SJD/3306/2026-G4

Proposal for Inviting Expression of Interest (EOI) for Implementation of the "Elder-Friendly Office Certification (EFOC)" Programme in Kerala

In the context of Kerala's changing demographic structure and the increasing proportion of senior citizens in the State, there is a growing need to ensure that public-facing offices provide safe, accessible, convenient and dignified services to older persons. Physical barriers, inadequate seating, long waiting periods, complex service procedures, inaccessible information and insufficient assistance can adversely affect the ability of senior citizens to access essential public services independently.

The Government of Kerala has approved the proposal for implementing the "Elder-Friendly Office Certification (EFOC)" Programme to establish a uniform, transparent and verifiable certification system for assessing and improving the age-friendliness of public-facing offices. The programme envisages the adoption of measurable standards relating to physical accessibility, service delivery, staff sensitisation, communication and information access, and the participation and empowerment of senior citizens.

The programme is proposed to be implemented in a phased manner, initially covering selected government offices across the 14 districts of Kerala, followed by expansion to semi-government establishments, utility service providers and voluntarily participating private establishments.

The implementation of the programme will include the adoption of standardised certification criteria, baseline documentation of participating offices, capacity building of personnel, independent third-party assessment, certification and recognition of eligible offices, periodic compliance monitoring, renewal of certification and maintenance of a publicly accessible registry of certified offices.

Accordingly, it is proposed to invite Expression of Interest (EOI) from eligible academic, research, professional and other competent institutions having adequate expertise and experience in universal accessibility, gerontology, social work, public administration,

public policy, institutional quality assessment, community development, training and related fields for the implementation of the EFOC Programme in Kerala.

Objectives

1. To implement the Elder-Friendly Office Certification Programme in a phased manner across selected government offices in the 14 districts of Kerala.
2. To operationalise the approved EFOC certification framework, including domain-wise criteria, mandatory requirements, scoring methodology, certification thresholds and certification levels.
3. To undertake baseline documentation and initial assessment of selected offices for identifying gaps in physical accessibility, service delivery, information access and age-friendly facilities.
4. To implement standardised assessment procedures, including self-assessment forms, site-audit checklists, evidence-documentation formats, scoring protocols and corrective-action plans.
5. To coordinate the selection and onboarding of participating offices, designation of nodal officers, district-level coordination and implementation of the certification process.
6. To facilitate the engagement, empanelment and performance monitoring of independent third-party assessment agencies, ensuring transparency, consistency and credibility in certification.
7. To organise capacity-building and sensitisation programmes for office heads, public-facing staff, district-level officers, nodal officers and assessment personnel.
8. To facilitate the implementation of corrective measures in participating offices to improve accessibility, service delivery, waiting arrangements, information access and assistance to senior citizens.
9. To establish and operationalise procedures for application, scrutiny, site inspection, assessment, certification, display of certification, renewal, compliance monitoring, suspension or withdrawal of certification and grievance redressal.
10. To develop and operationalise a digital system for applications, audit scheduling, assessment records, certification status, renewal tracking and maintenance of a publicly accessible registry of certified offices.
11. To implement a monitoring and evaluation mechanism covering annual self-assessment, periodic compliance inspections, surprise inspections, citizen feedback and certification renewal.
12. To prepare and execute a phased scale-up plan for extending the programme to additional government offices, semi-government establishments, utility service providers and voluntarily participating private establishments.
13. To ensure the long-term sustainability of the programme through institutional coordination, resource mobilisation, continuous capacity building and quality assurance.

Expected Outputs

The selected institution shall be responsible for delivering the following outputs:

1. **Detailed Implementation Plan:** A time-bound plan covering activities, milestones, responsibilities, district-wise targets and reporting arrangements.
2. **Operational EFOC Certification Framework:** Standardised certification criteria, mandatory requirements, domain-wise scoring, certification thresholds, minimum domain scores and validity provisions, in accordance with the approved programme framework.
3. **Standardised Assessment Toolkit:** Self-assessment forms, site-inspection checklists, evidence-documentation formats, scoring sheets, audit protocols and corrective-action templates.
4. **District-wise Implementation Plan:** Identification and onboarding of participating offices, nodal officers and coordination arrangements across the 14 districts.
5. **Pilot Implementation Report:** Documentation of implementation in at least one representative office in each district, including certification status, corrective actions, operational challenges and recommendations for improving implementation.
6. **Third-Party Assessment and Quality-Assurance Framework:** Eligibility criteria, empanelment procedures, technical evaluation parameters, audit methodology, conflict-of-interest safeguards and performance-monitoring mechanisms.
7. **Operational Guidelines and Standard Operating Procedures (SOPs):** Procedures for application, scrutiny, site audit, scoring, certification, display of certification, renewal, compliance monitoring, suspension or withdrawal of certification and grievance redressal.
8. **Digital Platform and Public Registry:** An operational digital system for applications, audit management, assessment records, certification status, renewal tracking, compliance monitoring and public access to the registry of certified offices.
9. **Capacity-Building and Training Package:** Training modules, resource materials, sensitisation programmes and training records for office heads, staff, nodal officers and assessment agencies.
10. **Office-level Corrective-Action Plans:** Documented recommendations and follow-up mechanisms for addressing accessibility and service-delivery gaps identified during assessments.
11. **Monitoring and Compliance Reports:** Periodic reports covering implementation progress, certification status, compliance, citizen feedback, grievances and corrective actions.
12. **Financial and Resource Deployment Plan:** Indicative resource requirements and deployment arrangements for audits, training, minor accessibility improvements, digital infrastructure, certification materials and ongoing monitoring.
13. **State-wide Scale-up and Sustainability Plan:** A phased expansion strategy covering institutional coordination, resource mobilisation, capacity building, quality

assurance and long-term operation of the programme.

14. **Final Implementation Completion Report:** A consolidated report documenting activities completed, offices covered, certifications issued, compliance status, expenditure and resource utilisation, implementation challenges and recommendations for continued operation and expansion

Last Date of Submission of EOI

Applicants are required to submit their Expression of Interest (EOI), in the prescribed format along with the supporting documents, to the Director of Social Justice, Directorate of Social Justice, 5th Floor, Vikas Bhavan, Thiruvananthapuram – 695 033 on or before 20 **November 2026, by 5:00 PM.**

Dr ARUN S NAIR IAS
DIRECTOR

Digitally signed by
ARUN S NAIR
Date: 07-11-2026
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