

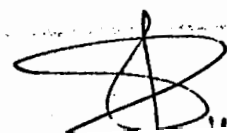
National Commission for Protection of Child Rights (NCPCR)

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 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 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 3287 complaints received during the period 15th December, 2015 to 30th September, 2017 (total 6474), a total number of 4905 complaints have been disposed off

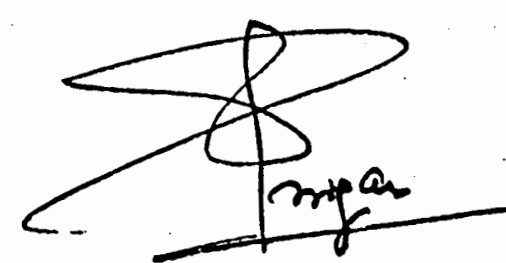


after careful review till 30.09.2017. State-wise status of these complaints is given at Table 'A'.

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 suo-motu. 400 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. Till 30-09-2017 total 778 hits were made on the "POCSO ebox"; out of which 54 were found to be grievances covered under POCSO Act, 2012. Out of these 54 POCSO related grievances, 41 grievances have since been disposed off after taking up the matter with the concerned authorities.



20-10-2017

25/10/2017

NCPCR -Statewise grievances redressal position						
Material for uploading on NCPCR web site.						
No. of grievances						
S.N.	States	Pending as on 15-12-2015	Fresh received from 15-12-15 to 30-09-2017	Total	Closed during 15-12-15 to 30-09-2017	Pending as on 1-10-2017
1	Andaman and Nicobar Islands	0	1	1	1	0
2	Andhra Pradesh	706	46	752	530	222
3	Arunachal Pradesh	1	3	4	4	0
4	Assam	20	37	57	44	13
5	Bihar	80	100	180	139	41
6	Chandigarh	2	22	24	17	7
7	Chhattisgarh	5	84	89	63	26
8	Dadra and Nagar Haveli	0	1	1	1	0
9	Daman and Diu	0	1	1	1	0
10	Delhi	321	467	788	633	155
11	Goa	1	6	7	5	2
12	Gujarat	11	48	59	48	11
13	Haryana	127	246	373	288	85
14	Himachal Pradesh	6	19	25	20	5
15	Jharkhand	70	67	137	76	61
16	Karnataka	19	82	101	74	27
17	Kerala	39	72	111	87	24
18	Lakshadweep	0	2	2	2	0
19	Madhya Pradesh	146	215	361	223	138
20	Maharashtra	108	178	286	223	63
21	Manipur	25	9	34	16	18
22	Meghalaya	6	13	19	18	1
23	Mizoram	3	2	5	4	1
24	Nagaland	1	0	1	0	1
25	Orissa	77	83	160	124	36
26	Puducherry	7	7	14	12	2
27	Punjab	24	84	108	80	28
28	Rajasthan	120	165	285	208	77
29	Sikkim	1	2	3	3	0
30	Tamil Nadu	193	104	297	199	98
31	Telengana	19	54	73	55	18
32	Tripura	3	2	5	5	0
33	Uttar Pradesh	950	846	1796	1465	331
34	Uttarakhand	18	42	60	43	17
35	West Bengal	77	117	194	144	50
	Others	1	60	61	50	11
	Total	3187	3287	6474	4905	1569


 18-10-2017 (K.P. NIGAM)