

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

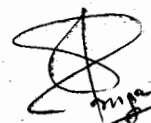
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### **Streamlining Grievance Redressal System in NCPCR.**

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.

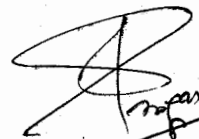
2. However, when the present Commission took charge in November, 2015, a large number of grievances/complaints were found pending in the Commission. Soon after taking charge, the Commission took stock of pending complaints and found more than 3,000 complaints unattended to. In order to provide redress 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 6336 complaints received during the period 15<sup>th</sup> December, 2015 to 30-09-2018 (total 9523), a total number of 7465 complaints have been disposed off after careful review till 30-09-2018. 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 615 such cases suo-motu.

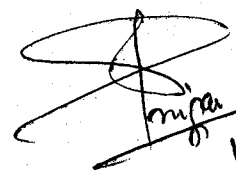
iv. A path breaking initiative named "POCSO e-box" was taken in August, 2016 providing an easy and direct online medium for reporting any case of sexual assault on a child. The "POCSO e-box" is incorporated prominently in the home page of NCPCR's web site. Till 30-09-2018 total 2845 hits were made on the "POCSO ebox", out of which 112 were found to be grievances covered under POCSO Act, 2012. Out of these 112 POCSO related grievances, 68 grievances have since been disposed off after taking up the matter with the concerned authorities.

  
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NCPCR -Statewise grievances redressal position						
Material for uploading on NCPCR web site.						
No. of grievances as on 1/10/2018						
S.N.	States	Pending as on 15-12-2015	Fresh received from 15-12-15 to 30-09-2018	Total	Closed during 15-12-15 to 30-09-2018	Pending as on 01-10-2018
1	Andaman and Nicobar Islands	0	8	8	7	1
2	Andhra Pradesh	706	97	803	588	215
3	Arunachal Pradesh	1	8	9	6	3
4	Assam	20	68	88	78	10
5	Bihar	80	274	354	231	123
6	Chandigarh	2	30	32	28	4
7	Chhattisgarh	5	138	143	101	42
8	Dadra and Nagar Haveli	0	1	1	1	0
9	Daman and Diu	0	1	1	1	0
10	Delhi	321	796	1117	898	219
11	Goa	1	8	9	9	0
12	Gujarat	11	120	131	106	25
13	Haryana	127	398	525	403	122
14	Himachal Pradesh	6	33	39	33	6
15	Jharkhand	70	163	233	144	89
16	Karnataka	19	175	194	155	39
17	Kerala	39	129	168	131	37
18	Lakshadweep	0	3	3	3	0
19	Madhya Pradesh	146	464	610	445	165
20	Maharashtra	108	320	428	361	67
21	Manipur	25	17	42	20	22
22	Meghalaya	6	13	19	19	0
23	Mizoram	3	3	6	6	0
24	Nagaland	1	1	2	1	1
25	Orissa	77	212	289	223	66
26	Puducherry	7	8	15	14	1
27	Punjab	24	164	188	141	47
28	Rajasthan	120	300	420	346	74
29	Sikkim	1	4	5	4	1
30	Tamil Nadu	193	225	418	306	112
31	Telangana	19	114	133	95	38
32	Tripura	3	10	13	11	2
33	Uttar Pradesh	950	1564	2514	2070	444
34	Uttarakhand	18	72	90	71	19
35	West Bengal	77	252	329	267	62
	Others	1	143	144	142	2
	<b>Total</b>	<b>3187</b>	<b>6336</b>	<b>9523</b>	<b>7465</b>	<b>2058</b>

TABLE-'A'

Suo-moto cognizance taken during July-Sep 2018:- 55

  
13-11-2018