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Ministry of Social Justice & Empowerment


Toll Free Helpline for elderly persons ELDERLINE (14567) becomes operational in several states




Likely to become functional in all states by end of May, 2021

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Posted On: 17 MAY 2021 3:20PM by PIB Delhi

In order to address the problems of elders in the context of the ongoing COVID pandemic, the Ministry of Social Justice has started state wise call centres in major states under the ELDERLINE project. The facility is already made operational in 5 major States of UP, MP, Rajasthan, TN and Karnataka. In Telangana, this facility has been working for more than a year.

ELDER LINE
 NATIONAL HELPLINE FOR SENIOR CITIZENS
 Call Toll-Free
14567

INFORMATION
 GUIDANCE
 EMOTIONAL SUPPORT
 ON-GROUND SUPPORT

We're here for you!

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TALK TO US FOR EMOTIONAL SUPPORT
We're here for you!

ELDER LINE helps the homeless

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IF YOU SUSPECT ELDERLY ABUSE OR NEGLECT
Get in touch with us.

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WE'RE HERE FOR YOU

- ASK US QUESTIONS** Old Age Homes, Caregiver Services, Activity Centres & more.
- WE'LL STEP UP FOR YOU** Intervention for abused and abandoned elderly.
- WE PROVIDE GUIDANCE** On legal and pension related issues.
- WE ALWAYS LISTEN** Speak to us for any emotional support.

PhotoCinza

Efforts are being made to make them functional in all States by end of May, 2021.

f These call centres can be reached by toll free number 14567. All elders may be advised to use this facility. The ELDERLINE is a facility operationalised with the assistance of Tata Trusts and NSE foundation.



The current status of the call centres is as given below:



States	Date of commencement	Number of Officers	Number of Actionable calls	Service Request Raised	Service Request Closed
TN	28th April 2021	8	71	25	15
MP	28th April 2021	4	163	12	5
RJ	28th April 2021	4	25	8	3
KA	28th April 2021	3	122	6	1
UP	14th May 2021	6	94	13	7

NB/UD

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