

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

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### Streamling 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 the 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 2248 complaints received during the period 15<sup>th</sup> December, 2015 to 31<sup>st</sup> March, 2017 (total 5435), a total number of 3446 complaints have been disposed off after

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careful review till 31.03.2017. State-wise status of these complaints is given at Table 'A'.

- 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 on suo motu basis. A total of 299 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. Due to the gravity of the information received 2 spot inquiries have been conducted and FIRs lodged.

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**NCPDR -Statewise grievances redressal position****Material for uploading on NCPDR web site.****No. of grievances**

S.N.	States	Pending as on 15-12-2015	Fresh received from 15-12-15 to 31-03-2017	Total	Closed during 15-12-15 to 31-03-2017	Pending as on 1-04-2017
1	Andaman and Nicobar Islands	0	1	1	1	0
2	Andhra Pradesh	706	30	736	314	422
3	Arunachal Pradesh	1	2	3	2	1
4	Assam	20	19	39	26	13
5	Bihar	80	73	153	92	61
6	Chandigarh	2	9	11	8	3
7	Chhattisgarh	5	60	65	39	26
8	Dadra and Nagar Haveli	0	0	0	0	0
9	Daman and Diu	0	1	1	1	0
10	Delhi	321	330	651	464	187
11	Goa	1	5	6	5	1
12	Gujarat	11	35	46	34	12
13	Haryana	127	164	291	152	139
14	Himachal Pradesh	6	9	15	13	2
15	Jharkhand	70	52	122	54	68
16	Karnataka	19	49	68	48	20
17	Kerala	39	51	90	67	23
18	Lakshadweep	0	1	1	1	0
19	Madhya Pradesh	146	148	294	149	145
20	Maharashtra	108	116	224	160	64
21	Manipur	25	8	33	11	22
22	Meghalaya	6	8	14	12	2
23	Mizoram	3	2	5	0	5
24	Nagaland	1	0	1	1	0
25	Orissa	77	68	145	112	33
26	Puducherry	7	7	14	9	5
27	Punjab	24	46	70	53	17
28	Rajasthan	120	116	236	134	102
29	Sikkim	1	0	1	1	0
30	Tamil Nadu	193	69	262	183	79
31	Telangana	19	47	66	37	29
32	Tripura	3	3	6	5	1
33	Uttar Pradesh	950	600	1550	1103	447
34	Uttarakhand	18	25	43	33	10
35	West Bengal	77	80	157	108	49
	Others	1	14	15	14	1
	<b>Total</b>	<b>3187</b>	<b>2248</b>	<b>5435</b>	<b>3446</b>	<b>1989</b>

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