

# SHRI GURU RAM RAI INSTITUTE OF MEDICAL & HEALTH SCIENCES

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## STUDENT WELFARE COMMITTEE (SWC)

*Re-constituted vide Office Order No. SGRR/MC/SWC/2026/-589149 dated 02.02.2026*

# STANDARD OPERATING PROCEDURES

## Campus Mental Health Services

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**This document contains three Standard Operating Procedures:**

**ANNEXURE I – Confidentiality SOP**

**ANNEXURE II – Anonymous Feedback Mechanism**

**ANNEXURE III – Crisis Intervention Protocol**

*Applicable to all students, faculty members, and staff of SGRR-IMHS.*

*Issued by: Student Welfare Committee | Approved by: Principal, SGRR-IMHS | Date: March 2026*

# ANNEXURE I

## CONFIDENTIALITY STANDARD OPERATING PROCEDURE

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<b>Document Title</b>	Confidentiality SOP – Student Welfare Committee
<b>Issuing Authority</b>	Student Welfare Committee, SGRR-IMHS
<b>Approved by</b>	Prof. (Dr.) Utkarsh Sharma, Principal
<b>Effective Date</b>	02nd February 2026
<b>Review Date</b>	February 2027
<b>Applicable To</b>	All SWC members, faculty, staff, and students

### 1. Purpose

This SOP establishes the framework for maintaining strict confidentiality in all matters related to student welfare, mental health disclosures, grievances, and counselling interactions handled by the Student Welfare Committee (SWC) of SGRR-IMHS. It ensures that students feel safe to seek help without fear of disclosure, stigma, or adverse consequences.

### 2. Scope

This policy applies to:

- All members of the Student Welfare Committee
- Faculty members involved in student counselling or mentoring
- Psychologist/Counsellor (Dr. Kanchan Dobhal) and Social Worker (Mr. Vivekanand)
- HOD Psychiatry (Dr. Shobit Garg) and any referred clinical staff
- Administrative staff involved in SWC documentation
- Any person a student approaches through the SWC grievance channels

### 3. Definitions

- Confidential Information: Any personal, academic, psychological, financial, or welfare-related information shared by a student in the course of seeking help from the SWC.
- Need-to-Know Basis: Information is shared only with those directly involved in addressing the student's concern.
- Mandatory Disclosure: A limited exception where confidentiality must be broken to prevent imminent harm to the student or others.

### 4. Core Confidentiality Principles

#### Confidentiality is the Norm

- All information shared by students with any SWC member, counsellor, or faculty is STRICTLY CONFIDENTIAL.
- Students will be informed at the outset of any counselling session or welfare interaction that their information will be kept confidential.
- No student's case shall be discussed in any open forum, classroom, or informal setting.
- Records of student welfare interactions will be stored securely and accessed only by authorised SWC members.

## 5. SOP – Step-by-Step Process

<b>STEP 1</b> Intake	<ul style="list-style-type: none"><li>• Student approaches: Member Secretary / Faculty Member / Student Representative / SWC Email / Direct walk-in to Convener or Counsellor</li><li>• The person receiving the concern must immediately assure the student of confidentiality</li><li>• No identity disclosure is required if the student chooses to remain anonymous</li><li>• A confidential intake record is created (kept in locked/password-protected SWC file)</li></ul>
<b>STEP 2</b> Assessment	<ul style="list-style-type: none"><li>• Nature of concern is assessed: Academic / Psychological / Social / Financial / Safety-related</li><li>• Assessment is conducted only by designated SWC members – not shared with peers or unrelated faculty</li><li>• Student's written consent is taken before sharing information with any third party (except mandatory disclosure situations)</li></ul>
<b>STEP 3</b> Action	<ul style="list-style-type: none"><li>• Minor issues → handled within SWC (counselling/guidance) – information shared only with assigned counsellor</li><li>• Serious issues → referred to Psychiatrist (Dr. Shobit Garg) / Counsellor (Dr. Kanchan Dobhal) / Principal</li><li>• Referral is done with student knowledge; content shared is limited to what is essential</li><li>• No information is disclosed to parents/guardians without student consent, EXCEPT in mandatory disclosure situations</li></ul>
<b>STEP 4</b> Follow-up	<ul style="list-style-type: none"><li>• Actions documented in the confidential SWC register</li><li>• Periodic review of the student's progress conducted discreetly</li><li>• Case closure documented; records retained as per institutional archiving policy</li></ul>

## 6. Mandatory Disclosure Exceptions

Confidentiality MUST be broken (and the student informed where possible) in the following situations:

- Immediate risk of suicide or serious self-harm
- Risk of harm to another person
- Disclosure of ongoing abuse (physical, sexual, emotional)
- Any legal obligation under applicable law

In all mandatory disclosure situations: the SWC Convener and Principal must be notified immediately; the disclosure must be documented; and the student must be supported through the process.

## 7. Data Security

- All written records are stored in a locked SWC cabinet accessible only to the Convener and Member Secretary
- Digital records (if any) are stored in password-protected files; not accessible to unauthorized personnel
- SWC meeting minutes do not include identifiable student information

- Records are retained for a minimum of 3 years and disposed of securely thereafter

## 8. Breach of Confidentiality

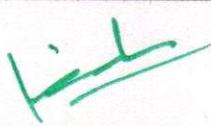
### Consequences of Breach

Any SWC member, faculty, or staff who willfully discloses confidential student information without authorization will be subject to:

- Disciplinary action as per institutional policy
- Action under applicable laws (IT Act, Mental Healthcare Act 2017, etc.)
- Reporting to the Principal and relevant statutory authority

Students who experience a breach of confidentiality may raise a complaint directly with the Principal.

  
Prof. (Dr) Shobit Garg  
Member Secretary, SWC

  
Prof. (Dr) Utkarsh Sharma  
Chairperson, SWC

## ANNEXURE II

### ANONYMOUS FEEDBACK MECHANISM

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<b>Document Title</b>	Anonymous Feedback Mechanism – Student Welfare Committee
<b>Issuing Authority</b>	Student Welfare Committee, SGRR-IMHS
<b>Approved by</b>	Prof. (Dr.) Utkarsh Sharma, Principal
<b>Effective Date</b>	February 2026 (resolved in SWC Meeting dated 26.02.2026)
<b>Review Date</b>	February 2027
<b>Applicable To</b>	All UG and PG students of SGRR-IMHS

#### 1. Purpose

This mechanism ensures that every student of SGRR-IMHS has a safe, accessible, and confidential channel to raise concerns, provide feedback, or seek support – with the option to remain completely anonymous. It enables the SWC to receive timely information about student welfare issues, including ragging, mental health, academic pressure, hostel issues, or any form of distress, without requiring the student to disclose their identity.

#### 2. Available Channels

##### Channel 1: Dedicated SWC Email

- A dedicated email account has been created exclusively for the Student Welfare Committee.
- Email: [SWC Email to be displayed on all notice boards and shared with all students]
  - Students may write to this email address with or without disclosing their identity
  - All emails received are reviewed by the SWC Convener (Dr. Shobit Garg)
  - This email is displayed on: All hostel notice boards | Academic block notice boards | College website
  - Emails are checked at least once every 48 hours
  - Anonymous emails will be acted upon as genuine concerns

##### Channel 2: Physical Suggestion / Concern Box

- Sealed suggestion/concern boxes are placed at:
- MBBS Boys Hostel common area
  - MBBS Girls Hostel common area
  - PG Resident Hostel common area
  - Academic Block (near Dean's office)
  - Boxes are opened by the SWC Convener or Member Secretary every week
  - All notes – signed or unsigned – are treated with equal priority
  - No CCTV monitoring near boxes to protect student privacy

##### Channel 3: Direct Approach to Any SWC Member

Students may approach any SWC member (faculty or student representative) directly.

- All faculty SWC members are bound by the Confidentiality SOP (Annexure I)
- Student representatives are also briefed on confidentiality obligations
- Students may request that their identity not be shared with anyone
- Even verbal concerns raised informally to a member must be recorded and acted upon

#### **Channel 4: Counsellor / Psychologist Direct Access**

Students may directly visit or contact:

- Dr. Kanchan Dobhal – Psychologist/Counsellor (SWC Special Invitee)
- Dr. Shobit Garg – Professor, Psychiatry (SWC Convener)
- Mr. Vivekanand – Social Worker (SWC Special Invitee)
- All interactions are completely confidential as per the Confidentiality SOP
- No appointment required; walk-in encouraged

### **3. How Feedback is Processed**

#### **STEP**

**1**

Receipt

- All feedback/complaints received through any channel are logged in the SWC Feedback Register
- Anonymous submissions are assigned a reference number for tracking
- Date and channel of receipt are noted

#### **STEP**

**2**

Review

- Convener reviews all feedback within 48 hours
- Categorised as: Academic / Maintenance / Mental Health / Ragging / Safety / Other
- Urgency assessed: Routine / Priority / Emergency

#### **STEP**

**3**

Action

- Routine concerns: Addressed in next SWC meeting or within 7 working days
- Priority concerns: Addressed within 48 hours
- Emergency/safety concerns: Immediate action (refer to Crisis Intervention Protocol – Annexure III)
- If identity known and student consented: student is informed of action taken

#### **STEP**

**4**

Closure

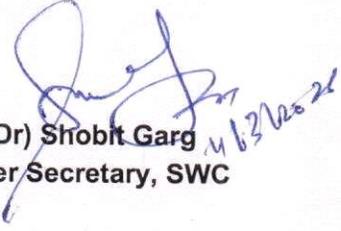
- Action taken is documented in SWC minutes (without identifying the student)
- Systemic issues raised repeatedly are escalated to Principal with recommendations
- Aggregate (anonymised) feedback summary presented at each SWC meeting

### **4. Safeguards Against Misuse**

- Anonymous feedback will not be used to initiate disciplinary action against any student without independent corroboration
- All feedback is reviewed with a presumption of good faith
- Frivolous or malicious complaints, once identified, are noted but not acted upon punitively

### **5. Display & Awareness**

- SWC email and feedback mechanism details to be printed on SWC notice boards in all hostels and the academic block
- Information to be shared with all incoming students during orientation
- Details to be uploaded on college website
- SWC members to verbally remind students of these channels at the start of each meeting



Prof. (Dr) Shobit Garg  
Member Secretary, SWC



Prof. (Dr) Utkarsh Sharma  
Chairperson, SWC

# ANNEXURE III

## CRISIS INTERVENTION PROTOCOL

<b>Document Title</b>	Crisis Intervention Protocol – Student Welfare Committee
<b>Issuing Authority</b>	Student Welfare Committee, SGRR-IMHS
<b>Approved by</b>	Prof. (Dr.) Utkarsh Sharma, Principal
<b>Effective Date</b>	02nd February 2026
<b>Review Date</b>	February 2027
<b>Applicable To</b>	All students, SWC members, faculty, hostel staff, and security

### 1. Purpose

This protocol defines the immediate and structured response to student mental health crises at SGRR-IMHS. A 'crisis' is defined as any situation involving a risk to the life or safety of a student or others, including but not limited to: suicidal ideation or attempt, severe psychological distress, self-harm, panic attacks, psychotic episodes, substance intoxication, or any situation where a student's safety is at immediate risk.

#### EMERGENCY CONTACTS – ALWAYS AVAILABLE

SMI Hospital Emergency: (0135) 6672600 | (0135) 6672663

(Psychiatry faculty on call)

Dr. Kanchan Dobhal (Psychologist/Counsellor): 8218892576

Principal's Office: (0135) 6672698

Chief Security Officer (Mr. Manvendra Singh): Contact no: 9634318988

Warden – Boys Hostel (Dr. Lalit Kumar / Dr. Shah Alam): Contact no: 9358507650 & 9759659232

Warden – Girls Hostel (Dr. Sunandini Kapoor): +91 84272 18927

### 2. Crisis Identification – Warning Signs

Any person who observes the following must immediately activate this protocol:

HIGH RISK – Immediate Action Required	MODERATE RISK – Urgent Attention Needed
<ul style="list-style-type: none"><li>• Expressed suicidal intent or plan</li><li>• Self-inflicted injuries (fresh or recent)</li><li>• Threatening harm to others</li><li>• Severe dissociation or psychosis</li><li>• Unconsciousness or altered consciousness</li><li>• Substance overdose</li></ul>	<ul style="list-style-type: none"><li>• Withdrawal from social activity</li><li>• Sudden drop in academic performance</li><li>• Expressing hopelessness or worthlessness</li><li>• Giving away personal belongings</li><li>• Sleep disturbances / appetite changes</li><li>• Unexplained crying or emotional outbursts</li></ul>

### 3. Crisis Intervention Protocol – Step by Step

<b>STEP</b> <b>1</b> Secure the Student	<ul style="list-style-type: none"><li>• Do NOT leave the student alone</li><li>• Move to a private, safe area – away from crowds or height/hazard</li><li>• Stay calm; speak in a reassuring, non-judgmental tone</li><li>• Do NOT minimise their feelings or lecture them</li></ul>
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- Remove access to any means of self-harm if safe to do so
- TRIGGER: Any direct statement of self-harm / suicidal intent / visible injury

## STEP 2

### Immediate Alerts

- Call SMI Hospital Emergency: (0135) 6672600 / 6672663 – if medical attention needed
- Call / WhatsApp: Psychiatry faculty on call – for psychiatric assessment
- Inform: Warden of respective hostel immediately
- Inform: Principal's Office as soon as situation is stabilised
- Do NOT use mobile phone to take photos/videos – strictly prohibited
- All alerts to be made within 15 MINUTES of identification of crisis

## STEP 3

### Professional Assessment

- Psychologist) / Psychiatrist to conduct immediate assessment
- Level of risk determined: Low / Moderate / High / Emergency
- Medical assessment at SMI Hospital if any physical injury or intoxication
- If assessment not possible on-campus: escort to SMI Hospital with a faculty/SWC member

## STEP 4

### Family Notification

- Parents / Guardian to be contacted by the SWC Convener or Principal
- Contact to be made within 2 hours of crisis identification
- Nature of conversation to be supportive and factual; avoid blame or alarm
- If student is a minor or immediate risk is high: notification is mandatory regardless of student consent
- If student requests privacy (low/moderate risk): sensitive communication approach to be used

## STEP 5

### Documentation

- Incident Report to be prepared by SWC Convener within 24 hours
- Report includes: Date/time, nature of crisis, persons involved, actions taken, referrals made
- Report is CONFIDENTIAL – filed in SWC locked records
- If an FIR is required (unnatural death / criminal elements): Principal to inform police as per legal obligation
- NMC reporting: Monthly ATR to include the incident under Section B (anonymised)

## STEP 6

### Follow-up & Rehabilitation

- SWC Convener/Counsellor to follow up with the student within 48 hours of crisis
- Weekly check-ins for minimum 4 weeks after a crisis episode
- Academic accommodations (if needed) to be arranged through Academic Incharge
- Peer support programme activated (trusted student representative assigned)
- 'Return to campus' plan prepared collaboratively with student, counsellor, and parents
- Formal case closure only after written confirmation from treating Psychiatrist/Counsellor

## 4. Post-Crisis Institutional Response

- Debrief for all SWC members and hostel staff who were involved in the crisis response
- Review of circumstances leading to the crisis – identify any systemic gaps
- If the crisis was precipitated by ragging, harassment, or discrimination: immediate referral to Anti-Ragging Committee / ICC
- Awareness session / sensitisation programme to be organized within 2 weeks of any significant crisis event
- SWC to review and update this Protocol annually or after any significant incident

## 5. What NOT To Do

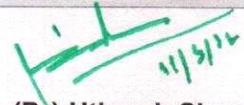
### STRICTLY PROHIBITED DURING CRISIS RESPONSE

- x Do NOT leave the student alone at any point during high-risk crisis
- x Do NOT make promises you cannot keep ('Everything will be fine')
- x Do NOT express shock, disgust, or panic in the student's presence
- x Do NOT discuss the incident with other students, teachers, or on social media
- x Do NOT delay calling for professional help thinking 'it may be an overreaction'
- x Do NOT allow large groups to gather around the student
- x Do NOT conduct any disciplinary proceedings against the student during the crisis period

## 6. Roles & Responsibilities

Role	Responsibility in Crisis
Any Student / Staff Who Identifies Crisis	Stay with student; call SWC member/Warden/Security immediately
Warden (Boys/Girls Hostel)	First responder in hostel; alert SWC Convener and Principal immediately
SWC Convener (Dr. Shobit Garg)	Coordinate entire crisis response; notify Principal and family
Psychologist/Counsellor (Dr. Kanchan Dobhal)	Conduct psychological assessment; initiate counselling support
Principal (Prof. Dr. Utkarsh Sharma)	Oversee institutional response; authorise any required action
Chief Security Officer	Secure the area; assist with safe escort to hospital if needed
SMI Hospital (On-campus)	Provide 24x7 medical and psychiatric support; Emergency No. (0135) 6672600

  
**Prof. (Dr) Shobit Garg**  
 Member Secretary, SWC

  
**Prof. (Dr) Utkarsh Sharma**  
 Chairperson, SWC

Copy to:-

1. The Hon'ble President, SGRRU for information.
2. The Hon'ble Vice Chancellor, SGRRU for information.
3. The Registrar, SGRRU for information.
4. Chief Medical Superintendent for information
5. Medical Superintendent for information.
6. All HODs for information and vide circulation among UG & PG students.
7. SWC members for information.
8. IT to upload the same in college website.
9. Record File.