

CITIZEN'S CHARTER



National Commission for Protection of Child Rights
New Delhi

CITIZEN'S CHARTER

OUR VISION

Protection of child rights in the Country in the context of the United Nations' Convention on the Rights of Child (CRC).

OUR MISSION

- (i). To ensure that the rights of all children irrespective of their gender, religion, caste are protected.
- (ii). To inquire into cases of violations of child rights and recommend action against violators of child rights.
- (iii). To examine factors those inhibits enjoyment of child rights and recommend appropriate remedial measures.
- (iv). To undertake research and studies in the field of child rights.

FUNCTIONS OF THE COMMISSION

- (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 Govt., 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 disasters, domestic violence, HIV / AIDS, trafficking, maltreatment, torture and exploitation, pornography and prostitution and recommend appropriate remedial measures;
- (e) Look into matters relating to children in need of special care and protection including children in distress, marginalized & 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, 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 Central Govt. or any State Govt. 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 or take *suo moto* notice of matters related to
 - (a) deprivation & violation of child rights;
 - (b) non implementation of laws providing for protection and development of children;
 - (c) 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; ortake up the issues arising out of such matters with appropriate authorities; and
- (k) Perform such other functions considered necessary for the promotion of child rights and any other matter incidental to the above functions:
- (l) Analyze existing law, policy and practice to assess compliance with Convention on the Rights of the Child,
- (m) Present to the central Govt. annually and at such other intervals as the Commission may deem fit, reports upon the working of those safeguards;
- (n) Undertake formal investigations where concern has been expressed either by children themselves or by concerned person on their behalf;
- (o) Promote, respect and serious consideration of the views of children in its work and in that of all Govt. Departments and Organizations dealing with child;

- (p) Produce and disseminate information about child rights;
- (q) Compile and analyze data on children;
- (r) Promote the incorporation of child rights into the school curriculum, teachers training and training of personnel dealing with children.

OUR CLIENTS

- All Citizens particularly children.
- Central Govt. Ministries/ Departments and other offices.
- State Govts./ UT Administrations.
- NGOs and other activists in the field of Child Rights

DETAILS OF BUSINESS TRANSACTED BY THE COMMISSION

We strive for protection of child rights by:

- (1) Making recommendations to concerned Govt. / authorities for action in cases of violation of child rights noticed.
- (2) Making recommendations to concerned Govt. / authorities concerned for action against the person responsible for violation of child rights.
- (3) Approaching Supreme Court or High Court for directions, orders or writs, as deemed fit, for violation of child rights noticed.
- (4) Making recommendations to concerned Govt. / authorities for grant of interim relief to the victim of child right violation or members of his family.
- (5) Carrying out public hearings for cases of violation of child rights and making recommendations.
- (6) Carrying out inspections, investigations for cases of violation of child rights and making recommendations.
- (7) Carrying out review of laws, condition of Children's Homes etc. through working groups, committees constituted for the purpose and making recommendations.
- (8) Making studies / carrying out research on all aspects related to child rights, compilation of data and making recommendations.
- (9) Creating awareness through seminars, workshops, publications etc.

STATEMENT OF SERVICES PROVIDED

Dealing with complaints regarding violations of child rights

For this purpose the application should:

- ❖ be addressed directly to:

Member Secretary,
National Commission for Protection of Child Rights,
5th Floor, Chanderlok Building, 36 – Janpath,
New Delhi – 110001
Phone : 011 – 23724020, Fax : 011-23724026

- ❖ contain all relevant details accompanied with all concerned documentary evidences.

REDRESSAL OF GRIEVANCES OF THE CITIZENS

Grievances received in the Commission will receive instant attention. Grievances can be addressed to: -

Member Secretary
National Commission for Protection of Child Rights
5th Floor, Chanderlok Building, 36 – Janpath
New Delhi – 110001
Phone : 011 – 23724020, Fax : 011-23724026

EXPECTATION FROM THE CLIENT/CITIZEN

We expect every organization, public or private and all citizens

- ❖ To interact with the Commission to improve its efficiencies,
- ❖ To imbibe the spirit of protection, safeguarding & promoting child rights,
- ❖ To honour and abide by the Rules and Regulations framed by Govt. towards protection of child rights,
- ❖ To share information with other citizens on protection of child rights
- ❖ To bring cases of violation of child rights to the notice of the Commission
- ❖ To offer suggestions to streamline the functioning of the existing institutions related to child rights, promote accountability and responsibility, and
- ❖ To adopt the precepts of protection of child rights.

WE REQUEST CENTRAL / STATE GOVERNMENTS / UT ADMINISTRATIONS / ORGANISATIONS / NGOS / PROFESSIONAL BODIES AND OTHER CONCERNED ORGANIZATIONS TO

- ❖ Send all communication / information in a complete manner accompanied with the required documents,
- ❖ Visit our website (<http://www.ncpcr.gov.in>) for further details, and
- ❖ Contact the officers as given in the Annexure, if need arises.

NAME, ADDRESS & PHONE NUMBERS OF THE OFFICERS OF THE COMMISSION

Smt. Shantha Sinha
Chairperson
National Commission for Protection of Child Rights
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Phone : 011 – 23731583 & 23731584

Smt. Sandhya Bajaj
Member
National Commission for Protection of Child Rights
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Ms. Dipa Dixit
Member
National Commission for Protection of Child Rights
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Phone : 011 – 23724022

Shri V.C.Tewari
Member Secretary
National Commission for Protection of Child Rights
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Phone : 011 – 23724020

Shri R.K.Singh
Director
National Commission for Protection of Child Rights
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Phone : 011 – 23724025

Shri B.K.Sahu
Registrar, National Commission for Protection of Child Rights
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