

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 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 |

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 |
|-------|---------------|---------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

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

_____ DISTRICT/ZONE

| SL NO | POLICE STATION | TOTAL NO. OF SR. CITIZENS |
|-------|----------------|---------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |

