

OP NAMAN: REACHING OUT TO OUR ELDERLY VETERANS

1. **Intro.** Covid19 is a reality and there is no running away from it. While Indian Army, through its Op Namaste, is looking after the wellbeing of daily wagers, there are 3.2 million Veterans in India, out of which 86% are widows, JCOs, NCOs, & other ranks and about 14% are officers. The elderly veterans (70yrs & above) is 23% of the total, which is a huge number to be looked after especially in this time of lockdown. Out of the total population of Veterans in India, 10% are in the two states of Karnataka & Kerala Sub Area, i.e 3.2 L Veterans.

2. **Task.** To reach out to our elderly veterans (approx 72K) in Karnataka & Kerala Sub Area to provide basic care & reassurance during the lockdown period of Covid19.

3. **Task Analysis.** There are 44 districts under Karnataka & Kerala Sub Area. Though the welfare & rehabilitation of Veterans is a state subject and are being monitored by ZSBs which are in turn administered by RSBs and KSB fn under DESW. However, in these trying times, it becomes all the more imperative that veterans are looked after; especially the elderly gp of veterans who need special care & reassurance. Hence Dakshin Bharat Area has taken on this noble responsibility of reaching out to our elderly veterans in DB Area to provide basic care & reassurance during the lockdown period of Covid19. The task involves:-

- (a) Est of Helpline No. incl mobile No with Whats App & email ID.
- (b) Each Centre to seek resp of district assigned to them.
- (c) Est liaison with RSB/ZSB.
- (d) Reach out, through phone/email/pers vis (in exceptional circumstances).
- (e) Data of Yr of NoK to be made use of to reach out to Veterans & Widows.

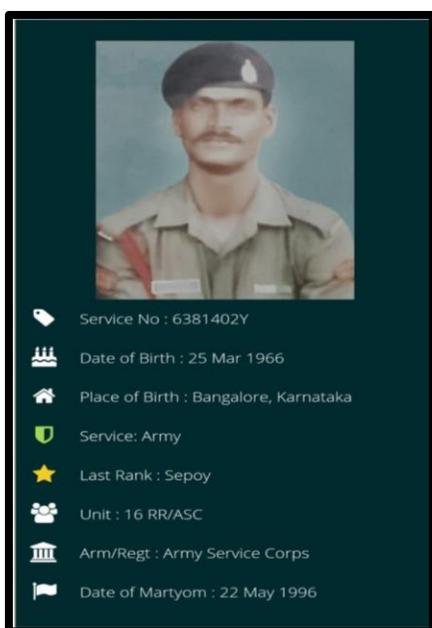
4. **Action Plan.** The action plan would be is as follows :-

- (a) Each Sub Area to have a dedicated helpline number incl mob No with Whats App.
- (b) Col Veterans to be coord offr.
- (c) One offr per centre to be nodal offr for this Op.
- (d) On receipt of distress call, nearest centre/army unit to assist.
- (e) Incase no army est nearby, civ adm/ZSB to be activated through nodal offr.
- (f) ECHS PCs, Canteens, Centres and Stn HQs also to entertain and take distress calls and provide assistance.

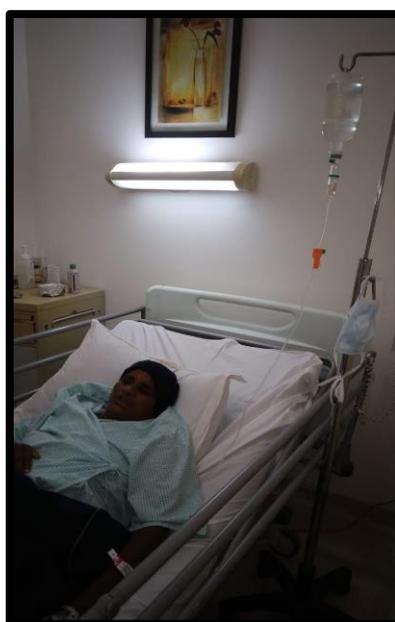
5. **Conclusion.** It is our responsibility to look after our veterans. This initiative carried out with subtlety & dignity of purpose will create a very positive long lasting impression and earn genuine goodwill thus further strengthening the ethos of Indian Army.

Bangalore. Apart from numerous advisories, comforting calls to aged veterans and 24x7 monitoring of Veterans Helpline WhatsApp number & Email ID, the following activities have been carried out by Karnataka & Kerala Sub Area :-

(a) Veer Nari Smt M Devi (59 yrs old) is admitted in Manipal Hosp, since 11 Apr 2020. She has uterus cancer (stage 4), her condition is very delicate & needs regular blood & platelets apart from moral and phy sp. She has two sons, one died of heart attack in 2018, and second son, met with an accident on 17 Mar 2020, just before lockdown & suffered multiple facial fractures. He is presently recovering and hence is unable to look after his mother. Continuous sp is being provided to the Veer Nari, by this HQ. So far 23 pers have been sent for blood transfusion. Also, a case has been taken up with CW Dte & DSWR Bangalore for one time financial grant to tide away present crisis of loan taken by Smt M Devi for her sons' treatment.



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VEER NARI SMT M DEVI



BLOOD DONATION BY SOLDIERS OF ASC CENTRE NORTH AS ON 24 APR 2020

b. EC 50670 Capt KKM Mehta, Retd an Emergency Commissioned Officer, got commissioned in June 1963 and retired after 9 yrs of service. He is presently 81yrs of age and is suffering from delirium, hypertension & diabetes. He is admitted in Sundar Hospital, Bangalore since Aug 2019 & is under the care of Dr Jitender Kumar, of Sundar Hospital, Bangalore, since then. **His only child, Mrs Alka (Mob No 9866777850), is based out of Hyderabad and is unable to look after him, due to her job commitments.** As per the doctors report, his left foot has developed gangrene and hence needs to be amputated to prevent further infection. The Veteran has only been able to clear one third of the hospital expenses out of Rs 9 Lacs, since the date of admission in the hospital. Being an Emergency Commissioned Officer he is not yet entitled to Ex Servicemen Health Scheme, as also he is not in receipt of any pension. All his personal savings have been consumed towards his hospital treatment. Efforts of this HQ are on towards helping out the 1965 War Veteran to have a dignified life and affordable treatment for his illness. Few funds have already been raised towards the same. **Grenadiers Regtl Centre has sponsored Rs 6 Lac towards his hosp expenses.** There is a need for additional funds and sponsorship in view of palliative care post his right leg amputation surgery, viz post-operative rehabilitation, wheel chair bound care (since he has been amputated once already) & hence a case for CSR funds for the Veteran has been taken up with Infosys Ltd. Other avenues are also being explored. **The funds raised would support the doctor to discharge his duties to the fullest and will ensure the 1965 War Veteran gets a dignified end-of-life care.** One x room at Golden Palm Aram Ghar has been earmarked permanently for the Veteran to be used post-surgery for rehab and care.



CAPT KKM MEHTA, RETD

c. 1965 Commission Veteran, Maj Gen Appachu, Retd, ex Para Sig, 75 yrs old, is stranded in Gen A Indiranagar. His son, 40 yrs is a patient, paraplegic (due to spinal injury), hence cannot drive their car. His son in law is a serving offr, who called up for assistance. We arranged for a dvr through CHT contractor (on payment basis) for 25th Apr. Emergency Security Pass was made for the Dvr and the family & was handed over to the dvr. The civ dvr will pick up the family from Indiranagar and drop them in their Scorpio to their house in Langford town, opp CMP Centre on 25th Apr 2020. The Veteran thanked Indian Army profusely. Similar activity is being carried out for Mrs S Badrinarayanan widow of Col R Badrinarayanan.

d. Undermentioned calls were received on the helpline No. for assistance.

(i) 1971 commissioned Veteran, IC 25314 M Maj Ganesh Kale, SC, retd, ex 2MLI called up as he was trying to get through to ECHS @ CHAF for emergency treatment of Hernia, but was unable to get through. He was connected to Col Dabas, CHAF, who comforted the Veteran, gave a priority appointment and referred him to ECHS. The Veteran was info that there is no cause of worry and no surgery/ intervention is reqd at this stage. For his travel, emergency security pass was sent on his WA number. The Veteran thanked profusely for this help and the doc praised the efforts of this HQ to be persistent enough to help the Veteran, as it was an irreducible hernia.

(ii) Col Shiva, retd@ 9844088363, staying at NGV. He was unable to get through to gas agency in ASC Centre as no one was picking up the call. The cyl had a leak. And the matter was resolved, by connecting him to in-charge of the gas agency.

(iii) Lt (MNS), Retd P Kusumum, 70 yrs old widow of Lt Col KK Srinivasan 299 Med Regt, was rendered full moral sp (telephonically), as she was highly depressed due to the lockdown & wanted to go back to her native in Kerala. She is doing fine now.

(iv) Mrs Sudha Bhagra, widow of Col D Bhagra, developed acute pain and a family doc 'R' surgery. Due to oversight she had not applied for her new ECHS card after demise of her husband. This HQ got into action and helped out the indl with overriding priority. The lady has been examined at Manipal hosp and all docu are in order.

(v) IC 45897 F Col (Retd) SK Sinha of 17 Raj Rif, 58 yrs old, was admitted in Command Hosp, Air force, on 28 Apr 2020 at 0220 hr, diag with upper GI bleed. Apart from moral sp, the necessary essential duty pass was arranged on top priority for the family members to travel to & fro to hosp. Also, his daughter staying in Gurugram, was assisted in getting the pass. His daughter has started on 29 Apr.

2. These initiatives are being carried out with subtlety & dignity of purpose.