

HUMAN RIGHTS

Newsletter

A monthly publication of the National Human Rights Commission, India



NHRC ITEC executive capacity building programme for senior officers of NHRIs of the Global South

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Newsletter

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National Human Rights Commission

Acting Chairperson Smt. Vijaya Bharathi Sayani

Secretary General Shri Bharat Lal

Editor Shri Jaimini Kumar Srivastava Dy. Director (M&C), NHRC

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NHRC, India women employees undergoing self-defense training

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Monthly Recap

From the desk of the Secretary General & Chief Executive

ndia's commitment to human rights is not just rooted in our past, but in our present and future. The National Human Rights Commission (NHRC), India, by sharing its knowledge, expertise, and experiences from the last three decades, strives to create and contribute to a more just and equitable world where the rights and dignity of every individual are respected and protected. With this spirit, the Commission has been organising collaborative and capacity building programmes from time to time for National Human Rights Institutions (NHRIs) of the Global South and officers from various fields, including the All India Services.

In November, 2024, the Commission successfully organised a six-day ITEC executive capacity building programme on Human Rights in collaboration with the Ministry of External Affairs for 33 participants from eight countries of the Global South, including Jordan, the Maldives, Mongolia, Myanmar, Nepal, Philippines, Sri Lanka, and Thailand. The programme aimed at promoting dialogue, sharing experiences, and building capacity to protect and promote human rights across these countries in the Global South. The programme offered a unique opportunity to discuss strategies, challenges, and solutions in the pursuit of human rights and dignity.

We share our knowledge, digital and physical infrastructure, payment systems, and digital governance experiences with all, for the improvement of people's lives and the promotion and protection of human rights. This spirit of universal brother-hood underpins this programme.

India's role as a leader in promoting human rights in the Global South is not just a matter of sharing resources, but of fostering a spirit of cooperation, dialogue, and mutual respect. India follows the 'Neighbourhood First' policy in both letter and spirit. India has always offered a helping hand without aggression, as we firmly believe that violence, war, and terrorism are the greatest threats to human rights.

It was also highlighted how India's Constitution - shaped by the country's civilisational ethos and cultural ethos - enshrines the protection of human rights through its Fundamental Rights, Directive Principles of State Policy, and other mechanisms. Fundamental Rights, which guarantee the civic and political rights of all citizens, are given primacy in India's legal framework. The Directive Principles of State Policy, which protect the socio-economic and cultural rights, ensure the overall well-being of the people. The judiciary, as the guardian of these rights, plays an essential role in ensuring that these

protections are upheld. Moreover, institutions such as the NHRC and the State Human Rights Commissions (SHRCs) are critical in safeguarding the dignity and rights of India's diverse population.

Besides the ITEC capacity-building programme, the Commission also organised a three-day capacity building programme for the Arunachal Pradesh State Human Rights Commission (APSHRC) in New Delhi. A total of twelve officers of the APSHRC including its Acting Chairperson, Shri Bamang Tago and Secretary, Shri Ibom Tao attended the programme. They were given exposure to the key features of the functioning of a human rights institution including the processing of complaints, spot inquiries, international engagements, training and outreach, research, media and communication and complaint management. The positive feedback from the participants has encouraged us to consider organising similar orientation programmes for the other SHRCs also in the country.

As part of NHRC, India's continued commitment to engaging with the global forums of NHRIs, the Acting Chairperson and I represented the Commission at the Global Alliance for National Human Rights Institutions (GANHRI) Bureau meeting in Doha, Qatar this month. As the Chair of the Bureau's Finance Committee, I presented the report of the financial progress in 2024 and the budget proposal for 2025, which was adopted and approved.

The Commission is gearing up for two major events in December, 2024 in connection with Human Rights Day. The Hon'ble President of India has consented to grace the occasion as the Chief Guest of the Human Rights Day function on 10th December 2024, which will be followed by a National Conference on 'Mental Well-Being: Navigating Stress from Classroom to Workplace' on the same day. The Commission is also organising a one-day seminar on 'Ageing in India: Actionable Solutions' along with NITI Aayog, Ministry of Social Justice & Empowerment and the Sankala Foundation.

This edition of the Newsletter also carries reports and other regular features on the Commission's activities which hopefully will provide an informative reading about various aspects of human rights in the country.

[Bharat Lal] Secretary General & Chief Executive Officer

Reports

NHRC ITEC executive capacity building programme for senior officers of NHRIs

he National Human Rights Commission (NHRC), India as a pioneering human rights institution has always strived to share its experiences of handling various human rights issues to build capacities of other National Human Rights Institutions (NHRIs). In line with India's approach to strengthening the Global South by sharing best practices to help people equally share the benefits of progress, development and rights, the Commission organised its six-day executive capacity building programme on Human Rights for 33 participants of the National Human Rights Institutions (NHRIs) of eight countries of the Global South in New Delhi from 11th -16th November, 2024.

This initiative is part of NHRC, India's broader strategy to strengthen collaboration with global partners, reinforcing the principles of justice, equality, and human dignity.

The programme was held under the Indian Technical and Economic Cooperation (ITEC) in collaboration with the Union Ministry of External Affairs. The NHRIs of the eight countries included Jordan, the Maldives, Mongolia, Myanmar, Nepal, Philippines, Sri Lanka, and Thailand. It aimed at promoting dialogue and exchanging experiences to build the capacity to protect and promote human rights across the world, particularly in the Global South.

In addition to the inaugural and valedictory sessions, the participants attended 19 sessions conducted by eminent experts, gaining valuable insights into various

aspects of human rights, NHRC, India's extensive experience over the past three decades and India's civilisational ethos of empathy and compassion. The participants engaged in technical sessions covering various aspects of human rights and welfare-related best practices, including democracy, socioeconomic and cultural rights, digital security, international human rights frameworks, NHRC's comprehensive online complaint management system, advanced investigation mechanisms, emerging human rights issues, and the influence of business, technology reinforcing the Global South's commitment to safeguarding human rights, fostering inclusivity, and achieving sustainable development. They were also taken on field visits to experience Indian art and culture.



NHRC, India Chairperson, Smt Vijaya Bharathi Sayani, Secretary General, Shri Bharat Lal and senior officers at the inaugural session of the NHRI's training programme



Dr D. M. Mulay Former Member, NHRC, India



Shri Akshay Rout former DG, Election Commission of India



Mr Shombi Sharp UN Resident Coordinator, India



Shri Yugal Kishore Joshi Mission Director, NITI Aayog

The programme began with the inaugural session addressed by the NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani recalling common ideas, cultural ethos and aspirations of the Global South, particularly the Asian communities valuing basic dignity and equality of all humans. NHRC, India Secretary General, Shri Bharat Lal in the opening remarks highlighted various civilisations that originated in Asia. He spoke about diversity, respect for human rights and non-violence as a way of life in India.



► A section of participants

After the inaugural session, the programme on day one had four technical sessions on UN & human rights; democracy in action: Free & fair elections; convergence of human rights framework & sustainable development goals (SDGs); and NHRC, India, its mandate and functioning. The sessions were addressed by the former NHRC, India Member, Dr D. M. Mulay; former DG, Election Commission of India, Shri Akshay Rout; UN Resident Coordinator, India, Mr Shombi Sharp & former NHRC Register (Law), Shri Surajit Dey.

On the second day, the participants had interactive sessions on the institutional framework for the protection of human rights in India; complaints management and redressal of human rights violations; NHRC and international outreach: collaborations



Justice M.M. Kumar Former Member, NHRC, India



Shri Asoke Kumar Mukerji former Indian Ambassador to UN, New York



Dr. V. K. Paul Member, NITI Aayog



Shri Rajiv Jain Former Member, NHRC, India



Shri Vikram Misri Foreign Secretary of India

& Partnerships; and NHRC's approach to research, training, outreach and advocacy. These were addressed by the senior officers of the NHRC, India led by the Secretary General, Shri Bharat Lal, Registrar (Law), Shri Joginder Singh, Joint Secretaries, Smt Anita Sinha and Shri Devendra Kumar Nim.

On the third day of the capacity building programme, the four sessions were on human rights violations: Investigation, Spot enquiry and analysis of reports; cyberspace and human rights: Ensuring cyber security; collaboration with HRDs, NGOs and CSOs for protection and promotion of human rights by Shri Manoj Yadav, DG, Railway Protection Force (RPF), Shri Muktesh Chander, Special Monitor, NHRC, Shri Sandeep Chachra, Executive Director, Action Aid Association. This was followed by a visit to the Pradhanmantri Sangrahalaya (Museum of Indian Prime Ministers).

On the fourth day, sessions covered included the promotion of socio-economic and cultural rights: quality of life and dignity; Mission LiFE: sustainability and human rights; evolution of human rights in Indian jurisprudence; India and Global South: developmental cooperation and partnership. These were taken by the NHRC, India Secretary General, Shri Bharat Lal, Mission Director, NITI Aayog, Shri Yugal Kishore Joshi, Former Member, NHRC, India, Justice M.M. Kumar and Former Indian Ambassador to UN, New York, Shri Asoke Kumar Mukerji, respectively.

On the fifth day, Member, NITI Aayog, Dr. V. K. Paul addressed a session on Universal access to affordable & quality healthcare and Former Member, NHRC, India, Shri Rajiv Jain spoke on Special focus on the protection of vulnerable and marginalised groups. The last session, chaired by the NHRC, India Joint Secretary, Smt Anita Sinha and SSP, Shri Vikram Meena saw participants discussing 'Emerging human rights issues and sharing best practices.' The participants applauded NHRC India's initiative, calling it an

eye-opener, which fostered solidarity among the countries in the Global South and their NHRIs. It is important that we work together.

In his valedictory address, Foreign Secretary of India, Shri Vikram Misri said that the Indian Constitution enshrines the Universal Declaration of Human Rights principles, protecting rights to life, liberty, equality and dignity. NHRC, India Secretary General, Shri Bharat Lal said that this programme gave an opportunity to share experiences and ideas for protecting & promoting human rights and dignity in our respective countries. The NHRC, India is committed to organising more such programmes. NHRC, India DG(I), Shri Ajay Bhatnagar, Joint Secretary, Smt Anita Sinha and other senior officers were present.

The participants were also treated to a cultural immersion tour of the Taj Mahal, Agra, on the concluding day. This visit underscored the importance of heritage in human rights discourse, celebrating India's rich legacy of diversity and mutual respect.

NHRC, India and MEA senior officers with the participants of eight NHRIs of Global South



Three-day capacity building programme for Arunachal Pradesh SHRC

he Commission also organised a three-day capacity building programme for the Arunachal Pradesh State Human Rights Commission (APSHRC) at its premises in New Delhi from 18th-20th November, 2024. It was part of the ongoing initiative of the Commission to reach out and help in the capacity building of the State Human Rights Commissions (SHRCs) for protecting and promoting the human rights of all in the country. A total of twelve officers of the APSHRC including its Acting Chairperson, Shri Bamang Tago and Secretary, Shri Ibom Tao were in attendance.



NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani addressing the valedictory session of the capacity building programme for APSHRC

Addressing them, the NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani said that Arunachal Pradesh, with its vibrant cultural diversity and unique challenges, plays a crucial role in the human rights framework of our country. It is very pleasing that the Arunachal Pradesh SHRC, established in the year 2023, is focused on its capacity building.



NHRC, India Secretary General, Shri Bharat Lal interacting with the participants

The Acting Chairperson said that this hands-on training programme organised by the NHRC, India has given an opportunity to collectively reflect on the principles and values that guide our shared mission of protecting and promoting human rights in the country. The Preamble to our Constitution affirms justice, liberty, equality, and fraternity as the foundational principles of our nation. These values are the foundations upon which our governance and legal systems are built. The Constitution empowers each one of us with the responsibility to uphold the dignity and rights of every individual.

She commended the Acting Chairperson, Shri Bamang Tago and officials of the Arunachal Pradesh State Human Rights Commission for their active participation in this programme which aimed at giving them insights and tools to help them uphold the rights, dignity and legitimate aspirations of the people of Arunachal Pradesh.

NHRC, India Secretary General, Shri Bharat Lal said that knowledge about the functions and duties of any organisation helps every individual working therein to contribute more meaningfully. He reiterated that sensitivity, responsiveness and promptness are key to the successful functioning of a human rights institution in dealing with the issues of rights violations.

Shri Lal expressed the hope that by taking the initiative to learn from the experiences of the NHRC through a customised hands-on training programme, the APSHRC will strive to take forward this knowledge for addressing the human rights concerns of the people of Arunachal Pradesh and set an example for the other SHRCs. He said that just as in India, where the sun first rises in Arunachal Pradesh before spreading the light in



 Arunachal Pradesh SHRC, Acting Chairperson, Shri Bamang Tago interacting during the valedictory session

other parts of the country, the APSHRC will also strive to show the path to the other SHRCs with its work.

The NHRC, India Secretary General said that the feedback from the participants on this programme has come as an encouragement to collaborate with other SHRCs and also for such training in the future to strengthen the human rights framework in the country as a shared responsibility. The programme was designed to have interactive sessions on the important facets of the functioning of a human rights institution.

APSHRC Acting Chairperson, Shri Bamang Tago appreciated the NHRC for organising this programme. He said that this training has been very useful in gearing up the State Commission to deal with the challenges of human trafficking and drug addiction, among other rights concerns in a State having its own share of challenges related to topography.

He said that the officers would further deliberate on the various aspects of the practical learning to implement these in the functioning of APSHRC and discuss the same with the State Government to build awareness about human rights among the people in the State and address their concerns through collective efforts.

Before this, in his opening remarks, NHRC, India Joint Secretary, Shri Devendra Kumar Nim said that through this training programme the Commission wanted to expose the officers of the APSHRC to the key features of the functioning of a human rights institution including the processing of complaints, spot inquiries, international engagements, training and outreach, research, media and communication and complaint management.

He expressed the hope that this training programme would empower them to foster a collective sense of responsibility in promoting and protecting the rights of all individuals, including those from marginalised communities in Arunachal Pradesh.

NHRC, India and APSHRC officers



Intervention

False implication of the villagers protesting against the land acquisition

The National Human Rights Commission (NHRC), India has taken cognisance of a complaint from the residents of Lagacharla village of Vikarabad district in Telangana, alleging police harassment, physical abuse, and false criminal charges. These actions allegedly occurred after the villagers protested the state's land acquisition for a proposed 'Pharma Village' without following proper procedures. Most of the victims of the alleged atrocities claim to be from the Scheduled Castes, Scheduled Tribes and Other Backward Communities. The complaint has been submitted by at least 12 victims who visited the Commission praying for its intervention to save them from starvation in the matter.

Allegedly, on 11th November, 2024 the District Collector accompanied by other officials arrived at the Lagacharla village to announce the forcible land acquisition for the proposed Pharma project. The same evening hundreds of police personnel allegedly accompanied by some local goons raided the village and assaulted the protesting villagers. They did not even spare the pregnant women.

The internet services and the electricity supply were also allegedly shut down to ensure no communication could be made with anyone for help. The police, allegedly, registered FIRs on false complaints against the villagers including women forcing some of the victims to leave

their houses in fear and take shelter in forests and farmlands without food, medical aid, basic amenities etc.

The Commission has observed that the contents of the complaint, if true, raise a serious issue of violation of human rights, which is indeed a matter of concern. Accordingly, it has issued notices to the Chief Secretary and Director General of Police, Telangana calling for a detailed report in the matter.

The report is expected to include the status of the FIRs, persons in judicial custody and the villagers who out of fear, are allegedly hiding in the forest areas without basic amenities. The Commission would also like to know whether any medical examination of the victim women was done and medical care provided to the injured villagers.

Further, looking into the gravity of the allegations, the Commission has also considered it necessary to immediately send a joint team of its law and investigation officers for on-the-spot enquiry in the matter and submit a report. On 24th November, 2024, the NHRC team conducted a spot enquiry at Lagacharla, Telangana.

Allegedly, the State government has decided to set up a Pharma Village in Kodangal constituency by unilaterally acquiring 1,374 acres despite already having 16,000 acres of plush land acquired by the previous government for setting up an ultra-modern Pharma City. The land which is now being forcefully acquired without any prior notice, is fertile agricultural land owned by the persons belonging to SC/ST and OBC categories for generations and the farmers have been protesting against it for more than 4-5 months.

Suo motu cognisance

he media reports have been a very useful instrument for the National Human Rights Commission (NHRC), India to be aware about the incidents of human rights violations. Over the years, it has taken *suo motu* cognisance of many such issues and brought succour to the victims of human rights violations. During November 2024, the Commission took *suo motu* cognisance in three cases of alleged human rights violations reported by the media and issued notices to the concerned authorities for reports. Summaries of these cases are as follows:

Death of 10 babies in a hospital fire

(Case No. 22499/24/40/2024)

The media reported that at least 10 newborn babies died after a fire broke out in the Neo-natal Intensive Care Unit (NICU) of the Maharani Laxmibai Medical College in Jhansi district of Uttar Pradesh on 15th November, 2024. Apart from these deaths, a total of 16 babies sustained injuries while 37 were rescued. Reportedly, the police authorities have confirmed that the fire was caused by an electrical short circuit and the babies, who died, were in incubators at the time of the incident.

The Commission has observed that the contents of the media report are indeed disturbing and indicate negligence resulting in a grave violation of the human rights of the victim babies as they were in the care of a government institution. Accordingly, it has issued notices to the Chief Secretary and the Director General of Police, Uttar Pradesh calling for a detailed report in the matter.

The report should include the status of the FIR registered in the matter, action taken against the responsible officials, the medical treatment being provided to the injured and compensation if any, paid to the aggrieved families. The Commission would also like to know about the steps taken/proposed by the authorities to ensure that such incidents do not recur.

Death due to the alleged food poisoning at a shelter home

(Case No. 4539/4/26/2024-DH)

On 14th November, 2024, the media reported that in the Patel Nagar area of Patna, Bihar 13 inmates of a shelter home for mentally ill and destitute fell sick and three died due to suspected food poisoning between 7th - 11th November, 2024. Reportedly, the inmates complained of vomiting and diarrhea after having dinner. They were admitted to the Patna Medical College and Hospital (PMCH). The shelter home is reportedly funded by the Directorate of Empowerment of Persons with Disabilities, Government of Bihar.

The Commission has observed that the contents of the media report, if true, raise a serious issue of human rights violation of the victims. As the lawful custodians of the inmates, the authorities of the shelter home are responsible for providing proper care to the inmates.

Accordingly, it has issued notice to the Chief Secretary, Government of Bihar calling for a detailed report. The report is expected to include the status of the victims' health. The Commission

would also like to know whether any compensation has been provided to the victims or their families by the administration. The Chief Secretary is also expected to inform the Commission regarding the steps taken/proposed to ensure that such incidents do not recur.

Woman commits suicide alleging sexual harassment

(Case No. 995/36/2/2024-WC)

On 28th November, 2024, the media reported that a woman committed suicide alleging sexual harassment by a man in the Raidurgam area of Hyderabad in Telangana on 27th November, 2024. The victim from Odisha was purportedly brought to the city through middlemen for surrogacy under a deal of Rs 10 lakh with her husband. She was made to stay in a separate flat alone away from her husband in the city.

The Commission has issued notices to the Chief Secretary and the Director General of Police, Telangana calling for a detailed report including the status of the FIR registered in the matter. It would also like to know from the police authorities if there were any complaints from the people regarding harassment of women in the name of surrogacy in the State.

Recommendations for relief to the victims

ne of the primary responsibilities of the National Human Rights Commission (NHRC), India is to address cases of human rights violations, listen to the grievances of victims, and recommend appropriate relief in such instances. It

regularly takes up various such cases and gives directions and recommendations to the concerned authorities for relief to the victims. In November 2024, monetary relief of more than Rs. 77.1 lakh was recommended for the victims or their next of kin (NoK) in the

20 cases, wherein it was found that public servants had either violated human rights or been negligent in protecting them. The specific details of these cases can be downloaded from the NHRC, India website by logging the case number given in the table below:

S. No.	Case Number	Nature of complaint	Amount (Rs. in lakh)	Authority
1	912/1/15/2021-JCD	Death in judicial custody	5.00	Andhra Pradesh
2	1678/4/26/2023-JCD	Death in judicial custody	5.00	Bihar
3	4414/4/20/2023-JCD	Death in judicial custody	1.00	Bihar
4	494/6/1/2024-JCD	Death in judicial custody	5.00	Gujarat
5	1892/34/16/2022-JCD	Death in judicial custody	3.00	Jharkhand
6	4373/20/30/2022-JCD	Death in judicial custody	5.00	Rajasthan
7	5860/24/30/2021-JCD	Death in judicial custody	5.00	Uttar Pradesh
8	1707/4/9/2020-AD	Death in judicial custody	5.00	Bihar
9	1397/18/24/2021-AD	Death in judicial custody	5.00	Odisha
10	4449/18/2/2022-AD	Death in judicial custody	5.00	Odisha
11	6045/4/7/2022-PCD	Death in police custody	5.00	Bihar
12	488/7/6/2021-PCD	Death in police custody	5.00	Haryana
13	335/9/12/2022-AD	Death in police custody	5.00	Jammu & Kashmir
14	263/34/1/2022-AD	Death in police custody	5.00	Jharkhand
15	757/34/14/2022-AD	Death in police custody	5.00	Jharkhand
16	933/18/13/2024	Custodial torture	1.00	Odisha
17	114/25/5/2023	Abuse of power	0.10	West Bengal
18	1984/4/37/2020	Police inaction on atrocities against a Scheduled Tribe family	0.10	Bihar
19	2137/24/7/2024	Improper upkeep of facilities and equipment at a Govt. Hospital	2.00	Uttar Pradesh
20	918/18/5/2024	Death due to electrocution	4.00	Odisha

Payment of relief to the victims

uring November, 2024, the Commission closed 36 cases, either on receipt of the compliance reports and proof of payment from the public authorities or

by giving other observations/ directions. An amount of Rs 163.55 lakh was paid to the victims or their next of kin (NoK) on the recommendations of the Commission. The specific details of

these cases can be downloaded from the NHRC, India website by logging the case number given in the table below:

S. No.	Case Number	Nature of complaint	Amount (Rs. in lakh)	Authority
1	7007/30/5/2021-JCD	Death in judicial custody	7.00	Delhi
2	750/6/9/2020-JCD	Death in judicial custody	5.00	Gujarat
3	1576/7/1/2023-JCD	Death in judicial custody	5.00	Haryana
4	1767/7/1/2022-JCD	Death in judicial custody	5.00	Haryana

S. No.	Case Number	Nature of complaint	Amount (Rs. in lakh)	Authority
5	1854/7/18/2019-JCD	Death in judicial custody	5.00	Haryana
6	6/16/1/2022-JCD	Death in judicial custody	5.00	Mizoram
7	10389/24/4/2019-JCD	Death in judicial custody	7.50	Uttar Pradesh
8	169/24/64/2022-JCD	Death in judicial custody	5.00	Uttar Pradesh
9	22261/24/14/2022-JCD	Death in judicial custody	5.00	Uttar Pradesh
10	5860/24/30/2021-JCD	Death in judicial custody	5.00	Uttar Pradesh
11	12227/24/69/2021-AD	Death in judicial custody	5.00	Uttar Pradesh
12	12662/24/22/2020-AD	Death in judicial custody	5.00	Uttar Pradesh
13	53/1/6/2018-PCD	Death in police custody	5.00	Uttar Pradesh
14	1212/10/1/2022-AD	Death in police custody	5.00	Karnataka
15	1221/25/16/2023	Death in police firing	0.25	West Bengal
16	26452/24/27/2021-WC	Gang rape	1.00	Uttar Pradesh
17	33774/24/19/2022	Matrimonial disputes	0.10	Uttar Pradesh
18	3263/12/8/2022	Sexual assault of a minor student by her school bus driver	2.00	Madhya Pradesh
19	1380/18/3/2023	Death after collapsing of an iron gate of the village primary school	4.00	Odisha
20	3045/24/71/2022	Child kidnapping	0.50	Uttar Pradesh
21	7558/24/69/2023	Murder of a child	0.50	Uttar Pradesh
22	771/4/23/2023	Death due to electrocution	1.00	Bihar
23	3779/12/8/2022	Death due to electrocution	5.00	Madhya Pradesh
24	710/18/4/2023	Death due to electrocution	5.00	Odisha
25	3201/24/6/2023	Death due to electrocution	5.00	Uttar Pradesh
26	695/1/5/2022	Irregularities in Govt. hospitals/ primary health centres	7.00	Andhra Pradesh
27	764/18/7/2023	Educational institutions/ technical institutions (Govt./ Pvt.)	0.70	Odisha
28	4956/4/23/2021	Botched cataract surgery	38.00	Bihar
29	16495/24/28/2020	Denial of treatment during the COVID- 19 Pandemic	5.00	Uttar Pradesh
30	169/20/34/2023	Illegal arrest	0.50	Rajasthan
31	1867/24/63/2023	Illegal arrest	0.50	Uttar Pradesh
32	1483/20/2/2018	Failure in taking lawful action	0.25	Rajasthan
33	2531/20/14/2018	Harassment and false implication of an HRD	1.00	Rajasthan

S. No.	Case Number	Nature of complaint	Amount (Rs. in lakh)	Authority
34	1479/25/9/2022	Trouble by anti-social elements	0.25	West Bengal
35	3941/4/32/2022	Death due to consumption of illicit liquor	4.00	Bihar
36	3665/18/8/2022	Death due to collapsing of the wall of a Govt. Hospital	7.50	Odisha

Case studies

n many cases, the Commission, contrary to the claims of the concerned State authorities found that the human rights of the victims were violated due to their unlawful action, inaction, or omission. Therefore, the Commission, under the Protection of Human Rights Act, not only recommended punitive action against erring officials on a case-to-case basis but also recommended monetary relief to the victims of human rights violations or their next of kin. The Commission also received reports of compliance with its recommendations by the respective state authorities. Summaries of some of these cases are as under:

Death due to denial of treatment

(Case No. 695/1/5/2022)

The matter pertained to the death of a tribal woman due to the denial of medical treatment at Gurthedu Primary Health Centre (PHC) in East Godavari District, Andhra Pradesh in 2022. Reportedly, the woman was facing pregnancy complications but the PHC staff instead of providing urgent medical attention referred her to a hospital which was 32 km away. She died enroute in the ambulance. Based on the material on record received in response to its notice to the concerned state authority, it was found that three government employees were responsible for the negligence. Therefore, the Commission recommended that the Government of Andhra Pradesh pay Rs 7 lakh as relief to the next of kin of the victim, which was paid.

Botched cataract surgery

(Case No. 4956/4/23/2021)

The matter pertained to the botched cataract surgery at Muzaffarpur Eye

Hospital in Muzaffarpur district, Bihar in 2021. The Commission had taken suo motu cognisance of the matter based on a media report. Based on the material on record, received from the state authorities in response to its notices, the Commission found that a total of 65 patients were operated upon for cataract removal. Post-surgery, the eyes of 36 patients developed an infection. Seeing no improvement in the condition of 19 patients among them, their infected eyes were removed. A compensation of Rs 1 lakh each was paid to these 19 victims from the Bihar Chief Minister's Relief Fund.

The state authorities also maintained that the operating surgeon was not at fault but the infection spread due to the infected operation theatre and an FIR was registered for further investigations in the matter. However, the Commission observed that Rs 1 lakh paid as relief was insufficient and therefore, recommended that in addition to this amount, the Government of Bihar pay Rs 2 lakh each to the victims, which was paid.

Death due to the wall collapsing of a government hospital

(Case No. 3665/18/8/2022)

The matter pertained to the death of a man when a wall of the Shahid Laxman Nayak Medical College, Koraput, Odisha collapsed on him in 2022. Based on the material on record received in response to its notice issued to the concerned authorities, the Commission found that the victim parked his scooter near the wall of the Medical College when it suddenly collapsed causing serious injuries to him leading to his death during treatment.

The Commission held that the incident was avoidable if the Government Hospital Administration had taken safety precautions and structure audit of the building. Accordingly, it recommended that the Government of Odisha pay Rs 7.5 lakh as relief to the next of kin of the victim, which was paid.

Death due to electrocution

(Case No. 3779/12/8/2022)

The matter pertained to the death of a man after coming in contact with a water pit adjacent to an electric pole in Bhopal, Madhya Pradesh in 2022. Based on the material on record received in response to its notice to the concerned authority, it was found that there was heavy rainfall and a storm due to which the electricity wire broke and fell upon the victim who got electrocuted and died during treat-

ment. The Commission observed that there was negligence on the part of the agency supplying electricity or the authorities of the Department of Power, Madhya Pradesh and hence, recommended that the Government of Madhya Pradesh pay Rs 5 lakh as relief to the next of kin of the victim, which was paid.

Death of an undertrial prisoner

(Case No. 10389/24/4/2019-JCD)

The matter pertained to the death of an undertrial prisoner in the Central Jail,

Naini, Prayagraj, UP after he jumped from a running train while returning from the Varanasi in 2019. Based on the material on record received in response to the Commission's notices to the concerned state authorities, it was found that the Enquiry Magistrate concluded that police did not perform their duties and were responsible for the incident. Therefore, the Commission recommended that the Government of Uttar Pradesh pay Rs 7.5 lakh as relief to the next of kin of the victim, which was paid.

Field visits

he Chairperson, Members, and senior officers of the National Human Rights Commission (NHRC), India visit various places in the country from time to time to assess the human rights situation and the status of the implementation of the Commission's advisories, guidelines and recommendations by the respective state governments and their concerned authorities. They also visit shelter homes, prisons, observation homes, etc. and sensitise the government functionaries to make necessary efforts towards ameliorating the cause of human rights. Submission of timely reports by the state authorities to help the Commission in the early disposal of cases of human rights violations is also emphasised.

Visit of Acting Chairperson



NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani interacting with the district officers in Kozhikode, Kerala

On 5th November, 2024, NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani met with the District officers in Kozhikode, Kerala to discuss human rights issues related to children, women, widows, persons with disabilities, older persons, transgender and beggars. The officers briefed her about the ongoing human rights activities, including service delivery and government scheme implementation. She also directed them to expedite compliance with the Commission's directions on pending human rights cases wherein reports are still awaited.

The Acting Chairperson, accompanied by NHRC officers, visited a mental healthcare institution also. She assessed the facility and interacted with the inmates and the officers and staff to understand their problems and the required improvements.

Special Rapporteurs and Monitors

The National Human Rights Commission (NHRC), India has designated 14 Special Rapporteurs to monitor human rights conditions across various regions of the country. They conduct visits to shelter homes, prisons, observation homes, and similar institutions, compiling reports for the Commission that detail their observations and suggestions for future action. Additionally, the Commission has appointed 21 Special Monitors tasked with overseeing specific thematic human rights issues and reporting their findings to the Commission. Throughout November, 2024, both Special Rapporteurs and Monitors visited numerous locations.

Special Rapporteur

· From 3rd- 9th November, 2024, Dr. Ashok Kumar Verma visited District Jail, Pauri, Observation Home for Girls, Kotdwar and a One Stop Centre, Pauri in Uttarakhand to assess the human rights situation.



NHRC, India Special Rapporteur, Dr Ashok Kumar Verma visiting an observation home for girls in Pauri

- From 10th- 16th November, 2024, Shri Umesh Kumar Sharma visited Government Health Care Institutions catering to Primary, Secondary and Tertiary levels of healthcare in Surat, Baroda, Narmada & Ahmedabad districts in Gujarat to assess the facilities.
- From 25th-30th November, 2024, Smt Suchitra Sinha visited several Public Distribution System Centres in various districts of Jharkhand to assess the various facilities available and the human rights situation.



 NHRC, India Special Rapporteur, Smt Suchitra Sinha inspecting a PDS Centre in |harkhand

Special Monitor

- · From 3rd-4th November, 2024, Shri Sanjay Agarwal visited Government Inter College Basura in District Sitapur, Uttar Pradesh to assess the various facilities and human rights situation.
- · From 10th-15th November, 2024, Shri Veerendra Singh Rawat visited a training institute prone to human rights violations in West Bengal to assess the situation from a human rights perspective.
- · From 18th-23rd November, 2024, Dr Pradeepta Kumar Nayak visited the State Leprosy Officer (SLO), District level officials of the leprosy programme, Medical Colleges and Hospitals, Community Health Centres (CHCs), Urban Health Centres and Regional Leprosy Training and Research Institute (RLTRI), Gauripur, Bankura, and Leprosy colonies in the districts of West Medinipur, Bankura and Purulia of West Bengal to assess human rights situation therein.
- From 25th -29th November, 2024, Shri Prem Singh Bisht visited a Public Sector Unit in Uttar Pradesh prone to human rights violations due to business activities. He discussed with the officers the methods to promote human rights within the business and industrial environment.

Capacity building

he National Human Rights Commission (NHRC), India is mandated to protect and promote human rights and build awareness about the same. For this purpose, it has been conducting internship programmes, collaborative training and various other activities to expand its outreach and human rights sensitisation. Internships are conducted in person as well as in online mode. The online internships are organised to ensure that students from remote areas can join without any expenses for their travelling and stay in Delhi.

Online short-term internship

From 18th-29th November, 2024, the Commission organised its two-week online short-term internship programme. 52 students from various universities in different regions and far-flung areas of the country completed it.

Addressing the valedictory session, NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani congratulated them on successfully completing their internship with the Commission. She expressed the hope that they would carry forward the insights gained during the programme to promote and protect the human rights of every individual.



NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani chairing the valedictory session of the online short-term internship



A section of online interns

She encouraged them to evolve as human rights defenders to contribute meaningfully to building a more inclusive and equitable society. She emphasised the importance of embodying empathy, compassion, and a steadfast commitment to justice, liberty, equality, and fraternity.

On the occasion, the NHRC, India Secretary General, Shri Bharat Lal said that the interns should reflect on the learnings gained in their actions for the cause of human rights. He encouraged the interns to internalise core human values, uphold the ideals of fraternity and equality, and actively work towards fostering positive change in society.

Shri Devendra Kumar Nim, Joint Secretary, NHRC, presented the internship report. Besides the sessions on varied aspects of human rights by the senior NHRC officers, experts and civil society representatives, the interns were also taken for virtual tours to the Mandoli Jail, a Police Station and Asha Kiran Shelter Home in Delhi. They were given an overview of the functioning of various government institutions, human rights protection mechanisms, ground realities and requirements for protecting the human rights of the vulnerable segments of society. Shri Nim also announced the winners of the book review, group research project presentation, and declamation competition.

Workshops

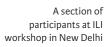
During November, 2024, the Commission also supported four collaborative human rights awareness workshops. These were held by the Stayee Bikasha Lakshya in Brahmapur, Odisha, the Shiv Shiksha Sansthan, Kapasan, District Chittorgarh, Rajasthan and the Recruit Training Centre, Shashtra Suraksha Bal, Gorakhpur, Uttar Pradesh and Indian Law Institute (ILI), New Delhi. Delivering a lecture at the ILI workshop for prison officers from across the country, NHRC, India Joint Secretary, Shri Devendra Kumar Nim highlighted the various aspects related to the criminal justice system and human rights.







NHRC, India Joint Secretary, Shri D. K. Nim addressing a session at ILI, New Delhi



Human rights awareness workshop in progress at Stayee Bikasha Lakshya in Brahmapur, Odisha

Workshop at the Shiv Shiksha Sansthan, Chittorgarh in progress

Workshop at the Recruit Training Centre, Shashtra Suraksha Bal, Gorakhpur





Students visit

To promote human rights awareness among college-level students and their faculties, the National Human Rights Commission (NHRC), India invites them to visit the Commission to understand human rights, their protection mechanism, and its functioning for this purpose in line with the Protection of Human Rights Act, (PHRA) 1993.

During November, 2024, 402 students and faculty members from various colleges and universities visited the Commission. These included Dr Bhim Rao Ambedkar College, University of Delhi, India's International Movement to Unite Nations (IIMUN), Delhi Metropolitan Education, GGSIP University, Greater NOIDA, Uttar Pradesh, Satpura Law College, Chhindwara, Madhya Pradesh, Kazi Nazrul University, Asansol, West Bengal, Maitreyi College, University of Delhi, Royal College of Law, Ghaziabad, Uttar Pradesh, Amity Law School, Amity University, Jaipur, Rajasthan and Parul Institute of Law, Parul University, Vadodara, Gujarat visited the Commission.

They had interactive sessions with the NHRC, India Joint Secretary, Shri Devendra Kumar Nim and other senior officers of the Commission. They were also briefed about the PHR Act 1993, the functioning Law Division and Investigation Divisions and the Complaints Management System senior officers of the Commission. They were also administered the human rights pledge.



Visiting students and faculty members from various institutions with the senior officers of the NHRC, India

NHRC Krav Maga self-defense training for women employees

The Commission has been organising gender sensitisation programmes for its employees from time to time through its Internal Complaints Committee. From 5th - 28th November, 2024, the Committee organised a ten-day Krav Maga self-defense training for 95 women employees of the Commission. Shri Hari Lal Chouhan, SSP in the



 NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani at the selfdefense training of the Commissions' women employees

Investigation Division of the Commission & his team imparted this training to them to enhance personal safety from any physical assault.

Acting Chairperson, Smt Vijaya Bharathi Sayani commended the participants. Emphasising the need to learn self-defense techniques by women, she highlighted the legacy of Rani Lakshmi Bai & Rani Ahilya Bai Holkar who fought to protect their communities from various aggressions.



NHRC, SSP, Shri Hari Lal Chouhan giving the self-defense training

NHRC, senior officers including the Joint Secretary & ICC Chairperson, Smt Anita Sinha, POs, Smt Yasmin Ahmed and Smt Vijay Laxmi Vihan, DIG, Smt Kim, and SSP, Smt Ilakkiya Karunagaran attended the concluding session of the Krav Maga self-defense training. The training covered a wide range of self-defense techniques, including upper

and lower body stances, choke defense, ground defense, and responses to armed attacks with knives and guns. The participants also learnt how to defend against hair grabs, collar grabs, and shoulder locks, and use everyday items like shawls/dupattas for their protection.

NHRC, India in the International Arena

he National Human Rights Commission (NHRC), India continues to engage with various international programmes to foster an exchange of ideas on various aspects of human rights. Several foreign institutional delegates visit the Commission and meet the Chairperson, Members and senior officers to understand the functioning of the Commission for the promotion and protection of human rights. The Commission's Chairperson, Members and other senior officers also visit various international forums to share their thoughts on the achievements of the Commission, interact with other NHRIs, and discuss the challenges to human rights in the fast-evolving world.

GANHRI Bureau meeting at Doha, Qatar



NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani and Secretary General, Shri Bharat Lal attending the GANHRI Bureau meeting at Doha, Qatar

On 27th November, 2024, the NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani and Secretary General, Shri Bharat Lal attended the GANHRI Bureau meeting in Doha, Qatar. As Chair of the Bureau's Finance Committee, Shri Bharat Lal presented its report. The report included the financial progress in 2024 and the Budget proposal for 2025. He also proposed enhancing and diversifying fundraising. The 16-member Governing Bureau adopted and approved the report.

News from State Human Rights Commissions

he promotion and protection of human rights is always a work in progress given the ever-expanding dimensions of human life and related challenges. In India, besides the democratically elected governments constitutionally committed to ensuring the welfare of the people by protecting their basic human rights, there are institutions of the legislature, judiciary, a vibrant media, the National Human Rights Commission (NHRC) and State Human Rights Commissions (SHRCs), as well as the other National Commissions and their state counterparts working as watchdogs of rights issues of various segments of society. This column intends to highlight the exceptional activities of the SHRCs undertaken to protect and promote human rights.

Goa State Human Rights Commission

The Goa State Human Rights Commission (GSHRC) was established on 4th March, 2011. Led by the Acting Chairperson, Shri Desmond D'Costa, GSHRC officers visited the Apna Ghar Protective Home-Cum-Reception Centre in Merces, Goa on 14th November, 2024 to raise awareness about human rights among the inmates. They interacted with 14 male children and 12 female inmates and conducted a session on various aspects of human rights. The facility was found to be well-maintained, clean, and decorated with child-friendly paintings. The GSHRC also assessed the human rights situation and overall conditions at the Protective Home-Cum-Reception Centre.



Punjab State Human Rights Commission

The Punjab State Human Rights Commission (PSHRC) from 1st January, 2024, to November 26, 2024, the PSHRC has registered a total of 8,584 cases including 96 cases on suo motu basis, highlighting its ongoing commitment to addressing human rights violations in the region.

GSHRC officers at Apna Ghar Protective Home-Cum-Reception Centre in Merces, Goa

KSHRC officers visiting a government hostel in Chikkaballapura district Besides this, in an attempt to enhance the accessibility of the victims of human rights violations, the PSHRC started inviting complaints on WhatsApp. This has resulted in a 60% surge in complaints.

Karnataka State Human Rights Commission

The Karnataka State Human Rights Commission (KSHRC) continued its innovative approach to reaching marginalised communities by directly engaging with citizens at the grassroots level. The KSHRC recently visited Chikkaballapura district and resolved over 50 cases of human rights violations recommending relief to the victims.

The Commission also visited various key government institutions, including the District prison, bus station, government hostels, police stations, and the District Government Hospital. During these visits, the Commission engaged with inmates and staff to address their human rights concerns and improve the conditions of these facilities.

Additionally, the Commission held an interactive session with district-level officers, emphasising the importance of protecting human rights as part of their official duties. Around 200 officers, including the Deputy Commissioner, Superintendent of Police, and the Chief Executive Officer of Zilla Panchayat, participated in this session.

The KSHRC participated in a study visit to the Faculty of Law at Banaras Hindu University in



Varanasi, where discussions with faculty members, students, and research scholars led to recommendations for integrating human rights into the university curriculum.

Madhya Pradesh State Human Rights Commission

The Madhya Pradesh State Human Rights Commission (MPSHRC), recommended a

compensation of Rs. 26,50,000 in six cases of human rights violations in November, 2024. These cases related to the death of a convicted prisoner due to medical negligence and poor jail management, the death of a man due to drowning in a water body, death due to electrocution while working for the Madhya Pradesh Electricity Board, the deaths of two undertrial prisoners, and the death of a woman during a sterilisation surgery.

NHRC, India invites proposals for collaborative programmes

he National Human Rights Commission (NHRC), India, a statutory body constituted under the Protection of Human Rights (PHR) Act, 1993, is mandated to protect and promote the human rights of every human being in the country. To fulfill this mandate, the Commission undertakes various activities such as internships, collaborative moot court competitions, student visits and training programmes including faculty visits to the NHRC, research studies, core group meetings, open house discussions, conferences, seminars, and workshops on important human rights issues. This is done in partnership with universities and colleges, academic and

research institutions, autonomous bodies, and NGOs/CSOs, to protect and promote the civil, political, socioeconomic and cultural rights of all.

As a part of our ongoing efforts to raise awareness and foster collaboration in the field of human rights, the NHRC is inviting universities and colleges, academic and research institutions, autonomous bodies, and NGOs/CSOs, to participate in our outreach programmes to promote discourse, exchange of ideas on various dimensions of human rights and enhance understanding about the same. These may include interactive sessions, workshops, and seminars on

various themes ranging from civil, political, economic, social, and cultural rights.

The Commission has invited proposals from various universities/ institutions/ organisations, with the belief that they would come forward for collaboration and also spread information about such opportunities and training programmes to protect and promote human rights.

The detailed guidelines can be found at 'What's New' on the NHRC, India website: www.nhrc.nic.in or in the link: https://nhrc.nic.in/document/collabora te-circulate-various-programmes-nhrc-india.

News in brief

 On 3rd November, 2024, NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani was the Chief Guest at a programme on the 'Role of women in development' at Surabhi Gosala Trust, Kurnool in Andhra Pradesh. She addressed discrimination and

exploitation faced by women and their role in the family, society, employment, business field, etc. She also spoke about the functioning of the NHRC and its efforts in delivering justice, and support to girls and women. About 1,500 participants attended.



► NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani addressing a programme on the 'Role of Women in Development' at Surabhi Gosala Trust. Kurnool in Andhra Pradesh

- On 4th November, 2024, NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani delivered a keynote address at a seminar on 'Safety of Women' in Kozhikode, Kerala organised by the Malayalam newspaper Janmabhumi. She highlighted transformative changes in women's roles, education, workforce, societal attitudes, etc. She said that the NHRC remains committed to raising the issues of the protection of women's dignity and security through seminars, conferences, open house discussions, advisories and recommendations while disposing of complaints. It has also constituted a core group on women to suggest measures.
- From 18th to 19th November, 2024, NHRC, India Acting Chairperson, Smt Vijaya Bharathi Sayani and DG (I), Shri Ajay Bhatnagar visited various places in Tirupati, Andhra Pradesh. She also delivered a lecture at IIT, Tirupati.
- On 20th November, 2024, NHRC, India joined the global fraternity in celebrating World Children's Day emphasising the protection of their rights. The day marks the adoption of the Declaration of the Rights of the Child in 1959 and the Convention on the Rights of the Child in 1989 by the UN General Assembly. The NHRC is committed to working to promote & protect the rights of children and other vulnerable segments of society. It has been organising multi-stakeholder consultations on various aspects of child rights including missing children & child bonded labour to suggest measures. The Commission has constituted a core group on children and issued three advisories for protecting their rights. These include the two during the COVID-19 and the one on CSAM in 2023. It

- has also come out with various publications specific to different aspects of child rights.
- On 21st November, 2024, NHRC, India Registrar (Law), Shri Joginder Singh visited Mount Abu, Rajasthan to attend the 'NHRC and SHRC: Role, responsibilities and effectiveness,' organised by the CRPF a part of a capacity-building programme for its officers.
- On 23rd November, 2024, NHRC, India, Secretary General, Shri Bharat Lal delivered a talk as a part of the Cheistha Kochhar Anubhav Lecture Series of the University of Chicago at the Indian School of Public Policy in New Delhi. It was attended by more than 70 young development professionals from India, Nepal, and Bangladesh. He highlighted how data has become the foundation for planning, implementation, strategic interventions, and prioritisation in various developmental and policy initiatives like the Jal Jeevan Mission (JJM), which aims to ensure clean tap water to 194 million households in India, along with millions of schools, Anganwadi centres, Ashramshalas and other community building.



► NHRC, India, Secretary General, Shri Bharat Lal delivered a talk as a part of the Cheistha Kochhar Anubhav Lecture Series of the University of Chicago at the Indian School of Public Policy in New Delhi

- On 26th November, 2024, NHRC, India Registrar (Law), Shri Joginder Singh delivered a lecture on 'Citizen rights and duties' organised by Dr M.P.S. Memorial College of Business Studies, Sikandra, Agra, Uttar Pradesh.
- On 26th November, 2024, NHRC, India joined the nation in celebration of Constitution Day. On this day in 1949, the Constitution of India was adopted. Reading out the Preamble of the Constitution, ACP, Smt Vijaya Bharathi Sayani administered the pledge of allegiance to it by the officers & staff.





NHRC, India, Acting Chairperson, Smt Vijaya Bharathi Sayani adminstering the Consitution Day pledge to the officers and staff

 On 30th November, 2024, NHRC, India, Secretary General, Shri Bharat Lal addressed the 100th SKOCH Summit in New Delhi. He spoke on the convergence of Business and Human Rights, emphasising the importance of both the well-being of all and development of the country.

Complaints in November, 2024

New complaints received	4,127
Disposed off including old cases	3,585
Under consideration of the Commission	6,952

Forthcoming events

2 nd December, 2024	The Commission has listed the further hearing of its case related to Delhi- NCR air pollution.
2 nd -9 th December, 2024	The Commission will observe the 'Prevention of sexual harassment at workplace week.'
10 th December, 2024	The Commission will organise a function to observe Human Rights Day. The Hon'ble President of India has consented to grace the occasion as the Chief Guest. This will be followed by a National Conference on 'Mental well-being: Navigating stress from classroom to workplace.' It will be attended by various national and international dignitaries along with various stakeholders.
11 th December, 2024	The Commission will organise a one-day National Conference of NHRC- SHRCs and Special Monitors/Special Rapporteurs.
16 th December, 2024 to 10 th January, 2025	The Commission will organise its on-site Winter Internship for post-graduate level university students.
16 th December, 2024	The Commission will organise a meeting of its 'Core Advisory Group on Environment, Climate Change and Human Rights' at its premises.
17 th December, 2024	The Commission will organise an open house discussion in hybrid mode on the 'Rights of Gig Workers' at its premises.
18 th December, 2024	The Commission is also organising a one-day seminar on 'Ageing in India: Actionable solutions' along with NITI Aayog, Ministry of Social Justice & Empowerment and the Sankala Foundation.

Human rights and NHRC in news





National Human Rights Commission

Important telephone numbers of the NHRC for filing complaints

Toll Free No.: 14433 (Facilitation Centers) • Fax No.: 011-2465 1332

For Filing online complaints: www.nhrc.nic.in, hrcnet.nic.in, Common Service Centres Email: complaint.nhrc@nic.in (For complaints), cr.nhrc@nic.in (For general queries/ correspondence)

Focal point for Human Rights Defenders

Indrajeet Kumar, Deputy Registrar (Law) Mobile No. +91 99993 93570 • Fax No. 011-2465 1334 • E-mail: hrd-nhrc@nic.in

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