



# E-Baal Nidan

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**Why is in news?** Online portal "E-Baal Nidan" for redressal of grievances against violation of child rights revamped

- The **National Commission for Protection of Child Rights (NCPCR)** (hereinafter referred to as the Commission) is a **statutory body** constituted under **Section 3 of the Commission for Protection of Child Rights (CPCR) Act, 2005** to **protect the child rights and other related matters** in the country.
- The Commission is further mandated to monitor the proper and effective implementation of Protection of Children from Sexual Offences (POCSO) Act, 2012; Juvenile Justice (Care and Protection of Children) Act, 2015 and Right to Free and Compulsory Education (RTE) Act, 2009.
- In one of the functions laid down **under Section 13 of the CPCR Act, 2005**, the Commission has been assigned with the function to 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.
- The Commission, to fulfil its mandate and functions **under Section 13 of the CPCR Act, 2005** had developed an **online complaint mechanism "E-Baal Nidan"** in 2015
- It is an online portal, wherein any person can register a complaint **reporting about any violation committed against a child** and after such registration, the complainant will get a complaint registration number.
- Through this number, the progress of redressal of the complaint in the Commission can be tracked by the complainant.
- This online mechanism of reporting **ensures that the complainant has the ease of making a complaint to the Commission through online mode without any costs.**
- It makes the process of redressal of complaints transparent for the complainant and helps in timely disposal of cases by the Commission.
- The Commission has **revamped this portal in 2022 to include new features** which would be beneficial for the complainants as well as the Commission while dealing with complaints.
- Some of the new features include **bifurcation of complaints based on the nature of the complaint into their subject matters like Juvenile Justice, POCSO, Labour, Education etc**, internal monitoring and transfer of complaints in the Commission, tracking of complaints at every stage in a more mechanised and time bound manner.