

NATIONAL LAW UNIVERSITY DELHI

Counseling and Mental Health Services

The following measures have been undertaken by the University to strengthen institutional measures for mental health support and student wellbeing:

1. Uniform Institutional Mental Health Policy: A comprehensive **Mental Health & Student Wellbeing Policy** has been formulated based on **UMMEED Guidelines, Manodarpan Framework, and National Suicide Prevention Strategy**. The policy has been approved and is published on the University website and displayed on the notice boards. Provision has been made for **mandatory annual review and update** of the policy.

2. Appointment of Mental Health Professionals: The University has established a Counselling Department with 02 full-time Counsellors, one Consultant Psychiatrist and online 24 x 7 Mental Support Portal with an external mental health service provider. Further, the University has a Medical Room Facility with one Senior Consultant Physician, one Senior Consultant Obstetrician Gynecologist and a Staff Nurse

3. Optimal Counsellor-Student Ratio: University currently comprises two qualified counselors catering to a student population. The counselor–student ratio at present is optimal for a smoother functioning. Counsellors extend support through one to one and group counselling sessions. The frequency of sessions are intensified to support during exams, transitions, admissions, or high-stress periods.

4. Prohibition of Academic Practices Harmful to Students: The University avoids batch segregation based on performance, public shaming, disproportionate academic targets, or practices causing mental distress.

4.1 Referral to Mental Health Services: Mental Health Counsellor assesses urgency, severity, and nature of support prior to referral to ensure timely, appropriate, and ethical care. A clear referral pathway for both; internal and external referral has been established. Teaching and Non-teaching staff have been trained to assist the students in ensuring safety and escort them for appropriate care. All referrals are documented systematically, including assessments, consent, follow-ups. Confidentiality is maintained as per ethical and legal standards.

4.2 Local Hospitals -The University has compiled and maintains a comprehensive list of nearby government and private hospitals for emergency medical and mental health referrals. The list of identified hospitals with whom we have entered into a MoU is provided below for reference:

S. No	Hospital name	Contact Person
1.	Ayushman Hospital	Ayushman Hospital & Health Services Sector - 10, Dwarka, Delhi – 110075 Phone: 011 49495555/66 (Exnt-2121) Toll-Free: 1800 313131 111 marketing@ayushmanhhs.in
2.	Max Hospital	Max Super Speciality Hospital, Dwarka Plot No.1 Sector - 10, Dwarka New Delhi-110075 Mob: +91 926 888 0303
3	Centre for Sight	Centre For Sight Toll Free - 011-42504250 www.centreforsight.net
4	Medanta Gurugram	Medanta Hospital – CH Baktawar Singh Road, Sector 38, Gurugram, Haryana 122001 Tel: 0124 414 1414
5	Aakash Healthcare Super Speciality Hospital	Aakash Healthcare: Super Speciality Hospital Hospital Plot, Road No. 201, Sector-3, Dwarka, New Delhi- 110075 Tel: 011 4338 8888 cell: 8800015905
6	Venkateshwar Hospital	Venkateshwar Hospital Sector 12 Rd, Sector 18, Sector 18A Dwarka, Dwarka, New Delhi, Delhi, 110078 Ambulance: 4855 5555, General: 6926 2700 Emergency: 4855 5666

Ambulance Services: The University also provides 24 x 7 Ambulance services to take care of any medical emergency.

4.3 Suicide prevention helplines - The following suicide prevention helplines are displayed in Classrooms, Hostels, Common areas and University website. Students are encouraged to reach out to these functional helplines in case of emergency:

Tele-MANAS (National Mental Health Helpline)

- Toll-free: 1800-89-14416 | Short code: 14416
- Website: telemanas.mohfw.gov.in
- 24/7 national mental health support

AASRA – Suicide Prevention Helpline

- Phone: +91-9820466726
- Languages: English, Hindi
- Availability: 24/7
- Website: www.aasra.info

NIMHANS, Bengaluru – Helpline

- Phone: 080-46110007
- Website: nimhans.ac.in/pssmhs-helpline

KIRAN – National Helpline by Ministry of Social Justice

- Phone: 1800-599-0019
- 24/7 national support

iCall – Tata Institute of Social Sciences

- Phone: 022-25521111
- Email: icall@tiss.edu

Samaritans Mumbai

- Phone: +91 84229 84528 / +91 84229 84529 / +91 84229 84530
- Email: talk2samaritans@gmail.com

Sneha Foundation, Chennai – Suicide Prevention

- Phone: +91 44 2464 0050 / +91 44 2464 0060
- Email: help@snehaindia.org

Manas Foundation

- Website: manas.org.in
- Contact: 1800-89-14416

5. Mandatory Crisis Response and Safety Protocols: The University has developed written protocols (SOPs in our website) to ensure structured and prompt response during mental health emergencies. It has also been updated on the University's website to ensure uniformity and timely care.

6. Mandatory Staff Training

Biannual training programs will be conducted for academic and administrative staff to enhance mental health literacy, enable early identification of student distress, strengthen supportive communication skills, clarify crisis response boundaries, and familiarize staff with referral procedures. These sessions will be delivered through workshops, orientations, and seminars, and participation records will be formally maintained for evaluation and feedback purposes.

Targeted groups -

1. Academic Staff
2. Non- Teaching and Admin Staff
3. Hostel Wardens
4. Hostel Staff
5. Security Staff
6. Examination Department
7. Scholarship Department
8. Library Staff

Training Modules and Timeline-

No. of training sessions-02 (yearly) for each group

Training topics-

- Psychological First Aid
- Identifying distress
- Respond to self harm
- Referral Pathways

Workshops and Training sessions will be designed by the professionals on the aforementioned themes to equip the staff with the required skillset.

Action In Process-

- Workshop 01- January 2026
- Targeted Group- Administrative staff, NLU Delhi

“Every Interaction Matters” : Supporting Student Well-being - This workshop will be based on the themes of Mental Health Awareness and Psychological First Aid.

7. Support for Vulnerable & Marginalized Students: The University ensures sensitive engagement with SC/ST/OBC, EWS, LGBTQ+, students with disabilities, trauma affected students, and those facing intersectional vulnerabilities. The University has a **SC/ST Cell and a Equal Opportunity Cell** to prevent and look into issues of caste/ identity-based bullying etc.

Student Orientation Programs is organized annually for all batches to familiarize the students and create awareness about the following:

- To orient students about the counseling cell and its services
- To Create awareness about the Mental Health Policy of the university
- To familiarize them about Student’s support services and available resources
- To inform students about the ways to access the Mental Health support
- To reduce stigma in seeking mental health support.

8. Robust Anti-Harassment & Anti Ragging Mechanisms

The University has the following committees:

- **Internal Committee** (to ensure immediate action on cases of sexual harassment)

- **Student Grievance Redressal** Committee (to address the grievances of students of NLUD)
- **Enabling Unit** (to provide support for the disabled students)
- **Code of Conduct and Ethics Committee** (for ensure conducting environment for coworking, and coexistence on the campus for all stakeholders)
- **Anti-Ragging Committee** (to ensure compliance with UGC Regulations on anti-ragging)

9. Parent and Student Sensitization

Regular programs are conducted by the professionals to educate parents about -

- Avoiding academic pressure
- Recognising signs of distress
- Providing Emotional Support

Virtual awareness and sensitization programs will be designed by Mental health Counsellors on the above mentioned themes. The authorities are also part of these interactions to build an interconnected ecosystem for student wellbeing. The parents of the students will be informed in advance and encouraged to participate and engage.

Action In Process-

- Workshop and live interaction with parents
- Date- 26/January/2026
- Theme- Beyond Academics: How parents can support student mental health
- Conducted by- Mental Health Counsellors

10. Annual mental health and wellness report:

Training and Intervention Records: Monthly and annual records of all interventions conducted shall be documented. Details such as **type of intervention, objective, frequency, target group, date, and duration** shall be preserved for stakeholder review and feedback.

Referral System: A separate referral record for students and staff referred will be maintained with details including; Name, Reason for referral, Consent, Date and Referred Professional to trace the effectiveness of the assistance provided.

Record Keeping and Confidentiality: Counseling records along with consent form will be maintained with utmost confidentiality. Secure record storage will be ensured: Digitally (Password Protected) and Physically (Locked files). Information will be shared with authorized personnel only in exceptional cases such as: Suicidal or homicidal risk, Cases of Abuse and Violence, Legal matters and threats to campus or public safety. Access to records will be restricted to authorized personnel only (Vice-Chancellor, Registrar, and Counselors) as per institutional policy.

13. Campus and Hostel Safety Measures: The University **Halls of Residence / Campus Regulations** ensure a harassment-free environment. The University also has a **Nasha Mukti Committee** which is engaged in conducting activities to promote prevention of addiction amongst the students and ensure drug-free hostels.

With reference to the installation of **tamper-proof ceiling fans**, restricting rooftop access, securing balconies and high-risk areas, the University will be taking up the work in a phased manner in consultation with the PWD.

Facilities for Persons with Disabilities: The University follows a strict adherence for providing the entire milieu to be equal for all, which includes the infrastructure and facilities to be friendly, accessible, and sensitised towards individuals with any disabilities or special needs.

The University is fully accessible, with ramps and elevators provided in all the buildings. One electric/manual wheelchair have been made available from the University, allocated to students in need for their comfortable mobility and access to University's campus;

Tactile pathways have been installed across the entire campus for safe and easy travel to and from different parts of the University. Ramps have also been installed in the cafeteria and auditorium for quick and stress-free freedom of movement. The classrooms are equipped with mics and

speakers for the benefit of those with hearing impairments. Suitable accommodation is provided to disabled students in the hostels upon their request.

Conclusion

The University is taking comprehensive and structured initiatives to institutionalize mental health and student wellbeing practices. The implemented policies, counseling services, crisis response protocols, training programs, and documentation systems ensure a safe, inclusive, and supportive campus environment for students and staff.