

Knowledge Base – Hosla

1. About Hosla

Information

Hosla is an elderly care startup in India dedicated to empowering seniors and enriching their lives. With a focus on dignity, compassion, and community, Hosla provides both online and offline services to support independent and fulfilling living. From daily needs like medicine and groceries to wellness programs, household help, cultural events, and emergency assistance, Hosla ensures seniors feel cared for, respected, and connected.

FAQs

- **Q: What is Hosla?**
A: Hosla is a senior citizen care provider offering personalized services, wellness programs, and companionship to help elders live independently with dignity and joy.
 - **Q: Who can use Hosla's services?**
A: Hosla primarily serves senior citizens above the age of 50, with tailored offerings for both members and non-members.
 - **Q: Who is the founder of Hosla?**
A: Hosla was founded by Mr. Shantanu Mukhopadhyay, with a vision to create a caring community for seniors.
 - **Q: What recognition has Hosla received?**
A: Our founder, Mr. Shantanu Mukhopadhyay, received the **Indian Icon of the Year 2024** award for excellence in senior citizen holistic wellness care.
 - **Q: Where can I learn more about Hosla online?**
A: Visit our [Website](#), [Facebook](#), or [YouTube](#).
 - **Q: How can I contact Hosla?**
A: Call us at **+91-7811 009 309** or email shraddhwelfareassociation@gmail.com.
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2. Services Offered

Information

Hosla provides a comprehensive suite of services to address the daily, medical, and social needs of elders. Services are delivered by trained **Hosla Patrons** (verified staff). Orders and requests follow a streamlined workflow:

receive request → log & assign → clarify requirements → fulfill → payment (if applicable) → feedback.

FAQs

- **Q: What services does Hosla provide?**
A: Medicine delivery, grocery delivery, doctor appointments, bank & bill payments, digital education, household services (maid, cook, carpenter, plumber), companion care, events, and emergency assistance.
- **Q: How does medicine delivery work?**
A: Share your prescription or medicine list, and Hosla delivers medicines reliably to your doorstep. A valid prescription is preferred.
- **Q: Can Hosla deliver groceries?**
A: Yes. Fresh groceries are delivered with attention to dietary needs and preferences.
- **Q: Does Hosla help with doctor appointments?**
A: Yes. Hosla assists with scheduling, reminders, and support for both in-person and teleconsultations.
- **Q: How quickly are services delivered?**
A: Depending on urgency, services are fulfilled immediately, within 24 hours, or within 48 hours.
- **Q: Who delivers Hosla's services?**
A: Trained and verified Hosla Patrons.
- **Q: Can I request the same staff repeatedly?**
A: Yes, members may request continuity of service with the same Patron where possible.
- **Q: Are household services available to everyone?**
A: Household services are exclusive to members.
- **Q: Is there a limit on free services?**
A: Members receive up to 4 free doorstep deliveries/month (medicine/grocery).

Additional orders are chargeable.

- **Q: Does Hosla cover rural areas?**

A: Hosla operates mainly in towns and cities, while **Shraddha services** cater to rural regions.

3. Membership Plans & Pricing

Information

Hosla offers affordable membership plans that provide exclusive benefits such as discounted services, doorstep deliveries, personalized care, weekly visits, emergency support, and more. Membership is open to seniors above age 50.

FAQs

- **Q: What are the membership fees?**

A:

- **Non-metro cities:** ₹300/month or ₹3,000/year
- **Metro cities:** ₹400/month or ₹4,000/year
- **Gold Membership:** Premium pricing (details available upon request)

- **Q: What benefits do members get?**

A: Free 4 doorstep deliveries/month, weekly home visits, up to 35% discounts, emergency support, personalized care plans, Hosla magazine, priority bookings, and regular wellness check-ins.

- **Q: Is there a free trial?**

A: Yes. One month of privilege services free for potential members. Basic services (counseling, digital education, meditation, abuse counseling) are free for all seniors.

- **Q: Can families get a membership?**

A: Yes. Family memberships cover seniors and caregivers.

- **Q: Can I upgrade, downgrade, or cancel membership?**

A: Yes, upgrades and cancellations are possible. Refunds are processed on a cost basis.

4. Events

Information

Hosla organizes events to ensure social connection, joy, and cultural enrichment.

FAQs

- **Q: What kind of events does Hosla host?**

A: Cultural events, health camps, birthday/celebration visits, spiritual discussions, and elderly community gatherings.

- **Q: Are events open to everyone?**

A: Many events are free for members, while some are open to non-members.

- **Q: How can I register for an event?**

A: Registration is available via the Hosla website, chatbot, or helpline.

- **Q: Where can I see past and upcoming events?**

A: You can request the event list from HoslaBot or access Hosla's event database. Here is the google drive link:

https://drive.google.com/file/d/1O-o-6O_jdqLoFrRlgEI2IQ0hBmCVJ9Z3/view?usp=drive_link

- **Q: Can you provide a list of past events?**

A: Certainly. Here is a list of some of Hosla's past events:

- **Elderly Get Together at Kolkata:** Held on April 30, 2024, at Aura Plex Studio, Newtown.
- **Kolkata City Travel in School Bus for Elderly:** An excursion from Newtown to Rabindra Sadan Kolkata on May 1, 2024.
- **Spiritual Discussion Hosla Study Circle:** Took place on May 1, 2024, at Down Town Mall, Swami Harimayananda Ashram in Newtown, Kolkata.
- **Rabindra Jayanti Cultural Get Together for Elderly:** Celebrated on May 8, 2024, at Burdwan Railway Auditorium, Bardhaman.
- **Hosla Study Circle with Swami Vedaswarupananda Maharaj:** A spiritual discussion held on May 9, 2024, at Ananda Pally, Burdwan.
- **Chanting Guide with Swami Vedaswarupananda Maharaj:** Gita and Chandi Path chanting guidance on May 10, 2024, at Burdwan Guru Dwara.
- **City vs City Online News Reading for Senior Citizens:** An online event via Google Meet on June 7, 2024.

- **Varanasi Trip with Senior Citizen:** Organized on November 14, 2024, in Varanasi.
 - **Ramayana Path:** Held on July 5, 2024, in Burdwan.
 - **Senior Walk & Get-together:** Took place on July 20, 2024, on MIT Road, Bishnupur.
 - **Cultural Program of Bishnupur Rath Yatra Festival:** Celebrated on July 13, 2024, in Madhavganj, Bishnupur.
 - **Career Counselling at Bishnupur Nabajiban De-Addiction Centre:** Conducted on July 3, 2024, at the Bishnupur Nabajiban Foundation.
 - **Hosla, Shraddha NGO Rally with Nabajiban Foundation:** Held on June 26, 2024, in Bishnupur.
 - **Hosla Senior Stories Live Podcast Interview Episode 1:** Aired on June 27, 2024, from Bishnupur.
 - **Hosla Senior Stories Live Podcast Interview Episode 2:** Aired on July 7, 2024, from Bishnupur.
 - **OPEN MIC & Get Together for Senior Citizens:** An offline event on July 31, 2024, at The Vernadah, Kolkata.
 - **International Music Day Celebration:** Celebrated at the Hosla Office in Bishnupur and broadcasted on Hosla Radio & YouTube Channel.
 - **Giti Alekhy Program - A story of Bishnupur Maa Mrinmayee Temple:** Performed on October 1-3, 2024, at the Bishnupur Maa Mrinmayee Temple. A second performance occurred on October 12, 2024, in Basantitala & Sakkhi Gopal Para, Bishnupur.
 - **Cloth Distribution & Medical Camp for Poor People:** Organized on October 10, 2024, in Tilbari, Bishnupur.
 - **Drama: "Alor Dishal" (Stop Domestic Abuse on Senior Citizen):** Staged on October 15, 2024, in Bishnupur.
 - **Senior Citizen Talent Show (Online):** An online talent show held on October 29, 2024.
 - **Senior Citizen Talent Show & Bijoya Sommiloni (Offline):** An offline event in Burdwan on October 29, 2024.
 - **Giti Alekhy - Maa Mrinmayee Abirvab Kotha o Gaan (Diwali Performance):** Performed on October 30, 2024, at Bishnupur Shoshan Kali mandir.
 - **Community Health Check-up:** A free health check-up camp on August 15, 2025, at the Community Hall.
 - **Digital Literacy Workshop:** An online workshop on how to use smartphones, held on August 20, 2025.
 - **Yoga and Meditation Session:** A rejuvenating session on August 25, 2025, at Central Park.
 - **Movie Screening: "The Intern":** Held on August 30, 2025, at the Hosla Activity Centre.
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5. Emergency Support

Information

Hosla ensures immediate help for seniors during medical, household, or emotional crises. Emergencies are prioritized by severity and escalated until resolved.

FAQs

- **Q: How do I trigger an emergency alert?**
A: Say “emergency” in the app/chatbot or press the **red alert button**.
 - **Q: What does the red button do?**
A: It sends an instant emergency alert to your registered contacts and Hosla support.
 - **Q: What emergencies does Hosla cover?**
A: Medical emergencies, accidents, household issues, and loneliness alerts.
 - **Q: Who responds first?**
A: Hosla staff are the first responders, followed by family members if needed.
 - **Q: What if the first responder isn't available?**
A: Calls automatically escalate to the Hosla Founder.
 - **Q: Is hospital integration available?**
A: Yes. Hosla partners with hospitals and emergency services with family approval.
 - **Q: Is emergency support available 24/7?**
A: Yes, always.
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6. Technology & Access

Information

Hosla uses simple and accessible technology to make it easy for seniors and families to connect.

FAQs

- **Q: What platforms does Hosla use?**
A: Website, mobile app (in development), chatbot, Facebook, YouTube, and 24/7 helpline.

- **Q: What languages are supported?**
A: English, Hindi, Bengali, and other local dialects.
 - **Q: Are there accessibility features?**
A: Yes. Large text, simple navigation, and voice assistance.
 - **Q: How do seniors log in?**
A: Simple two-step mobile number verification.
 - **Q: Does Hosla support voice commands?**
A: Yes, for hands-free use.
 - **Q: Is my data safe with Hosla?**
A: Yes. Hosla follows a strict privacy policy and secure storage of data.
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7. Payment & Billing

Information

Hosla provides flexible billing cycles and multiple payment options.

FAQs

- **Q: What payment methods are accepted?**
A: UPI, credit/debit cards, net banking, and cash on delivery.
 - **Q: How is membership billed?**
A: Monthly or yearly, depending on the plan.
 - **Q: Is cash on delivery available?**
A: Yes, for services like medicines and groceries.
 - **Q: Do I get invoices for payments?**
A: Yes, digital invoices and receipts are provided.
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8. Caregivers / Staff

Information

Hosla Patrons are the backbone of service delivery, trained and verified to provide safe, compassionate care.

FAQs

- **Q: Who delivers Hosla's services?**
A: Hosla Patrons.
 - **Q: Are staff verified?**
A: Yes, through background checks and training.
 - **Q: Can I request the same staff repeatedly?**
A: Yes, where possible.
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9. Partnerships

Information

Hosla collaborates with hospitals, diagnostic labs, pharmacies, grocery stores, NGOs, and financial institutions to expand trusted offerings.

FAQs

- **Q: Does Hosla work with local hospitals?**
A: Yes, Hosla partners with hospitals and labs.
 - **Q: Are there partner discounts?**
A: Members may receive discounts through partners.
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10. Testimonials & Stories

Information

Hosla members and families share inspiring stories of impact.

FAQs

- **Q: What do members say about Hosla?**
A: Many seniors call Hosla a blessing that reduces loneliness and provides peace of mind.
- **Q: Can I see testimonials?**
A: Yes. Hosla maintains a feedback archive accessible on request. You can access it by going through this Google Drive link:
https://drive.google.com/file/d/1-qgmKcmNHv5l40qL17rcDVg8RdvgQea/view?usp=driv_e_link

Here are a few selected testimonials:

- **Ela Dasgupta, Senior Member:** "Hosla is my new sunrise. When the sunset of life begins, Hosla came into my life like a new morning. After years, I dared to stand again."
- **Laksmi Narayan Acharya, Birthday Celebrant:** "In 70 years, this is the first time someone came home with wishes. Thanks to Shantanu and Hosla for the artistic gesture with our family's photos. Grateful from the heart."
- **An Anonymous Beneficiary:** "Through Hosla, I overcame the worst phase of my life. My son and I will be forever grateful."
- **Seuli Hazra, Participant:** "Ranjan came to ask about mom's health even before I entered home after the doctor visit. That's the kind of trust we can have in Hosla."
- **Arup Ghosh on a Hosla Trip:** "Our recent trip to Andaman Islands was unforgettable. As we are 70+ retired persons travelling with senior citizens, the well planned tour ensures comfort, accessibility and relaxation. I highly recommend it for safe, thoughtfully planned journeys for everyone, regardless of age!"
- **Laxmi Acharya, Audience Member:** "Kirtan, Kavigaan, Ramayan songs are vanishing from Bengali culture. Hosla's initiative is a precious gift to our generation. Thanks to Hosla for reviving this art."
- **Mita Sarkar on Hosla's Wellness Programs:** "I am getting deep sleep with the touch of Yoga Nidra. I am falling asleep before the audio ends. I also noticed... by doing EFT, the pain in the back of my head... is gone. I have benefited."
- **Subir Ghosh, Well-wisher from Kolkata:** "I watch all your programs. You are working for ordinary people through a unique initiative. If you have any general face-to-face chat, please let me know. I am interested to be there. I am professionally associated with the hospital industry."

11. Policies

Information

Hosla is committed to safety, transparency, and dignity in service.

FAQs

- **Q: How does Hosla handle privacy?**

A: Hosla protects personal and medical data under strict privacy policies.

- **Q: What are the terms of service?**

A: Terms ensure respect, safety, and proper use of services.

- **Q: Can I cancel and get a refund?**

A: Yes, subject to service costs and policies.

- **Q: Is there a code of conduct?**

A: Yes. Both staff and members are expected to maintain dignity, respect, and compassion.

12. Hours & Locations / Availability

Information

Hosla operates across cities and towns, with services 7 days a week and emergencies 24/7.

FAQs

- **Q: Which cities does Hosla serve?**

A: Kolkata, Burdwan, Noida, Bangalore, Bankura, Purulia, Varanasi, and expanding further.

- **Q: What are Hosla's working hours?**

A: Most services: 9:00 AM – 8:00 PM IST. Emergency support: 24/7.

- **Q: Is Hosla limited to Bishnupur only?**

A: No, Hosla has expanded to multiple cities and continues to grow.

13. Miscellaneous

Information

This section covers other common questions not directly related to services, pricing, or emergencies.

FAQs

- **Q: Can Hosla work in my local language?**
A: Yes. Hosla supports multiple languages including English, Hindi, and local dialects.
- **Q: Does Hosla support voice commands?**
A: Yes. You can interact with Hosla using your voice for hands-free use.
- **Q: Is my data safe with Hosla?**
A: Yes. All data is stored securely and used only to improve your experience.
- **Q: How can I give feedback to Hosla?**
A: You can submit feedback directly in the app or call the helpline.
- **Q: Who developed Hosla?**
A: Hosla was developed by a team of healthcare experts and engineers to support senior wellness.