CITIZEN'S CHARTER

The National Commission for Minorities is a statutory body constituted by NCM Act, 1992 to safeguard the rights and interests of religious minorities.

OUR VISION

Protection of rights and safeguards provided to Minorities in the Constitution and in Laws enacted by Parliament and State Legislatures and ensure 'inclusive growth'.

OUR MISSION

i) To ensure that the rights of Minorities are protected.

ii) To inquire into cases of violations of rights of minorities and recommend remedial action/action against violators.

iii) To examine factors that inhibit rights of Minorities and recommend appropriate remedial measures

iv) To undertake research/studies relating to problems arising out of discrimination against minorities and socio-economic and educational development of Minorities.

FUNCTIONS OF THE COMMISSION

(a) evaluate the progress of the development of Minorities under the Union and the States;

(b) monitor the working of the safeguards for Minorities provided in the Constitution and laws enacted by Parliament and the State Legislatures;

(c) make recommendations for the effective implementation of safeguards for protection of interests of Minorities by the Central Government or the State Governments;

(d) look into specific complaints regarding deprivation of rights and safeguards of Minorities and taking up such matters with the appropriate authorities;

(e) cause studies to be undertaken into the problems arising out of any discrimination against Minorities and recommend measures for their removal;

(f) conduct studies, research and analysis on issues relating to socio-economic and educational development of Minorities;

(g) suggest appropriate measures in respect of any Minority to be undertaken by the Central Government or the State Governments;

(h) make periodical or special reports to the Central Government or any matter pertaining to Minorities and in particular the difficulties confronted by them; and

(i) any other matter which may be referred to it by the Central Government.

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OUR CLIENTS

- Members from such communities which are notified as a 'Minority' community by the Central Government namely Muslims, Christians, Sikhs, Buddhists and Parsis.
- Central Govt. Ministries/Departments & other offices
- State Govts. /UT Administration except J&K
- NGOs & other Activists involved with the issues of minorities

Details of Business transacted by the Commission.

We strive for protection of minority rights by:

(1) Making recommendations to concerned Govt./authorities to take appropriate remedial measures for effective implementation of safeguards for protection of interests of minorities and remove any difficulties/problems encountered by them.

(2) Making recommendations to concerned Govt./authorities concerned to take action against the person responsible for violation of minority rights, if any.

(3) Making recommendations to concerned Govt./authorities concerned in the matter of grant of compensation to the victims in the case of communal riots.

(4) Conducting inquiries into complaints of violation of minority rights and making appropriate recommendations to the concerned Govt./authority.

(5) Conducting hearings in cases of complaints regarding violation of minority rights wherever necessary and making suitable recommendations.

(6) Carrying out review of laws, enacted/examination of proposed legislation by Central/State Government and making suitable suggestions/measures to be adopted.

(7) Undertaking studies/carrying out research on all aspects relating to rights and developmental issues/problems of minorities, compilation and analysis of data and making appropriate recommendations to Central/State Governments.

(8) Creating awareness through seminars, workshops, Annual Conference of State Minorities Commissions, Publications, Annual Lectures, Minorities Right's Day etc..

STATEMENT OF SERVICES PROVIDED AND REDRESSAL OF GRIEVANCES OF THE CITIZENS

NCM is a redressal forum for grievances/complaints received from the minority communities regarding violations of minority rights. For the purpose of making complaints the application should:

- be addressed directly to:

The Secretary,

National Commission for Minorities
5th Floor, Lok Nayak Bhawan, Khan
Market, New Delhi-110003.

Phone : 011-24694816 Fax: 011-24693302
e-mail:

Grievances received in the Commission will receive instant attention, an individual can file a complaint against any discrimination on the grounds of his religion of the minority

community. The Commission calls for a report from the concerned Department or Agency on the complaint. The report is examined in the Commission vis-à-vis facts given in the complaint. After examination the complainant is apprised of the report asking him to file a rejoined. If the rejoinder raises fresh facts or new developments further report is called. The Commission takes a final decision after examination of all the material facts. Hearings are also held to sort out the grievances, wherever considered necessary.

The complaints received from other than minority communities, anonymous complaint and any matter which is sub judice are not entertained.

As a redressal forum NCM is a quasi-judicial body having all powers of a civil court to the extent of enforcing attendance of witnesses and summoning records, recording evidence on oath, while trying a suit.

EXPECTATION FROM THE CLIENT/CITIZEN

We expect every organization, public or private and all citizens

- To interact with the Commission for improving the life standards of its citizens, in equal measures and in particular the religious minorities.
- To imbibe the spirit of Communal harmony and brotherhood and protect, safeguard and promote minority rights.
- To honour and abide by the provisions of the Constitution and laws passed by Govt. for protection of minority rights.
- To share information with other citizens on minority concerns, their rights and issues.
- To bring any denial/violation of the rights of minorities to the notice of the Commission.
- To offer suggestions to streamline the functioning of the existing institutional mechanism for protection of interests and rights of minorities, promotion of accountability and responsibility.
- To suggest affirmative action that are required to be pursued by NCM in realizing its vision/mission.

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

- Send all communication/ information in a complete and comprehensive manner accompanied by the required documents.
- Visit our website http://www.ncm.nic.in for details, and
- Contact the Members and officers as given in the Annexure, if need arises.

Annexure

NAME, ADDRESS & PHONE NUMBERS OF THE CHAIRPERSON,MEMBERS AND OFFICERS OF THE COMMISSION

Shri Naseem Ahmad
Chairperson

National Commission for Minorities
5th Floor, Lok Nayak Bhawan,
Khan Market, New Delhi-110003.
Phone : 011-24690592

Sikh Member(Vacant)
Member

National Commission for Minorities
5th Floor, Lok Nayak Bhawan,
Khan Market, New Delhi-110003.
Phone : 011-24617020

Smt Farida Abdulla Khan
Member

National Commission for Minorities
5th Floor, Lok Nayak Bhawan,
Khan Market, New Delhi-110003.
Phone : 011-24623710

Ms. Mabel Rebello
Member

National Commission for Minorities
5th Floor, Lok Nayak Bhawan,
Khan Market, New Delhi-110003.
Phone : 011-24642527

Shri Praveen Davar
Member

National Commission for Minorities
5th Floor, Lok Nayak Bhawan,
Khan Market, New Delhi-110003.
Phone : 011-24621177

Shri Dadi E. Mistry
Member

National Commission for Minorities
5th Floor, Lok Nayak Bhawan,
Khan Market, New Delhi-110003.
Phone : 011-24601752

Shri Amarendra Sinha
Secretary
National Commission for Minorities
5th Floor, Lok Nayak Bhawan,
Khan Market, New Delhi- 110003.
Phone : 011-24694816

Shri Ajoy Kumar
Additional Secretary

National Commission for Minorities
5th Floor, Lok Nayak Bhawan,
Khan Market, New Delhi-110003.
Phone : 011-24693639

Deputy Secretary-Post Vacant

National Commission for Minorities
5th Floor, Lok Nayak Bhawan,
Khan Market, New Delhi-110003.
Phone :011-24601752