

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

STARRED QUESTION NO:9
ANSWERED ON:24.02.2015
TOLL FREE HELPLINE FOR ELDERLY
Kher Smt. Kirron

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether the Government has issued any advisory to the States for providing adequate security and safety to the elderly and if so, the details thereof;
- (b) whether the Government has started or propose to roll out toll free helpline for the elderly in the country;
- (c) if so, the total number of toll free senior citizen helplines set up in the country, State/UT-wise; and
- (d) the total number of calls received on all such helplines and the action taken thereon during each of the last three years and the current year, State/UT-wise?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI HARIBHAI PARATHIBHAI CHAUDHARY)

(a) to (d) : A statement is laid on the Table of the House

STATEMENT IN REPLY TO PARTS (a) to (d) OF THE LOK SABHA STARRED QUESTION NO. 09 FOR FEBRUARY 24, 2015

(a) The Ministry of Home Affairs has issued two detailed advisories dated 27.3.2008 and 30.08.2013, to all the State Governments/UTs advising them to take immediate measures to ensure safety and security and for elimination of all forms of neglect, abuse and violence against older persons through initiatives such as identification of senior citizens; sensitization of police personnel regarding safety, security of older persons; regular visit of the beat staff; setting up of toll free senior citizen helpline; setting up of senior citizen security cell; verification of domestic helps, drivers, etc. The recent advisory is available in the Ministry of Home Affairs website http://mha.nic.in/sites/upload_files/mha/files/Advisory_04093.pdf.

(b) to (d) At present there is no proposal under consideration for creating a nationwide toll free Helpline for senior citizens. However, general emergency numbers like dial 100 are used by everyone including senior citizens. The call details received on dial 100 number was not maintained centrally.

As per information provided by the Ministry of Social Justice and Empowerment, few helplines are being operated by the NGOs supported under the Scheme of Integrated Programme for Older Persons (IPOP). Details of the calls received and action taken by these helplines are given in the Annexure.