



Ref. No.: KRMU/Admin./O.O./2023-24/ 3621(B)

Date: 23.10.2023

OFFICE ORDER

Subject: Mental Health and Well-being Policy of K.R. Mangalam University

In alignment with the UGC Guidelines for Promotion of Mental Health and Well-being (2023), the National Mental Health Policy (2014), and the National Education Policy (NEP 2020), the University has formally adopted the "Mental Health and Well-being Policy", is notified for implementation as approved in the 56th Board of Management meeting 2023 vide agenda item 56.13 held on 20.10. 2023 with immediate effect.

The policy provides a structured framework for:

- Promoting awareness and preventive mental health practices.
- Ensuring early identification, counselling, and crisis management support through the WE DOST – Mental Health and Well-being Centre.
- Establishing governance, ethical, and monitoring mechanisms to ensure a psychologically safe and inclusive environment for students, faculty, and staff.

All Schools, Departments, and Administrative Units are hereby directed to ensure compliance and dissemination of the policy among faculty, staff, and students.

This is issued with the approval of competent authority.


Registrar
K.R. Mangalam University
Sohna Road, Gurugram (Haryana)
Registrar
K.R. Mangalam University

Copy to:

- Hon'ble Vice Chancellor – for kind information
- Dean Students Welfare/ Dean Academic Affairs/ Dean- Research
- Deans of all Schools
- WE DOST – Mental Health and Well-being Centre
- Chief Proctor / DSW / HR Department
- Chairperson, IQAC Well-being Committee
- All Faculty and Staff Members
- Notice Boards / University Website
- Office Copy



K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION



MENTAL HEALTH AND WELL-BEING POLICY

K.R. Mangalam University



K.R. MANGALAM UNIVERSITY

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MENTAL HEALTH AND WELL-BEING POLICY

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MENTAL HEALTH AND WELL-BEING POLICY

1. Preamble

K.R. Mangalam University (KRMU) is deeply committed to nurturing a campus environment that promotes psychological safety, emotional resilience, and holistic well-being for all members of its community- students, faculty, and staff. The University recognizes that mental health is integral to learning, personal growth, and academic performance.

The establishment of the “WE DOST – Mental Health and Well-being Centre” symbolizes this commitment, serving as a dedicated support system for counselling, crisis intervention, and awareness.

This policy operationalizes the objectives of the UGC Mental Health and Well-being Framework (2023) and the National Education Policy (NEP 2020), embedding mental wellness into KRMU’s academic, administrative, and community life.

2. Purpose

The primary purpose of this policy is to institutionalize a comprehensive framework for mental health promotion, early identification, and timely intervention for all members of the K.R. Mangalam University community.

It aims to:

- Foster a mentally healthy and inclusive academic environment that supports learning, productivity, and personal growth.
- Integrate mental well-being into University operations through structured programs, policies, and partnerships.
- Provide accessible, professional, and confidential psychological support through the WE DOST Centre.
- Develop resilience, coping mechanisms, and self-awareness among students, faculty, and staff.
- Reduce stigma and discrimination associated with mental health conditions through dialogue and education.
- Align the University’s wellness initiatives with national and international frameworks, including:
 - *UGC Guidelines for Promotion of Mental Health & Well-being (2023)*



- *National Mental Health Policy, 2014*
- *National Education Policy (NEP) 2020* – Holistic and Multidisciplinary Education for Mental Fitness

3. Scope

This policy applies to:

- All students – undergraduate, postgraduate, doctoral, and diploma levels.
- All teaching and non-teaching staff, including visiting and contractual employees.
- Resident community members – hostel students, wardens, and campus staff.
- Campus visitors and parents, when participating in well-being initiatives.

It extends across all domains of the University, including:

- Academic operations: curriculum design, pedagogy, and student assessment.
- Administrative systems: employee welfare, grievance redressal, and performance management.
- Campus life: residential facilities, co-curricular and cultural activities, and community engagement.

4. Institutional Framework

4.1 WE DOST – Mental Health and Well-being Centre

The WE DOST (Wellness, Empathy, Dialogue, Outreach, Support, Therapy) Centre is the central pillar of KRMU's well-being system. It functions under the Dean Student Welfare (DSW) with strategic oversight from the IQAC Well-being Committee.

Objectives

- Provide free, confidential, and professional counselling to students and employees.
- Encourage emotional literacy, mindfulness, and stress resilience through workshops and campaigns.
- Create a safe, stigma-free, and supportive space for dialogue and healing.
- Provide crisis response and referral to external clinical care when required.

Core Functions

- For stress, anxiety, academic pressure, relationships, grief, or trauma.



- Regular sessions on mindfulness, emotional regulation, and coping strategies.
- Immediate support for cases involving self-harm, suicidal ideation, or violence.
- Mental Health Week, campaigns like “Talk it Out” and “You Are Not Alone.”
- Partnership with registered clinical psychologists, psychiatrists, and hospitals in Gurugram and Delhi NCR.

5. Policy Components

5.1 Preventive and Promotive Mental Health Framework

- Awareness and Sensitization: Periodic workshops, seminars, and film screenings on mental health themes.
- Wellness Calendar: Annual activity plan including yoga, meditation, and self-care drives.
- Integration in Orientation: Every batch is introduced to WE DOST and its services during the induction program.
- Digital Wellness Campaigns: Use of social media and ERP messages to promote healthy screen time, positive communication, and empathy.
- Stress-Free Exams Initiative: Dedicated counselling sessions during mid-term and end-term assessments.

5.2 Early Identification and Screening

- Faculty and Mentors: Trained to identify warning signs—withdrawal, absenteeism, irritability, or decline in performance.
- Online Self-Assessment Tools: Anonymous well-being check-ins integrated on ERP portal.
- Referral Protocol: Mentors and wardens refer students to WE DOST confidentially with consent.

5.3 Counselling and Support

- Appointments: Students can self-book counselling sessions through email or online link.
- Confidentiality Assurance: All records maintained strictly between counsellor and client.
- Therapeutic Techniques: Cognitive Behavioural Therapy (CBT), Solution-Focused Counselling, and Mindfulness-Based Stress Reduction (MBSR) techniques used by professionals.
- Emergency Response: 24x7 helpline with immediate access to counsellor-on-call, DSW, and campus security.



5.4 Crisis Management

- Formation of a Crisis Response Team (CRT) including:
 - Dean Student Welfare (Chair)
 - University Medical Officer
 - Senior Counsellor, WE DOST
 - Chief Warden and Security Officer
- CRT coordinates immediate care, parental intimation (where needed), and safe medical transport.

5.5 Outreach and Inclusion

- Mental Health Champions: Peer volunteers trained in “Psychological First Aid.”
- Special Focus Groups: Separate sessions for first-year students, hostel residents, LGBTQIA+ community, and persons with disabilities.
- Parent Outreach: Periodic webinars and newsletters on supporting student mental health.

6. Capacity Building and Training

6.1 Faculty Development

- Training faculty in empathetic communication, managing distressed students, and promoting a psychologically safe classroom.
- Incorporation of well-being elements in faculty orientation and FDPs.

6.2 Staff Training

- Workshops for administrative and support staff on stress management, empathy, and positive workplace culture.

6.3 Student Empowerment

- Annual “Campus Wellness Leaders” program – a peer-led initiative for mental health awareness.
- Workshops on time management, career anxiety, body image, and social media wellness.

6.4 Collaboration

- Academic collaboration with national institutions such as Medanta, NIMHANS, AIIMS, or Fortis Mental Health Program for capacity-building programs.



7. Inclusive and Safe Environment

- No individual shall face prejudice based on mental health status.
- WE DOST office and all counselling rooms are designed for privacy, inclusivity, and barrier-free access.
- Trained counsellors and support groups ensure psychological safety for LGBTQIA+ students and staff.
- ICC (Internal Complaints Committee), Equal Opportunity Cell, and Anti-Ragging Committee collaborate for holistic support.
- Quiet zones, meditation corners, and wellness lounges available for relaxation.

8. Data Protection and Ethical Standards

- All counselling data and psychological records are confidential, encrypted, and anonymized for analysis.
- Informed Consent Forms mandatory for all counselling sessions and assessments.
- No disclosure of any information without explicit written consent, except where there is imminent risk of harm.
- Counsellors adhere to the Ethical Code of Conduct of the Rehabilitation Council of India (RCI) and American Psychological Association (APA).
- Annual audits of WE DOST data security by the IQAC.

9. Governance and Implementation Structure

9.1 Institutional Roles and Responsibilities

Designation	Responsibilities
Vice-Chancellor	Provide overall leadership, approve strategic plans, and ensure alignment with NEP 2020.
Registrar	Allocate financial and administrative resources; ensure compliance with UGC directives.
Dean Student Welfare (DSW)	Head of implementation; ensures smooth coordination between academic and hostel units.
Director, WE DOST	Oversees counselling operations, supervision, outreach, and documentation.
Medical Officer	Collaborates for referrals, emergencies, and physical health integration.
IQAC Well-being Committee	Monitors effectiveness through periodic audits and feedback mechanisms.
Faculty Mentors	Identify early distress signs and make appropriate referrals.



Student Wellness Ambassadors

Conduct peer engagement and wellness awareness programs.

9.2 Committee Composition

- **Chairperson:** Dean Student Welfare
- **Member Secretary:** Director, WE DOST
- **Members:** Medical Officer, Psychologist(s), two faculty representatives, one student representative, and one external mental health expert.

The committee meets quarterly to review progress and submit reports to the Vice-Chancellor.

10. Monitoring, Evaluation, and Reporting

10.1 Monitoring Framework

- **Quarterly Reports:** WE DOST submits a summary on counselling sessions, outreach events, and wellness indicators.
- **Annual Audit:** IQAC conducts an internal evaluation on effectiveness, inclusivity, and resource adequacy.
- **Feedback Mechanisms:** Anonymous online feedback collected post-session for service improvement.

10.2 Evaluation Metrics

Indicator	2023 Baseline	Target 2025	Evaluation Tool
No. of Counselling Sessions	320	≥ 600	WE DOST Logs
Student Satisfaction Score	65%	≥ 85%	Feedback Surveys
Peer Volunteers Trained	20	≥ 60	DSW Records
Staff Wellness Workshops	3 per year	≥ 8 per year	IQAC Report
Crisis Cases Successfully Managed	100%	Maintain	CRT Records

10.3 Reporting

- Annual “Mental Health and Well-being Report” submitted to the Board of Management and shared with UGC if requested.



- Findings integrated into the University's Annual Quality Assurance Report (AQAR) under the "Student Support and Progression" section.

11. Funding, Resources, and Review

11.1 Financial Allocation

- A **dedicated annual budget** shall be earmarked under the Registrar/DSW for:
 - Counsellor appointments and honorarium.
 - Capacity-building and awareness activities.
 - Mental health infrastructure and digital tools.
 - Outreach programs, publications, and workshops.

11.2 Resource Development

- WE DOST will maintain a library of books, digital resources, and self-help tools on mental health.
- Creation of a Mental Wellness Portal integrated into the University ERP for self-assessment and anonymous queries.

11.3 Partnerships

- Collaborate with mental health NGOs, hospitals, and government schemes such as the National Tele Mental Health Programme (Tele MANAS) for advanced support.

11.4 Review and Revision

- The policy will be **reviewed every two years** (biennially) or earlier in response to new UGC/MoHFW guidelines or emerging mental health needs.
- The **Well-being Committee** shall propose revisions based on impact assessment data, new best practices, and stakeholder feedback.


Registrar

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