

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

**UNSTARRED QUESTION NO. 252
TO BE ANSWERED ON 21.07.2026**

OPERATIONALIZATION OF THE ELDERLINE

252. DR. D. PURANDESWARI:

SHRI ATUL GARG:

SHRI ARUN BHARTI:

SMT. SHAMBHAVI:

DR. LATA WANKHEDE:

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

- (a) whether the Ministry has successfully operationalized the Elderline (14567) across all 36 States and UTs to provide 24/7 grievance redressal and emotional support, if so, the details thereof;
- (b) whether it is a fact that over 5,000 Senior Citizen Homes are being supported with enhanced dietary and medical grants in the 2026-27 Budget, if so, the details thereof;
- (c) whether the "SAGE" (Seniorcare Ageing Growth Engine) portal has successfully identified and funded 50 new startups specializing in silver economy products, if so, the details thereof;
- (d) whether the Ministry has completed the distribution of assistive devices like hearing aids and wheelchairs to over 2 lakh BPL senior citizens under the Rashtriya Vayoshri Yojana, if so, the details thereof; and
- (e) whether the Government proposes to introduce a "National Silver Policy" to encourage active ageing and intergenerational bonding in urban clusters, if so, the details thereof?

ANSWER

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

- (a): The Ministry of Social Justice and Empowerment is successfully implementing the Elderline – National Helpline for Senior Citizens (toll-free number 14567) under the Atal Vayo Abhyuday Yojana (AVYAY) to provide information, guidance, emotional support, intervention, rescue and grievance redressal services to senior citizens. At present, the Elderline is operational in 32 States and Union Territories except Andhra Pradesh, Lakshadweep, Meghalaya and West Bengal. The Helpline is functional from 8:00 AM to 8:00 PM on all days except National Holidays.

(b): The Ministry of Social Justice and Empowerment under the scheme component of Integrated Programme for Senior Citizens(IPSrC), supports 734 Senior Citizen Homes across the country through grants-in-aid for running and maintenance of these Homes.

(c): Under the Seniorcare Ageing Growth Engine(SAGE) initiative, startups are identified through the SAGE portal based on the eligibility criteria and evaluation process prescribed under the scheme. A total of 131 applications have been received through the SAGE portal since its launch in August 2022.

These applications were initially screened for completeness of information, registration status as private limited companies, and other eligibility criteria. Thereafter, the Ministry-level Screening Committee recommended 31 applications for detailed due diligence by IFCI Venture Capital Funds Ltd. Out of these 31 applications, 10 start-ups have been selected and grants to the tune of 9.5 crores have been released to these start-ups.

(d): The Rashtriya Vayoshri Yojana (RVY) provides physical aids and assisted-living devices, free of cost, to eligible senior citizens belonging to the Below Poverty Line (BPL) category or those having Rs. 15000/- as monthly income and suffering from age related disabilities. Since the inception of the Scheme, 49,81,380 assistive devices have been distributed to 9,23,071 eligible senior citizens across the country.

(e): At present, there is no proposal under consideration to introduce a separate National Silver Policy.
