

**GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT
LOK SABHA**

**UNSTARRED QUESTION NO. 2793
TO BE ANSWERED ON 10.03.2026**

DISTRIBUTION OF ASSISTIVE DEVICES

2793 .SHRI K SUDHAKARAN:

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

- (a) whether the Government is aware of the frequent technical glitches and prolonged downtime of the National Helpline for Senior Citizens 'Elderline' (14567) in the State of Kerala, specifically affecting the residents of the Kannur;
- (b) if so, the steps taken by the Ministry to upgrade the infrastructure and ensure 24/7 reliability of this toll-free service;
- (c) the total number of beneficiaries in the Kannur district who have received assistive devices under the Rashtriya Vayoshri Yojana (RVY) during the last three years, categorized by the type of device (e.g., dentures, walking sticks, etc.); and
- (d) whether there is a proposal to include medical diagnostic tools like glucometers and blood pressure monitors under the list of subsidized/free assistive devices provided to Below Poverty Line (BPL) senior citizens, if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT
(SHRI B.L.VERMA)**

- (a): The Directorate of Social Justice, Government of Kerala, Thiruvananthapuram, is the implementing agency for the National Helpline for Senior Citizens (Elderline), (Toll Free Number: 14657) in the State of Kerala. The Directorate has informed that there have been no instances of frequent technical glitches or prolonged downtime of the helpline number 14567 in the State of Kerala, including Kannur district. The helpline is functioning smoothly without major technical interruptions and its operations are being carried out effectively.
- (b): Does not arise.
- (c): No camp has been conducted in the Kannur district in the State of Kerala during the last three years under the Rashtriya Vayoshri Yojana (RVY). No beneficiary has been provided with assistive living devices either through camp mode or walk-in mode during the last three years in the Kannur district.
- (d): No proposal is under consideration in the Ministry of Social Justice and Empowerment to include medical diagnostic tools such as glucometers and blood pressure monitors in the list of assistive devices provided under the Rashtriya Vayoshri Yojana.
