

National Commission for Protection of Child Rights

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Streamling 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 the pending complaints and found more than 3,000 complaints unattended to. In order to provide redress to the complainants, the Commission after a series of consultation meetings to strengthen the Grievance Redressal System in the organization. It also took number of initiatives which include the following:-

- 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 15th 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 15th December, 2015 and fresh 1694 complaints received during the period 15th December, 2015 to 31st December, 2016 (total 4881), a total number of 2847 complaints have been disposed

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4/3

off after careful review till 31.12.2016. State-wise status of these complaints is given at Table 'A'.

- 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 such cases suo motu. 224 cases were taken notice of by the Commission suo motu.
- iv. 9 Spot enquiries were conducted in the cases of child rights violation needing urgent attention.
- v. 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 NCPDR's web site. Due to the gravity of the information received 2 spot inquiries have been conducted and FIRs lodged. Charge sheets have since been filed against the culprits in the concerned courts in both the cases.

213

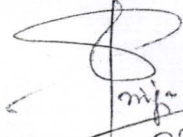
2/3


NCPDR -Statewise grievances redressal position

Material for uploading on NCPDR web site.

No. of grievances

S.N.	States	Pending as on 15-12-2015	Fresh received from 15-12-15 to 31-12-2016	Total	Closed during 15-12-15 to 31-12-2016	Pending as on 1-01-2017
1	Andaman and Nicobar Islands	0	1	1	0	1
2	Andhra Pradesh	706	19	725	269	456
3	Arunachal Pradesh	1	2	3	2	1
4	Assam	20	17	37	22	15
5	Bihar	80	53	133	68	65
6	Chandigarh	2	7	9	7	2
7	Chhattisgarh	5	47	52	26	26
8	Dadra and Nagar Haveli	0	0	0	0	0
9	Daman and Diu	0	1	1	0	1
10	Delhi	321	249	570	395	175
11	Goa	1	2	3	2	1
12	Gujarat	11	23	34	27	7
13	Haryana	127	114	241	114	127
14	Himachal Pradesh	6	6	12	9	3
15	Jammu and Kashmir	1	2	3	2	1
16	Jharkhand	70	38	108	44	64
17	Karnataka	19	35	54	37	17
18	Kerala	39	37	76	53	23
19	Lakshadweep	0	1	1	0	1
20	Madhya Pradesh	146	114	260	117	143
21	Maharashtra	108	87	195	141	54
22	Manipur	25	8	33	11	22
23	Meghalaya	6	7	13	9	4
24	Mizoram	3	1	4	0	4
25	Nagaland	1	0	1	1	0
26	Orissa	77	53	130	94	36
27	Puducherry	7	5	12	6	6
28	Punjab	24	35	59	38	21
29	Rajasthan	120	87	207	114	93
30	Sikkim	1	0	1	1	0
31	Tamil Nadu	193	55	248	156	92
32	Telangana	19	39	58	28	30
33	Tripura	3	2	5	4	1
34	Uttar Pradesh	950	472	1422	936	486
35	Uttarakhand	18	18	36	24	12
36	West Bengal	77	53	130	87	43
	Egypt		3	3	2	1
	Berkely (California)		1	1	1	0
	Total	3187	1694	4881	2847	2034


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