STANDING ORDER NO. L&O/16/2022

MEASURES FOR THE SAFETY & SECURITY OF SENIOR CITIZENS

INTRODUCTION

Senior Citizens living alone or with spouse have often been soft targets for criminals and ensuring their safety and security is of paramount importance for Delhi Police. Especially those who are living alone, either because their children are living separate from them or those who remain alone during day time, need to be particularly catered for. In this context, it is pertinent to mention that Rule 22 of the 'Delhi Maintenance and Welfare of Parents and Senior Citizens Rules, 2010' prescribes that the Commissioner of Police shall take all necessary steps, subject to such guidelines as the Government may issue from time to time, for the protection of life and property of senior citizens. Similarly, the Micro Mission:02 of the National Police Mission has also conceived a project "Community Policing for Senior Citizens", and the objective of the project is to develop an atmosphere in the community where the senior citizens can lead a peaceful and dignified life with the support of community and police.

The Delhi Police has already initiated several measures for the security and safety of the senior citizens at the PHQ level as well as the police station level. A Standing Order regarding security audit of senior citizens and various other Circular Orders were issued in the past setting out guidelines for different stakeholders of Delhi Police for the security and safety of the senior citizens. In view of several consequent developments, a need was felt to amalgamate all such orders and instructions in the form of a new Standing Order.

I SENIOR CITIZENS SECURITY CELL (PHQ)

In order to coordinate, supervise and monitor the efforts made by the police and different sections of society and organizations, a Senior Citizens Security Cell was set up in Police Headquarters in June, 2004, which is presently working under the supervision of Joint Commissioner of Police (Crime). Apart from this, Senior Citizens Security Cells have also been created in all

the districts to act as a nodal agency for all the police stations in a district.

II REGISTRATION OF SENIOR CITIZENS

The first step is to identify and register a senior citizen living in the jurisdiction of a police station.

(a) Conditions For Registration

(i) Persons aged 60 years or above and residing alone or with spouse.

(ii) Persons aged 60 years or above who, even though living with family, remain alone for a long period during day time.

It may be underscored that the registration of the senior citizens in the Delhi Police scheme is voluntary and it should be left to them to decide whether they want police assistance or otherwise. It is, therefore, essential that this is explained in the first contact itself. We may, nevertheless, advise the senior citizens regarding the benefits of having a security audit conducted and the need for them to be aware of essential security requirements.

(b) Modes of Registration

A senior citizen can get himself or herself registered with Delhi Police by any of the following means:-

(i) By simply contacting Senior Citizens Security Cell on Telephone Nos. **20819034, 23746100/69975 (Extension).**

(ii) By making a call on Helpline No.1291 or police assistance No. 112.

(iii) By sending an e-mail to: inspr-scscphq-dl@nic.in.

(iv) Online registration through website: www.delhipolice.nic.in (Senior Citizen Security Cell).

(v) By visiting the Senior Citizens Security Cell, PHQ at 9th floor, Tower-I, Police Headquarters, Jai Singh Road, New Delhi personally.

(vi) By contacting district DCsP, Sub-division ACsP office or local police station or the Beat Officer.

(vii) By installing Senior Citizen Mobile App from 'Google Play Store' or 'Apple App Store'.

(c) Action taken on Registration

Once a person has been registered as senior citizen with Delhi Police, following actions are required to be taken:-

(i) Issue of an Identity Card,
(ii) Conducting a Security Audit of their residence,
(iii) Visits & telephonic contacts by Beat/Division staff,
(iv) Request for registration on to the Mobile App.

III SECURITY AUDIT OF SENIOR CITIZENS

Security audit of the residential premises of senior citizens should be done in a comprehensive manner with the concurrence of the latter. This audit should not be limited to a single visit or a single piece of advice to the senior citizens, but should include advising the senior citizens regarding installation of certain basic security equipments like door-chain, magic eye, iron grills, safety locks etc. It should also include advice regarding verification of all types of domestic helps, including servants, maids, drivers, washer-men, malis, etc. engaged by them. It may be difficult for some senior citizens to go to shops or find contractors for arranging the required materials, labour, security equipment etc. Therefore, the local police should also use their good offices to help them out by facilitating the availability of labour and materials on payment basis.

A check list after conducting security assessment of senior citizens is enclosed as **Annexure-I**. The Nodal Officer of the police station i.e. Inspector (L&O) shall visit the residence of the senior citizen and initiate the security audit. This can be followed up by the Division and Beat Officers. Finally, the Nodal Officer must again check-up whether the shortcomings in the senior citizen's security have been removed or not. He shall talk to the senior citizens, broadly assess their financial capabilities without asking any probing questions in this regard and then advise them regarding installation of the required security gadgets. The Nodal Officer and the Division and Beat Officers will continue to meet the senior citizens until all the issues pertaining to their security are resolved.

The progress made in this regard shall be monitored by the SHO from time to time who himself will visit as many such premises as he can. Similarly, the sub-divisional ACP will fix the target for each police station for each day and monitor the progress. The Deputy Commissioners of Police of the districts and the Joint Commissioners of Police (Ranges) will monitor the progress on a monthly basis.

IV DUTIES OF STAFF AT POLICE STATION LEVEL

(i) The persons eligible for registration as senior citizen should be identified and registered through the beat staff on a regular basis.

(ii) Each police station shall maintain an up-to-date list of all senior citizens living within its jurisdiction, especially those who are living by themselves (i.e. without any member in their household who is not a senior citizen). The list shall be maintained in 'Senior Citizens Register' as per **Annexure-B**.

(iii) All details regarding senior citizens should be entered in E-Beat Books of concerned Beat.

(iv) Insp. (Law & Order) shall conduct the security audit of each senior citizen residing in his respective area.

(v) Special monitoring be done in respect of Senior Citizens, who are financial sound or having costly properties in their name as they are comparatively more vulnerable.

(vi) Every registered senior citizen should be issued an Identity Card.

(vii) Every registered senior citizen should be visited at least once a week by the Division and Beat Officers and once in a month by SHO/Inspector (Law & Order).

(viii) These visits should be meaningfully utilized to sensitize them regarding safety and security precautions as also to develop an empathetic bond with them.

(ix) Division/Beat staff may form a whatsapp group with concerned SHO/Insp. (Law & Order) as admin and senior Citizens of their respective areas as members wherein they may post their queries/grievances which may be attended to immediately.

(x) A printed handout with Do's and Don'ts should be given to the senior citizens for their guidance regarding security.

(xi) The telephone numbers of the DCP, ACP, SHO, Police Station and Senior Citizens Helpline No. 1291 should be got displayed at some prominent place in the houses of senior citizens.

(xii) Senior citizens should also be given the name, address and telephone numbers of the NGOs whom they can approach for help.

(xiii) Complaints and problems of senior citizens shall be promptly attended to by the local police.

(xiv) Each police station shall maintain a 'Offences Against Senior Citizens Register' as per **Annexure-C** containing all important particulars relating to offences committed against senior citizens.

V DUTIES OF SENIOR CITIZENS SECURITY CELL, PHQ

(i) To maintain and regularly update database of registered senior citizens offline and online on the basis of diaries received from districts and visits and telephonic contacts by the staff of the Cell at PHQ.

(ii) To maintain and update crime against senior citizens received from districts through diaries.

(iii) To keep a tab on the security audit of senior citizens done by the district police by seeking regular fortnightly diary in this regard.

(iv) Staff of Senior Citizens Security Cell, PHQ should visit and telephonically contact the registered senior citizens regularly.

(v) To ensure that all complaints of senior citizens received in the Cell are forwarded to concerned district/unit for further necessary action and a record of the same is maintained.

VI DUTIES OF DISTRICT SENIOR CITIZENS SECURITY CELL

(i) The Cell will send a fortnightly diary regarding registration and deletion of names of senior citizens, visits and telephonic contacts to senior citizens by the officials of the District Senior Citizens Security Cell and local police and meetings by district police officers

with senior citizens.

(ii) DCP will send fortnightly diaries to Senior Citizens Cell of PHQ for perusal of the Commissioner of Police regarding crime against senior citizens.

(iii) To send fortnightly diaries to PHQ regarding security audit of senior citizens.

(iv) To ensure in coordination with local police that every registered senior citizen is issued an Identity Card.

VII ACTION ON COMPLAINTS OF SENIOR CITIZENS

(i) All complaints pertaining to senior citizens and the distress calls received through Senior Citizens Helpline should be attended to promptly by the local police.

(ii) SHO himself or Inspector or a senior SI present in the police station should give a patient hearing to the complainant senior citizen after the initial interface with the Public Facilitation Officer.

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

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

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

(vi) If required, the Enquiry Officer should also visit the spot.

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

VIII REGISTRATION OF FIR IN RESPECT OF SENIOR CITIZENS FOUND ABANDONED

Whenever any police officer receives an information about an abandoned senior citizen unable to take care of himself and unable to provide details, such police officer will take necessary cognizance and explore the scope of registration of a case u/s 24 of the Maintenance and Welfare of Parents and Senior Citizens

Act, 2007. Necessary investigation should follow thereafter in appropriate manner. The Police Officer should also intimate the Maintenance Tribunal and other appropriate authorities, including Old Age Homes, constituted under the said Act, so that such authorities can take further care of such old aged person.

IX ADVISORY BODY FOR SAFETY AND SECURITY OF SENIOR CITIZENS

Delhi Police has constituted State Level and District Level Advisory Bodies for the safety and security of senior citizens. The State Level Advisory Body is headed by Joint Commissioner of Police (Crime) having all the district heads and one senior citizen from each district as its member. Meetings of the State Level Advisory Body are held bi-annually. At district level the advisory body is headed by the DCP and one senior citizen from each police station is the member. Meetings of District Advisory Body are held quarterly. Apart from this, one or more volunteer committee(s) involving members from Senior Citizens Welfare Associations and Resident Welfare Associations are formed for each police station and meetings of such committee(s) chaired by ACP or SHO are held at least once a month.

X CREATION OF SELF-HELP GROUPS

Mobilization of members of the public, RWAs, NGOs, youth clubs, and women groups could help senior citizens to organize their own groups and organizations 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.

XI MOBILE APP FOR SENIOR CITIZENS

A mobile App i.e. "Delhi Police Senior Citizen" App to facilitate senior citizens to register themselves from the comfort of their homes has been launched. Besides facilitating the senior citizens, the App also helps in effective monitoring of visits to registered senior citizens by the beat staff. The App has four modules, namely, Senior Citizen Module, SHO Module, Beat Officer Module and Admin Module for Senior Citizens Security Cell, PHQ.

(a) **Senior Citizen Module**

A senior citizen who is eligible for registration can get himself or herself registered through this App after downloading the same from 'Google Play Store' or 'Apple App Store'. A registered senior citizen can view and update his profile, view details of the Beat Officer assigned to the area, call Senior Citizen Helpline No. 1291, call his Beat Officer and also use SOS facility provided in the App, through Senior Citizen Module. In case of emergency, when a senior citizen presses the SOS button, the Central Police Command Room will receive an alert on the Senior Citizens Helpline indicating the location of the senior citizen. A simultaneous alert will also go through SMS to the area SHO, Beat Officer & a pre-assigned emergency contact of the senior citizen.

(b) **SHO Module**

In the SHO Module, the area SHO can enroll new senior citizens & view the details of senior citizens already registered with his police station. The SHO has the following duties with regard to the functioning of this App:-

(i) He has to update the details of the Beat Officers of his police station.

(ii) In case a Beat Officer is transferred or removed from a beat, the SHO will release the transferred or removed Beat Officer from the record and add new Beat Officer.

(iii) He has to assign the area Beat Officer to the registered senior citizens so that the assigned Beat Officer can visit them regularly.

(iv) He has to keep a tab on the visit history of a senior citizen.

(c) **Beat Officer Module**

In the Beat Officer Module, a Beat Officer can enroll new senior citizens and view the senior citizens assigned to him or her. A Beat Officer will regularly visit a senior citizens assigned to him and take a 'Selfie' with him or her and upload the same on the App. He will also update the details of senior citizen at the time of visit.

(d) Admin Module For Senior Citizens Security Cell, PHQ

Senior Citizens Security Cell, PHQ can enroll new senior citizens and delete the already registered senior citizens in case of death and their shifting outside Delhi etc. The Cell can also update the details of senior citizens. It will monitor the visit history of a senior citizen and in case of irregular or no visit, it will send a message to the concerned SHO.

XII SUPERVISION

The implementation of the above mentioned measures should be closely monitored by the concerned Special Commissioners of Police, Joint Commissioners of Police, Deputy Commissioners of Police and Assistant Commissioners of Police.

XIII SUPERSESSION CLAUSE

This Standing Order supersedes the previous Standing Order No.377/2018 issued vide No.1401-1550/Record Branch/PHQ dated 24.07.2018.

XIV DISCLAIMER

It is made clear that this Standing Order is exclusively for internal smooth functioning of Police Department.

Rakesh Asthana

(RAKESH ASTHANA)
COMMISSIONER OF POLICE:
DELHI.
21.3.2022

No. 11351-11500 /Record Branch/PHQ dated Delhi, the 21/3/2022

Copy forwarded to:-

1. All Special Commissioners of Police, Delhi.
2. All Joint Commissioners of Police, Delhi including Jt. Director, Delhi Police Academy, Delhi/New Delhi.
3. All Additional Commissioners of Police, Delhi.
4. OSD to C.P., Delhi.

5. All Deputy Commissioners of Police, Districts/Units including PHQ, C.P. Sectt., FRRO and Deputy Director/Delhi Police Academy, Delhi/New Delhi.
6. DCP/HQ(IV)/PHQ with the direction to upload the Standing Order on Intra-DP.
7. LA to CP and FA to C.P., Delhi.
8. All ACsP/Insprs./PHQ.
9. PS/Reader to C.P., Delhi.
10. HAR/PHQ.
11. Librarian/PHQ.

Annexure-I

CHECK LIST FOR SECURITY AUDIT OF SENIOR CITIZENS

Name _____ Age _____

Adress_____

_____

Phone No. (Resi.)_____Mobile No._____P.P._____

Locality/Location_____

Total members in the house_____

Whom to contact in case of emergency_____ Phone No. _____

SECURITY CHECKS OF VISITORS

- **Servant/ Domestic help Verification**
  1. Name and Address of Servant/ Helper:_____
     _____
  2. Whether Police Verification done: Yes ☐ No ☐ [Verification Form No._____]
  3. Employed since when
     _____
  4. Identification proof
     _____

- **Tenant Verification**
  1. Name and Address of Tenant:_____
     _____
  2. Whether Police Verification is done: Yes ☐ No ☐ [Verification Form No._____]
  3. Identification Proof
     _____

- **Other Service Providers' Verification**
  1. Name & Address of other Service Providers' such as Verification Form No._____
     - Driver_____ Yes ☐ No ☐ Form No._____

- Washerman _____ Yes ☐ No ☐ Form No._____
- Sweeper_____ Yes ☐ No ☐ Form No._____
- Iron Man_____ Yes ☐ No ☐ Form No._____
- Car cleaner_____ Yes ☐ No ☐ Form No._____

2. Whether Police Verification is done ☐ Yes ☐ No
   Form No._____

Suggested Improvements

SECURITY CHECKS OF HOUSE SAFETY

1) Access Control Security

Whether having:

- Door Chain: Yes ☐ No ☐
- Magic Eye / Door Viewer: Yes ☐ No ☐
- Electronic Lock with LCD Screen System: Yes ☐ No ☐
- House Burglar Alarm System: Yes ☐ No ☐
- CCTV with recording: Yes ☐ No ☐
- Intruder Detection System: Yes ☐ No ☐
- Other House Safety & Security Gadgets: Yes ☐ No ☐

(To ensure Checking/Verification of visitor before allowing entry in the house)

Suggested Improvements:

2) General House Hold Security Features

- Condition of door Locking System: Good ☐ Poor ☐
- Security Iron Grill on windows & Ventilator: Yes ☐ No ☐
- Added Security Locks/Dead Bolt Locks on Rear/Back side gate (if any): ☐ Yes ☐ No
- Vulnerability of entry from roof/ventilator window: Yes ☐ No ☐
- If AC/Cooler is fixed from outside having safety grill: Yes ☐ No ☐
- Condition of security fencing:_ Good ☐ Poor ☐
- Lighting condition (outside) on entrance: ☐ Yes No ☐

Suggested Improvements

SECURITY CHECK OF SURROUNDINGS

- Deployments of security guard (as in case of Apartment): Yes ☐ No ☐
- External surrounding security feature Adopted by RWA such as gates/CCTV/Guards: Yes ☐ No ☐
- Having provision of Cross Bell/Alarm System with neighbour for any SOS Message in case of emergency: Yes ☐ No ☐
- Whether neighbours/ RWA are in regular touch: Yes ☐ No ☐
- Whether Beat Officer is regularly visiting the house: Yes ☐ No ☐
- Lighting in surrounding Area /Street Lighting: Yes ☐ No ☐

Suggested Improvements

SECURITY SENSITIZATION AND BRIEFING

1. Not to keep valuable articles like jewellery, cash etc. in the house
2. Not to allow any stranger/unknown person into the house without verifying his/her credentials
3. In case of workmen working in the house, call neighbour/friend/guard during his presence
4. Connect your house to the neighbour's house with an alarm
5. Keep the important telephone numbers handy for emergency
6. Keep the door locked and windows covered/locked
7. Use of the slam shut door lock instead of pad locks
8. Not to tell you are alone on phone to strangers
9. Don't discuss important family matters or property /cash matters in front of strangers or servants.
10. Don't allow your servant's visitors to stay with him in your house

Shortcomings/Deficiencies Observed

Suggestions/ Advisories

Name and Designation of Checking Officer
Police Station:

Verified by SHO:

ACP's remarks

DCP's remarks

Annexure-B

SENIOR CITIZENS REGISTER

Police Station_____ **District**_____

Sl. No.	Name, Age and Address of Senior Citizen	With spouse or alone	Mobile number & e-mail address	Brief Profile like re-employment, social activities, etc.	Whether Security Audit done or not	Details of close/nearest relative and contact No.

Annexure-C

OFFENCES AGAINST SENIOR CITIZENS REGISTER

Police Station_____ **District**_____

Sl. No.	Case FIR No., Date, Section of Law and Name of the IO	Name, Age, telephone number and Address of the Victim Senior Citizen	Brief Facts of the Case	Details of Investigation done, whether accused arrested or not, final outcome of the case