DELHI POLICE

CIRCULAR

No. 14 /2014

Sub: Action on Complaints of Senior Citizens.

Some instances have been noticed where proper legal action has not been taken on the complaints of senior citizens and they had to wait for a long period in the police station for lodging their complaints especially against their children and family members. It should be ensured that every senior citizen visiting a police station to lodge his or her complaint should be given a sympathetic hearing besides taking prompt legal action without wasting his or her time.

Henceforth, while dealing with senior citizens and their problems/complaints at police station level, the following steps should be ensured:

(i) SHO himself or Inspector/senior SI present in the police station should give a patient hearing to the complainant senior citizen.

(ii) Efforts should be made to call the parties against whom they have complained in their presence for resolving the issues.

(iii) Efforts should be made to resolve the issue expeditiously to minimize their waiting time at the police station.

(iv) Action should be taken promptly within the legal framework including registration of FIR.

(v) If required, the inquiry officer should also visit the spot.

(vi) In case a reference has been made from PHQ or any other authority then a report should also be sent to Senior Citizens Security Cell, PHQ.

All District Addl. CsP/DCsP are directed to brief all the SHOs/IOs in this regard and ensure meticulous compliance.

Ravindra Yadav

(Ravindra Yadav)
JT. COMMISSIONER OF POLICE
CRIME, DELHI

No.2523-2828/Record Branch/PHQ dated 07/05/**2014.**

Copy to:-

1. All Special Commissioners of Police, Delhi.
2. All Joint Commissioners of Police, Delhi.
3. All Districts Addl. CsP/DCsP, Delhi
4. SO to CP, Delhi
5. All SHOs/Delhi Police through their respective Addl. CsP/DCsP
6. HAR/PHQ with 10 spare copies
7. Librarian/PHQ