



दीन दयाल उपाध्याय कॉलेज DEEN DAYAL UPADHYAYA COLLEGE (दिल्ली विश्वविद्यालय) (UNIVERSITY OF DELHI)

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MENTAL HEALTH AND WELL-BEING POLICY

(Aligned with UMMEED Guidelines and MANODARPAN Initiative)

1. Title of the Policy

Mental Health and Well-being Policy

2. Policy Objective

The objective of this policy is to promote a safe, inclusive, and supportive institutional environment that prioritizes the mental health and emotional well-being of students, faculty, and administrative staff. The policy ensures access to professional psychological services, promotes early identification of concerns, and fosters awareness and resilience.

3. Scope of the Policy

Applicable to:

- All students
 - Teaching faculty
 - Administrative and support staff
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4. Institutional Framework and Collaboration

Deen Dayal Upadhyaya College (DDUC) has collaborated with **The Mindveda** to provide structured, professional mental health and psychological services to students, faculty, and administrative staff.

5. Key Components of the Policy

5.1 Counselling and Psychological Support Services

5.1.1 *Online Counselling Services*

- Available **7 days a week** (except gazetted holidays)
 - Timings: **11:00 AM to 7:00 PM**
 - Conducted by qualified psychologists
 - **Free of cost for all active students**
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5.1.2 *Offline Counselling Services*

- The Mindveda team will be present **3 days per week**
 - Provision for in-person counselling sessions
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5.1.3 *Clinical Referral Mechanism*

- Referral of clinical cases to qualified psychiatrists
 - Ethical protocols and consent to be maintained
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5.2 Mental Health Society

A Mental Health Society shall be constituted comprising students, Mental Health Committee members, and psychologists from The Mindveda.

Objectives:

- Awareness on depression, anxiety, stress, examination pressure
 - Reduction of stigma
 - Promotion of help-seeking behaviour
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5.3 Class Mentor System

- One Class Mentor per section
- Responsibilities:

- Coordinate awareness initiatives
 - Act as first point of contact
 - Identify and report critical cases
 - Support Mental Health Society interventions
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5.4 Awareness and Capacity Building

- Regular workshops conducted by The Mindveda for students, faculty, and staff
 - Focus on resilience, stress management, and early identification
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5.5 Crisis Management and Helpline Support

- 24×7 suicide helpline details:
 - Shared via digital platforms (e.g., WhatsApp)
 - Displayed across campus
 - Immediate response mechanisms in crisis situations
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5.6 Confidentiality and Ethical Practices

- Strict confidentiality maintained
 - Disclosure only in cases of risk to self or others
 - Adherence to professional ethical standards
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6. Governance and Implementation Mechanism

- Implemented by the College Mental Health Committee
 - Coordinated with The Mindveda
 - Proper documentation and reporting maintained
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7. Monitoring and Review

- Annual review of policy
 - Stakeholder feedback incorporated
 - Continuous improvement based on best practices
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8. Key Performance Indicators (KPIs)

To ensure effectiveness, the following KPIs shall be monitored periodically:

8.1 Access and Utilization

- Total number of counselling sessions conducted (monthly/annual)
 - Unique beneficiaries (students, faculty, staff)
 - Percentage of student population accessing services
 - Average number of sessions per user
 - Online vs offline session utilization ratio
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8.2 Service Quality and Outcomes

- User satisfaction score (based on post-session feedback forms)
 - Percentage of users reporting improvement in well-being
 - Repeat engagement rate (users returning for sessions)
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8.3 Awareness and Outreach

- Number of awareness workshops conducted
 - Participation rate (students, faculty, staff)
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G. Expected Outcomes

- Improved access to mental health services

- Increased awareness and reduced stigma
 - Early identification and intervention
 - Enhanced student well-being and academic performance
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10. Conclusion

The College is committed to fostering a mentally healthy campus through structured support systems, awareness initiatives, and continuous monitoring. This policy reflects the institution's dedication to holistic education and well-being.
