

NATIONAL HUMAN RIGHTS COMMISSION, INDIA
(STRATEGIC PLAN FOR THE PERIOD - 01 APRIL 2018 TO 31 MARCH, 2021)

Preamble

1. **Mission Statement:** To promote and protect human rights of all and enhance the reach of Commission to the grass root level, especially the vulnerable and marginalized sections of the society.

2. **Approach to Strategic Planning:** This Strategic Plan for 2018-2021 is the result of detailed in house deliberations involving an and extensive programme of participatory engagement amongst all the stakeholders. The key elements of the process included an analysis of:
 - * the performance of the organisation over the past 5 years;
 - * the emerging human rights issues from the perspective of human rights in our society.
 - * the views of key stakeholders including the States, government agencies, civil society, Human Rights Defenders and the citizens.

3. **Our Focus Areas:** Human dignity for all, protect rights of the people especially from marginalised sections of society, prison reforms, women & child rights, rights of disabled, elderly, LGBTI rights, environment protection, health care & mental health, human rights education, bonded & child labour issues, good governance, business & human rights, human right defenders, NGO's/civil society and encourage research on issues related to human rights, generate awareness and work with all the stakeholders for continuous improvement in laws & schemes to promote and protect human rights in a holistic manner.

4. **NHRC Priorities:** The NHRC strategic plan for 2018-2021 sets out the awareness activities, events, time frames and targets that will be required to deliver the functions that contribute towards the key outcomes. It includes measures to mitigate risks arising from strategic and operational assumptions. This strategic plan has been developed in recognition of the resources available to the NHRC. Accordingly, the NHRC has prioritised the activities, time frames and targets described in this plan. These priorities have been

developed in the light of the strategic and functional priorities identified and approved by the Commission.

5. Priority NHRC Functions:

In delivering its strategic plan for 2018-2021, the NHRC will prioritise support for the following functions:

- * Complaints and redressal mechanism.
- * Awareness raising, Human Rights Education, training and research.
- * Cooperation with all SHRCs and other National Commissions.
- * Cooperation with civil society, NGOs and Human Rights Defenders.
- * Monitoring and Progress
- * Engagement in international and regional bodies and mechanisms.

1st April, 2018 to 31st March, 2019

Institutional Development	Activities (Core Areas)	Scheduled Time	Expected Outcome/Impact
1. Handling of Complaints & Complaints Management System	(1) Processing of complaints:- Expeditious processing of complaints and listing before the Commission within one week of receipt.	Throughout the year	Timely/ expeditious disposal and reduction in pendency of registered complaints. Annually, the commission receives over 1,20,000 complaints.
	(2) Full Commission and Division Bench Sittings:- Convening of Full Commission and Division Bench Sitting on Monday Wednesday and Thursday respectively on a regular basis.	Throughout the year	Timely attention to important cases, particularly expeditious disposal of cases of deaths in custody and deaths during police action, other deaths involving HR violation, women & child issues of significance etc.
	(3) Camp Sitting/Open hearing at regional levels Region 1 – Gujarat, Daman & Diu Dadar Nagar Haveli Region 2 – Sikkim and Arunachal Pradesh Region 3 – Madhya Pradesh Region 4 – West Bengal Region 5 – Karnataka	At least one in each Quarter	Provide an opportunity to weaker sections to present their grievances and ensure expeditious redressal of grievances with appropriate direction to the authorities. - Interaction with State and District level administration/ local NGOs/ Civil society/ HR defenders and media on HR situation there.

	<ul style="list-style-type: none"> i) Involving Handling of complaints of human rights violations ii) Interaction with media persons iii) Interaction with NGOs & HRDs iv) Interaction with senior officers of state government & District Administration. v) Online HR Pledge 		- Creation of awareness and sensitization of Govt. officials & others.
	<p>(4) Integration / Operationalisation of existing Complaint Management System (CMS) on Cloud</p> <p>(5) Use of Common Service Centres (CSC) for increasing outreach of NHRC, through online/ digital platform, up to district Level throughout the country.</p> <p>(6) Optimum use of Video-Conferencing for communicating with Govt. Authorities etc.</p>	2 nd Qtr	<p>After the recent development of web-based version of CMS Software, NHRC will deploy its CMS Software Application on cloud for better accessibility and management.</p> <p>Through CSCs, complainants will be able to send complaints via e-mail to NHRC and get the status online. Human Rights Awareness campaign will also be conducted with the help of CSCs.</p> <p>Commission will interact with concerned Govt. Authorities (both central and state) over Video-conferencing for speedy disposal of cases, awareness generation etc. Facilitate expeditious disposal and reduce Pendency of cases.</p>
	(7) Updating and release of revised Procedure Regulations-2018	2 nd Qtr	Streamlining procedures regulating Commission's business, ensuring speedy disposal and efficient transaction of office work.
	<p>(8) Setting up of Toll-free helpline for promotion and protection of human rights.</p> <p>(9) Discuss, analyze & render comments on Acts/Bills, cabinet notes etc. received from Govt.</p>	1 st Qtr	<p>Nationwide Toll free Helpline will help persons, especially of marginalised sections of society, anywhere in the country in reporting incidents of human rights violations to the Commission.</p> <p>Enable to put forth Commission's view point on HR perspective to Government effectively for greater objectivity in formulation of laws, schemes, projects etc. impacting HRs of people.</p>

2. Human Rights Education, Training & Capacity Building.	(1). Processing of proposal for amendment to the PHR Act 1993.	3 rd Qtr	Strengthening the composition of the Commission, measures to enhance transparency and accountability etc.
	(2). Human Rights Literacy, Awareness & Training Programmes in different regions of the country for women rights, child rights and other thematic human rights issues	Throughout the year	Spreading awareness about the Protection and Promotion of Human Rights among all stakeholders. (Approx. 85 Trg. Programs per year)
	(3) Organising basic/ advance training programmes in various regions of the country.	2 nd Qtr	
	(4). Review the safeguards, constitutional provisions and International Covenants provisions with reference to India's status on:- a) Disability. b) Torture. c) CRC	2 nd Qtr 4 th Qtr 4 th Qtr	Review the safeguards provided by or under International Covenants, Constitution or any law for the time being in force for the protection of human rights and recommend measures for their effective implementation by harmonising provision under Indian Laws with International Covenants.
	(5). Summer Internship Programme (May-June, 2018), Winter Internship Programme (Dec 2018 to January 2019) & Short Term Internship Programme for Law students	2 nd & 4 th Qtr respectively	To sensitize, train and educate students on the wide range of human rights issues. Approx. 300 students are to be trained in these internships.
	(6). Commencement of online Certificate Course through IGNOU	3 rd Qtr	To spread HR education among masses including students, NGO's, activists etc.
	(7). Commencement of online Certificate Course through UGC	4 th Qtr	To spread HR education among masses including students, NGO'S, activists etc.
	(8) Online Course on Human Rights for in- service personnel	-	To help in-service Police, Judicial and other services Personnel to learn about the human rights and their duties/ responsibilities/ best practices etc.
	(9) Online Educational Courses on Human Rights through SWAYAM Portal (UGC)	4 th Qtr	To teach the general public about human rights by online access.
	(10) Introduction of standard core human rights curriculum in all training Schools and academies of security and enforcement agencies.	2 nd Qtr	Spread awareness about promotion and protection of Human Rights and achieve uniformity and comprehensive coverage of HR curriculum of Police/ Security forces.
	(11) Conduct of Debate Competition for Central Armed Police forces and State Police Forces.	3 rd Qtr	Spread awareness about promotion and protection of Human Rights among police / security forces.
	(12) Theme based Short Films on Human Rights a) NHRC documentary film b) CSC : short films on select focus HR issues	1 st Qtr 2 nd Qtr	To synergise benefit of media reach and outreach of NHRC

	(13) HR short film competition	3 rd Qtr	
	(14) Introduction of Sensitization program for select Group I Officers- Probationers / Trainees.	4 th Qtr	Focuses on sensitization of Group-I Services (IAS/ IPS etc) probationers on issues related to HR from the perspective of district level functioning in their initial years in service.
	(15) In-house Gender Sensitization Workshop : One per year to be organized for all employees of NHRC	3 rd Qtr	To inculcate understanding of the gender specific roles and to deal with related cases efficiently.
	(16) Encourage research projects on gender Issues and create a Data-base online on the issues related to women, child, business and human rights etc.	3 rd Qtr	Encourage research from premier institutions like TISS, IIMs, UGC universities, Central & State Govt. Institutions of repute etc.
	(17) Online H.R. Pledge for individuals and organisations.	Throughout the year	Raise sensitization at the individual and organizational level.
	(18) Amend/review Recruitment Rules of NHRC.	4 th Qtr	Amend the RRs to meet the aspirations of all the employees in alignment with the DoPT Govt. Policy.
	(19) Annual Statutory Audit - Carryout financial audit for allocated funds in Grant-in-aid of the Commission	3-4 th Qtr	Approx. Rs. 45 crore (7.5 million dollar) are allocated to the NHRC annually. To ensure proper compliance of GOI/ CAG/MOF instructions regarding utilisation of funds/ grants, reporting, financial discipline etc.
3. Awareness Workshops/ Seminars/ Conferences & Team Building	(1) Meetings of various Core Groups : NHRC Core Groups including Core Group of NGOs, Disability, Mental Health, Protection and Welfare of the Elderly Persons, Right to Food, Lawyers, Core Advisory Group on Bonded Labour and Core Advisory Group on Health.	Average of 1 core group meeting per month.	To identify challenges, share best practices and decide road ahead on important HR issues.
	(2) CP/Secretary-level Meeting of NHRC and all other Deemed Member National Commissions, including NCPCR (Special invitee)	4 th Qtr	Collective understanding and approach to handle issues related to human rights more effectively.
	(3) Celebration of Human Rights Day, 10 th December, 2018.	3 rd Qtr	Celebration along with accompanying events, with all employees and stake holders.
	(4) Annual Human Rights Defenders Workshop.	3 rd Qtr	To understand their challenges and way ahead.
	(5) Conduct of workshop for Elimination of Bonded Labour System (BL Workshop)	1 st & 2 nd Qtr	To raise awareness among all the stakeholders to eliminate Bonded Labour/Child Labour including issues of interstate Migrant workers and to establish conceptual clarity about the strategy and methodology of identification, release and rehabilitation of Bonded Labour and exchange of ideas and experiences amongst the participants
	(6) National Seminar on Manual Scavenging	4 th Qtr	To enhance knowledge and awareness of the district administration and other stakeholders on the practice of manual scavenging in general, to eliminate the manual scavenging practice and sharing the experiences of various stakeholders in addressing these issues more effectively.
	(7) Upgrading software of Audit & Accounts.	2 nd Qtr	To improve fund management, reporting and decision support.

	(8) Selection of Jr. Legal & Research Consultants, Research Consultants and Jr. Research Consultants	-	On need basis (selection and orientation training in house)
	(9) National Seminar on prison reforms and finalization of amendments to Prisons Act	3 rd Qtr	To create awareness on different prison related issues, guide both police and prison authorities in understanding the issues of rehabilitation of the convicts and for protection and promotion of human rights of prisoners.
	(10) Regional Conference on Juvenile Justice Act, 2015 and POCSO Act, 2012		To discuss & review the status of implementation of JJA, 2015 and POCSO, 2012. The recommendations emanating from the conference would be finalized as well as incorporated in the planning of national conferences on JJA, 2015 and POCSO, 2012 to decide way forward.
	(11) National conference on Juvenile Justice Act	2 nd / 3 rd Qtr	To evolve a national action plan document for effective implementation of Act
	(12) Role of NGOs in better HR education and remedies at District level.	1 st Qtr	To discuss involved issues, decide priority areas, decide on way forward in these major areas of concern with the involvement of diverse stakeholders. Effective participation of officers and staff of the Commission from various divisions, to enhance spirit-de-corps.
	13) Public Hearing on Right to Health Care (One Per Qtr.)	3 rd Qtr	
	14) National conference on Business & Human Rights		
	15) International Human Rights Summit	3 rd Qtr	
	16) National conference on Child Rights	2 nd Qtr	
	17) National Conference on Rights of Persons with Disabilities	4 th Qtr	
	18) Team building institutional events & Sports events for NHRC staff	4 th Qtr	
	19) Restorative Justice - Compensation and Restitution for victims of crime (Women & Children) - (a) Regional Workshop for 2 regions.	1 st Qtr	
	Restorative Justice - Compensation and Restitution for victims of crime (Women & Children)-(b) Regional Workshop for 2 regions	2 nd Qtr	
	Restorative Justice - Compensation and Restitution for victims of crime (Women & Children)-(c) National Workshop.	3 rd Qtr	
	20) Driving growth by promoting female participation and reducing gender gap (a) Regional Workshop for 2 regions.	2 nd Qtr	
	Driving growth by promoting female participation and reducing gender gap (b) Regional Workshop for 2 regions.	3 rd Qtr	
	Driving growth by promoting female participation and reducing gender gap (c) National Workshop	4 th Qtr	

4. Implementation of Official language Policy/ Hindi/ Related Activities	1) Hindi Fortnight (Human Rights Fortnight)	3 rd Qtr	Conduct of various in- house staff competitions and open competitions etc. to raise awareness about human rights.
	2) Hindi Seminar on thematic issues in different regions of the country	3 rd & 4 th Qtr	
	3) National creative writing competition in Hindi		
	4) Redesign and redevelopment of NHRC Website (Hindi Version)	2 nd Qtr	Re-design and re-development of NHRC website with following: <ul style="list-style-type: none"> • Improved User Interface • Content Management Framework • Disable-friendly • Mobile devices friendly • Bi-lingual (English and Hindi) • Role-based
	5) Hindi & English Journal (Annual) 6) Newsletter (monthly)	-	To raise awareness about HR issues, role and activities of NHRC etc.
	7) Special drive- Swachch Bharat Mission (Internal/ Monthly)	Regularly	<ul style="list-style-type: none"> • Cleanliness drive in and around office.
	8) Obtaining ISO Certificate for MAB	3 rd Qtr	To streamline/ standardise office procedure and functioning.
	9) Organising International Yoga Day on 21 st June	2 nd Qtr	To enhance and integrate physical and mental fitness & agility among staff.
	10) Design & development of Human Rights Commission Network (HRCNet)	4 th Qtr	A portal to be developed for providing common platform to NHRC, India as well as to State Human Rights Commissions in India where complainants can be lodged regarding alleged human rights violations and complainants can view the complaint status/ disposal etc online.
	11) Implementation of eOffice Software Package in selected Divisions/Sections of NHRC.	4 th Qtr	To increase digitisation and paperless office, NHRC India will make efforts for implementation of eOffice software package in the selected division/ section. Target for 2018-19: 01 Sections of Administration Division on pilot basis.

	12) Use of MyGov Portal for Human Rights Awareness	Throughout the year	For spreading awareness about Human Rights, various mechanisms available on MyGov Portal for connecting with citizens all over the country to be optimally used.
	13) Making of NHRC Anthem	2 nd Qtr	To celebrate the Silver Jubilee year of NHRC/ have an anthem depicting NHRC values.
	14) Publishing & tabling of Annual Report of NHRC in Parliament. 2015-2016 2016-2017. 2017-2018	2 ND Qtr 3 rd Qtr 4 TH Qtr	Dissemination of information/ financial management & discipline.
	15) Visits of Special Rapporteurs to different parts of the country and collect first hand reports	Throughout the Year	Zonal Special Rapporteurs, work like eyes and ears of NHRC. These are like extended arms of NHRC, which reach to various places. They deal with issues like bonded labour, starvation deaths, mental health, custodial justice, prisons, mental healthcare etc.
5. Investigation Division	1) Spot enquiries in important cases of fake encounters, extra judicial killings etc. (Approx 40-50/ Qtr)	Throughout the year	To have first hand information on significant cases, improve Visibility, outreach and credibility of the Commission.
	2) Enhancement & Strengthening of manpower & human resources (Case forwarded to Govt)	1 st Qtr	Increase in productivity, Timely disposal of cases & relief to the victims/ maximise NHRC's investigation role in significant cases which is instrumental in further independence and objectivity.
	3) To upgrade the knowledge and professional skills of the officers of investigation Division by organizing workshops/seminars and training sessions for them. Experts from the fields of law enforcement, judiciary, lawyers and forensic & medical experts would be invited for the purpose. Also to familiarize the officers with latest developments in national & international human rights laws, practices and procedures by nominations to attend training sessions, workshops, seminars and conferences at national and international levels.	Throughout the year	Enhancement of capability of staff, better handling of cases, capacity building.
	4) Developing a compendium of case studies/ best practices etc.	2 nd Qtr	To document significant cases, disseminate learning.

	5) Short term orientation programme for State Police Forces on investigation issues, especially on Police/Judicial Custody issues.	Any time during the year	To sensitise police personnel and improve their functioning in these sensitive areas.
	6) Engagement of a medical expert (on contract basis) to assist investigation division	2 nd Qtr	To improve and strengthen the IO of Investigation Division in dealing with medical treatment records/PMRs etc.
6. International Cooperation	1) APF Annual Financial Contribution [USD 1,50,000] and GANHRI Annual Financial Contribution [5000 CHF (Swiss Francs)]	4 th Qtr	As per the schedule of GANHRI/APF
	2) APF Senior Executive Officers' (SEO) Meeting 3) APF Annual Meeting and Biennial Conference	As fixed by APF	Knowledge sharing between member NHRIs, specific initiatives/ projects etc.
	4) GANHRI Bureau and Annual Meetings	3 rd / 4 th Qtr	Knowledge sharing between member NHRIs, specific initiatives/ projects etc.
	5) CFNHRI Annual Meeting	1 st Qtr	Knowledge sharing between member NHRIs, specific initiatives/ projects etc.
	6) Monitoring/interim review of progress on updation of UPR	Throughout the year	To review progress with concerned ministries/ depts. Of government.
7. Silver Jubilee Celebration	1) Role of Media in Promotion & Protection of Human Rights – Panel discussion	3 rd Qtr	To mark the Silver Jubilee of NHRC, organise a wide range of events to disseminate message of HRs by involving important stake holders like Govt agencies, businesses, NGOs, media, creative people, staff, citizens etc.
	2) Human Rights Film Festival	3 rd Qtr	
	3) HR Film's Showcase	3 rd Qtr	
	4) Theatre Festival on H.R. issues	3 rd Qtr	
	5) International Human Rights Summit	3 rd Qtr	
	6) Human Rights Memorial Lecture	3 rd Qtr	
	7) Best HR Film Award (Competition)	3 rd Qtr	
	8) Debate/Painting Awards / Singing & Dancing(Competition)	3 rd Qtr	
	9) Cultural Programme for NHRC staff		
	10) Manav Adhikar HR Mela	3 rd Qtr	

	11) Free Health Camp and Blood Donation Camp	3 rd Qtr	
	12) Run for Human Rights	3 rd Qtr	
	13) Mann ki Baat by PM on Human Rights to be broadcast by AIR (on confirmation)	3 rd Qtr	
	14) Human Rights Pledge (Online & Physical)	Throughout the year.	
	15) Release of First Day Cover and Postal Stamp	3 rd Qtr	
	16) Release of Publications of NHRC	3 rd Qtr	
	17) Special Press Interaction with Media	3 rd Qtr	

1st April, 2019 to 31st March, 2020

Institutional Development	Activities (Core Areas)	Scheduled Time	Expected Outcome/Impact
1. Handling of Complaints & Complaints Management System	(1) Processing of complaints:- Expeditious processing of complaints and listing before the Commission within one week of receipt.	Throughout the year	Timely/ expeditious disposal and reduction in pendency of registered complaints. Annually, the commission receives over 1,20,000 complaints.
	(2) Full Commission and Division Bench Sittings:- Convening of Full Commission and Division Bench Sitting on Monday Wednesday and Thursday respectively on a regular basis.	Throughout the year	Timely attention to important cases, particularly expeditious disposal of cases of deaths in custody and deaths during police action, other deaths involving HR violation, women & child issues of significance etc.
	(3) Camp Sitting/Open hearing at regional levels (Places / Zones to be finalised later) i) Involving Handling of complaints of human rights violations ii) Interaction with media persons iii) Interaction with NGOs & HRDs iv) Interaction with senior officers of State government & District Administration. v) Online HR Pledge	Date to be decided	- Interaction with State and District level administration/ local NGOs/ Civil society/ HR defenders and media on HR situation there. - Creation of awareness and sensitization of Govt. officials & others.
	(4) Integration / Operationalisation of existing Complaint Management System (CMS) on Cloud (5) Use of Common Service Centres (CSC) for increasing outreach of NHRC, through online/ digital platform, up to district level throughout the country.	2 nd Qtr	After the recent development of web-based version of CMS Software, NHRC will deploy its CMS Software Application on cloud for better accessibility and management. Through CSCs, complainants will be able to send complaints via e-mail to NHRC and get the status online. Human Rights Awareness campaign will also be conducted with the help of CSCs.
	(6) follow up of Toll-free helpline for promotion and protection of human rights.	1 st Qtr	Nationwide Toll free Helpline will help persons especially of marginalised sections of society anywhere in the country in reporting incidents of human rights violations to the Commission.

	9) Discuss, analyze & render comments on Acts/Bills, cabinet notes etc. received from Govt.		Enable to put forth Commission's view point on HR perspective to Government effectively for greater objectivity in formulation of laws, schemes, projects etc. impacting HRs of people.
2. Human Rights Education, Training & Capacity Building	(1). Processing of proposal for amendment to the PHR Act 1993.	3 rd Qtr	Strengthening the composition of the Commission, measures to enhance transparency and accountability etc.
	(2).Human Rights Literacy, Awareness & Training Programmes in different regions of the country for women rights, child rights and other thematic human rights issues	Throughout the year	Spreading awareness about the Protection and Promotion of Human Rights among all stakeholders. (Approx. 85 Trg. Programs per year)
	(3) Organising basic/ advance training programmes in various regions of the country.	2 nd Qtr	
	(4). Review the safeguards, constitutional provisions and International Covenants provisions with reference to India's status on:- a) Disability. b) Torture. c) CRC	2 nd Qtr 4 th Qtr 4 th Qtr	Review the safeguards provided by or under International Covenants, Constitution or any law for the time being in force for the protection of human rights and recommend measures for their effective implementation by harmonising provision under Indian Laws with International Covenants.
	(5). Summer Internship Programme (May-June, 2018), Winter Internship Programme (Dec 2018 to January 2019) & Short Term Internship Programme for Law students	2 nd & 4 th Qtr respectively	To sensitize, train and educate students on the wide range of human rights issues. Approx. 300 students are to be trained in these internships.
	(6). Commencement of online Certificate Course through IGNOU	3 rd Qtr	To spread HR education among masses including students, NGO, activists etc.
	(7). Commencement of online Certificate Course through UGC	4 th Qtr	To spread HR education among masses including students, NGO'S, activists etc.
	(8) Online Course on Human Rights for in- service personnel	-	To help in-service Police, Judicial and other services Personnel to learn about the human rights and their duties/ responsibilities/ best practices etc.
	(9) Introduction of standard core human rights curriculum in all training Schools and academies of security and enforcement agencies.	2 nd Qtr	Spread awareness about promotion and protection of Human Rights and achieve uniformity and comprehensive coverage of HR curriculum of Police/ Security forces.

	(10) Conduct of Debate Competition for Central Armed Police forces and State Police Forces.	3rd Qtr	Spread awareness about promotion and protection of Human Rights among police / security forces.
	(11) Theme based Short Films on Human Rights a) NHRC documentary film b) CSC : short films on select focus HR issues	1 st Qtr 2 nd Qtr	To synergise benefit of media reach and outreach of NHRC
	(12) HR short film competition	3 rd Qtr	
	(13) Introduction of Sensitization program for select Group I Officers- Probationers / Trainees.	4 th Qtr	Focuses on sensitization of Group-I Services (IAS/ IPS etc) probationers on issues related to HR from the perspective of district level functioning in their initial years in service.
	(14) In-house Gender Sensitization Workshop : One per year to be organized for all employees of NHRC	3 rd Qtr	To inculcate understanding of the gender specific roles and to deal with related cases efficiently.
	(15) Encourage research projects on gender Issues and create a Data-base online on the issues related to Women, child, business and human rights etc.	3 rd Qtr	Encourage research from premier institutions like TISS, IIMs, UGC universities, Central & State Govt. Institutions of repute etc.
	(16) Online H.R. Pledge for individuals and organisations.	Throughout the year	Raise sensitization at the individual and organizational level.
	(17) Amend/review Recruitment Rules of NHRC.	4 th Qtr	Amend the RRs to meet the aspirations of all the employees in alignment with the DoPT Govt. Policy.
3. Awareness Workshops/ Seminars/ Conferences & Team Building	(1) Meetings of various Core Groups: NHRC Core Groups including Core Group of NGOs, Disability, Mental Health, Protection and Welfare of the Elderly Persons, Right to Food, Lawyers, Core Advisory Group on Bonded Labour and Core Advisory Group on Health.	Average of 1 core group meeting per month.	To identify challenges, share best practices and decide road ahead on important HR issues.
	(2) CP/Secretary-level Meeting of NHRC and all other Deemed Member National Commissions, including NCPDR (Special invitee)	4 th Qtr	Collective understanding and approach to handle issues related to human rights more effectively.
	(3) Celebration of Human Rights Day, 10 th December, 2018.	3 rd Qtr	Celebration along with accompanying events, with all employees and stake holders.
	(4) Annual Human Rights Defenders Workshop.	3 rd Qtr	To understand their challenges and way ahead.
	(5) Conduct of workshop for Elimination of Bonded Labour System (BL Workshop)	1 st & 2 nd Qtr	To raise awareness among all the stakeholders to eliminate Bonded Labour/Child Labour including issues of interstate Migrant workers and to establish conceptual clarity about the strategy and methodology of identification, release and rehabilitation of Bonded Labour and exchange of ideas and experiences amongst the participants
	(6) Selection of Jr. Legal & Research Consultants, Research Consultants and Jr. Research Consultants	-	On need basis (selection and orientation training in house)

	(7) Regional Conference on Juvenile Justice Act, 2015 and POCSO Act, 2012		To discuss & review the status of implementation of JJA, 2015 and POCSO, 2012. The recommendations emanating from the conference would be finalized as well as incorporated in the planning of national conferences on JJA, 2015 and POCSO, 2012 to decide way forward.
	(8) National conference on Juvenile Justice Act	2 nd / 3 rd Qtr	To evolve a national action plan document for effective implementation of Act
	(9) Role of NGOs in better HR education and remedies at District level.	1 st Qtr	To discuss involved issues, decide priority areas, decide on way forward in these major areas of concern with the involvement of diverse stakeholders. Effective participation of officers and staff of the Commission from various divisions, to enhance spirit-de-corps.
	(10) Public Hearing on Right to Health Care (One Per Qtr.)	3 rd Qtr	
	(11) National conference on Business & Human Rights	3 rd Qtr	
	(12) International Human Rights Summit	2 nd Qtr	
	(13) National conference on Child Rights	4 th Qtr	
	(14) National Conference on Rights of Persons with Disabilities	4 th Qtr	
	(15) Team building institutional events & Sports events for NHRC staff	3 rd Qtr.	
	(16) Restorative Justice – Compensation & Restitution for victims of crime (Women & Children) – National Workshop.	4 th Qtr.	
	(17) Driving growth by promoting female participation & reducing gender gap – National Workshop.		
4. Implementation of Official language Policy/ Hindi/ Related Activities	(1) Hindi Fortnight (Human Rights Fortnight)	3 rd Qtr	Conduct of various in- house staff competitions and open competitions etc. to raise awareness about human rights.
	(2) Hindi Seminar on thematic issues in different regions of the country	3 rd & 4 th Qtr	
	(3) National creative writing competition in Hindi		
	(4) Redesign and redevelopment of NHRC Website (Hindi Version)	2 nd Qtr	Re-design and re-development of NHRC website with following: <ul style="list-style-type: none"> • Improved User Interface • Content Management Framework • Disable-friendly • Mobile devices friendly • Bi-lingual (English and Hindi) • Role-based
	(5) Hindi & English Journal (Annual) (6) Newsletter (monthly)	-	To raise awareness about HR issues, role and activities of NHRC etc.

	(7) Special drive- Swachh Bharat Mission (Internal/ Monthly)	Regularly	• Cleanliness drive in and around office.
	(8) Obtaining ISO Certificate for MAB	3 rd Qtr	To streamline/ standardise office procedure and functioning
	(9) Organising International Yoga Day on 21 st June	2 nd Qtr	To enhance and integrate physical and mental fitness & agility among staff.
	(10) Design & development of Human Rights Commission Network (HRCNet)	4 th Qtr	A portal to be developed for providing common platform to NHRC, India as well as to State Human Rights Commissions in India where complainants can be lodged regarding alleged human rights violations and complainants can view the complaint status/ disposal etc. online.
	(11) Implementation of eOffice Software Package in selected Divisions/Sections of NHRC.	4 th Qtr	To increase digitisation and paperless office, NHRC India will make efforts for implementation of eOffice software package in the selected division/ section. Target for 2018-19: 01 Sections of Administration Division on pilot basis.
	(12) Use of MyGov Portal for Human Rights Awareness	Throughout the year	For spreading awareness about Human Rights, various mechanisms available on MyGov Portal for connecting with citizens all over the country to be optimally used.
	(13) Publishing & tabling of Annual Report of NHRC in Parliament. 2016-2017 2017-2018 2018-2019	2 ND Qtr 3 rd Qtr 4 TH Qtr	Dissemination of information/ financial management & discipline.
	(14) Visits of Special Rapporteurs to different parts of the country and collect first hand reports	Throughout the Year	Zonal Special Rapporteurs, work like eyes and ears of NHRC. These are like extended arms of NHRC, which reach to various places. They deal with issues like bonded labour, starvation deaths, mental health, custodial justice, prisons, mental healthcare etc.
5. Investigation Division	(1) Spot enquiries in important cases of fake encounters, extra judicial killings etc. (Approx 40-50/ Qtr)	Throughout the year	To have first hand information on significant cases, improve Visibility, outreach and credibility of the Commission.
	(2) Enhancement & Strengthening of manpower & human resources (Case forwarded to Govt)	1 st Qtr	Increase in productivity, Timely disposal of cases & relief to the victims/ maximise NHRC's investigation role in significant cases which is instrumental in further independence and objectivity.

	(3) To upgrade the knowledge and professional skills of the officers of investigation Division by organizing workshops/seminars and training sessions for them. Experts from the fields of law enforcement, judiciary, lawyers and forensic & medical experts would be invited for the purpose. Also to familiarize the officers with latest developments in national & international human rights laws, practices and procedures by nominations to attend training sessions, workshops, seminars and conferences at national and international levels.	Throughout the year	Enhancement of capability of staff, better handling of cases, capacity building.
	(4) Short term orientation programme for State Police Forces on investigation issues, especially on Police/ Judicial Custody issues.	Any time during the year	To sensitise police personnel and improve their functioning in these sensitive areas.
6. International Cooperation	(1) APF Annual Financial Contribution [USD 1,50,000] and GANHRI Annual Financial Contribution [5000 CHF (Swiss Francs)]	4 th Qtr	As per the schedule of GANHRI/APF
	(2) APF Senior Executive Officers' (SEO) Meeting (3) APF Annual Meeting and Biennial Conference	As fixed by APF	Knowledge sharing between member NHRIs, specific initiatives/ projects etc.
	(4) GANHRI Bureau and Annual Meetings	3 rd / 4 th Qtr	Knowledge sharing between member NHRIs, specific initiatives/ projects etc.
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7. Foundation Day & Human Rights Day	1) Best HR Film Award (Competition)	3 rd Qtr	To organise a wide range of events to disseminate message of HRs by involving important stake holders like Govt. Agencies, businesses, NGOs, media, creative people, staff, citizens etc.
	2) Debate/Painting Awards / Singing & Dancing(Competition)	3 rd Qtr	
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	6) Media Interaction	Throughout the year	

1st April, 2020 to 31st March, 2021

Institutional Development	Activities (Core Areas)	Scheduled Time	Expected Outcome/Impact
1.Handling of Complaints & Complaints Management System	(1) Processing of complaints:- Expeditious processing of complaints and listing before the Commission within one week of receipt.	Throughout the year	Timely/ expeditious disposal and reduction in pendency of registered complaints. Annually, the commission receives over 1,20,000 complaints.
	(2) Full Commission and Division Bench Sittings:- Convening of Full Commission and Division Bench Sitting on Monday Wednesday and Thursday respectively on a regular basis.	Throughout the year	Timely attention to important cases, particularly expeditious disposal of cases of deaths in custody and deaths during police action, other deaths involving HR violation, women & child issues of significance etc.
	(3) Camp Sitting/Open hearing at regional levels (Places / Zones to be finalised later) i) Involving Handling of complaints of human rights violations ii) Interaction with media persons iii) Interaction with NGOs & HRDs iv) Interaction with senior officers of State government & District Administration. v) Online HR Pledge	Date to be decided	- Interaction with State and District level administration/ local NGOs/ Civil society/ HR defenders and media on HR situation there. - Creation of awareness and sensitization of Govt. officials & others.
	(4) Integration / Operationalisation of existing Complaint Management System (CMS) on Cloud	2 nd Qtr	After the recent development of web-based version of CMS Software, NHRC will deploy its CMS Software Application on cloud for better accessibility and management.
	(5) Use of Common Service Centres (CSC) for increasing outreach of NHRC, through online/ digital platform, up to district level throughout the country.		Through CSCs, complainants will be able to send complaints via e-mail to NHRC and get the status online. Human Rights Awareness campaign will also be conducted with the help of CSCs.
	(6) follow up of Toll-free helpline for promotion and protection of human rights.	1 st Qtr	Nationwide Toll free Helpline will help persons, especially of marginalised sections of society, anywhere in the country in reporting incidents of human rights violations to the Commission.
	(7) Discuss, analyze & render comments on Acts/Bills, cabinet notes etc. received from Govt.		Enable to put forth Commission's view point on HR perspective to Government effectively for greater objectivity in formulation of laws, schemes, projects etc. impacting HRs of people.

2. Human Rights Education, Training & Capacity Building	(1). Processing of proposal for amendment to the PHR Act 1993.	3 rd Qtr	Strengthening the composition of the Commission, measures to enhance transparency and accountability etc.
	(2). Human Rights Literacy, Awareness & Training Programmes in different regions of the country for women rights, child rights and other thematic human rights issues	Throughout the year	Spreading awareness about the Protection and Promotion of Human Rights among all stakeholders. (Approx. 85 Trg. Programs per year)
	(3) Organising basic/ advance training programmes in various regions of the country.	2 nd Qtr	
	(4). Review the safeguards, constitutional provisions and International covenants provisions with reference to India's status on: a) Disability. b) Torture. c) CRC	2 nd Qtr 4 th Qtr 4 th Qtr	Review the safeguards provided by or under International Covenants, Constitution or any law for the time being in force for the protection of human rights and recommend measures for their effective implementation by harmonising provision under Indian Laws with International Covenants
	(5). Summer Internship Programme (May-June, 2018), Winter Internship Programme (Dec 2018 to January 2019) & Short Term Internship Programme for Law students	2 nd & 4 th Qtr respectively	To sensitize, train and educate students on the wide range of human rights issues. Approx. 300 students are to be trained in these internships.
	(6). Commencement of online Certificate Course through IGNOU	3 rd Qtr	To spread HR education among masses including students, NGOs, activists etc.
	(7). Commencement of online Certificate Course through UGC	4 th Qtr	To spread HR education among masses including students, NGO'S, activists etc.
	(8) Online Course on Human Rights for in- service personnel	-	To help in-service Police, Judicial and other services Personnel to learn about the human rights and their duties/ responsibilities/ best practices etc.
	(9) Introduction of standard core human rights curriculum in all training Schools and academies of security and enforcement agencies.	2 nd Qtr	Spread awareness about promotion and protection of Human Rights and achieve uniformity and comprehensive coverage of HR curriculum of Police/ Security forces.
	(10) Conduct of Debate Competition for Central Armed Police forces and State Police Forces.	3rd Qtr	Spread awareness about promotion and protection of Human Rights among police / security forces.
	(11) Theme based Short Films on Human Rights a) NHRC documentary film b) CSC : short films on select focus HR issues	1 st Qtr 2 nd Qtr	To synergise benefit of media reach and outreach of NHRC
	(12) HR short film competition	3 rd Qtr	
	(13) Introduction of Sensitization program for select Group I Officers- Probationers / Trainees.	4 th Qtr	Focuses on sensitization of Group-I Services (IAS/ IPS etc) probationers on issues related to HR from the perspective of district level functioning in their initial years in service.

	(14) In-house Gender Sensitization Workshop : One per year to be organized for all employees of NHRC	3 rd Qtr	To inculcate understanding of the gender specific roles and to deal with related cases efficiently.
	(15) Encourage research projects on gender Issues and create a Data-base online on the issues related to Women, child, business and human rights etc.	3 rd Qtr	Encourage research from premier institutions like TISS, IIMs, UGC universities, Central & State Govt. Institutions of repute etc.
	(16) Online H.R. Pledge for individuals and organisations.	Throughout the year	Raise sensitization at the individual and organizational level.
	(17) Amend/review Recruitment Rules of NHRC.	4 th Qtr	Amend the RRs to meet the aspirations of all the employees in alignment with the DoPT Govt. Policy.
3. Awareness Workshops/ Seminars/ Conferences & Team Building	(1) Meetings of various Core Groups: NHRC Core Groups including Core Group of NGOs, Disability, Mental Health, Protection and Welfare of the Elderly Persons, Right to Food, Lawyers, Core Advisory Group on Bonded Labour and Core Advisory Group on Health.	Average of 1 core group meeting per month.	To identify challenges, share best practices and decide road ahead on important HR issues.
	(2) CP/Secretary-level Meeting of NHRC and all other Deemed Member National Commissions, including NCPCR (Special invitee)	4 th Qtr	Collective understanding and approach to handle issues related to human rights more effectively.
	(3) Celebration of Human Rights Day, 10 th December, 2018.	3 rd Qtr	Celebration along with accompanying events, with all employees and stake holders.
	(4) Annual Human Rights Defenders Workshop.	3 rd Qtr	To understand their challenges and way ahead.
	(5) Conduct of workshop for Elimination of Bonded Labour System (BL Workshop)	1 st & 2 nd Qtr	To raise awareness among all the stakeholders to eliminate Bonded Labour/Child Labour including issues of interstate Migrant workers and to establish conceptual clarity about the strategy and methodology of identification, release and rehabilitation of Bonded Labour and exchange of ideas and experiences amongst the participants
	(6) Selection of Jr. Legal & Research Consultants, Research Consultants and Jr. Research Consultants	-	On need basis (selection and orientation training in house)
	(7) Regional Conference on Juvenile Justice Act, 2015 and POCSO Act, 2012		To discuss & review the status of implementation of JJA, 2015 and POCSO, 2012. The recommendations emanating from the conference would be finalized as well as incorporated in the planning of national conferences on JJA, 2015 and POCSO, 2012 to decide way forward.
	(8) National conference on Juvenile Justice Act	2 nd / 3 rd Qtr	To evolve a national action plan document for effective implementation of Act

	<p>(9) Role of NGOs in better HR education and remedies at District level.</p> <p>(10) Public Hearing on Right to Health Care (One Per Qtr.)</p> <p>(11) National conference on Business & Human Rights</p> <p>(12) International Human Rights Summit</p> <p>(13) National conference on Child Rights</p> <p>(14) National Conference on Rights of Persons with Disabilities</p> <p>(15) Team building institutional events & Sports events for NHRC staff</p> <p>(16) Restorative Justice – Compensation & Restitution for victims of crime (Women & Children) – National Workshop.</p> <p>(17) Driving growth by promoting female participation & reducing gender gap – National Workshop.</p>	<p>1st Qtr</p> <p>3rd Qtr</p> <p>3rd Qtr</p> <p>2nd Qtr</p> <p>4th Qtr</p> <p>4th Qtr</p> <p>3rd Qtr.</p> <p>4th Qtr.</p>	<p>To discuss involved issues, decide priority areas, decide on way forward in these major areas of concern with the involvement of diverse stakeholders.</p> <p>Effective participation of officers and staff of the Commission from various divisions, to enhance spirit-de-corps.</p>
4. Implementation of Official language Policy/ Hindi/ Related Activities	<p>(1) Hindi Fortnight (Human Rights Fortnight)</p> <p>(2) Hindi Seminar on thematic issues in different regions of the country</p> <p>(3) National creative writing competition in Hindi</p>	<p>3rd Qtr</p> <p>3rd & 4th Qtr</p>	<p>Conduct of various in- house staff competitions and open competitions etc. to raise awareness about human rights.</p>
	<p>(4) Redesign and redevelopment of NHRC Website (Hindi Version)</p>	<p>2nd Qtr</p>	<p>Re-design and re-development of NHRC website with following:</p> <ul style="list-style-type: none"> • Improved User Interface • Content Management Framework • Disable-friendly • Mobile devices friendly • Bi-lingual (English and Hindi) • Role-based
	<p>(5) Hindi & English Journal (Annual)</p> <p>(6) Newsletter (monthly)</p>	<p>-</p>	<p>To raise awareness about HR issues, role and activities of NHRC etc.</p>
	<p>(7) Special drive- Swachh Bharat Mission (Internal/ Monthly)</p>	<p>Regularly</p>	<ul style="list-style-type: none"> • Cleanliness drive in and around office.
	<p>(8) Obtaining ISO Certificate for MAB</p>	<p>3rd Qtr</p>	<p>To streamline/ standardise office procedure and functioning.</p>
	<p>(9) Organising International Yoga Day on 21st June</p>	<p>2nd Qtr</p>	<p>To enhance and integrate physical and mental fitness & agility among staff.</p>

	(10) Design & development of Human Rights Commission Network (HRCNet)	4 th Qtr	A portal to be developed for providing common platform to NHRC, India as well as to State Human Rights Commissions in India where complainants can be lodged regarding alleged human rights violations and complainants can view the complaint status/ disposal etc online.
	(11) Implementation of eOffice Software Package in selected Divisions/Sections of NHRC.	4 th Qtr	To increase digitisation and paperless office, NHRC India will make efforts for implementation of eOffice software package in the selected division/ section. Target for 2018-19: 01 Sections of Administration Division on pilot basis.
	(12) Use of MyGov Portal for Human Rights Awareness	Throughout the year.	For spreading awareness about Human Rights, various mechanisms available on MyGov Portal for connecting with citizens all over the country to be optimally used.
	(13) Publishing & tabling of Annual Report of NHRC in Parliament. 2017-2018 2018-2019 2020-2021	2 ND Qtr 3 rd Qtr 4 TH Qtr	Dissemination of information/ financial management & discipline.
	(14) Visits of Special Rapporteurs to different parts of the country and collect first hand reports	Throughout the Year	Zonal Special Rapporteurs, work like eyes and ears of NHRC. These are like extended arms of NHRC, which reach to various places. They deal with issues like bonded labour, starvation deaths, mental health, custodial justice, prisons, mental healthcare etc.
5. Investigation Division	(1) Spot enquiries in important cases of fake encounters, extra judicial killings etc. (Approx 40-50/ Qtr)	Throughout the year	To have first hand information on significant cases, improve Visibility, outreach and credibility of the Commission.
	(2) Enhancement & Strengthening of manpower & human resources (Case forwarded to Govt)	1 st Qtr	Increase in productivity, Timely disposal of cases & relief to the victims/ maximise NHRC's investigation role in significant cases which is instrumental in further independence and objectivity.
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