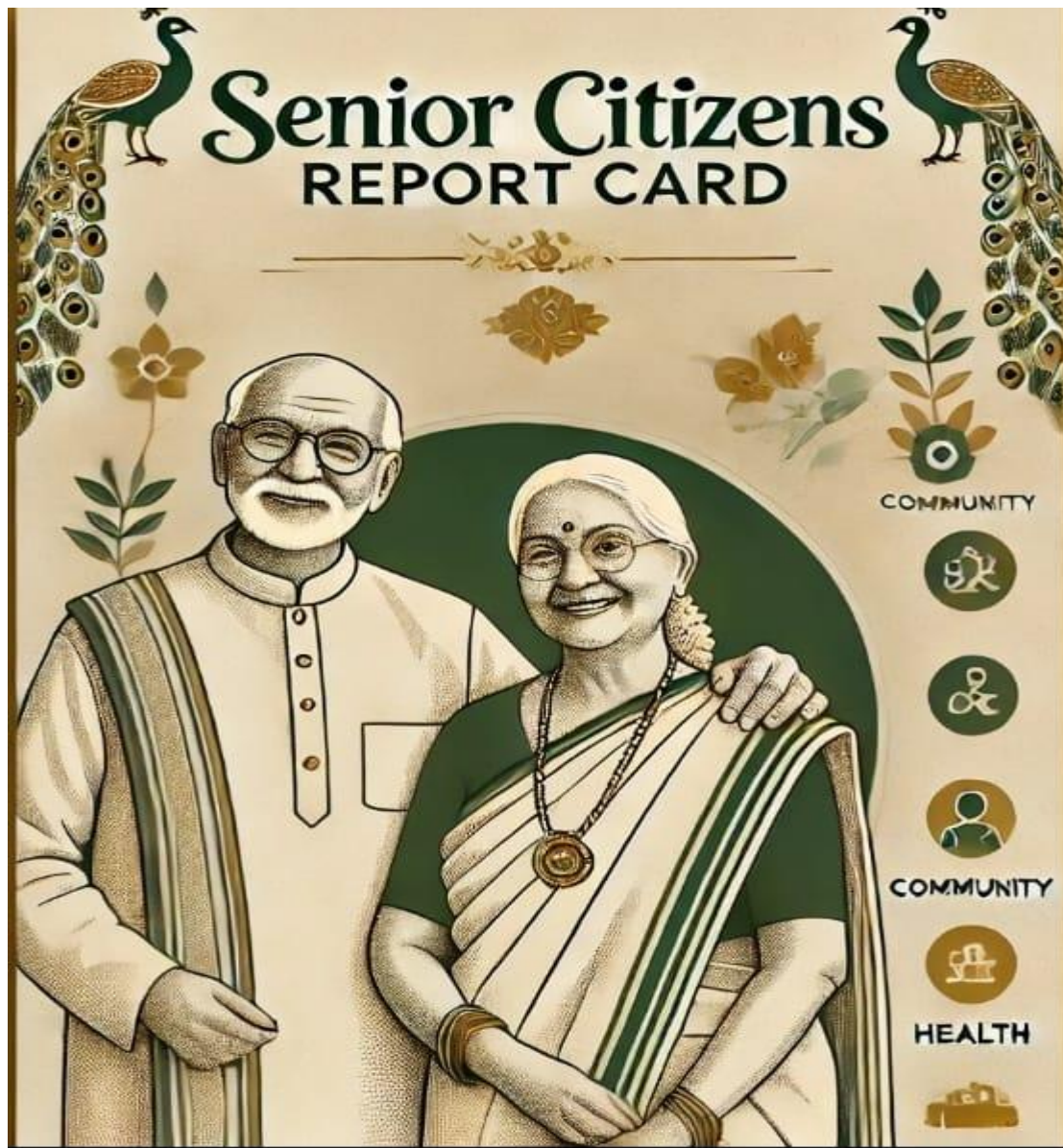




Living within the area of Patna Municipal Corporation
by :

60+ Care and Research Foundation

Promoted by

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Preface

As a society, we owe a tremendous debt of gratitude to our seniors, who have contributed richly to our communities, cultures, and families. However, as they age, many face challenges that can diminish their quality of life, including health issues, economic instability, social isolation, and lack of awareness about their rights.

This report card aims to provide a comprehensive assessment of the multifaceted aspects of senior citizens' lives in Patna. By systematically evaluating key areas such as physical and mental health, nutritional needs, social engagement, economic conditions, housing, transportation, and access to technology, we seek to create a holistic understanding of their current situation.

The idea behind this initiative is not just to gather data but to empower senior citizens by amplifying their voices and experiences. We recognize that the perspectives of older adults are essential in identifying the obstacles they encounter and the resources they require. By engaging with seniors directly through surveys, interviews, and community discussions, we aim to capture their stories and insights, ensuring that our findings reflect their realities.

Furthermore, this report card serves as a crucial tool for advocacy. By presenting our findings to policymakers, community organizations, and the public, we can highlight the urgent issues facing seniors and promote actionable solutions. Our goal is to foster an environment where senior citizens can thrive—one that values their dignity, independence, and contributions.

In compiling this report, we also acknowledge the need for continuous engagement and collaboration among various stakeholders, including student groups, local CBOs, and community members. Together, we can create a supportive framework that addresses the needs of our aging population and ensures their rights are upheld.

As we embark on this important work, we invite you to join us in our commitment to making a meaningful difference in the lives of senior citizens in Patna. This report card is a step toward that vision—a vision of a community that honors its elders and prioritizes their well-being.

Thank you for your interest and support as we strive to build a brighter future for our senior citizens.

[Vishwa Ranjan]
Secretary
Citizens Action Group, Patna, Bihar
[Date]

Purpose to have the Report Card

Our senior citizens are a vital part of our society, possessing wisdom and experiences that enrich our communities. However, they often face unique challenges that can compromise their quality of life. The primary objective of this report card is to assess their living conditions, health, social engagement, economic stability, and awareness of their rights. By collecting and analyzing this data, we aim to paint a comprehensive picture of their current status and identify the areas that require urgent attention.

Engaging with our Seniors

It is essential that this process is inclusive and participatory. We must actively engage with senior citizens to hear their voices, understand their needs, and incorporate their insights into our findings. Their lived experiences will guide us in identifying not only the problems but also potential solutions that are grounded in reality.

Highlighting Critical Issues

As we delve into areas such as physical and mental health, nutrition, and access to services, we will uncover pressing issues—such as healthcare accessibility, financial stability, and social isolation. These findings will enable us to highlight specific areas that need advocacy and intervention, ultimately driving change at both community and policy levels.

Promoting Awareness and Advocacy

This report card will also serve as a powerful tool for raising awareness. By sharing our findings with local government officials, NGOs, and the broader community, we can advocate for necessary changes and improvements in policies that affect our senior population. We have a responsibility to ensure that their voices are amplified, and their rights are protected.

Commitment to Progress

Our work does not end with the publication of this report card. It is a living document that will help us track progress, monitor changes, and hold ourselves accountable for our commitments to our seniors. We must view this as an ongoing journey—one that requires continuous engagement, feedback, and adaptation to the evolving needs of our elderly community.

Conclusion

In conclusion, let us approach this initiative with compassion, diligence, and a genuine desire to create a more supportive environment for our senior citizens. Together, we can make a significant difference in their lives and honor their contributions to our society.

The Methodology

The methodology for preparing the report card on the well-being of senior citizens involved a collaborative effort with multiple stakeholders, including postgraduate students, interns, volunteer groups, community-based organizations (CBOs), and senior citizens themselves. The process began with the selection of a representative sample of 512 senior citizens from various income groups, age ranges, and geographic locations, ensuring a diverse range of experiences and challenges. This broad representation aimed to capture the complexities of senior citizens' lives across urban and rural areas. Outreach and participant recruitment were facilitated by postgraduate students and interns, with support from local CBOs that have established relationships with senior citizens in their communities.

A structured, multi-domain survey was designed to assess key aspects of senior citizens' lives, including health, economic well-being, social engagement, and access to services. The survey was developed through consultations with experts, including gerontologists, social workers, and senior citizens themselves, ensuring that the questions were relevant and easy to understand. Data collection was carried out through both face-to-face interviews and online surveys, allowing flexibility for participants with varying levels of literacy and technology access. Postgraduate students, interns, and volunteers were trained in ethical data collection methods to ensure sensitivity, respect, and confidentiality during the interviews. Special care was taken to create an environment where participants felt comfortable sharing their experiences and concerns.

Once the data was collected, it was analysed using both qualitative and quantitative methods. Descriptive statistics helped identify patterns and trends, while thematic analysis was applied to open-ended responses, providing a deeper understanding of senior citizens' experiences. The findings were then shared with senior citizens through focus group discussions, allowing them to validate and provide feedback on the results. This participatory validation process ensured that the report reflected the lived realities of the senior citizen community. The final report card, which included data-driven insights and actionable recommendations, was prepared to guide policymakers, CBOs, and other stakeholders in improving the quality of life for senior citizens across all income groups.

Selection of Area

The survey was conducted across four wards in each circle of Patna Municipal Corporation, ensuring a comprehensive representation of the city's senior citizens. These wards were selected to capture diverse socio-economic conditions, ranging from urban to semi-urban areas, encompassing both affluent and underprivileged communities. The choice of wards allowed for a detailed assessment of the challenges and needs faced by senior citizens in different contexts, including healthcare access, financial security, social engagement, and living conditions. By covering multiple geographic areas, the survey aimed to provide a well-rounded understanding of the well-being of seniors across Patna.

Aims & Objective

The preparation of a Citizens Report Card for senior citizens aims to provide a comprehensive assessment of their quality of life within the Patna Municipal Corporation area. By evaluating various dimensions such as health, social engagement, economic stability, and legal rights, the report card serves as a crucial tool for identifying areas that require improvement and informing policy decisions.

Objectives

1. Assess Quality of Life

- To evaluate the overall quality of life experienced by senior citizens, focusing on physical health, mental well-being, and social engagement.
- To identify factors that enhance or detract from their quality of life.

2. Gather Data and Insights

- To collect quantitative and qualitative data through surveys, interviews, and community consultations.
- To ensure that the perspectives and experiences of senior citizens are accurately represented.

3. Highlight Areas of Concern

- To pinpoint critical issues affecting seniors, such as healthcare access, economic stability, nutrition, and housing conditions.
- To address gaps in services and support systems that may impact their well-being.

4. Promote Awareness and Advocacy

- To raise awareness among stakeholders, including government agencies, NGOs, and the community, about the challenges faced by senior citizens.
- To advocate for policy changes and initiatives that can improve the quality of life for older adults.

5. Facilitate Community Engagement

- To engage the community in discussions about the needs and rights of senior citizens.

- To encourage local participation in developing solutions that cater to the elderly population.

6. Monitor Progress

- To establish benchmarks for measuring progress in the quality of life for seniors over time.
- To provide a framework for ongoing assessment and evaluation of policies and programs affecting older adults.

7. Inform Policy Decisions

- To offer data-driven insights to policymakers for the formulation of targeted programs and services that address the unique needs of senior citizens.
- To support evidence-based decision-making processes in local governance.

In brief:

The Citizens Report Card for senior citizens is designed to serve as a vital resource for understanding the multifaceted aspects of aging in the Patna Municipal Corporation area. By focusing on the quality of life and engaging various stakeholders, the report aims to foster a more inclusive and supportive environment for older adults, ensuring that their voices are heard and their needs are met.

Date analysis

1. Physical Health

Seniors live with chronic conditions such as diabetes and hypertension, which require ongoing management and medical attention. These conditions often lead to increased healthcare needs, making access to quality healthcare facilities crucial. The availability of hospitals and clinics in proximity to senior populations is an essential factor influencing their ability to manage these diseases effectively. However, many seniors face barriers to healthcare access, including physical limitations, financial constraints, and a lack of transportation. Additionally, regular health check-ups play a vital role in the early detection and management of chronic diseases, helping to prevent complications and improve quality of life. Unfortunately, not all seniors have consistent access to preventive care due to factors such as cost, insurance coverage, and healthcare infrastructure. This study aims to highlight the relationship between chronic disease prevalence, healthcare accessibility, and the availability of routine check-ups, providing insights into the challenges seniors face in managing their health and the need for improved healthcare support systems.

- Findings:

Chronic Diseases	65%	High prevalence of diabetes and hypertension.
Access to Healthcare	70%	Adequate access to local clinics and hospitals.
Regular Health Check-Ups	50%	Only half receive regular check-ups.

2. Mental Health

The prevalence of mental health issues among seniors is a growing concern, with depression and anxiety being particularly common. Studies indicate that older adults often experience higher rates of depression due to factors such as isolation, loss of loved ones, chronic illness, and the transition into retirement. Anxiety, often linked to the stress of aging, health concerns, or financial insecurity, is also prevalent in this demographic. These mental health conditions can severely impact seniors' overall well-being, leading to diminished quality of life, reduced social engagement, and increased dependency on others.

However, addressing mental health challenges in older adults can be complicated by various barriers. One key issue is the limited availability of mental health services tailored to seniors' needs. Many healthcare systems are not adequately equipped to address the mental health requirements of older populations, and there is often a shortage of mental health professionals

specializing in geriatric care. Additionally, stigma surrounding mental health can discourage seniors from seeking help or even recognizing the signs of depression or anxiety in them.

Support groups can play a vital role in providing emotional support and reducing feelings of loneliness. However, access to such groups may be limited depending on location or awareness. This underscores the need for more accessible, senior-friendly mental health resources, including counseling services and community-based support systems, to address these growing concerns effectively.

- **Findings:**

Understanding about Mental health	30%	Majority of population does not consider Mental Health is serious issue
Prevalence of Mental Health Issues	30%	Significant rates of depression and anxiety, loss of sleep.
Person above 80 years	27 %	living in isolation or loneliness
Access to Mental Health Services	21%	Limited availability of mental health support professionals.

3. Nutrition Analysis

Dietary habits play a crucial role in the health of senior citizens, with access to nutritious food being a key factor in preventing chronic illnesses and promoting overall well-being. However, many older adults face challenges in obtaining healthy, balanced meals due to factors such as limited income, mobility issues, or lack of transportation. This can lead to poor dietary choices and a reliance on processed or unhealthy foods, which can exacerbate existing health problems like hypertension, diabetes, and heart disease.

Malnutrition and food insecurity are prevalent concerns among seniors, particularly those living alone or in low-income households. Malnutrition can result from inadequate nutrient intake, which weakens the immune system and slows recovery from illness. Food insecurity, characterized by a lack of consistent access to enough food, is also common and often leads to skipped meals or reliance on cheaper, less nutritious options. Addressing these issues requires increased access to affordable, nutritious food options, as well as community-based support programs like meal delivery services or senior food assistance programs.

- **Findings:**

Access to Nutritious Food	55%	Moderate access to healthy food
Poor accessibility to the healthy food	23%	Despite having enough money
Prevalence of Malnutrition	22%	Not enough allocation for Food.

4. Social Engagement

Community involvement is essential for the mental and emotional well-being of senior citizens, as it fosters a sense of purpose, belonging, and connection. Participation in local community programs and activities, such as senior centers, volunteer groups, and recreational classes, can significantly enhance the quality of life for older adults. Engaging in these activities helps reduce feelings of isolation, provides opportunities for physical and mental stimulation, and encourages socialization with peers. However, many seniors may face barriers to participation, such as mobility limitations, lack of transportation, or a shortage of suitable programs in their area.

Equally important is the frequency of social interactions with family and peers. Regular contact with family members and friends helps prevent loneliness and depression, common challenges for aging individuals. Unfortunately, social isolation is a significant issue for many seniors, particularly those who live alone or are geographically distant from their loved ones. The COVID-19 pandemic, for example, exacerbated these challenges, highlighting the vulnerability of seniors who rely on in-person interactions for emotional support.

Promoting community involvement and encouraging more frequent social interactions can improve seniors' mental health, provide emotional support, and help them maintain a sense of purpose. Strengthening social networks and community programs tailored to older adults is crucial to ensuring their overall well-being and quality of life.

- **Findings:**

Community Participation age 60 – 70 years	45%	Less than half actively engage in community programs.
70 – 80 years	25%	Gradual decrease
80 and above	10%	Almost vulnerable
Social Interactions	60%	Majority maintain regular contact with family/friends.

5. Economic Stability

For many senior citizens, sources of income are limited, and understanding the distribution of these income streams is essential to assessing their financial security and quality of life. The primary sources of income for older adults typically include pensions, savings, and, for some, family support. Pensions, whether from government programs, private employers, or military service, are a crucial financial lifeline for retirees. However, the adequacy of these pensions varies widely, often leaving seniors struggling to cover basic living expenses. Savings also serve as an important source of income, but many seniors find their savings depleted over time, especially if they live longer than expected or face unexpected medical costs. Family support is another critical source of income for some seniors, particularly those

without sufficient retirement savings or pensions. In many cultures, family members step in to provide financial assistance, but this can create stress on younger generations and may not always be reliable.

Employment opportunities for seniors, while increasing in some regions, remain limited. Many older adults face age discrimination or health challenges that make traditional full-time employment difficult. However, part-time work, freelance opportunities, or roles in community-based programs can offer seniors additional income while promoting social engagement and purpose. Expanding access to age-friendly employment options is important for ensuring financial stability and independence in later years

- **Findings:**

Stable Income Sources	55%	High reliance on pensions and family support.
Still engaged somewhere to earn	21%	Limited job opportunities for seniors.
Exploring Employment Opportunities	20%	Limited job opportunities for seniors.

6. Affordability

Affordability is a critical issue for many senior citizens, particularly when it comes to the cost of living, which encompasses housing, healthcare, and essential services. Housing is often one of the largest expenses for seniors. While some may own their homes outright, others face high rental costs, particularly in urban areas. Additionally, as seniors age, they may require modifications to their homes for accessibility, or they may need to transition to assisted living facilities or nursing homes, which can be prohibitively expensive.

Healthcare costs are another major concern. Older adults typically require more frequent medical care, including regular check-ups, prescription medications, and treatments for chronic conditions. Medicare covers many healthcare expenses, but there are still significant out-of-pocket costs, including premiums, deductibles, and co-pays. For seniors without supplemental insurance or those with limited income, these healthcare expenses can be a substantial financial burden.

When comparing income to living expenses, many seniors find their fixed incomes, such as pensions or Social Security benefits, insufficient to cover basic needs. The rising cost of living, especially in areas like healthcare and housing, outpaces the income many older adults receive. This disparity often leads to difficult choices between paying for essentials like food, utilities, and medications, creating financial

strain and limiting their quality of life. Addressing these affordability challenges is vital to ensuring that seniors can live with dignity and security in their later years

- **Findings:**

Affordability of Living Expenses	34%	Living in rental accommodation suffering from high rental charges
Health care expenses	87 %	A large section of our seniors feels very expensive though most of them are frequently using Jan Aushadhi medicines

7. Housing and Living Conditions

Housing quality is a crucial aspect of senior citizens' well-being, as it directly impacts their safety, comfort, and independence. The safety and accessibility of living environments, such as ramps, grab bars, and wide doorways, are essential for preventing falls and enabling seniors to age in place. Many seniors, however, live in homes that are not adequately adapted to their needs, which increases the risk of injury. Additionally, the availability of assisted living facilities is vital for those who require more support with daily activities. However, such facilities can be costly, and access may be limited in certain regions, further challenging seniors' housing options

- **Findings:**

Safe Housing	80%	Majority live in safe environments.
Accessibility of Living Conditions	510%	Moderate accessibility for seniors.

8. Accessibility of Safe Transport

Access to safe and reliable transportation is essential for senior citizens, as it enables them to maintain independence, attend medical appointments, and engage in social activities. Public transportation can be a critical lifeline for seniors who do not drive or cannot afford private transportation. However, the availability and quality of public transport options vary widely by region. In urban areas, seniors may have better access to buses, trains, and paratransit services, but rural areas often lack sufficient public transportation, leaving seniors isolated and unable to access essential services or social opportunities.

Safety and accessibility of transportation services are key considerations for older adults. Seniors often face mobility challenges that require accommodations, such as

low-floor buses, wheelchair-accessible vehicles, and transportation that caters to those with visual or hearing impairments. Unfortunately, not all transportation services are designed with seniors in mind, which can make travel difficult or unsafe. City level transporters {Nagar Bus Seva } do not have any considerations for senior citizens excepts few who mark very limited seats for seniors Expanding and improving access to safe, accessible, and affordable transportation is essential to ensuring seniors can stay connected, remain active, and maintain their quality of life as they age.

- **Findings:**

Availability of Transport	50%	Moderate access to public transportation.
Safety of Transportation	65%	Concerns about safety in public transport.

9. Technology Use

Digital Literacy: Digital literacy is increasingly important for senior citizens, as access to technology can significantly enhance their quality of life, provide critical health services, and help them stay connected with family and friends. Access to smartphones and the internet is essential for enabling seniors to engage with the digital world. However, many older adults face barriers such as limited access to devices, lack of internet connectivity, or insufficient digital skills. For those who do have smartphones and internet access, navigating technology can be daunting, especially for seniors who didn't grow up with digital tools. Engagement with online services, such as telehealth and social media, has grown significantly among seniors, especially during the COVID-19 pandemic. Telehealth services allow seniors to consult healthcare providers remotely, which is particularly beneficial for those with mobility issues or limited access to healthcare facilities. Telehealth can also help seniors manage chronic conditions, reduce hospital visits, and receive timely medical advice. Social media platforms offer opportunities for seniors to connect with loved ones, participate in online communities, and combat loneliness. However, older adults often face challenges with privacy concerns, understanding digital security, or navigating complex interfaces.

To improve digital literacy, it is crucial to provide training programs and support tailored to seniors, making technology more accessible and helping them take full advantage of online resources for health, communication, and everyday tasks

- **Findings:**

Access to Technology age group 60-70	75%	Moderate access to smartphones and the internet.
Age group 70-80	35%	Gradual decrease of interest in mobile and its uses

Age group 80 and above	10%	Negligible access with very limited use
Engagement with Online Services	30%	Limited use of telehealth and online services.

10. Strategic planning, documentation etc.

Strategic planning and documentation are crucial for senior citizens, especially when considering emergency preparedness and maintaining important records. It's essential to have a clear, organized system for quick access to critical information, especially in emergencies. Below are key considerations for a senior citizen to ensure their personal records, insurance papers, and contact details are readily accessible.

- Findings

Centralised record keeping of insurance and other papers age group 60-70	75%	Moderate access to smartphones and the internet.
Age group 70-80	25%	Sharp decline in percentage
Age group 80 and above	10%	Negligible access to their own crucial papers
Accessibility of crucial records and documents by female counter part	20%	Very limited access (why after death of husband living condition of wife becomes pathetic)
Display of mobile number at prominent places of closest relative living apart or distantly.	0%	Unfortunately It was no where in practice

11. Legal and Advocacy Issues

Elder rights awareness is critical for ensuring that senior citizens are protected from abuse, exploitation, and neglect. Many older adults are unaware of their legal rights or may not fully understand the protections available to them under laws such as elder abuse statutes, guardianship laws, and financial protections against fraud. This lack of awareness can leave seniors vulnerable to mistreatment by caregivers, family members, or strangers.

Access to legal support services is essential for seniors to enforce their rights and seek justice when needed. Unfortunately, many older adults face barriers such as financial limitations, lack of transportation, or difficulty navigating legal systems. Legal aid organizations, elder law attorneys, and advocacy groups play a vital role in providing assistance, but these services may not be easily accessible in all communities, particularly for those in rural areas or with limited resources.

- Findings:

Knowledge about creating deeds or how to make it done	43%	Many lack knowledge creating legal deeds ie rent agreements, property deeds or how to create will etc
Access to Legal Support	22%	Limited availability of legal assistance. Most of them still lack trusted legal support body around them

12. Awareness about Elderly Rights

Government of Bihar has passed the “ Maintenance and welfare of parents and senior citizens Rules 2012 for ensuring welfare and protection of their rights but unfortunately very few of our adults were aware about it immaterial how qualified they are , as lot of things has to be done in this regard.

Government of India HELPLINE Number **14567** just dial number without any area code is also available but again most of the seniors have assumptions that

Educational outreach is vital for raising awareness among senior citizens about their rights and protections. Programs that educate older adults on issues such as elder abuse, financial fraud, healthcare rights, and access to social services can empower them to recognize potential threats and seek help when necessary. The effectiveness of these programs depends on their accessibility and relevance to seniors' daily lives. Offering information through easily understandable formats, such as workshops, printed materials, or community events, can make these programs more impactful. Engagement with local NGOs and government initiatives plays a key role in delivering these educational programs. Many organizations provide resources tailored to the needs of older adults, offering counseling, legal support, and advocacy.

Department of Social Welfare , Government of Bihar can also play vital role in ensuring local adult protective services, also focus on increasing awareness and providing assistance. Collaborations between community groups, healthcare providers, and legal services help bridge gaps in knowledge and ensure seniors are informed about their rights and available resources, ultimately promoting their safety and independence.

- Findings:**

Aware about the aforesaid Act and Rules	40%	Community workshops have moderate impact.
Awareness about its provisions	12%	Very poor
Awareness about National Helpline	32%	Community workshops have moderate impact.
Helpline Number saved in mobile	16%	Effectively explored
Awareness about its operational time	11%	Time period is (8 AM – 8 PM)

13. Financial literacy, education and security:

Financial literacy and security are essential for senior citizens, as they face the challenge of managing fixed incomes, healthcare costs, and long-term financial planning. Understanding basic financial concepts, budgeting, and the importance of saving for retirement can help seniors maintain financial independence. However, many seniors struggle with these issues due to lack of access to financial education or limited resources.

Health insurance is equally important for seniors, as healthcare expenses tend to rise with age. Access to affordable health insurance, such as Medicare, is crucial for managing these costs, but coverage gaps and out-of-pocket expenses can create financial strain.

The family structure significantly impacts the well-being of seniors. In joint families, older adults often benefit from the support of multiple generations living together, offering emotional and financial assistance. In nuclear families, seniors may experience more isolation, with fewer family members available to provide care or companionship. As family structures evolve, the need for community-based services and care options for seniors becomes increasingly important to ensure they remain supported and connected.

Seniors living with joint family : In Patna Municipal Area, like many urban centers in India, the trend of senior citizens living in joint families is gradually decreasing due to urbanization, nuclear family structures, and migration for employment. However, some senior citizens still live in joint families, especially in older neighborhoods where traditional family setups persist. These families typically provide emotional and financial support, offering companionship and assistance with daily activities, though this arrangement is less common as younger generations seek independence.

However our team could observe after depth interaction with our seniors that few of them were feeling **HUMILIATED** few **OFFENDED** and even few seniors' expressed being **THRENTENDED** of their life from their own family members these all may lead to mental health issue in long run or certain mishap may also occur. But on the point of documenting the references they requested not to keep this in pulic domain due to social decency or public shame. They find no any platform where they can share their issues and get consistent moral support.

▪ Findings

Seniors Citizens living within joint family structure	32%	Migration for search of jobs, lack of space , distant office or school facilities, poor traffic management
Senior Citizens living together with sepearte kitchen	21%	Likes and dislikes are so prominent finally led to division

14. Life Style and vulnerability

Though “Vitamin D deficiency” is a component of physical health segment which has already been covered earlier however considering its importance and its critical impact on lives of our seniors we are keeping it categorically.

NEW LIFESTYLE and HOUSING DESIGNS where our Senior citizens **spend long periods indoors** and avoid sun exposure are at risk of developing Vitamin D deficiency, a condition that can have serious health implications. Vitamin D, often called the "sunshine vitamin," is produced by the body when the skin is exposed to sunlight. As people age, their skin's ability to synthesize Vitamin D diminishes, and if they stay indoors most of the time, this natural process is further hindered.

Vitamin D plays a crucial role in maintaining bone health, as it helps the body absorb calcium. A deficiency can lead to weakened bones, increasing the risk of fractures and conditions like osteoporosis. It also impacts the immune system, muscle function, and cardiovascular health, making older adults more vulnerable to infections, falls, and chronic diseases.

In addition to limited sun exposure, other factors, such as **POOR DIET** and certain medical conditions, can further contribute to Vitamin D deficiency in seniors. To mitigate these risks, older adults should aim for safe sun exposure, consume Vitamin D-rich foods (like fatty fish, eggs, and fortified dairy), and consider supplements if necessary. Regular check-ups and monitoring of Vitamin D levels are also important to ensure overall health and well-being in aging individuals.

This crisis can be called as **life style crisis** reason behind is changed living environment. CBOs and NGOs must create awareness activities around it. Visible symptoms of Vitamin D Deficiency our team found across in seniors are:

1. Bone Pain and Weakness:
2. Fatigue and Weakness:
3. Depression or Mood Swings:
4. Frequent Illnesses:
5. Balance and Coordination Issues:

Builders, Developers and Architects Green house concept promoter should also be sensitized to promote housing infrastructures with adequate sun light coming side

Conclusion

This report card highlights key areas affecting the lives of senior citizens in Patna Municipal Corporation. Continued efforts are necessary to enhance their well-being through targeted programs, better resource allocation, and community engagement.

Recommendations for better quality of lives of our Seniors

Level 1.0 Individual level preparedness:

During our collection of data while preparation of Report Card we observed certain things which need to get highlighted in terms of reference for better quality of life of our seniors, these may be :

1. Smart way of centralised documentations

Maintaining clear and accessible documentation is a vital part of emergency preparedness, especially for senior citizens. By creating a robust filing system for contacts, health, and insurance documents, you can significantly reduce stress during an emergency. In addition, sharing responsibility and knowledge of the file locations with trusted family members ensures that important information will be accessible when it's most needed.

1. Mobile Numbers of Close Relatives

- **Why It's Important:** In case of emergencies, having a list of important contacts (family, close friends, healthcare providers) readily available can save time and reduce stress.
- **How to Organize:**

Centralized Record: Keep a physical and/or digital list of important phone numbers, including names, relationships, and specific instructions (e.g., "call if there's a medical emergency").

Accessible Locations: Store this list in multiple places:

Physical copy: On a piece of paper in a designated binder or folder at home, with a copy in a safe or accessible drawer.

Shared Information: Ensure at least one trusted family member knows where to find the emergency contact list. Consider having a system where a spouse or close relative can easily access this information when necessary.

2. Health and Insurance Documents

- **Why It's Important:** Health insurance, medical records, and other insurance policies often contain essential information required for care or claims.
- **How to Organize:**

Centralized Filing System: Maintain all health-related documents (medical records, insurance policies, prescriptions, etc.) in one location.

Strategic Location:

Home: Store documents in a secure, but easily accessible place (e.g., a locked file cabinet, fireproof safe). Ensure all relevant parties know where to find them.

Portable Folder: Keep a small, portable folder or binder with you, especially for medical emergencies. This folder could include copies of important health information, insurance cards, and a list of medications.

3. Who Maintains Important Files?

- Why It's Important: Knowing who manages and has access to important documents is vital, especially if one spouse or family member is incapacitated or unavailable.
- How to Organize:

Designated File Keeper: One person (typically the primary caregiver or senior citizen) should be responsible for organizing and maintaining these records. However, this responsibility should be shared or known to at least one other person.

Shared Access: Ensure the other spouse or a trusted relative is aware of where the key files are stored, as well as how to access them.

Documentation of Access: Make sure there is a plan for handing over these files in case of incapacity. One may designate a trusted person as a "backup" to be able to access these files if necessary (using a power of attorney, or digital access credentials, etc.).

4. Knowledge of File Locations Between Spouses

- Why It's Important: In the event one spouse is incapacitated or unavailable, the other needs to know exactly where to find important documents.
- How to Organize:

Regular Communication: Have regular discussions about where important documents are kept, and ensure both spouses know where all critical paperwork is stored.

File Location Awareness: Each spouse should be able to describe the locations of all vital documents (e.g., "The health insurance papers are in the blue folder in the second drawer of the office").

Percentage of Knowledge: Ideally, both spouses should have knowledge of at least 80–90% of the locations of critical files. If one spouse is less mobile or unable to manage the paperwork, they should still know where it is kept or how to contact the other spouse/family member who can access it.

5. Backup Plans and Contingencies

- Why It's Important: Unforeseen situations can arise, such as the loss of access to documents or the absence of one spouse.
- How to Organize:

Emergency Access Plans: Have a trusted third-party person (e.g., adult child, friend, or lawyer) who can access or help locate critical documents in an emergency.

Legal Documents: Consider creating a living will, power of attorney, or healthcare directive that includes instructions on how to access documents if needed.

Level 2.0 Recommendations at Community level Activities:

Enhancing 4S (Health, Social, legal and financial) security

The concept of "Surakhha Chakra"—a local community-based initiative aimed at enhancing the security and well-being of senior citizens, especially those with reduced mobility and accessibility—can be highly effective in fostering a sense of safety and support. For older seniors who are experiencing physical limitations or increased vulnerability due to mobility issues, the establishment of such a system would focus on proactive and collaborative measures that provide them with both physical and emotional security. Here's an elaborate explanation of how this could work:

1. Building a Network of Mutual Aid and Support

- **Neighborhood Watch Programs:** Seniors with reduced mobility could rely on a network of trusted neighbors or community members who can help them with daily tasks and monitor their safety. This network would act like a localized “neighborhood watch,” where individuals keep an eye out for each other, particularly for seniors who might be isolated or frail.
- **Buddy System:** Pairing more mobile seniors with those who have mobility issues to form a “buddy” system. These buddies could assist with errands, medical appointments, or simply provide companionship and check-ins.

2. Enhanced Communication Systems

- **Emergency Communication Channels:** Create a direct, easy-to-use communication system for seniors to reach out in case of emergencies, like a community helpline or an app specifically designed for seniors to alert their neighbors or a community response team if they need help. A simple alert button on a smartphone or a wearable device that sends distress signals could make a big difference.
- **Social Media and WhatsApp Groups:** Setting up digital communication platforms, such as WhatsApp or community Facebook groups, to keep seniors connected. These platforms can be used for organizing local meetups, sharing news, or quickly notifying others about a senior in need of help.

3. Physical Modifications and Accessibility

- **Improved Infrastructure:** Advocating for better local infrastructure, like wheelchair ramps, handrails, and clear signage, can help seniors move more freely. Communities might focus on making public spaces more accessible,

ensuring that seniors with limited mobility can access local markets, healthcare facilities, and other essential services.

- **Home Safety Inspections:** Offering assistance with home modifications to make the home environment safer. This could include installing grab bars, improving lighting, or ensuring easy access to exits and emergency escape routes.

4. Regular Health Check-Ins and Services

- **Routine Health Monitoring:** In the Surakchha Chakra community, a key element could be regular health check-ups or home visits from healthcare professionals to ensure that seniors are physically well and managing any chronic conditions. For those with limited mobility, home healthcare services can be provided to assist with medical needs, medication reminders, or physical therapy.
- **Wellness Workshops:** Organizing workshops on topics like fall prevention, stress management, or health management to empower seniors and equip them with the knowledge to stay healthy and secure.

5. Community Security Measures

- **Local Emergency Response Teams:** In areas with a high density of senior citizens, forming a community-based emergency response team or “Rapid Response Unit” that can quickly respond to any urgent security concerns is vital. This could be a group of trained volunteers, community officers, or retired professionals who are available to assist with medical emergencies, security incidents, or transportation needs.
- **Surveillance and Safety Checks:** Implementing a community surveillance system that ensures public spaces (like streets, parks, and alleys) are well-lit and monitored, which could deter criminal activity. Neighbors could also agree to check on each other periodically, especially during times of crisis or extreme weather conditions.

6. Inclusive Community Events and Activities

- **Organizing Social Gatherings:** Regularly organizing social events, such as potlucks, movie nights, or group walks, helps combat loneliness and isolation. Social connections are important for mental health and overall well-being.
- **Physical Activities Adapted to Seniors:** In cases where mobility is limited, offering exercise or rehabilitation classes tailored to seniors (such as chair yoga or gentle stretching) can promote physical health and reduce the risk of falls or other injuries.

7. Legal and Financial Advice

- **Support with Legal Concerns:** Older seniors may face challenges in navigating legal systems or protecting their financial interests. The Surakchha Chakra could include access to volunteer legal advisors who can assist with things like wills, power of attorney, and elder abuse prevention. **Financial Guidance:** Financial advisors could be brought in to help seniors manage their finances, access government benefits, and ensure that they are financially secure, particularly if they are on fixed incomes.
8. **Volunteer and Community Support Programs Volunteer Corps:** Encouraging local volunteers to help with errands, shopping, or transportation can be an invaluable support to seniors with limited mobility. This could also extend to providing assistance with household chores or gardening, which may otherwise be difficult for them to manage.
 9. **Intergenerational Programs:** Encouraging interactions between seniors and younger members of the community can be a great way to foster both social connection and security. Younger people could help seniors with technology, mobility, or provide company and entertainment.
 10. **Community Awareness Campaigns:** Public campaigns that raise awareness about the importance of senior care, mobility assistance, and community support would help create a culture of safety and respect for seniors in the neighborhood.

11. Cultural and Spiritual Support

Cultural Sensitivity and Inclusion: For communities with diverse populations, ensuring that Surakchha Chakra is culturally sensitive and inclusive of all seniors' needs—be it language support, cultural practices, or spiritual care—will enhance its effectiveness. Religious or spiritual gatherings could also play a vital role in providing emotional and spiritual comfort.

12. Emotional Well-Being and Mental Health

- **Counseling and Mental Health Services:** As mobility decreases, some seniors may experience increased feelings of loneliness or depression. Providing access to mental health services, whether through counseling, peer support groups, or community outreach programs, would help address emotional well-being.
- **Peer Support Groups:** Organizing peer-led support groups where seniors can share experiences and coping strategies for living with mobility limitations or aging-related challenges.

Conclusion:: The "Surakchha Chakra" model provides a holistic approach to addressing the unique needs of senior citizens, particularly those whose mobility and accessibility are becoming more restricted. Through a combination of physical safety measures, emotional support, community engagement, and access to services, this

initiative could greatly enhance the quality of life for older seniors, creating an environment where they feel secure, supported, and integrated into their communities. By fostering a culture of care and collaboration, the Surakchha Chakra can be a powerful force in combating isolation and vulnerability among seniors.

Level 3.0 Recommendation for local authorities

1. Maintaining data base of senior citizens living in particular localities

Maintaining a database of senior citizens living in particular localities by local authorities can be an incredibly effective tool for both emergency response and prospective planning for the needs of the aging population. Such a database helps local authorities and community organizations plan better services, respond quickly in emergencies, and ensure the overall well-being of seniors. Below is a detailed explanation of how such a database can enhance both emergency services and long-term planning:

1. Improving Emergency Response and Services

- **Quick Access to Vital Information:** A database with information about seniors—such as their names, addresses, health conditions, mobility status, and emergency contacts—allows local authorities to act swiftly when needed. In the event of a medical emergency, natural disaster, or even a home accident, responders can access the data to learn crucial details about the individual, including medical conditions (like heart disease or diabetes), allergies, medication, and mobility limitations. This ensures that emergency services are more tailored to the senior's specific needs.
- **Priority in Emergencies:** In situations like a fire, flood, or public health emergency (such as during the COVID-19 pandemic), seniors—especially those with limited mobility or chronic health conditions—may require priority assistance. Having a centralized database allows emergency responders to prioritize their assistance, ensuring that seniors who are most vulnerable are reached and helped first.
- **Targeted Medical Care:** If seniors are registered in the database, health professionals can quickly obtain medical histories, regular prescriptions, or emergency treatment plans in times of crisis. For example, if a senior is found unconscious, paramedics can immediately check the database to find critical information (e.g., whether the individual is diabetic or has a history of strokes), allowing for faster and more accurate treatment.
- **Disaster Preparedness:** In the event of natural disasters, such as earthquakes, floods, or storms, knowing where seniors live and their specific needs allows authorities to provide more effective and targeted interventions.

Seniors might need transportation to evacuation points, special medical supplies, or assistance with staying in safe locations. A database would allow local authorities to pre-plan for such scenarios and deploy resources efficiently.

2. Prospective Planning for Senior Citizens

- **Planning for Long-Term Care Needs:** By maintaining a registry of senior citizens, local authorities can better understand the demographic trends within their communities. This helps them predict and plan for future demands in senior care, such as the need for assisted living facilities, nursing homes, healthcare services, or home care assistance. For example, if a local population is aging rapidly, the government and organizations can plan to build more senior-friendly infrastructure and ensure a sufficient number of healthcare workers and caregivers.
- **Service Accessibility and Mobility Solutions:** If authorities know which seniors have mobility issues or who live in isolated areas, they can provide services that are specifically tailored to those individuals. This might include setting up a transportation program to help seniors get to medical appointments, markets, or social events. Additionally, the database could help authorities deploy services like meal delivery, home health visits, or social care to the homes of seniors who need it most.
- **Local Infrastructure Improvements:** A database can help local authorities identify areas where senior citizens are concentrated and assess whether the infrastructure (such as ramps, elevators, and pedestrian crossings) is adequate for seniors with mobility impairments. This data can guide urban planning to ensure that neighborhoods are designed to be more accessible and safer for the aging population.
- **Personalized Support Programs:** With a comprehensive database, local authorities can ensure that every senior gets the support they need, whether it's financial aid, healthcare services, or social support. Authorities could identify individuals who are at risk of social isolation and offer programs such as community meetups, wellness activities, or home visits to reduce loneliness and increase social engagement.
- **Tracking Health Trends and Public Health Initiatives:** Tracking the health status and demographics of senior citizens allows public health officials to spot emerging health trends or needs. For example, if a high percentage of seniors in a certain area are diagnosed with specific health conditions (like dementia, hypertension, or arthritis), authorities can develop public health campaigns or community resources targeted to address those issues.

3. Enhancing Communication and Coordination

- **Alert Systems:** A senior citizen database enables authorities to establish efficient communication channels for emergency alerts, health notifications, or community updates. If there is a local health outbreak (e.g., flu season or a pandemic), the database can be used to send alerts directly to seniors or their caregivers, ensuring they are informed and can take necessary precautions.
- **Coordinating Volunteer Efforts:** Volunteers often play a critical role in assisting seniors with various needs (e.g., running errands, providing transportation). The database allows for better coordination between volunteers and seniors, matching local volunteers to specific individuals who require help. For example, if a senior citizen is homebound or has difficulty going out, a volunteer can be assigned to visit them regularly or help with grocery shopping.
- **Caregiver Resources:** For seniors who rely on family members or professional caregivers for daily assistance, the database can identify the caregivers and their contact information. Authorities can use this to offer resources, support, and training to caregivers or connect them with professional organizations that offer respite care services or caregiving assistance.

4. Legal Protection and Advocacy

- **Preventing Elder Abuse:** A well-maintained database of senior citizens could help detect and prevent elder abuse. If a senior citizen suddenly stops attending community events or has unusual patterns of absenteeism, the database can provide a point of reference to identify whether the senior is experiencing isolation, neglect, or abuse. Authorities and social workers can investigate these cases and intervene when necessary.
- **Safeguarding Legal Rights:** Seniors often face legal challenges related to health insurance, pensions, or elder law. A community registry allows for early identification of individuals who may need legal assistance or advocacy, whether it's for understanding their rights, applying for government benefits, or avoiding exploitation.

5. Promoting Inclusion and Social Support

- **Tailored Social Programs:** Based on the database, local authorities can organize programs that cater to specific needs of the senior community. For example, they can arrange fitness programs for seniors with limited mobility, social events for those who are isolated, or educational workshops for seniors with cognitive impairments. This also allows authorities to monitor and ensure that seniors from various backgrounds (ethnic, economic, and social) are included in community programs.

- **Reducing Loneliness and Isolation:** The database can also help identify seniors who live alone and may be at risk of loneliness. By targeting outreach programs, support groups, and social activities, authorities can ensure these individuals are connected with others in the community, reducing the risk of depression and improving overall quality of life.

6. Confidentiality and Data Protection

While maintaining such a database can provide many benefits, it is essential that local authorities take measures to ensure privacy and confidentiality. Seniors' personal and health-related information should be securely stored, with access limited to authorized personnel only. Additionally, seniors and their families should be informed about the data collection process and their rights regarding consent, access, and sharing of their personal information.

A comprehensive database of senior citizens managed by local authorities is an invaluable tool in ensuring both immediate emergency services and long-term planning for the aging population. By providing quicker access to essential data, enhancing emergency response, facilitating service delivery, and enabling informed decision-making, such a database can significantly improve the quality of life for seniors and ensure that their evolving needs are met in a timely and efficient manner. It helps communities be proactive in supporting their elderly residents, ensuring that senior citizens can age with dignity, safety, and care.

2. Periodic training for Local authorities including concerned thana :

It's essential to ensure that local police and emergency responders are trained time to time to understand the specific needs of seniors, especially those with mobility issues or cognitive impairments. This training could include how to engage with seniors effectively during emergencies, and how to spot signs of abuse or neglect.

To effectively address the specific needs of senior citizens, local authorities must ensure that their staff—particularly those in social services, healthcare, law enforcement, emergency response, and community support—are adequately trained to handle the unique challenges of working with the elderly. A Training Need Assessment (TNA), a Training Calendar, and a Training Budget Allocation in the training head are essential components of a structured approach to improving the skills and knowledge of personnel dealing with senior citizens. Here's an in-depth explanation of each of these components and how they contribute to building a responsive, empathetic, and efficient workforce.

By defining the “Training Calendar”, and an adequate “Training Budget”, local authorities can ensure their staff is well-equipped to meet the specific needs of senior citizens. This approach not only enhances the effectiveness of emergency responses and service delivery but also contributes to building a compassionate, well-informed, and efficient workforce that can improve the quality of life for older adults in the community.

Level 4.0 Recommendation for service providers sector

1. Healthcare Improvements:

- **Increase Access to Regular Health Check-ups:** Ensure that seniors have affordable and convenient access to routine medical check-ups, screenings for chronic conditions, and preventive care. Mobile health clinics or community-based healthcare initiatives can help reach those who have limited mobility or live in underserved areas.
- **Expand Mental Health Services:** Offer dedicated mental health services for older adults, focusing on counseling, therapy, and support groups to address depression, anxiety, and isolation. Telehealth options can make these services more accessible for seniors.

2. Nutritional Support:

- **Community Meal Programs:** Implement or expand meal delivery services, community kitchens, or senior food banks to ensure that older adults, especially those in low-income or isolated areas, have access to nutritious, affordable food.
- **Nutrition Education:** Provide educational resources on healthy eating and managing dietary conditions (e.g., diabetes, hypertension) to help seniors make informed choices about their nutrition.

3. Social Programs:

- **Develop Social Engagement Initiatives:** Establish programs that encourage social interaction, such as senior clubs, recreational activities, volunteer opportunities, or intergenerational programs that connect younger and older generations.

- **Combat Loneliness:** Create support networks that provide emotional and practical support for seniors living alone. This could include phone check-ins, social events, or peer support groups to help mitigate feelings of isolation.

4. Economic Support:

- **Financial Literacy Programs:** Offer workshops and resources to educate seniors on managing their finances, budgeting, and understanding pensions, Social Security, and other income sources to improve their financial independence.
- **Promote Employment Opportunities for Seniors:** Advocate for age-friendly employment policies and create part-time or flexible job opportunities to help seniors who wish to continue working or supplement their income.

5. Transportation Services:

- **Safe and Accessible Transport Options:** Ensure that public transportation is accessible, affordable, and senior-friendly, with low-floor buses, ramps, and priority seating. Implement specialized transportation services, like door-to-door services, for those with mobility challenges.
- **Discounted Fare Programs:** Offer reduced fare options for seniors to make public transport more affordable, particularly for low-income or fixed-income seniors.

6. Technology Training:

- **Digital Literacy Workshops:** Provide training on how to use smartphones, tablets, and computers to help seniors access online services, stay connected with family and friends, and participate in digital health services like telemedicine.
- **Online Safety Education:** Offer workshops that educate seniors on online privacy, fraud prevention, and digital safety to help them navigate the internet securely.

7. Legal Support:

- **Strengthen Elder Rights Advocacy:** Raise awareness of elder rights, including protection against abuse, financial exploitation, and access to social services. Advocate for stronger legal protections for seniors.
- **Access to Legal Resources:** Ensure that seniors have access to affordable legal assistance for issues such as estate planning, elder abuse, healthcare rights, and guardianship. This could include free legal clinics or partnerships with elder law attorneys.

8. Healthcare Integration:

- **Comprehensive Healthcare Networks:** Foster integrated healthcare systems that address the multiple needs of seniors, including primary care, mental health services, and chronic disease management. Coordinate care across providers to ensure continuity and efficiency.

9. Elder Abuse Prevention:

- **Awareness Campaigns:** Launch public campaigns to raise awareness about elder abuse, including physical, emotional, and financial abuse. Educate both seniors and the general public on recognizing signs of abuse and how to report it.
- **Support Services for Abuse Survivors:** Offer specialized support services, including counseling, safe housing, and financial assistance, to seniors who have experienced abuse.

10. Affordable and customised Housing:

- **Customisation in design and infrastructure within own house is essential** with reference to seniors physical state ie stairs with low height steps, fixed folding chairs within washroom, installing of LPG connection within kitchen, floor materials and tiles etc .
- **Housing Adaptations for seniors:** Implement programs that provide financial assistance or incentives for making homes safer and more accessible, such as adding ramps, grab bars, and wider doorways for seniors with mobility challenges.
- **Subsidized Housing for seniors:** Increase the availability of affordable senior housing options, such as subsidized apartments or senior living communities, to ensure that older adults have a stable living environment.

11. Community-Based Support:

- **Volunteer Networks:** Create opportunities for volunteers to assist seniors with daily tasks like grocery shopping, home repairs, or companionship. This can help reduce feelings of isolation and provide practical support.
- **Neighborhood Watch Programs:** Develop community watch programs where neighbors check in on seniors regularly, particularly those who are housebound or live alone, to ensure their safety and well-being.

12. Emergency Preparedness:

- **Disaster Readiness Programs:** Provide seniors with information and resources on preparing for emergencies, including natural disasters, medical emergencies, or community lockdowns. This may include creating emergency

contact lists, stockpiling essential supplies, and ensuring emergency services are accessible.

- Senior Emergency Kits: Distribute emergency preparedness kits with essentials like medications, flashlights, and first-aid supplies to ensure seniors can stay safe during emergencies.

13. Intergenerational Programs:

- Foster Cross-Generational Interaction: Create programs that encourage intergenerational interaction, such as senior-mentoring programs, school partnerships, or community events that bring together seniors and younger generations.
- Family Support Programs: Provide resources for families caring for elderly members, including respite care, caregiver training, and family counseling to support the mental and physical well-being of both seniors and their caregivers.

14. Cultural Sensitivity:

- Culturally Relevant Services: Ensure that healthcare, social, and legal services are culturally sensitive and tailored to the diverse needs of seniors from different cultural backgrounds, including language access and recognition of specific cultural practices and needs.
- Respect for Traditions: Promote programs that respect and celebrate the traditions, wisdom, and contributions of senior citizens, ensuring that they feel valued within their communities.

15. Government Accountability:

- Ensure Policy Implementation: Advocate for stronger enforcement of existing laws and policies that protect seniors, including healthcare access, housing rights, and elder abuse prevention.
- Engage with Seniors in Policy Development: Involve senior citizens in policymaking and community planning to ensure that their voices are heard and their needs are accurately reflected in government programs