

dy. No.
50877

INTERNSHIP REPORT

Priya Tandon

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From :- 01.07.2013- 31.07.2013

I hereby state and verify by my signature that I have reviewed this internship report. I hereby affirm that the report contains actual projects or assignments that I (or the company I work for) assigned for this intern.

Supervisor:- Mrs. Shikha Hundal

Ms. Periya Tandon was a hardworking and efficient girl and has entered with me on handling complaints for the state of Tamil Nadu.


Her report is submitted for your consideration and signature, please.

STE (RN)


Shikha
TE (SH)

30/09/2013

Submitted for your consideration & signatures to provide the certificate for her internship period.


1.10.13

Member (Dr. VP)


1/10

Admin (Coord.)

ACKNOWLEDGEMENT

I got an opportunity to intern in The National Commission for Protection of Child Rights (NCPCR) from 1st July 2012- 31st July 2013. On my first day in the Commission, I was asked to work in the Right to Education (RTE) division. I was personally ecstatic about my upcoming assignments and projects since I believed that my experience with the Commission would help me fulfill my lifelong dream of making a significant impact on the society.

I would like to thank the following people for making my internship period the most fruitful and enjoyable learning experience I could imagine:

1. Dr. Ritu Narang, the Senior Technical Expert, an extremely smart, elegant and rational woman with exceptional managerial abilities, who received me in the RTE on my first day.
2. Mrs. Shikha Hundal, the Technical Expert. A lawyer herself, she came across as someone with a practical train of thought, knowledge and analytical skills. She provided me with legal insights to deal with complaints in the RTE.
3. Mr. Rajnikant, or 'dada' of the commission, a Technical expert as well, was downright logical in his approach, efficient, high spirited and strove to constantly touch the lives of those in need around him. He helped me constantly in understanding the functioning and essence of such commission and above all, thrashed all my misconceptions about the working of individuals in a government organization by being on his toes for hours attending calls, fixing problems to his best abilities and setting deadlines for his colleagues.
4. Brijesh Sir, the DEO, was the most skillful and passionate about his work. A man with keen interest in politics and cricket and substantial awareness of the world around him, he was outspoken and considerate at every point of time. Not only did he help me improve my Hindi, of what I saw in this month, he appeared to be the most important employees of the Commission, determined to guide each one through his experiences.
5. Shashank Sir, a DEO himself, was just as significant and dedicated. A person with immense practice and understanding, apart from the Commission oriented work, he also taught me various short cuts in typing and editing texts in word as well as excel, which would definitely help me throughout my life.

6. In the course of my internship, I came across many such incredible people. Right from the security guards, Mr. Bablu, Mr. Kishan and Mr. Keshav who welcomed each and everybody with a pleasant smiles on their faces, to Anjali Maam who got the best and the most revitalizing cup tea and refreshments and the most talented and responsible support staff including Tulsi Maam, Nikhil Sir, Javed Sir, Avesh Sir, Nitin Sir, Tulsi Sir and Nupur Maam, each one of them taught me something worthwhile. I also learnt equally from Smita Maam, Rita Singh Maam, Radhika Maam, Sonal Maam and Shreepriya Maam. While experts in their respective fields, each one of them was humble and patient in explaining to me their standpoint.
7. Ankita Gupta, my friend from the O.P. Jindal Global Law University, with whom I shared this wonderful opportunity to work on distinguished projects in the course of the month.

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Week 1

I was oriented by Dr. Narang who said that currently there were two segments in the RTE- the complaints department and the programs department. I was put in the latter, under the supervision of Mrs. Shikha Hundal, who explained to me that complaints could reach the commission via emails, through telephone, by the complainant personally taking up the initiative of coming to the commission and providing the same or through suo moto basis (the commission taking up cases of utmost importance, highlighted in newspapers, news channels and various magazines). She further explained the procedure of seeking the Action Taken Report (ATR) from the concerned authorities, through the medium of a report, first reminder, second reminder, D/O letter and finally letter calling the authorities for summon hearing in case they failed to revert back to the commission within a prescribed time (usually the order being: 30days, 15 days, 07 days and 05 days respectively) by either sending an interim response or the ATR itself. My first task as a legal intern under her was to study the various cases of Tamil Nadu and to work them out in the form of a grid. I took up 26 cases in the span of a week and separated each of them in the heads of file number, name of complainant, nature of complaint, gist of complaint, complaint details, action taken by NCPCR, action taken by the state government concerned and my final remarks stating the next immediate action to be taken up by the commission.

<i>Nature</i>	<i>File Number</i>	<i>Remarks</i>
Denial of admission	TN/303/32594/2012-13/RTE	The file may be closed.
Lack of infrastructure	TN-704/34949/2012-13/RTE TN-402/34947/2012-13/RTE TN/08/804/20073-RTE TN-709/22628/2011/RTE-PH TN-503/38100/2012-13/RTE TN/406/25682/11/RTE TN/503/36238/2012-13/RTE-SM TN-1203/38804/2012-13/RTE-PH TN-706/39945/2-012-2013/RTE TN-708/38791/2012-13/RTE-PH TN-1201/38799/2012-13/RTE-PH	The ATR may be sent to complainant. The file may be closed. The file may be put up for summons. The ATR may be sent to complainant. The file may be closed. D/O letter may be sent. Reminder I may be sent. The file may be closed. Reminder II must be sent. Reminder I may be sent. Reminder I may be sent.
Corporal punishment	TN/201/34657/2012-13 TN-201/38714/2012-13/RTE-PH TN-201/36559/2012-13/RTE-PH TN/201/32766/2012-13/RTE TN-206/38700/2012-13/RTE-PH TN-201/39540/2012-13 TN/207/22626/2010-11/RTE-PH	The D/O letter may be sent. The file may be closed. Reminder II must be sent. Reminder II must be sent. Reminder II must be sent. Reminder II must be sent. The ATR may be sent to complainant.
Charge of high fees	TN-1007/39450/2012-13/RTE TN-102/38736/2012-2013/RTE-PH TN/108/27644/11/RTE TN-406/40817/2012-13/RTE TN-1202/38789/2012-13/RTE-PH TN-102/??????/2012-13/RTE-PH TN-102/38739/2012-2013/RTE-PH	Reminder I must be sent. Reminder I must be sent. The file may be closed. Reminder II may be sent. Reminder I may be sent. Reminder I may be sent. Reminder I may be sent.

The same pattern of the grid was later used by me in analyzing an Odhisa file (OR) and a Punjab file (PB).

<i>Nature</i>	<i>File Number</i>	<i>Remarks</i>
Lack of infrastructure (non distribution of textbooks)	OR-01402/20242/RTE/11	Report still awaited.
Denial of admission and mental torture.	PB-101/22983/2011/RTE	The case may be put up for summon hearing.

Week 2

Even though I was assigned the programs department, I spent my time doing all my work with the complaints department. Mr. Rajnikant taught me the various major and minor heads of complaints that were followed in the commission and the basics of the diary system. It was under his guidance that I drafted two reports of file numbers DL-207/23407/2010-11/RTE-PH (Complaint regarding mental harassment and trauma due to anomalies in NTSE results 2012, declared on August 2012, which resulted in 40 children being omitted from the list of children who had passed the exam) and NCPCR/COMP/NTSE/NCERT/44910 (18 complaints regarding corporal punishment and violence against children in various Municipal Corporation Schools and Rajkiya Sarvodaya Girls/ Boys Schools in Trilokpuri region in Delhi) respectively. Moreover, he asked me to draw a table describing the status of 15 Uttar Pradesh files and pointing out the next immediate action to be taken up on the same.

<u>S.no.</u>	<u>File number</u>	<u>Remarks</u>
1.	UP/502/30402/12/RTE	D/O letter to be sent.
2.	UP/703/32240/12/RTE	The file may be put up for closure.
3.	UP/01205/18465-RTE/2011	The file may be closed.
4.	UP-1101/37949/2012-13/RTE	Since the matter was only transferred, reminder II may be sent.
5.	UP 104/41552/2012-13/RTE	Reminder II may be sent.
6.	UP-509/39020/2012-13/RTE	Reminder II may be sent.
7.	UP/201/34590/2012-13/RTE	A general discussion on corporal punishments to be taken up in a meeting held with the students. This is so because usually, the parents withdraw the complaint or the district officer claims no incident ever took place, under pressure. The file may however be closed.
8.	UP/101/28112/11/RTE	The file may be put up for closure.
9.	UP/302/32887/2012-13/RTE	Reminder must be sent with reference to the letter dated 01.01.2013.
10.	UP/709/28107/11/RTE	Reminder must be sent with reference to the letter dated 31.08.2012.
11.	UP/701/26912/11/RTE SM	A letter must be sent based on the ATR, dated 14.01.2013.
12.	UP/802/26876/11/RTE	The file may be put up for summon hearing.
13.	UP/502/28108/11/RTE	Complaint matter must be analyzed.
14.	UP-703/40145/2012-13/RTE	Reminder I may be sent.
15.	UP-201/40833/2012-13/RTE	Reminder II may be sent.

Week 3

Brijesh Sir taught me a lot about the functioning of the CMS (Complaint Management System). It was under his assistance that I drew a state allocation list for three years, ranging from 2010-2013.

STATE ALLOCATION (2010-11)

<u>Technical Expert- Rajnikant</u>	-	<u>Technical Expert- Shikha</u>	-	<u>Technical Expert- Smita</u>	-	<u>Junior Technical Expert- Rita Singh</u>	-	<u>Junior Technical Expert- Sreepriya</u>	-	<u>Junior Technical Expert- Sonal</u>	-
	<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>
Uttar Pradesh	4	Tamil Nadu	107	Manipur	0	Delhi	72	Arunachal Pradesh	1	Haryana	13
Jharkhand	0	Karnataka	0	Maharashtra	2	Bihar	0	Madhya Pradesh	5	Odisha	2
Goa	0	Gujarat	0	Andhra Pradesh	9	Mizoram	1	Andaman & Nicobar Islands	0	Chhattisgarh	0
Pudducherry	0	Punjab	1	Sikkim	0	Tripura	0	Kerala	0	Himanchal Pradesh	0
J & K	0	West Bengal	3	Lakshwadeep	0	Dadar and Nagar Haveli	0	Nagaland	0	Daman Diu	0
		Assam	0					Rajasthan	274	Uttrakhand	1

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STATE ALLOCATION (2011-12)

<u>Technical Expert- Rajnikant</u>	-	<u>Technical Expert- Shikha</u>	-	<u>Technical Expert- Smita</u>	-	<u>Junior Technical Expert- Rita Singh</u>	-	<u>Junior Technical Expert- Sreepriya</u>	-	<u>Junior Technical Expert- Sonal</u>	-
	<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>
Uttar Pradesh	15	Tamil Nadu	2	Manipur	17	Delhi	409	Arunachal Pradesh	0	Haryana	15
Jharkhand	0	Karnataka	1	Maharashtra	29	Bihar	6	Madhya Pradesh	1	Odisha	22
Goa	1	Gujarat	1	Andhra Pradesh	756	Mizoram	0	Andaman & Nicobar Islands	0	Chhattisgarh	2
Pudducherry	0	Punjab	3	Sikkim	1	Tripura	0	Kerala	1	Himanchal Pradesh	3
J & K	0	West Bengal	70	Lakshwadeep	0	Dadar and Nagar Haveli	0	Nagaland	1	Daman Diu	0
		Assam	8					Rajasthan	4	Uttrakhand	2

STATE ALLOCATION (2012-13)

	<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>		<u>No. of cases</u>
Uttar Pradesh	80	Tamil Nadu	39	Manipur	1	Delhi	258	Arunachal Pradesh	1	Haryana	5
Jharkhand	39	Karnataka	6	Maharashtra	14	Bihar	28	Madhya Pradesh	28	Odisha	8
Goa	0	Gujarat	6	Andhra Pradesh	29	Mizoram	0	Andaman & Nicobar Islands	0	Chhattisgarh	5
Pudducherry	1	Punjab	3	Sikkim	0	Tripura	0	Kerala	2	Himanchal Pradesh	2
J & K	1	West Bengal	18	Lakshwadeep	0	Dadar and Nagar Haveli	0	Nagaland	0	Daman Diu	0
		Assam	13					Rajasthan	3	Uttrakhand	4

He also helped me a lot by clearing any doubt that I could possibly think of in the process of drafting letters and reminders for the concerned authorities. Shashank Sir on the other hand, was essentially the one who taught me to actually apply CMS practically and dispatch letters and reminders as they came. He helped me update the status of files whenever I went through absolute difficulty in interpretation.

Week 4

During my final week, Shashank Sir taught me how to draft reminders. It was under his direction that I drafted first reminders on file numbers DL-103/32772/2012-2013/RTE, DL-108/42464/2012-2013/RTE, DL-103/44406/2012-2013/RTE, UP-203/42187/2012-2013/RTE, DL-102/39490/2012-2013/RTE and DL-101/33706/2012-2013/RTE, as well as second reminders on file numbers DL-507/33396/2012-2013/RTE, DL-709/21213/2010-11/RTE and DL-507/29182/2010-2011/RTE. Among the Tamil Nadu files that I had put in the form of a grid, he helped me draft first reminders on file numbers TN-102/38739/2012-2013/RTE-PH, TN-1201/38799/2012-2013/PH, TN-709/38791/2012-2013/RTE, TN-102/38719/2012-2013/RTE-PH and TN-1202/38789/2012-2013/PH, along with a D/O letter on file number TN-201/34657/2012-2013/RTE.

CONCLUSION

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The most astonishing was the fact that the two sub divisions in the RTE existed only on the face of it. The closer I looked the better I saw that it was one organization that had no divisions and absolutely no hierarchy. Everybody including the senior technical experts, the junior technical experts, the DEO's and the peons sat down together on the floor in a circle and took each other's case while sharing their food in each lunch break. What I saw was not competition but absolute co-orporation and the spirit of working together, and sticking for each other through thick and thin. As I reflect back, I'm taking a lot of memories and amazing professional experiences, but most importantly, people that will be a part of my life forever now.

This internship has given me the ability to believe that I could achieve my lifelong goal of making a change and has molded me into the type of individual who cares strongly about her surroundings, and cannot be happy unless she is impacting those around her in a positive way. I am sure that this conviction will be visibly rooted in my everyday routine. I have come to realize that since God has given me the gift to speak, I must utilize it to benefit others. Today, I see myself as someone who is hungry for tools and ideas and has begun to look for places to acquire them. Now I wish to quench my thirst for intellectually stimulating experiences by exploring possibilities. I have also realized, more importantly, that there is lots of work to be done in the world—work that sometimes involves facing the dark side of reality, but that somebody has to step up and do. This internship has really given me the ability to think critically, rather than simply expressing pity about the happenings around the world. Now, as much as I find Philosophy fun, I do not intend to discuss abstract ideas, but actually want to produce tangible influences through my work, witness how these influences cause progress in people's lives, and find meaning in my life through experiences.

By- Priya Tandon

Priya