

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:-

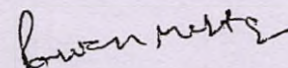
- i. Older persons, especially older women and older persons with disabilities are protected from violence, abuse, neglect and social isolation through community-level interventions assisted through field agencies of State Government.
- ii. Identification of the pockets inhabited by senior citizens;
- 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)
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Copy to:

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