



GUIDANCE FORM

This form is a guideline to protect the child that has come to Thinking Caps, to seek therapeutic interventions. It is our intention to protect and safeguard the child's well-being. The participants are governed by the laws in India.

Our work space is predominantly for minors; hence it is our endeavour to share with you the ways and means to address redressals, grievances and complaints. We also have in place, minor consent forms, a cooperative team to abide by the rules and regulations of the country with assistance to fill out incident report/s if required and trained staff. Whilst our staff is trained and measures are taken to safeguard the child's wellbeing; any episode or incident will be governed by Indian laws. Complaints and grievances will have to be directed to appropriate channels.

Statutes that are in place to protect children under Indian laws are briefly mentioned and touched upon below. These provisions are only indicative and are not exhaustive. Thinking C.A.P.S recognises that each incident is person specific and unique.

Laws Governing the Child's Wellbeing

- The Constitution of India

Article 14 & 15 include the right to equality and prohibition of discrimination. Article 21 involves right to life and personal liberty, interpreted to include dignity and protection from abuse, article 21A covers the right to free and compulsory education and article 23 & 24 is related to prohibition of trafficking, forced labour, and employment of children in hazardous work. It is worth noting that India has a written Constitution.

- Juvenile Justice (Care and Protection of Children) Act, 2015 (JJ Act),
- Protection of children from Sexual Offences Act, 2012 (POCSO)
- Indian Penal Code, 1860, IPC ;
- Child Labour (Prohibition and Regulation) Amendment Act, 2016;
- Information Technology Act, 2000 wherein under Section 67B which covers Punishment for publishing or transmitting child sexual abuse material (CSAM) and is also applicable to online therapy records, data handling, and safeguarding children in digital spaces ;
- Labour and Workplace Safety Laws; Factories Act, 1948 and
- Occupational Safety, Health and Working Conditions Code, 2020 to ensure safe physical premises where children may be present;
- Employees' Compensation Act, 1923 which touches upon liability for workplace accidents involving staff.

Apart from these there are working policies and guidelines which include but are not exhaustive to National Policy for Children, 2013, National Charter for Children, 2003 and also the POSH Act, 2013 (Sexual Harassment of Women at Workplace).

The local police station details are as follows:

Sector 53 Police Station



Golf Course Road, DLF Phase 5, Gurgaon 122011, Haryana

Website: <https://gurgaon.haryanapolice.gov.in/ps-sector-53>

Gurgaon Police Control Room number: 0124-2300100.

To address a grievance with the police station, one can visit the station, lodge a written complaint, or call their official number.

For immediate assistance or to register your complaint, one can use the national emergency number 112 or the Gurugram Police Control Room number.

In India there are government protocols and helplines for placing grievances related to child protection. These are listed below:

National Helplines

Childline 1098 : A 24x7, toll-free, emergency helpline exclusively for children in distress, run by the Ministry of Women & Child Development (MWCD), this can be called for cases of abuse, abandonment, trafficking, missing children, child labour, accidents, or any child in need of care and protection. Once a call is made, the local CHILDLINE partner NGO and Child Welfare Committee (CWC) are alerted.

Women's Helpline 181: Available in many states for women and girl children facing abuse or harassment.

Police Helpline 112: For emergencies where a child is in immediate danger.

Avenues for Reporting Grievances:

Under the POCSO Act, 2012 : Mandatory reporting of any suspicion or knowledge of sexual offences against children. The complaint must be lodged with the local police or the Special Juvenile Police Unit (SJPU). The Police must register an FIR and inform the Child Welfare Committee (CWC).

Under Juvenile Justice Act, 2015: Any child found to be in need of care and protection can be reported to the CWC, the District Child Protection Unit (DCPU), or police.

Online Grievance Redressal:

NCPCR (National Commission for Protection of Child Rights): Complaints can be filed online via NCPCR Complaint Portal.

State Commissions for Protection of Child Rights (SCPCRs) – handle grievances at state level.

Ministry of Women & Child Development (MWCD) – eSamvad Portal

Online platform to register child-related grievances: <https://www.esamvad.wcd.gov.in>. Cyber Crime Portal ([cybercrime.gov.in](https://www.cybercrime.gov.in)) Local Police station address:

Recruitment and Staff Suitability

- Police verification is completed for all staff prior to appointment through the local police station.
- Proof of identity is obtained using two valid government-issued identification documents. A minimum of two references are collected, including from the previous employer where applicable.
- All staff are required to provide a written declaration confirming that they have not been convicted of, charged with, or investigated for any criminal offence in India or elsewhere. Staff are required to immediately inform the organisation of any such developments. The organisation reserves the right to terminate services if safeguarding concerns arise.
- Educational qualifications, professional certifications, and relevant work experience are verified prior to engagement.
- All staff, volunteers, interns, and caretakers are briefed on child protection responsibilities and obligations under the POCSO Act.

This Safeguarding Policy should be read in conjunction with the organisation's **Privacy Policy** and **Terms & Conditions**, available on the official website. These documents outline how personal and sensitive information is collected, used, stored, and shared, including information related to safeguarding concerns. All safeguarding practices, data handling procedures, and communication protocols operate within the framework described in these policies.

The organisation is committed to protecting the privacy and rights of all children, young people, adults, families, and staff involved, and adheres to relevant data protection laws when managing safeguarding records and disclosures.

Thinking C.A.P.S reserves the right to report any activity that they may find suspicious.