

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

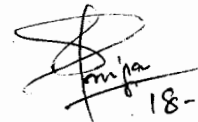
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### **Streamlining Grievance Redressal System in NCPCR.**

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 3892 complaints received during the period 15<sup>th</sup> December, 2015 to 31 December, 2017 (total 7079), a total number of 5432 complaints have been disposed off after careful review till 31-12-2017. 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 such cases suo-motu. 423 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 31-12-2017 total 1235 hits were made on the "POCSO ebox", out of which 64 were found to be grievances covered under POCSO Act, 2012. Out of these 64 POCSO related grievances, 46 grievances have since been disposed off after taking up the matter with the concerned authorities.

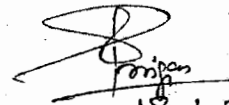
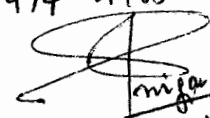
  
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TABLE-A

NCPDR -Statewise grievances redressal position						
Material for uploading on NCPDR web site.						
Status of grievances as on 01.01.2018						
S.N.	States	Pending as on 15-12-2015	Fresh received from 15-12-15 to 31-12-2017	Total	Closed during 15-12-15 to 31-12-2017	Pending as on 1-01-2018
1	Andaman and Nicobar Islands	0	3	3	3	0
2	Andhra Pradesh	706	58	764	538	226
3	Arunachal Pradesh	1	5	6	5	1
4	Assam	20	42	62	50	12
5	Bihar	80	115	195	159	36
6	Chandigarh	2	24	26	19	7
7	Chhattisgarh	5	98	103	69	34
8	Dadra and Nagar Haveli	0	1	1	1	0
9	Daman and Diu	0	1	1	1	0
10	Delhi	321	529	850	719	131
11	Goa	1	6	7	6	1
12	Gujarat	11	58	69	55	14
13	Haryana	127	277	404	308	96
14	Himachal Pradesh	6	20	26	22	4
15	Jharkhand	70	82	152	88	64
16	Karnataka	19	105	124	94	30
17	Kerala	39	89	128	96	32
18	Lakshadweep	0	2	2	2	0
19	Madhya Pradesh	146	272	418	266	152
20	Maharashtra	108	209	317	246	71
21	Manipur	25	10	35	17	18
22	Meghalaya	6	13	19	18	1
23	Mizoram	3	2	5	4	1
24	Nagaland	1	0	1	1	0
25	Orissa	77	108	185	136	49
26	Puducherry	7	7	14	12	2
27	Punjab	24	100	124	88	36
28	Rajasthan	120	195	315	237	78
29	Sikkim	1	2	3	3	0
30	Tamil Nadu	193	139	332	223	109
31	Telangana	19	66	85	66	19
32	Tripura	3	5	8	5	3
33	Uttar Pradesh	950	979	1929	1573	356
34	Uttarakhand	18	49	67	49	18
35	West Bengal	77	138	215	176	39
	Others	1	83	84	77	7
	<b>Total</b>	<b>3187</b>	<b>3892</b>	<b>7079</b>	<b>5432</b>	<b>1647</b>

3187

3287 6474 2905 1569

  
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