

GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT
RAJYA SABHA
UNSTARRED QUESTION NO-1915
ANSWERED ON - 04/08/2021

ELDERLINE FOR SENIOR CITIZENS

1915 #. SMT. GEETA ALIAS CHANDRAPRABHA

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:-

- (a) whether it is a fact that Government has started State-wise call centres under 'ELDERLINE' project in order to address the problems of elders during COVID-19 pandemic;
- (b) if so, the States which have provided this facility; and
- (c) the current status of these call centres in Uttar Pradesh?

ANSWER

THE MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT

(SUSHRI PRATIMA BHOUMIK)

(a) & (b) The Government has launched National Helpline for Senior Citizens namely Elderline (Toll free number 14567), w.e.f. 01.10.2020, with the following objectives :-

- (i) To reach out to every senior citizen of the country to provide support and guidance.
- (ii) To provide a platform to facilitate queries related to implementation of the Maintenance and Welfare of Parents and Senior Citizens (MWPSA) Act 2007 and Government Policies and Programmes.
- (iii) To provide a grievance redressal mechanism for senior citizens.
- (iv) To build up hope and trust amongst the senior citizens, and help them age happily.

As of now the Elderline has been operationalised in Telangana, Tamil Nadu, Madhya Pradesh, Rajasthan, Karnataka, Uttar Pradesh, Uttarakhand and Delhi, and is functional from morning 0800 hours to 2000 hours in the evening, on all seven days of the week. Remaining States/ UTs are in the process of operationalising the Elderline.

(c) The Elderline in Uttar Pradesh is operational since 14th May, 2021.