

## **Guidelines for Transaction of Business Outside Headquarters of NCPCR**

### **Concept:**

NCPCR has a mandate *inter alia* to inquire into violations of child rights and examine factors that inhibit the enjoyment of rights by children under various circumstances. However, non-implementation and non-compliance of the statutory provisions remains unreported due to wide-spread illiteracy, lack of knowledge or otherwise inability of the aggrieved children to approach the concerned authorities which is compounded by inaction or indifference of the local authorities. It is therefore, necessary to have a first hand feed back on prevailing situation in various parts of the country, disseminate information about child rights and existence of NCPCR to promote child rights amongst stake holders. This can be achieved by conducting field visits by NCPCR functionaries, distribution of specially designed printed material and holding of open interactions with the public in the selected areas. The purpose of the hearing would be to gain first hand experience regarding complaints being handled by NCPCR presently and also to strategize improvements in redressal of these complaints in consultation with the representative of the concerned of the Departments/Ministries .

### **Preparation**

1. Action may be initiated for maximum of a two- day visit in advance .
2. Theme/Subject of the complaints to be heard may be decided on the basis of complaints received in the Commission and pending redressal for long. Such complaints may be segregated area wise and theme wise to decide, the Block/ set of Blocks or District where the hearing may be held. For this purpose information will be called from concerned divisions giving them a defined format to be returned within five days. Complaints may be decided for hearing either on first come first serve basis or on the gravity of the complaint or both.
3. Only such Complainants would be informed of the venue, date and time of the hearing.
4. The complaints selected for hearing will be sent in advance to the concerned authorities so that they can give updated status report on action taken on the day of hearing.
5. After the Theme and Area for holding the hearings are decided, SCPCR concerned may be requested to finalize the venue and make necessary arrangements in consultation with State Government.

### **Financial Implications**

Financial implication of the hearing may be computed in consultation with the Accounts Division and the State CPCR/State Government. An outline of heads of expenditure is annexed.

There will be reimbursement of any TA/DA to the complainants or their attendants.

Only drinking water may be arranged for the general public.

The expenditure should not normally exceed Rs. 5 lakh per hearing.(Annexe- I)

### **Advertisement and Publicity:**

Wide publicity may be given to the Camp hearing. An advertisement may be given in the local newspapers at least 15 days before the date of hearing for inviting complaints on the chosen subject. The complainants may be given 10 days time to file complaints in a prescribed format (annexe-II).

The advertisement should give the subject and other details of the hearing.

The advertisement may clearly state that the hearing will be strictly for the aggrieved persons and their relations.

### **Composition of Commission Bench :**

- The Commission Bench for camp hearing will constitute of
  - Two Members of NCPCR or.  
Chairperson plus one Member of NCPCR.  
or Full Commission as and when required

### **Other invitees**

- One Member or Chairperson of the SCPCR concerned.
- One subject expert may be co-opted as and when required .
- Local authorities or their representatives concerned with the complaint may be summoned.
- Any other person as considered necessary.

### **Support Staff**

The assisting team will consist of

- two persons from Complaints Division to record the proceedings.

**Hearing Day:**

The assistance team may reach the Block/ District a day in advance and contact the complainant to identify/clarify moot points, if required which can be done on the date of hearing before the hearings commence.

Complaints may be heard from 11:00 am to 3:30 pm.

On the day of hearing there may not be any inaugural or welcome addresses, and the programme may be conducted strictly as a camp hearing of the Commission. However videography of the proceedings will be done.

On the day of hearing the Commission, assisted by the team would hear grievances/complaints and give directions on the spot.

All additional complaints received, on the spot, if any, will be processed at the headquarters for further action.

**Awareness Programme**

If desired, a separate programme for general awareness on Child Rights issues can be kept alongwith.

**Meeting with State Authorities:**

Unresolved issues, if any, will be taken up with the concerned authorities at State level, on the following day. An advance meeting will be fixed with State Authorities for such discussions and feedback on public hearing. The idea of these interactions with the State authorities should be to ensure time bound action on the unresolved issues.

**Follow up:**

Weekly, from headquarters of the Commission.

**Outline heads of expenditure**

**Budget Estimate:**

<b>Estimated Budget for Camp hearing to be held on.....</b>	
<b>Activities /Item</b>	<b>Approximate Expenditure</b>
Venue & other arrangements at the venue	
Light, Refreshment & water for complainants , children & Guardian (50persons@Rs.100/-)	
Lunch, Tea & water bottles for officers and officials(20persons@Rs.150)	
Contingencies(banners and stationary)	
Reimbursement of TA and DA to officials	
Advertisement in Newspapers (before & after the occasion )including (total 3 insertions)	
Printing of publicity material (Pamphlets etc.)	
Total	Rs.5,00,000/-max.



**Format for filing complaint/grievance**

S.No.		
	Name & address of complainant & relationship with aggrieved person with contact no.	
	Name & address of aggrieved person with contact no.	
	Complaint in brief	
	Concerned authorities/persons against who complaint made or with whom remedy lies	
	Has the matter been taken up with the concerned authority /persons, if so, response received.	
	Whether any complaint on same issue made earlier,	

Signature

B) For official use only

Remarks of complaints cell /Investigation team

Signature

C) Directions/Decisions taken in public hearing

(Members)