Annexure - I

I Ministry of Social Justice and Empowerment:

(1) The Ministry of Social Justice and Empowerment will function as the nodal ministry and concerned ministries will be asked to nominate a nodal officer for the NPOP.

(2) An inter-ministerial committee will be set up by the Ministry to coordinate the implementation of the NPOP.

(3) Publicity of the NPOP will be a continuous process so that the underlying principles and features remain in constant public focus.

(4) State governments will be requested to identify a nodal department to coordinate and monitor the implementation of the policy.

(5) The setting up of National Association of Older Persons will be facilitated. Every three years a detailed review document will be prepared on the implementation of the NPOP.

(6) Voluntary organizations in the field of ageing will be promoted, assisted and encouraged to raise their own resources. Grants will be given for the construction and maintenance of old age homes in urban, semi-urban and rural areas.

(7) A Senior Citizens Welfare Fund will be set up at the centre. The instruments providing for old age social and income security for unorganized sector workers will be developed as recommended by the OASIS Committee. The concept of active ageing will be promoted.

(8) Trusts and charities will be approached to provide services to older persons. Non-institutional forms of care, inside as well as outside the home, will be promoted in order to strengthen the capacity of families to smoothly discharge their caring responsibilities.

(9) Panchayatiraj institutions (PRIs) will be assisted to provide institutional and non-institutional services to older persons. Facilities will be provided for the training and orientation of workers and volunteers in organizations providing services to the elderly.
(10) Research on ageing issues will be promoted. Assistance will be given for setting up resource centers on ageing in different parts of the country. Professional associations of gerontologists will be encouraged to strengthen research activity, disseminate research findings and provide a platform for dialogue.

(11) Websites on older persons will be encouraged. Internet service providers will be requested to give rebates on tariffs to older persons. State governments will be requested to issue a multi-purpose identity card to senior citizens.

II Ministry of Health and Family Welfare:

(1) Affordable health services will be made available to older persons, heavily subsidized for the poor and a graded system of user charges for others. The development of health insurance will be given high priority. The health insurance sector will be given relief and concessions to enlarge the base of coverage and make the schemes affordable.

(2) The primary health care system will be strengthened to be able to meet effectively the health care needs of older persons.

(3) Trusts, charitable societies and voluntary agencies providing health care to older persons will be promoted, encouraged and assisted by way of grants, relief, land at subsidized rates and other concessions.

(4) Facilities for testing and treating visual impairment, hearing impairment, dental and locomotion problems will be considerably expanded.

(5) Treatment facilities for chronic, terminal and degenerative diseases will be expanded.

(6) Public hospitals will be directed to provide separate OPD counters for older persons. Medical social workers in hospitals will be given the right orientation on how to care for elderly patients in hospitals.

(7) The setting up of welfare funds in hospitals to provide for free treatment and medicines to the poor elderly patients will be facilitated. Geriatric beds/wards will be provided in public hospitals. Hospices will be set up to cater to the needs of the chronically/terminally ill, aged patients.
(8) Mobile health services will be organized to reach out to the elderly, particularly women, the poor and the infirm in rural and urban areas. Societies, which can enroll volunteers, raise funds, mobilize and hire manpower to provide health care at home in the case of immobile older persons will be established. Medical colleges will be assisted to provide facilities for specialization in geriatric medicine. Training courses in nursing care will include courses in geriatric care. (9) Medical and paramedical personnel will be given training and orientation on morbidity patterns of the elderly and their treatment and rehabilitation.

(10) Mental health services will be strengthened and expanded to increase their accessibility and use.

(11) The concept of healthy ageing – physical and mental, and its practice through preventive health care, will be vigorously promoted. The preparation and dissemination of educational material on healthy ageing will be assisted. A special campaign on healthy ageing will be launched. The existing knowledge base on the health of older persons, both men and women, will be strengthened through further research.

(12) The medical fraternity will be encouraged to set up geriatric care societies at the national, state and district level.

(13) Associations of older persons and retired medical professionals will be encouraged to organize mobile health awareness and health check-ups.

III Ministry of Finance:

(1) Issues connected with better returns from pension and provident fund accumulations will be examined so that employees can get more benefits. Pension schemes will be devised to reach out to self-employed and other persons currently not covered by pension.

(2) The insurance, mutual funds and banking sector will be encouraged to play a big role in promoting long-term saving for old age.

(3) Taxation policies will take cognizance of the heavy liabilities on older persons to meet their survival, health and other needs during old age. Schemes proposed by different ministries for the well being of older persons will be sympathetically
considered and adequate budgetary provisions will be made. Pre-budget consultations made with different groups will include consultations with organizations representing the interests of older persons. The proposed Welfare Fund for Senior Citizens will be provided tax relief.

IV Ministry of Rural Development and Employment:
(1) The non-contributory pension scheme for older persons will be progressively expanded to reach all elderly persons living below the poverty line. The system of disbursement of pensions will be streamlined and a strict watch kept to prevent delays and abuses.
(2) The facility of providing old persons, living below the poverty line, a fixed quantum of food grains at a heavily subsidized price or free of cost. Poverty alleviation schemes of the ministry will show sensitivity to older persons. Public rural housing schemes for older persons will include subsidized housing programmes.

V Ministry of Urban Affairs and Employment:
(1) Town planners and architects will be sensitized to the needs of older persons for a comfortable and safe home, neighborhood and city. The ministry will help remove physical barriers to mobility and provide easy and safe accessibility to public places.
(2) Common causes of accidents inside the home and outside, places where they most commonly occur, types of injuries that are caused and ways to prevent them will be identified.
(3) Guidelines for the design and construction of old age homes and day care centers to make them lively places for group living will be developed. In multi-storied housing without elevators, preference will be given to older persons in the allotment of flats on the ground floor.
(4) Older persons will be given easy access to loans with easy repayment schedules. Roads, footpaths, road and street crossings will be modified to ensure safe movement of older persons. Every housing colony will be required to have a multi-purpose centre for older persons. Flats for older persons with common service facilities for meals, laundry, common rooms, rest rooms and guest rooms will be encouraged.
(5) Norms will be laid down to check noise and other forms of pollution.
(6) Older persons will be given special consideration over matters relating to transfer of property, property tax and others.
(7) The tenancy legislation will be reviewed so that the rights to occupancy of older persons are restored speedily.
(8) State governments will be requested to earmark and allot lands at concessional rates to trusts, charities etc. for the construction of old age homes in urban and semi-urban areas.

VI Ministry of Human Resource Development:
(1) Discrimination against older persons in the matter of availing opportunities for education, training and orientation will be removed. Budgetary allocation will be made for educational programmes meant for older persons. Open universities/departments of continuing education of universities will be encouraged to develop and offer continuing education packages relevant and useful for older persons.
(2) The curriculum at different stages of education will include course material on older persons to encourage values of caring towards the old. The departments of social sciences in universities will be requested to include courses on ageing in their curriculum and encourage students to take up research on ageing at the M. Phil. And Ph. D. level.
(3) Corporate bodies, banks, trusts and foundations will be approached to set up centers devoted to the study of ageing. Libraries of universities, research institutions and others academic and cultural bodies will be requested to permit older persons to utilize their facilities. Interactive programmes between associations of older persons and schools will be promoted.

VII Ministry of Labour:
(1) Coverage of establishments in which workers are entitled to contributory provident fund, pension and other retirement benefits will be progressively increased. Pre-retirement counselling programmes will be promoted and assisted.
(2) Organizations will be assisted to provide career guidance, training, placement and support services to older persons. Trade unions will be encouraged to promote the cause of older workers.

(3) The National Commission on Labour will be requested to give its recommendations on older workers. The National Labour Institute will include older workers in its programme of activities.

VIII Ministry of Personnel, Public Grievances and Pensions:

(1) The system of settlement of pension/provident fund/gratuity and other retirement benefits will be characterized by fairness, transparency, accountability and promptness. Training programmes for officers of central and all India services will contain modules, which will sensitize them to older persons.

(2) Institutes of public administration will seek the help of experts in the field for suggestions on implementation, coordination and monitoring of NPOP.

(3) All organizations giving pensions to superannuated workers will be directed to create a grievance cell under a senior officer.

VIII Ministry of Law, Justice and Company Affairs:

(1) Steps will be taken to simplify the adequacy of current provisions granting rights to parents will no support from their children, provide speedy relief, lay down the machinery for processing cases and define the rights, obligations and circumstances in such cases in a comprehensive manner.

(2) State legislation will be modified so that older parents unable to maintain themselves do not face abandonment and acute neglect.

(3) Legal aid services to older persons will be expanded. Legal advice and help line services will be provided to older persons to protect them from abuse, fraud and coercion in connection with property rights.

(4) A provision will be made in the Indian Penal Code (IPC) to protect older persons from domestic violence, both physical and psychological.

(5) Judicial authorities will be sensitized to the problems faced by older persons and urged to provide speedy disposal of their cases.
IX Ministry of Home Affairs:
(1) Police departments will be directed to pay special attention to the security of life and property of older persons.
(2) Information will be provided to senior citizen’s and residents’ welfare associations on the precautions necessary to ensure the safety of the elderly in the neighborhood.
(3) Importance of maintaining close contacts with friends and neighbors and sharing information on security matters will be stressed.
(4) The National Crime Records Bureau will compile and publish in its annual publications, Crime in India and Suicides and Accidental Deaths in India, data on victims aged 60 and above.
(5) The registrar general and census commissioner will include questions on older persons in the decennial census operations.

X Ministry of Information and Broadcasting:
(1) Subjects concerning older persons will be identified, programmes produced and time allocated for their broadcast.
(2) The concept of active ageing will be promoted.
(3) Programmes will target older persons in order to help them enrich and update their own knowledge, and also pass on more effectively the socio-cultural heritage to their grandchildren. Interaction between media and persons active in the field of ageing will be facilitated.
(4) Organizations concerned about ageing issues will be requested to institute awards for the best reporting on ageing in print, radio and television in English and the regional languages.

XI Ministry of Communications:
(1) High priority will be given to providing telephone connections to senior citizens. Immediate action will be taken in the matter of transfer of telephones and redressed of faults.
(2) Telephone advisory bodies will include a nominee from the NCOP.
(3) Telephone tariff concessions in the case of domestic use will be considered.
(4) Postal authorities will issue, every year, on the National Day for Older Persons a commemorative postage stamp.

(5) Messages relating to older persons will be printed on inland letters, aerogramme, and other items of postal stationery.

**XII Ministry of Railways:**

(1) Fare concession will be given by the railways to senior citizens in all classes.

(2) The railway authorities will provide better service to senior citizens at booking counters, railway platforms, waiting rooms and during the journey. Allotment of lower berths, availability of wheel chairs and easy access to retiring rooms will be ensured for older persons.

(3) Senior citizens will be provided protection from harassment by coolies and anti-social elements.

(4) A senior officer will be nominated by the railways for speedy redressal of the grievances of older persons.

**XIII Ministry of Agriculture:**

(1) Older persons will be provided gratuitous relief during natural calamities.

(2) The Relief Code will specifically mention the special provisions for relief fund rehabilitation of older persons.

**XIV Ministry of Surface Transport:**

(1) State road transport authorities will consider giving fare concessions to senior citizens.

(2) Buses will be designed in such a way so as to provide easy entrance and exit, and safely to the elderly. Buses will have seats reserved for the elderly.

**XV Ministry of Civil Aviation:**

(1) The airlines will consider the facilities they can provide to senior citizens to make their travel comfortable.
(2) The airlines will be requested to lower the age of entitlement to fare concessions in the case of women.

XVI Ministry of Petroleum and Natural Gas:
(1) Senior citizens will be given high priority in the allotment of gas connections for domestic use. Complaints of senior citizens will be attended to on a priority basis.

XVII Ministry of Food and Consumer Affairs:
(1) The public distribution system will reach out to cover all older persons below the poverty line and issue ration cards promptly.
(2) Ration cardholders above the age of 60 will be given priority in fair price shops for issue of ration, etc.
(3) Older persons will be made aware of their rights as consumers and the redressal mechanisms available to them. Priority will be given to the disposal of applications and complaints of older persons.

XVIII Ministry of Science and Technology:
(1) Research on ageing will be recognized as a priority area. Funding support will be provided for research.
(2) Development of aids and appliances for use by older persons will be encouraged.

XIX Ministry of Parliamentary Affairs:
(1) Sensitization programmes on issues concerning older persons will be organized for Members of Parliament.
(2) Programmes and measures for the well being of older persons in developing and developed countries will be made available.

XX Ministry of Planning:
(1) The Planning Commission will sanction outlays for schemes on older persons. (2) The National Sample Survey Organization (NSSO) will generate data on older persons. Special surveys on older persons will be conducted at periodic intervals.

XXI Ministry of Industry:
(1) Manufacture of user-friendly items for senior citizens will be encouraged.¹