

F. No. 15011/115/2020-SC/ST-W
Government of India
Ministry of Home Affairs
Women Safety Division

2nd Floor, MDC National Stadium,
New Delhi – 110001,
Date: 13th July, 2020.

To,

Chief Secretaries/ Advisors to Administrators
(All States and UTs)

Subject: Advisory for protection of senior citizens – Reg.

Reference: (i) Comprehensive advisory dated 30 August, 2013
regarding "Protection of Life and Property of Senior Citizens"
issued by MHA.

(ii) Advisory for protection of senior citizens aged above 60
years issued vide DO No. Secy(SJE)/ SD/ 2020/ 214513 dated
13 April 2020 by Ministry of Social Justice & Empowerment,
GOI.

(iii) Guidelines for phased Re-opening (Unlock 2.0) No. 40-
3/2020-DM-I(A) dated 29 June 2020 issued by MHA.

Sir/Madam,

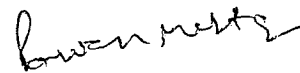
I am directed to refer to the references on the above mentioned subject (copies enclosed) and state that in the context of protection of senior citizens during the current COVID-19 pandemic while ensuring compliance with the guidelines issued by Ministry of Social Justice & Empowerment (at reference (ii) above), the following additional measures that can help address some of the safety and security related concerns of senior citizens may be taken:-

- i. Older persons, especially older women and older persons with disabilities are protected from violence, abuse, neglect and social isolation through community-level interventions assisted through field agencies of State Government.
- ii. Identification of the pockets inhabited by senior citizens;
- iii. Collection of basic demographic data on older persons and their families, including information on their health situation at the community level for need assessment.

- iv. Personal visit to the homes of senior citizens;
 - v. Monitoring and review of cases concerning senior citizens;
 - vi. Prompt attendance of complaint of harassment or deception and other crimes against senior citizens;
 - vii. Facilitation of legal aid for senior citizens;
 - viii. Strengthening community policing programmes with a focus on senior citizens;
 - ix. Generating awareness amongst senior citizens regarding 112 emergency response services and/ or any other helpline that may have been set up. States/ UTs which have operationalized 112 services may ensure that all senior citizens are aware of this facility and its use. Further, senior citizens with smart phones may be encouraged to download and register on 112 India App for effective and expeditious response.
 - x. As it is not advisable for senior citizens to go out, their access to essential goods and services, medicines and health-care facilities etc. may also be paid special attention.
 - xi. Issue of Do's and Don'ts guidelines for senior citizens. The Guidelines issued by Ministry of Social Justice is a ready reckoner.
2. It is requested to issue suitable directions in this regard under intimation to this Ministry.

Encl: as above

Yours faithfully,



(Pawan Mehta)

Deputy Secretary to the Govt. of India

Tel: 011-23075293

Email: pawan.mehta69@gov.in

Copy to:

1. DsGP/IsGP (all States and UTs).
2. Principal Secretary/ Secretary, Home Department (All States & UTs),
3. Commissioner of Police, Delhi.

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,

— Sd —

(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

— Sd —

(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 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



D.O. No.Secy(SJE)/SD/2020/214513

Date: 13.4.2020

Subject: Advisory for protection of senior citizens aged
above 60 years.

Dear Chief Secretary,

The Senior Citizens who are aged above 60 years and especially those with medical conditions are particularly susceptible to infections during the COVID times. MSJE alongwith Ministry of Health & Family Welfare and Department of Geriatric Medicine, AIIMS Delhi has prepared an Advisory to be followed by all the senior citizens and their care givers during these times.

I would request that this Advisory is widely publicised in all the districts, in all institutions working for senior citizens and through NGOs who are working in this area.



With regards,

Yours sincerely,

Encl: As above


(R. Subrahmanyam)

Chief Secretary of States/UTs

 Ministry of Social Justice and Empowerment, Government of India	 Department of Geriatric Medicine AIIMS, New Delhi
--	---

Advisory for Senior Citizens during COVID-19

Based on the Census 2011 age-cohort data, it is projected that there would be approximately 16 Crore Senior citizens (aged above 60 yrs) in the Country.

Sr Citizens between age group 60-69 yrs	8.8cr
Sr Citizens between age group 70-79 yrs	6.4cr
Assisted elders (above 80 years or people who require medical assistance)	2.8cr
Indigent elders (destitute who are homeless or deserted by the families)	0.18cr

Senior citizens above the age of 60 years face an increased risk in COVID times. This is an advisory for Senior Citizens and their caregivers on how to protect them from increased health risk during this period.

For whom is this?

- Aged 60 and above particularly those with following medical conditions
 - Chronic (long-term) respiratory disease, such as asthma, chronic obstructive pulmonary disease (COPD), bronchiectasis, post tuberculous sequelae, interstitial lung disease
 - Chronic heart disease, such as heart failure
 - Chronic kidney disease
 - Chronic liver disease, such as alcoholic, and viral hepatitis
 - Chronic neurologic conditions, such as Parkinson's disease, stroke
 - Diabetes
 - Hypertension
 - Cancer

Advisory for Senior Citizens who are mobile:

Do's	Don'ts
<ul style="list-style-type: none"> • Stay within the house all the time • Avoid having visitors at home • If meeting is essential, maintain a distance of 1 meter • If living alone, one can consider depending on healthy neighbours for acquiring essentials for home • Avoid small and large gatherings at all cost • Remain actively mobile within the house • consider doing light exercise and yoga at home • Maintain hygiene by washing hands. Especially before having meals and after using the washroom. This can be done by washing hands with soap and water for at least 20 seconds • Clean frequently touched objects such as spectacles • Sneeze and cough into tissue paper/handkerchief. After coughing or sneezing dispose of the tissue paper in a closed bin/wash your handkerchief and hands • Ensure proper nutrition through home cooked fresh hot meals, hydrate frequently and take fresh juices to boost immunity • Take your daily prescribed medicines regularly. • Monitor your health. If you develop fever, cough and/or breathing difficulty or any other health issue, immediately contact nearest health care facility and follow the medical advice • Talk to your family members (not staying with you), relatives, friends via call or video conferencing, take help from family members if needed 	<ul style="list-style-type: none"> • Come in close contact with someone who is displaying symptoms of coronavirus disease (fever/cough/breathing difficulty). • Shake hands or hug your friends and near ones • Go to crowded places like parks, markets and religious places • Cough or sneeze into your bare hands • Touch your eyes, face and nose • self-medicate • Go to hospital for routine checkup or follow up. As far as possible make tele-consultation with your healthcare provider • Invite family members and friends at home
<ul style="list-style-type: none"> • Due to Summer, avoid dehydration. Consume an adequate amount of water. (Caution for individuals with pre-existing Heart and Kidney disease) 	

Advisory for caregivers of dependent senior citizens

Do's	Don'ts
<ul style="list-style-type: none"> Wash your hands before helping the older individual Cover nose and mouth adequately using a tissue or cloth while attending on the senior citizen Clean the surfaces which are frequently used. These include a walking cane, walker, wheel-chair, bedpan etc Assist the older individual and help her/him in washing hands Ensure proper food and water intake by senior citizens Monitor his/her health 	<ul style="list-style-type: none"> Go near senior citizens if suffering from fever/cough/breathing difficulty Keep senior citizens completely bed-bound Touch the Senior Citizen without washing hands
<ul style="list-style-type: none"> Contact help-line if the older adult has the following symptoms: <ul style="list-style-type: none"> Fever, with or without body ache New-onset, continuous cough, shortness of breath Unusually poor appetite, inability to feed 	

Advisory for senior citizens on mental well-being

Do's	Don'ts
<ul style="list-style-type: none"> Communicate with relatives at home Communicate with neighbours, provided social distancing is followed, and gathering of people is avoided Provide a peaceful environment Rediscover old hobbies like painting, listening to music, reading Make sure to access and believe only the most reliable sources of information Avoid tobacco, alcohol and other drugs to avoid loneliness or boredom If you have an already existing mental illness, call helpline (08046110007) 	<ul style="list-style-type: none"> Isolate yourself Confine oneself in a room Follow any sensational news or social media posts. Spread or share any unverified news or information further
<ul style="list-style-type: none"> Contact helpline in case of <ul style="list-style-type: none"> Change in mental status, such as excessively drowsy during the day, not responding, speaking inappropriately New onset of inability to recognise relative which he/she could do before 	

AJAY BHALLA, IAS



गृह सचिव
Home Secretary
भारत सरकार
Government of India
North Block,
New Delhi

D.O. No. 40-3/2020-DM-1(A)

29th June, 2020

Dear Chief Secretary,

Kindly refer to Ministry of Home Affairs (MHA)'s Order of even number issued today whereby new guidelines for phased re-opening, Unlock 2, for opening up of more activities in areas outside the Containment Zones have been issued.

2. As stipulated in the Unlock 1 Order and guidelines issued on 30.05.2020, certain activities, i.e., religious places and places of worship for public; hotels, restaurants and other hospitality services; and shopping malls; have been permitted outside the containment zones from Jun 8, 2020, and the detailed standard operating procedures (SOPs) have also been issued. In Unlock 2, which will come into effect from July 1, 2020, the process of phased re-opening of activities has been extended further. Lockdown, however, shall continue to be implemented strictly in the containment zones till 31 July, 2020 with strict perimeter control and strict enforcement of containment measures as per guidelines of the Ministry of Health & Family Welfare (MOHFW).

3. As per the practice, the guidelines on Unlock 2 are based on feedback received from States and UTs, and consultations held with the related Central Ministries and Departments. After extensive consultations, it has been decided that schools, colleges and coaching institutions will remain closed till July 31, 2020. Government training institutions will be opened from July 15, 2020; night curfew will continue with relaxation in timings and with more permitted activities; and shops, depending upon space available, can have more than 5 persons at a time, while maintaining adequate physical distance among customers. Domestic flights and passenger trains have already been allowed in a limited manner. Their operations will be further expanded in a calibrated manner. Further dates for opening up of the remaining prohibited activities will be decided separately, based on the assessment of the situation.

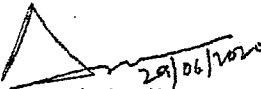
4. As emphasized in my earlier D.O. letters, I would like to reiterate again that States/Union Territories cannot dilute restrictions imposed vide the aforesaid guidelines issued by MHA. States/UTs, based on their assessment of the situation, may prohibit certain activities in areas outside containment zones, or impose such restrictions as deemed necessary. However, there shall be no restriction on inter-State and intra-State movement of persons and goods including those for cross land-border trade under Treaties with neighbouring countries. No separate permission/ approval/ e-permit will be required for such movements.

....contd..p/2..

5. I would urge you to ensure compliance of the Unlock 2 guidelines and direct all authorities concerned for their strict implementation. Further, guidelines issued by MHA, and consequent Orders issued by the respective State Governments / UT Administrations should be widely disseminated to the field functionaries for implementation and to the public for awareness and compliance.

With regards,

Yours sincerely,


28/06/2020
(Ajay Bhalla)

Chief Secretaries of All States
(As per Standard List attached)

AJAY BHALLA, IAS



गृह सचिव
Home Secretary
भारत सरकार
Government of India
North Block,
New Delhi

D.O. No. 40-3/2020-DM-I(A)

29th June, 2020

Dear *Administration,*

Kindly refer to Ministry of Home Affairs (MHA)'s Order of even number issued today whereby new guidelines for phased re-opening, Unlock 2, for opening up of more activities in areas outside the Containment Zones have been issued.

2. As stipulated in the Unlock 1 Order and guidelines issued on 30.05.2020, certain activities, i.e., religious places and places of worship for public; hotels, restaurants and other hospitality services; and shopping malls; have been permitted outside the containment zones from Jun 8, 2020, and the detailed standard operating procedures (SOPs) have also been issued. In Unlock 2, which will come into effect from July 1, 2020, the process of phased re-opening of activities has been extended further. Lockdown, however, shall continue to be implemented strictly in the containment zones till 31 July, 2020 with strict perimeter control and strict enforcement of containment measures as per guidelines of the Ministry of Health & Family Welfare (MOHFW).

3. As per the practice, the guidelines on Unlock 2 are based on feedback received from States and UTs, and consultations held with the related Central Ministries and Departments. After extensive consultations, it has been decided that schools, colleges and coaching institutions will remain closed till July 31, 2020. Government training institutions will be opened from July 15, 2020; night curfew will continue with relaxation in timings and with more permitted activities; and shops, depending upon space available, can have more than 5 persons at a time, while maintaining adequate physical distance among customers. Domestic flights and passenger trains have already been allowed in a limited manner. Their operations will be further expanded in a calibrated manner. Further dates for opening up of the remaining prohibited activities will be decided separately, based on the assessment of the situation.

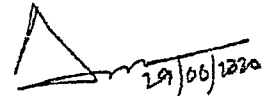
4. As emphasized in my earlier D.O. letters, I would like to reiterate again that States/Union Territories cannot dilute restrictions imposed vide the aforesaid guidelines issued by MHA. States/UTs, based on their assessment of the situation, may prohibit certain activities in areas outside containment zones, or impose such restrictions as deemed necessary. However, there shall be no restriction on inter-State and intra-State movement of persons and goods including those for cross land-border trade under Treaties with neighbouring countries. No separate permission/ approval/ e-permit will be required for such movements.

....contd..p/2..

5. I would urge you to ensure compliance of the Unlock 2 guidelines and direct all authorities concerned for their strict implementation. Further, guidelines issued by MHA, and consequent Orders issued by the respective State Governments / UT Administrations should be widely disseminated to the field functionaries for implementation and to the public for awareness and compliance.

with regards,

Yours sincerely,


(Ajay Bhalla)

Administrators of All UTs
(As per Standard List attached)