

# ELDERLINE

May 19, 2021

**In news-** In order to address the problems of elders in the context of the ongoing COVID pandemic, state wise call centres in major states under the ELDERLINE project have been started.

## ***About the helpline-***

- The helpline will operate through **decentralised call centres** at the state level with a Central monitoring and Data analysis system in the **Ministry of Social Justice and empowerment**.
- The facility is already made operational in **5 major States of UP, MP, Rajasthan, Tamilnadu and Karnataka**.
- In **Telangana**, this facility has been working for more than a year.
- Efforts are being made to make them functional **in all States by the end of May, 2021**.
- These call centres can be reached by **toll free number 14567**.
- The ELDERLINE is operationalised with the **assistance of Tata Trusts and NSE foundation**.