



Citizen's Charter
of
The National Commission for Protection of Child Rights
(Ministry of Women and Child Development, Government of India)

A declaration of our service commitment to excellence
in promoting and protecting the rights of children in
India

Citizen's Charter of National Commission for Protection of Child Rights

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OUR VISION

All children enjoy their basic and inalienable rights i.e. survival, development, protection and participation in accordance with the Constitutional framework, law, policy and UNCRC, across the country.

MISSION

To ensure that all laws, policies, programmes and administrative mechanisms are in consonance with the child rights perspective as enshrined in the Constitution of India as well as in, the United Nation Convention on the Rights of the Child, which India ratified in 1992.

FUNCTIONS OF THE COMMISSION

- **Under Section 13(1) of the Commissions for Protection of Child Rights(CPCR) Act, 2005. NCPCR has one or all the following functions:**
 - (a) Examine and review the safeguards provided by or under any law for the time being in force for the protection of child rights and recommend measures for their effective implementation;
 - (b) Present to the Central Government, annually and at such other intervals, as the Commission may deem fit, reports upon the working of those safeguards;
 - (c) Inquire into violation of child rights and recommend initiation of proceedings in such cases;
 - (d) Examine all factors that inhibit the enjoyment of rights of children affected by terrorism, communal violence, riots, natural disaster, domestic violence, HIV/AIDS, trafficking, maltreatment, torture and exploitation, pornography and prostitution and recommend appropriate remedial measures;
 - (e) Look into the matters relating to children in need of special care and protection including children in distress, marginalized and disadvantaged children, children in conflict with law, juveniles, children without family and children of prisoners and recommend appropriate remedial measures;
 - (f) Study treaties and other international instruments and undertake periodical review of existing policies, programmes and other activities on child rights and make recommendations for their effective implementation in the best interest of children;
 - (g) Undertake and promote research in the field of child rights;
 - (h) Spread child rights literacy among various sections of the society and promote awareness of the safeguards available for protection of these rights through publications, the media, seminars and other available means;
 - (i) Inspect or cause to be inspected any juvenile custodial home, or any other place of residence or institution meant for children, under the control of the Central Government or any State Government or any other authority, including any institution run by a social organization; where children are detained or lodged for the purpose of treatment, reformation or protection and take up with these authorities for remedial action, if found necessary;
 - (j) Inquire into complaints and take *suo motu* notice of matters relating to,-
 - (i) deprivation and violation of child rights;
 - (ii) non-implementation of laws providing for protection and development of children;
 - (iii) non-compliance of policy decisions, guidelines or instructions aimed at mitigating hardships to and ensuring welfare of the children and to provide relief to such children,or take up the issues arising out of such matters with appropriate authorities; and

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- (k) Such other functions as it may consider necessary for the promotion of child rights and any other matter incidental to the above functions.
- **Under Rule 17 of the NCPCR Rules, 2006:**
 - (a) analyze existing law, policy and practice to assess compliance with Convention on the Rights of the Child, undertake inquiries and produce reports on any aspect of policy or practice affecting children and comment on proposed new legislation from a child rights perspective;
 - (b) present to the Central Government annually and at such other intervals as the Commission may deem fit, reports upon the working of those safeguards;
 - (c) undertake formal investigations where concern has been expressed either by children themselves or by concerned person on their behalf;
 - (d) ensure that the work of the Commission is directly informed by the views of children in order to reflect priorities and perspective;
 - (e) promote, respect and serious consideration of the views of children in its work and in that of all Government Departments and Organizations dealing with child;
 - (f) produce and disseminate information about child rights;
 - (g) compile and analyze data on children;
 - (h) promote the incorporation of child rights into the school curriculum, teachers training and training of personnel dealing with children.
 - **Under the Right of Children to Free and Compulsory Education(RTE) Act, 2009:**
 - (a) examine and review the safeguards for rights provided by or under this Act and recommend measures for their effective implementation;
 - (b) inquire into complaints relating to child's right to free and compulsory education.
 - **Under Section 44 of the Protection of Children from Sexual Offences(POCSO)Act and Rule 6 of POCSO Rules, 2012:**
 - (a) To monitor in the implementation of Protection of Children from Sexual Offences (POCSO)Act, 2012;
 - (b) to monitor the designation of Special Courts by State Governments;
 - (c) to monitor the appointment of Public Prosecutors by State Governments;
 - (d) to monitor the formulation of the guidelines described in section 39 of the Act by the State Governments, for the use of non-governmental organisations, professionals and experts or persons having knowledge of psychology, social work, physical health, mental health and child development to be associated with the pre-trial and trial stage to assist the child, and to monitor the application of these guidelines;
 - (e) to monitor the designing and implementation of modules for training police personnel and other concerned persons, including officers of the Central and State Governments, for the effective discharge of their functions under the Act;
 - (f) to monitor and support the Central Government and State Governments for the dissemination of information relating to the provisions of the Act through media including the television, radio and print media at regular intervals, so as to make the general public, children as well as their parents and guardians aware of the provisions of the Act;
 - (g) to call for a report on any specific case of child sexual abuse falling within the jurisdiction of a CWC;
 - (h) to collect information and data on its own or from the relevant agencies regarding reported cases of sexual abuse and their disposal under the processes established under the Act, including information on the following:-
 - i. number and details of offences reported under the Act;
 - ii. whether the procedures prescribed under the Act and rules were followed, including those regarding timeframes;

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- iii. details of arrangements for care and protection of victims of offences under this Act, including arrangements for emergency medical care and medical examination; and,
 - iv. details regarding assessment of the need for care and protection of a child by the concerned CWC in any specific case.
- (i) To assess the implementation of the provisions of the Act and to include a report in a separate chapter in its Annual Report to the Parliament.

POWERS OF THE COMMISSION

The Commission, while inquiring into any matter under Section 13(1)(j) of CPCR Act, 2005 has all the powers of a civil court trying a suit under the Code of Civil Procedure, 1908 and, in particular, in respect of the following matters, namely:-

- (a) summoning and enforcing the attendance of any person and examining him on oath;.
- (b) discovery and production of any document;
- (c) receiving evidence on affidavits;
- (d) requisitioning any public record or copy thereof from any court or office; and
- (e) issuing commissions for the examination of witnesses or documents.

The Commission has also the power to forward any case to a Magistrate having jurisdiction to try the same and the Magistrate to whom any such case is forwarded shall proceed to hear the complaint against the accused as if the case has been forwarded to him under section 346 of the Code of Criminal Procedure, 1973 (2 of 1974).

STEPS AFTER INQUIRY [under Section 13(1)(j) of CPCR ACT, 2005]

The Commission may take any of the following steps upon the completion of an inquiry held under this Act, namely: -

- (i) where the inquiry discloses, the Commission of violation of child rights of a serious nature or contravention of provisions of any law for the time being in force, it may recommend to the concerned Government or, authority the initiation of proceedings for prosecution or such other action as the Commission may deem fit against the concerned person or persons;
- (ii) approach the Supreme Court or the High Court concerned for such direction orders or writs as that Court may deem necessary;
- (iii) recommend to the concerned Government or authority for the grant of such interim relief to the victim or the members of his family as the Commission may consider necessary

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OUR STAKEHOLDERS

1. All Citizens, particularly children.
2. Concerned Central Govt. Ministries/ Departments/Attached & Subordinate Offices as well as concerned Central Autonomous Bodies.
3. Concerned Departments of the State Govts./ UT Administrations.
4. NGOs and CBOs activists in the field of Children's Rights

OUR SERVICES INCLUDE

- (a) Addressing alleged violations / deprivations of child rights under the CPCRA Act, 2005;
- (b) Inquiring into complaints relating to violations/deprivation of 'children's right to education' under RTE Act, 2009;
- (c) Monitoring the implementation of the Protection of Children from Sexual Offences(POCSO), Act, 2012;
- (d) Redressing Public Grievances pertaining to NCPCR.

SERVICE STANDARDS

Sl. No	Services/ Transaction	Weight	Success Indicator	Service Standards	Unit	Weight	Data Source
1.	To address alleged violations / deprivations of child rights.	1.0	Average time taken to initiate action on receipt of complaints / grievances after receiving letter / email from client.	30	Working days	1.0	NCPCR records
2.	To inquire into complaints relating to children's right to free and compulsory education	1.0	Average time taken to initiate action on receipt of complaints / grievances after receiving letter / email from client.	30	Working days	1.0	NCPCR records
3.	To address cases relating to sexual offences of children	1.0	Average time taken to initiate action on receipt of complaints / grievances after receiving letter / email from client.	30	Working days	1.0	NCPCR records
4.	Public Grievances: prompt redressal of public grievance(other than 1,2 & 3)	2.0	Average time taken to acknowledge grievance received through post.	3-7	Working days		NCPCR records / CPGRAM
			Average time taken for grievance settlement.	7	Working days		NCPCR records
5.	Client communication, promptly	1.0	Average time taken to respond after receiving	15	Working days	1.0	NCPCR records

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	responding to written communication received from clients.		letter/email from client.				
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REDRESSAL OF GRIEVANCES OF THE CITIZENS

Public Grievances received in the Commission directly and/or through MWCD/Directorate of Public Grievances will receive instant attention.

Public Grievance Officer (PGO)

Ms. Geeta Narayan

Member Secretary,
National Commission for Protection of Child Rights
5th Floor, Chandernagore Building, 36, Janpath, New Delhi-110001
Phone: 011-23724020/23478206, Fax: 011-23724026
Email: Geetan@nic.in

APPELLATE AUTHORITY (for public grievances):

Smt. Stuti Kacker

Chairperson,
National Commission for Protection of Child Rights
5th Floor, Chandernagore Building, 36, Janpath, New Delhi-110001
Phone: 011-23731583/23478212, Fax: 011-23731584
Email: cp.ncpcr@nic.in

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

We request Central / State Governments / UT Administrations / Organisations / NGOs / professional bodies / other concerned organizations and all citizens:

1. To bring cases of violation of child rights to the notice of the Commission
2. To imbibe the spirit of protection, safeguarding & promoting the rights of all children
3. To honour and abide by the legislature Rules and Regulations framed by Govt. towards protection of children
4. To share information with other citizens on protection of children
5. To offer suggestions to streamline the functioning of the existing institutions related to protection of children, promote accountability and responsibility
6. To adopt the precepts of protection of rights of children.
7. To timely submit complete applications along with all details in prescribed format, along with authentic supporting documents
8. To use NCPCR's website to receive regular updates{www.ncpcr.gov.in}
9. To participate in meetings/consultations/capacity building programmes/workshops/conferences/events as and when requested by NCPCR
10. To give suggestions/inputs on drafts circulated or placed on NCPCR's website
11. Contact the officers as given in the Annexure, if need arises.
12. To proactively reach out to children in need of care and protection and present them before district child protection authorities. The educated and privileged on the youth of India to take responsibility of nation building through the giving and mentoring the children who do not have access to equal opportunities.

LIST OF RESPONSIBILITY CENTERS

NCPCR does not have Responsibility Centres under RFD, as it does not have its Regional/ States Offices as Branch Offices.