

National Commission for Protection of Child Rights(NCPCR)

**

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 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 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 1298 complaints received during the period 15th December, 2015 to 30th September, 2016 (total 4485), a total number of 2312 complaints have been disposed

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off after careful review till 30.9.2016. 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.

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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 30-9-2016	Total	Closed during 15-12-15 to 30-9-2016	Pending as on 1-10-2016
1	Andaman and Nicobar Islands	0	0	0	0	0
2	Andhra Pradesh	706	17	723	263	460
3	Arunachal Pradesh	1	2	3	2	1
4	Assam	20	11	31	14	17
5	Bihar	80	38	118	53	65
6	Chandigarh	2	5	7	7	0
7	Chhattisgarh	5	41	46	19	27
8	Dadra and Nagar Haveli	0	0	0	0	0
9	Daman and Diu	0	0	0	0	0
10	Delhi	321	204	525	349	176
11	Goa	1	1	2	1	1
12	Gujarat	11	17	28	21	7
13	Haryana	127	80	207	75	132
14	Himachal Pradesh	6	4	10	7	3
15	Jammu and Kashmir	1	1	2	2	0
16	Jharkhand	70	34	104	32	72
17	Karnataka	19	27	46	27	19
18	Kerala	39	22	61	44	17
19	Lakshadweep	0	1	1	0	1
20	Madhya Pradesh	146	77	223	92	131
21	Maharashtra	108	66	174	114	60
22	Manipur	25	7	32	6	26
23	Meghalaya	6	5	11	6	5
24	Mizoram	3	1	4	0	4
25	Nagaland	1	0	1	1	0
26	Orissa	77	37	114	78	36
27	Puducherry	7	1	8	4	4
28	Punjab	24	30	54	32	22
29	Rajasthan	120	70	190	97	93
30	Sikkim	1	0	1	1	0
31	Tamil Nadu	193	39	232	109	123
32	Telangana	19	30	49	22	27
33	Tripura	3	2	5	2	3
34	Uttar Pradesh	950	378	1328	749	579
35	Uttarakhand	18	12	30	20	10
36	West Bengal	77	38	115	63	52
	Total	3187	1298	4485	2312	2173

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