

National Commission for Protection of Child Rights (NCPCR)


**

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 inquire 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 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 2761 complaints received during the period 15th December, 2015 to 30th June, 2017 (total 5948), a total number of 4381 complaints have been disposed off after



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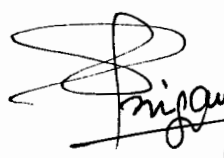
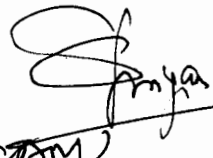
careful review till 30.06.2017. State-wise status of these complaints is given at Table 'A'.

- 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 on suo-motu basis. A total of 346 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 NCPCR's web site. Due to the gravity of the information received 2 spot inquiries have been conducted and FIRs lodged.


28/7/2017



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 30-06-2017	Total	Closed during 15-12-15 to 30-06-2017	Pending as on 1-07-2017
1	Andaman and Nicobar Islands	0	1	1	1	0
2	Andhra Pradesh	706	38	744	523	221
3	Arunachal Pradesh	1	3	4	4	0
4	Assam	20	28	48	36	12
5	Bihar	80	90	170	119	51
6	Chandigarh	2	16	18	13	5
7	Chhattisgarh	5	74	79	56	23
8	Dadra and Nagar Haveli	0	1	1	1	0
9	Daman and Diu	0	1	1	1	0
10	Delhi	321	384	705	547	158
11	Goa	1	5	6	5	1
12	Gujarat	11	44	55	42	13
13	Haryana	127	212	339	256	83
14	Himachal Pradesh	6	15	21	18	3
15	Jharkhand	70	61	131	68	63
16	Karnataka	19	63	82	61	21
17	Kerala	39	64	103	79	24
18	Lakshadweep	0	1	1	1	0
19	Madhya Pradesh	146	173	319	192	127
20	Maharashtra	108	153	261	186	75
21	Manipur	25	9	34	14	20
22	Meghalaya	6	11	17	15	2
23	Mizoram	3	2	5	2	3
24	Nagaland	1	0	1	0	1
25	Orissa	77	78	155	115	40
26	Puducherry	7	7	14	11	3
27	Punjab	24	68	92	67	25
28	Rajasthan	120	133	253	177	76
29	Sikkim	1	1	2	2	0
30	Tamil Nadu	193	88	281	183	98
31	Telangana	19	52	71	52	19
32	Tripura	3	3	6	5	1
33	Uttar Pradesh	950	703	1653	1328	325
34	Uttarakhand	18	36	54	39	15
35	West Bengal	77	97	174	118	56
	Others	1	34	35	33	2
	Total	3187	2761	5948	4381	1567



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 NCPDR
 17-7-2017

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