

## **National Commission for Protection of Child Rights (NCPCR)**

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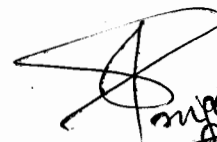
### **Streamlining Grievance Redressal System in NCPCR.**

Section 13, Sub Section 1 (c) and Section 13, Sub Section 1 (j) of CPCR Act, 2005 empowers the NCPCR to interalia enquire into complaints and violation of child rights and take suo- motu notice of such matters. Further, Section 14 of CPCR Act, 2005 empowers the Commission to conduct spot enquiries in the cases of child rights violation needing urgent attention.

2. However, when the present Commission took charge in November, 2015, a large number of grievances/complaints were found pending in the Commission. Soon after taking charge, the Commission took stock of pending complaints and found more than 3,000 complaints unattended to. In order to provide redress to the complainants, the Commission after several consultation meetings took steps to strengthen the Grievance Redressal System in the organization which include:


i. A dedicated Grievance Cell was set up in the Commission under the overall supervision of Shri Yashwant Jain, Member, NCPCR.

ii. A special drive was launched on 15<sup>th</sup> December, 2015 for review of all old pending complaints and the fresh complaints for their quick redressal/disposal. The special drive yielded good results. Out of 3,187 old complaints pending on 15<sup>th</sup> December, 2015 and fresh 5503 complaints received during the period 15<sup>th</sup> December, 2015 to 30-06-2018 (total 8690), a total number of 6788 complaints have been disposed off after careful review till 30-06-2018. State-wise status of these complaints is given at Table 'A'.

  
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iii. A close watch is kept on matters reported in Print Media/Visual Media relating to child rights violation and the Commission took cognizance of 560 such cases suo-motu.

iv. A path breaking initiative named "POCSO e-box" was taken in August, 2016 providing an easy and direct online medium for reporting any case of sexual assault on a child. The "POCSO e-box" is incorporated prominently in the home page of NCPCR's web site. Till 30-06-2018 total 2083 hits were made on the "POCSO ebox", out of which 83 were found to be grievances covered under POCSO Act, 2012. Out of these 83 POCSO related grievances, 59 grievances have since been disposed off after taking up the matter with the concerned authorities.

  
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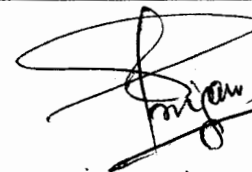
**NCPCR -Statewise grievances redressal position**

**Material for uploading on NCPCR web site.**

Table 'A'

**No. of grievances as on 1/07/2018**

S.N.	States	Pending as on 15-12-2015	Fresh received from 15-12-15 to 30-06-2018	Total	Closed during 15-12-15 to 30-06-2018	Pending as on 01-07-2018
1	Andaman and Nicobar Islands	0	7	7	6	1
2	Andhra Pradesh	706	82	788	575	213
3	Arunachal Pradesh	1	7	8	5	3
4	Assam	20	62	82	70	12
5	Bihar	80	217	297	207	90
6	Chandigarh	2	28	30	25	5
7	Chhattisgarh	5	122	127	89	38
8	Dadra and Nagar Haveli	0	1	1	1	0
9	Daman and Diu	0	1	1	1	0
10	Delhi	321	704	1025	830	195
11	Goa	1	7	8	7	1
12	Gujarat	11	107	118	82	36
13	Haryana	127	360	487	372	115
14	Himachal Pradesh	6	31	37	30	7
15	Jharkhand	70	140	210	117	93
16	Karnataka	19	151	170	142	28
17	Kerala	39	117	156	118	38
18	Lakshadweep	0	3	3	3	0
19	Madhya Pradesh	146	404	550	393	157
20	Maharashtra	108	290	398	333	65
21	Manipur	25	13	38	19	19
22	Meghalaya	6	13	19	19	0
23	Mizoram	3	3	6	6	0
24	Nagaland	1	0	1	1	0
25	Orissa	77	178	255	190	65
26	Puducherry	7	8	15	13	2
27	Punjab	24	141	165	124	41
28	Rajasthan	120	262	382	320	62
29	Sikkim	1	4	5	4	1
30	Tamil Nadu	193	196	389	285	104
31	Telangana	19	96	115	82	33
32	Tripura	3	10	13	10	3
33	Uttar Pradesh	950	1349	2299	1903	396
34	Uttarakhand	18	62	80	62	18
35	West Bengal	77	211	288	238	50
	Others	1	116	117	106	11
	<b>Total</b>	<b>3187</b>	<b>5503</b>	<b>8690</b>	<b>6788</b>	<b>1902</b>

  
 CKP (NIGAM)  
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