

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

**UNSTARRED QUESTION NO.3695
TO BE ANSWERED ON 11.08.2026**

NATIONAL HELPLINE FOR SENIOR CITIZENS

†3695. SHRI ALOK SHARMA:

SHRI DHAIRYASHEEL SAMBHAJIRAO MANE:

SMT. SMITA UDAY WAGH:

SHRI SUDHEER GUPTA:

DR. BHOLA SINGH:

SHRI CHAVAN RAVINDRA VASANTRAO:

SHRI JASWANTSINH SUMANBHAI BHABHOR:

SHRI CHANDRA PRAKASH JOSHI:

DR. RAJESH MISHRA:

SHRI CHAVDA VINOD LAKHAMSHI:

SHRI NABA CHARAN MAJHI:

SHRI RAVINDRA SHUKLA ALIAS RAVI KISHAN:

SMT. MALVIKA DEVI:

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

(a) whether the Government has reviewed and current status of the implementation of the National Helpline for Senior Citizens (Elderline-14567) in the country, if so, the details thereof, State and district-wise, including Uttar Pradesh and Dahod Lok Sabha Constituency;

(b) whether the Government maintains data on complaints and grievances received and resolved through Elderline-14567 during the last three years, if so, the details thereof, State and district-wise, including Maharashtra and Uttar Pradesh, Bulandshahr district and Jalgaon, Dahod, Kalahandi and Nuapada Lok Sabha Constituencies;

(c) whether the Government has established mechanisms for integration of Elderline-14567 with State Social Welfare Departments, Police Authorities, healthcare institutions and legal aid services for timely assistance and total fund provided to senior citizens, if so, the details and status thereof, State and district-wise, including Nuapada district and Kachchh;

(d) whether the Government has assessed the effectiveness of the helpline in providing emergency support, counselling, rescue, legal guidance and welfare services to senior citizens, if so, the details thereof, State and district-wise;

(e) whether the Government proposes to strengthen Elderline-14567 through enhanced digital infrastructure, awareness campaigns and district-level outreach, if so, the details thereof, State and district-wise including Maharashtra, particularly in Jalgaon Lok Sabha Constituency; and

(f) whether the Government proposes to strengthen the Elderline network by establishing dedicated support systems, increasing awareness and improving accessibility for senior citizens in remote and tribal areas, if so, the details thereof, State and district-wise, including Kalahandi Lok Sabha Constituency?

ANSWER

MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT

(SHRI B.L.VERMA)

(a): The Ministry of Social Justice and Empowerment is administering the Elderline - National Helpline for Senior Citizens (NHSC), a component of the Atal Vayo Abhyuday Yojana (AVYAY), with toll-free number 14567. Currently, Elderline is operational in 32 States/UTs across the country except Andhra Pradesh, Lakshadweep, Meghalaya and West Bengal. The Ministry has entered into a tripartite Memorandum of Understanding (MoU) with the concerned State Government/UT and Service Providers for implementation of the helpline. They submit an Annual Monitoring Report to the National Institute of Social Defence (NISD), the Central Nodal Agency (CNA) for implementation of Elderline.

(b): The Ministry through National Institute of Social Defence (NISD) maintains State/UT-wise data on complaints/grievances received and resolved through Elderline (14567). The State-wise details for the last three years, including Maharashtra and Uttar Pradesh and the district-wise details relating to Bulandshahr, Jalgaon, Dahod, Kalahandi and Nuapada are placed at **Annexure-I**.

(c): The National Helpline for Senior Citizens (Elderline-14567) operates through a coordinated response mechanism with the concerned State Social Welfare Departments and other local stakeholders for providing timely assistance to senior citizens. As per the Scope of Work of the State Helpline, grievances received through the helpline are addressed by coordinating with the concerned State Social Welfare Departments, Police Authorities, healthcare institutions, legal aid services, Old Age Homes and other relevant agencies, depending upon the nature of the grievance. The respective State Governments facilitate field-level intervention and rehabilitation, wherever required. No financial assistance is provided directly to senior citizens through Elderline (14567).

(d): The effectiveness of the National Helpline for Senior Citizens (Elderline-14567) is assessed through continuous monitoring by the respective State Governments and the National Institute of Social Defence (NISD). The State Connect Centers submit periodic progress reports, including quarterly and annual reports, containing details of calls attended, services rendered, grievances addressed and field interventions undertaken. The reports cover services such as information, guidance, emotional support, counselling, rescue and referral to the concerned authorities for legal, healthcare and welfare-related assistance.

(e) & (f): The Ministry continuously reviews the implementation of the National Helpline for Senior Citizens (Elderline-14567) in consultation with the National Institute of Social Defence (NISD), an autonomous body under the Ministry of Social Justice & Empowerment and the concerned State Governments to ensure effective and accessible delivery of services

to senior citizens across the country, including Jalgaon, Maharashtra and Kalahandi, Odisha. The implementation of the helpline, including its digital service delivery, awareness generation, outreach activities, accessibility and coordination with the concerned State Departments and local authorities, is reviewed periodically for effective implementation of the scheme. Implementation is carried out through the respective State Connect Centres in accordance with the operational framework under the tripartite Memoranda of Understanding (MoUs) executed with the concerned State Governments and Service Providers.

Annexure-I

Annexure referred in reply to part (b) of Lok Sabha Unstarred Question No. 3695 for answer on 11.08.2026

State-Wise Data of Grievances received & resolved during last 03 Years under NHSC-Elderline@14567 (Since FY 2023-24)

S.No.	Name of State/UT	No. of Grievances received & resolved
1.	Andaman & Nicobar Islands	363
2.	Arunachal Pradesh	5
3.	Assam	1959
4.	Bihar	16205
5.	Chandigarh	394
6.	Chhattisgarh	601
7.	DNH&DD	1233
8.	Delhi-NCR	20085
9.	Goa	879
10.	Gujarat	11438
11.	Haryana	1738
12.	Himachal Pradesh	1120
13.	Jammu & Kashmir	4316
14.	Jharkhand	20647
15.	Karnataka	36436
16.	Kerala	2422
17.	Ladakh	1426
18.	Madhya Pradesh	21952
19.	Maharashtra	31049
20.	Manipur	451
21.	Mizoram	642
22.	Nagaland	447
23.	Odisha	13959
24.	Pondicherry	2737
25.	Punjab	14235
26.	Rajasthan	6374
27.	Sikkim	34
28.	Tamil Nadu	26810
29.	Telangana	9234
30.	Tripura	4015
31.	Uttar Pradesh	59125
32.	Uttarakhand	6106
Grand Total		318473

District-Wise Data on Grievances Received & Resolved During Last 3 Years in Bulandshahr, Jalgaon, Dahod, Kalahandi & Nuapada Districts of Uttar Pradesh, Gujarat & Odisha (Since FY 2023-24)

A. Bulandshahr (Uttar Pradesh)

Category	Total
Emotional Support	1
Enquiry	28
Field Intervention	18
Guidance	203
Information	199
Others	22
Total	471

B. Jalgaon (Maharashtra)

Category	Total
Emotional Support	82
Enquiry	26
Field Intervention	187
Guidance	22
Information	224
Others	82
Total	1012

C. Dahod (Gujarat)

Category	Total
Emotional Support	3
Enquiry	4
Field Intervention	1
Guidance	43
Information	49
Others	12
Total	112

D. Kalahandi (Odisha)

Category	Total
Emotional Support	1
Enquiry	2
Field Intervention	4
Guidance	391
Information	17
Others	19
Total	434

E. Nuapada (Odisha)

Category	Total
Enquiry	1
Guidance	54
Information	5
Others	7
Total	67
