

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

**UNSTARRED QUESTION NO.3266
TO BE ANSWERED ON 21.03.2023**

FACILITIES FOR SENIOR CITIZENS

3266. SHRI B.B. PATIL:

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

- (a) whether any change has been made by the Government in the facilities being provided to senior citizens, if so, the details thereof;
- (b) if not, whether there is any scheme under consideration to amend the facilities being provided to senior citizens, if so, the details thereof; and
- (c) whether there has been an increase in the crimes committed against senior citizens during the last five years, if so, the details thereof and the measures taken to curb such crimes?

ANSWER

**MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT
(SUSHRI PRATIMA BHOUMIK)**

(a) & (b): During the last 03 Financial Years, Ministry of Social Justice and Empowerment has revised its existing Schemes and also introduced new Schemes for welfare of senior citizens. Details have been given at **Annexure-I**.

(c): Maintaining Law and Order is a State subject. Ministry of Home Affairs' National Crime Records Bureau has shared data on State/UT-wise cases registered, cases charge-sheeted, cases convicted, persons arrested, persons charge-sheeted and persons convicted under Crime against Senior Citizens during the past 05 years ie., 2017 to 2021 (placed at **Annexure-II**). Latest published data pertains to the year 2021. The Ministry of Home Affairs issues Advisories from time-to-time to all States for ensuring safety and security of senior citizens. This includes elimination of all forms of neglect, abuse and violence against senior citizens through initiatives such as identification of senior citizens, sensitization of police personnel, regular visits by beat staff; setting up of toll free senior citizen helpline; verification of domestic helps, drivers etc. Ministry of Home Affairs has issued two detailed advisories dated 27-3-2008 and 30-8-2013 (placed at **Annexure-III**) to all State Governments/UTs advising them to take immediate measures to ensure safety and security of senior citizens.

[Part (a) & (b) of LS USQ No. 3266 for 21-03-2023 on 'Facilities for Senior Citizens']

- (a) whether any change has been made by the Government in the facilities being provided to senior citizens, if so, the details thereof;**
- (b) if not, whether there is any scheme under consideration to amend the facilities being provided to senior citizens, if so, the details thereof;**

(a) & (b) During the last 03 Financial Years, Department of Social Justice and Empowerment has revised its existing Schemes and also introduced new Schemes for welfare of senior citizens. Details are given below:

(1) Central Sector Scheme of Integrated Programme for Senior Citizens (IPSrC):

The Ministry of Social Justice and Empowerment implements a Central Sector Scheme of Integrated Programme for Senior Citizens (IPSrC) under which grants in aid are given for running and maintenance of Senior Citizens Homes (Old Age Homes)/ Continuous Care Homes etc. to the Implementing Agencies (IAs) such as State Governments / Union Territory Administrations (through Registered Societies)/ Panchayati Raj Institutions (PRIs) / Local bodies; Non-Governmental/Voluntary Organizations. Facilities like shelter, nutrition, medical care, clothing, recreational activities etc. are provided free of cost to the indigent senior citizens living in such Homes. During FY 2022-23, the Department has enhanced the cost norms upto 10% in IPSrC, thereby enhancing Grant-in-aid to NGOs, for providing better facilities inside the Homes. Further, provision for yoga therapy has been introduced in the Scheme. During 2020-21, Project Monitoring Unit (PMU) was constituted for physical inspection of the projects under IPSrC for better monitoring, resulting in better availability of facilities to the residents of Senior Citizen Homes.

(2) Rashtriya Vayoshri Yojana (RVY):

Rashtriya Vayoshri Yojana (RVY) is a Central Sector Scheme, launched in 2017, with an objective to provide aids and assisted living devices to senior citizens, belonging to BPL category, who suffer from age-related disabilities/infirmities such as low vision, hearing impairment, loss of teeth and loco-motor disabilities. The Scheme has been revised w.e.f. F.Y. 2020-21. Under the revised Scheme, the criteria of selection of beneficiaries have been extended to include not only those senior citizens belonging to BPL category but also senior citizens with monthly income not more than Rs. 15000/- and who suffer from age related disabilities/infirmities.

Further, under the Scheme, 08 Generic devices such as walking sticks, elbow crutches, walkers/crutches, tripods/quadpods, hearing aids, artificial dentures, spectacles and wheelchairs were distributed in camp mode. With the revision of the Scheme, an addition of 10 Special devices such as wheelchairs with commode, chair/stool with commode, silicon foam cushion, knee brace, spinal support,

cervical collar, lumbosacral belt (LS), walker/roalator with brakes, walking stick with seat, and foot-care kit including flexi gel socks, socks cushion sandal, silicon insole (complete foot/ankle) and insole with pressure point relief, have been included in order to provide specialized attention to senior citizens.

(3) National Helpline for Senior Citizen (14567)-Elderline:

The Ministry of Social Justice and Empowerment has set up the National Helpline for Senior Citizen to address the grievance of the elders. The helpline has been launched across the country and has been dedicated to the Nation by the Hon'ble Vice President of India on the occasion of the International Day for Older Persons i.e. on 01st October, 2021. The Elderline offers services to the senior citizens through toll free phone number 14567 from 8AM to 8PM. At present, Elderline is functional in 31 States/UTs.

(4) State Action Plan for Senior Citizens (SAPSrC):

During the FY 2019-20, appreciating the critical and significant role of States/UTs, Ministry of Social Justice and Empowerment brought into force the SAPSrC whereby each State/UT is expected to plan and strategize, taking into account their local considerations, and frame their own State Action Plan for the welfare of senior citizens. The State Action Plan may comprise a long-term strategy for five years as well as Annual Action Plans. Ministry of Social Justice and Empowerment shall release funds to the States/UTs for formulation and implementation of their State Action Plans.

(5) SAGE- Seniorcare Aging Growth Engine:

To promote out-of-the-box solutions for the commonly faced problems of senior citizens, Ministry of Social Justice and Empowerment launched SAGE during F.Y. 2021-22 to identify and encourage innovative start-ups for developing products, processes and services for the welfare of the elderly. The selected start-ups/start-up ideas can be provided equity support of up to Rs.1 crore per project while ensuring that the total Government equity in the start-up should not exceed 49%. For this, the SAGE portal (<http://sage.dosje.gov.in>) has been launched on 04/06/2021.

against Senior Citizens during 2017-2018

Sl	State/UT	2017						2018					
		CR	CCS	CON	PAR	PCS	PCV	CR	CCS	CON	PAR	PCS	PCV
1	Andhra Pradesh	1823	1256	194	1314	2240	301	1673	1375	161	1044	2115	219
2	Arunachal Pradesh	1	0	0	0	0	0	3	3	0	3	3	0
3	Assam	0	0	0	0	0	0	2	2	0	4	2	0
4	Bihar	141	139	6	408	220	7	424	397	0	275	557	0
5	Chhattisgarh	1068	992	140	1506	1551	199	1073	916	118	1502	1472	193
6	Goa	60	35	2	44	59	2	36	39	5	27	61	5
7	Gujarat	1099	775	1	1432	1465	1	2126	1580	26	2812	3026	26
8	Haryana	466	222	31	399	348	42	571	271	23	463	447	30
9	Himachal Pradesh	129	101	5	54	147	7	195	169	1	228	316	1
10	Jharkhand	0	0	0	0	0	0	12	28	0	36	29	0
11	Karnataka	895	614	17	1033	1134	30	1038	745	12	1402	1382	13
12	Kerala	511	446	5	629	597	6	549	474	20	596	568	24
13	Madhya Pradesh	4716	4416	490	5836	7539	776	3967	3548	437	4416	6234	665
14	Maharashtra	5321	3181	126	5133	4910	158	5961	2931	122	5442	4785	159
15	Manipur	3	2	1	5	2	2	2	2	2	6	6	2
16	Meghalaya	2	1	0	1	1	0	0	0	0	0	0	0
17	Mizoram	13	10	5	14	11	6	15	15	5	18	18	6
18	Nagaland	15	7	2	11	8	2	14	6	1	15	8	1
19	Odisha	232	121	0	137	146	0	319	238	0	250	446	0
20	Punjab	163	80	13	317	191	26	217	110	15	360	248	23
21	Rajasthan	462	203	67	373	372	93	360	151	50	245	245	79
22	Sikkim	1	0	0	0	0	0	3	1	0	2	1	0
23	Tamil Nadu	2769	2058	585	3281	2823	696	3162	2325	835	3791	2950	955
24	Telangana	1308	705	67	641	1164	94	1062	679	88	466	1102	110
25	Tripura	10	5	0	12	10	0	9	6	0	14	11	0
26	Uttar Pradesh	408	394	31	616	773	66	454	353	55	723	716	94
27	Uttarakhand	2	1	0	2	2	0	6	2	0	3	3	0
28	West Bengal	247	192	0	170	245	0	245	188	0	161	307	0
	TOTAL STATES(S)	21865	15956	1788	23368	25958	2514	23498	16554	1976	24304	27058	2605
29	A&N Islands	10	10	0	12	13	0	3	4	1	4	4	1
30	Chandigarh	53	42	6	61	53	10	64	35	7	43	44	8
31	D&N Haveli and Daman & Diu+	0	0	0	0	0	0	1	1	0	1	1	0
32	Delhi	753	308	48	649	443	54	780	262	19	745	363	26
33	Jammu & Kashmir*	1	0	0	0	0	0	3	4	0	10	10	0
34	Ladakh	-	-	-	-	-	-	-	-	-	-	-	-
35	Lakshadweep	0	0	0	0	0	0	0	0	0	0	0	0
36	Puducherry	45	39	1	40	45	1	0	0	0	0	0	0
	TOTAL UT(S)	862	399	55	762	554	65	851	306	27	803	422	35
	TOTAL (ALL INDIA)	22727	16355	1843	24130	26512	2579	24349	16860	2003	25107	27480	2640

Source: Crime in India

Note : '+' Combined data of erstwhile D&N Haveli UT and Daman & Diu UT for 2017, 2018

*' Data of erstwhile Jammu & Kashmir State including Ladakh for 2017, 2018

State/UT-wise Cases Registered (CR), Cases Chargesheeted (CCS), Cases Convicted (CON), Persons Arrested (PAR), Persons Chargesheeted (PCS) and Persons Convicted (PCV) under Crime

against Senior Citizens during 2019-2021

SL	State/UT	2019						2020						2021					
		CR	CCS	CON	PAR	PCS	PCV	CR	CCS	CON	PAR	PCS	PCV	CR	CCS	CON	PAR	PCS	PCV
1	Andhra Pradesh	2430	1796	182	1531	3161	255	1860	1541	75	1929	2884	88	1818	1598	306	1011	2732	630
2	Arunachal Pradesh	3	1	0	4	2	0	0	0	0	0	0	0	8	4	0	10	5	0
3	Assam	2	1	0	2	1	0	6	0	0	6	0	0	5	3	0	8	6	0
4	Bihar	251	263	5	380	485	9	322	251	1	262	317	1	150	139	1	139	189	1
5	Chhattisgarh	1349	1153	216	1915	1907	331	1533	1186	107	2250	2038	156	1408	1337	77	2328	2289	126
6	Goa	40	28	3	31	44	5	31	23	1	39	39	2	50	30	0	52	56	0
7	Gujarat	4088	3288	21	5054	5537	30	2785	2327	0	4338	5189	0	872	833	1	1709	1932	3
8	Haryana	384	181	23	297	268	36	650	262	6	496	480	6	1056	403	13	783	711	20
9	Himachal Pradesh	166	173	2	238	278	3	394	360	3	168	556	4	419	340	2	341	567	4
10	Jharkhand	9	2	0	4	2	0	2	0	0	0	0	0	32	11	2	17	20	2
11	Karnataka	1172	911	1	1521	1744	2	853	696	9	1387	1540	13	1442	1175	27	1864	2106	40
12	Kerala	683	584	22	849	862	22	699	483	25	661	636	59	671	696	19	1003	1017	28
13	Madhya Pradesh	4184	3703	586	4382	7042	979	4602	4316	243	4915	10562	361	5273	4779	584	3072	8926	968
14	Maharashtra	6163	3071	144	4888	4837	171	4909	3162	60	4370	5033	84	6190	3703	54	5119	5697	74
15	Manipur	10	0	0	4	0	0	7	0	0	1	0	0	8	0	0	1	0	0
16	Meghalaya	1	0	0	1	0	0	3	0	0	0	0	0	3	1	0	1	1	0
17	Mizoram	9	8	4	11	10	4	8	8	5	9	9	6	5	5	3	5	5	3
18	Nagaland	16	5	0	7	7	0	11	1	1	1	1	1	8	4	0	10	4	0
19	Odisha	157	114	0	87	178	0	326	307	0	131	454	0	210	162	0	77	306	0
20	Punjab	228	152	17	365	325	33	289	158	9	463	381	12	335	203	18	489	426	32
21	Rajasthan	437	180	112	189	244	163	648	251	52	331	408	80	363	173	60	271	290	92
22	Sikkim	2	3	0	4	4	0	2	1	1	0	1	0	2	2	0	3	3	0
23	Tamil Nadu	2509	1757	846	3314	2441	1030	1581	1113	167	2202	1529	201	1841	1232	271	2497	1811	320
24	Telangana	1523	1040	61	564	1773	78	1575	1169	57	692	1758	79	1952	1438	123	771	2462	154
25	Tripura	19	13	0	11	19	0	13	8	0	11	13	0	8	14	0	7	27	0
26	Uttar Pradesh	475	410	42	730	794	78	353	313	27	538	596	36	423	338	13	528	706	19
27	Uttarakhand	6	3	0	3	3	0	4	4	0	0	5	0	7	7	0	10	10	0
28	West Bengal	353	285	0	239	499	0	344	289	0	183	481	0	304	323	0	292	509	0
TOTAL STATE(S)		26669	19125	2287	26625	32467	3229	23810	18229	850	25384	34910	1191	24863	18953	1574	22418	32813	2516
29	A&N Islands	6	6	1	7	8	1	17	15	0	20	19	0	14	13	1	24	24	1
30	Chandigarh	50	17	11	35	30	18	43	29	3	42	40	3	22	13	0	20	17	0
31	D&N Haveli and Daman & Diu+	2	1	0	1	1	0	0	0	0	0	0	0	4	3	0	6	5	0
32	Delhi	1076	280	20	531	394	31	919	240	0	460	352	0	1167	360	4	768	475	4
33	Jammu & Kashmir*	1	1	0	1	1	0	5	3	0	4	3	0	40	24	2	48	48	4
34	Ladakh	-	-	-	-	-	-	0	0	0	0	0	0	0	0	0	0	0	0
35	Lakshadweep	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Puducherry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL UT(S)		1135	305	32	575	434	50	984	287	3	526	414	3	1247	413	7	866	569	9
TOTAL (ALL INDIA)		27804	19430	2319	27200	32901	3279	24794	18516	853	25910	35324	1194	26110	19366	1581	23284	33382	2525

Source: Crime in India

Note : '+' Combined data of erstwhile D&N Haveli UT and Daman & Diu UT for 2019

* Data of erstwhile Jammu & Kashmir State including Ladakh for 2019

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

27 MAR 2008

Chief Secretaries of all State Governments/UT Administrations.

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

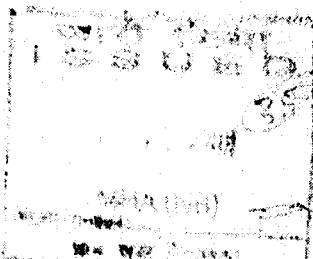
Sir,

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 UTs.

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,



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

(40)

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 area	Registration to be completed by June, 2008	SHO	Availability of completed list in each police station
(b) Senior Police Officers to periodically inspect the registers related to older persons in police stations to ensure they are regularly updated		Any level above SHO	Number of Inspections done district-wise

(41)

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

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 & 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

	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/dnpnc.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

5/5

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 f 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

FORMAT A

DISTRICT/ZONE WISE SENIOR CITIZENS IN _____ AS ON _____

SL NO	DISTRICT/ZONE	TOTAL NO. OF SR. CITIZENS

AGE-WISE CLASSIFICATION OF SENIOR CITIZENS

SL NO	DISTRICT/ZONE	TOTAL NO. OF SR. CITIZENS

FORMAT B

POLICE STATION WISE SENIOR CITIZENS IN _____ DISTRICT/ZONE AS ON _____

_____ DISTRICT/ZONE

SL NO	POLICE STATION	TOTAL NO. OF SR. CITIZENS

FORMAT C

**POLICE STATION WISE VISITS OF BY BEAT STAFF TO SENIOR CITIZENS IN _____ DISTRICT/ZONE AS
ON _____**

_____ **DISTRICT/ZONE**

SL NO	POLICE STATION	TOTAL NO. OF SR. CITIZENS	VISITS BY BEAT CONSTABLES