

GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT
RAJYA SABHA
UNSTARRED QUESTION NO – 1727
ANSWERED ON - 21/12/2022

ELDER LINE IN KERALA

1727. DR. JOHN BRITTAS

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

- (a) whether Ministry has set up National Helpline for Senior Citizens (Elder line) in Kerala;
- (b) the details and objectives thereof;
- (c) the reasons for delay in releasing second quarter payment;
- (d) whether Government took note of the fact that core functions under the project including the facility of toll free number for senior citizens has come to a standstill for want of funds;
- (e) whether the Ministry would expedite actions in tandem with the Ministry of Finance for releasing subsequent instalments also considering the fact that the salary of Elder line staff is overdue from July 2022 onwards; and
- (f) the target dates thereof?

ANSWER

MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT

(SUSHRI PRATIMA BHOUMIK)

(a) & (b) The Ministry of Social Justice & Empowerment launched National Helpline for Senior Citizens namely 'Elderline' (Toll free number 14567), w.e.f. 01.10.2020 including in Kerala.

The objectives of the scheme are:-

- 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.

The Elderline is functional from morning 0800 hours to 2000 hours on all seven days of the week.

(c) to (f) The sanction order for releasing the salary due of elderline staff was issued on 16.12.2022 and the amount has been released.
