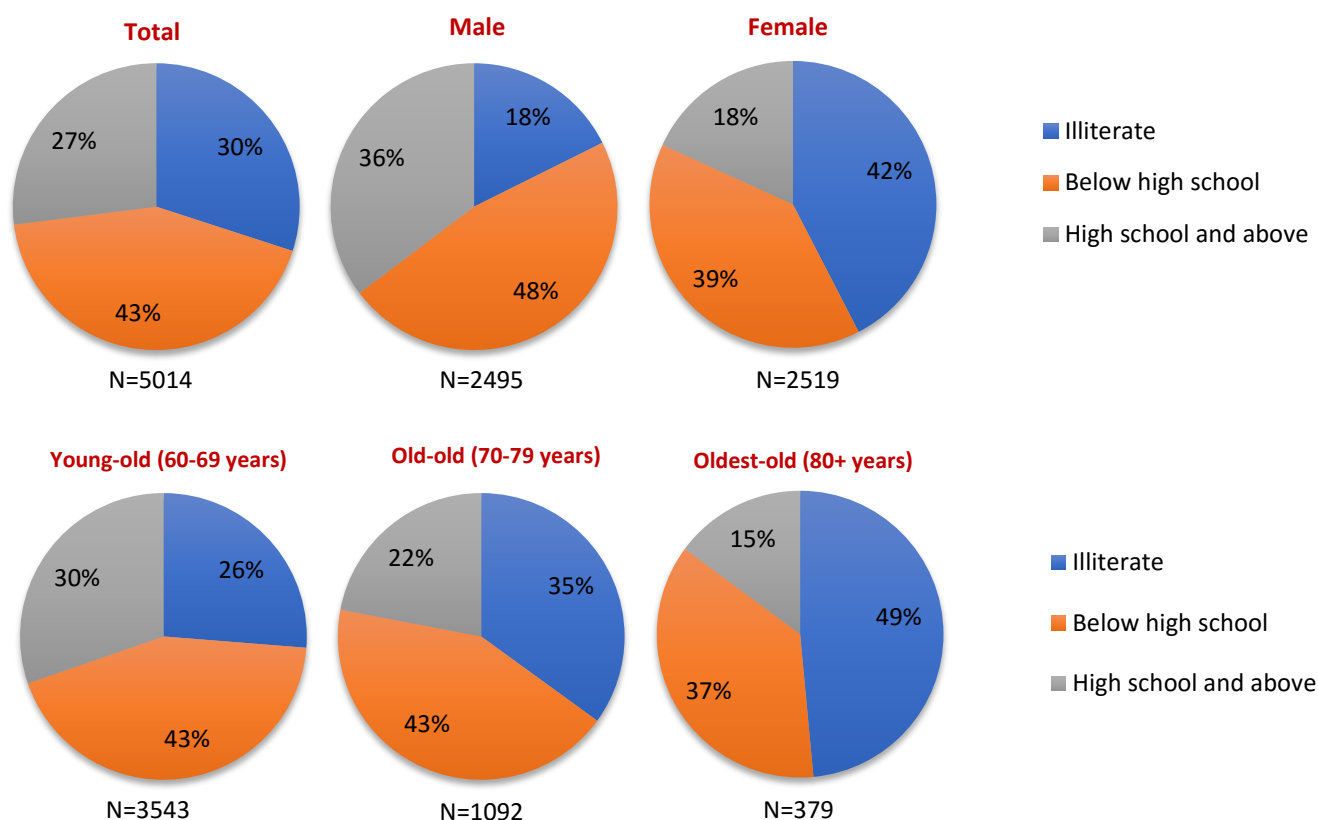
N=218 per city



## 2.3 Educational Status

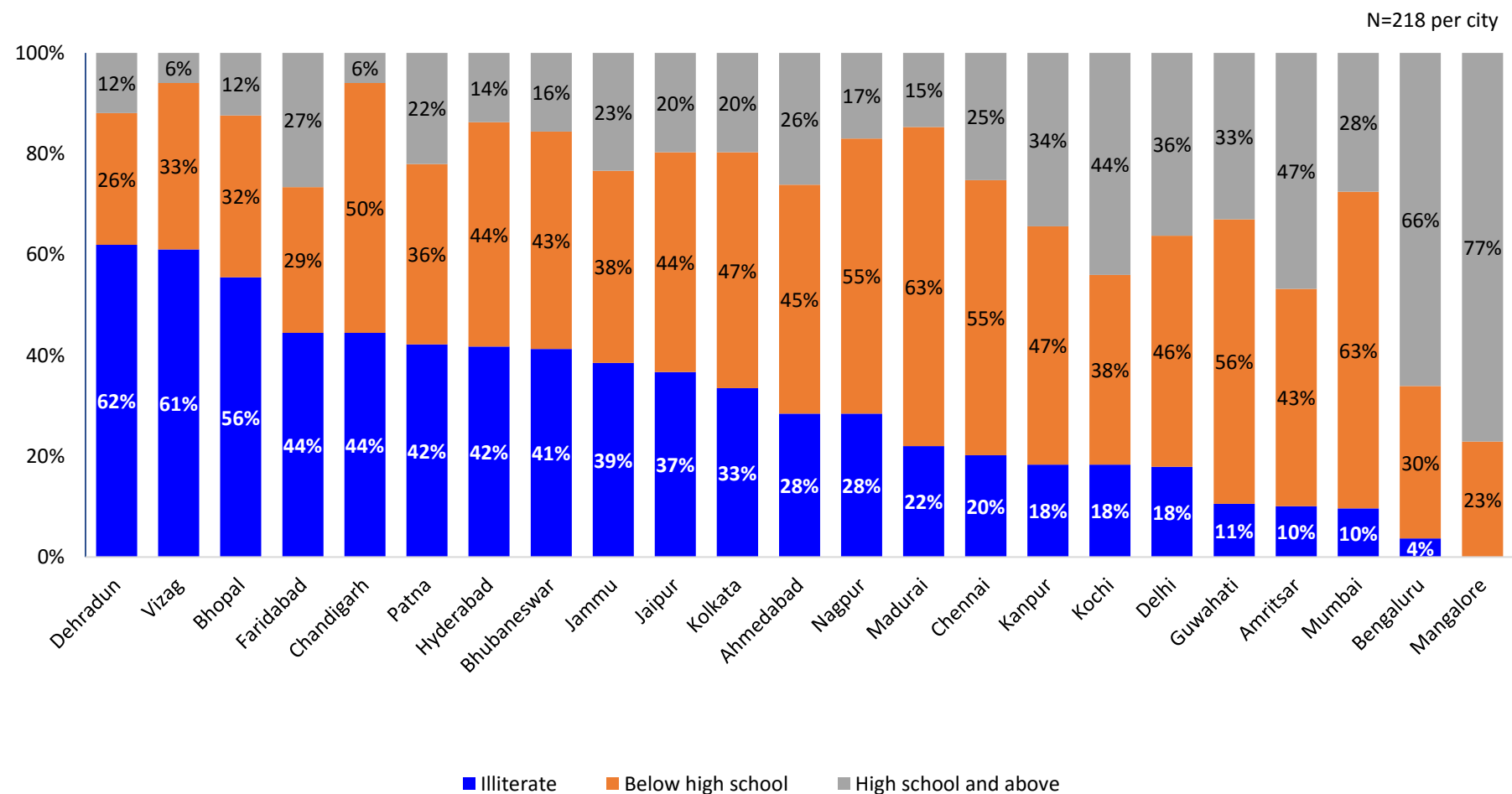
Around one-third of the elders were illiterate, 43% have education attainment below high school while 27% were high school and above. Literacy rate was higher among males (82%) in all stages of education as compared to females (58%). The literacy rate among oldest-old (80+ years) was very low as 49% of the oldest were illiterate.

**Figure 2. 5 Educational status of elderly – National Level**



The city-wise distribution of the elders, in terms of, educational status has been provided in Table 2.6. More than half (50%) of the elders in Bhopal, Vizag and Dehradun illiterate, while this is less (10%) in Bangalore and Mangalore. The proportion of those who have education attainment “high school and above” is highest in Mangalore (77%) and lowest in Chandigarh and Vizag (6%).

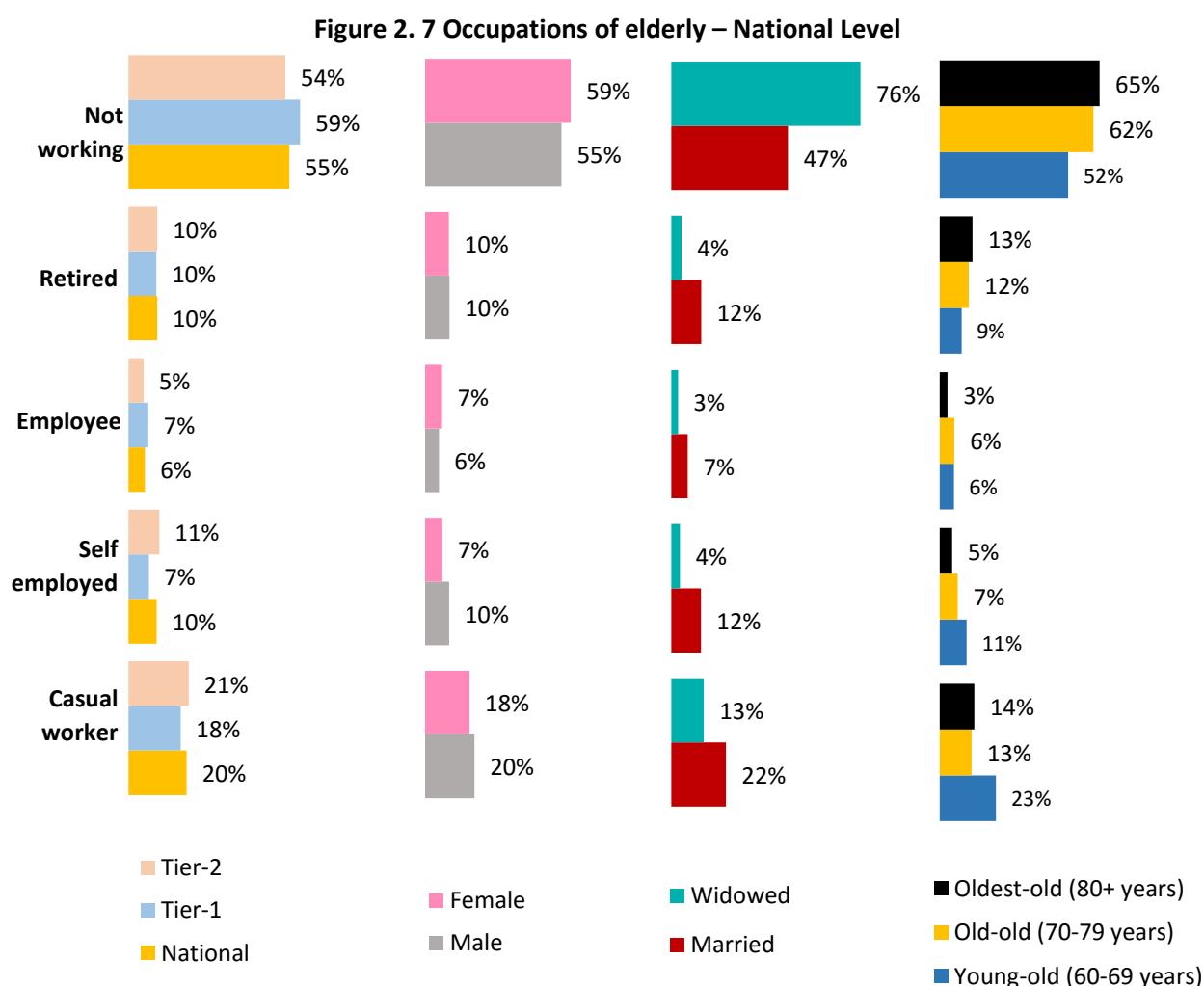
Figure 2. 6 Educational status of elderly – City Level



## 2.4 Occupations of Elderly

At the national level, 54% of the elderly are not working, 10% are retired while 36% are working as casual worker (20%), self-employed (10%) and service employee (6%). Casual workers are unskilled and skilled workers like carpenter, plumber, tailor etc.

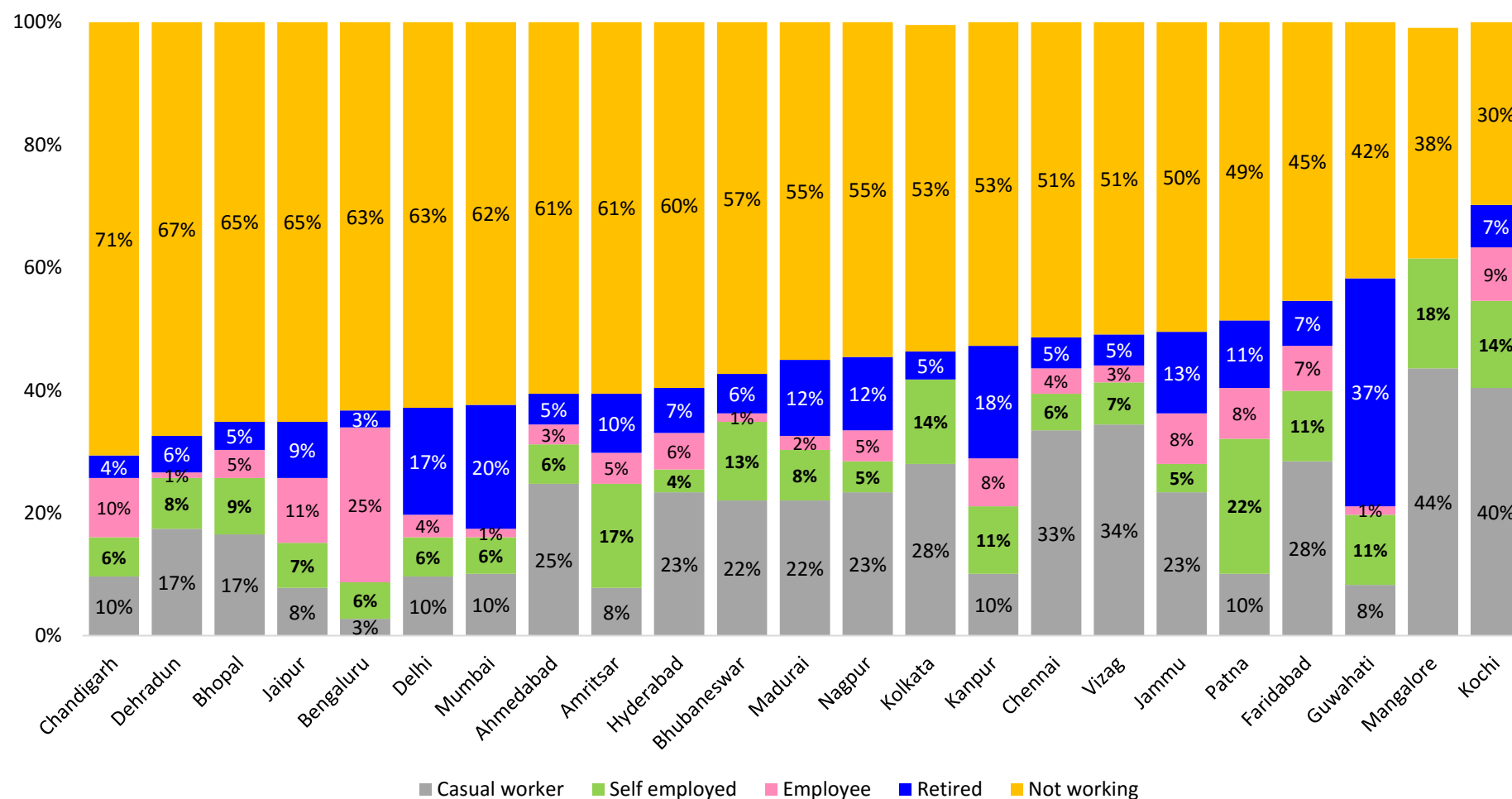
The non-working and retired population among elderly is 69% in Tier-1 cities, 65% in Tier-2 cities and 64% overall. The non-working and retired population is 69% among elderly females, 65% among elderly males, 80% among widowed, 59% among married, 78% among oldest-old, 74% among old-old and 61% among young-old. The non-working population consist non-earning elders and housewives while retired consist elders retired from private or government services.



Around 80% of the city (study locations) have more than 50% non-working elderly population. This is highest (71%) in Chandigarh, followed by Dehradun (67%) and Bhopal & Jaipur (65%). Casual workers are highest in Mangalore (44%), followed by Kochi (40%), Vizag (34%) and Chennai (33%).

Figure 2. 8 Occupations of elderly – City Level

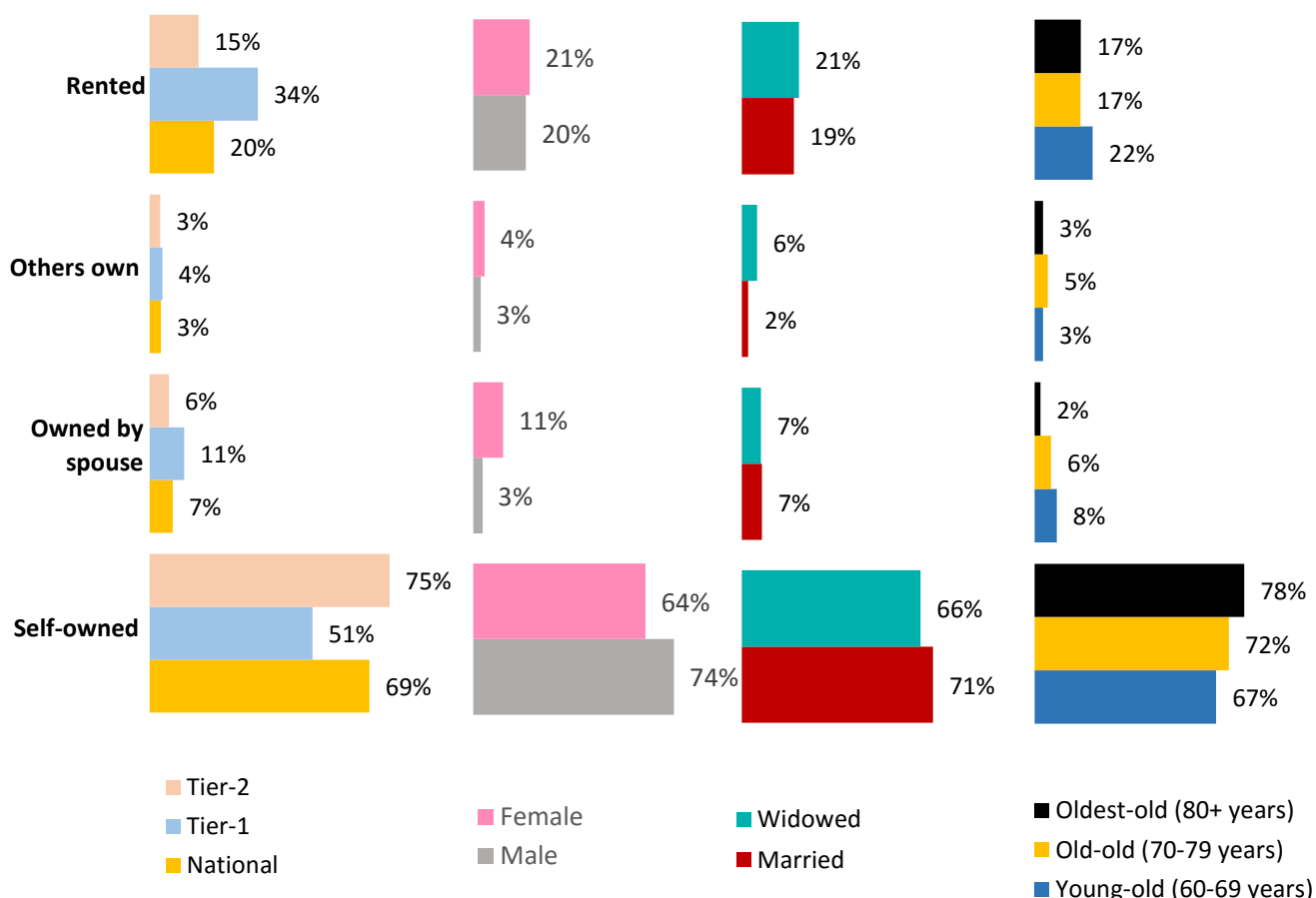
N=218 per city



## 2.5 Ownership of house

At the national level, 69% of the elderly have a house in their own name, 7% have a house in spouse's name, 3% are living with others and 20% are living on rent. In comparison to Tier-2 cities, the self-owned property among elders is low in Tier-1 cities as 34% elders are living on rent and 11% are living in spouse owned property. Around 78% of the oldest-old have a house in their own name, followed by the old-old (72%) and young-old (67%).

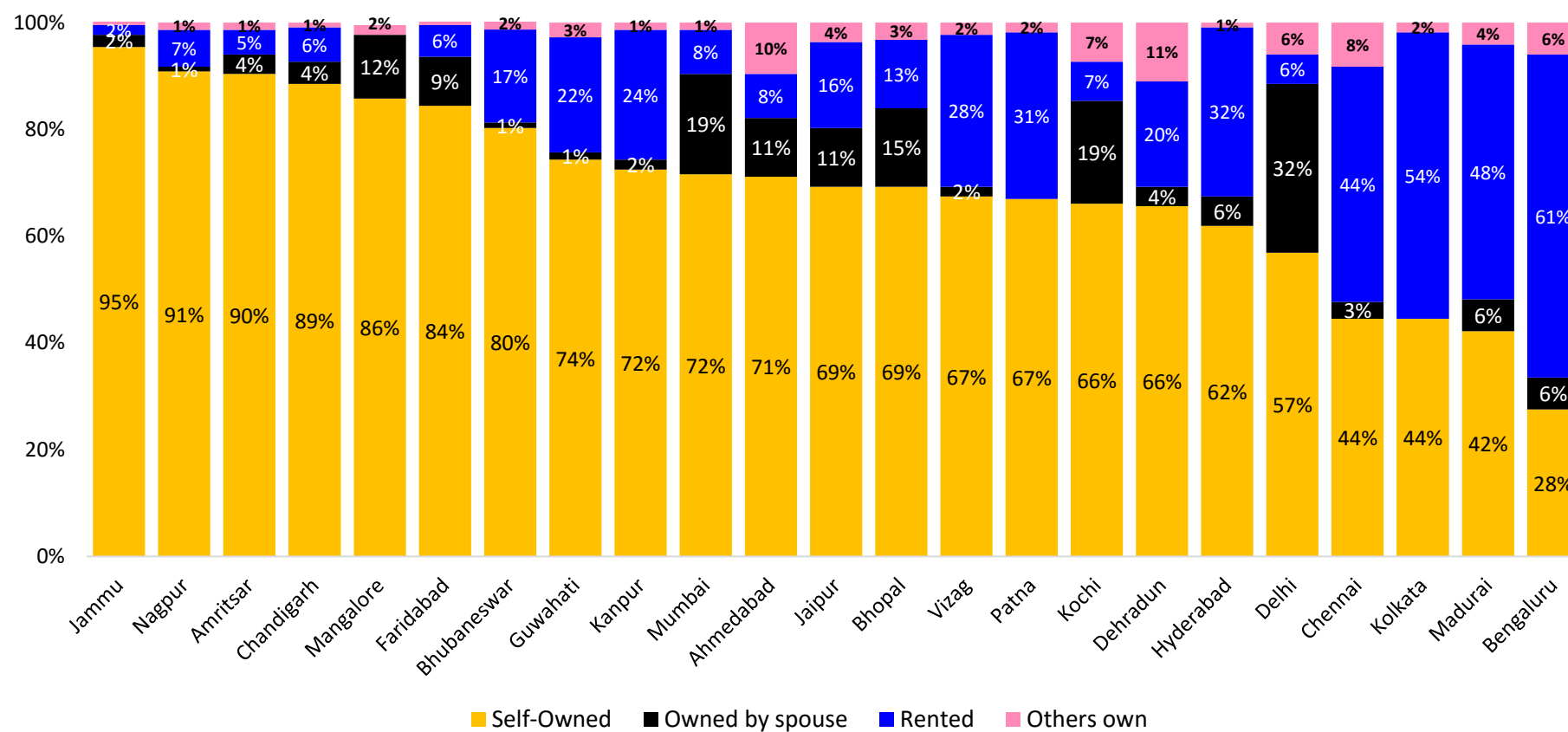
**Figure 2. 9 Ownership of house – National Level**



Around 60% of the city (study locations) consist 75% elderly population who have house in their own name or in their spouse's name. The ownership is recorded highest in Jammu (95%), followed by Nagpur (91%) and Amritsar (90%) while it is lowest in Bengaluru (28%).

Figure 2. 10 Ownership of house – City Level

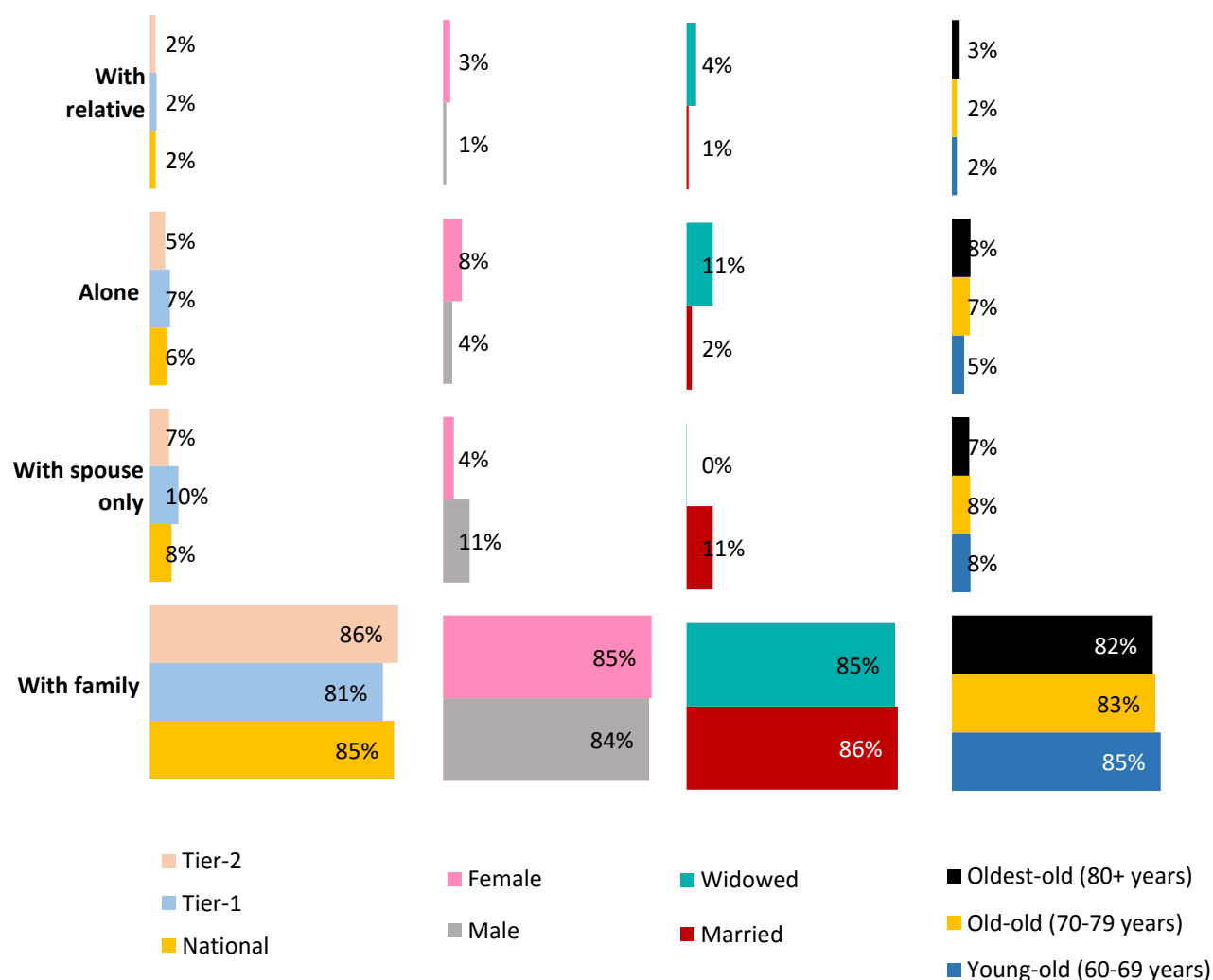
N=218 per city



## 2.6 Living arrangement

At the national level, 85% of the elderly are living with family, 8% are living with spouse only, 6% are living alone and 2% are living with relatives. There is no significant difference in the living status when compared with type of cities (Tier-1 & Tier-2), gender, marital status and the different age groups.

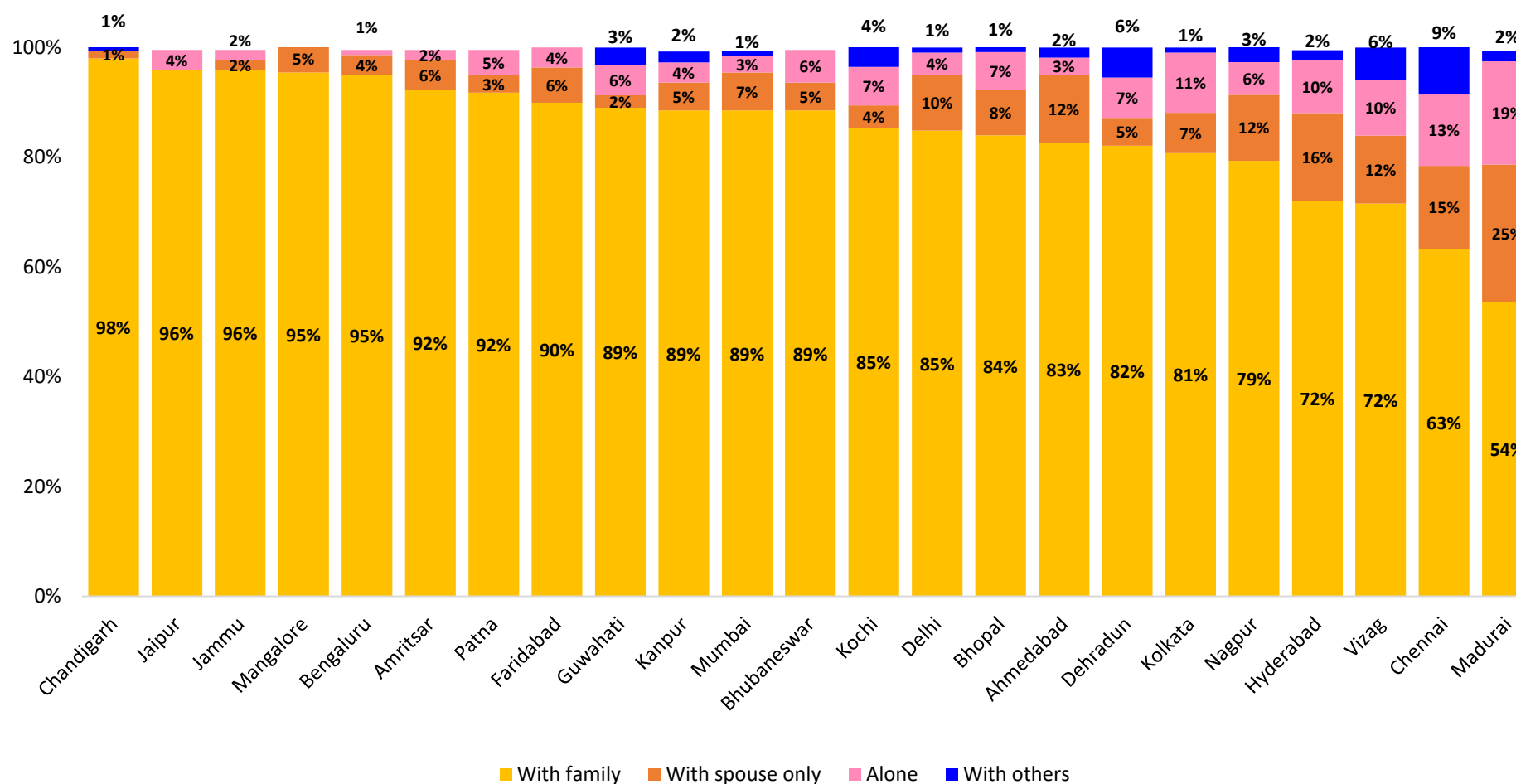
**Figure 2. 11 Living arrangement – National Level**



Around 80% of the cities (study locations) consists of 75% elderly population who are living with family. Chandigarh recorded the highest proportion of the elderly living with family (97%).

Figure 2. 12 Living arrangement – City Level

N=218 per city



### 3 Perception about Elder Abuse

One of the important areas of inquiry in this research was to ascertain the extent to which elders understand what amounts to Elder Abuse, its different forms, which type of abuse is more prevalent at the society level at large, etc.

In order to engage and seek greater participation of elders, direct questioning on abuse was avoided at the beginning of the interview. Instead, questions were addressed at societal level so that elders feel comfortable and openly share their experiences, thereby, increasing reliability of responses.

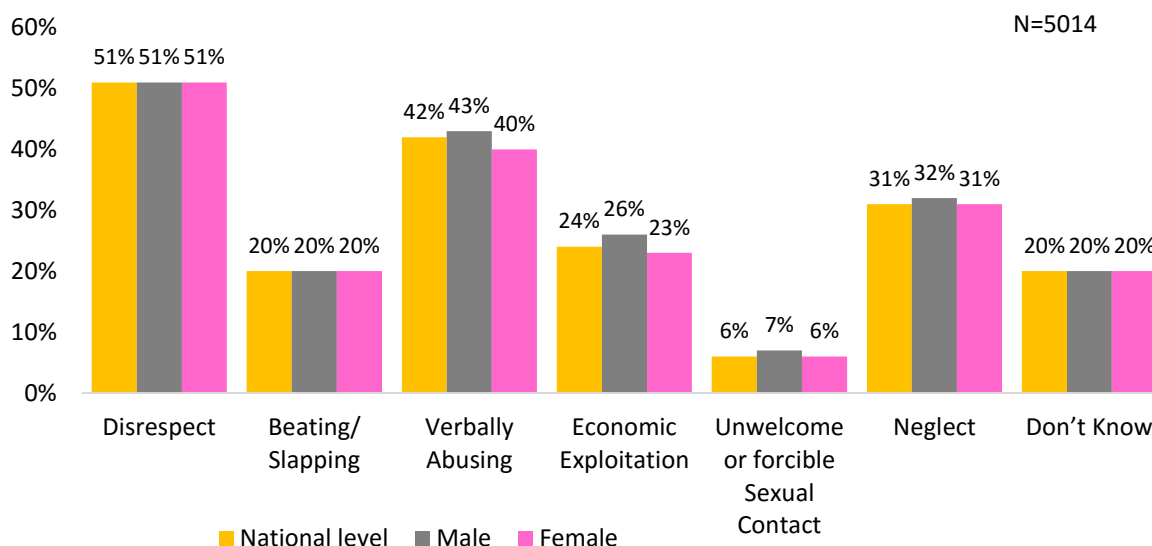
#### 3.1 Perception on what amounts to Elder Abuse?

Figure 3.1 show most elders (at the national level) believe disrespect (51%), verbal abuse (42%), being neglect (32%), amount most to the abuse.

**51%** Every second elder opined disrespect amounts most to the Elder Abuse

Though, one-fourth affirmed economic exploitation inter alia. The extreme form of abuse such beating/slapping (20%) and unwelcome or forcible sexual contact (6%), were also existent in the society as opined by elders. The opinion was similar when compared across different categories like tier, gender, age group, marital status etc. (refer table 3.2).

**Figure 3. 1 Perception on what amounts to Elder Abuse – National Level**



*Qualitative interactions revealed that elders' perception about abuse was based on their experiences gathered through general observation in their community and discussion among peer / colleague / friend / neighbour, newspaper reading, media, etc.*

*Sarna (name changed) aged 60 years of Bangalore “believes that the metropolitan lifestyle of the young generation has led to the erosion of the bond between the generations of family, unlike earlier, where the older people were traditionally cared for by their offspring”.*

**Table 3. 1 Perception on what amounts to Elder Abuse by different categories**

Categories	Disrespect	Beating/ Slapping	Verbally Abusing	Economic Exploitation	Unwelcome or forcible Sexual Contact	Neglect	Don't Know	Total N=
<b>National level</b>	51%	20%	42%	24%	6%	31%	20%	5014
<b>Tier</b>								
<b>Tier-1</b>	56%	22%	40%	24%	6%	37%	19%	1308
<b>Tier-2</b>	49%	20%	42%	25%	7%	29%	21%	3706
<b>Gender</b>								
<b>Male</b>	51%	20%	43%	26%	7%	32%	20%	2495
<b>Female</b>	51%	20%	40%	23%	6%	31%	20%	2519
<b>Age group</b>								
<b>Young-old (60-69 years)</b>	52%	21%	42%	25%	7%	32%	18%	3543
<b>Old-old (70-79 years)</b>	50%	19%	44%	25%	6%	32%	21%	1092
<b>Oldest-old (80+ years)</b>	41%	12%	30%	18%	6%	28%	36%	379
<b>Marital Status</b>								
<b>Married</b>	50%	20%	41%	24%	7%	31%	20%	3528
<b>Widowed</b>	52%	21%	44%	27%	5%	34%	21%	1369
<b>Others</b>	58%	13%	33%	20%	6%	32%	21%	117
<b>Living arrangement</b>								
<b>Alone</b>	51%	17%	43%	26%	4%	35%	21%	287
<b>With spouse only</b>	53%	17%	42%	29%	5%	42%	16%	379
<b>With family</b>	51%	21%	41%	24%	7%	30%	20%	4244
<b>With others</b>	56%	22%	48%	35%	7%	39%	19%	104
<b>Own property</b>								
<b>Self-Owned</b>	48%	20%	42%	24%	7%	31%	21%	3460
<b>Owned by spouse</b>	70%	23%	46%	23%	9%	30%	13%	366
<b>Others own</b>	68%	23%	39%	40%	10%	33%	17%	175
<b>Rented</b>	51%	19%	38%	23%	3%	35%	22%	1013

While the city-wise trend largely rhymes with national trend, but few cities exhibit slightly different patterns as given below:

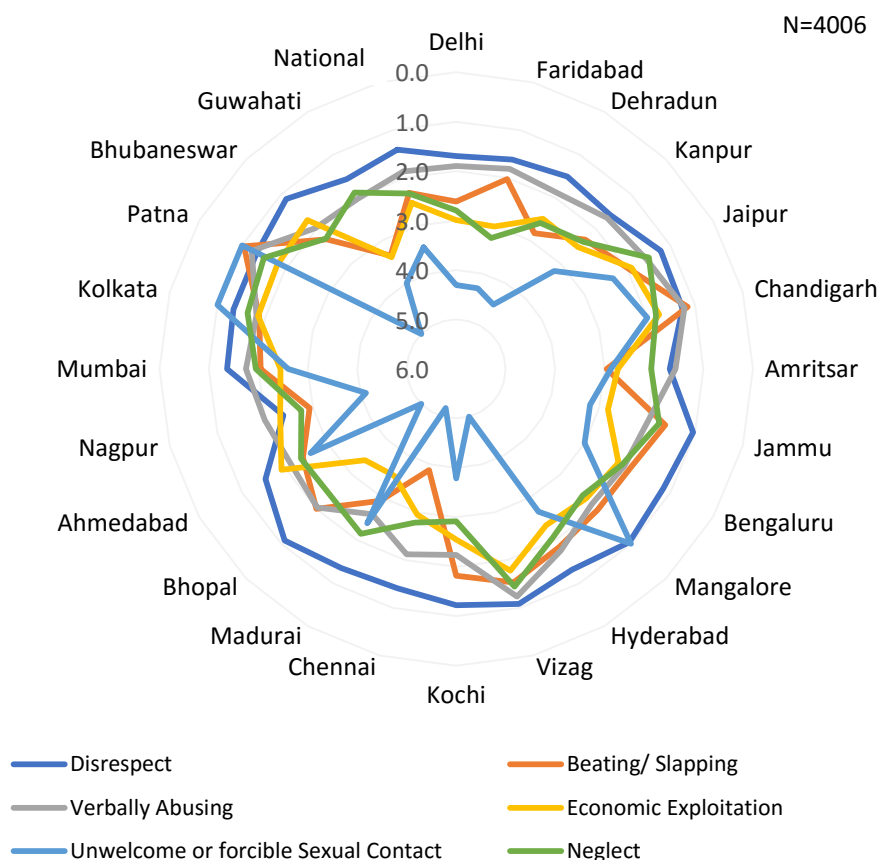
- High reporting of abuse: Delhi, Faridabad, Kanpur, Amritsar, Chennai, Madurai, Ahmedabad, Nagpur, Guwahati
- Low reporting of abuse: Dehradun, Jaipur, Chandigarh, Jammu, Vizag and Patna.
- In Dehradun, Jaipur, Chandigarh, Vizag and Mumbai, more than one-fourth elders could not articulate and say what amounts to abuse. This phenomenon was more among elders aged 80 years and above.
- Delhi, Faridabad, Kanpur, Ahmedabad, Nagpur reported relatively high frequency of beating /slapping.
- Amritsar, Kanpur, Delhi reported more frequency of unwelcome or forcible sexual contact

Table 3. 2 Perception on what amounts to Elder Abuse – City Level

<i>City Name</i>	<b>Disrespect</b>	<b>Beating/ Slapping</b>	<b>Verbally Abusing</b>	<b>Economic Exploitation</b>	<b>Unwelcome or forcible Sexual Contact</b>	<b>Neglect</b>	<b>Don't Know</b>	<b>Total N=</b>
<b>Delhi</b>	65%	43%	79%	42%	21%	43%	4%	218
<b>Faridabad</b>	55%	33%	63%	28%	15%	42%	13%	218
<b>Dehradun</b>	32%	8%	22%	27%	2%	28%	42%	218
<b>Kanpur</b>	56%	28%	62%	45%	21%	40%	7%	218
<b>Jaipur</b>	39%	23%	33%	10%	3%	6%	35%	218
<b>Chandigarh</b>	17%	6%	32%	6%	2%	12%	45%	218
<b>Amritsar</b>	52%	20%	83%	19%	26%	26%	7%	218
<b>Jammu</b>	24%	10%	21%	8%	2%	4%	30%	218
<b>Bengaluru</b>	61%	10%	13%	26%	3%	46%	16%	218
<b>Mangalore</b>	76%	22%	4%	22%	0%	51%	14%	218
<b>Hyderabad</b>	50%	17%	43%	8%	3%	48%	15%	218
<b>Vizag</b>	17%	8%	28%	12%	0%	16%	34%	218
<b>Kochi</b>	54%	20%	19%	23%	13%	28%	31%	218
<b>Chennai</b>	59%	20%	56%	28%	5%	40%	26%	218
<b>Madurai</b>	70%	6%	60%	33%	2%	67%	16%	218
<b>Bhopal</b>	76%	18%	58%	13%	0%	17%	10%	218
<b>Ahmedabad</b>	71%	25%	41%	61%	7%	32%	0%	218
<b>Nagpur</b>	56%	21%	60%	44%	4%	52%	11%	218
<b>Mumbai</b>	40%	10%	33%	12%	5%	18%	40%	218
<b>Kolkata</b>	58%	32%	18%	28%	0%	28%	12%	218
<b>Patna</b>	17%	19%	32%	5%	4%	23%	23%	218
<b>Bhubaneswar</b>	53%	33%	33%	27%	0%	17%	19%	218
<b>Guwahati</b>	77%	34%	67%	34%	8%	40%	10%	218
<b>National level</b>	<b>51%</b>	<b>20%</b>	<b>42%</b>	<b>24%</b>	<b>6%</b>	<b>31%</b>	<b>20%</b>	<b>5014</b>

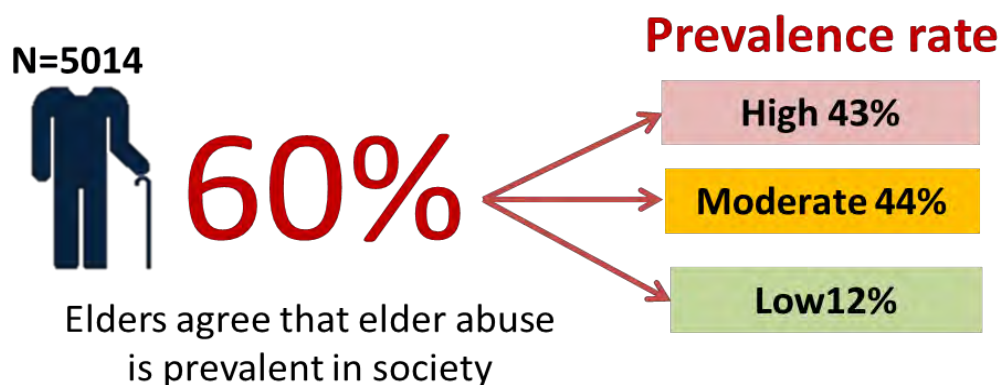
When elders were asked to rank the type of abuse, most elders across all cities ranked “disrespect” on top (Mean score 1.2), followed by “verbal abuse” (Mean score 1.9), neglect/ beating and slapping (Mean score 2.3). Economic exploitation (Mean score 2.5) and unwelcome or forcible sexual contact (3.5) ranked least (refer Figure 3.2).

**Figure 3. 2 Perception ranking on type of Elder Abuse – City Level**



### 3.2 Prevalence of Elder Abuse in the society

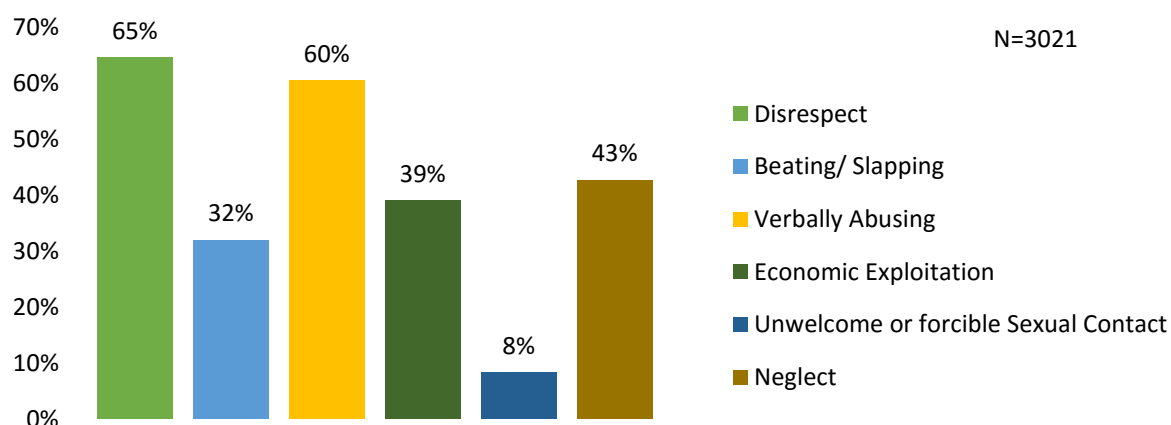
Further, elders were asked about their opinion on whether Elder Abuse is prevalent in our society in any form, at the aggregate level, 60% elders have confirmed in support. The opinion was similar when compared across different categories like tier, gender, age group etc (refer table 3.3).



**Table 3. 3 Perception about prevalence of Elder Abuse in society by different categories**

Categories	Does Elder Abuse in any form prevalent in your society?	Prevalence of Elder Abuse			Total N=
	Yes	High	Somewhat High	Low	
National level	60%	43%	44%	12%	3021
Tier					
Tier-1	65%	49%	41%	9%	856
Tier-2	58%	41%	45%	13%	2165
Gender					
Male	60%	43%	44%	13%	1501
Female	60%	44%	44%	12%	1520
Age group					
Young-old (60-69 years)	62%	43%	44%	12%	2187
Old-old (70-79 years)	60%	43%	45%	12%	653
Oldest-old (80+ years)	48%	48%	42%	10%	181
Marital Status					
Married	60%	42%	45%	13%	2119
Widowed	61%	48%	41%	11%	837
Others	56%	49%	45%	6%	65
Living arrangement					
Alone	62%	52%	38%	10%	178
With spouse only	60%	50%	38%	12%	226
With family	60%	42%	45%	13%	2553
With others	62%	59%	41%	0%	64
Own property					
Self-Owned	59%	41%	45%	14%	2054
Owned by spouse	62%	30%	58%	12%	226
Others own	64%	50%	41%	9%	112
Rented	62%	53%	38%	8%	629

At the national level, among those who confirmed that Elder Abuse is prevalent in society, more than 60% of the elders perceive that verbal abuse and disrespect are prevalent in society majorly, followed by neglect (43%), economic exploitation (39%) and beating/slapping (32%). Unwelcome or forcible sexual contact were perceived by least (8%). The comparison of forms across different categories like tier, gender, age group etc. have been presented in table 3.4. Perception is similar among elderly males and females.

**Figure 3. 3 Perceived forms of Elder Abuse present in society – National Level**

*Qualitative interactions revealed that elders' perception about abuse was based on their experiences gathered through general observation in their community and discussion among peer / colleague / friend / neighbour, newspaper reading, media, etc.*

**Table 3. 4 Perceived forms of Elder Abuse present in society by different categories**

Categories	Disrespect	Beating/ Slapping	Verbally Abusing	Economic Exploitation	Unwelcome or forcible Sexual Contact	Neglect	Others (Specify)	Total N=
<b>National level</b>	65%	32%	60%	39%	8%	43%	1%	3021
<b>Tier</b>								
<b>Tier-1</b>	67%	36%	51%	38%	9%	47%	1%	856
<b>Tier-2</b>	63%	30%	64%	39%	8%	41%	1%	2165
<b>Gender</b>								
<b>Male</b>	64%	30%	61%	40%	9%	44%	1%	1501
<b>Female</b>	65%	33%	60%	38%	7%	42%	2%	1520
<b>Age group</b>								
<b>Young-old (60-69 years)</b>	65%	32%	59%	39%	9%	42%	1%	2187
<b>Old-old (70-79 years)</b>	64%	32%	66%	39%	7%	43%	2%	653
<b>Oldest-old (80+ years)</b>	61%	27%	55%	38%	6%	44%	2%	181
<b>Marital Status</b>								
<b>Married</b>	63%	31%	58%	37%	8%	41%	1%	2119
<b>Widowed</b>	68%	35%	66%	45%	7%	47%	2%	837
<b>Others</b>	71%	23%	55%	35%	14%	48%	3%	65
<b>Living arrangement</b>								
<b>Alone</b>	69%	31%	61%	49%	7%	49%	2%	178
<b>With spouse only</b>	69%	27%	64%	45%	4%	52%	1%	226
<b>With family</b>	63%	32%	60%	37%	9%	41%	1%	2553
<b>With others</b>	81%	44%	72%	50%	13%	53%	5%	64
<b>Own property</b>								
<b>Self-Owned</b>	62%	32%	62%	39%	9%	41%	1%	2054
<b>Owned by spouse</b>	77%	36%	71%	43%	8%	37%	1%	226
<b>Others own</b>	79%	29%	58%	45%	13%	52%	1%	112
<b>Rented</b>	67%	31%	51%	37%	6%	48%	1%	629

It was above national average in 14 cities (out of total 23 cities) namely Delhi, Bhuvneshwar, Ahmedabad, Kolkata, Amritsar and Guwahati, etc. (refer Figure 3.3). The trend exhibits similar pattern when looked at between Tier-1 and Tier-2 cities and gender-wise.

Those who confirmed that Elder Abuse is prevalent in our society in any form, were asked subsequent question on extent of prevalence. As shown in Figure 3.4, majority of elders (88%) believed that Elder Abuse prevalence is high in our society. Relatively low proportion of elder in Chandigarh do not opined so as only half of them think similar.

Since a large proportion has affirmed the prevalence of Elder Abuse, their opinion on the forms in which Elder Abuse is prevalent in our society and its ranking is symmetric to analysis presented above (refer Figure 3.2 and 3.3).

Figure 3. 4 Prevalence of Elder Abuse in the society – City Level

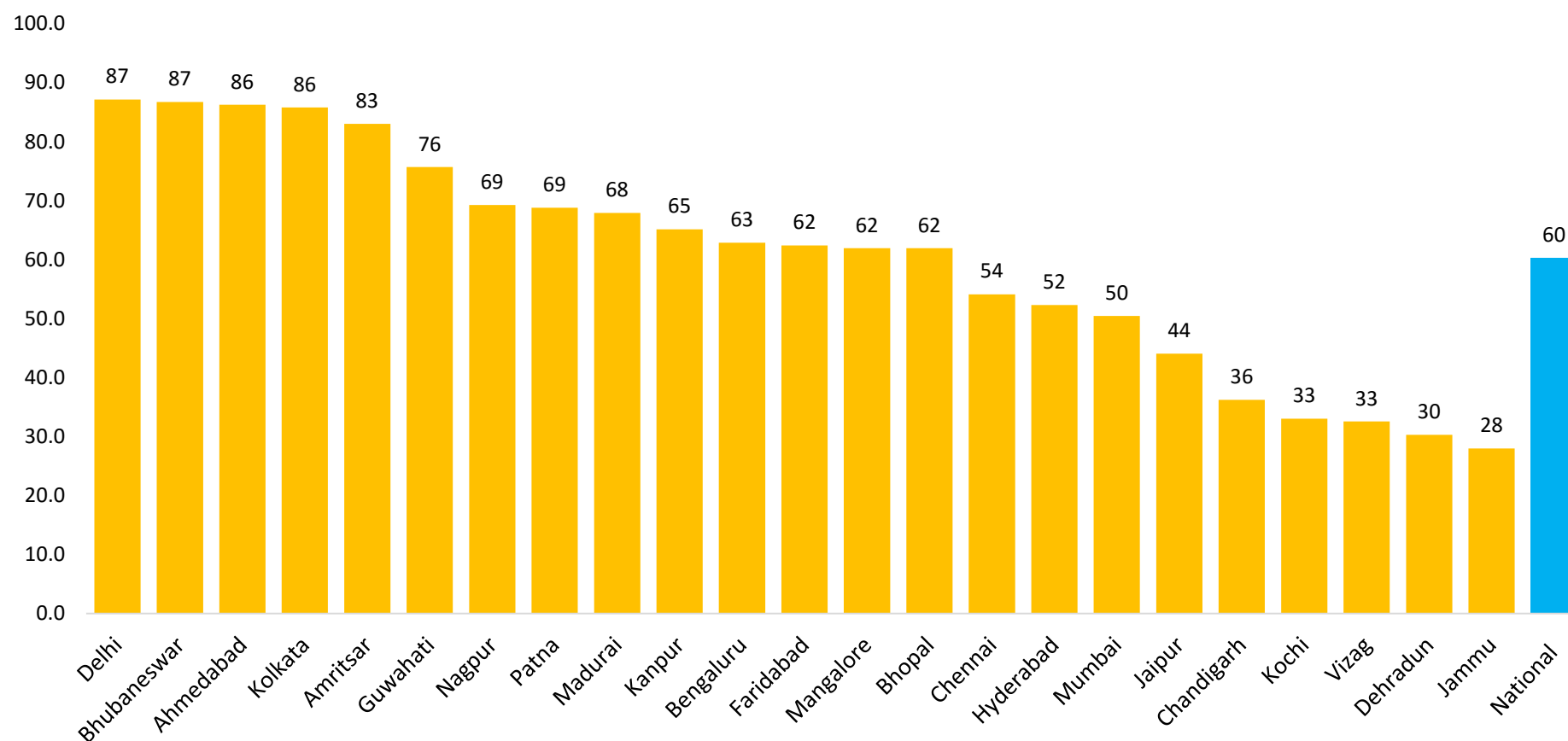
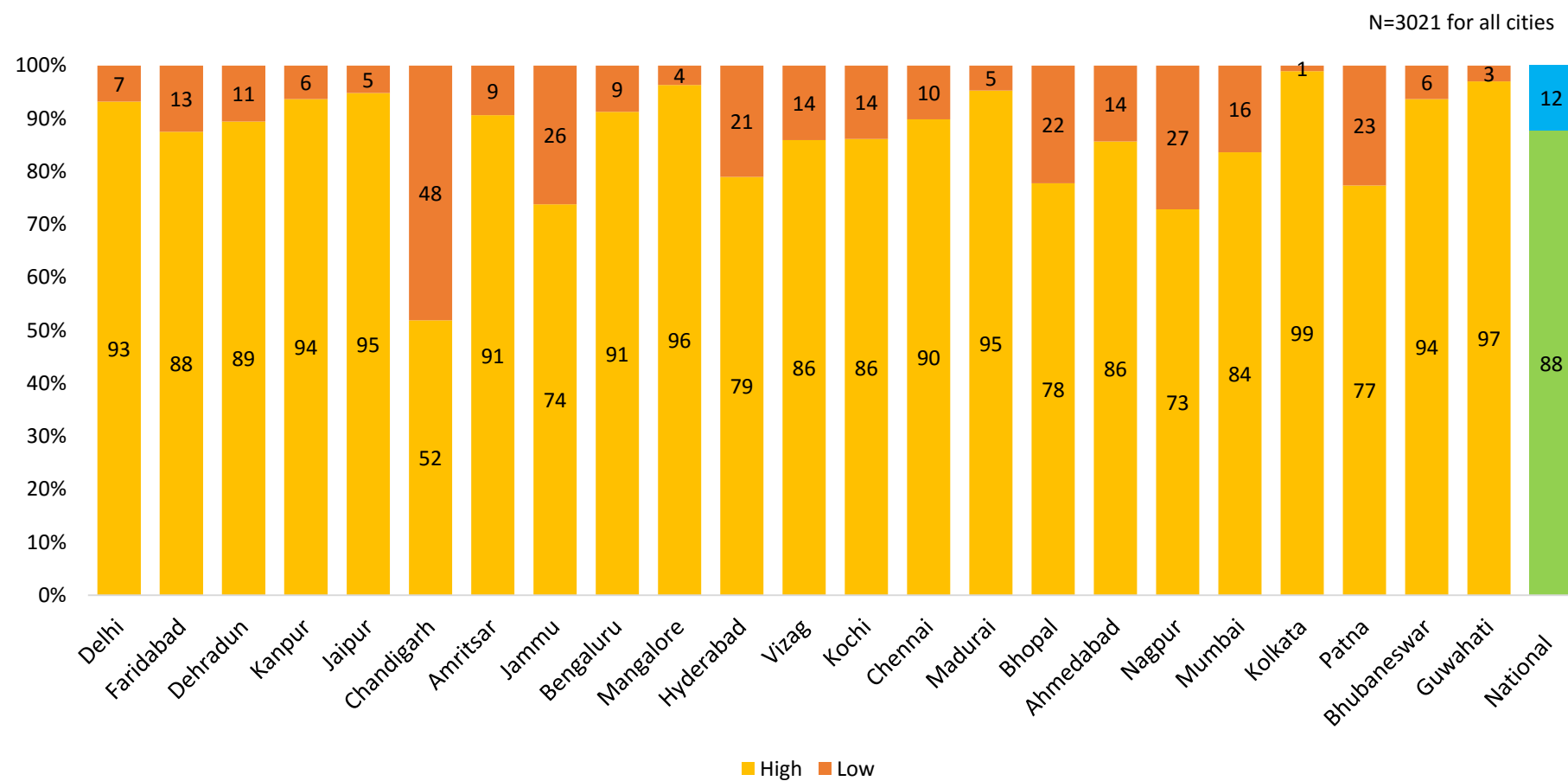


Figure 3. 5 Extent of prevalence of Elder Abuse in the society– City Level



## 4 Personal Experience on Elder Abuse

Previous chapter inquired about the prevalence of Elder Abuse at the societal level, however, this chapter presents when it comes at confirming it at personal level, how many of them talk and provide their candid opinion.

### 4.1 Victims of Elder Abuse

At the national level, 25% elders have confirmed they have been victim of Elder Abuse ever. There was almost no distinction between male and female elders and city tier-wise trend.

**25%** Every fourth elder (irrespective of gender) has faced abuse ever

Elder Abuse was reported maximum in Mangalore, Ahmedabad, Bhopal, Amritsar, Delhi and Kanpur. It was least a concern in Jammu, Mumbai, Vizag, Kochi, Guwahati.

When compared age-group wise, data analysis shows the reporting of abuse was more (27%) among 60-69-year-old elders than elders aged 70-79 years (22%) and elders aged 80 years and above (18%). Similarly, there is hardly any different in trend when personal abuse data was disaggregated by living arrangement. Those living with family or relative was facing same issue as those living alone or with some other person.

**Table 4. 1 Experience of Elder Abuse by different categories**

Categories	Have you ever been a victim of Elder Abuse?		Total N=
	No	Yes	
<b>National level</b>	75%	25%	5014
<b>Tier</b>			
Tier-1	76%	24%	1308
Tier-2	74%	26%	3706
<b>Gender</b>			
Male	73%	27%	2495
Female	76%	24%	2519
<b>Age group</b>			
Young-old (60-69 years)	73%	27%	3543
Old-old (70-79 years)	78%	22%	1092
Oldest-old (80+ years)	82%	18%	379
<b>Living arrangement</b>			
Alone	74%	26%	287
With spouse only	75%	25%	379
With family	75%	25%	4244
With others	69%	31%	104
<b>Own property</b>			
Self-Owned	75%	25%	3460
Owned by spouse	70%	30%	366
Others own	71%	29%	175
Rented	74%	26%	1013

*One of the elderly aged 63 years in Mangalore quoted “elders face abuse ranging from verbal to financial abuse due to the fact that their children are alcohol addicts and are unable to meet the expenses of their parents. Children forcibly become the decision-making authority of the household which further depicts older people as frail, weak and dependents”.*

*The elderly believe that the household environment dominated by young generation very often dispossess older people of their due respect and gives a feeling of “left alone”. Sunita (name changed) aged 67 years of Jaipur stated “my neighbour had a fight with his Son last week and as a consequence, faced Elder Abuse by his Son for which the other neighbours had to intervene for the settlement of the matter”. It is believed that the major confinement of the young generation to the external world outside home has led to the dysfunctional family life and therefore, the exploitation and increasing vulnerability of the elderly.*

*Dinesh (name changed) aged 73 years of Bhopal said that “the resultant eviction of the older parents from the house forces the elderly to beg and live their remaining life on the streets and hence, deteriorates their health due to lack of respect and dignity”.*

## **BROKEN VOICES — Victims of Elder Abuse give voice to their wounds**

*(Names have been changed to protect the identity of the abused)*

***“My Sons want sell the house to start their own business, they often ask me when will you die.”***

63-year-old, Inderjeet Singh (Amritsar)

***“I sold my old property and purchased a flat as I did not have house to live in, as a result my Son just left me to fend for myself, as he wanted all the money for his own business”***

64-year-old, Siddesh (Dehradun)

***“I am a widower and not earning, my Son told me why don’t you go back to your village as he finds me a burden.”***

65-year-old, Pinaki Chakraborty (Kolkata)

***“My Son asks me to do household chores and look after his children, as if I am their servant.”***

65-year-old, Savita Khan (Kanpur)

***“As my age is increasing I get tired easily, my Son often sends me out for civil work and says what are you doing at home”***

67-year-old, Rakesh Chauhan (Delhi)

***“I am suffering from a disease and do most things on bed, my Daughter-in-law often fights with my Son due to sanitation/hygiene problems caused by me”***

75-year-old, Amit Srivastava (Nagpur)

***“My Daughter-in-law does not like my Son spending money on me due to my ill-health. She thinks her recreational opportunities are being curtailed”***

69-year-old, Radha Raman (Lucknow)

***“My Son shouted at me when I purchased a costly watch from my pension money, he said you are wasting money”***

64-year-old, Prem Lata (Lucknow)

***“My Daughter-in-law wanted our property to be transferred in her name, to pressurize, she put a dowry charge on me”***

65 years old, Suman Sharma (Delhi)

***“My Daughter-in-law kicked me hard when nobody was at home and registered false police complaint against me”***

62 years old, Vineeta (Kanpur)

***“My Son and Daughter in-law do not allow my grandchildren to meet me, they don’t even care about my health problems”***

72 years old, Hariprakash (Patna)

***“I went to the police station to register a complaint against my Son, but the officer arrested me instead and threatened to put me in a lock-up forever”***

63 years old, Jaspreet (Amritsar)

***“Behaviour of my Son has been changed after registering the property in his name, he now harasses me frequently.”***

75 years old, Abdul (Bhopal)

***“I need to obey instructions of my Son & Daughter-in-law even to eat food.”***

66 years old, Sanjeevbhai (Ahmedabad)

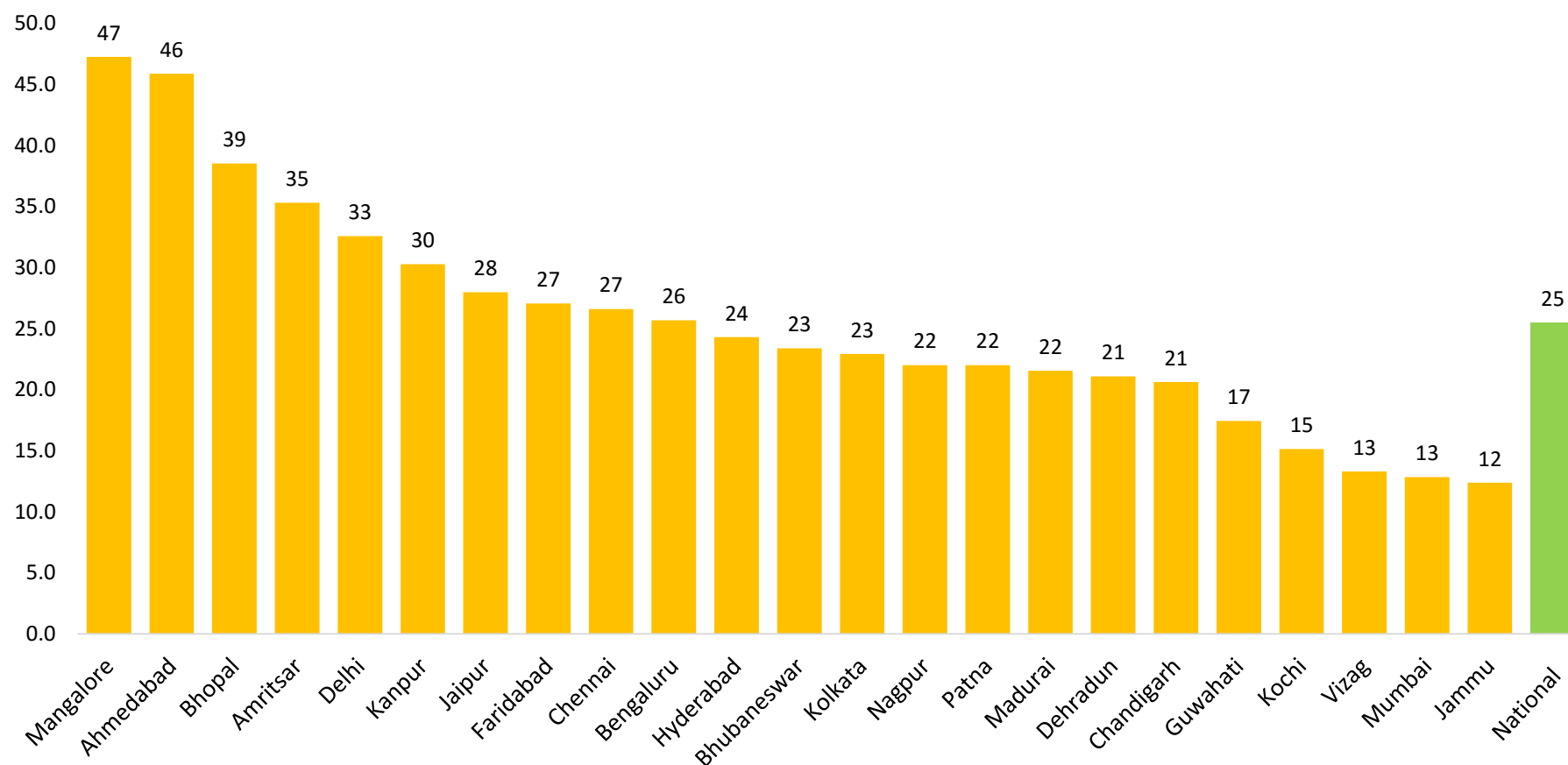
***“No one comes to see me whenever I have sanitation related problem.”***

76 years old, Geeta Devi (Delhi)

***“It’s been a long time and I have not heard from my Son, is he alive?”***

76 years old, Dineshbhai (Ahmedabad)

Figure 4. 1 Experience of Elder Abuse – City Level



Those who reported abuse were asked to mention which form of abuse they experienced. The most common form of abuse prevalent was Disrespect (56%), Verbal Abuse (49%) and Neglect (34%).

This clearly show that the softer form of abuse is more widespread than extreme form of abuse. The trend is quite similar to elders' perception on different forms of abuse as discussed in previous chapter.

**~50%** Disrespect and Verbal Abuse emerged as major form of Elder Abuse

The forms of abuse experience by the elders among different categories have been presented in below table. There seems insignificant difference among forms of abuse experienced by elderly males as compared to elderly females.

**Table 4. 2 Forms of Elder Abuse experienced by elders across different categories**

Categories	Disrespect	Beating/ Slapping	Verbally Abusing	Economic Exploitation	Unwelcom e or forcible Sexual	Neglect	Others (Specify)	Total
<b>National level</b>	56%	12%	49%	22%	1%	34%	3%	1278
<b>Tier</b>								
Tier-1	62%	10%	44%	19%	1%	41%	1%	316
Tier-2	54%	12%	51%	23%	1%	31%	4%	962
<b>Gender</b>								
Male	55%	10%	47%	21%	1%	33%	3%	662
Female	58%	14%	52%	22%	1%	35%	3%	616
<b>Age group</b>								
Young-old (60-69 years)	55%	12%	49%	21%	1%	33%	3%	973
Old-old (70-79 years)	58%	11%	53%	21%	2%	35%	3%	238
Oldest-old (80+ years)	63%	13%	51%	33%	1%	33%	0%	67
<b>Marital Status</b>								
Married	53%	12%	45%	19%	1%	33%	3%	918
Widowed	65%	12%	61%	30%	1%	37%	2%	337
Others	61%	4%	43%	17%	0%	30%	4%	23
<b>Living arrangement</b>								
Alone	74%	16%	67%	33%	1%	41%	1%	76
With spouse only	52%	10%	56%	27%	3%	37%	2%	94
With family	55%	12%	47%	20%	1%	33%	3%	1076
With others	75%	9%	63%	44%	3%	44%	0%	32
<b>Own property</b>								
Self-Owned	54%	12%	49%	22%	1%	33%	3%	855
Owned by spouse	61%	12%	52%	13%	0%	17%	4%	109
Others own	63%	10%	53%	25%	0%	29%	2%	51
Rented	59%	10%	48%	24%	3%	43%	2%	263

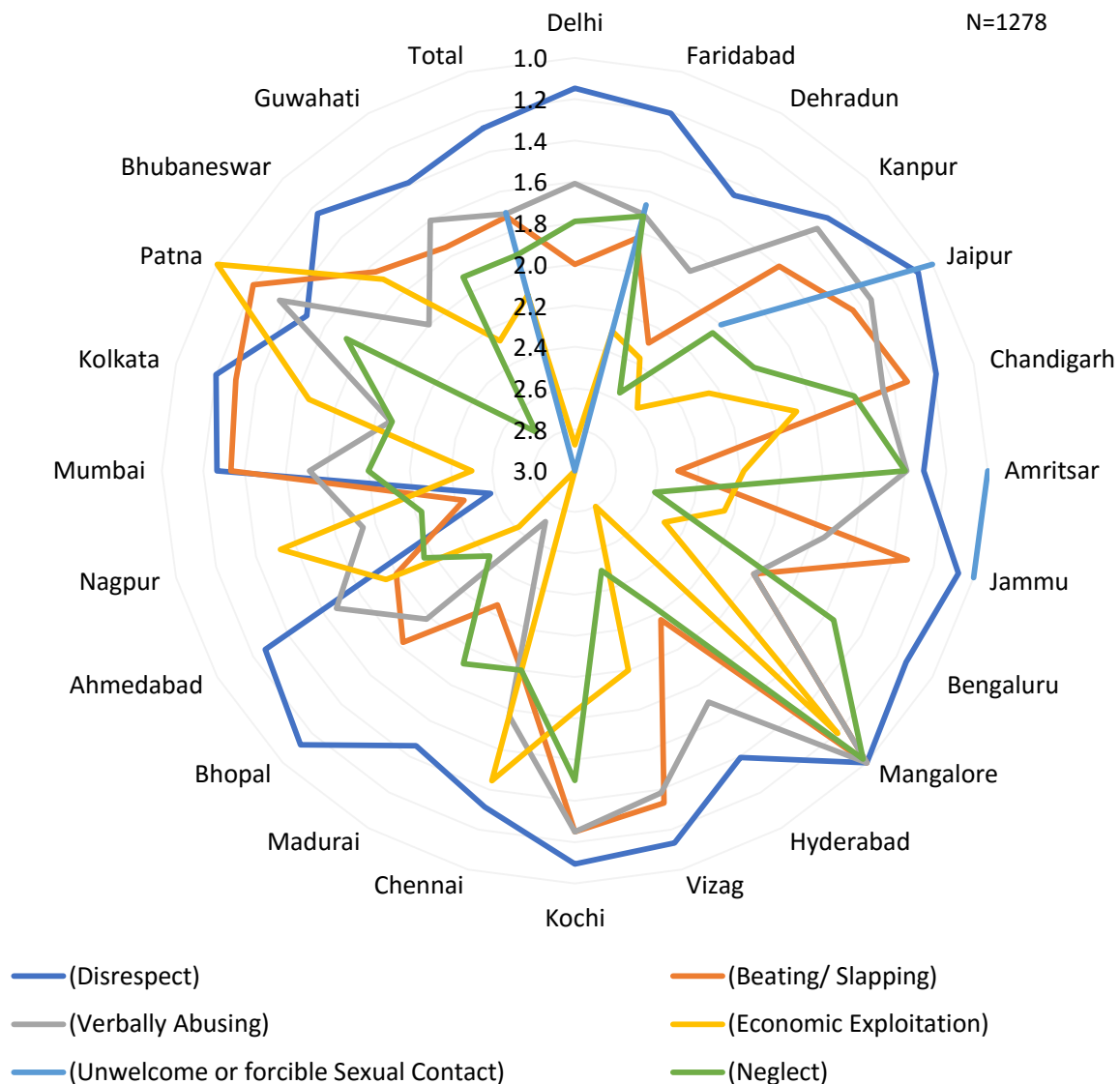
The city-wise reporting of different form of abuses show largely an inter-play between disrespect, verbal abuse and neglect.

Table 4. 3 Forms of Elder Abuse experienced by elders – City Level

<i>City Name</i>	<b>Disrespect</b>	<b>Beating/ Slapping</b>	<b>Verbally Abusing</b>	<b>Economic Exploitation</b>	<b>Unwelcome or forcible Sexual Contact</b>	<b>Neglect</b>	<b>Total N=</b>
<i>Delhi</i>	48%	10%	58%	11%	4%	34%	71
<i>Faridabad</i>	49%	10%	59%	17%	5%	31%	59
<i>Dehradun</i>	80%	15%	57%	59%	0%	50%	46
<i>Kanpur</i>	39%	8%	71%	21%	3%	27%	66
<i>Jaipur</i>	41%	15%	62%	7%	2%	18%	61
<i>Chandigarh</i>	36%	13%	49%	20%	0%	22%	45
<i>Amritsar</i>	38%	8%	73%	14%	1%	19%	77
<i>Jammu</i>	48%	22%	59%	15%	4%	19%	27
<i>Bengaluru</i>	73%	2%	5%	7%	0%	52%	56
<i>Mangalore</i>	42%	6%	3%	5%	0%	39%	103
<i>Hyderabad</i>	72%	11%	64%	19%	2%	55%	53
<i>Vizag</i>	52%	10%	45%	28%	0%	7%	29
<i>Kochi</i>	64%	12%	24%	18%	0%	24%	33
<i>Chennai</i>	55%	7%	45%	31%	0%	40%	58
<i>Madurai</i>	83%	9%	89%	43%	2%	81%	47
<i>Bhopal</i>	79%	20%	70%	15%	0%	14%	84
<i>Ahmedabad</i>	71%	6%	39%	36%	0%	32%	100
<i>Nagpur</i>	54%	19%	67%	44%	0%	54%	48
<i>Mumbai</i>	54%	11%	75%	14%	0%	39%	28
<i>Kolkata</i>	70%	20%	26%	30%	0%	24%	50
<i>Patna</i>	17%	21%	48%	8%	8%	38%	48
<i>Bhubaneswar</i>	82%	22%	29%	31%	0%	29%	51
<i>Guwahati</i>	47%	11%	53%	29%	0%	32%	38
<i>National level</i>	<b>56%</b>	<b>12%</b>	<b>49%</b>	<b>22%</b>	<b>1%</b>	<b>34%</b>	<b>1278</b>

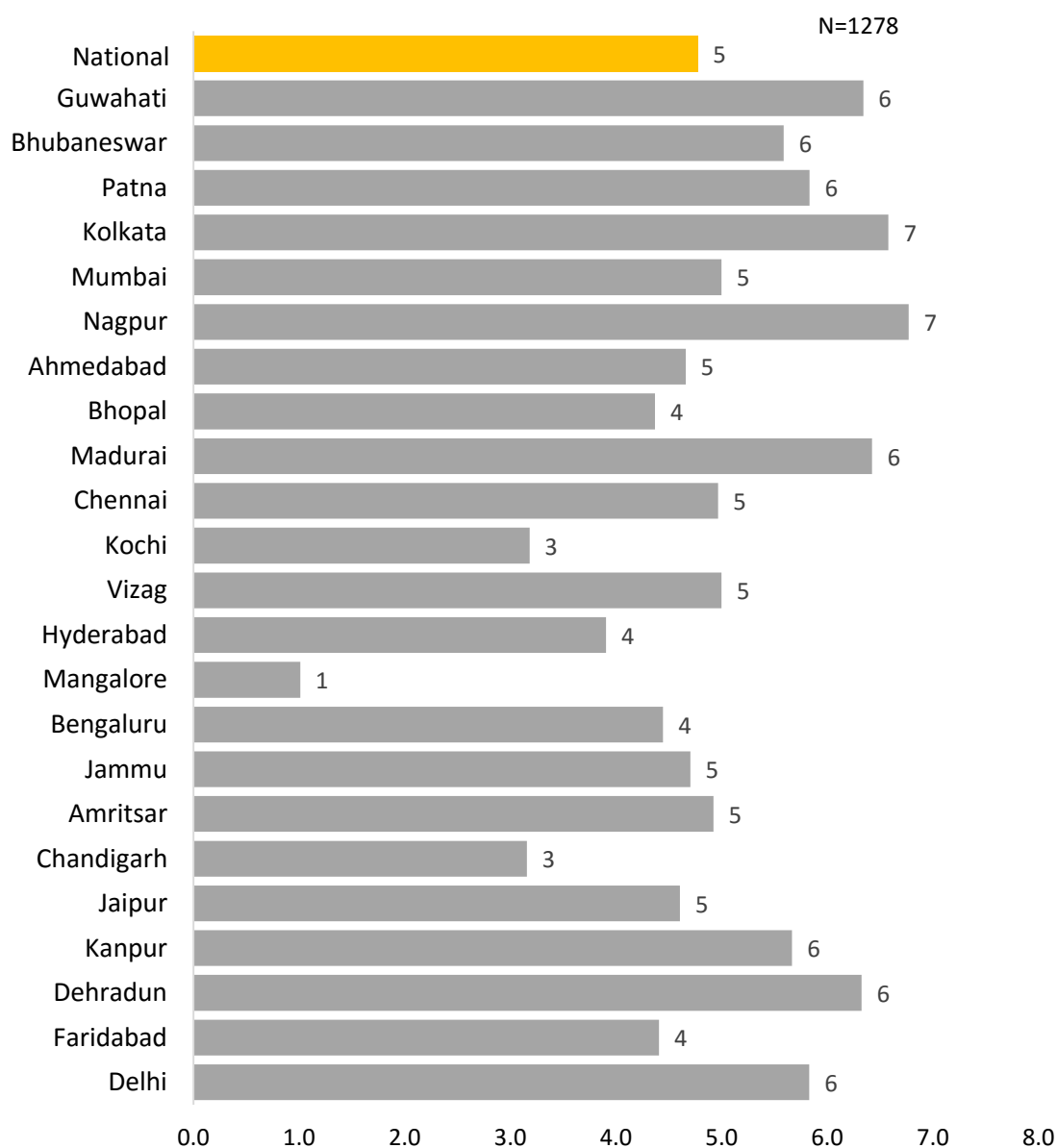
And, this was evident when elders were asked to rank the form of abuse they faced, where, “disrespect” emerged on top with Mean score 1.2 and “verbal abuse” and “neglect” was ranked second with mean score 1.7 (refer Figure 4.3).

**Figure 4. 2 Ranking of abuse – National Level**



## 4.2 Duration of abuse and frequency

Those elders who ever faced abuse, were asked since when they have been a victim of the abuse. Majority reported around 5 years (Mean score 4.8), at national level. The cities where it was more than 5 years were Dehradun, Madurai, Nagpur, Kolkata. The duration of abuse was apparently low in Mangalore, Chandigarh, Kochi.

**Figure 4. 3 Duration of abuse (in years) – National Level**

As far as frequency of abuse is concerned, elders were asked to report instances of any form of abuse in last one year. The below table presents mean score of frequency of abuse. The score varies from 1 to 5, where 1 depicts low frequency and 5 depicts high frequency. In other words, the concentration of frequencies was “once in a month” and “once in a few months”.

Table 4. 4 Frequency of abuse – City Level

<i>City name</i>	(Disrespect)	(Beating/ Slapping)	(Verbally Abusing)	(Economic Exploitation)	(Unwelcome or forcible Sexual Contact)	(Neglect)
<i>Delhi</i>	1.5	1.6	1.6	1.6	1.7	1.8
<i>Haryana</i>	1.7	2.7	1.9	1.5	2	2.3
<i>Uttarakhand</i>	1.3	2.7	1.8	1.2	5	1.1
<i>Uttar Pradesh</i>	2.1	2.8	2	2.6	4	1.7
<i>Rajasthan</i>	1.8	1.8	1.7	1.7	1	1.5
<i>Chandigarh</i>	1.7	1.7	2.1	2.1	5	1.8
<i>Punjab</i>	1.5	2.2	2.2	1.4	2	2
<i>J &amp; K</i>	1.7	3.2	2.2	1.5	3	1.2
<i>Karnataka</i>	1.9	2.1	1.3	2.4	5	1.8
<i>Andhra Pradesh</i>	1.8	2	1.9	1.7	4	2.2
<i>Kerala</i>	2.3	1.5	1.6	1.7	5	2
<i>Tamil Nadu</i>	1.4	2.1	1.5	1.9	2	1.6
<i>Madhya Pradesh</i>	1.4	1.6	1.3	1.1	5	1.4
<i>Gujarat</i>	1.5	2.3	1.6	1	5	1.4
<i>Maharashtra</i>	1.7	1.9	1.7	1.4	5	1.2
<i>West Bengal</i>	1.6	2	1.3	1.4	5	1.8
<i>Bihar</i>	1.2	1.9	2.2	3	2	2.1
<i>Odisha</i>	1.3	2.1	1.5	1.2	5	1.7
<i>Assam</i>	1.3	1.2	1.7	2	5	1.7
<b><i>National level</i></b>	<b>1.6</b>	<b>2</b>	<b>1.7</b>	<b>1.6</b>	<b>2.3</b>	<b>1.7</b>

\*The score varies from 1 to 5, where 1 depicts high frequency and 5 depicts low frequency.

### 4.3 Abusers and their profile

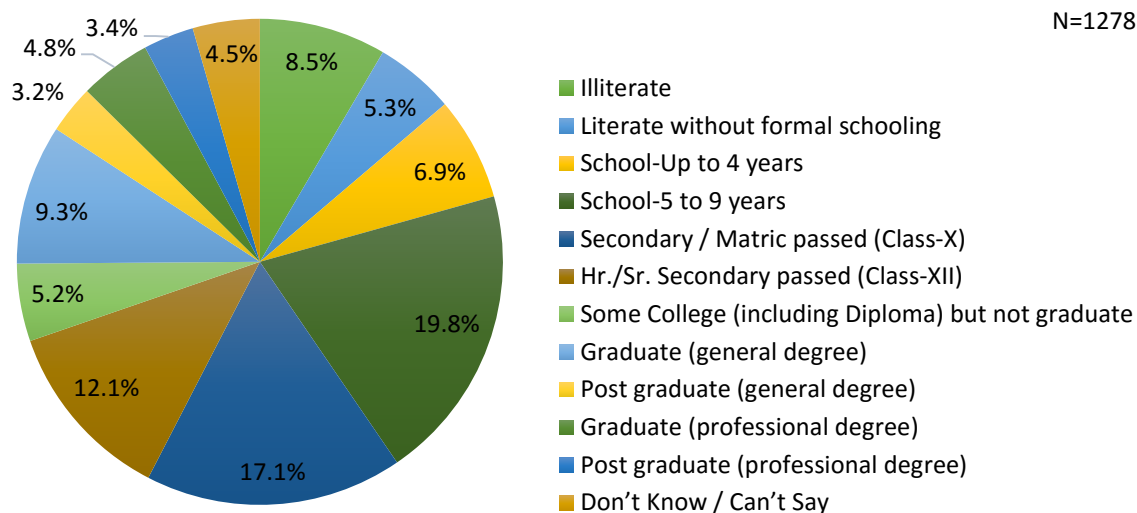
- At the national level, the main abusers were Son (52%) and Daughter-in-law (34%).
- The median age of abuser is 42 years.
- The percentage of elders reported Son and Daughter-in-law as main abuser were relatively low in Tier-2 cities as compared to Tier-1 cities
- Among elderly males and female, there seems insignificant difference for Son while Daughter-in-law has been reported high by elderly females.
- There seems an increase in abuse by Daughter-in-law as the age of elderly increases.
- The widowed elderly faces relatively higher abuse from Daughter-in-law as compared to currently married elderly.
- The other categories had a similar trend as above and it is almost consistent across cities.

**Table 4. 5 Person responsible for Elder Abuse by different categories**

Categories	Abusers									Total N=
	Median age of the abuser	Son	Daughter-in-law	Spouse/partner	Daughter	Parent	Son-in-law	Grand child	Caregiver / servant	
<b>National level</b>	42	52%	34%	14%	6%	1%	3%	6%	1%	1278
<b>Tier</b>										
<b>Tier-1</b>	42	54%	38%	10%	9%	1%	2%	6%	2%	316
<b>Tier-2</b>	42	51%	33%	15%	5%	1%	3%	5%	1%	962
<b>Gender</b>										
<b>Male</b>	43	53%	29%	17%	6%	1%	3%	4%	1%	662
<b>Female</b>	41	50%	40%	11%	7%	1%	3%	7%	2%	616
<b>Age group</b>										
<b>Young-old (60-69 years)</b>	40	52%	33%	14%	6%	1%	3%	4%	2%	973
<b>Old-old (70-79 years)</b>	49	53%	38%	12%	6%	0%	2%	9%	0%	238
<b>Oldest-old (80+ years)</b>	58	45%	43%	18%	10%	0%	6%	10%	1%	67
<b>Marital Status</b>										
<b>Married</b>	42	53%	31%	17%	5%	1%	2%	5%	1%	918
<b>Widowed</b>	43	51%	45%	7%	9%	1%	3%	7%	2%	337
<b>Others</b>	41	35%	26%	4%	4%	4%	4%	0%	4%	23
<b>Living arrangement</b>										
<b>Alone</b>	44	51%	43%	7%	11%	0%	3%	7%	4%	76
<b>With spouse only</b>	42	53%	36%	18%	7%	3%	1%	3%	0%	94
<b>With family</b>	42	52%	34%	14%	6%	1%	3%	5%	1%	1076
<b>With others</b>	46	25%	28%	6%	13%	0%	9%	13%	13%	32
<b>Own property</b>										
<b>Self-Owned</b>	43	52%	33%	15%	6%	1%	3%	5%	1%	855
<b>Owned by spouse</b>	41	53%	44%	9%	1%	0%	2%	6%	1%	109
<b>Others own</b>	46	43%	25%	14%	12%	4%	4%	8%	4%	51
<b>Rented</b>	42	51%	38%	13%	8%	1%	3%	6%	2%	263

- Most abusers (70%) were educated upto 12<sup>th</sup> standard. Though 50% of them were educated between 5<sup>th</sup> Standard to 12<sup>th</sup> Standards.

**Figure 4. 4 Educational attainment of abuser – National Level**



- Most abusers (40%) were skilled workers, self-employed own account workers, working in the private sector. Nearly 28% abusers were housewives.

**Figure 4. 5 Occupation of abuser – National Level**

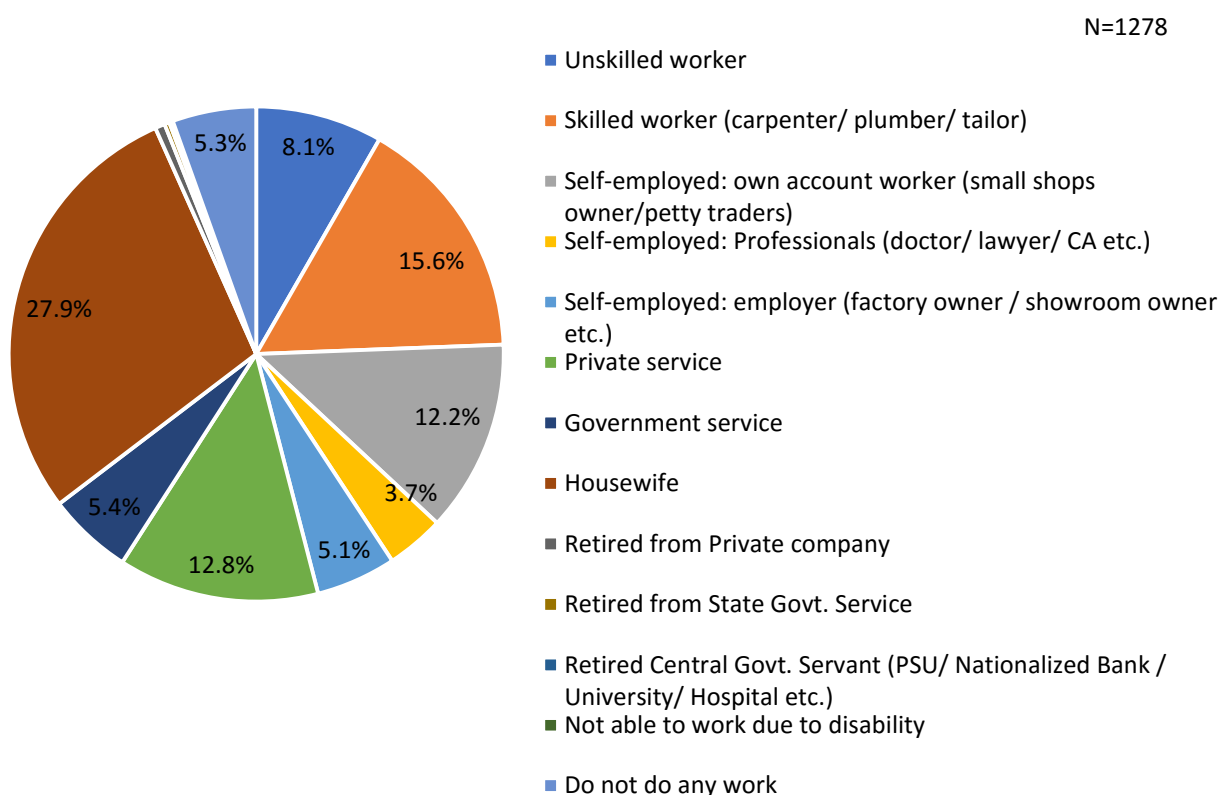


Table 4. 6 Person responsible for abuse – City Level

<i>City Name</i>	<b>Son</b>	<b>Daughter-in-law</b>	<b>Spouse/partner</b>	<b>Daughter</b>	<b>Grand child</b>	<b>Parent</b>	<b>Caregiver / servant</b>	<b>Son-in-law</b>	<b>Total N=</b>
<i>Delhi</i>	62%	44%	11%	4%	7%	0%	3%	1%	71
<i>Faridabad</i>	42%	47%	32%	7%	7%	3%	3%	5%	59
<i>Dehradun</i>	61%	28%	13%	4%	0%	0%	0%	2%	46
<i>Kanpur</i>	47%	55%	9%	3%	11%	0%	0%	5%	66
<i>Jaipur</i>	57%	23%	10%	2%	18%	3%	0%	2%	61
<i>Chandigarh</i>	53%	47%	7%	0%	7%	0%	0%	2%	45
<i>Amritsar</i>	56%	27%	29%	8%	8%	0%	0%	5%	77
<i>Jammu</i>	59%	30%	15%	7%	7%	4%	4%	4%	27
<i>Bengaluru</i>	57%	30%	5%	16%	9%	0%	0%	4%	56
<i>Mangalore</i>	47%	14%	10%	3%	1%	2%	0%	2%	103
<i>Hyderabad</i>	64%	36%	9%	13%	4%	2%	6%	2%	53
<i>Vizag</i>	55%	17%	21%	17%	3%	3%	0%	7%	29
<i>Kochi</i>	30%	27%	15%	0%	3%	0%	12%	6%	33
<i>Chennai</i>	48%	33%	7%	14%	5%	3%	3%	3%	58
<i>Madurai</i>	51%	49%	15%	26%	6%	0%	0%	2%	47
<i>Bhopal</i>	51%	51%	13%	0%	5%	0%	0%	1%	84
<i>Ahmedabad</i>	47%	26%	15%	0%	3%	0%	1%	0%	100
<i>Nagpur</i>	40%	25%	17%	4%	6%	0%	0%	0%	48
<i>Mumbai</i>	32%	54%	18%	4%	7%	0%	0%	0%	28
<i>Kolkata</i>	50%	36%	12%	4%	4%	0%	0%	0%	50
<i>Patna</i>	54%	38%	8%	8%	4%	0%	2%	2%	48
<i>Bhubaneswar</i>	61%	39%	24%	10%	2%	0%	2%	4%	51
<i>Guwahati</i>	61%	24%	5%	5%	0%	5%	0%	5%	38
<b><i>National level</i></b>	<b>52%</b>	<b>34%</b>	<b>14%</b>	<b>6%</b>	<b>6%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>1278</b>

#### 4.4 Reasons of abuse

Why do abusers, abuse elders? This issue was explored during the survey. And, a host of reasons have been reported which, many times, occur in complexities to each other (Table 4.7). Elders perceive that they are mainly abused as their children wants to live independently, do not like their way of living, treat them as burden and lack resources to meet their needs. Also, due to issue of property. The trend is consistent across cities and among different categories

**Table 4. 7 Reasons of abuse**

Categories	Issue of Property	Fixed Deposit linked in my name	Pension amount is entitled to my name	My family want to live independently	Lack of resources to meet my financial needs	Think me as burden due to my old-age related issues	Family do not like my way of living	My interference in family matters	Total N=
<b>National level</b>	22%	7%	11%	26%	22%	25%	23%	10%	1278
<b>Tier</b>									
<b>Tier-1</b>	23%	7%	13%	30%	24%	23%	25%	11%	316
<b>Tier-2</b>	22%	7%	10%	25%	21%	25%	22%	9%	962
<b>Gender</b>									
<b>Male</b>	22%	8%	10%	25%	22%	23%	21%	11%	662
<b>Female</b>	22%	6%	11%	28%	22%	26%	26%	8%	616
<b>Age group</b>									
<b>Young-old (60-69 years)</b>	22%	7%	10%	26%	22%	23%	23%	10%	973
<b>Old-old (70-79 years)</b>	20%	5%	12%	26%	24%	31%	25%	10%	238
<b>Oldest-old (80+ years)</b>	27%	6%	19%	30%	21%	33%	25%	6%	67
<b>Marital Status</b>									
<b>Married</b>	22%	8%	9%	25%	22%	22%	22%	9%	918
<b>Widowed</b>	22%	4%	14%	31%	21%	31%	28%	10%	337
<b>Others</b>	30%	4%	17%	9%	22%	17%	13%	9%	23
<b>Living arrangement</b>									
<b>Alone</b>	25%	7%	13%	37%	22%	30%	32%	11%	76
<b>With spouse only</b>	20%	3%	7%	31%	20%	33%	26%	12%	94
<b>With family</b>	22%	7%	11%	25%	22%	23%	22%	9%	1076
<b>With others</b>	19%	6%	16%	31%	28%	38%	34%	6%	32
<b>Own property</b>									
<b>Self-Owned</b>	23%	6%	10%	25%	21%	23%	22%	9%	855
<b>Owned by spouse</b>	20%	8%	18%	33%	22%	27%	15%	8%	109
<b>Others own</b>	25%	2%	6%	22%	16%	27%	22%	18%	51
<b>Rented</b>	20%	10%	10%	29%	25%	27%	31%	11%	263

*Old age has been regarded as that time of the life when people because of physical decline, can no longer carry out their household or work roles and calls for Elder Abuse at the hands of their children and grandchildren.*

*Mahesh Kumar (name changed) aged 70 years of Kanpur narrated “high family size has been the reason for the mistreatment received by us in our household since the siblings*

*fight amongst each other for the property owned by us, and leaves us in a dilemma of about the source of anticipated support during the hardships of old age.*

*Most of the elders in the eastern cities Kolkata, Bhubaneshwar, Guwahati stated that Daughter-in-laws want to stay alone with their husband and kids. Adult children after taking control of property throw elders out from the house. Further, age is the biggest factor which hinders them from work and they are forced to beg for an earning. Female elders above a 75 years of age cannot contribute to the household work and thus are mistreated by their daughters-in-law many times frequently in a day. If elders don't obey instructions of their Sons/Daughter-in-law, they do not allow grandchildren to meet with the grandparents and neglect them. No money and property in the elders' name leads towards bad economic condition of elders and their spouse.*

*Many of the Elder Abuse victims in Amritsar quoted that their children want them to die so that they can distribute wealth among brothers/sisters for their interest. Elders opined number of reasons but one of the important reasons was Punjab being the place where Sons prefer to do business.*

*Most of the urban audience of Delhi and Mumbai where both husband and wife were working and wanted a nuclear family as they have least time to take care of their parents.*

*Elders in Delhi, Bangalore and Mumbai stated that "elders spent most time in home and are expected to help in managing household activities/ repair/construction work/bank work, etc. They feel bad when at times they are not willing and children question them "what are you doing sitting at home" and treat them badly.*

*One elder 79 years of age in Nagpur said, "As one grows older, one has personal health issues, it becomes all the more challenging for Daughter-in-law to manage".*

*Some elders of the Kanpur had disease and they were bed ridden and required sanitation help, which was clearly refused by the daughter-in law (those as housewives).*

*Elders In metropolitan cities stated that "many elders who are financially independent (also own a house) and their children are living with them, often advice their children, which is treated as "interference".*

*Elders In metropolitan cities think that "they are being used for household activities and managing their children."*

*Most of the elders above age 75 years stated that "their personal habits like sanitation related, coughing, smoking etc. are not liked by daughter-in-law and Son".*

*Majority of cities, where disrespect and verbal abuse was quoted. Elders opined "it is a story of every second house".*

#### 4.5 Reporting of abuse to any person /agency

Both formal and non-formal mechanisms adopted by elders were probed in case they made an attempt to report their case. At the national level, only 18% elders have confirmed that they have made an attempt to report abuse. The trend varies across cities (refer Figure 4.6). The reporting is low by elderly females (16%) as compared to elderly males (20%). There seems a decrement trend in the reporting behaviour as the age of the elderly increases, rest other categories have no significant difference in reporting behaviour.

**Table 4. 8 Reporting of abuse across different categories**

Categories	Have you made any attempt to report these incidents to any person / agency?		Total N=
	No	Yes	
<b>National level</b>	82%	18%	1278
<b>Tier</b>			
Tier-1	81%	19%	316
Tier-2	82%	18%	962
<b>Gender</b>			
Male	80%	20%	662
Female	84%	16%	616
<b>Age group</b>			
Young-old (60-69 years)	81%	19%	973
Old-old (70-79 years)	84%	16%	238
Oldest-old (80+ years)	87%	13%	67
<b>Marital Status</b>			
Married	82%	18%	918
Widowed	81%	19%	337
Others	87%	13%	23
<b>Living arrangement</b>			
Alone	80%	20%	76
With spouse only	81%	19%	94
With family	82%	18%	1076
With others	84%	16%	32
<b>Own property</b>			
Self-Owned	81%	19%	855
Owned by spouse	79%	21%	109
Others own	84%	16%	51
Rented	87%	13%	263

#### Why elders do not report?

However, those who did not report abuse, nearly 52% of them opined it will not be good for their “*family honour*”, 34% felt “*they did not know how to go about it*” (lack of awareness). This trend was consistent across all cities and categories (refer table 4.9).

Figure 4. 6 Reporting of abuse to any person/ agency – City Level

N=1278 for all cities

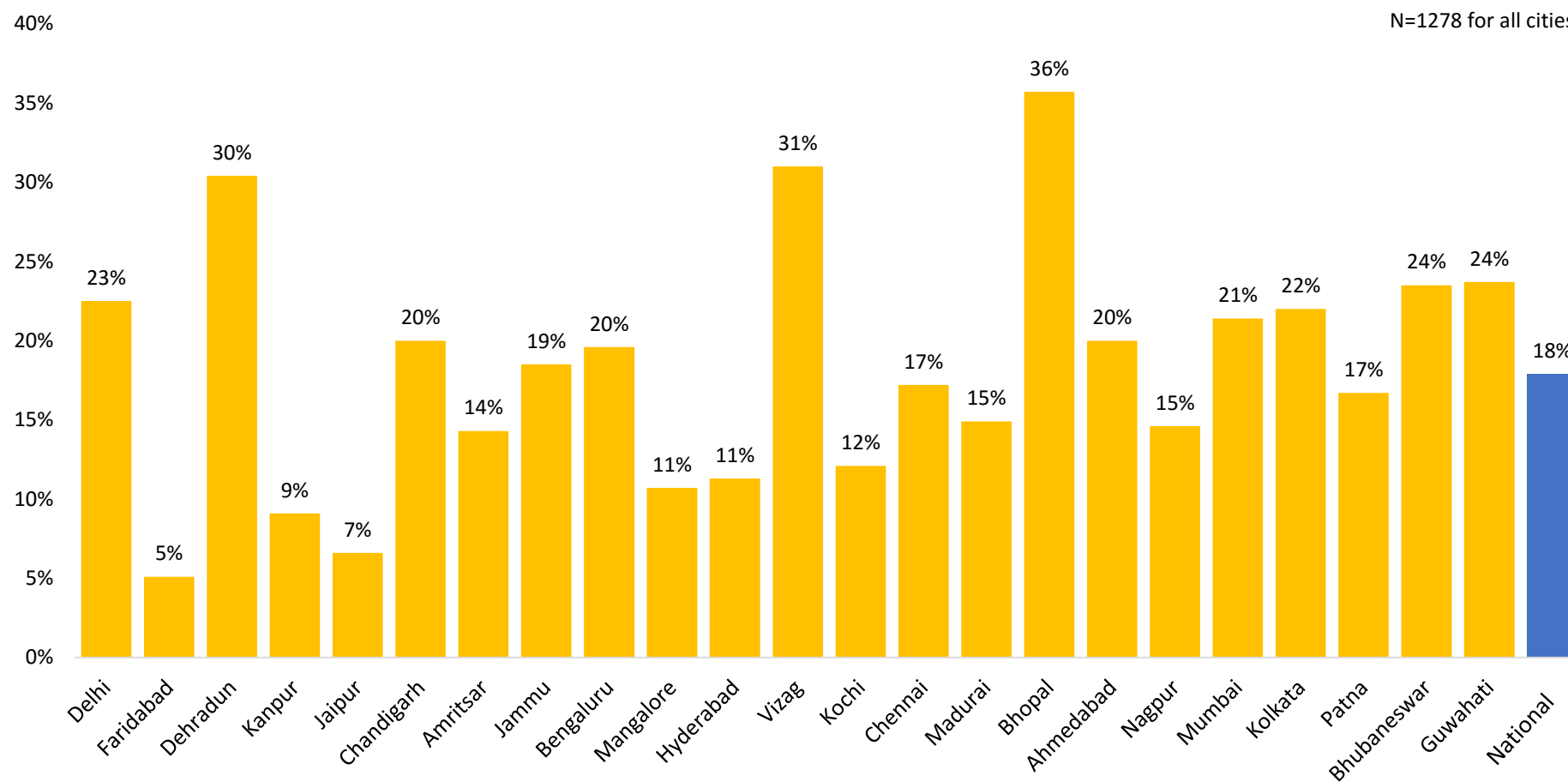
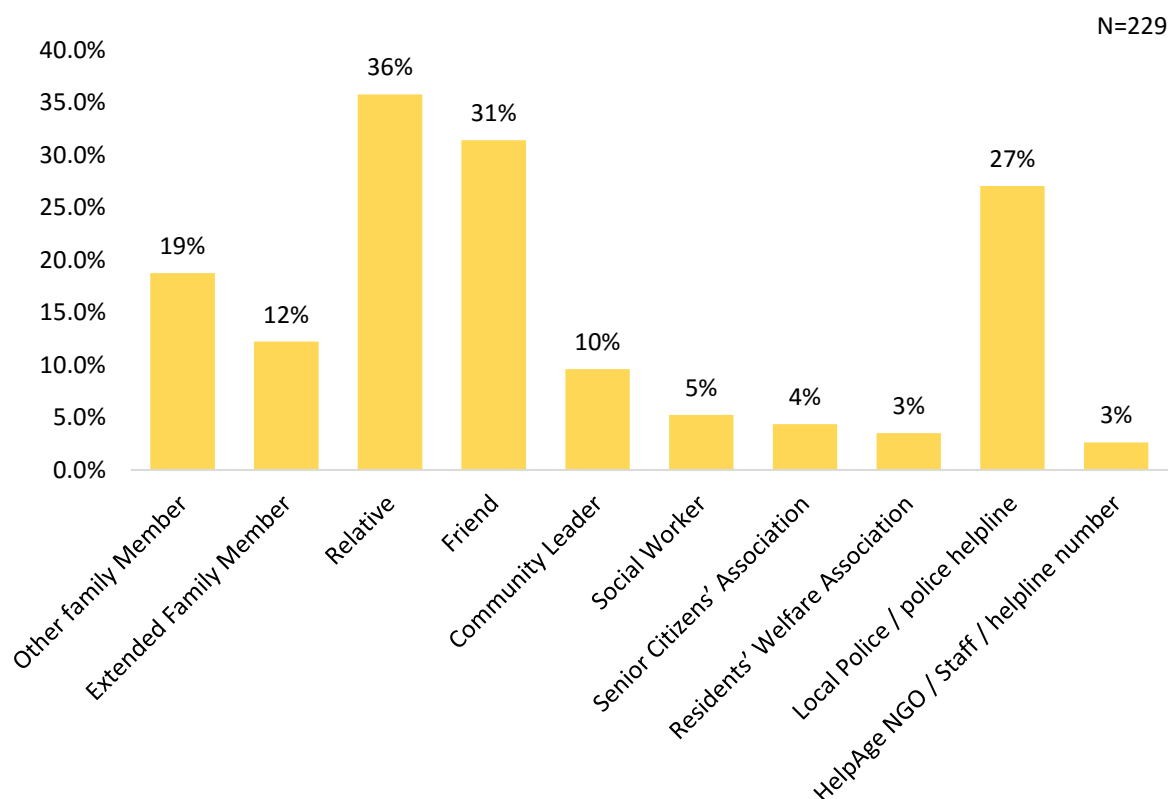


Table 4. 9 Reasons for not reporting about Elder Abuse to person/agency

	Lacked Confidence in ability of any person/ agency to solve problem	Did not know how to deal with problem	To maintain confidentiality of family matter	Apparent Ineffectiveness available channels of reporting and redress	Fear of Retaliation	Total N=
<i>Delhi</i>	15%	45%	45%	11%	16%	55
<i>Faridabad</i>	7%	36%	61%	11%	7%	56
<i>Dehradun</i>	16%	44%	56%	31%	6%	32
<i>Kanpur</i>	7%	25%	67%	7%	13%	60
<i>Jaipur</i>	5%	35%	60%	7%	5%	57
<i>Chandigarh</i>	36%	22%	44%	6%	6%	36
<i>Amritsar</i>	11%	17%	73%	6%	11%	66
<i>Jammu</i>	5%	27%	64%	23%	14%	22
<i>Bengaluru</i>	27%	56%	42%	22%	9%	45
<i>Mangalore</i>	20%	52%	28%	1%	1%	92
<i>Hyderabad</i>	2%	43%	45%	19%	11%	47
<i>Vizag</i>	0%	65%	35%	0%	5%	20
<i>Kochi</i>	24%	45%	38%	7%	14%	29
<i>Chennai</i>	21%	10%	56%	13%	27%	48
<i>Madurai</i>	3%	13%	93%	0%	13%	40
<i>Bhopal</i>	20%	37%	57%	22%	4%	54
<i>Ahmedabad</i>	11%	28%	53%	18%	11%	80
<i>Nagpur</i>	2%	34%	61%	5%	12%	41
<i>Mumbai</i>	9%	41%	55%	0%	9%	22
<i>Kolkata</i>	21%	21%	54%	10%	23%	39
<i>Patna</i>	23%	38%	30%	5%	15%	40
<i>Bhubaneswar</i>	33%	10%	44%	0%	21%	39
<i>Guwahati</i>	14%	41%	41%	7%	14%	29
<b>National level</b>	<b>14%</b>	<b>34%</b>	<b>52%</b>	<b>10%</b>	<b>11%</b>	<b>1049</b>

It is clear from Figure 4.7 that still many elders think / find contacting relative / friend is easier or probably first level of reporting. It shows their tendency to resolve issues within the family level, as neither reaching out to police will be good for their family's social image nor they would want to take a strong action against their own children.

**Figure 4. 7 Whom did elders approached for reporting – National Level**



This was evident also when elders were asked why did they choose to contact a relative / friend and other family members, around 50% reported they wanted to maintain confidentiality. Though more than one-third expressed they had confidence that the person will be effective on whom they approached. Nearly, equal proportion were confused and clueless as to whom to approach but their fall back choice was relative/friend.

*The older people in Kolkata resort to informing Communist Party of India (Marxist) as a redressal mechanism of overcoming the issue of Elder Abuse, however, no permanent solutions have been witnessed. The already existing laws need to be more functional in nature so as to bring out the reforms in the poor condition of the elderly. The social structure defining particularly children have been held responsible by all the IDI respondents for the Elder Abuse. Elderly are exploited financially, verbally, physically by the hands of their children.*

Table 4.10 depicts city-wise distribution which show large variations. It is worth specifying here that while reading the below data the corresponding base should be referred. If the base is too low, it may mislead the interpretation.

Table 4. 10 Why did you choose a person / agency for reporting – City Level

	Confidence in the ability of the person/ agency to solve the problem	Did not know any other way to deal with the problem	To maintain confidentiality of the family matter	Apparent Ineffectiveness of other ways and means	Total N=
<i>Delhi</i>	44%	31%	44%	13%	16
<i>Faridabad</i>	67%	67%	33%	0%	3
<i>Dehradun</i>	21%	36%	43%	14%	14
<i>Kanpur</i>	33%	0%	67%	17%	6
<i>Jaipur</i>	75%	25%	100%	0%	4
<i>Chandigarh</i>	78%	33%	22%	0%	9
<i>Amritsar</i>	27%	55%	55%	9%	11
<i>Jammu</i>	20%	60%	60%	0%	5
<i>Bengaluru</i>	91%	45%	9%	9%	11
<i>Mangalore</i>	55%	45%	9%	0%	11
<i>Hyderabad</i>	0%	17%	100%	0%	6
<i>Vizag</i>	33%	33%	33%	11%	9
<i>Kochi</i>	50%	25%	50%	25%	4
<i>Chennai</i>	10%	10%	70%	10%	10
<i>Madurai</i>	71%	71%	43%	14%	7
<i>Bhopal</i>	20%	23%	67%	10%	30
<i>Ahmedabad</i>	5%	20%	90%	10%	20
<i>Nagpur</i>	43%	43%	43%	0%	7
<i>Mumbai</i>	33%	0%	50%	0%	6
<i>Kolkata</i>	64%	36%	0%	0%	11
<i>Patna</i>	25%	38%	25%	13%	8
<i>Bhubaneswar</i>	75%	17%	33%	0%	12
<i>Guwahati</i>	33%	11%	56%	11%	9
<b>National level</b>	<b>38%</b>	<b>31%</b>	<b>48%</b>	<b>8%</b>	<b>229</b>

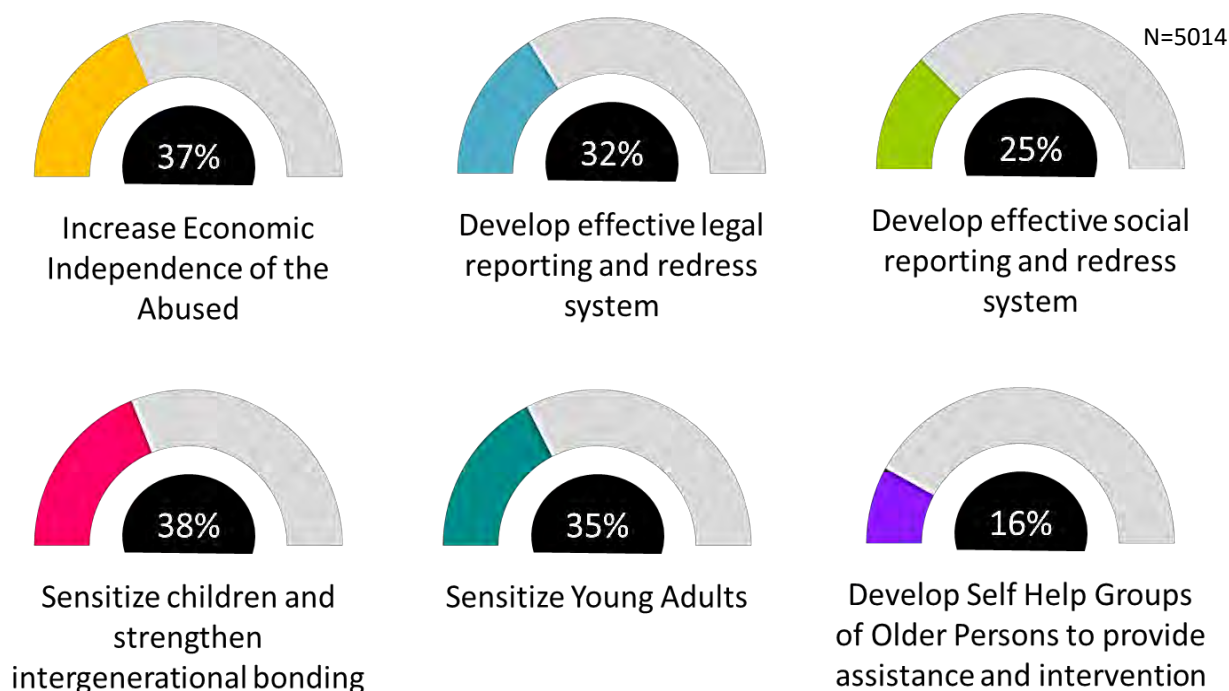
**Among those reported, only 35% elders' issue was resolved finally**

Nevertheless, it was disappointing that only 35% of the total reporting was successfully resolved. It is important to note here overall there were 229 reporting, of which, only Bhopal and Ahmedabad had more than 20 reporting. Rest all cities had reporting ranging from 5 to 15. Thus, city-wise distribution of resolution may not be appropriate. What can be inferred is every third reporting gets final resolution.

#### 4.6 Effective ways of dealing with Elder Abuse in the society

Elders were also asked to tell how we can deal with the situation effectively, and suggestions are many. Sensitization of children and strengthen inter-generational bonding, sensitization of young adults through series of mass media activities, social media is required. Also, increasing economic independence of the abused is important to protect them from any vulnerabilities. The views of elderly males and elderly females are similar to each other.

**Figure 4. 8 Effective ways of dealing with Elder Abuse in the society – National Level**



*During an In-Depth-Interview, one of the elderly aged 74 years from Chennai expressed that the “information regarding the old age homes need to be disseminated at the societal level, following a target approach concomitant, by the need to start the pension system so as to take care of post retirement age and reduce dependency on children, realizing it to be the most effective way to deal with Elder Abuse. This is also required to bring about financial stability in the life of the elderly”.*

*During one of the IDI in Chandigarh, an elderly aged 60 years showed her awareness about the “Vridh Ashram” operating at the societal level and showed her willingness to fight against the odds of Elder Abuse.*

*Deepak (name changed) aged 65 years of Patna believes that “the evicted elderly should be put in the old age homes with the help of the government and should be provided with financial assistance, the accused should be punished according to the law”. The local councillor and the local party should closely monitor the cases of abused older people and should give written complaints against the accused so that they can be taken in the police custody.*

## 5 Redressal Mechanisms

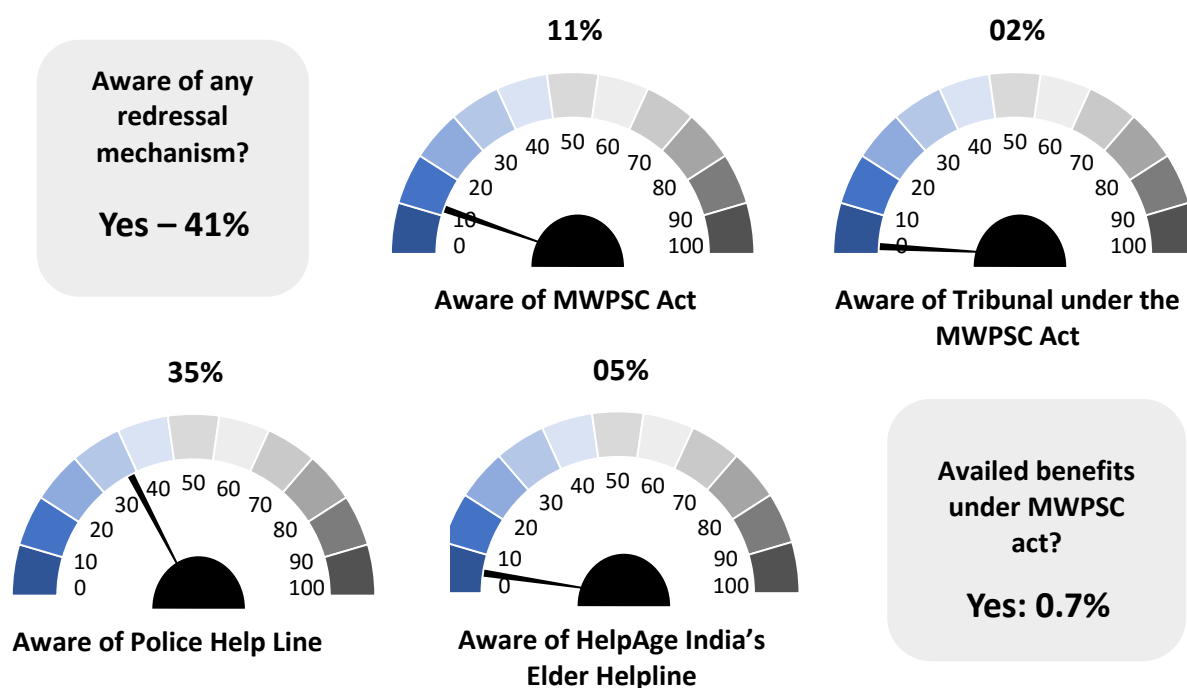
This section deals with the awareness about different reporting and redressal mechanisms, sources of awareness, experience of availing benefits under Maintenance and Welfare of Parents and Senior Citizens (MWPSC) Act, affordability and accessibility of benefits under MWPSC Act and perception about MWPSC Act.

### 5.1 Awareness of redressal Mechanisms

At the national level, 41% of the elderly are aware of at least one redressal mechanism. Around 35% of the elders were aware of police helpline, 11% were aware of MWPSC Act while 5% were aware of HelpAge helpline number. Elders have least awareness about tribunal under MWPSC Act. A negligible (less than 1% of the elders or 33 out of 5014) have availed benefits under MWPSC Act.

Figure 5. 1 Awareness of redress – National Level

N=5014



- Awareness of MWPSC Act is high in Tier-2 cities as compared to Tier-1 cities.
- Elderly females have relatively low awareness as compared to elderly males among all redressal mechanisms except police helpline.
- There seems a decline in trend as the awareness is low with the increases in age.
- Widowed elderly has low awareness as compared to currently married elders.

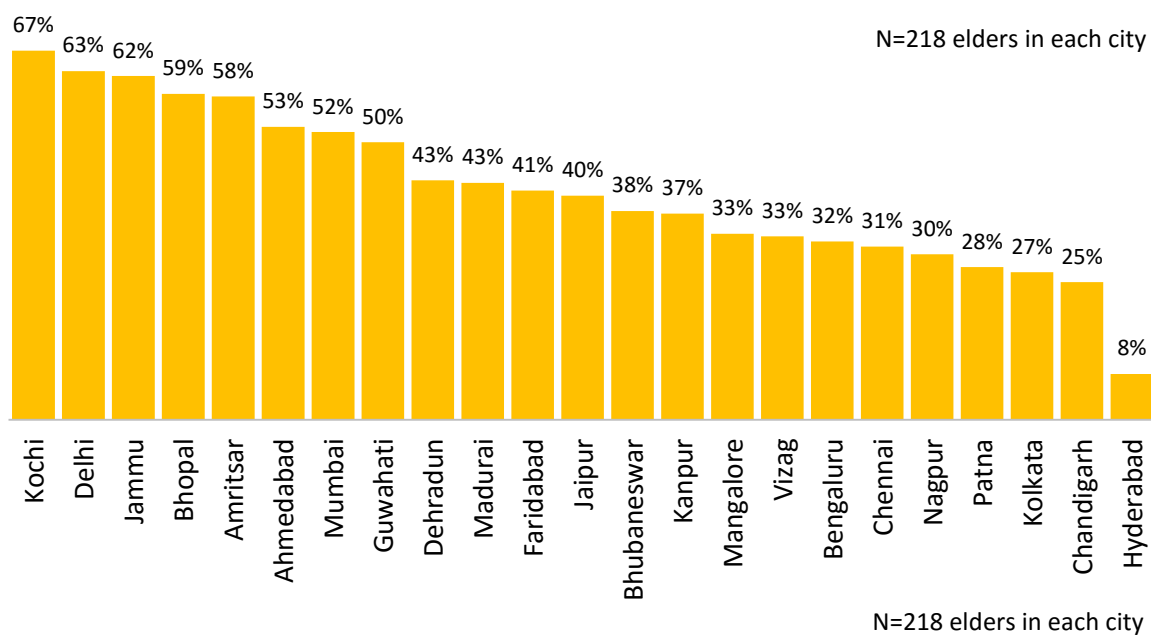
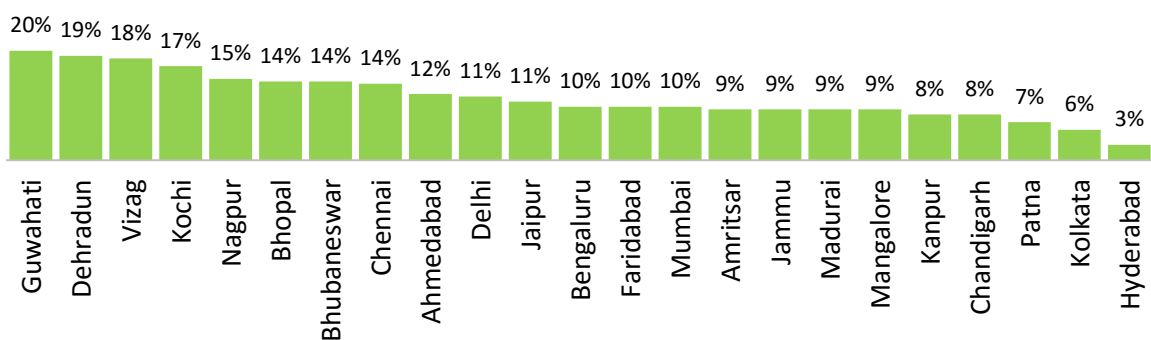
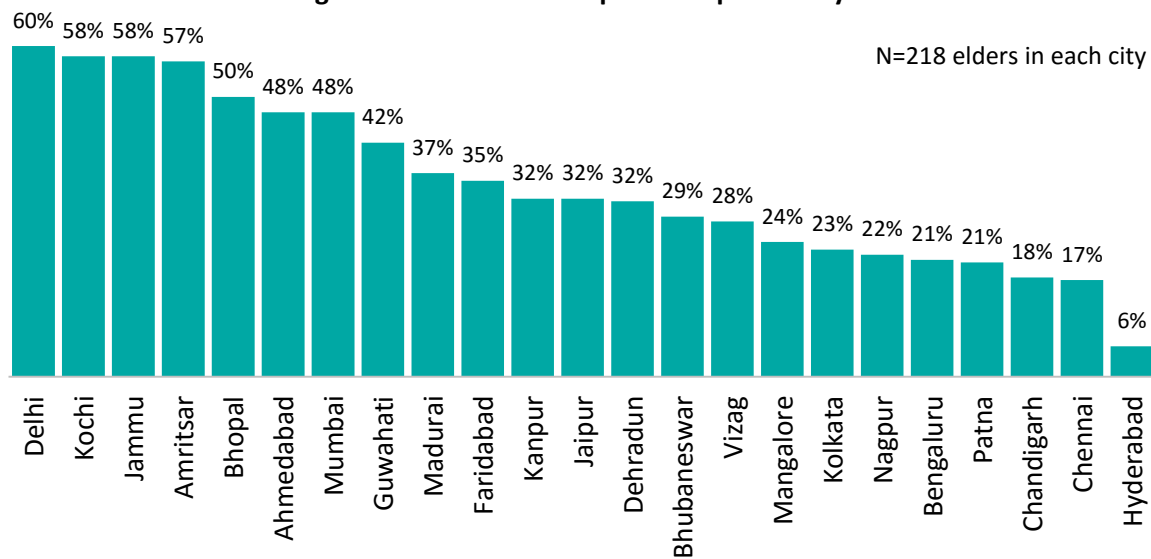
Table 5. 1 Awareness of redress across different categories

Categories	Aware of any redressal mechanism? - YES	Aware of MWPSA Act	Aware of Tribunal under the MWPSA Act	Aware of Police Help Line	Aware of HelpAge India's Elder Helpline	Total N=
<b>National level</b>	41%	11%	2%	35%	5%	5014
<b>Tier</b>						
Tier-1	35%	9%	2%	29%	6%	1308
Tier-2	43%	12%	2%	37%	5%	3706
<b>Gender</b>						
Male	45%	14%	3%	38%	6%	2495
Female	38%	9%	1%	32%	4%	2519
<b>Age group</b>						
Young-old (60-69 years)	44%	12%	2%	37%	5%	3543
Old-old (70-79 years)	36%	10%	2%	30%	5%	1092
Oldest-old (80+ years)	34%	11%	2%	26%	5%	379
<b>Marital Status</b>						
Married	44%	12%	2%	38%	6%	3528
Widowed	34%	9%	1%	27%	4%	1369
Others	42%	15%	1%	30%	6%	117
<b>Living arrangement</b>						
Alone	32%	10%	2%	25%	4%	287
With spouse only	43%	13%	2%	37%	6%	379
With family	42%	11%	2%	35%	5%	4244
With others	38%	15%	4%	30%	5%	104
<b>Own property</b>						
Self-Owned	43%	12%	2%	36%	5%	3460
Owned by spouse	51%	10%	2%	45%	7%	366
Others own	46%	14%	2%	41%	5%	175
Rented	32%	10%	1%	24%	4%	1013

Among all study cities, awareness about any redressal mechanism found highest in Kochi (67%), Delhi (63%) and Jammu (62%) while it is least in Hyderabad (8%). Awareness of MWPSA act is recorded highest in Guwahati (20%), followed by Dehradun (19%) and Vizag (18%) while found least in Patna (7%), Kolkata (6%) and Hyderabad (3%).

Awareness about police help line as a redressal mechanism for Elder Abuse is recorded highest in Delhi (60%), Kochi (58%) and Jammu (58%) while recorded least in Chandigarh (18%), Chennai (17%) and Hyderabad (6%).

HelpAge Elder Helpline awareness recorded highest in Amritsar (11%), followed by Guwahati (10%) and Bengaluru (9%). Mangalore and Hyderabad recorded awareness less than 1 percent.

**Figure 5. 2 Awareness of any redressal mechanism - City Level****Figure 5. 3 Awareness of MWPSA act - City Level****Figure 5. 4 Awareness of police helpline - City Level**

## 5.2 Sources of awareness of redress

Of those who reported awareness about the redressal mechanisms, at the national level, the key sources of awareness reported by the elders are television (59%), Newspaper (39%), Family (25%), friend & neighbours (44%). The other sources like radio, IEC material, HelpAge NGO, other NGO etc. are reported by less than 10% of the elders.

**Table 5. 2 Sources of awareness for redressal mechanism – City Level**

City Name	Television	Friends / Neighbour	Newspaper	Family	Radio	IEC material	HelpAge NGO	Any other NGO	N
Delhi	86%	68%	36%	33%	3%	1%	2%	0%	137
Faridabad	54%	21%	33%	19%	4%	4%	0%	0%	90
Dehradun	51%	73%	31%	72%	15%	3%	3%	0%	94
Kanpur	77%	36%	35%	9%	5%	4%	0%	0%	81
Jaipur	41%	47%	39%	49%	15%	9%	3%	1%	88
Chandigarh	35%	46%	15%	26%	6%	4%	4%	0%	54
Amritsar	37%	65%	44%	22%	0%	2%	2%	1%	127
Jammu	64%	20%	22%	14%	7%	0%	1%	0%	135
Bengaluru	71%	49%	43%	23%	21%	3%	3%	0%	70
Mangalore	68%	5%	47%	4%	1%	3%	0%	0%	73
Hyderabad	61%	44%	44%	44%	0%	6%	6%	0%	18
Vizag	58%	28%	10%	18%	3%	0%	1%	0%	72
Kochi	88%	19%	66%	12%	41%	6%	2%	1%	145
Chennai	66%	40%	32%	13%	4%	0%	1%	0%	68
Madurai	32%	65%	33%	12%	0%	0%	1%	0%	93
Bhopal	68%	46%	69%	41%	34%	37%	1%	1%	128
Ahmedabad	41%	64%	31%	63%	4%	2%	2%	0%	115
Nagpur	49%	66%	48%	37%	5%	2%	2%	0%	65
Mumbai	68%	33%	33%	14%	6%	2%	1%	1%	113
Kolkata	43%	40%	29%	17%	0%	0%	0%	0%	58
Patna	50%	38%	42%	12%	13%	2%	0%	0%	60
Bhubaneswar	38%	48%	30%	9%	2%	2%	2%	1%	82
Guwahati	75%	48%	48%	17%	3%	5%	5%	0%	109
<b>National level</b>	<b>59%</b>	<b>44%</b>	<b>39%</b>	<b>25%</b>	<b>10%</b>	<b>5%</b>	<b>2%</b>	<b>0%</b>	<b>2075</b>

At city level, more than 75% of the elders in Kochi, Delhi and Kanpur who were aware of redressal mechanisms reported Television as the main source. Awareness from television recorded least in Amritsar (37%), Chandigarh (35%) and Madurai (32%). Friends/neighbour emerged as the key source in Dehradun (73%), followed by Delhi (68%) and Nagpur (66%). It is reported least in Jammu (20%), Kochi (19%) and Mangalore (5%). Awareness through Newspaper were recorded highest in Bhopal (69%), Kochi (66%) while recorded least in Chandigarh (15%) and Vizag (10%).

### **5.3 Experience, accessibility and affordability of availing benefits under MWPSC act**

At the national level, the prevalence of availing benefit is very low. A negligible (less than 1% of the elders or 33 out of 5014) have availed benefits under MWPSC act. Out of these 33 elders, 14 faced challenges while availing benefits. The key challenges reported are:

- Behavioural issues and disrespect with elders – 7 elders
- Threat from family member – 5 elders
- Long waiting time for redressal of issue – 4 elders
- Lack of resources to fight case in court – 4 elders

Out of these 33 people who availed benefits under MWPSC Act, only 5 were satisfied with the resolution provided while 16 were dissatisfied, 2 people did not get resolution and 10 people did not report anything. The key reason for dissatisfaction reported by the elders were “had financial losses in the process” and “it was a compromise between elder and the family”.

The elders (11% out of total elders, N=538) who were aware of MWPSC Act, were asked series of question on affordability and accessibility of benefits under MWPSC Act. Around 90% of the elders who are aware of MWPSC Act confirmed that they do not know the procedure to avail benefits under MWPSC Act and around more than 55% said that it will be difficult for them to avail benefits if required. More than 65% of such elders said that it is not affordable for them to avail benefits of MWPSC Act.

Among those who are aware of MWPSC act (11% out of total elders, n=538), more than 60% elders confirmed that the MWPSC act have benefitted them directly (37%) and indirectly (26%). Around 40% elders said that this act provides social protection to elder people and meant for their welfare.

## 6 Impact of Technology and Social Media

This section deals with internet usage behaviour of elders and their perception about impact of Technology and Social Media with respect to Elder Abuse.

### 6.1 Internet usage behaviour

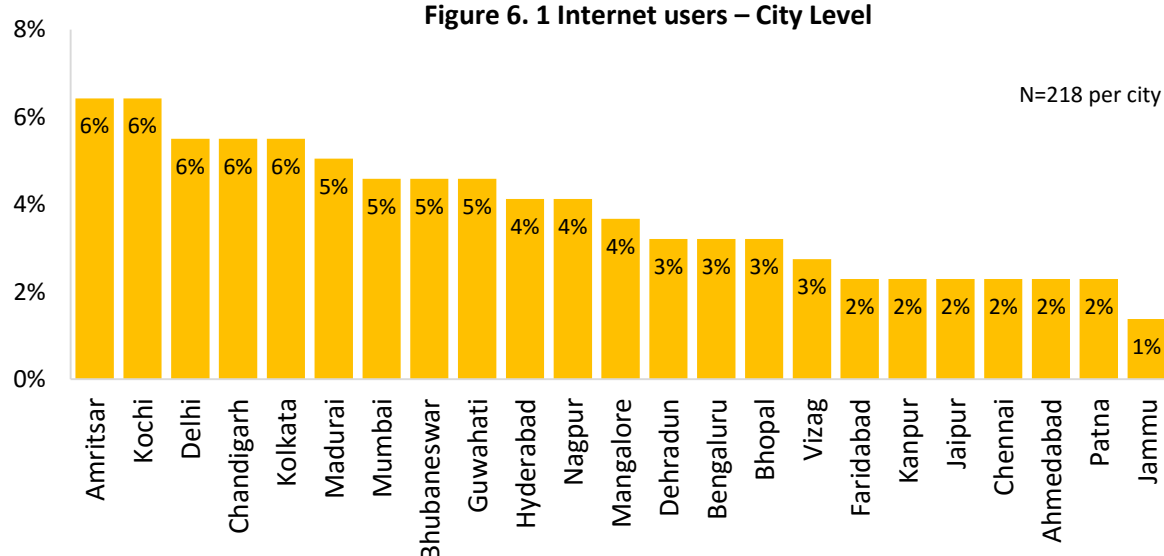
At the national level, the internet users are very low (4%) among elderly population. There is no difference in the proportion of internet users in Tier-1 and Tier-2 cities. Internet users among male elderly are high (5%) as compared to internet users among female elderly (3%). The internet users are 3% in the oldest-old age group. Interestingly, elders living with 'spouse only' have high internet users (7%) as compared to elders living alone (3%) and with family (4%).

**Table 6. 1 Internet users – National Level**

Internet Users	User's count	User's percentage	Total Population
National level	191	4%	5014
Tier-1	55	4%	1308
Tier-2	136	4%	3706
Male	128	5%	2495
Female	63	3%	2519
Young-old (60-69 years)	153	4%	3543
Old-old (70-79 years)	26	2%	1092
Oldest-old (80+ years)	12	3%	379
Living alone	10	3%	287
Living with spouse only	26	7%	379
Living with family	154	4%	4244

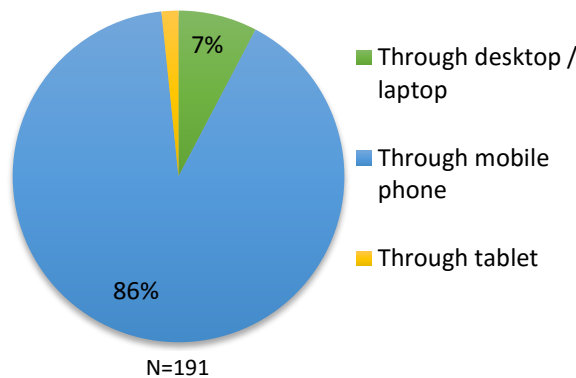
The internet users among elderly are ranging from 1% to 6% at city level. The highest internet users are in Amritsar (6%), Kochi (6%), Delhi (6%), Chandigarh (6%), Kolkata (6%) while the lowest internet users are in Jammu (1%).

**Figure 6. 1 Internet users – City Level**

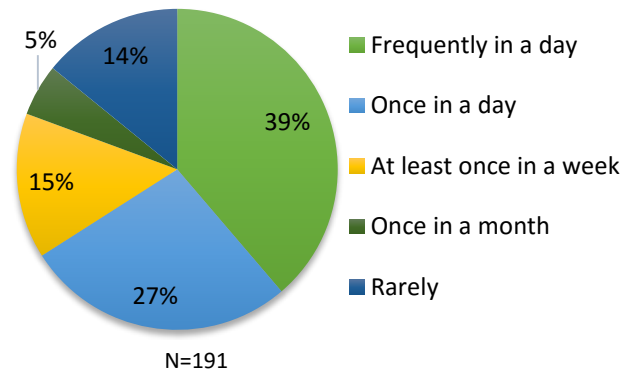


On an average, elder internet users are using the internet from past 3 years and majorly 86% access internet through mobile phones, followed by desktop/laptop (7%). More than one third, 38% of the elderly internet users access internet frequently in a day, followed by 27% users who access internet only once in a day.

**Figure 6. 3 Access of internet**



**Figure 6. 2 Frequency of accessing internet**



Among the elderly internet users, more than 90% of the elders uses social media platform. The top three social media platforms used by elders are Facebook (61%), WhatsApp (56%) and YouTube (40%). More than one third of the users spend most time on social media like Facebook, twitter, snapchat, Instagram etc., for entertainment purpose and chatting using messengers like WhatsApp, Viber, BBM etc. The main purpose of using social media is to connect with family and friends.

**Table 6. 2 Platform used by internet users and purpose of using social media – National Level**

Platforms	N	%	Purpose of using social media	N	%
Facebook	117	61%	To connect with family	92	48%
WhatsApp	107	56%	To connect with friends	90	47%
YouTube	77	40%	To learn new things	64	34%
Google Plus	63	33%	As family members are too busy to socially connect myself with others	59	31%
Twitter	16	8%	To meet new people	51	27%
Instagram	16	8%	For leisure purpose	24	13%
Linked In	2	1%	To join groups which suits my interest	6	3%

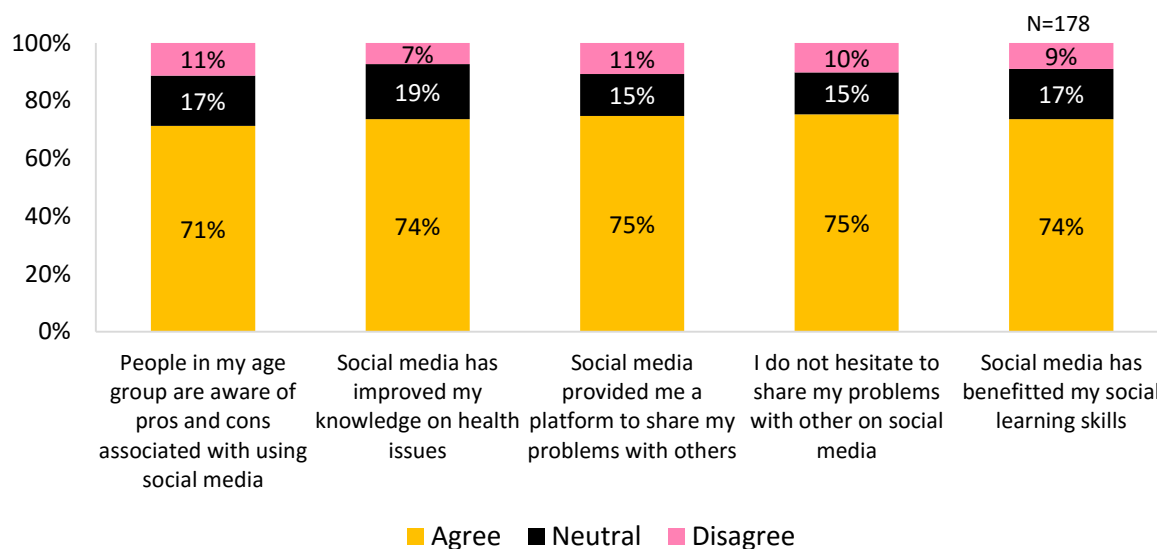
**Table 6. 3 Internet user spend most time on? – National Level**

Internet users spend most time on? (N=191)	Count	Percentage
Social media (like Facebook, Twitter etc.)	81	42%
For entertainment purpose	73	38%
Chatting (like WhatsApp, Viber, BBM etc.)	68	36%
To read news online	62	32%
Work related	47	25%
Educational related	34	18%
To access websites	16	8%
To check emails	13	7%
For online shopping	11	6%
Internet banking	10	5%
For job/work search	6	3%

## 6.2 Perception of elderly about social media vis a vis Elder Abuse

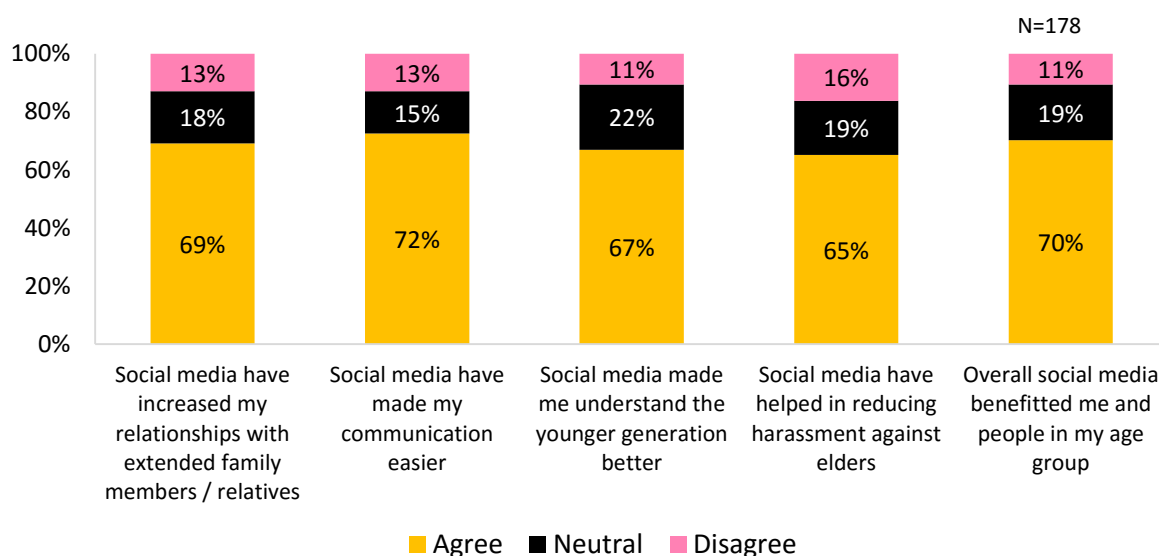
Among the elderly social media users, more than 70% users agreed that elderly who use social media are aware of pros and cons associated with social media, social media has improved their knowledge on health issues and they can share their problems with others using platforms like WhatsApp, Facebook etc. Also, 74% confirmed that social media has benefitted their social learning skills.

**Figure 6. 4 Perception about social media (1) – National Level**

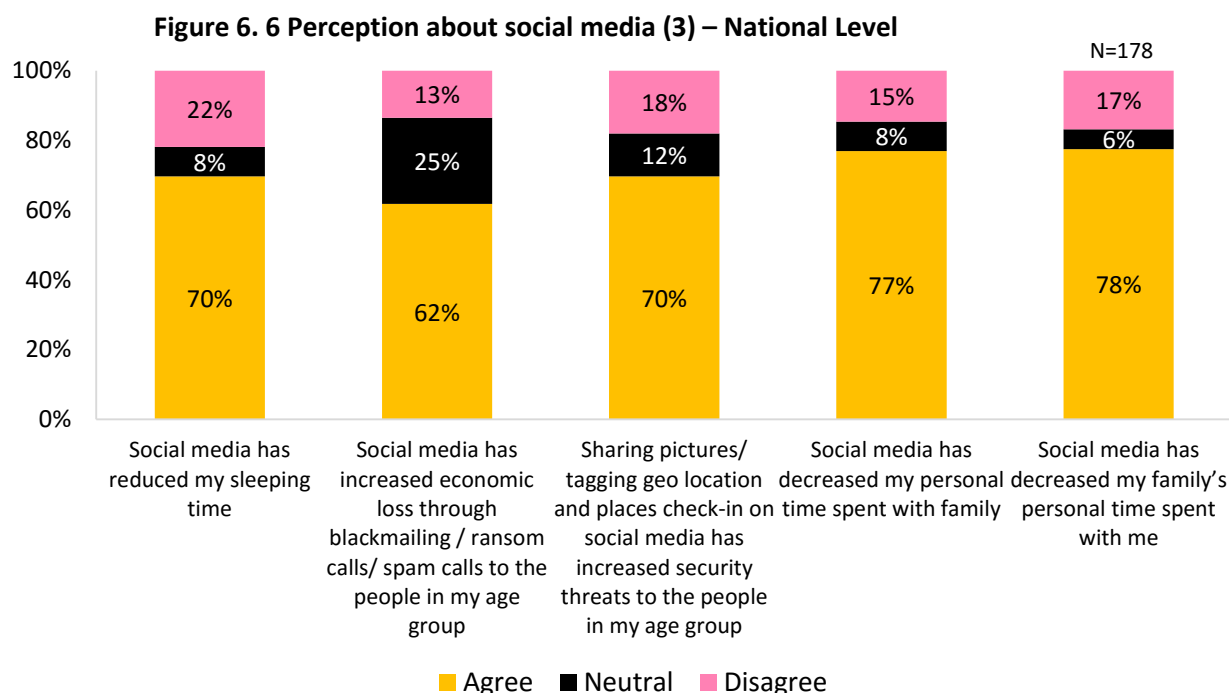


More than 65% among elderly who are social media users, confirmed that social media has made their communication easier, their relationship with extended family members or relatives have increased, they now understand the younger generation better and social media has helped in reducing harassment against elders. Around 70% of users confirmed that overall social media has benefitted them or the people in their age group.

**Figure 6. 5 Perception about social media (2) – National Level**



On the other hand, more than 60% of the social media users accepted that social media have reduced their sleeping time, increased economic loss through blackmailing / ransom calls/ spam calls to the people in their age group and sharing pictures/ tagging geo locations, places check-in information on social media has increased security threats to them. More than 75% of the social media users confirmed that social media has decreased their personal time spent with family and family's personal time spent with elders.



*An elderly aged 62 years from Mumbai said, "Social Media with its advancement in the lives of the youth has not spread its wings to the aged population and has to some extent disconnected the youth from the elderly due to the increased dependency of the young population on social media which has eventually widened the generation gap already existing in the Indian society".*

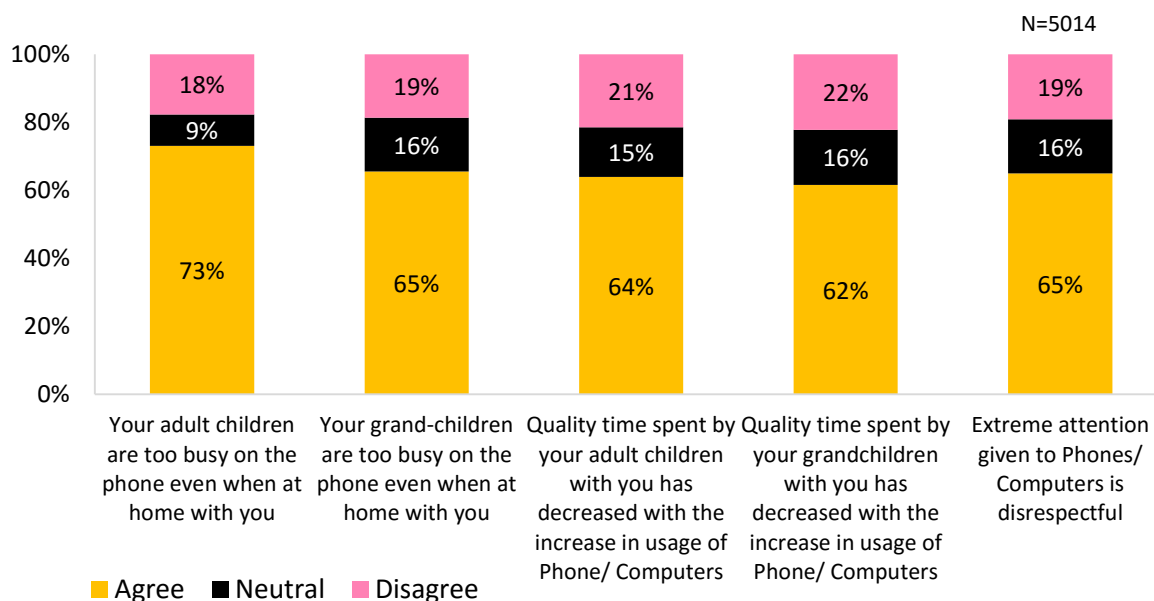
*Some of the elderly believe that "social media has worked towards changing attitudes of the young generation towards the older people, resulting in Elder Abuse". Children, believed to be the old age support system, have been primarily responsible for the exploitations that the elderly face since this age calls for togetherness and compassion from the young.*

*The awareness about the old age homes through social media, approaching police stations for lodging FIR and reaching courts are some of the redressal and coping mechanisms that the elderly people are aware of, though the majority do not find it critical to fight against the abuse independently.*

### 6.3 Perception of elderly about mobile phone vis a vis Elder Abuse

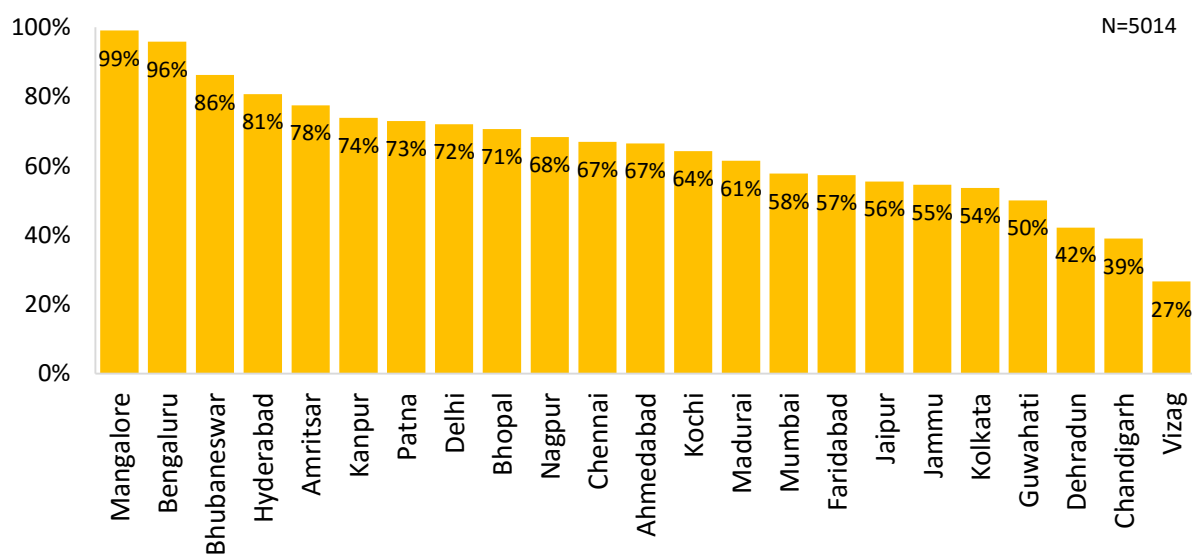
Among the elderly, more than two-third elderly agreed that their adult children as well as grandchildren remain too busy on the phone even when at home with them. More than 60% elderly agreed that quality time spent by their adult children as well grandchildren with them has decreased with increase in usage of phones/computers. About 65% elderly raised concern over mobile usage behaviour and stated that extreme attention given to phones/ computers is disrespectful.

**Figure 6. 7 Perception about mobile phone– National Level**



The concern “extreme attention given to phones/ computers is disrespectful” is more expressed by elders living Tier-1 cities (71%) as compared to elder living in Tier-2 cities (63%). The tops five cities where most of the elders (more than 75%) expressed this issue are Mangalore, Bengaluru, Bhubaneswar, Hyderabad and Amritsar. The issue is reported least (27%) in Vizag.

**Figure 6. 8 Extreme attention to phones is disrespectful reported by elderly – City Level**



*An elderly aged 70 years from Hyderabad said “The invention of social media has not favorably impacted the older people, since social media entices people to spend more time online and less time talking to a person face to face. Discussion within the family members, women welfare helpline numbers, Vridha Ashrams and different NGOs are the most effective way to deal with Elder Abuse”*

*Few the elderly from Ahmedabad said that “Social Media and mobile phones have designed a boundary line between the two groups (old and young generation) that has created a communication barrier between the two. The most effective way to deal with the Elder Abuse has believed to be maintaining the long-standing patterns of interdependence between the generations of a family which makes them united and strong”.*

*The advent of the mobile phone has connected the elderly with the exposure of the outer world in terms of their relatives and children living within and outside India, helps in exchanging emotions, whereas the prolonged hours of the young generation spent on mobile phones leaves the elder in isolation.*

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# Annexure

## Annex 1: Quantitative Survey Questionnaire

### Elder Abuse Study 2018

#### SECTION 1: IDENTIFICATION DETAILS

Q No	Question	Responses	Code	Skip
Q101	Language of interview	List of languages		
Q102	State Name	List of State		
Q103	City Name	List of City		
Q104	Area Name / Locality	-----		
Q105	Interviewer Name	-----		
Q106	Supervisor's Name	-----		
Q107	Head of Household Name	-----		
Q108	Address (Complete Address)	-----		

#### Interviewer Instruction:

Please check the availability of eligible household member (person of age greater than equal to 60 years).

- If no eligible person in the household, visit next household;
- If more than one eligible person in household, select one using "Last Birthday method"
- If selected eligible respondent is not at home, please revisit the household at different time.

Please contact the SELECTED RESPONDENT for interview;

Q No	Question	Responses	Code	Skip
Q108	Respondent Name			
Q109	Gender	Male	1	
		Female	2	

#### INFORMED CONSENT

#### Interviewer to read:

Hello, my name is \_\_\_\_\_, I am from the IPSOS Research Pvt. Ltd. We are conducting a study for HELP AGE INDIA on ELDER ABUSE. By speaking with you today, we are hoping to learn more about the ELDER ABUSE. I want to emphasize that the information provided by you would be kept completely confidential and will only be used for programme purpose. The information will be securely stored and nobody outside the project team will have access to this information. The interview would take about 20 minutes. Before we begin, I would like to point out that there is no right or wrong answer. We are interested in your views, so please feel comfortable to say what you honestly feel like. Finally, I'd like to remind you that I am just an interviewer and not an expert on anything we discuss today, rather your views and opinions are most important to us.

Participation in this survey is voluntary and you may withdraw your participation any time. However, we hope that you will take part since your participation is important. During the interview process if you are not able to understand any question please feel free to ask me to repeat.

For quality control purposes on the survey, we would like to audio record some of the questions during the survey. This will be done automatically by the device. We appreciate your consent in advance. Do you agree?

Interviewer instruction: Code Yes unless the respondent says No. If signed on paper in your country then do not ask the question and code Yes.

Q No	Question	Responses	Code	Skip
Q110	Do you have any questions now? Interviewer to respond to inquiries.	No	1	
		Yes	2	
Q111	Do you give consent to audio record your voice?	No	1	End
		Yes	2	
Q112	After completion of this interview, if required, may we contact you again to verify any of the responses that you have given (for quality-checking)?	No	1	
		Yes	2	
Q113	Please tell me your mobile number? This information will be separated from the rest of the data and will only be used for official purpose only.	Mobile No		
		Alternative contact No		
		Refused to share		
		Contact Not available		

**SECTION2: HOUSEHOLD ATTRIBUTES**

Q No	Question	Responses	Code	Skip
Q201	What is your age in completed years?	<input type="text"/> <input type="text"/> <input type="text"/>		
Q202	What is your marital status?	Married	1	
		Single	2	
		Widowed	3	
		Divorced	4	
		Separated	5	
		Not stated	6	
Q203	What is your highest level of schooling completed?	Illiterate	01	
		Literate without formal schooling	02	
		School-Up to 4 years	03	
		School-5 to 9 years	04	
		Secondary / Matric passed (Class-X)	05	
		Hr./Sr. Secondary passed (Class-XII)	06	
		Some College (including Diploma) but not graduate	07	
		Graduate (general degree)	08	
		Post graduate (general degree)	09	
		Graduate (professional degree)	10	
		Post graduate (professional degree)	11	
Q204	What is your primary occupation?	Unskilled worker	01	
		Skilled worker (carpenter/ plumber/ tailor)	02	
		Self-employed: own account worker (small shops owner/petty traders)	03	
		Self-employed: Professionals (doctor/ lawyer/ CA etc.)	04	
		Self-employed: employer (factory owner / showroom owner etc.)	05	
		Private service	06	

Q No	Question	Responses	Code	Skip
		Government service	07	
		Housewife	08	
		Retired from Private company	09	
		Retired from State Govt. Service	10	
		Retired Central Govt. Servant (PSU/ Nationalized Bank / University/ Hospital etc.)	11	
		Not able to work due to disability	12	
		Too old to work	13	
		Others(Specify_____)	14	
Q205	How much is your average monthly Income? Note: Include unearned sources such as pocket money, remittance, etc.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> No Income Don't Know Can't Say Refused to say		
Q206	How much is household average monthly Income including all sources?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Don't Know Can't Say Refused to say		
Q207	Do you own house or you live in or rent?  READ RESPONSE	Self-Owned	1	
		Owned by spouse	2	
		Others own	3	
		Rented	4	
Q208a	Do you own any smart phone?	No	1	
		Yes	2	
Q208b	Please tell me which of these items do you have at home? (It could be owned by you, your family, or provided by the employer or it could be available in the house you live in; but it should be for the use of just you or your family).  We need this information just for survey purpose only. Note: Item should be in working condition	Electricity Connection	01	
		Ceiling Fan	02	
		LPG Stove	03	
		Two-Wheeler	04	
		- Color TV	05	
		- Refrigerator	06	
		Washing Machine	07	
		Personal Computer/ Laptop	08	
		Own Smart Phone	09	
		Car/Jeep/Van	10	
Q209	Does your family own any agricultural land, by agricultural land I mean land that is currently under cultivation or plantation?	No	1	
		Yes	2	
Q210	Could you tell me something about the person who makes the biggest contribution to the running of the household? To what level has he/she studied?	Illiterate	01	
		Literate without formal schooling	02	
		School-Up to 4 years	03	
		School-5 to 9 years	04	
		Secondary / Matric passed (Class-X)	05	
		Hr./Sr. Secondary passed (Class-XII)	06	

Q No	Question	Responses	Code	Skip
		Some College (including Diploma) but not graduate	07	
		Graduate (general degree)	08	
		Post graduate (general degree)	09	
		Graduate (professional degree)	10	
		Post graduate (professional degree)	11	
Q211	HOUSEHOLD SEC GRADE	AUTOMATIC DISPLAY		
Q212	Living Arrangement? Do you live .....? READ OUT	With family	1	
		With spouse only	2	Q214
		With relative	3	
		Alone	4	Q214
		With any other	5	
Q213	<b>Ask if Q212=1 or 3 or 5</b> How many members are living with you in your family?	<input type="checkbox"/> MEMBERS		
Q214	How many rooms are there in your household?	<input type="checkbox"/> ROOMS		

**SECTION3: ELDER ABUSE**

Q No	Question	Responses	Code	Skip
Q301	What according to you amounts to Elder Abuse?  <b>MULTIPLE RESPONSE</b>  <b>PROBE FOR MORE</b>	Disrespect	1	
		Beating/ Slapping	2	
		Verbally Abusing	3	
		Economic Exploitation	4	
		Unwelcome or forcible Sexual Contact	5	
		Neglect	6	
		Don't Know	7	Q303
		Others (Specify_____)	8	
Q302	Please rank the abuses mentioned by you, where rank 1 mean "most appropriate"?  <b>COPY RESPONSE FROM Q301</b>  <b>RANK RESPONSES</b>	Disrespect	1	
		Beating/ Slapping	2	
		Verbally Abusing	3	
		Economic Exploitation	4	
		Unwelcome or forcible Sexual Contact	5	
		Neglect	6	
		Others (Specify_____)	7	
Q303	Do you think that Elder Abuse in any form is prevalent in our society?	No	1	Q307
		Yes	2	
Q304	What according to you is the prevalence of Elder Abuse? Is it.....? <b>READ RESPONSE</b>	High	1	
		Somewhat High	2	
		Low	3	
Q305	What are the forms in which Elder Abuse is prevalent in our society?  <b>MULTIPLE RESPONSE</b>	Disrespect	1	
		Beating/ Slapping	2	
		Verbally Abusing	3	
		Economic Exploitation	4	
		Unwelcome or forcible Sexual Contact	5	

Q No	Question	Responses	Code	Skip		
	<b>PROBE FOR MORE</b>	Neglect	6			
		Don't Know	7	Q307		
		Others (Specify_____)	8			
Q306	Please rank the forms of abuses prevalent in our society, where rank 1 mean "most prevalent"?	Disrespect	1			
		Beating/ Slapping	2			
		Verbally Abusing	3			
		Economic Exploitation	4			
	<b>COPY RESPONSE FROM Q305</b>	Unwelcome or forcible Sexual Contact	5			
	<b>RANK RESPONSES</b>	Neglect	6			
		Others (Specify_____)	7			
Q307	Have you ever been a victim of Elder Abuse?	No	1	Q325		
		Yes	2			
Q308	What abuses did you face?	Disrespect	1			
	<b>MULTIPLE RESPONSE</b>	Beating/ Slapping	2			
		Verbally Abusing	3			
	<b>PROBE FOR MORE</b>	Economic Exploitation	4			
		Unwelcome or forcible Sexual Contact	5			
		Neglect	6			
		Others (Specify_____)	7			
Q309	Please rank the forms of abuses faced by you, where rank 1 mean "most appropriate"?	Disrespect	1			
		Beating/ Slapping	2			
		Verbally Abusing	3			
		Economic Exploitation	4			
	<b>COPY RESPONSE FROM Q308</b>	Unwelcome or forcible Sexual Contact	5			
	<b>RANK RESPONSES</b>	Neglect	6			
		Others (Specify_____)	7			
Q310	For how long have you been facing abuse? Please give details of duration. <b>RECORD '00' IF LESS THAN ONE YEAR</b>	<input type="text"/> <input type="text"/> YEARS				
Q311	In the last one year, how many times did you face.....(abuse)?					
	<b>Copy type of abuse from Q308</b>	<b>Almost Daily</b>	<b>Once in a week</b>	<b>Once in a month</b>	<b>Once in few months</b>	<b>Very Rarely</b>
1	Disrespect	1	2	3	4	5
2	Beating/ Slapping	1	2	3	4	5
3	Verbally Abusing	1	2	3	4	5
4	Economic Exploitation	1	2	3	4	5
5	Unwelcome or forcible Sexual Contact	1	2	3	4	5
6	Neglect	1	2	3	4	5
9	Others (Specify_____)	1	2	3	4	5

Q No	Question	Responses	Code	Skip
Q312	Who was responsible for the abuse?  <b>MULTIPLE RESPONSE</b>  <b>PROBE FOR MORE</b>	Spouse/partner	1	
		Son	2	
		Daughter	3	
		Grand child	4	
		Parent	5	
		Caregiver / servant	6	
		Son-in-law	7	
		Daughter-in-law	8	
		Others (Specify _____)	9	
Q313	Please rank the people who abused you, where 1 mean "person who abused you most".  <b>COPY RESPONSE FROM Q312</b>  <b>RANK RESPONSES</b>	Spouse/partner	1	
		Son	2	
		Daughter	3	
		Grand child	4	
		Parent	5	
		Caregiver / servant	6	
		Son-in-law	7	
		Daughter-in-law	8	
		Others (Specify _____)	9	
Q314	What is the age of person who abused you? (In completed years)	<input type="text"/> <input type="text"/> Years		
Q315	What is the highest level of schooling of the person who abused you?	Illiterate	01	
		Literate without formal schooling	02	
		School-Up to 4 years	03	
		School-5 to 9 years	04	
		Secondary / Matric passed (Class-X)	05	
		Hr./Sr. Secondary passed (Class-XII)	06	
		Some College (including Diploma) but not graduate	07	
		Graduate (general degree)	08	
		Post graduate (general degree)	09	
		Graduate (professional degree)	10	
		Post graduate (professional degree)	11	
		Don't Know / Can't Say	12	
Q316	What is the primary occupation of the person who abused you?	Unskilled worker	01	
		Skilled worker (carpenter/ plumber/ tailor)	02	
		Self-employed: own account worker (small shops owner/petty traders)	03	
		Self-employed: Professionals (doctor/ lawyer/ CA etc.)	04	
		Self-employed: employer (factory owner / showroom owner etc.)	05	
		Private service	06	
		Government service	07	
		Housewife	08	
		Retired from Private company	09	
		Retired from State Govt. Service	10	

Q No	Question	Responses	Code	Skip
		Retired Central Govt. Servant (PSU/ Nationalized Bank / University/ Hospital etc.)	11	
		Not able to work due to disability	12	
		Do not do any work	13	
		Others(Specify_____)	14	
Q317	What do you think, why you were abused?  <b>MULTIPLE RESPONSE</b>	Issue of Property	1	
		Fixed Deposit linked in my name	2	
		Pension amount is entitled to my name	3	
		My family want to live independently	4	
		Lack of resources to meet my financial needs	5	
		Think me as burden due to my old-age related issues	6	
		Family do not like my way of living	7	
		My interference in family matters w.r.t social, cultural, financial matters	8	
		Others (Specify _____)	9	
Q318	Have you made any attempt to report these incidents to any person / agency?	No	1	Q324
		Yes	2	
Q319	Whom (person / agency) did you approach? Please mention about all approaches.  <b>MULTIPLE RESPONSE</b>  <b>PROBE FOR MORE</b>	Other family Member	01	
		Extended Family Member	02	
		Relative	03	
		Friend	04	
		Community Leader	05	
		Social Worker	06	
		Senior Citizens' Association	07	
		Residents' Welfare Association	08	
		Local Police / police helpline	09	
		NGO	10	
		HelpAge NGO / Staff / helpline number	11	
		Others (Specify _____)	12	
Q320	Please rank the person / agency in the order you approached one by one, where 1 mean first time.  <b>COPY RESPONSE FROM Q319</b>  <b>RANK RESPONSES</b>	Other family Member	01	
		Extended Family Member	02	
		Relative	03	
		Friend	04	
		Community Leader	05	
		Social Worker	06	
		Senior Citizens' Association	07	
		Residents' Welfare Association	08	
		Local Police / police helpline	09	
		NGO	10	
		HelpAge NGO / Staff / helpline number	11	
		Others (Specify _____)	12	
Q321	Why did you approach those person / agencies?	Confidence in the ability of the person/ agency to solve the problem	1	

Q No	Question	Responses	Code	Skip
	<b>MULTIPLE RESPONSE</b>	Did not know any other way to deal with the problem	2	
		To maintain confidentiality of the family matter	3	
		Apparent Ineffectiveness of other ways and means	4	
		Others (Specify _____)	5	
Q322	Did that person/agency help you? If yes, in what ways it helped?  <b>MULTIPLE RESPONSE</b>	Person / agency provided knowledge to fight against Elder Abuse	1	
		Person / agency counselled my family	2	
		Person / agency counselled me	3	
		My case was registered	4	
		I was referred to seek help from court	5	
		I was referred to meet some NGO	6	
		I was told to use HelpAge helpline number or to meet HelpAge official	7	
		Did not help me	8	
		Others (Specify _____)	9	
Q323	Has your issue been resolved?	No	1	
		Yes	2	
Q324	<b>ASK IF CODED "1" IN Q318</b> You said that you did not report the matter, please give reasons for not reporting.  <b>MULTIPLE RESPONSE</b>	Lacked Confidence in ability of any person/ agency to solve problem	1	
		Did not know how to deal with problem	2	
		To maintain confidentiality of family matter	3	
		Apparent Ineffectiveness available channels of reporting and redress	4	
		Fear of Retaliation	5	
		Others (Specify _____)	6	
Q325	How can we deal effectively with Elder Abuse prevalent in our society?  <b>MULTIPLE RESPONSE</b>  <b>PROBE FOR MORE</b>	Increase Economic Independence of the Abused	1	
		Develop effective legal reporting and redress system	2	
		Develop effective social reporting and redress system	3	
		Sensitize children and strengthen intergenerational bonding	4	
		Sensitize Young Adults	5	
		Develop Self Help Groups of Older Persons to provide assistance and intervention	6	
		Others (Specify _____)	7	
Q326	Please rank the ways mentioned by you to deal effectively with Elder Abuse, where 1 mean "most effective"	Increase Economic Independence of the Abused	1	
		Develop effective legal reporting and redress system	2	

Q No	Question	Responses	Code	Skip
	<b>COPY RESPONSE FROM Q325</b>	Develop effective social reporting and redress system	3	
	<b>RANK RESPONSES</b>	Sensitize children and strengthen intergenerational bonding	4	
		Sensitize Young Adults	5	
		Develop Self Help Groups of Older Persons to provide assistance and intervention	6	
		Others (Specify _____)	7	

Q No	Question	Responses	Code	Skip
Q327	Are you aware of the following reporting and redressal mechanisms?	Maintenance and Welfare of Parents and Senior Citizens Act 2007(MWPSC Act)	1	
	<b>MULTIPLE RESPONSE</b>	Tribunal Under the MWPSC Act	2	
	<b>READ ONE BY ONE</b>	Police Help Line	3	
		HelpAge India's Help Line	4	
		Not aware	5	Q401
		Others (Specify _____)	6	
Q328	What was your source of awareness?	Television	1	
	<b>MULTIPLE RESPONSE</b>	Radio	2	
	<b>PROBE FOR MORE</b>	Newspaper	3	
		IEC material (poster / banner /etc.)	4	
		Family	5	
		Friends / Neighbour	6	
		HelpAge NGO	7	
		Any other NGO	8	
		Others (Specify _____)	9	
Q329	<b>Ask if Q327=1 or 2</b>	No	1	Q334
	Have you ever availed benefits under MWPSC Act for yourself?	Yes	2	
Q330	<b>Ask if Q327=1 or 2</b>	No	1	Q332
	Did you face any challenge while availing benefits under MWPSC Act?	Yes	2	
		Don't know / Can't say	3	Q332
Q331	<b>Ask if Q327=1 or 2 and Q330=2</b>	Lack of infrastructure / resources from government	1	
	What were the challenges faced by you?	The procedure was complex, tedious and iterative	2	
	<b>MULTIPLE RESPONSE</b>	Lack of knowledge of service providers	3	
		Behavioural issues and disrespect with elders	4	
		Long waiting time for redressal of issue	5	
		Threat from family member	6	

Q No	Question	Responses	Code	Skip
		Lack of resources to fight case in court	7	
		Don't Know / Can't Say	8	
		Others (Specify _____)	9	
Q332	<b>Ask if Q327=1 or 2</b> Did you get resolution under MWPSC act? If yes, how much satisfied are you with the resolution provided?	Got resolution and fully satisfied	1	
		Got resolution but partially satisfied	2	
		Got resolution but dissatisfied	3	
		Did not get resolution	4	
		Don't know / can't say	5	
Q333	<b>Ask if Q332=2 or 3</b> What are the reason for dissatisfaction?	Decision was not in my favour	01	
		Compensation amount was not adequate	02	
		Did not receive benefits as per provisions under MWPSC act	03	
		It was a compromise between me and my family but current behaviour of my family is not appropriate	04	
		It was a delayed justice / decision was not on time	05	
		Had financial losses throughout the process	06	
		It was a comprise between me and my family	07	
		Did not get adequate compensation	08	
		Don't know / can't say	09	
		Others (Specify _____)	10	
Q334	<b>Ask if Q327=1 or 2</b> Do you know anybody who availed benefits under MWPSC Act?	No	1	Q341
		Yes	2	
Q335	<b>Ask if Q327=1 or 2</b> Did that person face any challenge while availing benefits under MWPSC Act?	No	1	Q337
		Yes	2	
		Don't know / Can't say	3	Q337
Q336	<b>Ask if Q327=1 or 2 and Q335=2</b> What were the challenges faced by that person?  <b>MULTIPLE RESPONSE</b>	Lack of infrastructure / resources from government	1	
		The procedure was complex, tedious and iterative	2	
		Lack of knowledge of service providers	3	
		Behavioural issues and disrespect with elders	4	
		Long waiting time for redressal of issue	5	
		Threat from family member	6	
		Lack of resources to fight case in court	7	
		Don't Know / Can't Say	8	
		Others (Specify _____)	9	
Q337	<b>Ask if Q327=1 or 2</b>	Got resolution and fully satisfied	1	Q341

Q No	Question	Responses	Code	Skip
	Did that person get resolution under MWPSA act? If yes, how much satisfied that person is with the resolution provided?	Got resolution but partially satisfied	2	
		Got resolution but dissatisfied	3	
		Did not get resolution	4	Q341
		Don't know / can't say	5	Q341
Q338	<b>Ask if Q337=2 or 3</b> What are the reason for dissatisfaction?	Decision was not in favour of that person	01	
		Compensation amount was not adequate	02	
		Did not receive benefits as per provisions under MWPSA act	03	
		It was a compromise between him and his/her family but current behaviour of his/her family is not appropriate	04	
		It was a delayed justice / decision was not on time	05	
		Had financial losses throughout the process	06	
		It was a compromise between him and his/her family	07	
		Did not get adequate compensation	08	
		Don't know / can't say	09	
		Others (Specify _____)	10	
Q339	<b>Ask if Q327=1 or 2 and Q329=1</b> Do you know how to avail benefits under MWPSA Act?	No	1	
		Yes	2	
Q340	<b>Ask if Q327=1 or 2 and Q329=1</b> If you have to avail benefit under MWPSA Act, how easy or difficult it will be for you?	Very easy	1	
		Easy	2	
		Difficult	3	
		Very difficult	4	
		Don't know	5	
Q341	<b>Ask if Q327=1 or 2</b> Do you think it is affordable for you to avail benefits of MWPSA Act?	Affordable	1	
		Somewhat Expensive	2	
		Expensive	3	
		Don't Know	4	
Q342	<b>Ask if Q327=1 or 2</b> Does MWPSA Act benefited you, if yes whether directly or indirectly?	Yes, directly	1	
		Yes, indirectly	2	
		No benefit	3	
Q343	<b>Ask if Q327=1 or 2</b> Do you think MWPSA Act provides social protection to elder people and meant for their welfare?	No	1	
		Yes	2	
Q344	<b>Ask if Q327=1 or 2</b> Please provide reasons for the same? <b>RECORD VERBATIM</b>	.....		

**SECTION4: IMPACT OF SOCIAL MEDIA AND MOBILE ON ELDER ABUSE**

Q No	Question	Responses	Code	Skip
Q401	Have you ever used internet services like Gmail, google, Facebook, email etc.?	No		Q409
		Yes		
Q402	For how many years have you been using the internet? <b>PUT "00" IF LESS THAN ONE YEAR</b>	□□ YEARS		
Q403	How do you access internet most of the time?	Through desktop / laptop		
		Through mobile phone		
		Through tablet		
		Other (Specify_____)		
Q404	How often do you access the internet?	Frequently in a day		
		Once in a day		
		At least once in a week		
		Once in a month		
		Rarely		
Q405	When you use the internet, where do you spend most time on?  <b>MULTIPLE RESPONSE</b>  <b>PROBE FOR MORE</b>	Work related		
		Educational related		
		Social media (like Facebook, Twitter etc.)		
		Chatting (like WhatsApp, Viber, BBM etc.)		
		To read news online		
		For entertainment purpose		
		To access websites		
		For online shopping		
		For job/work search		
		Internet banking		
		To check emails		
		Other (specify)		
Q406	Do you use social media? If yes, what platform do you use?  <b>MULTIPLE RESPONSE</b>  <b>PROBE FOR MORE</b>	Facebook	1	
		Twitter	2	
		Instagram	3	
		WhatsApp	4	
		YouTube	5	
		Google Plus	6	
		Linked In	7	
		Do not use social media	8	Q409
		Others (Specify _____)	9	
Q407	What is the purpose of using social media?  <b>MULTIPLE RESPONSE</b>	As family members are too busy to socially connect myself with others	1	
		To connect with family	2	
		To connect with friends	3	
		To meet new people	4	
		For leisure purpose	5	

Q No	Question	Responses	Code	Skip
	<b>PROBE FOR MORE</b>	To learn new things	6	
		To join groups which suits my interest	7	
		Others (Specify _____)	8	

Q408	I will read few statement for you to understand impact of Social Media with respect to Elder Abuse. Please tell me to what extent you agree or disagree to these statements apply to you?					
	Statements	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree
1	Social media have reduced my sleeping time	1	2	3	4	5
2	People in my age group are aware of pros and cons associated with using social media	1	2	3	4	5
3	Social media have improved my knowledge on health issues	1	2	3	4	5
4	Social media provided me a platform to share my problems with others	1	2	3	4	5
5	I do not hesitate to share my problems with other on social media	1	2	3	4	5
6	Social media have increased economic loss through blackmailing / ransom calls/ spam calls to the people in my age group	1	2	3	4	5
7	Sharing pictures/ tagging geo location and places check-in on social media have increased security threats to the people in my age group	1	2	3	4	5
8	Social media have decreased my personal time spent with family	1	2	3	4	5
9	Social media have decreased my family's personal time spent with me	1	2	3	4	5
10	Social media have benefitted my social learning skills	1	2	3	4	5
11	Social media have increased my relationships with extended family members / relatives	1	2	3	4	5
12	Social media have made my communication easier	1	2	3	4	5
13	Social media made me understand the younger generation better	1	2	3	4	5
14	Social media have helped in reducing harassment against elders	1	2	3	4	5
15	Overall social media benefitted me and people in my age group	1	2	3	4	5

Q409	I will read few statement for you to understand impact of MOBILE PHONE with respect to Elder Abuse. Please tell me to what extent you agree or disagree to these statements apply to you?					
	<b>Statements</b>	<b>Agree</b>	<b>Somewhat Agree</b>	<b>Neutral</b>	<b>Somewhat Disagree</b>	<b>Disagree</b>
1	Your adult children are too busy on the phone even when at home with you	1	2	3	4	5
2	Your grand-children are too busy on the phone even when at home with you	1	2	3	4	5
3	Quality time spent by your adult children with you has decreased with the increase in usage of Phone/ Computers	1	2	3	4	5
4	Quality time spent by your grandchildren with you has decreased with the increase in usage of Phone/ Computers	1	2	3	4	5
5	Extreme attention given to Phones/ Computers is disrespectful	1	2	3	4	5

-----THANK YOU FOR YOUR TIME-----

## Annex 2: Qualitative Guidelines

**Instruction:** Elder person with age more than and equal to 60 years

**Objective:**

To understand the spread, type and extent of Elder Abuse in India, impact of social media and awareness of elders on redressal measures.

**Questions:**

1. Why do you think Elder Abuse in any form is prevalent in the society? If yes, what extent elders are abused?
2. Do you know anyone who has faced this issue? Please tell me in detail why the person was abused, challenges faced by him, did he/she report this incident to anyone, satisfaction with the redressal mechanism etc.?
3. In your opinion, who is primarily responsible for Elder Abuse and why elders are abused?
4. What kind of exploitations elder generally face from family and the society and the impact on their life? What are the challenges people in your age group face due to this Elder Abuse? What are the risks associated with Elder Abuse?
5. Have you heard about the redressal mechanism available to fight against Elder Abuse? If yes, what more do you know about the ways for redressal of the issue? Which way is convenient and why?
6. If required are you able to fight against Elder Abuse independently? What challenges do you perceive to fight against Elder Abuse?
7. Have you heard about MWPSC Act (Maintenance and welfare of parents and senior citizen Act) passed in 2007? If yes, what more do you know about this act? What are the provision provided in this Act? If require, can you avail benefits of this act independently? If no, what support do you need from society and the government? What are the challenges you think? Is this act helping elder people in the society? How?
8. What is the current role of the government to prevent elders from abuse? Is there any gap with respect to service delivery, if yes, what mechanisms should be in place to provide more support and to fulfil this gap?
9. What is the impact of increase in using social media platforms and mobile on life of elderly? The impact could be positive and negative, please think and let me know more in detail?
10. How do your children and grandchildren treat you when you are willing to exchange words while they are busy on their mobile phones?
11. What according to you is the most effective way to deal with Elder Abuse and why do you think it to be the most effective? Do you have any other thought to share with us on this?

-----THANK YOU FOR YOUR TIME-----

## **Annex 3: Analytical Tables**

Table 1 Distribution of elder by different categories

City name	Age Group				Own property				Economic status				Living Arrangement					Base N
	Median age of elder	Young-old (60- 69 years)	Old-old (70-79 years)	Oldest-old (80+ years)	Self-Owned	Owned by spouse	Others own	Rented	Casual worker	Self employed	Employee	Retired	Not working	With family	With spouse only	Alone	Others	
Delhi	65	71%	22%	6%	57%	32%	6%	6%	10%	6%	4%	17%	63%	85%	10%	4%	1%	218
Faridabad	65	67%	25%	8%	84%	9%	0%	6%	28%	11%	7%	7%	45%	90%	6%	4%	0%	218
Dehradun	65	73%	22%	6%	66%	4%	11%	20%	17%	8%	1%	6%	67%	82%	5%	7%	6%	218
Kanpur	65	61%	30%	9%	72%	2%	1%	24%	10%	11%	8%	18%	53%	89%	5%	4%	3%	218
Jaipur	64	78%	17%	5%	69%	11%	4%	16%	8%	7%	11%	9%	65%	96%	0%	4%	0%	218
Chandigarh	65	56%	28%	16%	89%	4%	1%	6%	10%	6%	10%	4%	71%	97%	1%	0%	1%	218
Amritsar	64	80%	18%	2%	90%	4%	1%	5%	8%	17%	5%	10%	61%	92%	6%	2%	0%	218
Jammu	65	63%	27%	10%	95%	2%	0%	2%	23%	5%	8%	13%	50%	96%	2%	2%	0%	218
Bengaluru	63	86%	13%	1%	28%	6%	6%	61%	3%	6%	25%	3%	63%	95%	4%	1%	0%	218
Mangalore	65	92%	8%	0%	86%	12%	2%	0%	44%	18%	0%	0%	38%	95%	4%	0%	0%	218
Hyderabad	63	77%	17%	6%	62%	6%	1%	32%	23%	4%	6%	7%	60%	72%	17%	10%	2%	218
Vizag	63	80%	15%	6%	67%	2%	2%	28%	34%	7%	3%	5%	51%	72%	12%	10%	6%	218
Kochi	68	61%	21%	19%	66%	19%	7%	7%	40%	14%	9%	7%	30%	85%	4%	6%	4%	218
Chennai	65	68%	23%	9%	44%	3%	8%	44%	33%	6%	4%	5%	51%	63%	15%	12%	9%	218
Madurai	67	58%	31%	11%	42%	6%	4%	48%	22%	8%	2%	12%	55%	54%	26%	19%	2%	218
Bhopal	65	75%	17%	8%	69%	15%	3%	13%	17%	9%	5%	5%	65%	83%	8%	7%	1%	218
Ahmedabad	63	79%	18%	3%	71%	11%	10%	8%	25%	6%	3%	5%	61%	83%	12%	3%	2%	218
Nagpur	67	58%	32%	10%	91%	1%	1%	7%	23%	5%	5%	12%	55%	79%	11%	6%	3%	218
Mumbai	65	69%	24%	7%	72%	19%	1%	8%	10%	6%	1%	20%	62%	89%	7%	4%	1%	218
Kolkata	65	69%	22%	9%	44%	0%	2%	54%	28%	14%	0%	5%	53%	81%	7%	11%	1%	218
Patna	62	72%	22%	6%	67%	0%	2%	31%	10%	22%	8%	11%	49%	92%	3%	5%	0%	218
Bhubaneswar	65	61%	25%	13%	80%	0%	2%	17%	22%	13%	1%	6%	57%	89%	5%	6%	0%	218
Guwahati	65	70%	25%	5%	74%	1%	3%	22%	8%	11%	1%	37%	42%	89%	2%	6%	3%	218
National level	65	71%	22%	8%	69%	7%	3%	20%	20%	10%	6%	10%	55%	85%	8%	6%	2%	5014

Table 2 Distribution of elderly male and female by education and marital status

City Name	Male						Base N	Female						Base N
	Education			Marital Status				Education			Marital Status			
	Illiterate	Below high school	High school and above	Married	Widowed	Others		Illiterate	Below high school	High school and above	Married	Widowed	Others	
Delhi	12%	44%	44%	92%	6%	3%	109	24%	47%	29%	47%	53%	0%	109
Faridabad	20%	31%	49%	88%	8%	4%	109	69%	27%	5%	39%	61%	0%	109
Dehradun	48%	34%	18%	73%	23%	4%	109	76%	18%	6%	31%	68%	1%	109
Kanpur	7%	38%	54%	79%	19%	3%	109	29%	56%	15%	34%	65%	1%	109
Jaipur	24%	44%	33%	97%	2%	1%	109	50%	44%	6%	76%	21%	3%	109
Chandigarh	26%	63%	11%	87%	12%	1%	109	64%	36%	1%	69%	31%	0%	109
Amritsar	11%	45%	44%	96%	3%	1%	109	9%	41%	50%	87%	11%	2%	109
Jammu	25%	45%	30%	90%	9%	1%	109	53%	31%	17%	52%	47%	1%	109
Bengaluru	2%	32%	66%	95%	5%	0%	109	6%	28%	66%	74%	17%	9%	109
Mangalore	0%	18%	82%	91%	8%	1%	109	0%	28%	72%	96%	2%	2%	109
Hyderabad	18%	61%	21%	84%	15%	1%	109	63%	30%	7%	46%	48%	5%	109
Vizag	42%	46%	12%	86%	12%	2%	109	79%	21%	0%	34%	62%	4%	109
Kochi	15%	36%	50%	90%	3%	7%	109	22%	40%	38%	80%	13%	8%	109
Chennai	11%	54%	35%	81%	15%	5%	109	29%	55%	17%	33%	63%	3%	109
Madurai	12%	72%	16%	89%	7%	4%	109	32%	54%	14%	36%	58%	6%	109
Bhopal	36%	45%	19%	79%	18%	4%	109	74%	20%	6%	57%	41%	2%	109
Ahmedabad	17%	49%	35%	84%	16%	0%	109	40%	42%	18%	56%	41%	3%	109
Nagpur	11%	61%	28%	84%	14%	2%	109	45%	48%	6%	25%	75%	1%	109
Mumbai	5%	54%	41%	93%	7%	0%	109	14%	71%	14%	58%	41%	2%	109
Kolkata	19%	54%	27%	94%	5%	1%	109	47%	40%	13%	35%	64%	1%	109
Patna	21%	38%	41%	92%	8%	0%	109	62%	34%	4%	53%	47%	0%	109
Bhubaneswar	18%	53%	28%	92%	7%	1%	109	64%	33%	3%	31%	61%	8%	109
Guwahati	4%	50%	46%	96%	3%	2%	109	17%	63%	20%	65%	34%	1%	109
National level	18%	46%	36%	88%	10%	2%	2507	42%	39%	18%	53%	45%	3%	2507

Table 3 Distribution of elderly by occupation by different categories

Categories	Casual worker	Self employed	Employee	Retired	Not working	Total
National level	20%	10%	6%	10%	55%	5014
<b>Tier</b>						
Tier-1	18%	7%	7%	10%	59%	1308
Tier-2	21%	11%	5%	10%	54%	3706
<b>Gender</b>						
Male	27%	16%	8%	18%	32%	2495
Female	13%	4%	3%	2%	78%	2519
<b>Age group</b>						
Young-old (60-69 years)	23%	11%	6%	9%	52%	3543
Old-old (70-79 years)	13%	7%	6%	12%	62%	1092
Oldest-old (80+ years)	14%	5%	3%	13%	65%	379
<b>Marital Status</b>						
Married	22%	12%	7%	12%	47%	3528
Widowed	13%	4%	3%	4%	76%	1369
Others	32%	10%	8%	6%	44%	117
<b>Living arrangement</b>						
Alone	31%	10%	3%	6%	50%	287
With spouse only	27%	10%	6%	15%	43%	379
With family	19%	10%	6%	10%	56%	4244
Others	20%	6%	4%	5%	65%	104
<b>Own property</b>						
Self-Owned	20%	10%	6%	11%	53%	3460
Owned by spouse	13%	6%	2%	7%	72%	366
Others own	18%	4%	5%	9%	65%	175
Rented	23%	10%	6%	6%	54%	1013
<b>City Wise</b>						
Delhi	10%	6%	4%	17%	63%	218
Faridabad	28%	11%	7%	7%	45%	218
Dehradun	17%	8%	1%	6%	67%	218
Kanpur	10%	11%	8%	18%	53%	218
Jaipur	8%	7%	11%	9%	65%	218
Chandigarh	10%	6%	10%	4%	71%	218
Amritsar	8%	17%	5%	10%	61%	218
Jammu	23%	5%	8%	13%	50%	218
Bengaluru	3%	6%	25%	3%	63%	218
Mangalore	44%	18%	0%	0%	38%	218
Hyderabad	23%	4%	6%	7%	60%	218
Vizag	34%	7%	3%	5%	51%	218
Kochi	40%	14%	9%	7%	30%	218
Chennai	33%	6%	4%	5%	51%	218
Madurai	22%	8%	2%	12%	55%	218
Bhopal	17%	9%	5%	5%	65%	218
Ahmedabad	25%	6%	3%	5%	61%	218
Nagpur	23%	5%	5%	12%	55%	218
Mumbai	10%	6%	1%	20%	62%	218
Kolkata	28%	14%	0%	5%	53%	218
Patna	10%	22%	8%	11%	49%	218
Bhubaneswar	22%	13%	1%	6%	57%	218
Guwahati	8%	11%	1%	37%	42%	218

Table 4 Distribution of elderly by house ownership by different categories

Categories	Self-Owned	Owned by spouse	Others own	Rented	Total
National level	69%	7%	3%	20%	5014
<b>Tier</b>					
Tier-1	51%	11%	4%	34%	1308
Tier-2	75%	6%	3%	15%	3706
<b>Gender</b>					
Male	74%	3%	3%	20%	2495
Female	64%	11%	4%	21%	2519
<b>Age group</b>					
Young-old (60-69 years)	67%	8%	3%	22%	3543
Old-old (70-79 years)	72%	6%	5%	17%	1092
Oldest-old (80+ years)	78%	2%	3%	17%	379
<b>Marital Status</b>					
Married	71%	7%	2%	19%	3528
Widowed	66%	7%	6%	21%	1369
Others	48%	4%	12%	36%	117
<b>Living arrangement</b>					
Alone	57%	3%	3%	37%	287
With spouse only	59%	11%	4%	27%	379
With family	71%	7%	3%	18%	4244
Others	45%	3%	21%	31%	104
<b>Occupation</b>					
Casual worker	69%	5%	3%	24%	997
Self employed	73%	5%	1%	21%	484
Employee	71%	3%	3%	23%	280
Retired	80%	5%	3%	12%	492
Not working	66%	10%	4%	20%	2761
<b>City Wise</b>					
Delhi	57%	32%	6%	6%	218
Faridabad	84%	9%	0%	6%	218
Dehradun	66%	4%	11%	20%	218
Kanpur	72%	2%	1%	24%	218
Jaipur	69%	11%	4%	16%	218
Chandigarh	89%	4%	1%	6%	218
Amritsar	90%	4%	1%	5%	218
Jammu	95%	2%	0%	2%	218
Bengaluru	28%	6%	6%	61%	218
Mangalore	86%	12%	2%	0%	218
Hyderabad	62%	6%	1%	32%	218
Vizag	67%	2%	2%	28%	218
Kochi	66%	19%	7%	7%	218
Chennai	44%	3%	8%	44%	218
Madurai	42%	6%	4%	48%	218
Bhopal	69%	15%	3%	13%	218
Ahmedabad	71%	11%	10%	8%	218
Nagpur	91%	1%	1%	7%	218
Mumbai	72%	19%	1%	8%	218
Kolkata	44%	0%	2%	54%	218
Patna	67%	0%	2%	31%	218
Bhubaneswar	80%	0%	2%	17%	218
Guwahati	74%	1%	3%	22%	218

Table 5 Distribution of elderly by living arrangement by different categories

Categories	Alone	With spouse only	With family	Others	Total
National level	6%	8%	85%	2%	5014
<b>Tier</b>					
Tier-1	7%	10%	81%	2%	1308
Tier-2	5%	7%	86%	2%	3706
<b>Gender</b>					
Male	4%	11%	84%	1%	2495
Female	8%	4%	85%	3%	2519
<b>Age group</b>					
Young-old (60-69 years)	5%	8%	85%	2%	3543
Old-old (70-79 years)	7%	8%	83%	2%	1092
Oldest-old (80+ years)	8%	7%	82%	3%	379
<b>Marital Status</b>					
Married	2%	11%	86%	1%	3528
Widowed	11%	0%	85%	4%	1369
Others	55%	1%	26%	18%	117
<b>Own property</b>					
Self-Owned	5%	6%	87%	1%	3460
Owned by spouse	3%	11%	86%	1%	366
Others own	5%	8%	75%	13%	175
Rented	10%	10%	76%	3%	1013
<b>Occupation</b>					
Casual worker	9%	10%	79%	2%	997
Self employed	6%	8%	85%	1%	484
Employee	3%	8%	88%	1%	280
Retired	4%	11%	84%	1%	492
Not working	5%	6%	86%	2%	2761
<b>City Wise</b>					
Delhi	4%	10%	85%	1%	218
Faridabad	4%	6%	90%	0%	218
Dehradun	7%	5%	82%	6%	218
Kanpur	4%	5%	89%	3%	218
Jaipur	4%	0%	96%	0%	218
Chandigarh	0%	1%	97%	1%	218
Amritsar	2%	6%	92%	0%	218
Jammu	2%	2%	96%	0%	218
Bengaluru	1%	4%	95%	0%	218
Mangalore	0%	4%	95%	0%	218
Hyderabad	10%	17%	72%	2%	218
Vizag	10%	12%	72%	6%	218
Kochi	6%	4%	85%	4%	218
Chennai	12%	15%	63%	9%	218
Madurai	19%	26%	54%	2%	218
Bhopal	7%	8%	83%	1%	218
Ahmedabad	3%	12%	83%	2%	218
Nagpur	6%	11%	79%	3%	218
Mumbai	4%	7%	89%	1%	218
Kolkata	11%	7%	81%	1%	218
Patna	5%	3%	92%	0%	218
Bhubaneswar	6%	5%	89%	0%	218
Guwahati	6%	2%	89%	3%	218

Table 6 Average monthly income of elderly and household income by different categories (INR)

Categories	Median income of elderly per month	Median household income per month
National level	4000	10000
<b>Tier</b>		
Tier-1	3000	10000
Tier-2	4000	10000
<b>Gender</b>		
Male	5000	10000
Female	2000	9000
<b>Age group</b>		
Young-old (60-69 years)	4000	10000
Old-old (70-79 years)	3000	9000
Oldest-old (80+ years)	1800	10000
<b>Marital Status</b>		
Married	5000	10000
Widowed	1800	8000
Others	3000	5000
<b>Living arrangement</b>		
Alone	2500	3000
With spouse only	4250	6000
With family	4000	10000
Others	2000	8000
<b>Own property</b>		
Self-Owned	4000	10000
Owned by spouse	3000	10000
Others own	2200	10000
Rented	3500	8000
<b>City Wise</b>		
Delhi	3000	10000
Faridabad	2000	10000
Dehradun	1500	6000
Kanpur	5000	7000
Jaipur	5000	11500
Chandigarh	1800	10000
Amritsar	7000	15000
Jammu	3500	10000
Bengaluru	8000	15000
Mangalore	5000	20000
Hyderabad	2000	10000
Vizag	2000	6000
Kochi	10000	15000
Chennai	3750	7000
Madurai	4000	6000
Bhopal	1000	9750
Ahmedabad	5000	10000
Nagpur	4250	10000
Mumbai	5000	15000
Kolkata	2500	6900
Patna	3500	9500
Bhubaneswar	2500	8500
Guwahati	7000	10000

Table 7 Perception on what amounts to Elder Abuse by different categories

Categories	Disrespect	Beating/ Slapping	Verbally Abusing	Economic Exploitation	Unwelcome or forcible Sexual Contact	Neglect	Others (Specify)	Don't Know	Total
<b>National level</b>	51%	20%	42%	24%	6%	31%	5%	20%	5014
<b>Tier</b>									
Tier-1	56%	22%	40%	24%	6%	37%	2%	19%	1308
Tier-2	49%	20%	42%	25%	7%	29%	6%	21%	3706
<b>Gender</b>									
Male	51%	20%	43%	26%	7%	32%	4%	20%	2495
Female	51%	20%	40%	23%	6%	31%	6%	20%	2519
<b>Age group</b>									
Young-old (60-69 years)	52%	21%	42%	25%	7%	32%	4%	18%	3543
Old-old (70-79 years)	50%	19%	44%	25%	6%	32%	7%	21%	1092
Oldest-old (80+ years)	41%	12%	30%	18%	6%	28%	6%	36%	379
<b>Marital Status</b>									
Married	50%	20%	41%	24%	7%	31%	4%	20%	3528
Widowed	52%	21%	44%	27%	5%	34%	7%	21%	1369
Others	58%	13%	33%	20%	6%	32%	7%	21%	117
<b>Living arrangement</b>									
Alone	51%	17%	43%	26%	4%	35%	6%	21%	287
With spouse only	53%	17%	42%	29%	5%	42%	5%	16%	379
With family	51%	21%	41%	24%	7%	30%	5%	20%	4244
Others	56%	22%	48%	35%	7%	39%	4%	19%	104
<b>Own property</b>									
Self-Owned	48%	20%	42%	24%	7%	31%	6%	21%	3460
Owned by spouse	70%	23%	46%	23%	9%	30%	2%	13%	366
Others own	68%	23%	39%	40%	10%	33%	4%	17%	175
Rented	51%	19%	38%	23%	3%	35%	4%	22%	1013
<b>City Wise</b>									
Delhi	65%	43%	79%	42%	21%	43%	0%	4%	218
Faridabad	55%	33%	63%	28%	15%	42%	0%	13%	218
Dehradun	32%	8%	22%	27%	2%	28%	17%	42%	218
Kanpur	56%	28%	62%	45%	21%	40%	2%	7%	218
Jaipur	39%	23%	33%	10%	3%	6%	0%	35%	218
Chandigarh	17%	6%	32%	6%	2%	12%	6%	45%	218
Amritsar	52%	20%	83%	19%	26%	26%	0%	7%	218
Jammu	24%	10%	21%	8%	2%	4%	34%	30%	218
Bengaluru	61%	10%	13%	26%	3%	46%	4%	16%	218
Mangalore	76%	22%	4%	22%	0%	51%	0%	14%	218
Hyderabad	50%	17%	43%	8%	3%	48%	0%	15%	218
Vizag	17%	8%	28%	12%	0%	16%	10%	34%	218
Kochi	54%	20%	19%	23%	13%	28%	0%	31%	218
Chennai	59%	20%	56%	28%	5%	40%	6%	26%	218
Madurai	70%	6%	60%	33%	2%	67%	11%	16%	218
Bhopal	76%	18%	58%	13%	0%	17%	2%	10%	218
Ahmedabad	71%	25%	41%	61%	7%	32%	6%	0%	218
Nagpur	56%	21%	60%	44%	4%	52%	18%	11%	218
Mumbai	40%	10%	33%	12%	5%	18%	1%	40%	218
Kolkata	58%	32%	18%	28%	0%	28%	1%	12%	218
Patna	17%	19%	32%	5%	4%	23%	0%	23%	218
Bhubaneswar	53%	33%	33%	27%	0%	17%	0%	19%	218
Guwahati	77%	34%	67%	34%	8%	40%	0%	10%	218

Table 8 Perception about prevalence of Elder Abuse in society by different categories

Categories	Q303. Do you think that Elder Abuse in any form is prevalent in your society?		Q304. What according to you is the prevalence of Elder Abuse? Is it.....?			Total
	No	Yes	High	Somewhat High	Low	
National level	40%	60%	43%	44%	12%	3021
<b>Tier</b>						
Tier-1	35%	65%	49%	41%	9%	856
Tier-2	42%	58%	41%	45%	13%	2165
<b>Gender</b>						
Male	40%	60%	43%	44%	13%	1501
Female	40%	60%	44%	44%	12%	1520
<b>Age group</b>						
Young-old (60-69 years)	38%	62%	43%	44%	12%	2187
Old-old (70-79 years)	40%	60%	43%	45%	12%	653
Oldest-old (80+ years)	52%	48%	48%	42%	10%	181
<b>Marital Status</b>						
Married	40%	60%	42%	45%	13%	2119
Widowed	39%	61%	48%	41%	11%	837
Others	44%	56%	49%	45%	6%	65
<b>Living arrangement</b>						
Alone	38%	62%	52%	38%	10%	178
With spouse only	40%	60%	50%	38%	12%	226
With family	40%	60%	42%	45%	13%	2553
Others	38%	62%	59%	41%	0%	64
<b>Own property</b>						
Self-Owned	41%	59%	41%	45%	14%	2054
Owned by spouse	38%	62%	30%	58%	12%	226
Others own	36%	64%	50%	41%	9%	112
Rented	38%	62%	53%	38%	8%	629
<b>City Wise</b>						
Delhi	13%	87%	36%	57%	7%	190
Faridabad	38%	62%	54%	34%	13%	136
Dehradun	70%	30%	56%	33%	11%	66
Kanpur	35%	65%	54%	40%	6%	142
Jaipur	56%	44%	23%	72%	5%	96
Chandigarh	64%	36%	16%	35%	48%	79
Amritsar	17%	83%	28%	62%	9%	181
Jammu	72%	28%	20%	54%	26%	61
Bengaluru	37%	63%	42%	49%	9%	137
Mangalore	38%	62%	21%	75%	4%	135
Hyderabad	48%	52%	50%	29%	21%	114
Vizag	67%	33%	44%	42%	14%	71
Kochi	67%	33%	38%	49%	14%	72
Chennai	46%	54%	64%	26%	10%	118
Madurai	32%	68%	65%	30%	5%	148
Bhopal	38%	62%	40%	38%	22%	135
Ahmedabad	14%	86%	41%	44%	14%	188
Nagpur	31%	69%	30%	43%	27%	151
Mumbai	50%	50%	45%	38%	16%	110
Kolkata	14%	86%	59%	40%	1%	187
Patna	31%	69%	47%	31%	23%	150
Bhubaneswar	13%	87%	42%	52%	6%	189
Guwahati	24%	76%	60%	37%	3%	165

Table 9 Perception about forms of Elder Abuse prevalent in society by different categories

Categories	Disrespect	Beating/ Slapping	Verbally Abusing	Economic Exploitation	Unwelcom e or forcible Sexual contact	Neglect	Others (Specify)	Total
<b>National level</b>	65%	32%	60%	39%	8%	43%	1%	3021
<b>Tier</b>								
Tier-1	67%	36%	51%	38%	9%	47%	1%	856
Tier-2	63%	30%	64%	39%	8%	41%	1%	2165
<b>Gender</b>								
Male	64%	30%	61%	40%	9%	44%	1%	1501
Female	65%	33%	60%	38%	7%	42%	2%	1520
<b>Age group</b>								
Young-old (60-69 years)	65%	32%	59%	39%	9%	42%	1%	2187
Old-old (70-79 years)	64%	32%	66%	39%	7%	43%	2%	653
Oldest-old (80+ years)	61%	27%	55%	38%	6%	44%	2%	181
<b>Marital Status</b>								
Married	63%	31%	58%	37%	8%	41%	1%	2119
Widowed	68%	35%	66%	45%	7%	47%	2%	837
Others	71%	23%	55%	35%	14%	48%	3%	65
<b>Living arrangement</b>								
Alone	69%	31%	61%	49%	7%	49%	2%	178
With spouse only	69%	27%	64%	45%	4%	52%	1%	226
With family	63%	32%	60%	37%	9%	41%	1%	2553
Others	81%	44%	72%	50%	13%	53%	5%	64
<b>Own property</b>								
Self-Owned	62%	32%	62%	39%	9%	41%	1%	2054
Owned by spouse	77%	36%	71%	43%	8%	37%	1%	226
Others own	79%	29%	58%	45%	13%	52%	1%	112
Rented	67%	31%	51%	37%	6%	48%	1%	629
<b>City Wise</b>								
Delhi	68%	58%	89%	54%	19%	44%	0%	190
Faridabad	67%	32%	81%	30%	9%	40%	1%	136
Dehradun	73%	38%	59%	61%	3%	65%	0%	66
Kanpur	60%	27%	77%	51%	22%	41%	2%	142
Jaipur	26%	39%	74%	11%	8%	6%	0%	96
Chandigarh	48%	22%	68%	25%	6%	33%	0%	79
Amritsar	54%	35%	93%	23%	24%	26%	3%	181
Jammu	75%	48%	80%	52%	16%	28%	2%	61
Bengaluru	81%	15%	9%	35%	4%	64%	0%	137
Mangalore	82%	24%	7%	33%	1%	60%	1%	135
Hyderabad	64%	31%	56%	29%	5%	55%	0%	114
Vizag	52%	32%	56%	59%	14%	42%	3%	71
Kochi	71%	25%	43%	32%	10%	49%	0%	72
Chennai	77%	36%	73%	42%	12%	58%	7%	118
Madurai	98%	12%	96%	56%	1%	94%	0%	148
Bhopal	70%	39%	76%	30%	4%	21%	0%	135
Ahmedabad	69%	19%	45%	62%	3%	27%	6%	188
Nagpur	69%	28%	74%	66%	3%	72%	5%	151
Mumbai	61%	36%	65%	40%	13%	45%	0%	110
Kolkata	56%	34%	19%	24%	1%	27%	1%	187
Patna	15%	37%	46%	15%	5%	29%	0%	150
Bhubaneswar	60%	33%	46%	34%	4%	23%	0%	189
Guwahati	81%	36%	68%	37%	5%	44%	0%	165

Table 10 Experience of Elder Abuse by different categories

Categories	Q307. Have you ever been a victim of Elder Abuse?		Total
	No	Yes	
National level	75%	25%	5014
<b>Tier</b>			
Tier-1	76%	24%	1308
Tier-2	74%	26%	3706
<b>Gender</b>			
Male	73%	27%	2495
Female	76%	24%	2519
<b>Age group</b>			
Young-old (60-69 years)	73%	27%	3543
Old-old (70-79 years)	78%	22%	1092
Oldest-old (80+ years)	82%	18%	379
<b>Marital Status</b>			
Married	74%	26%	3528
Widowed	75%	25%	1369
Others	80%	20%	117
<b>Living arrangement</b>			
Alone	74%	26%	287
With spouse only	75%	25%	379
With family	75%	25%	4244
Others	69%	31%	104
<b>Own property</b>			
Self-Owned	75%	25%	3460
Owned by spouse	70%	30%	366
Others own	71%	29%	175
Rented	74%	26%	1013
<b>City Wise</b>			
Delhi	67%	33%	218
Faridabad	73%	27%	218
Dehradun	79%	21%	218
Kanpur	70%	30%	218
Jaipur	72%	28%	218
Chandigarh	79%	21%	218
Amritsar	65%	35%	218
Jammu	88%	12%	218
Bengaluru	74%	26%	218
Mangalore	53%	47%	218
Hyderabad	76%	24%	218
Vizag	87%	13%	218
Kochi	85%	15%	218
Chennai	73%	27%	218
Madurai	78%	22%	218
Bhopal	61%	39%	218
Ahmedabad	54%	46%	218
Nagpur	78%	22%	218
Mumbai	87%	13%	218
Kolkata	77%	23%	218
Patna	78%	22%	218
Bhubaneswar	77%	23%	218
Guwahati	83%	17%	218

Table 11 Forms of Elder Abuse experienced by elders by different categories

Categories	Disrespect	Beating/ Slapping	Verbally Abusing	Economic Exploitation	Unwelcom e or forcible Sexual contact	Neglect	Others (Specify)	Total
<b>National level</b>	56%	12%	49%	22%	1%	34%	3%	1278
<b>Tier</b>								
Tier-1	62%	10%	44%	19%	1%	41%	1%	316
Tier-2	54%	12%	51%	23%	1%	31%	4%	962
<b>Gender</b>								
Male	55%	10%	47%	21%	1%	33%	3%	662
Female	58%	14%	52%	22%	1%	35%	3%	616
<b>Age group</b>								
Young-old (60-69 years)	55%	12%	49%	21%	1%	33%	3%	973
Old-old (70-79 years)	58%	11%	53%	21%	2%	35%	3%	238
Oldest-old (80+ years)	63%	13%	51%	33%	1%	33%	0%	67
<b>Marital Status</b>								
Married	53%	12%	45%	19%	1%	33%	3%	918
Widowed	65%	12%	61%	30%	1%	37%	2%	337
Others	61%	4%	43%	17%	0%	30%	4%	23
<b>Living arrangement</b>								
Alone	74%	16%	67%	33%	1%	41%	1%	76
With spouse only	52%	10%	56%	27%	3%	37%	2%	94
With family	55%	12%	47%	20%	1%	33%	3%	1076
Others	75%	9%	63%	44%	3%	44%	0%	32
<b>Own property</b>								
Self-Owned	54%	12%	49%	22%	1%	33%	3%	855
Owned by spouse	61%	12%	52%	13%	0%	17%	4%	109
Others own	63%	10%	53%	25%	0%	29%	2%	51
Rented	59%	10%	48%	24%	3%	43%	2%	263
<b>City Wise</b>								
Delhi	48%	10%	58%	11%	4%	34%	0%	71
Faridabad	49%	10%	59%	17%	5%	31%	0%	59
Dehradun	80%	15%	57%	59%	0%	50%	0%	46
Kanpur	39%	8%	71%	21%	3%	27%	0%	66
Jaipur	41%	15%	62%	7%	2%	18%	0%	61
Chandigarh	36%	13%	49%	20%	0%	22%	7%	45
Amritsar	38%	8%	73%	14%	1%	19%	0%	77
Jammu	48%	22%	59%	15%	4%	19%	0%	27
Bengaluru	73%	2%	5%	7%	0%	52%	4%	56
Mangalore	42%	6%	3%	5%	0%	39%	8%	103
Hyderabad	72%	11%	64%	19%	2%	55%	0%	53
Vizag	52%	10%	45%	28%	0%	7%	3%	29
Kochi	64%	12%	24%	18%	0%	24%	0%	33
Chennai	55%	7%	45%	31%	0%	40%	0%	58
Madurai	83%	9%	89%	43%	2%	81%	0%	47
Bhopal	79%	20%	70%	15%	0%	14%	4%	84
Ahmedabad	71%	6%	39%	36%	0%	32%	14%	100
Nagpur	54%	19%	67%	44%	0%	54%	15%	48
Mumbai	54%	11%	75%	14%	0%	39%	0%	28
Kolkata	70%	20%	26%	30%	0%	24%	2%	50
Patna	17%	21%	48%	8%	8%	38%	2%	48
Bhubaneswar	82%	22%	29%	31%	0%	29%	0%	51
Guwahati	47%	11%	53%	29%	0%	32%	0%	38

Table 12 Frequency of Elder Abuse faced by elders by different categories

City name	How long have you been facing abuse? (in years)	Disrespect	Beating/ Slapping	Verbally Abusing	Economic Exploitation	Unwelcome or forcible Sexual Contact	Neglect	Base N=
	Average in years	Daily/ Weekly	Daily/ Weekly	Daily/ Weekly	Daily/ Weekly	Daily/ Weekly	Daily/ Weekly	
Delhi	6	50%	57%	44%	63%	33%	42%	71
Faridabad	4	41%	0%	31%	60%	0%	28%	59
Dehradun	6	73%	14%	42%	67%	0%	74%	46
Kanpur	6	38%	20%	38%	21%	0%	56%	66
Jaipur	5	44%	56%	34%	50%	100%	55%	61
Chandigarh	3	50%	50%	36%	44%	0%	60%	45
Amritsar	5	55%	50%	27%	45%	0%	27%	77
Jammu	5	54%	17%	38%	50%	0%	40%	27
Bengaluru	4	41%	0%	67%	25%	0%	45%	56
Mangalore	1	42%	50%	67%	0%	0%	58%	103
Hyderabad	4	45%	33%	47%	60%	0%	31%	53
Vizag	5	53%	67%	54%	50%	0%	100%	29
Kochi	3	33%	75%	50%	67%	0%	25%	33
Chennai	5	72%	25%	54%	28%	0%	57%	58
Madurai	6	67%	50%	48%	55%	0%	37%	47
Bhopal	4	62%	65%	61%	62%	0%	42%	84
Ahmedabad	5	59%	17%	59%	78%	0%	63%	100
Nagpur	7	50%	44%	59%	57%	0%	77%	48
Mumbai	5	53%	67%	38%	75%	0%	55%	28
Kolkata	7	49%	50%	69%	53%	0%	33%	50
Patna	6	63%	50%	39%	0%	50%	33%	48
Bhubaneswar	6	60%	36%	53%	69%	0%	40%	51
Guwahati	6	78%	75%	55%	36%	0%	50%	38
National level	5	54%	44%	46%	54%	24%	48%	1278

Table 13 Person responsible for Elder Abuse by different categories

Categories	Median age of the person	Son	Daughter-in-law	Spouse /partner	Daughter	Parent	Son-in-law	Grand child	Caregiver /	Total
<b>National level</b>	42	52%	34%	14%	6%	1%	3%	6%	1%	1278
<b>Tier</b>										
Tier-1	42	54%	38%	10%	9%	1%	2%	6%	2%	316
Tier-2	42	51%	33%	15%	5%	1%	3%	5%	1%	962
<b>Gender</b>										
Male	43	53%	29%	17%	6%	1%	3%	4%	1%	662
Female	41	50%	40%	11%	7%	1%	3%	7%	2%	616
<b>Age group</b>										
Young-old (60-69 years)	40	52%	33%	14%	6%	1%	3%	4%	2%	973
Old-old (70-79 years)	49	53%	38%	12%	6%	0%	2%	9%	0%	238
Oldest-old (80+ years)	58	45%	43%	18%	10%	0%	6%	10%	1%	67
<b>Marital Status</b>										
Married	42	53%	31%	17%	5%	1%	2%	5%	1%	918
Widowed	43	51%	45%	7%	9%	1%	3%	7%	2%	337
Others	41	35%	26%	4%	4%	4%	4%	0%	4%	23
<b>Living arrangement</b>										
Alone	44	51%	43%	7%	11%	0%	3%	7%	4%	76
With spouse only	42	53%	36%	18%	7%	3%	1%	3%	0%	94
With family	42	52%	34%	14%	6%	1%	3%	5%	1%	1076
Others	46	25%	28%	6%	13%	0%	9%	13%	13%	32
<b>Own property</b>										
Self-Owned	43	52%	33%	15%	6%	1%	3%	5%	1%	855
Owned by spouse	41	53%	44%	9%	1%	0%	2%	6%	1%	109
Others own	46	43%	25%	14%	12%	4%	4%	8%	4%	51
Rented	42	51%	38%	13%	8%	1%	3%	6%	2%	263
<b>City Wise</b>										
Delhi	39	62%	44%	11%	4%	0%	1%	7%	3%	71
Faridabad	43	42%	47%	32%	7%	3%	5%	7%	3%	59
Dehradun	44	61%	28%	13%	4%	0%	2%	0%	0%	46
Kanpur	42	47%	55%	9%	3%	0%	5%	11%	0%	66
Jaipur	42	57%	23%	10%	2%	3%	2%	18%	0%	61
Chandigarh	42	53%	47%	7%	0%	0%	2%	7%	0%	45
Amritsar	42	56%	27%	29%	8%	0%	5%	8%	0%	77
Jammu	37	59%	30%	15%	7%	4%	4%	7%	4%	27
Bengaluru	40	57%	30%	5%	16%	0%	4%	9%	0%	56
Mangalore	40	47%	14%	10%	3%	2%	2%	1%	0%	103
Hyderabad	42	64%	36%	9%	13%	2%	2%	4%	6%	53
Vizag	39	55%	17%	21%	17%	3%	7%	3%	0%	29
Kochi	43	30%	27%	15%	0%	0%	6%	3%	12%	33
Chennai	43	48%	33%	7%	14%	3%	3%	5%	3%	58
Madurai	40	51%	49%	15%	26%	0%	2%	6%	0%	47
Bhopal	45	51%	51%	13%	0%	0%	1%	5%	0%	84
Ahmedabad	46	47%	26%	15%	0%	0%	0%	3%	1%	100
Nagpur	55	40%	25%	17%	4%	0%	0%	6%	0%	48
Mumbai	44	32%	54%	18%	4%	0%	0%	7%	0%	28
Kolkata	45	50%	36%	12%	4%	0%	0%	4%	0%	50
Patna	40	54%	38%	8%	8%	0%	2%	4%	2%	48
Bhubaneswar	45	61%	39%	24%	10%	0%	4%	2%	2%	51
Guwahati	45	61%	24%	5%	5%	5%	5%	0%	0%	38

Table 14 Frequency of Elder Abuse faced by elders by different categories

City name	How long have you been facing abuse? (in years)	Disrespect	Beating/ Slapping	Verbally Abusing	Economic Exploitation	Unwelcome or forcible Sexual Contact	Neglect	Base N=
		Daily/ Weekly	Daily/ Weekly	Daily/ Weekly	Daily/ Weekly	Daily/ Weekly	Daily/ Weekly	
Delhi	6	50%	57%	44%	63%	33%	42%	71
Faridabad	4	41%	0%	31%	60%	0%	28%	59
Dehradun	6	73%	14%	42%	67%	0%	74%	46
Kanpur	6	38%	20%	38%	21%	0%	56%	66
Jaipur	5	44%	56%	34%	50%	100%	55%	61
Chandigarh	3	50%	50%	36%	44%	0%	60%	45
Amritsar	5	55%	50%	27%	45%	0%	27%	77
Jammu	5	54%	17%	38%	50%	0%	40%	27
Bengaluru	4	41%	0%	67%	25%	0%	45%	56
Mangalore	1	42%	50%	67%	0%	0%	58%	103
Hyderabad	4	45%	33%	47%	60%	0%	31%	53
Vizag	5	53%	67%	54%	50%	0%	100%	29
Kochi	3	33%	75%	50%	67%	0%	25%	33
Chennai	5	72%	25%	54%	28%	0%	57%	58
Madurai	6	67%	50%	48%	55%	0%	37%	47
Bhopal	4	62%	65%	61%	62%	0%	42%	84
Ahmedabad	5	59%	17%	59%	78%	0%	63%	100
Nagpur	7	50%	44%	59%	57%	0%	77%	48
Mumbai	5	53%	67%	38%	75%	0%	55%	28
Kolkata	7	49%	50%	69%	53%	0%	33%	50
Patna	6	63%	50%	39%	0%	50%	33%	48
Bhubaneswar	6	60%	36%	53%	69%	0%	40%	51
Guwahati	6	78%	75%	55%	36%	0%	50%	38
National level	5	54%	44%	46%	54%	24%	48%	1278

Table 15 Education of person responsible for Elder Abuse by different categories

City Name	Illiterate	Literate without formal schooling	School-Up to 4 years	School-5 to 9 years	Secondary / Matric passed (Class-X)	Hr./Sr. Secondary passed (Class-XII)	Some College (including Diploma)	Graduate (general degree)	Post graduate (general degree)	Graduate (professional degree)	Post graduate (professional degree)	Don't Know / Can't Sav	Total
Delhi	1%	10%	8%	14%	17%	11%	8%	13%	3%	8%	6%	0%	71
Faridabad	15%	3%	7%	12%	15%	15%	5%	3%	3%	7%	12%	2%	59
Dehradun	22%	7%	7%	20%	7%	7%	2%	9%	9%	7%	4%	2%	46
Kanpur	6%	11%	5%	14%	20%	8%	3%	15%	2%	11%	3%	5%	66
Jaipur	8%	7%	11%	18%	25%	3%	11%	10%	2%	3%	0%	2%	61
Chandigarh	9%	11%	11%	13%	22%	16%	4%	4%	2%	4%	2%	0%	45
Amritsar	3%	4%	4%	25%	16%	21%	3%	9%	5%	6%	5%	0%	77
Jammu	4%	11%	7%	15%	11%	7%	11%	15%	0%	4%	15%	0%	27
Bengaluru	0%	2%	4%	4%	25%	38%	13%	13%	2%	2%	0%	0%	56
Mangalore	0%	0%	2%	8%	8%	40%	4%	27%	2%	9%	0%	1%	103
Hyderabad	8%	6%	6%	19%	19%	9%	9%	8%	8%	4%	4%	2%	53
Vizag	24%	3%	7%	28%	10%	7%	7%	3%	3%	3%	3%	0%	29
Kochi	3%	0%	12%	12%	24%	6%	9%	24%	0%	0%	6%	3%	33
Chennai	7%	3%	7%	12%	28%	9%	3%	2%	10%	12%	5%	2%	58
Madurai	2%	0%	6%	49%	34%	0%	2%	4%	0%	0%	2%	0%	47
Bhopal	25%	8%	6%	18%	14%	5%	5%	7%	2%	4%	0%	6%	84
Ahmedabad	5%	0%	5%	40%	15%	3%	3%	3%	1%	0%	1%	24%	100
Nagpur	6%	0%	13%	35%	15%	8%	0%	2%	0%	0%	0%	21%	48
Mumbai	7%	7%	0%	32%	25%	0%	11%	4%	0%	0%	4%	11%	28
Kolkata	16%	14%	8%	16%	6%	8%	6%	10%	4%	4%	4%	4%	50
Patna	15%	8%	4%	19%	29%	15%	0%	6%	2%	2%	0%	0%	48
Bhubaneswar	14%	10%	20%	27%	10%	2%	2%	6%	2%	2%	6%	0%	51
Guwahati	5%	5%	8%	11%	11%	11%	5%	5%	13%	11%	8%	8%	38
National level	8%	5%	7%	20%	17%	12%	5%	9%	3%	5%	3%	4%	1278

Table 16 Occupation of person responsible for Elder Abuse by different categories

City Name	Unskilled worker	Skilled worker (carpenter/ plumber/ Self-employed: own account worker (small	Self-employed: Professionals (doctor/ Self-employed: employer (factory owner	Private service	Government service	Housewife	Retired from Private company	Retired from State Govt. Service	Retired Central Govt. Servant (PSU/ o not do any work	Others(Specify)	Total			
Delhi	6%	8%	21%	8%	8%	6%	8%	27%	1%	0%	0%	4%	1%	71
Faridabad	14%	7%	14%	3%	12%	10%	5%	24%	0%	0%	0%	7%	5%	59
Dehradun	11%	15%	22%	4%	9%	0%	13%	20%	0%	0%	0%	7%	0%	46
Kanpur	3%	14%	14%	2%	6%	14%	6%	32%	0%	2%	0%	9%	0%	66
Jaipur	2%	10%	11%	5%	2%	36%	7%	15%	0%	0%	0%	13%	0%	61
Chandigarh	7%	9%	9%	9%	7%	13%	4%	33%	0%	0%	0%	7%	2%	45
Amritsar	1%	16%	25%	4%	8%	10%	6%	22%	0%	0%	0%	6%	1%	77
Jammu	0%	11%	19%	4%	7%	19%	11%	22%	0%	0%	0%	7%	0%	27
Bengaluru	2%	2%	7%	5%	14%	34%	2%	32%	0%	0%	0%	0%	2%	56
Mangalore	4%	50%	6%	7%	1%	3%	7%	20%	3%	0%	0%	0%	0%	103
Hyderabad	6%	17%	9%	6%	2%	26%	8%	21%	2%	0%	0%	4%	0%	53
Vizag	21%	10%	3%	3%	3%	7%	7%	31%	3%	0%	0%	7%	3%	29
Kochi	18%	12%	21%	0%	3%	24%	6%	12%	0%	0%	0%	0%	3%	33
Chennai	3%	19%	10%	3%	7%	5%	7%	40%	0%	0%	2%	3%	0%	58
Madurai	2%	19%	9%	0%	2%	4%	0%	55%	2%	4%	2%	0%	0%	47
Bhopal	6%	5%	11%	0%	1%	19%	0%	50%	1%	0%	0%	7%	0%	84
Ahmedabad	6%	22%	10%	0%	0%	13%	1%	23%	0%	0%	0%	13%	12%	100
Nagpur	23%	15%	6%	0%	0%	4%	6%	23%	0%	2%	0%	6%	15%	48
Mumbai	4%	21%	4%	4%	0%	11%	7%	39%	0%	0%	0%	7%	4%	28
Kolkata	18%	18%	10%	4%	6%	8%	8%	24%	0%	0%	0%	0%	4%	50
Patna	6%	6%	21%	2%	6%	15%	2%	33%	0%	0%	0%	6%	2%	48
Bhubaneswar	35%	4%	4%	4%	8%	8%	0%	29%	0%	0%	0%	2%	6%	51
Guwahati	8%	21%	16%	8%	11%	8%	13%	11%	0%	0%	3%	0%	3%	38
National level	8%	16%	12%	4%	5%	13%	5%	28%	1%	0%	0%	5%	3%	1278

Table 17 Elders opinion on why they were abused by different categories

Categories	Issue of Property	Fixed Deposit linked in	Pension amount is entitled	My family want to live	Lack of resources to meet	Think me as burden due to my old-age	Family do not like my way	My interference in	Total
<b>National level</b>	22%	7%	11%	26%	22%	25%	23%	10%	1278
<b>Tier</b>									
Tier-1	23%	7%	13%	30%	24%	23%	25%	11%	316
Tier-2	22%	7%	10%	25%	21%	25%	22%	9%	962
<b>Gender</b>									
Male	22%	8%	10%	25%	22%	23%	21%	11%	662
Female	22%	6%	11%	28%	22%	26%	26%	8%	616
<b>Age group</b>									
Young-old (60-69 years)	22%	7%	10%	26%	22%	23%	23%	10%	973
Old-old (70-79 years)	20%	5%	12%	26%	24%	31%	25%	10%	238
Oldest-old (80+ years)	27%	6%	19%	30%	21%	33%	25%	6%	67
<b>Marital Status</b>									
Married	22%	8%	9%	25%	22%	22%	22%	9%	918
Widowed	22%	4%	14%	31%	21%	31%	28%	10%	337
Others	30%	4%	17%	9%	22%	17%	13%	9%	23
<b>Living arrangement</b>									
Alone	25%	7%	13%	37%	22%	30%	32%	11%	76
With spouse only	20%	3%	7%	31%	20%	33%	26%	12%	94
With family	22%	7%	11%	25%	22%	23%	22%	9%	1076
Others	19%	6%	16%	31%	28%	38%	34%	6%	32
<b>Own property</b>									
Self-Owned	23%	6%	10%	25%	21%	23%	22%	9%	855
Owned by spouse	20%	8%	18%	33%	22%	27%	15%	8%	109
Others own	25%	2%	6%	22%	16%	27%	22%	18%	51
Rented	20%	10%	10%	29%	25%	27%	31%	11%	263
<b>City Wise</b>									
Delhi	21%	3%	17%	34%	25%	21%	30%	8%	71
Faridabad	25%	5%	20%	36%	15%	12%	27%	8%	59
Dehradun	7%	4%	7%	26%	30%	28%	22%	9%	46
Kanpur	27%	6%	9%	30%	21%	17%	24%	8%	66
Jaipur	23%	13%	16%	21%	13%	21%	20%	5%	61
Chandigarh	7%	2%	13%	20%	18%	27%	18%	7%	45
Amritsar	17%	9%	4%	18%	19%	18%	27%	12%	77
Jammu	19%	4%	7%	26%	11%	22%	33%	19%	27
Bengaluru	16%	27%	20%	39%	13%	7%	25%	13%	56
Mangalore	34%	7%	5%	25%	17%	9%	1%	2%	103
Hyderabad	30%	8%	15%	28%	34%	36%	25%	6%	53
Vizag	28%	3%	7%	7%	17%	28%	14%	7%	29
Kochi	9%	9%	24%	36%	21%	33%	9%	6%	33
Chennai	26%	2%	3%	31%	26%	22%	22%	22%	58
Madurai	15%	17%	17%	66%	23%	43%	70%	13%	47
Bhopal	24%	10%	21%	33%	24%	37%	27%	4%	84
Ahmedabad	7%	2%	4%	8%	25%	39%	19%	22%	100
Nagpur	29%	6%	6%	29%	42%	38%	25%	10%	48
Mumbai	25%	4%	0%	29%	7%	32%	25%	25%	28
Kolkata	22%	0%	14%	18%	34%	26%	24%	0%	50
Patna	42%	4%	4%	13%	17%	13%	19%	10%	48
Bhubaneswar	31%	0%	0%	14%	31%	24%	18%	4%	51
Guwahati	24%	8%	11%	18%	11%	29%	29%	8%	38

Table 18 Attempt made by elders to report Elder Abuse by different categories

Categories	Q318. Have you made any attempt to report these incidents to any person / agency?		Total
	No	Yes	
<b>National level</b>	82%	18%	1278
<b>Tier</b>			
Tier-1	81%	19%	316
Tier-2	82%	18%	962
<b>Gender</b>			
Male	80%	20%	662
Female	84%	16%	616
<b>Age group</b>			
Young-old (60-69 years)	81%	19%	973
Old-old (70-79 years)	84%	16%	238
Oldest-old (80+ years)	87%	13%	67
<b>Marital Status</b>			
Married	82%	18%	918
Widowed	81%	19%	337
Others	87%	13%	23
<b>Living arrangement</b>			
Alone	80%	20%	76
With spouse only	81%	19%	94
With family	82%	18%	1076
Others	84%	16%	32
<b>Own property</b>			
Self-Owned	81%	19%	855
Owned by spouse	79%	21%	109
Others own	84%	16%	51
Rented	87%	13%	263
<b>City Wise</b>			
Delhi	77%	23%	71
Faridabad	95%	5%	59
Dehradun	70%	30%	46
Kanpur	91%	9%	66
Jaipur	93%	7%	61
Chandigarh	80%	20%	45
Amritsar	86%	14%	77
Jammu	81%	19%	27
Bengaluru	80%	20%	56
Mangalore	89%	11%	103
Hyderabad	89%	11%	53
Vizag	69%	31%	29
Kochi	88%	12%	33
Chennai	83%	17%	58
Madurai	85%	15%	47
Bhopal	64%	36%	84
Ahmedabad	80%	20%	100
Nagpur	85%	15%	48
Mumbai	79%	21%	28
Kolkata	78%	22%	50
Patna	83%	17%	48
Bhubaneswar	76%	24%	51
Guwahati	76%	24%	38

Table 19 Elderly approached to person/agency to report Elder Abuse

City Name	Other family Member	NGO	HelpAge NGO / Staff / helpline number	Others (Specify)	Extended Family Member	Relative	Friend	Community Leader	Social Worker	Senior Citizens' Association	Residents' Welfare Association	Local Police / police helpline	Total
Delhi	31%	0%	0%	0%	13%	31%	25%	25%	6%	0%	19%	38%	16
Faridabad	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%	0%	67%	3
Dehradun	43%	0%	7%	7%	7%	50%	64%	7%	0%	7%	0%	21%	14
Kanpur	33%	0%	0%	0%	0%	33%	17%	0%	0%	17%	0%	17%	6
Jaipur	0%	0%	0%	0%	25%	50%	25%	25%	0%	25%	0%	25%	4
Chandigarh	11%	0%	0%	0%	22%	44%	44%	0%	0%	0%	0%	11%	9
Amritsar	9%	0%	0%	9%	9%	27%	18%	0%	0%	0%	0%	36%	11
Jammu	20%	0%	0%	0%	0%	20%	40%	20%	20%	20%	0%	40%	5
Bengaluru	18%	0%	0%	0%	73%	18%	64%	0%	9%	9%	0%	0%	11
Mangalore	18%	0%	0%	0%	9%	18%	45%	9%	9%	9%	0%	0%	11
Hyderabad	33%	0%	0%	0%	17%	33%	50%	17%	0%	0%	0%	50%	6
Vizag	11%	0%	0%	0%	11%	56%	11%	22%	11%	11%	11%	33%	9
Kochi	25%	0%	0%	0%	0%	25%	25%	0%	0%	0%	25%	50%	4
Chennai	20%	0%	0%	0%	30%	50%	50%	20%	0%	0%	0%	0%	10
Madurai	0%	0%	0%	0%	14%	14%	29%	14%	0%	0%	0%	29%	7
Bhopal	13%	0%	17%	7%	3%	33%	17%	0%	7%	0%	10%	27%	30
Ahmedabad	35%	0%	0%	0%	5%	85%	60%	15%	5%	0%	0%	0%	20
Nagpur	14%	0%	0%	43%	29%	29%	0%	14%	14%	0%	0%	57%	7
Mumbai	17%	0%	0%	0%	0%	17%	0%	0%	0%	0%	0%	67%	6
Kolkata	0%	0%	0%	27%	0%	18%	36%	0%	0%	0%	0%	55%	11
Patna	0%	0%	0%	0%	25%	25%	13%	25%	25%	0%	0%	13%	8
Bhubaneswar	17%	0%	0%	17%	0%	17%	0%	8%	8%	17%	0%	42%	12
Guwahati	22%	0%	0%	0%	0%	44%	22%	11%	0%	11%	0%	44%	9
National level	19%	0%	3%	5%	12%	36%	31%	10%	5%	4%	3%	27%	229

Table 20 Reason to approach to person/agency to report Elder Abuse

City Name	Confidence in the ability of the person/ agency to solve the problem	Did not know any other way to deal with the problem	To maintain confidentiality of the family matter	Apparent Ineffectiveness of other ways and means	Others (Specify)	Total
Delhi	44%	31%	44%	13%	6%	16
Faridabad	67%	67%	33%	0%	0%	3
Dehradun	21%	36%	43%	14%	7%	14
Kanpur	33%	0%	67%	17%	0%	6
Jaipur	75%	25%	100%	0%	0%	4
Chandigarh	78%	33%	22%	0%	11%	9
Amritsar	27%	55%	55%	9%	0%	11
Jammu	20%	60%	60%	0%	0%	5
Bengaluru	91%	45%	9%	9%	0%	11
Mangalore	55%	45%	9%	0%	0%	11
Hyderabad	0%	17%	100%	0%	0%	6
Vizag	33%	33%	33%	11%	0%	9
Kochi	50%	25%	50%	25%	0%	4
Chennai	10%	10%	70%	10%	10%	10
Madurai	71%	71%	43%	14%	0%	7
Bhopal	20%	23%	67%	10%	7%	30
Ahmedabad	5%	20%	90%	10%	0%	20
Nagpur	43%	43%	43%	0%	29%	7
Mumbai	33%	0%	50%	0%	17%	6
Kolkata	64%	36%	0%	0%	18%	11
Patna	25%	38%	25%	13%	0%	8
Bhubaneswar	75%	17%	33%	0%	0%	12
Guwahati	33%	11%	56%	11%	11%	9
National level	38%	31%	48%	8%	5%	229

Table 21 How person/agency helped elderly by different categories

City Name	Person / agency provided knowledge to fight against Elder Abuse	Person / agency counselled my family	Person / agency counselled me	My case was registered	I was referred to seek help from court	I was referred to meet some NGO	I was told to use HelpAge helpline number or to meet HelpAge official	Did not help me	Others (Specify)	Total
Delhi	25%	44%	25%	31%	19%	6%	6%	25%	0%	16
Faridabad	33%	67%	33%	33%	33%	0%	0%	0%	0%	3
Dehradun	29%	57%	21%	14%	0%	7%	0%	14%	7%	14
Kanpur	0%	17%	67%	0%	0%	0%	0%	33%	0%	6
Jaipur	0%	75%	75%	75%	50%	0%	0%	0%	0%	4
Chandigarh	33%	33%	22%	11%	11%	0%	0%	22%	0%	9
Amritsar	0%	27%	9%	9%	9%	0%	0%	55%	9%	11
Jammu	0%	20%	20%	20%	20%	20%	0%	40%	0%	5
Bengaluru	27%	73%	55%	18%	18%	0%	0%	0%	0%	11
Mangalore	9%	55%	27%	9%	0%	0%	0%	0%	0%	11
Hyderabad	0%	17%	0%	0%	0%	17%	0%	83%	0%	6
Vizag	11%	33%	33%	0%	0%	0%	0%	22%	11%	9
Kochi	25%	0%	0%	25%	0%	0%	25%	50%	0%	4
Chennai	0%	0%	10%	0%	10%	10%	0%	80%	0%	10
Madurai	43%	43%	0%	14%	0%	0%	14%	29%	0%	7
Bhopal	10%	23%	33%	7%	13%	13%	20%	13%	0%	30
Ahmedabad	5%	10%	15%	5%	5%	5%	5%	75%	0%	20
Nagpur	0%	57%	0%	43%	14%	0%	0%	29%	29%	7
Mumbai	0%	33%	0%	17%	17%	0%	0%	50%	0%	6
Kolkata	27%	18%	0%	18%	0%	0%	0%	36%	18%	11
Patna	0%	75%	50%	0%	0%	0%	0%	13%	0%	8
Bhubaneswar	8%	25%	25%	8%	0%	0%	0%	50%	0%	12
Guwahati	0%	22%	11%	11%	0%	22%	0%	33%	11%	9
National level	13%	34%	23%	13%	8%	5%	4%	33%	3%	229

Table 22 Person/agency resolved the issue

City Name	Did not resolve the issue	Yes, resolved the issue	Total
Delhi	63%	38%	16
Faridabad	0%	100%	3
Dehradun	64%	36%	14
Kanpur	50%	50%	6
Jaipur	50%	50%	4
Chandigarh	22%	78%	9
Amritsar	64%	36%	11
Jammu	80%	20%	5
Bengaluru	18%	82%	11
Mangalore	91%	9%	11
Hyderabad	100%	0%	6
Vizag	44%	56%	9
Kochi	50%	50%	4
Chennai	80%	20%	10
Madurai	86%	14%	7
Bhopal	63%	37%	30
Ahmedabad	65%	35%	20
Nagpur	86%	14%	7
Mumbai	67%	33%	6
Kolkata	64%	36%	11
Patna	88%	13%	8
Bhubaneswar	83%	17%	12
Guwahati	78%	22%	9
National level	65%	35%	229

Table 23 Reasons for not reporting about Elder Abuse to person/agency

City Name	Lacked Confidence in ability of any person/ agency to solve problem	Did not know how to deal with problem	To maintain confidentiality of family matter	Apparent Ineffectiveness available channels of reporting and redress	Fear of Retaliation	Others (Specify)	Total
Delhi	15%	45%	45%	11%	16%	0%	55
Faridabad	7%	36%	61%	11%	7%	7%	56
Dehradun	16%	44%	56%	31%	6%	0%	32
Kanpur	7%	25%	67%	7%	13%	2%	60
Jaipur	5%	35%	60%	7%	5%	0%	57
Chandigarh	36%	22%	44%	6%	6%	0%	36
Amritsar	11%	17%	73%	6%	11%	2%	66
Jammu	5%	27%	64%	23%	14%	5%	22
Bengaluru	27%	56%	42%	22%	9%	2%	45
Mangalore	20%	52%	28%	1%	1%	0%	92
Hyderabad	2%	43%	45%	19%	11%	0%	47
Vizag	0%	65%	35%	0%	5%	10%	20
Kochi	24%	45%	38%	7%	14%	10%	29
Chennai	21%	10%	56%	13%	27%	0%	48
Madurai	3%	13%	93%	0%	13%	3%	40
Bhopal	20%	37%	57%	22%	4%	4%	54
Ahmedabad	11%	28%	53%	18%	11%	9%	80
Nagpur	2%	34%	61%	5%	12%	12%	41
Mumbai	9%	41%	55%	0%	9%	5%	22
Kolkata	21%	21%	54%	10%	23%	3%	39
Patna	23%	38%	30%	5%	15%	0%	40
Bhubaneswar	33%	10%	44%	0%	21%	0%	39
Guwahati	14%	41%	41%	7%	14%	0%	29
National level	14%	34%	52%	10%	11%	3%	1049

Table 24 Elder opinion to deal effectively with Elder Abuse

City Name	Increase Economic Independence of the Abused	Develop effective legal reporting and redress system	Develop effective social reporting and redress system	Sensitize children and strengthen intergenerational bonding	Sensitize Young Adults	Develop Self Help Groups of Older Persons to provide assistance and intervention	Others (Specify)	Total
Delhi	47%	38%	32%	64%	46%	24%	0%	218
Faridabad	17%	32%	24%	57%	44%	5%	4%	218
Dehradun	51%	69%	80%	64%	53%	32%	0%	218
Kanpur	25%	20%	11%	67%	50%	12%	1%	218
Jaipur	40%	18%	16%	22%	28%	1%	0%	218
Chandigarh	43%	31%	15%	30%	9%	2%	1%	218
Amritsar	26%	34%	29%	54%	50%	28%	0%	218
Jammu	48%	41%	39%	17%	17%	30%	6%	218
Bengaluru	64%	41%	33%	16%	23%	3%	0%	218
Mangalore	16%	34%	42%	9%	2%	0%	0%	218
Hyderabad	46%	36%	22%	44%	34%	27%	0%	218
Vizag	43%	36%	24%	52%	5%	12%	4%	218
Kochi	27%	46%	34%	30%	40%	12%	0%	218
Chennai	59%	25%	11%	21%	24%	30%	2%	218
Madurai	64%	6%	6%	16%	61%	12%	2%	218
Bhopal	44%	21%	14%	28%	39%	5%	1%	218
Ahmedabad	31%	26%	23%	37%	44%	12%	1%	218
Nagpur	44%	32%	33%	62%	61%	50%	7%	218
Mumbai	28%	21%	22%	53%	45%	18%	1%	218
Kolkata	46%	27%	5%	5%	10%	28%	13%	218
Patna	6%	7%	3%	47%	67%	8%	0%	218
Bhubaneswar	26%	31%	24%	29%	30%	6%	6%	218
Guwahati	16%	59%	43%	40%	27%	17%	3%	218
National level	37%	32%	25%	38%	35%	16%	2%	5014

Table 25 Awareness about redressal mechanisms

City Name	Maintenance and Welfare of Parents and Senior Citizens Act 2007(MWPSC Act)	Tribunal Under the MWPSC Act	Police Help Line	HelpAge India's Help Line	Not aware	Others (Specify)	Total
Delhi	11%	4%	60%	8%	37%	0%	218
Faridabad	10%	1%	35%	8%	59%	0%	218
Dehradun	19%	1%	32%	7%	57%	0%	218
Kanpur	8%	0%	32%	6%	63%	0%	218
Jaipur	11%	1%	32%	5%	60%	0%	218
Chandigarh	8%	1%	18%	1%	75%	0%	218
Amritsar	9%	0%	57%	11%	42%	0%	218
Jammu	9%	0%	58%	1%	38%	0%	218
Bengaluru	10%	0%	21%	9%	68%	0%	218
Mangalore	9%	1%	24%	0%	67%	0%	218
Hyderabad	3%	0%	6%	0%	92%	0%	218
Vizag	18%	6%	28%	2%	67%	0%	218
Kochi	17%	6%	58%	5%	33%	0%	218
Chennai	14%	5%	17%	9%	69%	0%	218
Madurai	9%	0%	37%	1%	57%	0%	218
Bhopal	14%	1%	50%	8%	41%	0%	218
Ahmedabad	12%	3%	48%	9%	47%	0%	218
Nagpur	15%	5%	22%	4%	70%	0%	218
Mumbai	10%	1%	48%	4%	48%	0%	218
Kolkata	6%	1%	23%	4%	73%	0%	218
Patna	7%	1%	21%	3%	72%	0%	218
Bhubaneswar	14%	1%	29%	5%	62%	0%	218
Guwahati	20%	6%	42%	10%	50%	0%	218
National level	11%	2%	35%	5%	59%	0%	5014

Table 26 Sources of awareness about redressal mechanisms

City Name	Television	Radio	Newspaper	IEC material / poster /	Family	Friends / Neighbour	HelpAge NGO	Any other NGO	Others (Specify)	Total
Delhi	86%	3%	36%	1%	33%	68%	2%	0%	0%	137
Faridabad	54%	4%	33%	4%	19%	21%	0%	0%	2%	90
Dehradun	51%	15%	31%	3%	72%	73%	3%	0%	3%	94
Kanpur	77%	5%	35%	4%	9%	36%	0%	0%	0%	81
Jaipur	41%	15%	39%	9%	49%	47%	3%	1%	1%	88
Chandigarh	35%	6%	15%	4%	26%	46%	4%	0%	0%	54
Amritsar	37%	0%	44%	2%	22%	65%	2%	1%	3%	127
Jammu	64%	7%	22%	0%	14%	20%	1%	0%	1%	135
Bengaluru	71%	21%	43%	3%	23%	49%	3%	0%	0%	70
Mangalore	68%	1%	47%	3%	4%	5%	0%	0%	1%	73
Hyderabad	61%	0%	44%	6%	44%	44%	6%	0%	0%	18
Vizag	58%	3%	10%	0%	18%	28%	1%	0%	3%	72
Kochi	88%	41%	66%	6%	12%	19%	2%	1%	1%	145
Chennai	66%	4%	32%	0%	13%	40%	1%	0%	0%	68
Madurai	32%	0%	33%	0%	12%	65%	1%	0%	0%	93
Bhopal	68%	34%	69%	37%	41%	46%	1%	1%	1%	128
Ahmedabad	41%	4%	31%	2%	63%	64%	2%	0%	0%	115
Nagpur	49%	5%	48%	2%	37%	66%	2%	0%	3%	65
Mumbai	68%	6%	33%	2%	14%	33%	1%	1%	0%	113
Kolkata	43%	0%	29%	0%	17%	40%	0%	0%	3%	58
Patna	50%	13%	42%	2%	12%	38%	0%	0%	0%	60
Bhubaneswar	38%	2%	30%	2%	9%	48%	2%	1%	0%	82
Guwahati	75%	3%	48%	5%	17%	48%	5%	0%	1%	109
National level	59%	10%	39%	5%	25%	44%	2%	0%	1%	2075

Table 27 Aailed benefits under MWPSC act

City Name	Not availed	Yes availed	Total
Delhi	96%	4%	25
Faridabad	95%	5%	21
Dehradun	98%	2%	41
Kanpur	94%	6%	18
Jaipur	96%	4%	23
Chandigarh	83%	17%	18
Amritsar	95%	5%	20
Jammu	90%	10%	20
Bengaluru	90%	10%	21
Mangalore	95%	5%	20
Hyderabad	83%	17%	6
Vizag	95%	5%	40
Kochi	92%	8%	37
Chennai	93%	7%	30
Madurai	95%	5%	20
Bhopal	90%	10%	31
Ahmedabad	96%	4%	26
Nagpur	97%	3%	32
Mumbai	95%	5%	21
Kolkata	92%	8%	12
Patna	93%	7%	15
Bhubaneswar	97%	3%	31
Guwahati	98%	2%	43
National level	94%	6%	571

Table 28 Faced challenges while availing benefits

City Name	No	Yes	Don't know / Can't say	Total
Delhi	100%	0%	0%	1
Faridabad	100%	0%	0%	1
Dehradun	100%	0%	0%	1
Kanpur	0%	100%	0%	1
Jaipur	0%	100%	0%	1
Chandigarh	67%	0%	33%	3
Amritsar	0%	100%	0%	1
Jammu	50%	50%	0%	2
Bengaluru	0%	100%	0%	2
Mangalore	100%	0%	0%	1
Hyderabad	0%	100%	0%	1
Vizag	0%	100%	0%	2
Kochi	67%	33%	0%	3
Chennai	0%	100%	0%	2
Madurai	100%	0%	0%	1
Bhopal	100%	0%	0%	3
Ahmedabad	0%	100%	0%	1
Nagpur	0%	100%	0%	1
Mumbai	100%	0%	0%	1
Kolkata	100%	0%	0%	1
Patna	100%	0%	0%	1
Bhubaneswar	100%	0%	0%	1
Guwahati	100%	0%	0%	1
National level	55%	42%	3%	33

Table 29 Challenges faced while availing benefits under MWPSA act

City Name	The procedure was complex, tedious and iterative	Behavioural issues and disrespect with elders	Long waiting time for redressal of issue	Threat from family member	Lack of resources to fight case in court	Don't Know / Can't Say	Total
Delhi	0%	0%	0%	0%	0%	0%	0
Faridabad	0%	0%	0%	0%	0%	0%	0
Dehradun	0%	0%	0%	0%	0%	0%	0
Kanpur	0%	0%	0%	100%	0%	0%	1
Jaipur	0%	0%	0%	0%	0%	100%	1
Chandigarh	0%	0%	0%	0%	0%	0%	0
Amritsar	0%	100%	100%	0%	100%	0%	1
Jammu	0%	0%	0%	100%	0%	0%	1
Bengaluru	0%	0%	0%	0%	0%	100%	2
Mangalore	0%	0%	0%	0%	0%	0%	0
Hyderabad	0%	100%	100%	0%	100%	0%	1
Vizag	50%	50%	0%	50%	0%	50%	2
Kochi	100%	100%	0%	100%	0%	0%	1
Chennai	0%	50%	50%	0%	50%	50%	2
Madurai	0%	0%	0%	0%	0%	0%	0
Bhopal	0%	0%	0%	0%	0%	0%	0
Ahmedabad	0%	100%	100%	0%	100%	0%	1
Nagpur	100%	100%	0%	100%	0%	0%	1
Mumbai	0%	0%	0%	0%	0%	0%	0
Kolkata	0%	0%	0%	0%	0%	0%	0
Patna	0%	0%	0%	0%	0%	0%	0
Bhubaneswar	0%	0%	0%	0%	0%	0%	0
Guwahati	0%	0%	0%	0%	0%	0%	0
National level	21%	50%	29%	36%	29%	36%	14

Table 30 Satisfaction with the resolution provided under MWPSC act

City Name	Got resolution and fully satisfied	Got resolution but partially satisfied	Got resolution but dissatisfied	Did not get resolution	Don't know / can't say	Total
Delhi	0%	0%	100%	0%	0%	1
Faridabad	100%	0%	0%	0%	0%	1
Dehradun	100%	0%	0%	0%	0%	1
Kanpur	0%	0%	100%	0%	0%	1
Jaipur	0%	0%	0%	0%	100%	1
Chandigarh	0%	0%	0%	0%	100%	3
Amritsar	0%	100%	0%	0%	0%	1
Jammu	0%	0%	50%	50%	0%	2
Bengaluru	0%	0%	0%	0%	100%	2
Mangalore	0%	100%	0%	0%	0%	1
Hyderabad	0%	100%	0%	0%	0%	1
Vizag	0%	0%	50%	0%	50%	2
Kochi	0%	0%	33%	0%	67%	3
Chennai	0%	50%	0%	0%	50%	2
Madurai	100%	0%	0%	0%	0%	1
Bhopal	0%	100%	0%	0%	0%	3
Ahmedabad	0%	100%	0%	0%	0%	1
Nagpur	0%	0%	100%	0%	0%	1
Mumbai	0%	100%	0%	0%	0%	1
Kolkata	0%	0%	0%	100%	0%	1
Patna	100%	0%	0%	0%	0%	1
Bhubaneswar	100%	0%	0%	0%	0%	1
Guwahati	0%	100%	0%	0%	0%	1
National level	15%	30%	18%	6%	30%	33

Table 31 Reasons for dissatisfaction

City Name	Decision was not in my favour	Compensation amount was not adequate	Did not receive benefits as per provisions under MWPSC act	Had financial losses throughout the process	It was a comprise between me and my family	Don't know / can't say	Total
Delhi	0%	0%	0%	0%	0%	100%	1
Faridabad	0%	0%	0%	0%	0%	0%	0
Dehradun	0%	0%	0%	0%	0%	0%	0
Kanpur	100%	0%	0%	0%	0%	0%	1
Jaipur	0%	0%	0%	0%	0%	0%	0
Chandigarh	0%	0%	0%	0%	0%	0%	0
Amritsar	0%	0%	0%	0%	100%	0%	1
Jammu	100%	0%	0%	0%	0%	0%	1
Bengaluru	0%	0%	0%	0%	0%	0%	0
Mangalore	0%	0%	0%	0%	100%	0%	1
Hyderabad	0%	0%	0%	0%	100%	0%	1
Vizag	0%	100%	0%	0%	0%	0%	1
Kochi	0%	100%	0%	0%	0%	0%	1
Chennai	0%	0%	0%	0%	100%	0%	1
Madurai	0%	0%	0%	0%	0%	0%	0
Bhopal	0%	0%	33%	67%	0%	0%	3
Ahmedabad	0%	0%	0%	0%	100%	0%	1
Nagpur	0%	100%	0%	0%	0%	0%	1
Mumbai	0%	0%	0%	100%	0%	0%	1
Kolkata	0%	0%	0%	0%	0%	0%	0
Patna	0%	0%	0%	0%	0%	0%	0
Bhubaneswar	0%	0%	0%	0%	0%	0%	0
Guwahati	0%	0%	0%	100%	0%	0%	1
National level	13%	19%	6%	25%	31%	6%	16

Table 32 Elder knows about someone who have availed benefits under MWPSC act

City Name	Do not know	Yes I know	Total
Delhi	96%	4%	25
Faridabad	95%	5%	21
Dehradun	95%	5%	41
Kanpur	89%	11%	18
Jaipur	87%	13%	23
Chandigarh	83%	17%	18
Amritsar	90%	10%	20
Jammu	95%	5%	20
Bengaluru	90%	10%	21
Mangalore	90%	10%	20
Hyderabad	83%	17%	6
Vizag	93%	8%	40
Kochi	95%	5%	37
Chennai	97%	3%	30
Madurai	95%	5%	20
Bhopal	90%	10%	31
Ahmedabad	96%	4%	26
Nagpur	91%	9%	32
Mumbai	90%	10%	21
Kolkata	83%	17%	12
Patna	87%	13%	15
Bhubaneswar	90%	10%	31
Guwahati	95%	5%	43
National level	92%	8%	571

**Table 33 Other person faced challenged while availing benefits under MWPS act**

City Name	No	Yes	Don't know / Can't say	Total
Delhi	100%	0%	0%	1
Faridabad	100%	0%	0%	1
Dehradun	50%	50%	0%	2
Kanpur	0%	100%	0%	2
Jaipur	33%	33%	33%	3
Chandigarh	33%	33%	33%	3
Amritsar	100%	0%	0%	2
Jammu	0%	100%	0%	1
Bengaluru	0%	50%	50%	2
Mangalore	0%	50%	50%	2
Hyderabad	0%	100%	0%	1
Vizag	0%	33%	67%	3
Kochi	50%	50%	0%	2
Chennai	0%	0%	100%	1
Madurai	0%	100%	0%	1
Bhopal	100%	0%	0%	3
Ahmedabad	100%	0%	0%	1
Nagpur	0%	67%	33%	3
Mumbai	0%	50%	50%	2
Kolkata	0%	50%	50%	2
Patna	0%	100%	0%	2
Bhubaneswar	33%	33%	33%	3
Guwahati	100%	0%	0%	2
National level	33%	42%	24%	45

Table 34 Challenges faced by other person while availing benefits under MWPSC act

City Name	Lack of infrastructure / resources from government	The procedure was complex, tedious and iterative	Lack of knowledge of service providers	Behavioural issues and disrespect with elders	Threat from family member	Lack of resources to fight case in court	Don't Know / Can't Say	Total
Delhi	0%	0%	0%	0%	0%	0%	0%	0
Faridabad	0%	0%	0%	0%	0%	0%	0%	0
Dehradun	100%	0%	0%	100%	0%	100%	0%	1
Kanpur	0%	0%	0%	0%	0%	0%	100%	2
Jaipur	0%	0%	0%	0%	100%	100%	0%	1
Chandigarh	0%	0%	0%	0%	0%	0%	100%	1
Amritsar	0%	0%	0%	0%	0%	0%	0%	0
Jammu	0%	0%	0%	0%	0%	0%	100%	1
Bengaluru	0%	0%	0%	0%	0%	0%	100%	1
Mangalore	0%	0%	100%	0%	0%	0%	0%	1
Hyderabad	100%	0%	0%	0%	0%	0%	0%	1
Vizag	0%	100%	0%	100%	0%	0%	0%	1
Kochi	0%	100%	0%	100%	0%	0%	0%	1
Chennai	0%	0%	0%	0%	0%	0%	0%	0
Madurai	100%	0%	0%	0%	0%	0%	0%	1
Bhopal	0%	0%	0%	0%	0%	0%	0%	0
Ahmedabad	0%	0%	0%	0%	0%	0%	0%	0
Nagpur	0%	0%	0%	0%	50%	50%	50%	2
Mumbai	0%	0%	0%	0%	0%	0%	100%	1
Kolkata	0%	0%	0%	0%	0%	0%	100%	1
Patna	50%	0%	0%	0%	0%	0%	50%	2
Bhubaneswar	0%	100%	0%	100%	0%	0%	0%	1
Guwahati	0%	0%	0%	0%	0%	0%	0%	0
National level	21%	16%	5%	21%	11%	16%	47%	19

Table 35 Satisfaction with the resolution provided under MWPSA act

City Name	Got resolution and fully satisfied	Got resolution but partially satisfied	Got resolution but dissatisfied	Did not get resolution	Don't know / can't say	Total
Delhi	0%	0%	100%	0%	0%	1
Faridabad	100%	0%	0%	0%	0%	1
Dehradun	50%	0%	0%	0%	50%	2
Kanpur	0%	50%	0%	0%	50%	2
Jaipur	0%	33%	0%	0%	67%	3
Chandigarh	0%	0%	0%	0%	100%	3
Amritsar	50%	0%	0%	0%	50%	2
Jammu	0%	0%	0%	0%	100%	1
Bengaluru	0%	0%	0%	0%	100%	2
Mangalore	50%	50%	0%	0%	0%	2
Hyderabad	100%	0%	0%	0%	0%	1
Vizag	67%	0%	33%	0%	0%	3
Kochi	50%	0%	50%	0%	0%	2
Chennai	0%	0%	0%	0%	100%	1
Madurai	100%	0%	0%	0%	0%	1
Bhopal	0%	100%	0%	0%	0%	3
Ahmedabad	0%	0%	100%	0%	0%	1
Nagpur	33%	67%	0%	0%	0%	3
Mumbai	0%	50%	0%	0%	50%	2
Kolkata	0%	0%	0%	0%	100%	2
Patna	50%	50%	0%	0%	0%	2
Bhubaneswar	33%	0%	33%	0%	33%	3
Guwahati	0%	0%	0%	50%	50%	2
National level	27%	22%	11%	2%	38%	45

Table 36 Reasons for dissatisfaction

City Name	It was a compromise between him and his/her family but current behaviour of his/her family is not appropriate						Total
	Decision was not in favour of that person	Compensation amount was not adequate	Had financial losses throughout the process	Did not get adequate compensation	Don't know / can't say		
Delhi	0%	0%	0%	0%	100%		1
Faridabad	0%	0%	0%	0%	0%		0
Dehradun	0%	0%	0%	0%	0%		0
Kanpur	0%	0%	0%	0%	100%		1
Jaipur	0%	0%	0%	100%	0%		1
Chandigarh	0%	0%	0%	0%	0%		0
Amritsar	0%	0%	0%	0%	0%		0
Jammu	0%	0%	0%	0%	0%		0
Bengaluru	0%	0%	0%	0%	0%		0
Mangalore	0%	0%	100%	0%	0%		1
Hyderabad	0%	0%	0%	0%	0%		0
Vizag	0%	0%	100%	0%	0%		1
Kochi	0%	0%	100%	0%	0%		1
Chennai	0%	0%	0%	0%	0%		0
Madurai	0%	0%	0%	0%	0%		0
Bhopal	67%	0%	33%	0%	0%		3
Ahmedabad	0%	100%	0%	0%	0%		1
Nagpur	0%	0%	0%	50%	50%		2
Mumbai	0%	0%	0%	0%	100%		1
Kolkata	0%	0%	0%	0%	0%		0
Patna	0%	0%	0%	0%	100%		1
Bhubaneswar	0%	0%	100%	0%	0%		1
Guwahati	0%	0%	0%	0%	0%		0
National level	13%	7%	27%	7%	13%	33%	15

Table 37 Knowledge about availing benefits under MWPSC act

City Name	No	Yes	Total
Delhi	83%	17%	24
Faridabad	95%	5%	20
Dehradun	98%	3%	40
Kanpur	82%	18%	17
Jaipur	91%	9%	22
Chandigarh	93%	7%	15
Amritsar	89%	11%	19
Jammu	89%	11%	18
Bengaluru	89%	11%	19
Mangalore	89%	11%	19
Hyderabad	60%	40%	5
Vizag	95%	5%	38
Kochi	94%	6%	34
Chennai	82%	18%	28
Madurai	95%	5%	19
Bhopal	82%	18%	28
Ahmedabad	96%	4%	25
Nagpur	84%	16%	31
Mumbai	80%	20%	20
Kolkata	82%	18%	11
Patna	86%	14%	14
Bhubaneswar	90%	10%	30
Guwahati	95%	5%	42
National level	90%	10%	538

**Table 38 Accessibility to avail benefits under MWPSC act**

City Name	Very easy	Easy	Difficult	Very difficult	Don't know	Total
Delhi	13%	21%	21%	8%	38%	24
Faridabad	20%	20%	10%	10%	40%	20
Dehradun	15%	15%	28%	30%	13%	40
Kanpur	18%	41%	6%	6%	29%	17
Jaipur	9%	32%	14%	14%	32%	22
Chandigarh	33%	13%	20%	7%	27%	15
Amritsar	26%	16%	26%	5%	26%	19
Jammu	6%	28%	0%	6%	61%	18
Bengaluru	11%	37%	11%	21%	21%	19
Mangalore	47%	21%	16%	0%	16%	19
Hyderabad	20%	20%	20%	0%	40%	5
Vizag	26%	47%	3%	0%	24%	38
Kochi	32%	15%	26%	12%	15%	34
Chennai	7%	21%	7%	18%	46%	28
Madurai	5%	16%	16%	21%	42%	19
Bhopal	36%	14%	21%	0%	29%	28
Ahmedabad	4%	20%	32%	4%	40%	25
Nagpur	3%	13%	19%	10%	55%	31
Mumbai	0%	50%	15%	10%	25%	20
Kolkata	9%	18%	9%	45%	18%	11
Patna	7%	21%	14%	0%	57%	14
Bhubaneswar	17%	33%	10%	7%	33%	30
Guwahati	10%	33%	33%	5%	19%	42
National level	16%	25%	17%	10%	31%	538

Table 39 Affordability to avail benefits under MWPSC act

City Name	Affordable	Somewhat Expensive	Expensive	Don't Know	Total
Delhi	24%	20%	8%	48%	25
Faridabad	43%	5%	5%	48%	21
Dehradun	34%	20%	34%	12%	41
Kanpur	33%	17%	17%	33%	18
Jaipur	17%	13%	9%	61%	23
Chandigarh	56%	6%	6%	33%	18
Amritsar	50%	5%	10%	35%	20
Jammu	10%	20%	10%	60%	20
Bengaluru	29%	14%	10%	48%	21
Mangalore	35%	35%	20%	10%	20
Hyderabad	17%	33%	33%	17%	6
Vizag	80%	0%	8%	13%	40
Kochi	41%	24%	16%	19%	37
Chennai	10%	0%	20%	70%	30
Madurai	40%	5%	5%	50%	20
Bhopal	58%	6%	6%	29%	31
Ahmedabad	31%	15%	8%	46%	26
Nagpur	28%	6%	9%	56%	32
Mumbai	43%	14%	10%	33%	21
Kolkata	33%	8%	17%	42%	12
Patna	13%	27%	13%	47%	15
Bhubaneswar	19%	19%	10%	52%	31
Guwahati	19%	33%	12%	37%	43
National level	35%	15%	13%	38%	571

Table 40 MWPS act benefitted elder

City Name	Yes, directly	Yes, indirectly	No benefit	Total
Delhi	40%	12%	48%	25
Faridabad	43%	10%	48%	21
Dehradun	27%	56%	17%	41
Kanpur	39%	44%	17%	18
Jaipur	39%	17%	43%	23
Chandigarh	61%	11%	28%	18
Amritsar	50%	15%	35%	20
Jammu	25%	10%	65%	20
Bengaluru	29%	29%	43%	21
Mangalore	35%	50%	15%	20
Hyderabad	17%	50%	33%	6
Vizag	78%	8%	15%	40
Kochi	49%	30%	22%	37
Chennai	23%	17%	60%	30
Madurai	30%	10%	60%	20
Bhopal	58%	16%	26%	31
Ahmedabad	27%	35%	38%	26
Nagpur	19%	9%	72%	32
Mumbai	52%	19%	29%	21
Kolkata	17%	8%	75%	12
Patna	20%	33%	47%	15
Bhubaneswar	16%	65%	19%	31
Guwahati	23%	40%	37%	43
National level	37%	26%	37%	571

**Table 41 MWPSC act provides social protection and meant for welfare?**

City Name	No	Yes	Total
Delhi	52%	48%	25
Faridabad	71%	29%	21
Dehradun	73%	27%	41
Kanpur	50%	50%	18
Jaipur	74%	26%	23
Chandigarh	67%	33%	18
Amritsar	55%	45%	20
Jammu	45%	55%	20
Bengaluru	38%	62%	21
Mangalore	65%	35%	20
Hyderabad	83%	17%	6
Vizag	85%	15%	40
Kochi	76%	24%	37
Chennai	50%	50%	30
Madurai	75%	25%	20
Bhopal	65%	35%	31
Ahmedabad	38%	62%	26
Nagpur	63%	38%	32
Mumbai	48%	52%	21
Kolkata	42%	58%	12
Patna	33%	67%	15
Bhubaneswar	29%	71%	31
Guwahati	49%	51%	43
National level	58%	42%	571

Table 42 Used internet services in past

City Name	No	Yes	Total	Using from past _____ years
Delhi	94%	6%	218	6
Faridabad	98%	2%	218	2
Dehradun	97%	3%	218	6
Kanpur	98%	2%	218	0
Jaipur	98%	2%	218	5
Chandigarh	94%	6%	218	3
Amritsar	94%	6%	218	3
Jammu	99%	1%	218	10
Bengaluru	97%	3%	218	5
Mangalore	96%	4%	218	4
Hyderabad	96%	4%	218	4
Vizag	97%	3%	218	1
Kochi	94%	6%	218	2
Chennai	98%	2%	218	1
Madurai	95%	5%	218	1
Bhopal	97%	3%	218	2
Ahmedabad	98%	2%	218	5
Nagpur	96%	4%	218	3
Mumbai	95%	5%	218	3
Kolkata	94%	6%	218	2
Patna	98%	2%	218	2
Bhubaneswar	95%	5%	218	3
Guwahati	95%	5%	218	4
National level	96%	4%	5014	3

Table 43 Ways of accessing internet

City Name	Through desktop / laptop	Through mobile phone	Through tablet	Other (Specify)	Total
Delhi	0%	100%	0%	0%	12
Faridabad	20%	80%	0%	0%	5
Dehradun	0%	100%	0%	0%	7
Kanpur	0%	40%	0%	60%	5
Jaipur	0%	80%	20%	0%	5
Chandigarh	0%	100%	0%	0%	12
Amritsar	0%	93%	0%	7%	14
Jammu	33%	67%	0%	0%	3
Bengaluru	0%	71%	0%	29%	7
Mangalore	13%	88%	0%	0%	8
Hyderabad	0%	89%	11%	0%	9
Vizag	0%	100%	0%	0%	6
Kochi	36%	57%	0%	7%	14
Chennai	0%	100%	0%	0%	5
Madurai	9%	91%	0%	0%	11
Bhopal	0%	71%	0%	29%	7
Ahmedabad	20%	80%	0%	0%	5
Nagpur	0%	100%	0%	0%	9
Mumbai	10%	80%	10%	0%	10
Kolkata	0%	100%	0%	0%	12
Patna	0%	100%	0%	0%	5
Bhubaneswar	10%	90%	0%	0%	10
Guwahati	20%	80%	0%	0%	10
National level	7%	86%	2%	5%	191

Table 44 Frequency of accessing internet

City Name	Frequently in a day	Once in a day	At least once in a week	Once in a month	Rarely	Total
Delhi	42%	33%	0%	0%	25%	12
Faridabad	20%	40%	20%	0%	20%	5
Dehradun	86%	0%	14%	0%	0%	7
Kanpur	0%	0%	40%	0%	60%	5
Jaipur	20%	60%	0%	20%	0%	5
Chandigarh	67%	0%	8%	0%	25%	12
Amritsar	43%	36%	14%	0%	7%	14
Jammu	67%	33%	0%	0%	0%	3
Bengaluru	14%	57%	0%	0%	29%	7
Mangalore	88%	13%	0%	0%	0%	8
Hyderabad	56%	33%	0%	11%	0%	9
Vizag	0%	17%	50%	0%	33%	6
Kochi	29%	29%	29%	7%	7%	14
Chennai	20%	0%	20%	40%	20%	5
Madurai	27%	9%	36%	18%	9%	11
Bhopal	43%	0%	14%	0%	43%	7
Ahmedabad	80%	20%	0%	0%	0%	5
Nagpur	22%	44%	22%	0%	11%	9
Mumbai	60%	30%	10%	0%	0%	10
Kolkata	17%	33%	25%	0%	25%	12
Patna	60%	0%	20%	0%	20%	5
Bhubaneswar	30%	50%	0%	10%	10%	10
Guwahati	10%	60%	10%	20%	0%	10
National level	39%	27%	15%	5%	14%	191

Table 45 Purpose of accessing internet

City Name	Work related	Internet banking	To check emails	Other (specify)	Educational related	Social media (like Facebook, Twitter etc.)	Chatting (like WhatsApp, Viber, BBM etc.)	To read news online	For entertainment purpose	To access websites	For online shopping	For job/work search	Total
Delhi	33%	8%	8%	0%	8%	75%	50%	75%	92%	17%	17%	0%	12
Faridabad	20%	0%	0%	0%	20%	0%	0%	60%	0%	20%	0%	0%	5
Dehradun	29%	14%	29%	0%	29%	29%	29%	0%	14%	0%	0%	0%	7
Kanpur	0%	0%	0%	20%	20%	20%	20%	0%	40%	0%	0%	0%	5
Jaipur	40%	0%	0%	0%	0%	20%	40%	20%	40%	0%	0%	0%	5
Chandigarh	33%	8%	17%	0%	25%	42%	25%	25%	58%	25%	8%	0%	12
Amritsar	7%	7%	7%	7%	7%	43%	64%	29%	50%	0%	0%	0%	14
Jammu	0%	0%	0%	33%	33%	33%	0%	67%	0%	0%	0%	0%	3
Bengaluru	14%	14%	0%	29%	0%	43%	57%	14%	43%	0%	0%	0%	7
Mangalore	50%	0%	0%	0%	13%	25%	0%	13%	13%	0%	0%	0%	8
Hyderabad	11%	0%	0%	0%	0%	67%	56%	44%	44%	11%	0%	0%	9
Vizag	17%	0%	0%	0%	33%	0%	17%	33%	33%	0%	0%	0%	6
Kochi	71%	14%	36%	7%	21%	50%	36%	64%	36%	21%	14%	21%	14
Chennai	20%	0%	20%	0%	20%	40%	40%	0%	0%	20%	0%	0%	5
Madurai	9%	0%	0%	0%	36%	36%	55%	18%	27%	0%	0%	0%	11
Bhopal	29%	0%	0%	29%	14%	29%	14%	43%	29%	0%	0%	0%	7
Ahmedabad	20%	0%	0%	0%	0%	40%	40%	20%	20%	20%	0%	0%	5
Nagpur	22%	0%	0%	0%	11%	33%	44%	33%	33%	11%	11%	11%	9
Mumbai	10%	10%	0%	0%	10%	70%	50%	30%	40%	10%	20%	10%	10
Kolkata	17%	0%	0%	0%	0%	42%	42%	42%	50%	8%	0%	0%	12
Patna	20%	0%	0%	20%	60%	20%	20%	20%	40%	0%	0%	0%	5
Bhubaneswar	40%	10%	10%	0%	40%	50%	30%	30%	30%	10%	20%	10%	10
Guwahati	10%	10%	0%	0%	30%	70%	10%	20%	40%	0%	10%	0%	10
National level	25%	5%	7%	5%	18%	42%	36%	32%	38%	8%	6%	3%	191

Table 46 Platform used to access social media

City Name	Facebook	Twitter	Instagram	WhatsApp	YouTube	Google Plus	Linked In	Do not use social media	Others (Specify)	Total
Delhi	75%	25%	42%	67%	83%	75%	0%	0%	0%	12
Faridabad	20%	0%	0%	60%	0%	0%	20%	40%	20%	5
Dehradun	43%	0%	0%	57%	71%	29%	0%	0%	0%	7
Kanpur	40%	0%	0%	40%	0%	0%	0%	60%	0%	5
Jaipur	80%	20%	0%	40%	0%	20%	0%	0%	0%	5
Chandigarh	75%	8%	8%	42%	50%	8%	0%	0%	0%	12
Amritsar	50%	0%	7%	79%	50%	36%	0%	7%	0%	14
Jammu	67%	0%	0%	67%	67%	100%	0%	0%	0%	3
Bengaluru	71%	0%	14%	57%	57%	71%	0%	29%	0%	7
Mangalore	88%	25%	0%	0%	0%	0%	0%	0%	0%	8
Hyderabad	56%	11%	11%	67%	44%	56%	0%	11%	0%	9
Vizag	0%	0%	0%	17%	83%	17%	0%	0%	0%	6
Kochi	71%	7%	14%	64%	21%	43%	0%	7%	0%	14
Chennai	100%	40%	20%	80%	20%	0%	0%	0%	0%	5
Madurai	64%	0%	0%	45%	9%	18%	0%	9%	0%	11
Bhopal	29%	14%	14%	43%	29%	57%	0%	0%	29%	7
Ahmedabad	60%	0%	0%	80%	40%	0%	0%	0%	0%	5
Nagpur	78%	0%	11%	78%	44%	44%	0%	0%	0%	9
Mumbai	50%	0%	0%	70%	50%	20%	10%	0%	0%	10
Kolkata	50%	0%	8%	50%	67%	25%	0%	8%	0%	12
Patna	60%	0%	0%	80%	60%	0%	0%	20%	0%	5
Bhubaneswar	80%	30%	10%	50%	40%	40%	0%	0%	0%	10
Guwahati	70%	10%	0%	50%	10%	60%	0%	0%	0%	10
National level	61%	8%	8%	56%	40%	33%	1%	7%	2%	191

Table 47 Purpose to access social media

City Name	As family members are too busy to socially connect myself with others	To connect with family	To connect with friends	To meet new people	For leisure purpose	To learn new things	To join groups which suits my interest	Others (Specify)	Total
Delhi	42%	92%	67%	75%	17%	75%	8%	0%	12
Faridabad	0%	67%	33%	0%	0%	33%	0%	0%	3
Dehradun	57%	43%	14%	0%	14%	29%	0%	0%	7
Kanpur	50%	50%	100%	50%	0%	0%	50%	0%	2
Jaipur	40%	60%	40%	20%	0%	20%	0%	0%	5
Chandigarh	58%	42%	58%	42%	17%	33%	0%	0%	12
Amritsar	31%	62%	85%	8%	0%	46%	0%	0%	13
Jammu	0%	33%	33%	0%	0%	67%	0%	0%	3
Bengaluru	0%	80%	100%	60%	40%	60%	0%	0%	5
Mangalore	75%	25%	13%	0%	0%	0%	0%	0%	8
Hyderabad	25%	88%	63%	25%	0%	50%	13%	0%	8
Vizag	33%	17%	17%	17%	33%	17%	0%	0%	6
Kochi	31%	54%	69%	15%	23%	38%	8%	0%	13
Chennai	20%	60%	40%	20%	0%	20%	0%	0%	5
Madurai	20%	50%	40%	50%	10%	20%	10%	0%	10
Bhopal	29%	43%	57%	29%	0%	29%	0%	29%	7
Ahmedabad	0%	80%	80%	60%	20%	0%	0%	0%	5
Nagpur	22%	33%	44%	22%	22%	44%	11%	0%	9
Mumbai	20%	60%	30%	30%	10%	30%	0%	0%	10
Kolkata	55%	36%	36%	36%	27%	18%	0%	0%	11
Patna	25%	75%	75%	25%	25%	50%	0%	0%	4
Bhubaneswar	40%	40%	40%	30%	20%	50%	0%	0%	10
Guwahati	20%	20%	40%	20%	10%	50%	0%	0%	10
National level	33%	52%	51%	29%	13%	36%	3%	1%	178

Table 48 Elders agreed with the statement on social media

City Name	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	Total
Delhi	75%	100%	92%	92%	92%	83%	83%	92%	92%	100%	83%	92%	92%	92%	83%	12
Faridabad	33%	33%	0%	67%	0%	33%	67%	33%	67%	33%	67%	67%	33%	67%	67%	3
Dehradun	43%	71%	57%	71%	57%	43%	57%	86%	57%	71%	43%	29%	43%	43%	43%	7
Kanpur	100%	50%	100%	100%	100%	100%	100%	100%	100%	100%	50%	100%	50%	100%	100%	2
Jaipur	80%	40%	80%	60%	80%	40%	40%	80%	40%	60%	40%	40%	40%	20%	40%	5
Chandigarh	75%	75%	100%	92%	100%	92%	92%	92%	100%	83%	92%	92%	92%	83%	92%	12
Amritsar	69%	85%	69%	92%	77%	62%	69%	62%	85%	92%	77%	85%	85%	69%	77%	13
Jammu	67%	67%	33%	67%	33%	33%	67%	67%	67%	100%	67%	67%	67%	0%	33%	3
Bengaluru	100%	100%	80%	100%	100%	100%	100%	100%	80%	60%	80%	100%	100%	100%	100%	5
Mangalore	100%	88%	100%	100%	100%	100%	88%	88%	100%	88%	75%	88%	88%	100%	88%	8
Hyderabad	63%	63%	75%	75%	75%	63%	75%	63%	50%	88%	63%	63%	75%	50%	75%	8
Vizag	17%	33%	33%	33%	67%	17%	33%	67%	67%	17%	33%	50%	17%	17%	33%	6
Kochi	62%	62%	92%	69%	69%	77%	69%	85%	85%	77%	77%	92%	77%	77%	77%	13
Chennai	60%	80%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	40%	60%	60%	5
Madurai	60%	60%	80%	90%	80%	60%	70%	60%	80%	70%	50%	60%	50%	80%	70%	10
Bhopal	71%	71%	71%	57%	71%	57%	57%	86%	86%	71%	57%	71%	57%	57%	57%	7
Ahmedabad	100%	100%	100%	100%	60%	100%	80%	80%	80%	100%	100%	80%	80%	100%	100%	5
Nagpur	89%	67%	56%	56%	78%	44%	44%	78%	78%	56%	78%	89%	78%	56%	67%	9
Mumbai	50%	80%	80%	70%	80%	70%	80%	90%	80%	80%	80%	70%	60%	60%	60%	10
Kolkata	82%	73%	64%	73%	73%	64%	73%	82%	73%	73%	73%	82%	73%	55%	55%	11
Patna	75%	75%	75%	75%	75%	75%	100%	75%	100%	75%	75%	75%	75%	75%	100%	4
Bhubaneswar	70%	80%	70%	60%	80%	40%	60%	50%	70%	80%	70%	80%	60%	70%	80%	10
Guwahati	70%	40%	50%	50%	50%	0%	50%	80%	60%	30%	50%	10%	30%	30%	50%	10
National level	70%	71%	74%	75%	75%	62%	70%	77%	78%	74%	69%	72%	67%	65%	70%	178

**Statement on impact of social media:**

1. Social media have reduced my sleeping time
2. People in my age group are aware of pros and cons associated with using social media
3. Social media have improved my knowledge on health issues
4. Social media provided me a platform to share my problems with others
5. I do not hesitate to share my problems with other on social media
6. Social media have increased economic loss through blackmailing / ransom calls/ spam calls to the people in my age group
7. Sharing pictures/ tagging geo location and places check-in on social media have increased security threats to the people in my age group
8. Social media have decreased my personal time spent with family
9. Social media have decreased my family's personal time spent with me
10. Social media have benefitted my social learning skills
11. Social media have increased my relationships with extended family members / relatives
12. Social media have made my communication easier
13. Social media made me understand the younger generation better
14. Social media have helped in reducing harassment against elders
15. Overall social media benefitted me and people in my age group

Table 49 Elders agreed with the statements on mobile

City Name	Your adult children are too busy on the phone even when at home with you	Your grand-children are too busy on the phone even when at home with you	Quality time spent by your adult children with you has decreased with the increase in usage of Phone/ Computers	Quality time spent by your grandchildren with you has decreased with the increase in usage of Phone/ Computers	Extreme attention given to Phones/ Computers is disrespectful	Total
Delhi	88%	79%	81%	79%	72%	218
Faridabad	65%	61%	61%	59%	57%	218
Dehradun	47%	42%	31%	27%	42%	218
Kanpur	87%	79%	86%	78%	74%	218
Jaipur	74%	57%	64%	49%	56%	218
Chandigarh	45%	39%	38%	42%	39%	218
Amritsar	93%	67%	75%	76%	78%	218
Jammu	87%	56%	55%	45%	55%	218
Bengaluru	96%	92%	94%	94%	96%	218
Mangalore	99%	99%	99%	99%	99%	218
Hyderabad	79%	81%	78%	78%	81%	218
Vizag	28%	26%	17%	22%	27%	218
Kochi	79%	68%	62%	59%	64%	218
Chennai	68%	72%	61%	62%	67%	218
Madurai	53%	55%	50%	51%	61%	218
Bhopal	92%	83%	73%	72%	71%	218
Ahmedabad	74%	69%	70%	66%	67%	218
Nagpur	50%	52%	48%	55%	68%	218
Mumbai	72%	56%	59%	55%	58%	218
Kolkata	71%	59%	69%	60%	54%	218
Patna	85%	81%	83%	80%	73%	218
Bhubaneswar	74%	78%	70%	60%	86%	218
Guwahati	73%	54%	50%	50%	50%	218
National level	73%	65%	64%	62%	65%	5014