

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

**STARRED QUESTION NO. †*72
TO BE ANSWERED ON 07.02.2017**

NATIONAL POLICY FOR SENIOR CITIZENS

†*72. SHRI R. DHRUVA NARAYANA:

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

- (a) whether atrocities on Senior Citizens are on the rise in the country;
- (b) if so, the details thereof and the reasons therefor;
- (c) the corrective steps taken/proposed to be taken by the Government in this regard;
- (d) whether the Government proposes to come out with a National Policy for Senior Citizens and if so, the details and salient features of the said policy; and
- (e) the time by which the said policy is likely to be implemented in the country?

ANSWER

**MINISTER OF SOCIAL JUSTICE AND EMPOWERMENT
(SHRI THAAWARCHAND GEHLOT)**

(a) to (e) A Statement is laid on the Table of the House.

Statement referred to in reply to Parts (a) to (e) of Lok Sabha Starred Question No. 72 to be answered on 07.02.2017

- (a) & (b): As per the information provided by Ministry of Home Affairs, the National Crime Record Bureau (NCRB) a total of 18,714 cases and 20,532 cases were reported under crimes against senior citizens (above 60 years) during 2014 and 2015 respectively, showing an increase of 9.7% during 2015 over 2014. State/UT wise cases reported under crimes committed against senior citizens (60 years & above) during 2014-2015 is enclosed at **Annexure-I**.
- (c): As per the information provided by Ministry of Home Affairs, as per the Seventh Schedule to the Constitution of India, 'Police' and 'Public Order' are State Subjects and as such, the primary responsibility of prevention, detection, registration, investigation and prosecution of crime, lies with the State Governments/ Union Territory Administrations. Ministry of Home Affairs has issued two detailed advisories dated 27.3.2008 and 30.8.2013 to all State Governments/UTs. Copies of the Advisories dated 27.3.2008 and 30.08.2013 are placed at **Annexure-II** and **Annexure-III** respectively.
- (d) & (e): The existing National Policy on Older Persons (NPOP) was announced in 1999 to reaffirm the commitment of the Government to ensure the well being of the older persons. Keeping in view the changing demographic pattern, socio-economic needs of the senior citizens, social value system and advancement in the field of science and technology over the last decade, a new National Policy for Senior Citizens is under finalization to replace the NPOP-1999.

State/UT wise Cases Reported (CR), Persons Arrested (PAR), Cases Chargesheeted (CS), Persons Charge Sheeted (PCS), Cases Convicted (CV) and Persons Convicted (PCV) under crime against senior citizens during 2014-2015

Sl	State/UT	2014						2015					
		CR	PAR	CS	PCS	CV	PCV	CR	PAR	CS	PCS	CV	PCV
1	Andhra Pradesh	1852	1821	1117	1449	124	155	2495	2283	1572	1761	213	236
2	Arunachal Pradesh	4	4	4	4	0	0	7	8	6	7	0	0
3	Assam	0	0	0	0	0	0	17	18	10	17	0	0
4	Bihar	496	711	391	596	2	4	404	508	360	505	10	15
5	Chhattisgarh	833	1155	736	1107	74	103	1077	1397	939	1431	157	215
6	Goa	73	58	36	58	1	1	59	52	38	41	0	0
7	Gujarat	372	465	255	404	0	0	195	290	185	329	1	1
8	Haryana	310	417	201	402	4	6	306	252	180	246	18	27
9	Himachal Pradesh	188	254	138	226	1	1	159	287	145	292	0	0
10	Jammu & Kashmir	0	0	0	0	0	0	0	0	0	0	0	0
11	Jharkhand	12	12	11	12	0	0	6	7	1	1	0	0
12	Karnataka	642	791	355	576	6	6	742	856	540	879	9	9
13	Kerala	758	840	582	755	30	30	551	613	463	605	28	33
14	Madhya Pradesh	3438	5556	3156	5466	128	208	3456	5739	3304	5825	407	749
15	Maharashtra	3981	4283	1973	3257	79	96	4561	5062	2306	4130	115	142
16	Manipur	14	0	0	0	0	0	16	6	4	4	0	0
17	Meghalaya	9	4	4	4	0	0	6	5	4	5	0	0
18	Mizoram	7	7	4	4	1	1	6	8	5	7	3	3
19	Nagaland	0	0	0	0	0	0	0	0	0	0	0	0
20	Odisha	383	437	255	430	0	0	423	500	375	443	1	2
21	Punjab	158	212	82	122	7	11	87	135	80	150	23	40
22	Rajasthan	1034	994	615	994	26	45	685	578	339	578	61	101
23	Sikkim	0	0	0	0	0	0	3	3	3	3	2	2
24	Tamil Nadu	2121	2454	1054	1337	198	223	1947	2492	1499	1867	409	500
25	Telangana	422	447	196	285	14	15	1519	960	797	931	99	102
26	Tripura	6	8	3	5	0	0	12	9	7	8	0	0
27	Uttar Pradesh	420	993	349	871	40	116	370	966	325	830	41	95
28	Uttarakhand	1	0	0	0	0	0	5	3	3	3	0	0
29	West Bengal	118	2419	61	2670	0	0	125	149	80	105	0	0
	TOTAL STATE(S)	17652	24342	11578	21034	735	1021	19239	23186	13570	21003	1597	2272
30	A & N Islands	12	17	10	15	1	1	12	11	9	9	6	6
31	Chandigarh	13	15	3	3	1	1	26	25	24	36	4	7
32	D&N Haveli	0	0	0	0	0	0	0	0	0	0	0	0
33	Daman & Diu	0	0	0	0	0	0	0	0	0	0	0	0
34	Delhi UT	1021	722	189	203	16	17	1248	385	271	347	41	57
35	Lakshadweep	0	0	0	0	0	0	0	0	0	0	0	0
36	Puducherry	16	40	14	37	0	0	7	8	6	6	1	1
	TOTAL UT(S)	1062	794	216	258	18	19	1293	429	310	398	52	71
	TOTAL (ALL INDIA)	18714	25136	11794	21292	753	1040	20532	23615	13880	21401	1649	2343

Source: Crime in India

Note: Disposal of cases/persons by police/courts during the year may includes previous year pending case/persons.

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File No. 15011/53/2004-SC/ST (Vol. II)
 Ministry of Home Affairs
 CS Division
 (SC/ST-W)

New Delhi, dated the 25th March, 2008.

To

Chief Secretaries of all State Governments/UT Administrations.

27 MAR 2008

Subject: Implementation of the National Policy on Older Persons-follow up action, regarding.

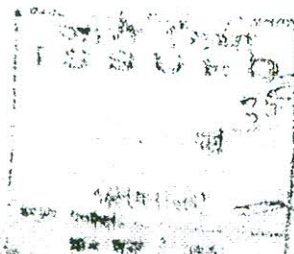
Sir,

I am directed to state that the annual meeting of the Inter-Ministerial Committee (IMC) for implementation of the National Policy on Older Persons (NPOP), chaired by the Secretary, Ministry of Social Justice and Empowerment (MSJE), was held on 07.2.2008, during which the Committee reviewed the status of the implementation of Annual Plan of Action 2007-2008 and proposed some new action points for the next Annual Action Plan under NPOP.

2. This Ministry vide its letter of even number, dated 24.10.2005, had issued a detailed advisory to State Governments regarding action points under the NPOP for 2005-06 requiring action by the State Governments and UT Administrations. We have since received a feedback on the implementation of the action points from some of the States and UT's.

3. **The Action Points of the next Annual Action Plan reiterates the need for immediate efforts by the State Governments towards elimination of all forms of neglect, abuse and violence against older persons, and creation of support services to address the abuses against older persons.** They also include development of institutional and policy framework for protecting the interests of the elderly in case of disaster.

4. You will appreciate that the increasing trend of withdrawal of family support to older persons due to various social and economic reasons has made them the soft targets of criminals and fraudulent dealings, physical and emotional abuse (sometimes even by family members and relatives), deprivation of their ownership rights, deprivation of inheritance rights of widows etc. The State Governments have, no doubt, taken several initiatives for elimination of all forms of discrimination against older persons and checking violation of their rights. The Inter Ministerial Committee for implementation of the NPOP, however, observed that these achievements could not be reviewed for want of their reflection in measurable terms. It



was, therefore, felt necessary that a **matrix of monitorable parameters** may be prepared in respect of the Action Points for the safety and security of older persons.

5. In this context, please find at the **Annexure measures, suggested targets and suggested agencies responsible for achieving the Action Plan objectives and the monitoring indicators for measuring the progress of achievement.**

6. The State Governments are welcome to set more stringent targets if they so desire and also decide on the agency which will be responsible for implementing and monitoring the measures. Adequate budget provisions may please be made to ensure achievement of the objectives of the Action Plan.

7. It is requested that a **Status Report** for your State may kindly be prepared of the measures already taken and apprised to this Ministry. It is also requested that the achievements against targets set may kindly be apprised to this Ministry quarterly. The **Report for the first quarter of 2008-09 may kindly be sent by 15th July, 2008.**

Thanking you,

Yours faithfully,

(Signature)

(Nirmaljeet Singh Kalsi)
Joint Secretary to the Govt. of India
Tel. No. 23092630

NATIONAL POLICY ON OLDER PERSONS
ANNUAL ACTION PLAN FOR SAFETY AND SECURITY OF OLDER PERSONS

Measures (Suggested)	Targets (Suggested)	Responsible Agency	Monitoring Indicators
1. Identification of crime prone pockets/localities inhabited by older persons.	All such areas may identified by May, 2008	SP of District	Report from each district received by 31 st March, 2008
2. Sensitisation workshops for police personnel regarding safety and security of older persons	Each district to organise at least two such workshops in 2008-09 but preferably one in each quarter.	SP of District	District-wise number of workshops held
3.(a) Registering old persons (single or couple living alone) under each police station or identified crime-prone areas (b) Senior Police Officers to periodically inspect the registers related to older persons in police stations to ensure they are regularly updated	Registration to be completed by June, 2008	SHO Any level above SHO	Availability of completed list in police station Number of inspections done district-wise

<p>4.(a) Regular visits of the beat staff along with a Community/ NGO member, to the residences of older persons living alone</p> <p>(b) Senior Police Officers to also periodically interact with older persons living alone</p>	<p>Visits should be at least once a week</p> <p>Meetings may be held six-monthly</p>	<p>Beat Constable</p> <p>SHO and above</p>	<p>Number of visits made under each police station</p> <p>Number of meetings held district wise</p>
<p>5. Set up Senior Citizens' Special Cell at State and District Police Headquarters to coordinate and monitor safety and security of older persons.</p>	<p>Set up State level cell and cells in vulnerable districts in 2008-09</p>	<p>DGP, SP</p>	<p>Cells set up at State and district level</p>
<p>6. Set up 24/7 Senior Citizens' toll free Helpline(s) (DGP to decide number of helplines required based on population of senior citizens)</p>	<p>Set up toll free line(s) at State headquarters level in 2008-09</p>	<p>DGP</p>	<p>Toll-free helplines set up</p>

7. Establish Community Policing Programmes in areas with high proportion of older persons	Establish programme in 2 most vulnerable areas in the district	SP	Number of Community Policing Programmes established
8. Issue Dos and Don'ts Guidelines for older persons to be followed by them for home security measures, while recruiting servants, while dealing with salespersons, while going out shopping or walking or to the bank etc. and distribute leaflets of guidelines and/or advertise through media	Issue guidelines by June.2008 and circulate them in the most vulnerable areas of district	DGP. SP	Guidelines issued Details of areas where circulated to target group
9. Organise sensitisation programmes for older persons about police helplines, dos and don'ts guidelines, legal aid facilities, etc available specially for them	Organise at least one programme per district	SP	Number of programmes organised in the year
10. Identification of reputed NGOs experienced in the field and consulting and coordinating with them whenever necessary	NGOs identified by June. 2008 and interaction meetings held once a month	SP	Availability of names of such NGOs and number of interactions with them

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	11. SHOs to regularly visit old age homes, if any, within his jurisdiction to apprise himself of problems being faced by the inhabitants.	At least one visit per month	SHO	Number of visits in month
	12. Prompt attendance to complaints by older of harassment, deception etc. and cases of crimes against them.	Shortest possible time depending upon the complaint	All levels	Number of complaints received and time taken for satisfactory disposal
	13. Senior Police Officers to periodically inspect progress of investigations of cases of complaints by older persons or crimes against them	One inspection per quarter	Any level above SHO	Number of inspections done
	14. Establish Advisory Bodies of prominent senior citizens at State/District level which would periodically interact with the police regarding safety and security of older persons	Advisory Bodies set up by September, 2008	DGP	Number of such bodies in the State

No. 15011/129/2010 (CF-104307) – SC/ST CELL
GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS
(CENTRE STATE DIVISION)

New Delhi, the 30th August, 2013

To

- 1) The Chief Secretaries of all State Governments/UT Administrations
- 2) Administrator of Dadra Nagar Haveli, Daman & Diu and Lakshadweep

Subject: Protection of Life and Property of Senior Citizens

Sir,

An advisory dated 24th October 2005 had been previously sent by the Home Ministry regarding the implementation of the National Policy on Old People (NPOP 1999)¹. The advisory advises States/UTs to ensure that life and property of senior citizens (i.e those beyond 60 years) is fully protected.

2. In recent decades, the supporting mechanisms of the family and the responsibility of the young to look after the elderly have weakened due to underlying societal changes such as emigration of the young, lower fertility levels, increased life expectancy and the appearance of the nuclear family etc. A study conducted by the BPR&D (September 2009) of the four metros showed that there are a number of problems in the manner of providing safety and security to elderly. The revised National Policy on Senior Citizens 2011 (NPSC)² has also adopted a fresh approach regarding the issues related to the elderly. A National Conference on Ageing had been organised by the Ministry of Social Justice and Empowerment (MOSJE) on the 6th-7th November, 2012 in this regard. Based on the deliberations there the Ministry of Social Justice and Empowerment has drawn upon a set of recommendations for a more effective implementation of various programmes for the welfare of the senior citizens.

4. The MOSJE had taken up the enactment of the **Maintenance and Welfare of Parents and Senior Citizens Act, 2007**. The Act envisages that the State Governments shall prescribe a comprehensive action plan for providing protection of life and property of senior citizens [Section 22(2)].

¹ http://mha.nic.in/uniquepage.asp?ID_PK=466

² <http://socialjustice.nic.in/pdf/dnpsc.pdf>

5. In view of the particular vulnerability of the elderly to crime, special crime control measures for elderly include:

- a) **Review existing Policing Arrangements:** Police set-up of each metro/state headquarter should be urgently reviewed to reorganise it to make it better to face its current and future challenges and to meet the expectations of the people. This will automatically improve security for all including elderly. At present, the police in some of the Police Stations in metro/state headquarter are over stretched. The Police Headquarters should ensure that each Police Station has a Security Scheme for the protection of the elderly in the context of local requirements which should be updated regularly. These should, *inter alia*, provide for patrolling, both during day and night. Police should get extra functional and supervisory staff needed for enforcing the scheme. Police should maintain and regularly update the data base about the elderly and obtain a feedback about security arrangements in force for the elderly. Police personnel should also be given training and re-orientation in dealing with and taking care of elderly. Security and placement agencies should be co-opted and encouraged to provide guards and domestic help having skill for taking care of the elderly. They should be cleared from security angle so that well-to-do senior citizens, who are at greater security risks, can have qualified and reliable personal and security staff. Police should organise special drives for verification of the antecedents of servants, drivers and other domestic help as also of tenants. Each police head quarters and each district police office of the metro/state headquarter should have a Senior Citizen Cell and Toll-Free Help-lines and an interactive Web-Site to enable easy interaction should be available. Enquiries should be held to fix responsibility for lapses whenever serious incidents of crime against elderly take place and suitable remedial measures/ action should be instituted/ taken in the light of the result of these enquires. At the same time, police personnel and members of the public who help in prevention and detection of crime against elderly should be handsomely rewarded/ recognised.
- b) **Strengthening Community Policing:** More effective development of police-public relationships is necessary. Issues like registration with police of senior citizens living alone for exercising extra vigilance in relation to them, strengthening of the beat police system, more frequent visits of beat constables, police patrol vans and volunteers from local communities, enrolled as special police officers for those who are living alone or with spouses, foot patrolling both during daytime and night etc. should be taken up. There should be more frequent interaction between the police

and the residents of the area. Police could setup Community Liaison Groups which can organize volunteers to pay regular visits to senior citizens to attend to their emotional needs and to run errands for them. Neighbourhood Watch Schemes can be setup involving RWAs, Senior Citizen's Welfare Associations, Senior Citizen's Neighbourhood Societies which should evolve and enforce neighbourhood watch schemes.

- c) **Engaging the Resident Welfare Associations (RWAs):** Sensitisation of people/RWAs regarding safety measures is necessary. RWAs could play an active role in resolving minor disputes in which senior citizens are involved; they should convince senior citizens to follow police advisories concerning safety and security matters, verification of antecedents of their domestic help and tenants, and registration with police and they should also help senior citizens to organise their own groups for solving their problems mutually. RWAs could arrange for better local area security. They could regulate entry of outsiders including casual workers, vendors and tradesmen in their premises more effectively. RWAs could provide a panel of security verified electricians, plumbers and other tradesmen for service in their premises and have arrangements with registered firms/ placement agencies for providing reliable domestic help to the houses in their premises.

- d) **Creation of Self Help Groups:** Mobilisation of members of the public, RWAs, NGOs, youth clubs, and women groups could help senior citizens to organise their own groups/ organisations involving persons from different walks of life like doctors, lawyers, security experts, etc. so that their expertise can be of use to them in solving their problems mutually and for providing emotional support to lonely citizens; and State Governments could partly fund senior citizens groups/ organisations by encouraging setting up of senior citizens organisations.

- e) **Need for greater awareness:** There is a need to introduce Literacy Programmes for older persons, which would reduce their vulnerability to exploitation. This would also help in strengthening their knowledge of their rights, access to entitlements and services, capacity to overcome discrimination and ability to resist violence through appropriate Do's and Don'ts. Information and education material (IEC) relevant to the lives and security of older people should be developed and translated in local languages and widely disseminated. School Curricula should include

material that inculcates sensitivity and values, which promote proper attitude for care and respect for elderly and develop skills for giving care and emotional support to elderly and aids the sensitisation of the younger generation.

7. All the States/UTs are advised to consider adopting the measures elucidated above and any additional measure that is required for the effective management of crime against the elderly. An template for the monitoring of the action plan has been provided in the **Annexure** to this advisory for which information may be sent on a quarterly basis. Action taken may kindly be intimated. The receipt of the letter may please be acknowledged.

Yours faithfully,

(S Suresh KUMAR)
Joint Secretary (CS)
Telefax: 23438100
E mail: jscs@nic.in

Copy also for information and necessary action to:

- i. All State Governments and Union Territories Principal Secretary/Secretary (Home)
- ii. The DGs of all State Governments/UTs.
- iii. Director General BPR&D
- iv. Secretary, Ministry of Social Justice and Empowerment

(S. Suresh KUMAR)
Joint Secretary to Govt. of India

MONITORING OF ACTION PLAN
FOR SAFETY AND SECURITY OF OLDER PERSONS

S.No.	Measures (Suggested)	Monitoring Indicators (to be indicated Quaterly)
1.	Identification of crime prone pockets/localities inhabited by older persons	For a list of registered Senior Citizens upto the last date of the quarter. Information may please be given in Format A .
2.	Sensitization workshops for police personnel regarding safety and security of older persons	No. of workshop held by different districts in the quarter may be indicated.
3.	(a) Registering old persons (single or couple) living alone under each police station of identified crime prone area	Police Station wise list of registered Senior Citizens (upto the last date of the quarter) is to be given in Format B .
	(b) Senior Police Officers to periodically inspect the registers related to older persons in police stations to ensure they are regularly updated	No. of inspections done district-wise are as follows:
4.	(a) Regular visits of the beat staff along with a Community / NGO members to the residences of older persons living alone.	No. of visits made under each police station is to be given in Format C .
	(b) Senior Police Officers to also periodically interact with older persons living alone	No. of meetings held district/zone-wise in the last quarter are as follows:
5.	Set up Senior Citizens' Special Cell at State and District Police Headquarters to coordinate and monitor safety and security of older persons	Date of notifications and date from which functioning started to be given.
6.	Set up 24x7 Senior Citizens' toll free Helpline(s) (DGP to decide number of Helplines required based on population of senior citizens)	Toll free no. started and call outcomes could be given.
7.	Establish Community Policing Programmes in areas with high proportion of older persons	Details of the programmes initiated and their activities could be given

S.No.	Measures (Suggested)	Monitoring Indicators (to be indicated Quaterly)
8.	Issue Dos & Don'ts Guidelines for older persons to be followed by them for home security measures, while dealing with salespersons, while going out shopping or walking or to the bank etc and distribute leaflets of guidelines and / or advertise through media.	Police should issue the same and publicise through their web-sites as well as thro' media interaction. Status of issue of 'Do's and Don'ts'.
9.	Organize sensitization programmes for older persons about police helplines, Dos & Don'ts guidelines, legal aid facilities, etc available specially for them.	No. of meetings held district/zone-wise in the last quarter are as follows:
10.	Identification of reputed NGOs experienced in the field and consulting and coordinating with them whenever necessary.	No. of NGOs identified and their activities in the quarter
11.	SHOs to regularly visit old age homes if any, within his jurisdiction to apprise himself of problems being faced by the inhabitants.	No. of visits made to the old age homes (number)
12.	Prompt attendance to complaints by older of harassment, deception etc. and cases of crimes against them.	No. of complaints received, no. disposed, no. referred to other authorities etc.
13.	Senior Police Officers to periodically inspect progress of investigations of cases of complaints by older persons or crimes against them.	No. of inspections done district/zone-wise in the last quarter are as follows:
14.	Establish advisory bodies of prominent senior citizens at State / District level which would periodically interact with the police regarding safety and security of older persons	Date of notification and date(s) of meetings held by the advisory boards

