GOVERNMENT OF GILGIT- BALTISTAN
GILGIT-BALTISTAN SECRETARIAT
SOCIAL & POPULATION WELFARE HUMAN / CHILD RIGHTS
YOUTH AFFAIRS AND WOMEN DEVELOPMENT DEPARTMENT

NOTIFICATION

No._____:- In exercise of the powers conferred by section 20 of the Gilgit-Baltistan Senior Citizens Welfare Act, 2022, the Government of Gilgit-Baltistan is pleased to make the following rules, namely

1. Short title and commencement.	1.1. These rules will be called the Gilgit-Baltistan Senior Citizens Welfare Rule 2025. 1.2. It shall extend to the whole of Gilgit-Baltistan. 1.3. They shall come into force at once.	
2. Definitions	2. In these rules, unless there is anything repugnant in the subject or context, the following definitions shall apply; a. "Accessibility" means the provision of facilities, infrastructure, information, and services in a manner that enables senior citizens to access, approach, and benefit from them independently and safely. b. "Act" means the Gilgit-Baltistan Senior Citizens Welfare Act, 2022. c. "Abandonment" means leaving a senior citizen without care, support, protection, or supervision, whether in a public or private place, with the intention of permanently or temporarily deserting such senior citizen. d. "Complaint" means any oral, written, or digital communication alleging abuse, neglect, abandonment, exploitation, denial of services, or violation of any right provided under the Act. e. "Council" means the Gilgit-Baltistan Senior Citizens Welfare Council established under section 4 of the Act. f. "Dependent Senior Citizen" means a senior citizen who relies on another person or institution for financial support, daily care, or maintenance. g. "District Senior Citizens Welfare Committee" means the Committee constituted at district level under Section 4(5) of the Act to perform functions assigned under these Rules. h. "Elder Abuse" means any act, omission, or intentional or unintentional conduct that causes physical, emotional, psychological, financial neglect, or exploitation of a senior citizen. i. "Emergency Protection" means urgent action taken by the District Committee, Social Welfare Department, or an authorized officer to secure the safety, health, or wellbeing of a senior citizen facing immediate risk.	

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	j. "Executive Committee" means the Executive Committee of the Council established under Section 8 of the Act. k. "Financial Categorization" means the classification of senior citizens into income-based categories notified by the Council for determining eligibility for concessions, discounts, subsidies, or financial assistance. l. "Helpline" means the dedicated communication number or digital platform established under Section 10(h) of the Act for receiving complaints and providing guidance to senior citizens. m. "Indigent Senior Citizen" means a senior citizen with insufficient or no means of income, as determined by criteria notified by the Council from time to time. (Section 12(4) of the Act) n. "Issuing Authority" means the Social Welfare Department or any officer authorized by the Government to process, verify, and issue Senior Citizen Cards. o. "Means test" means the income and asset assessment process conducted by the Verification Officer to determine indigence, vulnerability, or financial categorization. p. "Management Information System (MIS)" "Management Information System (MIS) means the centralized digital system maintained by the Social Welfare Department for registration, verification, monitoring, and record-keeping of senior citizens, privileges, and cases." q. "Minimum Care Standards" means the standards notified by the Government under Sections 10(f) and 12(2) of the Act relating to infrastructure, staffing, safety, food, healthcare, hygiene, and service delivery in old age homes and shelters. r. "Pension" means a periodic payment made to a senior citizen under applicable laws, rules, or service regulations due to retirement, length of service, age-based eligibility, or disability. s. "Protection Case" means a case registered before the Social Welfare Department or District Committee relating to abuse, neglect, exploitation, abandonment, financial coercion, or violation of a senior citizen's rights under the Act. t. "Vulnerable Senior Citizen" means a senior citizen who, due to disability, frailty, chronic illness, cognitive impairment, or lack of family support, requires special care or priority protection. u. "Outreach Worker" means any volunteer, community mobilizer, or LSO/NGO/CSO representative notified by the Social Welfare Department to support community-level identification, assistance, and monitoring of senior citizens. v. "Senior Citizen Card" means the identity card issued under Section 11 of the Act entitling the senior citizen to privileges, services, and protections notified by the Government. w. "Service Provider" means any public or private hospital, clinic, laboratory, transporter, utility provider, recreational facility, bank, or institution offering services or privileges to senior citizens under the Act. x. "Verification Officer" means a Social Welfare Officer, Union Council Secretary, Tehsildar, or any person notified by the Deputy Commissioner to conduct verification under these Rules. 2(2) The words and expressions used but not defined in these rules	

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	shall have the same meaning as assigned to them in the Act.	
3. Rights of Senior Citizen	3.1 All rights guaranteed under Section 3 of the Act shall be enforced through these Rules subject to available financial, administrative, and human resources of the Government. 3.2 The Social Welfare Department shall serve as the lead implementing department, while line departments (Health, Home, Education, Transport, Local Government, Police, and Information) shall extend full cooperation. 3.3 District Administrations shall, through existing mechanisms and resources, facilitate access to the rights guaranteed under Section 3 of the Act for all senior citizens residing in Gilgit-Baltistan. 3A.i. No senior citizen shall be subjected to humiliation, degrading treatment, or denial of services on the basis of age, physical frailty, disability, social status, gender, or financial condition. ii. All public institutions, including hospitals, police stations, government offices, NADRA counters, banks, and social welfare facilities shall ensure, priority counters or priority tokens; adequate seating arrangements; clear signage indicating "Senior Citizen Priority" where feasible; and Basic staff sensitization on age-friendly behavior. iii. Personal information of senior citizens, including medical, financial, and complaint-related information, shall remain confidential except where disclosure is required by law. iv. Where any senior citizen is taken into protective custody due to extreme abuse, dignity, privacy, and humane treatment shall be ensured. 3B.i. A Senior Citizens Protection Helpline may be designated from the existing departmental helpline. A new dedicated helpline will be established subject to availability of resources. ii. Healthcare providers, neighbors, community workers, police personnel and family members are encouraged to report suspected elder abuse to the District Committee or Social Welfare Office. iii. Upon receiving a complaint, the District Committee shall conduct a preliminary assessment. Where necessary, an interim protective arrangement may be facilitated, which may include temporary shelter in an existing government facility or community-supported arrangement, medical attention, or separation from abusive family members. iv. Police shall provide assistance to the District Committee in abuse or neglect cases. v. Banks will cooperate with the District Committee in cases where financial exploitation of a senior citizen is suspected, including temporarily freezing transactions until verification is completed in accordance with applicable banking laws. 3C.i. Senior citizens holding Senior Citizen Cards shall be provided priority OPD services and dedicated window in all public hospitals.	

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	ii. Each District Headquarters Hospital (DHQ) shall designate Geriatric Focal Person, at least one bed reserved for senior citizens and physiotherapy and rehabilitation services. iii. In remote areas of Gilgit Baltistan, subject to the availability of resources, medical camps may be arranged periodically in collaboration with NGOs, and community organizations. 3D.i. Maintenance support may be facilitated, subject to the availability of funds through existing Government social safety nets or any other welfare schemes notified by the Government from time to time. ii. A Verification Officer, as defined in Rule 2, shall assess the economic condition of the senior citizen upon receipt of an application for maintenance support and shall facilitate linkage of the applicant with appropriate government initiatives, social safety nets, or welfare programs, as applicable based on prescribed criteria. Where appropriate, the applicant shall be linked to relevant Government social protection initiatives, existing welfare programs, or community-based support mechanisms. 3E.i. Material assistance will be provided subject to availability of funds, and shall be drawn from existing Government welfare schemes, or annual approved budget; Zakat funds and Bait-ul-Mal; donations, NGO support; and emergency or seasonal relief allocations by the District Administration. ii. Material assistance may include, nutritional food packages; winter clothing/warm bedding (especially relevant for GB climate); basic medical supplies within hospital availability; and emergency support in case of distress or disaster. Preferably from existing stocks available with district authorities, welfare organizations, or partner agencies. iii. Eligibility shall be determined by the Verification Officer based on indigency status (as defined in the Act), lack of family support, extreme vulnerability or illness, or sudden economic distress. 3F.i. Senior citizens may seek assistance for property-related grievances from existing District Legal Aid Committees; Pro Bono panels maintained by Bar Associations. The Social Welfare Office will provide referral services in collaboration with the Law & Prosecution Department. ii. Where a senior citizen complains of coercion, fraud, or forced transfer of property the District Committee shall conduct basic fact-finding; the matter may be referred to the relevant department. iii. **Deputy Commissioner Offices a**nd Revenue Offices may assist senior citizens with safe custody of copies of documents; issuance of certified copies; or mutation verification. 3G.i. Senior citizens shall have free or discounted access to public parks, libraries, public museums, and community halls managed by the Government. ii. District Social Welfare Office may facilitate senior citizens' participation in community cultural events, local festivals, adult literacy programs, digital literacy sessions. These programs shall be conducted in existing schools or community centers, with support from NGOS.	

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	iii. Transport Department shall ensure priority seating in public buses; signage indicating priority seats; facilitation where feasible through existing concessional fare mechanisms. iv. Senior citizens may register with Social Welfare offices for participation in events, counseling sessions, community gatherings etc. 3H.i. The Social Welfare Department shall maintain a skills registry of senior citizens willing to work. This registry shall be maintained in a simple manual or digital register. ii. Where possible, the Social Welfare Department may refer skilled senior citizens with private sector opportunities, consultancy roles, local crafts markets, part-time or flexible work offered by NGOs or community groups. iii. A senior citizen who is employed shall not be paid less than the minimum wage for similar work, in accordance with existing labor laws.	
4. Senior Citizen Council	4.1.i. The Government shall notify the establishment of the Senior Citizens Council in accordance with Section 4(1) of the Act. ii. The notification shall specify the composition of the Council as provided in the Act, its headquarters at Gilgit, and the location of district-level offices. iii. The Council shall function as an autonomous body corporate with perpetual succession, a common seal, and the power to acquire, hold, and dispose of property, and to sue and be sued. 4.2.i. Ex-officio members shall join the Council by virtue of their office and shall cease to be members upon relinquishing the office. ii. Non-official members shall be nominated by the Government based on documented criteria, including experience in senior citizen welfare, public service, legal or administrative expertise, or civil society engagement. iii. Each non-official member shall submit a declaration of absence of conflict of interest; willingness to serve; no pending criminal or disciplinary proceedings. iv. Non-official members shall serve a term of three (03) years, with eligibility for reappointment. v. Any casual vacancy shall be filled within sixty (60) days, and the incoming member shall serve the remaining term. vi. A member may resign through a written notice addressed to the Secretary; the Government may remove any non-official member for non-performance, misconduct, conflict of interest, or violation of these Rules. 4.3. i. The Council may, for a specific purpose or expertise, co-opt any person as a non-voting member.	

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	ii. Co-option shall be approved by majority of the Council and notified by the Secretary. iii. The term of a co-opted member shall automatically end upon completion of the purpose for which they were co-opted. 4.4.i. The Chairperson shall provide overall leadership, convene meetings, approve agendas, and oversee implementation of the Act and these Rules. ii. The Director Social Welfare shall serve as the Secretary to the Council and shall: a. maintains all records, minutes, and correspondence; b. manages the workflow system established under Section 4(6) of the Act; c. prepares meeting agendas and circulate minutes; d. maintains a central register of all decisions and official documents executed under the common seal; e. coordinate between district committees and the Council; f. compile quarterly and annual reports for submission to the Government 4.5. i. The common seal shall be kept in the custody of the Chairperson or Secretary in a secured manner. ii. Documents requiring authentication with the common seal shall be recorded in a seal-register indicating date, purpose, reference number, and signatories. 4.6.i. District committees shall be established in accordance with Section 4(5) of the Act. ii. The Deputy Commissioner shall chair the committee and the District Social Welfare Officer shall serve as Secretary. iii. The district committee shall maintain a district database of senior citizens; process complaints through the workflow system; prepare quarterly implementation reports for the Council; coordinate with Health, Police, Law, Finance, and Local Government departments for welfare services; support rapid response mechanisms for emergencies affecting senior citizens; maintain records of mentally and physically disabled senior citizens and indigent senior citizens. 4.7. i. The Social Welfare Department shall establish and maintain a workflow system consisting of a helpline; a web portal; email-based	

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	submission; d. written complaint registers at district offices. ii. Every complaint shall be assigned a tracking number and acknowledged within three (03) working days. iii. District committees shall conduct preliminary assessments and facilitate appropriate referrals, including medical care, temporary shelter, or police assistance. iv. Data collected through the workflow system shall remain confidential and used only for welfare purposes. 4.8. i. The Council may delegate any of its functions to an officer, subcommittee, or district committee through a written order. ii. Delegated powers shall be reviewed at least once every year and may be revoked by the Council at any time. iii. Delegation orders shall be entered in a delegation register maintained by the Secretary. 4.9. The Council may frame internal regulations regarding its procedures, reporting formats, committee structures, and monitoring mechanisms, subject to approval of the Government.	
5. Disqualification of membership	5.1. A member shall be disqualified or shall cease to hold office on any ground mentioned in Section 5 of the Act**.** 5.2.i Any information or complaint regarding the possible disqualification of a member may be submitted to the Chairperson of the Council. ii. The Chairperson shall forward the matter to the Social Welfare Department for verification of facts through the Council Secretariat. iii. The Council Secretariat shall conduct a preliminary inquiry using existing administrative mechanisms, which may include verification from relevant departments; seeking legal opinion from the Law Department; obtaining police clearance if necessary; and reviewing official records. 5.3. Before recommending disqualification, the concerned member shall be informed in writing of the allegations or grounds; provided at least 7 days to submit a written explanation; and given an opportunity to appear before the Council or panel designated by the Chairperson. 5.4.1 After reviewing the inquiry report and the member's explanation, the Chairperson shall forward the case with recommendations to the Government. ii. The Government shall be the final authority to decide whether a member stands disqualified under Section 5 of the Act. iii. Once the Government issues a notification of disqualification, the member shall cease to hold office immediately and the Council Secretariat shall update official records accordingly.	

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	5.5. Where allegations appear serious, the Chairperson may recommend to the Government that the member be placed under temporary suspension until a final decision is made. 5.6. In case of disqualification, the vacancy shall be filled by the Government for the remaining term; the procedure for appointment of non-official members shall be followed; and official members shall be replaced by their respective departments. 5.7.i A member who has any direct or indirect financial or personal interest in any matter under consideration shall declare such interest and shall not participate in discussion or voting on that matter. ii. Failure to disclose conflict of interest may be treated as misconduct and grounds for disqualification under Section 5 of the Act. 5.8. The Council Secretariat shall maintain a confidential file of all disqualification proceedings and decisions, accessible only to Chairperson, Vice Chairperson, and Secretary of the Council.	
6. Functions of the Council	6.1 The Council shall take all reasonable measures to promote the welfare, well-being includes (health, mobility, social inclusion, financial protection, safety, dignity), and participation of senior citizens in accordance with Section 6 of the Act, subject to availability of resources and existing administrative capacity. 6.2 The Council shall primarily function as a policy-making, advisory, coordinating, and oversight body. a) The Council shall formulate policies, guidelines, and recommendations for the welfare and well-being of senior citizens. The Council shall prepare an Annual Senior Citizens Policy Report to highlight needs, gaps, and recommended actions. b) The Council shall assess feasibility of establishing senior citizen lodging facilities; recommend to Government where such facilities are required; explore partnerships with NGOs, philanthropists, and community organizations; and utilize existing Government buildings where possible (subject to availability and approval). The Council shall issue minimum service and safety standards for any lodging establishment. c) The Council shall promote participation of senior citizens by encouraging public and private institutions to engage seniors in advisory or honorary roles; supporting community groups, educational bodies, and NGOs to involve senior citizens in local activities; and issuing guidelines for age-friendly practices. The Council shall maintain a Senior Expertise Registry for seniors with professional, academic, technical, or vocational expertise. d) The Council may liaise with development partners, donors, and NGOs to mobilize technical assistance or funding. e) Any benevolent fund for senior citizens shall be created only if Government allocates funds through the annual budget and shall be managed in accordance with financial rules. The Council shall	

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	notify eligibility criteria, application & verification procedures, fund disbursement SOPs, and annual audit requirements. f) The Council shall celebrate International Senior Citizens Day collaborating with NGOs, educational institutions, and community organizations. g) The Council may facilitate lectures by senior citizens; publication of books (through partnerships); or nominations for awards (medals, certificates). h) The Council shall coordinate with District Social Welfare Officers and Union Councils to collect and update data of senior citizens; and maintain district-wise senior citizen registries. i) The Council shall coordinate with registered NGOs working for senior citizens for suggestions and linkages. j) The Council may provide recommendations to Planning & Development Department and Local Government Department to include senior citizens' needs in planning and development schemes. k) The Council may propose mechanisms for consultation with senior citizens on relevant issues, using existing structures (public hearings, district committees, stakeholder meetings). l) The Council shall coordinate with Information Department to ensure publicity of senior citizen facilities through, PTV/local FM channels, newspapers, & social media etc. m) The Council shall coordinate with BISP and Bait-ul-Mal authorities to identify eligible senior citizens, ensure they receive available benefits. n) The Council may coordinate with the member departments to incorporate sensitization modules into existing training programs. o) The Council shall facilitate coordination between departments dealing with health, law, & welfare to review challenges through its biannual meetings. p) The Council may recommend use of existing parks, community centers, libraries, and sports grounds for senior citizens; coordinate with the relevant Department to designate hours or days for senior citizen activities; encourage recreational programs. q) The Council shall establish an Elder Abuse Reporting Mechanism through district focal persons, or dedicated helpline (if approved), standardized complaint forms, referral to police or prosecution as required. r) The Council may recommend fee exemption in socio-economic programs. s) The Council shall promote awareness on rights of senior citizens, protection against abuse, and responsibilities of families through media, mosques, community leaders, and social welfare officers. t) The Council shall coordinate vocational training opportunities with relevant training centers; promote part-time or flexible roles for willing senior citizens.	

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	u) The Council may review activities of NGOs, CBOs, private homes; verify use of funds through existing regulatory mechanisms; issue advisory notices; recommend action to relevant authorities where misuse is suspected. v) The Council may appoint sub-committees from among its members for specific tasks. The Council may perform any additional functions necessary for the purposes of the Act.	
7. Meetings Of The Council	7.1.i. The Council shall meet at least once in each financial year in compliance with Section 7(1) of the Act. ii. Additional meetings may be convened by the Chairperson when required for urgent policy decisions, approval of annual work plans, review of district reports, or any matter requiring immediate consideration. iii. The Member/Secretary shall prepare an annual meeting calendar for approval of the Chairperson at the beginning of each financial year. iv. Meetings may be convened physically, virtually, or in hybrid form, depending on weather, travel constraints, or administrative needs. 7.2.i. The Member/Secretary shall issue written notice at least 10 working days prior to the meeting, specifying date, time, venue or virtual platform; agenda items; background documents for review. ii. In exceptional circumstances requiring urgent decision-making, the Chairperson may authorize shorter notice, which shall not be less than 48 hours. iii. The Chairperson shall finalize the agenda based on inputs received from members, district committees, and Social Welfare Department. iv. No matter outside the circulated agenda shall be taken up unless approved by the Chairperson. v. The Member/Secretary shall maintain a record of notices and agendas issued for audit and administrative purposes. 7.3.i. One-third of the total notified members, excluding vacant positions, shall constitute the quorum, in accordance with Section 7(2) of the Act. ii. If quorum is not met, the meeting shall be adjourned and reconvened within 15 days. iii. Attendance shall be recorded through physical signature; or digital attendance log (for virtual participants). 7.4.i. The Chairperson shall preside over the meetings. ii. In the Chairperson's absence, the meeting shall be presided over by the Vice-Chairperson; if both are unavailable, the Chairperson may nominate any member to preside.	

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	7.5.i. All decisions shall be taken by simple majority of members present. ii. In case of a tie, the presiding officer shall exercise a casting vote, as provided in Section 7(5). iii. Financial decisions shall be taken after consultation with the Finance Department's representative; however, such consultation shall not amount to veto unless required under prevailing financial rules. iv. Dissenting opinions, if submitted in writing, shall be recorded as part of the minutes. 7.6.i. The Member/Secretary shall prepare draft minutes within 15 days, containing attendance; decisions taken; action points with responsible officers and timelines; dissent notes, if any. ii. Minutes shall be circulated to all members for comments within 7 days of circulation. iii. After incorporating corrections, the Member/Secretary shall issue final confirmed minutes approved by the Chairperson. iv. Final minutes shall be entered in the official Minutes Register; uploaded to the Council's digital record system; shared with District Senior Citizen Welfare Committees for implementation. 7.7.i. The Chairperson may direct that any agenda item involving sensitive information, such as elder abuse, misconduct, disciplinary matters, or confidential data be discussed in-camera. ii. Minutes of in-camera proceedings shall be maintained separately and marked confidential. 7.8.i. The Member/Secretary shall maintain a implementation register to monitor implementation of decisions. The status of action items shall be reviewed at the beginning of each meeting. 7.9. The Council may invite any expert, district officer, NGO representative, or professional for technical input on specific agenda items.	
8. Appointment of an Executive Committee	8.1.i. The Executive Committee shall consist of the Chairperson and three elected members of the Council, as required under Section 8 of the Act. ii. Elections shall be conducted in the first Council meeting of each financial year through voice vote or show of hands. iii. A member shall continue to serve on the Executive Committee for so long as they remain a member of the Council. 8.2.i. The Member/Secretary of the Council shall serve as the Secretary of the Executive Committee.	

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	ii. The Secretary shall prepare agendas, record minutes, issue notices, and maintain the official record of the Executive Committee. 8.3. The Executive Committee shall: a. oversee implementation of decisions and recommendations of the Council; b. review district-level reports and present summaries to the full Council; c. resolve urgent matters requiring action between two meetings of the full Council; d. recommend agenda items for Council meetings; e. assign tasks to the Council Secretariat and seek technical support from concerned departments where required. 8.4. The Executive Committee shall meet at least three times per calendar year, in accordance with Section 8(4) of the Act. Normally, ten days notice shall be issued. In urgent matters, the Chairperson may authorize 48-hour notice 8.5. Three members shall constitute quorum, as required under Section 8(5). A member with a conflict of interest in any matter shall disclose it voluntarily or upon inquiry and shall not participate in discussion or voting. 8.6. Decisions shall be taken by simple majority of members present. All decisions of the Executive Committee shall be placed before the Council in the next Council meeting. Urgent decisions shall also be shared electronically with all Council members within seven days 8.7. The Secretary shall prepare minutes containing decisions, assigned responsibilities, and timelines. Minutes shall be circulated for comments within seven days, and confirmed in the subsequent meeting.	
9. Delegation of Powers by Government	9.1. The Government of Gilgit-Baltistan may assign any additional function to the Council in accordance with Section 9 of the Act, where such function is necessary for the welfare and well-being of senior citizens. 9.2. Any delegation of functions shall be issued through a written notification by the Government; specify the scope, duration, and limits of the delegated function; and to be formally communicated to the Council Secretariat for implementation. 9.3 Delegated functions shall be incorporated into the Council's annual work plan, along with timelines, performance indicators and responsible officers. 9.4 The Council shall submit an annual progress report to the Government on all delegated functions, including challenges and recommendations. 9.5 The Government may withdraw, modify, or review the delegated function at any time, through written order, where necessary for administrative efficiency or public interest.	

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10. Functions of Social Welfare Department	**1**0.1 The Social Welfare Department (SWD) shall serve as the lead department for implementation of the Act and Rules. 10.2. It shall coordinate with all line departments for cross-sectoral implementation. And shall ensure that each department nominates a focal person for Senior Citizens Welfare. 10.3. It shall establish referral pathways with Police, Health, Bait-ul-Mal, and District Committees. Case files shall be maintained in the digital system. And urgent cases must be reported to the Executive Committee within 48 hours. 10.4. It shall establish old age homes on a phased basis, subject to budget availability, through repurposing existing SWD buildings, collaboration with NGOs, public-private partnerships, and Staffing shall be done from existing SWD human resource pools wherever possible. 10.5 It shall notify and supervise committees at district level and ensure regular functioning. 10.6. It shall submit biannual monitoring reports to the Council and maintain a dashboard showing district-wise implementation status. 10.7. It shall develop and notify Minimum Care Standards for funded or registered old age homes, including: nutrition, Bedding, safety, psychosocial support, cleanliness, medical access. 10.8 It shall prepare agendas, maintain minutes, manage correspondence, keep digital archives and facilitate Council and Committee meetings. 10.9. It shall operationalize and staff of the Senior Citizens Helpline, ensuring: complaint registration, referral, emergency case management, and follow-up. 10.10. As permitted by Section 10(j)of the Act, the Secretary SWD may delegate functions to any officer not below Deputy Secretary rank.	
11. Privileges to Senior Citizens	**Senior Citizen Card: Eligibility, Application & Verification** 11.1. Any person who is a permanent resident of Gilgit-Baltistan and has attained 60 years of age, as defined under Section 11(1) of the Act, shall be eligible to apply. Proof of age may include CNIC, NADRA-verified documents, or other legal proof. 11.2. Applications may be submitted: Online via Senior Citizens Web Portal, At District Social Welfare Offices, through facilitation camps arranged at Union Council level. Required documents: CNIC copy, Proof of residence, one photograph, in case of disability, supporting medical certificate (optional but helpful for category assignment). 11.3. District Social Welfare Officer shall verify: age, residency, financial category, in accordance with Act Explanation. And the verification shall be completed within 30 days. 11.4. Senior citizens shall be categorized into three bands: Category A (indigent / No income), Category B (Low-income & Category C – Middle-income / Adequately resourced). Services and discounts shall be tied to these categories.	

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	11.5. The card shall be issued free of cost for Category A, and at nominal printing cost for Categories B and C. Card validity shall be for 5 years, subject to renewal. **11.3.A. Medical Services:** i. DHQs shall earmark at least 1–2 beds specifically for senior citizens. b. In THQs and RHUs, separate beds may be arranged where feasible, but priority access shall be ensured. ii. All Government hospitals shall establish: Priority queue, Front-desk "Senior Citizen Window". Where physical space is limited, priority token system shall be introduced. iii. Category A senior citizen shall receive: Free OPD, Free medicines from hospital formulary, Free lab tests available at the hospital. b. For Categories B and C, subsidized services depending on hospital resources. iv. SWD and Health Department shall negotiate MOU's with private hospitals in Gilgit Region for concession through incentives. v. Cardholders with active private insurance may utilize discounts after insurance limits are exhausted, certified through insurance statement. vi. Health Department shall designate research coordination with headquarters. And Geriatric focal persons shall be appointed from each head quarter hospitals. vii. In case where construction of new buildings are not feasible, Council shall adopt: Co-located centers in existing available Govt buildings / community halls for Senior Citizens Care centers and Separate timings for male/female groups where needed. viii. Coordination between Health, Prisons, and SWD to ensure quarterly medical checkups, provision of essential medicines, and psych-social programs for elderly inmates **11.3.B. Facilities for Mentally & Physically Disabled Senior Citizens:** i. For senior citizens with disabilities, all rights under the Gilgit-Baltistan Persons with Disabilities Act, 2019, and the GB Persons with Disabilities Rules, 2025, shall apply mutatis mutandis. All disability-related definitions including "Disability", "Reasonable Accommodation", "Assistive Devices", "Rehabilitation", and "Accessibility" shall be interpreted as defined in Section 2 of the GB Disability Act and Rule 2 of the GB Disability Rules, 2025. ii. Disability certification for senior citizens shall be carried out by the Medical Assessment Board (MAB) notified under Rule 2(k) of the Disability Rules, 2025. Senior citizens shall be categorized as Category A, B, or C based on the standards in Rule 2(s) of the	

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	Disability Rules. No separate Senior Citizens disability board shall be constituted; the same MAB shall assess elderly disabilities. iii. Provision of assistive devices (wheelchairs, walkers, hearing aids, low-vision tools, etc.) shall follow the criteria and procedures under Rule of the Disability Act. Senior citizens shall receive priority access within the limited-resources framework of GB. iv. Accessibility standards for elderly persons with mobility or sensory disability shall follow the universal accessibility framework defined in the Disability Rules. No building, hospital, bank, transport terminal, or government office may deny accessibility, including ramps, rails, priority counters, and signage. v. Caregiver training shall follow integrated modules developed jointly by the Senior Citizens Council and Provincial Council for Rights of Persons with Disabilities (PCRPD) as provided under Rule on Disability Equality Training. Caregiver respite support shall align with the service models under Section 18 of the Disability Act. vi. Home visits for disabled senior citizens shall be coordinated with the Disability Rights Monitoring Officer (DRMO). Abuse or neglect cases shall be referred to both, Senior Citizen District Committee and Grievance Redressal Committee (GRC) under Disability Rules. Joint case management shall be carried out where required. vii. Senior citizens with disabilities shall have access to psycho-social support services. Health Department shall integrate elderly mental-health needs into the disability mental health framework (dementia, depression, cognitive decline). viii. Eligible senior citizens may be enrolled in Rehabilitation Centres subject to capacity and financial feasibility. Mobile rehabilitation camps may be arranged in remote districts in collaboration with NGOs. **11.3.C. Transportation Facilities:** i. NATCO shall participate in policy formulation for senior citizen transport concessions. As the Managing Director of NATCO is a member of the Senior Citizens Council under Section 4 of the Act. All recommendations regarding concessions, reserved seating, route-based pricing, and facilitation shall be finalized in consultation with NATCO. ii. NATCO shall continue existing fare concessions for senior citizens under its approved policy. Any revision, enhancement, or modification of concessions shall be proposed by the Council and approved by NATCO's Board of Directors, taking into account operational costs, fuel price fluctuations, route viability, and NATCO's revenue constraints. iii. The Council may recommend concession rates for various routes (intercity, intra-city, long-route) each year. NATCO shall notify the final concession rates after Board approval. iv. Council shall, in the presence of NATCO MD, engage private transport operators for voluntary concessions. The Council shall jointly conduct an Annual Transport Concession Review	

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Meeting to assess concession rates, route coverage, financial sustainability, Senior citizen feedback, feasibility for increased concessions. The review report shall be submitted to the Council.

11.3.D. Discount on goods and services:

i. Government Utility Stores may offer concessional rates to senior citizen's *subject to availability of budgetary space and stock levels*. The Council shall recommend the list of goods eligible for discounted rates, categorized as essential food items; hygiene and health essentials; seasonal items.

ii. Utility Stores Corporation (USC) shall nominate a Focal Person to coordinate with the Council. USC shall notify concession rates only after internal approval from its relevant department under which it operates.

iii. Concessions shall be subject to stock availability, supply chain conditions, and USC financial policy

11.3.E. Recreational & Hospitality Facilities:

i. Government-managed recreation centers may provide concession, subject to available budget; capacity; & seasonal tourist load.

ii. The Council shall hold periodic negotiations, in collaboration with relevant NGOs, donor organizations, and development partners, with hotels, motels, restaurants, food points and resorts to encourage voluntary concessions for senior citizens.

11.3.F. Employment Opportunities& Skill Development:

i. The Social Welfare Department shall coordinate with training providers to create senior citizen–friendly training modules. Priority shall be given to home-based skills, digital literacy, handicrafts, business skills etc as per the demand and capacity of the Senior Citizens

ii. Senior citizens willing to work shall register with the Council. The Council shall maintain a database for matching opportunities with employers.

iii. A training stipend may be recommended by the Council if funds allow from the Welfare Fund (depends on the financial/budget approval)

11.3.G. Banking and Financial Institution for Facilitation:

i. Banks and savings centers shall designate priority counters for senior citizens, subject to branch capacity. Banks shall provide special assistance with form-filling; wheelchair-friendly access where feasible; token priority, etc.

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	ii. The Council may request Banks for enhanced facilitation. **11.3.H. Tax Exemption** Senior citizens may be exempted from taxes on incomes and profits as permitted under relevant federal or GB tax law. Senior Citizen Card, CNIC and financial category certification shall be required. The Council shall coordinate with Gilgit-Baltistan Revenue Authority for implementation.	
12. Establishment of Old Age Homes for Abandoned Senior Citizens	12.1. The Government shall establish old age homes in a phased manner, beginning with one model old age home at the divisional level, subject to availability of funds. Expansion to one old age home in each district shall be undertaken gradually, based on budgetary allocation approved by the Finance Department, availability of suitable government-owned buildings, assessment of district-level needs conducted by the Council. 12.2. The Department of Social Welfare, in consultation with the Works Department and the Deputy Commissioner, shall identify existing government buildings suitable for conversion into old age homes to minimize construction cost. Priority shall be given to vacant rest houses, surplus government accommodations, unused community centers, suitable buildings of line departments handed over through formal notification. Any new construction shall be considered only when no feasible building exists. 12.3. Admission shall be restricted to indigent senior citizens, abandoned senior citizens, senior citizens without family support, as verified by the District Social Welfare Officer. 12.4. A standardized Admission Form and Verification Checklist shall be developed by the Council. Verification shall include CNIC confirmation of age, assessment of income status, local inquiry by revenue or police officials when required. 12.5. The Social Welfare Department shall notify Minimum Care Standards, covering accommodation norms, sanitation and hygiene, daily meals and nutrition plan, basic medical care and referral mechanism, psychosocial support, recreation and participation, rights and privacy protections. 12.6. Each old age home shall be administered by the District Social Welfare Officer, who shall serve as the Administrative In-Charge. A Geriatric Care / Nursing / Psychology professional, where available, shall serve as the Care Manager. The minimum staffing pattern shall include one Care Manager, one cook, one male attendant, one female attendant (where residents include females), one security guard. Additional staff may be engaged subject to approval of the Social Welfare Department and availability of budget. 12.7. Old age homes shall ensure reasonable accommodation for senior citizens with physical or mental disabilities. Accessibility improvements shall follow the GB Persons with Disabilities Act, 2019 and the Rules 2025, including ramps, handrails, & accessible washrooms. Where feasible, the Accessibility Compliance Monitor may conduct an annual accessibility audit. 12.8. The Health Department shall designate a focal medical officer at district level for periodic visits and referrals. Senior citizens requiring advanced treatment shall be referred to Provincial/District headquarters hospital. Emergency transport support may be coordinated through DHQ hospital or Rescue.	

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	12.9. All expenditures shall be made under the approved budget head of the Social Welfare Department. Each old age home shall maintain cashbook, stock register, resident register, monthly expenditure statement, quarterly progress report. Annual internal audit shall be conducted by the Finance Department. 12.10. The District Senior Citizen Welfare Committee shall conduct quarterly inspections and submit reports to the Council. Surprise inspections may be carried out by Social Welfare Department, Deputy Commissioner, Council's inspection team. Inspection findings shall include resident well-being, condition of facilities, financial usage, compliance with Minimum Care Standards. 12.11. Each old age home shall maintain a Grievance Register, accessible to residents. Complaints may be submitted through District Social Welfare Office, helpline established under Section 10 of the Act, email or web portal. Complaints shall be resolved within a time period as notified by the Council. 12.12.The Council may enter into partnerships with NGOs, charities, philanthropic organizations, and development partners for provision of meals, medical supplies, bedding, volunteer caregiving services, & recreational activities etc.	
13. Implementation Mechanism	13.1. The Government may, through notification, delegate any powers required for implementation of the Act to the respective Deputy Commissioner (DC). The Deputy Commissioner may further authorize an officer not below BS-17 to conduct inquiries, verify complaints, coordinate protection measures, liaise with police, health, and local government departments. The authorization shall specify the nature of delegated powers, functional responsibilities, & local limits etc. 13.2. The DC shall convene coordination meetings at least once every quarter with Social Welfare Officer (Secretary of the District Committee), Police representative, Health representative, Local Government representative, relevant line departments. Meetings shall review pending complaints, vulnerability cases, need for emergency protection, status of old age homes, and gaps in implementation etc. 13.3. The Deputy Commissioner shall ensure Safety and Protection of Senior Citizens, Implementation of field-level measures to safeguard senior citizens from abuse, neglect, abandonment, exploitation, threats to life or property. 13.4. The DC shall extend administrative and operational support to the District Senior Citizen Welfare Committee for complaint handling, inspections, emergency response, data verification. 13.5. When required, the DC shall request police assistance for recovery of neglected or abandoned senior citizens, enforcement of emergency protection orders, removal of individuals posing threat or obstruction, & ensuring secure transfer to old age homes or medical facilities. 13.6. In cases involving immediate threat, the DC or an authorized officer may arrange temporary shelter & medical treatment, direct police to intervene, provide short-term protective custody where required. Such emergency action may be taken without procedural delay, followed by a written report to the Council. 13.7. Each district shall prepare an annual District Senior Citizen Protection & Welfare Action Plan, containing mapping of vulnerable senior citizens, emergency response mechanism, partnerships with	

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	NGOs/community bodies, financial needs within available district resources, coordination with old age homes. Plans shall be submitted to the Council through the Social Welfare Department. 13.8. The DC shall take preventive measures to safeguard the life, dignity, and property of senior citizens, including facilitating access to police assistance, verifying property-related complaints, ensuring necessary protection when abuse or coercion is reported. The DC may seek assistance of the Revenue Department for verification of land/property records, inquiry into coercive transfers, reporting suspicious transactions to relevant authorities. 13.9. The DC shall submit a quarterly report to the Council covering number of complaints received, actions taken, emergency cases handled, performance of district committees, condition of old age homes. A consolidated annual report shall be submitted to the Council. 13.10. All functions under this Rule shall be performed using existing human and financial resources of district administration unless and until additional funding is specifically approved by Government. Public–private cooperation shall be encouraged where feasible.	
14. Transfer of Property to be Void	14.1. In compliance with Section 14 of the Act, all Registrar Offices shall ensure that every transfer of property executed by a senior citizen includes a clause stating that the transferee is responsible for providing basic amenities and physical needs as a condition of the transfer. A Notification issued by the Revenue Department shall prescribe the exact wording of this clause. 14.2. The registering officer shall verify that the senior citizen personally understands the nature of the transfer; the conditional care clause is included; and consent should be voluntary. If the senior citizen is unable to appear due to illness or disability, verification may be done through a medical certificate from DHQ or in case of disability from the medical board as per the Disability Act and Rule. 14.3. A senior citizen, or any authorized representative, may submit a written application to the Revenue Department or the Deputy Commissioner alleging that the transferee has failed to provide the agreed care or basic amenities. 14.4. Upon receiving the complaint, the Deputy Commissioner or an officer authorized under Section 13(1) shall conduct a summary inquiry using existing administrative procedures. The inquiry may include a Social Welfare Officer report, a brief police verification (if abuse/abandonment is alleged), any written or medical evidence supplied by the senior citizen. 14.5. If inquiry findings confirm that the transferee has failed to provide the agreed care, the Revenue Department may: Declare the transfer void in accordance with Section 14; Restore the property in the name of the senior citizen; Notify the concerned Registrar Office for correction in the record of rights. 14.6. Upon filing of a complaint, the Revenue Department may place a temporary restriction on the property in the land records until inquiry concludes. he process shall follow Land Revenue laws and procedures,	

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	existing mutation/cancellation procedures, and current Registrar Office verification methods.	
15. Senior Citizens Welfare Fund	15.1. The Senior Citizens Welfare Fund shall be maintained as a separate public account under the Social Welfare Department. It shall be jointly operated by the Secretary Social Welfare, and Chairperson of the Executive Committee. 15.2. The Fund shall receive annual grants from Government of Gilgit-Baltistan; Donations and contributions from private organizations, individuals, and international agencies; Support from Bait-ul-Mal, Zakat, and other welfare entities; Any lawful receipts accrued through Council-approved activities. 15.3. Expenditure may be made for welfare schemes for indigent senior citizens; operational costs of old age homes; medical, rehabilitation, emergency assistance; awareness and sensitization activities; administrative costs directly linked to implementing the Act. 15.4. All expenditures shall follow Government financial rules. The Executive Committee shall approve annual spending plans. The DDO of Social Welfare shall maintain budget books and vouchers. 15.5. Any investment of surplus amounts shall require approval of the Government under Section 15(4). 15.6. Quarterly financial statements shall be placed before the Senior Citizens Council. Annual income/expenditure statements shall accompany the Council's Annual Report to the Chief Secretary. 15.7. Internal audit shall be conducted annually by the Finance Department. External audit shall be conducted by a Chartered Accountant as required under Section 16(1). Government may direct the Auditor General of Pakistan to inspect accounts under Section 16(2).	
16. Audit and Accounts	16.1 The Social Welfare Department shall maintain complete and accurate accounts of the Senior Citizens Welfare Fund following, Gilgit-Baltistan Financial Rules, Treasury Rules, and instructions issued by Finance Department from time to time. 16.2 Accounts shall be maintained in prescribed government formats, including cash book, ledger, expenditure registers, grant release and utilization records, bank reconciliation statements. 16.3 The DDO, Social Welfare Department, shall ensure proper recording of receipts and expenditures; verify supporting documents for all payments; ensure that expenditures are made only for purposes permitted under Section 15(2) and Rule 15.3; prepare monthly and quarterly statements for submission to the Executive Committee. 16.4. In accordance with Section 16(1), the Executive Committee shall appoint a Chartered Accountant firm (registered under the Chartered Accountant Ordinance, 1961) to conduct the annual statutory audit. 16.5 The scope of the audit shall include verification of receipts and expenditures, review of Fund utilization against approved allocations, examination of internal controls, identification of financial irregularities or procedural deviations. The Chartered Accountant shall submit an audit report to the Executive Committee within 90 days of the close of the financial year.	

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	16.6 Under Section 16(2), the Government may direct the Auditor General of Pakistan (AGP) to conduct a special or comprehensive audit. 16.7 Upon such direction the Social Welfare Department shall provide full access to books, records, vouchers, and bank accounts; AGP inspection teams shall be facilitated by all relevant officers. Any audit paras raised by AGP shall be placed before the Executive Committee for response and corrective action. 16.8 The Social Welfare Department shall place quarterly statements of income and expenditure before the Senior Citizens Council. 16.9 The quarterly review shall highlight available balance, committed expenditures, pending liabilities, status of donor-funded or Bait-ul-Mal contributions. The Council may direct adjustments or re-prioritization of expenditures as needed. 16.10 In accordance with Section 16(3) of the Act, the Social Welfare Department shall prepare the audited financial statement of the Fund, the balance sheet, and the Council's Annual Report. 16.11 These documents shall be submitted to the Government of Gilgit-Baltistan end of each financial year. 16.12 The Annual Report shall also include summary of activities undertaken, progress on welfare schemes, performance of district committees and old age homes, challenges and recommendations. 16.13 Any audit observations requiring corrective action shall be addressed by the Social Welfare Department. Serious financial irregularities shall be referred to the Finance Department and relevant oversight forums.	
17. Offences and Procedure for trial	17.1. All offences defined under Section 17 of the Act shall be dealt with in accordance with the Code of Criminal Procedure, 1898, Pakistan Penal Code (where applicable), Police Rules, and the applicable laws. 17.2. Where a person denies a lawful privilege or service to a card-holding senior citizen. The aggrieved senior citizen may submit a complaint to the District Social Welfare Officer or to the nearest Police Station. In case the complaint is made to Social Welfare. The Social Welfare Officer shall make an initial verification. If the complaint appears genuine, it shall be forwarded to police for registration of FIR. Police shall treat the matter as a cognizable and bailable offence under Section 18. 17.3. Any person violating Section 17(1) shall be liable under the penalties defined therein. Police may take cognizance based on direct complaint by a senior citizen, written reference from Social Welfare Department, report of District Committee under Section 4(5). Police shall record the complaint in the Daily Diary (Roznamcha) and, where ingredients of offence appear, shall register FIR immediately. 17.4.i. For implementation of Section 17(2) Abandonment includes leaving a senior citizen in a public place, hospital, bus stand, or other location with intent not to return or resume care.	

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	ii. A complaint may be lodged by the senior citizen, neighbors or community elders, police, social welfare officers healthcare providers. iii. Upon receiving complaint, police shall ensure the immediate safety of the senior citizen, inform the District Social Welfare Officer for temporary protection and placement, register FIR if ingredients of the offence exist. iv. Social Welfare Department shall ensure safe shelter (e.g., in district old-age home) until family reconciliation or court order. 17.5.i. For offences under Section 17(3) Elder abuse includes physical abuse, emotional/psychological abuse, financial exploitation, denial of food/medicine, coercive control, harassment or intimidation. ii. When a case of suspected elder abuse is reported, Police shall conduct an immediate risk assessment. If urgent safety concerns exist, the senior citizen shall be taken to a protected place (with Social Welfare support). iii. Social Welfare Officer shall prepare a brief welfare report to assist police investigation. Medical examination shall be conducted immediately if physical harm is alleged. Police shall ensure that statements of senior citizens are recorded in a respectful and non-intimidating environment. 17.6. The District Social Welfare Officer shall maintain a register of complaints received under Section 17; Coordinate with police for rehabilitation or shelter arrangements; Provide counselling or refer the senior citizen to healthcare/psychological support if needed. 17.7. The Prosecution Department shall ensure that offences under this Act are prosecuted in accordance with existing Cr.PC procedures. Social Welfare Department shall provide case-related documents, inspection reports, welfare assessments, or any evidence in its possession to prosecution upon request.	
18. Cognizance of Offences	18.1. As per Section 18(1) of the Act all offences are cognizable (police can arrest without warrant and start investigation without court order). 18.2.i. All offences under the Act shall be tried summarily by a Judicial Magistrate First Class, in accordance with Chapter XXII of Cr.PC (summary trials). iii. The Magistrate may examine the complainant, the senior citizen, medical or welfare reports, any other evidence produced by police or Social Welfare Department. iii. Summary trial record shall include brief statement of facts, list of evidence, findings, reasons for conviction or acquittal. iv. Magistrate may order compensation or restitution where applicable under Cr.PC. 18.3. Where necessary, evidence may be recorded at the old-age home, hospital, or residence of the senior citizen. Police and court shall give priority to speedy disposal considering age and vulnerability.	

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19. Protection of Action Taken in Good Faith	19.1. No suit, prosecution, or other legal proceedings shall lie against the Government of Gilgit-Baltistan, the Senior Citizens Council, the Executive Committee, District Senior Citizens Welfare Committees, Social Welfare Department officials, or any officer acting under delegated powers, or any action taken in good faith under the Act or these Rules. 19.2. An action shall be presumed to be taken in good faith when it is taken in the discharge of official duty, it follows procedure prescribed under these Rules, and there is no evidence of malice, corruption, or gross negligence.	
22. Officers, Employees, Experts & Consultants	22.1. To carry out the purposes of the Act and these Rules, the Senior Citizens Council or Social Welfare Department may, with approval of Government, engage advisors, consultants, technical experts (e.g., geriatric specialists, architects for accessibility, psychologists), project staff, and other employees. 22.2. Appointment procedure and duration of engagement shall be determined by the Council.	

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