



गृह मंत्रालय
MINISTRY OF
HOME AFFAIRS



**Project Report
On
Community Policing
for
Senior Citizens**

(Project No. 16/MM:02)

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**“Sincere efforts to brighten our
surroundings and the lives of
others return to illuminate
our own final years
with dignity.”**

Ocean Robbins

**“I want to awaken the passion and creativity of youth,
combines it with the wisdom, experience and
insight of elders, and transforms our world.”**

Community Policing for Senior Citizens

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Community Policing for Senior Citizens

Introduction

Community policing is the forging of cost effective problem solving partnership between the police and the community. The concept of community policing envisages the citizens taking lead in identifying the issues of crime/order in their area with police playing the role of facilitators for enabling the citizens to attend those issues. Micro Mission-2 of National Police Mission had in 2009 submitted to Government of India its “Overarching Model of Community Policing” with the suggestion that the project may be implemented throughout the country. Subsequently, the MM started preparing a bouquet of projects suitable for different situations. This project is one among these and strives to address, through community involvement, various problems being faced by our senior citizens.

According to the 2011 census, there are 10.4 crores (104 millions) Indians above sixty years of age which constitutes 8.6% of the total population.

Population of senior citizens is increasing rapidly and it is expected that this number will grow to 173 million by 2026. According to United Nations Population Fund, by 2050 India will be home to one out of every six of the world’s older persons. Only China will have a larger number of elderly population. In China the share of elderly population will increase to 23.9% by 2050. Japan today is the only country with more than 30% of its population aged 60 or above. By 2050 there will be 64 countries where older people will make up more than 30% of the population. In USA the share of seniors is expected to increase from 13.1% in 2010 to 21.4% in 2050. Japan where the share is already high is projected to experience an increase to 36.5% in 2050.

Fig. 1: Age Distribution of population in india over decades



Protection and care of such a sizable population , especially a large number of whom do not have any one to take care of them properly, is going to be a major challenge for the state governments and police forces in India in the coming years.

Govt. of India has promulgated the Maintenance and Welfare of Parents and Senior Citizens Act 2007 (Central Act 56 of 2006) to ensure the safety of senior citizens. The above legislation by itself will not address a majority of the problems senior citizens are likely to encounter. Hence, there is a need to supplement the efforts of the government and courts through appropriate community policing programmes for the overall protection and welfare of senior citizens.

Various programmes focused on senior citizens for crime prevention and post victimization through community policing are already being implemented in some parts of India as well as abroad. This project aims at drawing lessons from such successful initiatives and developing an effective partnership of police with senior citizens in India.

During the preparation of this project, views of senior serving and retired police officers were solicited through ‘India Top Cop’ and have been integrated in this report. A small study has also been conducted on the existing practices/models of community policing for senior citizens existing in different states of India and different parts of the world. A summary of some of the prominent initiatives may be seen at annexures 1 & 2. Most of these initiatives have also been incorporated in this project. It can be implemented through the structure created for the implementation of the Overarching Model of Community Policing.

1.1 Background

In order to bridge the gap between senior citizens and the police and to ensure their better safety and security as well as to make their life easier, it is proposed to build a community policing model with a decentralized beat policing as the foundation. This model of community policing for senior citizens is an adjunct to the pan-India ‘Overarching Model of Community Policing’. This model encompasses interface of police with senior citizens at the beat and police station level. While constituting the police station and beat level Community Liaison Groups (CLGs) for the implementation of the Overarching Model, care should be taken to include the representatives of senior citizens in them. Similarly, while calling for applications for enrolment of ‘*Police Mitras*’, assistance to senior citizens can be indicated as one of the fields for which they can volunteer. Physically fit and mentally alert senior citizens can also be considered for enrolment as ‘*Police Mitras*’ for this purpose.

2. Overview

2.1 Project Title

Community Policing for Senior Citizens.

2.2 Vision

To develop an atmosphere in the community where the senior citizens can lead a peaceful and dignified life with the support of the community and police.

2.3 Project objectives:

- To transform the interface between the police and the senior citizens and to involve senior citizens in a problem solving partnership with the police through community policing initiatives.
- To provide meaningful and effective protection to senior citizens and to ensure their safety and security.
- To instill confidence in senior citizens by removing their sense of insecurity.
- To provide guidance to senior citizens to have access to emergency services including medical assistance.
- Empowerment of senior citizens to live independently and tapping their vast experience for service to the society.
- Enlisting the cooperation of NGOs and members of the civil society for ensuring decent living conditions to senior citizens and also to extend help in distress situations.
- Increase awareness of the senior citizens about various services/facilities available to them, including crime prevention and victim assistance programs.
- Establish and maintain contacts with senior citizens, faith groups, retirement homes and other organizations in the community.
- To encourage/ facilitate organizing of seminars relating to issues pertaining to senior citizens.
- Develop and implement in cooperation with the police, programs and the strategies to address concern of senior citizens. These may include presentations, working with senior citizens in their social environment, information exhibits and the use of media to relay information

- Improve the quality of life for the seniors w.r.t. knowledge, security and faith for the system.

2.4 Purpose of the project:

Why should we be concerned?

- Safety and security of senior citizens, especially those living alone, is a matter of concern for the police. The life expectancy has gone up considerably due to achievements in the medical and social welfare fields and the population of persons above 60 years has increased considerably.
- Many senior citizens live alone in very big houses due to many social and cultural factors. Living alone can increase feelings of vulnerability and anxiety about personal security and security of the home. Hence, it is necessary for the family, community and the senior citizens themselves to be aware of the problems, know their solutions and take possible precautions to ensure security.
- Senior citizens are the most rapidly growing segment of the population and are likely to become victims of various crimes. They are among the most vulnerable. Thefts and scams are generally the common ways that senior citizens are targeted.
- They could also be victim of threats/maltreatment from their own relatives, domestic help, landlords, tenants, strangers, thieves, intruders etc.
- They are also vulnerable to the accidents and other mishaps even in their own house.
- As we age, our body functions deteriorate and we become less able to defend ourselves or project a confident image.
- As they age, seniors may suffer mental impairment or dementia.
- Senior citizens may become victims of elder abuse, which may include physical, sexual, psychological and financial abuse or neglect by family members or someone known to them.
- Senior citizens may be abused or neglected while in the care of nursing homes.
- Because they can have significant financial resources, senior citizens are often the targets of fraud.
- Senior citizens may be lonely and susceptible to persons who prey upon that characteristic.

- Senior citizens may have difficulty in verbally communicating effectively.
- Senior citizens may have diminished or impaired driving skills and thus become a traffic safety hazard

From the above discussion, it is clear that senior citizens belong to a highly vulnerable class of citizens and are quite likely to become victims of crime/frauds/abuse etc in the absence of adequate measures undertaken for their protection. The objective of this project is to create an institutional framework, with the support of government and involving all stakeholders, to provide effective protection to senior citizens to ensure their safety and security and to develop awareness and confidence among them. This project will thus result in a healthy partnership between the police and the community and improve the image of police.

2.5 Sponsors of the project:

The programme will be jointly sponsored by both the Central and State Governments.

2.6 Project Benefits

- Creation of an institutional framework to provide effective protection to senior citizens
- Empowerment of senior citizens through better knowledge and awareness of schemes being run for them.
- Tapping the energy and vast experience of senior citizens and utilizing it for the service to the community as well as nation.
- Improved police image with faith and confidence of public in police.
- Crime prevention and detection particularly w.r.t crimes against senior citizens
- Better national security through improved intelligence and more vigilant local citizenry.

2.7 Situational Assessment and Problem Statement

Senior citizens in India face vulnerability to crime and elder abuse due to their reduced capability to defend themselves because of old age. The

negative police image and the distrust it breeds among the common citizens makes police working difficult as the people are hesitant to cooperate with the police. In the current security scenario, it is essential to develop channels of trust, goodwill and co-operation. Moreover, considering the multifarious tasks the police is performing, inadequacy of staff will be a perennial problem and the police will be able to discharge all its duties more effectively with the active involvement of the local citizens in policing tasks. Senior citizens constitute a sizeable section of the society with vast experience. Their energy, experience and enthusiasm remains underutilized in community policing as well as in nation building.

2.8 Critical Assumptions and Constraints

- Senior citizens and other law abiding citizens, once they shed their fears and inhibitions about the police and develop confidence in police, will be willing partners in policing since every citizen is a stakeholder in not only his own security but in national security as well.
- State governments would accept the model recommended and provide sufficient funding as indicated herein.
- Focused community policing programs for senior citizens are still at nascent stage in India as well as in world.
- Attitudinal road blocks and mind-set issues like unwillingness on the part of police personnel to reach out to senior citizens and take up the additional workload.

3. Responsibility of the State /UT govt.

- The primary responsibility for the implementation of the scheme will be that of the State/ UT Government concerned.
- For the effective implementation of the scheme and to institutionalize the programme, the State/UT Government will have to play an active role through incorporation of community policing for senior citizens as a integral part of community policing in their areas. They should ensure independent monitoring of the implementation of the programme.
- The state government shall provide *recurring expenses and matching grants towards state's share* for the implementation of the program.

- Once the implementation starts, the *State Governments/field units may consider approaching some of the UN/international/national/local organizations/ foundations for funding various activities.*
- The state government shall also make adequate arrangements for the training of the beat officers and their supervisors in soft skills. They shall also train the Police Mitras/CLG members to discharge the roles assigned to them.
- The state government shall issue instructions to all departments concerned that their local officers should cooperate with the police and make all efforts to solve the problems of senior citizens.
- International, domestic funding agencies, trade and commerce organizations and other organizations can be persuaded to sponsor some specific programmes undertaken by the police for the welfare of senior citizens.

4. Responsibility of the Central Government:

The Central Government will have to provide its share of total recurring expenditure required for the implementation of this programme.

- MHA may consider taking up the scheme with the Finance Commission for provision of funds for the implementation of the project.
- The Central Government, through the BPR&D and the members of the MM2, will provide support in terms of the initial briefing of the officers as well as arranging independent evaluation of the programme.
- A selected group of officers from MHA, BPR&D and MM2 may be constituted to monitor the implementation of the programme by the States/UTs.

Directives by Central Govt. :

The Center has directed states to ensure safety of senior citizens by urgently reviewing existing policing arrangements for them and prepare plans to face current and future challenges for their protection. The states/UTs have been asked to prepare a database of senior citizens living alone, identify crime prone areas inhabited by them and issue guidelines in this regard. They have also been asked to ensure that beat staff along with community or NGO members regularly visit residences of senior citizens living alone.

5. Implementation strategy

Our elderly residents often fall victim to a wide range of crimes. Unprincipled individuals prey on the elderly with fraudulent schemes. Senior citizens unwittingly open their homes to thieves impersonating as service personnel, and become victims of various crimes in their own homes. Senior citizens and visitors on our city's streets are extremely vulnerable targets of robbers who snatch purses, jewellery etc. Even in the perceived safety of their homes, senior citizens become victims of abuse by uncaring family members and negligent caretakers and target of crime by servants etc.

Community policing programs for senior citizens revolve around three basic components i.e. beat officers, '*police mitras*' and community liaison groups (CLG). While implementing this project, the following points may be kept in mind:

- Empowerment of the beat officer and improvement in the quality of beat services delivered by them.
- Better prevention and detection of crime against senior citizens.
- Greater information flow leading to improved prevention and detection.
- Channelization of energy, experience and enthusiasm of senior citizens in policing as well as problem solving for the community.
- Conflict resolution through community empowerment and consequent reduction of communal/caste related incidents.
- Improved confidence of senior citizens and trust in police.
- Spread of knowledge and awareness of various programs being run for senior citizens.

6. Module for Community Policing for Senior Citizens:

Community policing for senior citizens will be implemented through the regular beat officers of the police station with the assistance of '*Police Mitras*' and CLG members. Apart from the training about the beat duties given to the beat officers, they as well as the '*Police Mitras*' and CLG members should be given additional inputs about the problems of the senior citizens, how to resolve them and how to deal with the elderly in a sensitive manner.

6.1 Functions and duties of the beat officers

The beat officers will start their work by conducting a detailed survey of all the residential, commercial and office buildings in the beat to familiarize themselves with the residents of the beat and collect details of the residents/owners, family members, servants/employees, tenants, their professions, telephone/mobile numbers, passports, vehicles and arms licenses.

Duties of Beat Officers

1. He will contact the people of his beat and educate them about preventing property crime. To this end, he will visit their homes and examine the nature of grill on the windows as well as the locks on the door.
2. He will educate the public regarding safety of vehicles parked outside the residences at night or offices/shops during day and persuade them to put extra locks on the vehicles.
3. He will remain acquainted with regular visitors, particularly such people as sadhus beggars and hawkers frequenting the beat. Knowledge of employees of telephone departments/Municipal Corporation who come for repair work is also useful.
4. He will acquaint himself with domestic helps, chokidars and drivers employed by various households in his beat and get their antecedents verified.
5. He will remain vigilant regarding anti-social elements and drug peddlers as well as users.
6. If he sees a house that is locked, he should contact the neighbours Police Mitras to help him keep an eye on the property.
7. Every day he will visit at least 10 different shops/offices/industrial units and generally check with them if they need any assistance.

8. He will visit five different houses/apartments everyday and check with the residents about their welfare.
9. If the sole/all occupant(s) of a particular house is/are above the age of 65 years, the beat officer/Police Mitras will render assistance to them with regard to driving license, ration card, gas connection, telephone connection, payment of electricity bills, pension matters etc. This will go a long way in enhancing police image while at the same time laying a solid foundation on which the edifice of community policing can be built.
10. Until Police Assistance Centres are set up, he will either through word of mouth or by whatever means available to him, circular a particular address/point in his beat where he will be available when not doing the rounds. care should be taken that the location chosen does not generate unsavory issues. Reference should always be for a govt. owned premise, failing which and rules permitting, the premises could be rented

6.2 Police Mitra

Local citizens who are willing to actively assist the police in various policing functions for senior citizens should be enrolled by the Commissioner of police/district SP as Police Mitra. The beat officers shall strive to get enrolled 30-40 Police Mitras per beat

6.3 Community Liaison Group (CLG)

Will be established at the police station level and at beat level. Beat level CLG shall consist of around 8-10 members. They should be selected by SHO with the approval of SDPO preferably through a process of consultation and consensus, from among the Police Mitras of that beat and other local prominent and influential members. The beat level CLG shall meet atleast once every fortnight.

The police station level CLG shall consist of 25-30 members chosen by the SHO/SDPO with the approval of CP/SP from among the area coordinators of Police Mitras and other local prominent and influential members. The police station level CLG shall meet atleast once in a month.

7. Training and supervision

- 7.1** DGP may nominate one of the ADGPs as the nodal officer to coordinate the implementation, training, monitoring and documentation of the community policing initiatives for senior citizens.
- 7.2** The beat officers and other police station staff should also be made to undergo suitable programmes to improve their soft skills.
- 7.3** A Community Policing Training and Documentation Center may be established under the overall supervision and guidance of the nodal officer. This Center will be responsible for training of the trainers who in turn shall visit the districts/police stations to organize the joint training of all the beat officers, Police Mitras and CLG members. These centers should be equipped to undertake all training programmes relating to community policing. DGP shall prescribe the records to be maintained and reports and returns to be submitted by various units. It may, however, ensure that the field units are not burdened with unproductive paper work.

8. Preventive Measures/ Crime Preventive Programs

Various activities shall be undertaken by beat officers with the assistance of *police mitras* and CLG members. Local NGOs should also be associated by the beat officers for conducting these activities for a smooth and effective implementation of this programme. These include various crime prevention as well as awareness programmes. These activities are as follows:-

8.1 Personal Safety Recommendations to senior citizens

- In the home
- Safety in their car
- While shopping or out in public
- While using public transportation

8.2 Give Knowledge of Current Types of Frauds and Scams

8.3 Telephone Reassurance Programs for Senior Citizens:

Senior citizens who enroll in this program may be called daily by telephone to see if they are OK. Such calls can either be automated or manned

8.4 Senior citizen volunteers

The rich experience of the senior citizens who are in good physical and mental health can be tapped by the police for mutually beneficial community policing activities. They can be enrolled as CLG members/'Police Mitras'. Their services can be used in dealing with the problems of the other senior citizens who need assistance under this program. They can become good assets in implementing programs like Alternate Dispute Resolution, Neighborhood Watch, conduct of various awareness campaigns, counseling of various types, etc. They can be used to counsel police personnel to improve their soft skills and performance. They can also be appointed as Traffic Wardens, Special Police Officers etc.

8.5 Self defence for Seniors:

A training programme may be started to train senior citizens in self defence.

8.6 Carrier Check:

Employees of Postal Department and courier may be encouraged to report when mail at the home of a senior citizen has not been collected.

8.7 Awareness programs:

- Police should run various awareness programs for senior citizens and give them helpline Nos. useful to them.
- Senior citizens should also be encourage to have any regular incoming cheques (social security, pensions, supplemental income etc.) deposited directly into their bank accounts.

8.8 Special Group Tours for Senior Citizens

Some State Governments periodically keep arranging group tours for senior citizens to various locations, particularly important pilgrimage centers. Beat officers and the '*Police Mitras*'/CLG members involved in the

implementation of this program can disseminate information about such programs and assist senior citizens to avail themselves of these programs.

8.9 Use of Local TV Channels

Local cable & TV channels may be persuaded to have special programs to educate the public about the various problems of senior citizens and sensitize senior citizens about the safety and security issues that they are likely to face and the steps they should take.

8.10 Helplines.

The State Government/Police Department should consider launching helplines for senior citizens. Specially trained personnel should be deployed to man these helplines. They should listen to the complaints of the senior citizens and notify the authorities concerned who can solve these problems.

A research scholar working on senior citizens' problems in an area of Kerala where there is an abundance to senior citizens living alone, as their children are settled abroad, found that a majority of calls received by some special ambulances launched by voluntary organizations, when they responded to such calls found that the callers had no medical problems and called the helpline with the hope of having some human contact. This shows that how serious the problem of loneliness is to senior citizens. Hence, if personnel with an aptitude to engage lonely persons in a telephonic conversation are deployed in such helplines, it would be great service to lonely senior citizens.

8.11 Advise to the senior citizen community from the police:

Advisories should be issued by the police, as per the need, about various do's don'ts and other matters of interest to senior citizens.

9. Budget Requirement

The project does not have any financial implications as far as requirements of infrastructure/fixed costs are concerned. However, recurring cost is required for payment of additional travelling allowance and out of pocket expenses to beat officers and rewards and incidental expenditure to '*Police Mitras*' and CLG members involved in the project. The police will also require additional funds for launching helplines, conducting various awareness programs, preparation and printing of literature and the training of beat officers, and '*Police Mitras*' and CLG members involved in the project.

It is suggested that a recurring cost of Rs 10 lakh per annum per police district may be provided for implementation of this project. The actual apportionment of the amount provided under this project may be left to the DGP who may do this taking –into account the size of the district, concentration of senior citizens, No. of police personnel, CLG members, *police mitras*, and other volunteers involved in the project etc.

The financial requirement given above is only indicative and would differ from State to State depending upon the local conditions and the exact mode in which the State Police/Government wants to go ahead with the implementation.

10. Conclusion

It is said that the most important criterion to judge how civilized a society is to see how it treats its elders. With the proportion of the senior citizens increasing in our country and an increasing number of them living without their children and other care givers, a time has come that police forces all over the country launch appropriate community policing programs for the benefit of such a vulnerable section of the society. Such programs should

focus on effective delivery of police services to the senior citizens through police officers and volunteers from the community after assessing the local needs.

Finally, each generation passes on the torch of progress and development to the next and with the implementation and experience, this programme will evolve further.

Annexure- I

Existing Models/Practices in World

(A) Seniors and Law Enforcement Together (S.A.L.T.) :

Seniors and Law Enforcement Together (S.A.L.T.) was established in 1992 as a joint program with Halton Regional Police Service, Ontario Provincial Police and the [Elder Services Advisory Committee \(ESAC\)](#) in Canada with the mission to Respect, Educate, and Advocate and Communicate with seniors. It works for awareness and other available services for seniors such as:

- Crime prevention
- Victim assistance programs
- Maintain contact with seniors
- Faith groups
- Retirement homes
- Other organizations in the community to encourage and facilitate dialogue on matters relating to seniors.
- Advocate for seniors where appropriate.
- Use of the media to relay information.

(B) Senior Citizens Police Academy

The Senior Citizens Police Academy is sponsored by the O'Fallon Police Department in USA and is designed to educate the senior citizens of O'Fallon on the operations of their Police Department. This is accomplished through a series of lectures and activities. Some of its main functions are:

- Give senior citizens an in-depth view of the everyday functions of their police department.
- The presentations are adjusted towards areas that seniors are most affected by: Disaster Preparedness, Elder Abuse, Emergency Medical Systems,

Fraud, Identity Theft, Telemarketing Scams, Crime Scene Investigation, Home and Personal Security, Firearms Safety etc.

- Increase understanding through education and interaction with members of the Police Department.
- Give the senior citizens the opportunity to learn why police officers "can" and/or "cannot" do certain things.
- Increase police awareness to dispel suspicions, and to increase police/community rapport through educational programs.

(C) Triad/senior resource alliance

In 1988, the American Association of Retired Persons (AARP), the International Association of Chiefs of Police (IACP), and the National Sheriffs Association (NSA), signed a cooperative agreement to work together to reduce both criminal victimization and unwarranted fear of crime affecting senior citizens. Some of its main functions are,

- Improved methods for reducing crimes against the elderly and enhance the delivery of law enforcement and social services to elders a group that appreciates, respects and supports law enforcement.
- Triad council sponsor seminars and workshops to educate people in crime prevention, health care, reduce fear and increase peace of mind for senior citizens.
- Provide a forum to discuss problems, develop and implement community wide solutions.

(D) Bellmead Police Department Crime Prevention for Seniors

Bellmead Police Department in USA undertakes various crime prevention programs developed specifically for senior citizen such as personal safety recommendations, neighbourhood of current frauds & scam affecting senior citizen etc.

Annexure- II

Existing Models/Practices in India

(A) Activities of Odisha Police:

In the recent past crime against elderly persons in the different parts of the State have exposed their vulnerability. To provide safe and secure atmosphere to senior citizens, “Senior Citizen Security Cells” were opened in the urban areas of the districts of the State. According to the Crime Branch Circular No.1/08, “The Senior Citizen Security Cell” will be part of the DIB with certain objectives like protection and safety of senior citizens with the help of local police, advise senior citizens on security measures, coordinate police verification and domestic help by local police stations etc.

Maintenance and Welfare of Senior Citizens Act, 2007 and the rules made there under by the State Government in the year 2009 have entrusted certain responsibilities to the police for the protection of life and property of senior citizens, which was circulated to all SsP vide Police Hqrs. letter No. M-07-08/392/Con dated 18.1.2016.

Now, having regard to the role of police as far as protection to life and property of senior citizens is concerned, in accordance with the provisions of the said rule, it is decided that the “Ama Police Samiti” constituted in the urban police stations of the State (Dist. Hqrs., Sub-divisional Hqrs., police stations under Commissionerate, any other police station with urban characteristics) shall take up activities to instill sense of security among the senior citizens residing within its jurisdiction. It may be mentioned here that as per Home Department Letter No. 12664/D&A dated 26.3.2013 which introduced community policing project, “Ama Police” has defined one of the activities of “Ama Police Samiti” to help and take up and for senior citizens.

SsP/DCsP are therefore required to identify the “Ama Police Samitis” constituted under urban police stations in their districts and ensure that the following senior citizen-centric activities are included in their charter of duties and responsibilities:

- **Registration of Senior Citizens:** A register shall be opened in the proforma prescribed in the cell where every senior citizen interested in registering himself would fill up a registration form to be provided by the cell. After registration, he shall be provided with a registration number by the cell for future reference. For encouraging such registration, wide publicity shall be given through print and other media.
- **Dos and Don'ts to be circulated:** After registration, the senior citizen shall be provided with a copy of dos and don'ts that are printed and circulated by the district SP.
- **Collaboration with NGOs:** A list NGOs working in the district on problem and welfare issues related to senior citizens shall be maintained in the cell and their services may be utilized as and when required.
- **Police-Visits to Registered Senior Citizens:** Officers from the Senior Citizen Security Cell shall pay visit to some of the registered senior citizens every week, after taking prior appointment. Purpose of the visit shall be to look into the physical security of the house, find out verification status of the domestic help and look into complaints, if any, of senior citizens.
- **Verification of the Domestic Help/Tenants:** Verification shall be done by the local police in the proforma duly filled by the senior citizens and submitted to the Cell. The Cell shall forward the duly filled verification roll to the local police station concerned for verification of the antecedents of the domestic help.

The senior citizen centric activities of the “Ama Police Samitis” will be over and above the guidelines circulated vide CB Circular No. 1/08 and SP Hqrs. letter No.M-07-08/392Con dated 18.1.2016.

(B) Community Policing Programme: Delhi

- I. Delhi Police has a Senior Citizen Cell, online registration of senior citizens programme which has a senior citizens helpline No. 1291, issuance of senior citizens card and visit by beat constables to senior citizens. The central cell and the police stations work very closely and this has been a robust system which has stood the test of time for more than three decades.
- II. There is no doubt that the police station and the beat officer will be the service delivery end for senior citizens. This model is already working effectively in Delhi.

As on 15th August, 2016 there were 27,161 senior citizens on record with Delhi Police, 2,60,760 visits have been made to senior citizens, 1,84,550 telephonic contacts made, 25,586 identity cards issued, 490 complaints received, 359 distress calls attended and 25,530 security audit done. The institutionalized mechanism for safety and security of senior citizens as available with Delhi Police are:

- a) Senior Citizens Security Cell,
 - b) State Level Advisory Body – with Joint CP/Crime as chairman at Police Headquarters Level. All the district police chiefs are members of this Advisory Body.
 - c) District Level Advisory Body – with district police chief as chairman in every police district, one senior citizen from every police station as member.
 - d) Volunteers' Committee at Police Station level – Each police station has one or more volunteers' committees. These committees maintain regular contact with the senior citizens and the police.
- III. Funding may be an issue for this project because senior citizens are basically "citizens", and would hence be covered under the overall police budget. However, additional funds would be welcome across the board. Funds can be asked only on the basis of specific schemes for senior citizens.
 - IV. Experience on senior citizens helpline 1291 in Delhi shows that senior citizens require a lot of counseling, and the maximum number of calls of senior citizens pertain to quarrel/harassment by family members. At this juncture it is important to bring in a call centre concept where agencies like Help Age and other NGOs/Community Liaison Groups working in the area

of welfare of senior citizens can be involved. Almost all citizens utilize a telephone and it would be much easier for a senior citizen to speak to someone on telephone instead of having to visit a particular counselor because this would entail effort and expense.

Since MHA is now introducing a centralized emergency response system the concept of call centre for counseling services not only for senior citizens but also for other vulnerable groups like women and children can be dovetailed into this project. This will help keep the helpline free for emergencies. It is not desirable to have a senior citizen talking to the operator for a very long time since this may block other emergency calls. Hence , once it is understood that a senior citizen wants counseling, that call can be diverted to the Community Call Centre where Community Liaison Groups can take part in counseling of the senior citizens and provide him/her any further legal assistance and support.

- V. Senior Citizens should also be made aware of the State Legal Services Authority so that they can take recourse to free legal aid wherever required. It is seen that many senior citizens require such help.
- VI. The idea for self-defence for seniors is very relevant and can be implemented, BP &D could format a customized self-defence programme for seniors in consultation with fitness and self-defence experts and offer training of trainers to states.
- VII. There has been a lot of demand from senior citizens for an SOS device which is linked to their families and also to No. 100 as many senior citizens are not comfortable using a smart phone. This device will help them reach out to No. 100 in an emergency. This scheme is already in place for senior citizens in the US. BPR&D could shortlist such a device available in the market.
- VIII. The other ideas like personal safety recommendation, crime informational formats etc. can be run on the websites of the various state police. A separate link on the Home Page should provide all information required for senior citizens as well as other useful links.
- IX. The Carrier Check which implies tie up with Postal Department is a very innovative idea and can be tried out. When a postman finds that the *dak* has not been collected in the house of certain senior citizen he should report on No. 100 or the senior citizen helpline or the beat constable. This will require a lot of synergy to be developed between the departments.
- X. Since senior citizens are going to be a significant percentage of the population, there should be a specialized soft skills training for the beat constables and helpline operators to interact with senior citizens since young

beat officers may find senior citizens either boring or irritating to talk to. A customized training module for beat/division officers, duty officers, SHOs & helpline operators of police stations can be designed by BPR&D for training of trainers.

- XI. The idea of using the able bodied senior citizens in the area as police volunteers and counselors is a great human resource idea since senior citizens may be very well qualified persons. This could be on the lines of Kerala Police's Student Cadet Programme and BPR&D could work out a detailed scheme for this that can be implemented by the state

(C) Community policing programme (Saanjh) : Punjab

Saanjh is a six-tier body at the head of which is the Community Affair Division and State Level Steering Committee that provides policy guidelines, support for capacity building and strengthens systems of planning, management, participatory and integrity mechanism. At the district level, Community Police Resource Centers and the district level committees to ensure the networking of CPRCs with other government departments and administrative structures. It also streamlines the training of personnel at district level and coordinates with the fifth and sixth tier i.e Sub-division Community Police Suvidha Centers (CPSC) and Police Stations Outreach Centers (PSOC) at the police station level. It also includes protection of senior citizens.

(D) Care Aid and Relief to Elders (CARE): Kerala Police

It is a Kerala police initiative for the safety of senior citizens. Kerala police has established a State Senior Citizens Service Bureau (SCSB) at Thiruvananthapuram to coordinate the activities of all the District Senior Citizens Service Bureau. It has a dedicated helpline for senior citizens and all the calls to this centre gets immediate response from police all over the state. Facilities for online submission of complaints are also available. The SCSB keeps liaison with the Social Welfare Department, Revenue Officials, All major NGOs and the community for functioning. Some of its main features are:

- **Dedicated police helpline and on line submission.**
- **Senior citizen desk**
- **Elderly friendly officer**
- **Volunteer committee**