



ELDERLINE 14567 Provides Information, Guidance and Support to Senior Citizens Across India; Launched On 1st October 2021

Over 29 lakh calls received including 8.67 Lakh Actionable Calls (Covered Information, Guidance, Emotional Support, Field Intervention) Since FY 2021–September 2026

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The Ministry of Social Justice and Empowerment is providing senior citizens with access to information, guidance, emotional support and assistance through **ELDERLINE 14567**, the National Helpline for Senior Citizens (NHSC). The toll-free helpline is a component of the Atal Vayo Abhyuday Yojana (AVYAY).

Joint Secretary Senior Citizen Division in the Ministry Shri Sajeesh Kumar N said that ELDERLINE is operational in 32 States and Union Territories. He said over 29 Lakh calls have been received on the HELPLINE. He further said the National Institute of Social Defence (NISD), which monitors its implementation, has catered to more than 8.67 Lakh Actionable Calls covering information, guidance, emotional support and field intervention since FY 2021 upto September 21, 2026 which remains a continuous process.

The Joint Secretary said the ELDERLINE connects callers with assistance suited to their needs whileas the State Connect Centres provide information and guidance, offer emotional support and counselling and coordinate field interventions wherever required.

He added that depending on the nature of a grievance, they work with State Social Welfare Departments, police, healthcare institutions, legal aid services, senior citizen homes and other local agencies and the State Governments facilitate intervention and rehabilitation at the field level wherever necessary.



Joint Secretary said the Ministry implements the HELPLINE through agreements with participating State and Union Territory governments and service providers.

Shri Sajeesh Kumar N further said that NISD and the respective governments monitor calls, services, grievances and field interventions through periodic progress reports.

He further said that the Ministry also reviews digital service delivery, awareness activities, outreach, accessibility and coordination with local authorities to improve support for senior citizens, including those in remote areas.

It is pertinent to mention that Senior Citizens seeking assistance can call the **TOLL-FREE ELDERLINE NUMBER 14567**. The helpline coordinates services and referrals; it does not provide direct financial assistance to callers.

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