

Confidentiality SOP for Student Welfare, Anti-Ragging, and Mental Health Services

Objective

To ensure privacy, dignity, and secure handling of student information, especially in cases related to ragging, grievances, and mental health, as mandated by NMC

Scope

Applicable to all committees, counselling services, medical records, and grievance redressal systems at CHRI.

Principles

- Confidentiality and privacy
- Respect and dignity
- Minimum necessary disclosure
- Legal and ethical compliance

Confidential Information Includes

- Medical and mental health records
- Ragging complaints and investigation details
- Personal and academic information

Access Control

- Restricted to authorized personnel only
- Role-based access (counsellor, committee members, medical officers)
- No unauthorized sharing

Data Storage & Security

- Password-protected digital records
- Locked physical files
- Secure institutional database
- Regular data backup

Handling Ragging Complaints

- Maintain anonymity wherever possible
- Protect identity of complainant and victim
- Ensure non-retaliation
- Share information only with authorized committees

Counselling Confidentiality

- Sessions conducted privately
- Information not disclosed without consent
- Records maintained securely

Exceptions to Confidentiality

Disclosure permitted only if:

- Risk of harm to self or others
- Legal obligation (court/police)
- Institutional safety concerns

Consent Process

- Obtain informed consent before disclosure
- Explain limits of confidentiality

Breach of Confidentiality

- Immediate reporting to authority
- Investigation and corrective action
- Disciplinary action if required

Monitoring & Review

- Periodic audits
- Annual SOP review
- Compliance with NMC/UGC guidelines

“These SOPs ensure strict confidentiality in handling student-related information, in compliance with National Medical Commission anti-ragging advisories.”

N. Jeyaraj.