

**PT. B. D. SHARMA POST GRADUATE INSTITUTE OF MEDICAL
SCIENCES, ROHTAK**

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No. AC/Misc./2026/ 8441
Dated: 01.10.2026

To

✓ The Incharge Telemedicine,
UHS, Rohtak

Subject:- Compliance with the Hon'ble Supreme Court order dated 15.01.2026 in the matter of Amit Kumar & Ors. Vs. Union of India & Ors.

In reference to letter No.IMH/26/2079 Dated: 18.09.2026 on the subject cited above.

Standard Operative Procedures for the Campus Mental Health Services as per recommendation of National Task Force vide para no-46 (9) in response to Criminal Appeal no 14250f 2025 in the Supreme court circulated vide letter UHSR/Acad/B-II/26/3366-71 dated 01/4/2026, received from Nodal Officer, National Task Force, PGIMS, Rohtak (Copy attached at annexure 01 to 03).

With due respect it is requested that please display attached Standard Operative Procedures (SOP's attached at annexure 01 to 03) on University/PGIMS website.

Encl:- As above


Superintendent (Acad.)
Superintendent (Acad.) PGIMS,
For Dean ROHTAK
Dated: 01.10.2026

No. AC/Misc./2026/

Copy of the above is forwarded to the following for information and necessary:-

1. All Head's of the department, PGIMS, Rohtak (faculty SOP's attached).
2. Sr. Prof. & Head of the deptt. of Psychiatry, PGIMS, Rohtak (Mental Health Professions SOP's attached).
3. Nodal officer, National Task Force, PGIMS, Rohtak w.r.t letter No. IMH/26/2079 Dated: 18.09.2026.
4. The Chief Warden, PGIMS, Rohtak (student SOP's attached).
5. PA to Director for kind information of Director, PGIMS Rohtak.
6. PA to Dean PGIMS Rohtak for kind information of Dean, PGIMS Rohtak.

Encl:- As above


Superintendent (Acad.)
For Director

Faculty
Format

Annex-J

Standard Operative Procedures for the Campus Mental Health Services as per recommendation of National Task Force vide para no 46(9) in response to Criminal Appeal no 14250f 2025 in the Supreme court circulated vide letter UHSR/Acad/B-II/26/3366-71 dated 01/4/2026

Mental Health Crisis Intervention protocol and Confidentiality guidelines for the Faculty

All faculty members hold a responsibility to identify the students who are distressed and need mental health care assistance. AT the first level the faculty members of all departments should be able to identify distress in any student they are dealing with effectively. They should be able to identify such students, support them and maintain ethical boundaries and protect student confidentiality while dealing with them. The following guidelines may be used for achieving this step. However, they should go beyond the guideline as per requirement of the student keeping their conduct ethical and maintaining confidentiality as per the standard patient care protocols recommended by the various statutory bodies such as National Medical Council etc.

Recognition & Initial Assessment of students who are distressed /need mental Health care

The faculty should be able to recognise signs of distress in the classroom, virtual environment, or during office hours.

Indicators of distress :

- Academic: Absenteeism, missing assignments, or abrupt withdrawal from participation/group activities, drop in examination performance such as class tests. Formative and summative assessments etc.
- Emotional/Behavioral: Excessive agitation, rash driving, tearfulness, flat affect, drastic changes in personal hygiene, appetite, sleep, expressing negative ideas about self, life, future, others, talking of death/suicide, alcohol or substance use etc.
- Social Behaviour changes: Remaining isolated, unconcerned or self-absorbed, Inadequate contact with family, Change in the pattern of interaction with peers, faculty. Aggressive or violent behaviour, not following social norms of behaviour and conduct. Loss of any significant person in life etc.
- Direct Indicators: Any written statements on papers or any media including social media , or verbal expression indicating severe distress (this is becoming unbearable now , I need help , Better dying than living, I must kill myself, I am a burden, Some witch craft is going on, My life is in danger, People are spying at me etc.

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- **Evaluating Urgency of care:** On the basis of persistence and severity of indicators as exemplified above assess if the student is likely to be risk to self or others , if so Take one of the following actions or as appropriate in the given circumstances

Is there a risk of suicide (talking of suicide/death/ arraging sharp objects /ropes etc)

- **Do Not Leave the Student Alone:** If in person, keep them in a safe space or ask a trusted colleague to stay while you act. If online, keep them on the line/zoom , contact 112 giving proper location of the student. State clearly state the current behavior, and why you believe they are at imminent risk. Do not disconnect the call with student till proper health care team has arrived and the team has taken over.
- **Contact Emergency Services Immediately:** If in campus, know the location and ask neighbors and friend to reach him/her. A call to the college security, hostel warden must be initiated with instructions to take the student to mental health care facility
- **Submit an Urgent Incident Report:** Notify the Dean of Students or Campus Crisis Team, students family promptly about the students condition and intervention done.

Sub acute Distress/Overwhelmed/Aggressive/Not following social norms etc. (

Speak Confidentially to the student: Approach the student privately (after class or during office hours) with empathy and non-judgmental concern.

Listen Actively: Listen to his/her problems, encourage to talk uninterruptedly validate their feelings appropriately using calm, supportive non-judgmental attitude and language.

Suggest the role of mental health professional in mitigating his/her problems instead of making or suggesting a diagnosis. Confidentiality of the conversation and follow-up with the student must be ensured.

Referral & Confidentiality Boundaries

Even if there is no suicidal risk identified; guiding and referring to the mental health professional should be considered mandatory. Such referral should be completely personal and confidential after discussion with the student. The following points should be taken care of while referring to the mental health services

- **Location of Services:** Direct the student to campus-based mental health service or counseling centers. Provide them with phone numbers, office locations, and website links. Know the students preferences about likings and dislikings about the particular professional and as far as possible refer the student to the professional of his choice. If the student is not comfortable with the services in the campus the reason may be asked and s/he be allowed to see the services of his own choice outside the campus. The

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feedback about the campus mental health services must be uploaded for improving the quality of services.

- **Offer to Assist:** If required or requested by the student visit the mental health professional together with student. Do not delegate this responsibility to any other staff for the reason of confidentiality.
- **Maintain strict Confidentiality:**

Do Not ask the student for details regarding their discussion with the mental health profession, diagnosis, treatment or specific medical conditions. AT the same time encourage the student to maintain follow-up care with mental health services.

Do Not share details of the student's mental health struggles with other students, faculty members, or non-designated staff.

- **Other ethical considerations:** The health including mental health records are strictly confidential and have nothing to do with academic records. There should be absolutely no need to access the records or ask the mental health provider about the students condition or treatment.

Working with higher authorities without violating boundaries

The higher authorities eg head, dean, director etc might need information about the students progress from time to time. Under such circumstance the confidentiality about the health condition including mental health should be the top most priority while communicating information. If there is any problem with the students conduct, discipline in the class/out side the campus, the same may be informed without any reference to the mental health condition of the student. (eg if there has been any incident of taking alcohol with or without violence, the same should be communicated as indisciplinary conduct instead to reporting the this student is likely to behave in this way as he is a known case of alcohol dependence and taking/not taking treatment. Such behaviours should not be considered be immune to any disciplinary action) However, any suicidal behavior should be promptly brought to the notice of higher authorities and family members.

Further the following measures should be recommended

If a student is undergoing mental health treatment and need some flexibility in academic schedule, leave, any accommodation in examination, the student should be asked to furnish recommendation from appropriate professional rather the authorities approaching the mental health care provider to provide documents or any proof. The mental health professional should not be forced to declare the diagnosis and nature of treatment of such student.

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Quick Reference Reminders for Faculty

DO

Listen with empathy and patience.

Refer students directly to professional care.

Maintain strict privacy regarding personal disclosures.

Consult administration/counseling for guidance if in doubt.

DO NOT

Ignore explicit warning signs or threats.

Investigate or ask for confidential medical details.

Promise absolute secrecy if safety is at risk.

Act as a therapist or carry the burden alone.


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Mental Health Crisis Intervention protocol and Confidentiality guidelines for the students

While it is satisfying to chase the professional dream while studying in the campus. However, the journey to the dream may not be easy. Should you feel distressed, disappointed at any time, we are available to help you. The following guidelines shall help you availing the best, personalised and confidential mental health care for you.

When to seek help?

If you are feeling distressed /overwhelmed for any reason you may seek services voluntarily. Anxiety, Sleep difficulties, sadness, feeling isolated, suicidal etc. are often the symptoms that you may identify easily and ask for help.

You may also seek help if you are recommended by your teacher, mentor, family member after having discussion with you.

How to assess mental health services

- **Institute of Mental Health:** The Institute of mental health (IMH) is the sole professional unit in the campus to provide you the latest, state of art mental health care through following service units
 - Dr Vidya Sagar Block
 - Out Door Unit: Monday to Saturday
 - The state drug de-addiction and treatment centre : Monday to Saturday
 - Emergency service unit : Round the clock
 - Indoor Unit : Round the clock
 - All services are provided in these unit through a team of qualified faculty members, clinical psychologists, Psychiatric social workers, and nursing officers
- **Which professional to go to:** You can approach the MHP in OPD once your registered with the OPD services. At the registration counter introduce yourself as student of the institute, display your identity card. It should help in getting the services on priority. The registration clerk would make a prescription card and case file for you, which would be given to the mental health professional (MHP). S/he would also tell the MHP about your being student of the institute so that you may get preference in services delivery. The IMH has designated specific faculty member for the specific batch of students, However, if you have certain preference for a faculty, you may disclose it.

- **During emergency services hours** you can approach the junior resident managing the emergency services on that day. To avail these services you first need to register with the emergency services

How the mental health professional helps you:

- **Expect Strict Privacy and confidentiality:** Be confident that your interactions, medical records, and therapy sessions with MHP are strictly confidential and kept completely separate from your academic files. These can not be shared with anyone without your written consent and you can not be forced to provide consent by any means.
- **Feel free to tell your problems** to the MHP in details. You know all discussions are confidential. The MHP after listening to your problems, would formulate a treatment plan and prescribe; may refer to the other expert if indicated or even recommend hospitalization
- **Are there any situations when confidentiality of information may be overridden:** We believe is very strong ethical foundation of patient care and do not breach confidentiality except in certain conditions.
 - In case you are feeling suicidal and the MHP feels risk of suicide is imminent, then to safeguard your life confidentiality need to be over ridden. The college authorities and your family would be informed about the same to provide you the best possible help and keep you safe.
 - The other condition where the confidentiality is over-ridden when asked by the court in larger interest of society.
 - **What information would be shared if confidentiality is overridden and with whom the information would be shared?**
 - If the MHP feels that you are running a danger of imminent suicide or harm to others, then this information can not be concealed from the Institute authorities, your family members to ensure best safety and health to you and protect others from the risk of violence. Beside this no information pertaining to your illness or any personal detail can not be shared.
 - If the court of law asks about any detail related to you, your illness, then all information asked by the court would be shared parawise in the larger intrest of the public.

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- **Follow-up care:** The MHP would usually give you an appointment for follow-up care, you must attend that in your own interest.

Who can access the medical records pertaining to me?

- As stated earlier the information provided by you and recorded in the medical records in any form is strictly confidential. No one (including your parents, relatives, friends, teachers, college authorities etc.) except the mental health team can access these records and that too for the purpose of treatment only.
- Beside the mental health team , only you can have access to the records on request through the Right to the Information Act 2005.

What if I wish to take consultation for my problems online instead of visiting OPD?

1. The telephonic mental health consultation services are available through a dedicated landphone 01262-282382 in the department. These services run round the clock. and managed by the junior resident on duty under the supervision of a senior resident and a faculty.
2. The State Drug De-addiction & Treatment Centre helpline (01262-2999091) remains active during working hours . The tele consultation may be sought for drug and substance use problems through this helpline during working hours
3. TeleManas helpline services are available though toll free number 14416 and 1800-49-14416
4. Psychiatric emergency services are provided through the Emergency Service unit in the Dr Vidya Sagar Block which is functional round the clock. To seek services from emergency unit, registration with emergency services of the hospital and visit to the unit is mandatory.

What to do if I wish to provide some feedback for the services I availed?

- Your feedback is highly valuable for us for improving our services. Please be open and honest while providing feedback so that we may serve you as per your needs and expectations.
- There is a mechanism through which you can provide us anonymous feedback , Scan the QR code displayed at various places in the department with your phone, fill the details in the Google Form.

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Mental Health Crisis Intervention protocol and Confidentiality guidelines for the Mental Health Professionals

How to attend a student who approaches for mental health needs

- Be non-judgemental and respectful:
- When ever the registration clerk hands ove a student file to you. It is your duty to call him/her for consultation on priority so that there is minimal risk of missing classes and academic loss.
- Offer a seat and explain the confidentiality needs in the process of consultation.
- Listen to his/her problem empathetically with non-judgemental attitude.
- Discuss the treatment and followup plan with the student in the way that s/he can understand.
- If in doubt always take a second opinion /discuss with your colleague before formulating any treatment plan
- Take feedback about his/her understanding of the problem and plan of action.

What if the student asks for consultation after the working hours

- No consultation should be provided outside the working hours. However , if the student needs some consultation at odd hours, s/he should be encouraged to approach emergency services and telephonic consultation through 01262-282383 and Tele-Manas helpline services through 14416; 1800-49-14416.

Is it Mandatory to keep the students personal details and revelations during consultation confidential.

It is an absolute ethical requirement to keep all details confidentials. Nothing can be disclosed to anyone about the patient visiting you.

However there are certain situations where confidentiality needs to be overridden , such as

1. The student poses imminent suicidal risk in your judgement
2. The student is risk to the society or specific member of the society
3. The details are asked by the court of law.

You should inform these condition to the student before starting the assessment.

Be careful while making disclosure. Indication for disclosure must be documented in the medical records. **Be judgmental while disclosing. Disclose only that information which is required**

What if the student needs some relaxation in academics/accommodation in exams

You may permit such relaxation if it is required in your judgement. Take care not to disclose the unneccasry details including diagnosis, treatment plan and any personal information the student has disclosed during consultation.

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