

GGV SHRAVAN LINE (GSL)

Report

GGV SHRAVAN Line (GSL) the Helpline Scheme was launched with the inspiration of Honourable Vice-Chancellor Prof. Alok Kumar Chakrawal on 14th April 2023 on the Birth Anniversary of Baba Saheb Dr. Bheem Rao Ambedkar by Chief Guest BJP Leader Shri Arun Sav ji, Shri Rajneesh Singh ji Member of Parliament and Ms Hameeda Sidhiqui President Rotary Club.

The **GGV SHRAVAN Line (GSL)** is intended to provide 8 am to 8 pm seven days a week 365 days a year immediate and emergency response to (people in crisis) group of needy people or People in Crisis (PICs), which is conceptualized by our Kul Guru Honourable Vice-Chancellor with a motto of **“University Participation to Integrate and Develop Society”**

In the initial phase, GGV Shraavan Line will function for the Senior Citizens of selected areas and after completion of the Pilot Phase, GSL services will be extended to other groups also like youths, children, women, the specially-abled and others. The GSL will assist elderly persons to live a better and more dignified life with services offered:

- Spend quality time with the elderly & learn from each other
- Health Care
- Much-Needed Companion
- Embark on unique experiences
- Information Assistance and Empowerment Scheme

GGV SHRAVAN Line (GSL) Objectives are:

1. To provide **toll-free 8 am to 8 pm telecom app-based service** to PIC- People in Crisis seeking support and information.
2. To assist senior citizens and other groups in managing their primary needs and specific needs- medical, physical, psychological, legal, recreational, technology support, quality time spending etc
3. To provide **information** about the appropriate support services, government schemes and programs available to the PIC- People in Crisis in their particular situation within the local area in which they reside.

GGV SHRAVAN Line (GSL) is in the Pilot Phase of two months which is being executed by the Department of Social Work with the help of registered Volunteers. After the successful completion of the pilot phase, GSL will be extended to the entire Bilaspur in different phases.

GGV SHRAVAN Line (GSL) Other Stakeholders will be the District Municipal Corporation, Police Department, District Legal Authority, NGOs, local senior citizens groups, voluntary groups such as community-based organizations, civil society, government and private hospitals, businessman associations and other wholesaler shops, local retailer grocery shops and others directly or indirectly involved in the GSL.





GURU GHASIDAS VISHWAVIDYALAYA

(A Central University)
BILASPUR, CHHATTISGARH



Launch of GSL
April 14, 2023

The Helpline Scheme to Serve Society

GGV SHRAVAN LINE-GSL

Embark on Unique Experiences



Let's
Join Hands and
Develop a
Social Support
Network

Much-Needed Companion



Information Assistance and Empowerment Scheme



Health Care



Together
We Can Make
a Difference
and Create a
Better Tomorrow

Spend Quality Time with the Elderly & Learn from Each Other



A better world allows us
to live better.

We will start with Elderly and assist them
to live better and dignified life

**A Kind Gesture of GGV
to Serve Society and Elderly People**

Helpline No.
92440 98001



WHO WILL PROVIDE THE SERVICE



The Service will be provided by the registered and verified volunteers of the Guru Ghasidas Vishwavidyalaya who will be graduation and post-graduation students from different Departments, preferably Social Work, NSS and NCC Volunteers. On call Service providers will reach as per the requirement of People in Crisis/Need and render service to them; after satisfactory service delivery beneficiary is expected to give feedback for service improvement and quality enhancement.






गुरु घासीदास विश्वविद्यालय, बिलासपुर
Guru Ghasidas Vishwavidyalaya, Bilaspur



We start with the Elderly and assist them in living a better and dignified life

CONTACT US

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“ Time and health are two precious assets that we don't recognize and appreciate until they have been depleted ”

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GGV 
SHRAVAN
LINE-GSL

A Better Way of Caring

The Helpline Scheme to Serve Society

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ABOUT THE SCHEME

The GGV SHRAVAN Line is intended to provide 8 am to 8 pm seven days a week, 365 days a year, immediate and emergency response to (people in crisis) group of needy people priority wise at the initial phase, senior citizens and other groups like youths, children, women, specially-abled through referral (linking with appropriate authority such as police, hospital, old age homes, legal associations) and information about people in crisis related government schemes programs across the district/ state through a single uniform number. Under the Helpline Scheme, the University will launch a hotline number connected through a dedicated app initially in the district of Bilaspur and later on as per condition in the entire state the service may be coordinated by the Guru Ghasidas Vishwavidyalaya.

SERVICES OFFERED

- Spend quality time with the elderly and learn from each other
- Health Care
- Much-Needed Companion
- Embark on unique experiences
- Information Assistance and Empowerment Scheme



You Are Our Priority

OBJECTIVES OF THE SCHEME

- To provide toll-free 8 am to 8 pm telecom app-based service to PIC- People in Crisis seeking support and information.
- To assist senior citizens and other groups in managing their primary needs and specific needs- medical, physical, psychological, legal, recreational, technology support, quality time spending etc
- To provide information about the appropriate support services, government schemes and programs available to the PIC- People in Crisis in their particular situation within the local area in which they reside.

OTHER STAKEHOLDERS

The Police department of the district, State legal authority/District Legal Authority, NGOs, local senior citizens groups, voluntary groups such as community-based organizations, civil society, government and private hospitals, businessman associations and other wholesaler shops, local retailer grocery shops and others directly or indirectly involved in the Helpline scheme will be the other stakeholders.

REGISTRATION PROCESS OF THE BENEFICIARIES

For any person interested in availing of the services of the Helpline, registration is an essential process. The beneficiaries have to register themselves through the app-based registration form with all relevant and essential information along with the undertaking mandatory to be submitted for successful registration. After successful registration, the record will be saved for future reference. The beneficiary may now choose the service as per his/her need. Through the mobile number, the registered person can call to avail of his/her preferred service, the specific service group will be directed through the helpline manager, and the call responders of the specific service group will forward the requirement for service delivery to the service provider.

ACCESSING HELPLINE

The Helpline will be accessible 12 hours a day 7 days a week to People in Crisis, preferably Senior Citizens and other groups (Youths, Children, Women and the Specially abled etc) through Telephone - landlines, mobile phones through calls, SMS/text messaging, mobile apps.



Target Group

The beneficiary group of this helpline will be preferably in the initial stage, the senior citizens 60 years and above, and the other groups (youth, women, children, and differently-abled persons) in the Bilaspur district.