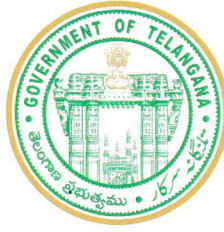


D. DIVYA I.A.S.

Special Secretary to Government



Department for Women, Children,
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Government of Telangana

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D.O.Lr. No. 02/WCD&SC/2020,Dt.20.06.2020

Respected Sir,

I am to inform that this department in collaboration with Vijaya Vahani Charitable Foundation supported by TATA TRUST has established a Toll-free Help-Line Number **14567** which is operational between 8.00 A.M to 7.00 P.M on all 7 days in a week for providing information, guidance and care to the needy senior citizens and also to extend appropriate assistance during any senior citizens in distress. The help line number is given wide publicity and the concerned district officers were requested to place the *banner of the helpline in all the old age homes.*

Further I am to inform that the Hon'ble High Court in WP (PIL) No.35 of 2020 pertaining to status of the Old Age Home functioning in Hyderabad, Medchal and Ranga Reddy District has issued certain directions for regularization, safety & protection of elderly inmates, residing in the Old Age Homes. One such direction where this department should closely work with the police department and the directions are quoted hereunder

“The department for Welfare of Disabled and Senior Citizens to immediately create a Help-Line or Hot-Line. The number of the Help-Line/Hot-Line should be publicized through electronic and print media and it should be made known to the inmates of all the Old Age Homes which are functioning not only in Hyderabad, Secunderabad/Ranga Reddy district but to all the Old Age Homes functioning in other part of the State. If the complaint is received on the Help-Line/Hot-Line, the same should be attended immediately both by the Department and by the concerned Police Station. In case any action needs to be taken by the Police, with regard to any alleged offence the police shall take the action immediately and the concerned Station House Officer(SHO) shall inform the concerned Superintendent of Police of the District with regard to allegation so made and with regard to investigation made and finally with regard to outcomes of the investigation carried by him or her”.

In light of the aforesaid directions, it is requested to arrange to issue necessary instructions to all the concerned CP and SPs of Telangana State to comply with the above said directions in dealing with any call received from any elderly person in distress from the help line 14567 for senior citizens if the complaint requires the active redressal from the police department. Further it is requested that the help line number of 14567 be made kindly available in all the police stations.

A part from the Hon'ble High Court directions further support is requested from the Police department in bringing to the notice of the District Welfare Officer of the concerned district about any unregistered old age home functioning in their jurisdiction, as the Police stations cover the length and breadth of the state.

With the Support from the Police Department, the Department of Welfare of Disabled and Senior Citizens will be able to ensure the rights of senior citizens to live with dignity.

Looking forward for your kind support Sir

Yours sincerely,


(D.DIVYA)

To
The Director General Police,
Telangana State