



# Governance Reforms through Capacity Building, Grievance Redressal, Evaluation, and Ownership

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Student Wellness Centre  
IIT Bombay

## Objective

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To present the experience of IIT Bombay's governance reforms in promoting mental wellness and stress management.

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Highlight the significance of the capacity building, grievance redressal, evaluation, and ownership in creating a comprehensive support system.

# Challenge

- Social stigma
- Student asking for help is a blessing for us
- Gaining students' trust is very important
- Delivering confidence is the key

# How do we address these challenges?

- Capacity Building
- Evaluation
- Ownership
- Strong grievance redressal mechanism

Stigma

Asking

Trust

Confidence

# Capacity Building

# The Four Verticals - SWC

- Trained professionals provide individual counseling sessions tailored to students' needs.

- Experienced peers provide support and guidance to fellow students, fostering a culture of peer assistance.

One-One  
Counselling

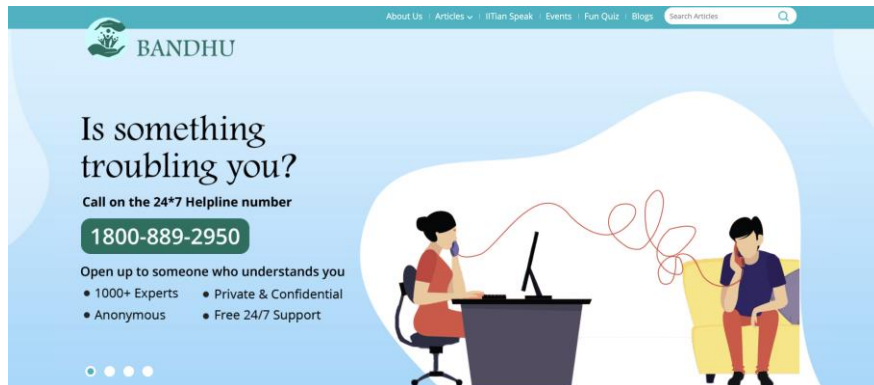
Student  
Mentorship

Outreach

Self help  
Website

- Workshops, seminars, and awareness campaigns to promote mental health literacy and destigmatize seeking help.

An accessible platform with resources and tools for students to manage their mental well-being independently



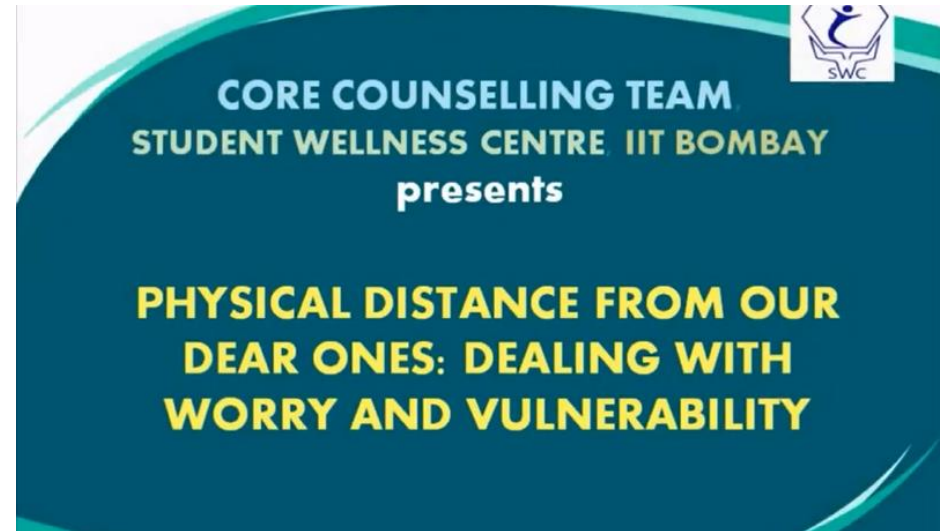
# Additional Support

- Visiting psychiatrists are available at the institute's hospital on a regular basis
  - Visiting psychiatrists offer consultations and medical interventions to address complex mental health issues.
- IIT Bombay provides 24/7 online counseling services to ensure students have access to support even during odd hours

## Orientation Programs and Departmental Awareness Initiatives

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- Organize orientation programs for incoming students to familiarize them with the institute's support systems, including the Student Wellness Center (SWC).
- Departmental awareness initiatives are conducted upon request, addressing the specific needs and challenges of different academic departments.
- Periodical trainings are provided to Student Mentors enabling them to support and guide their fellow students.







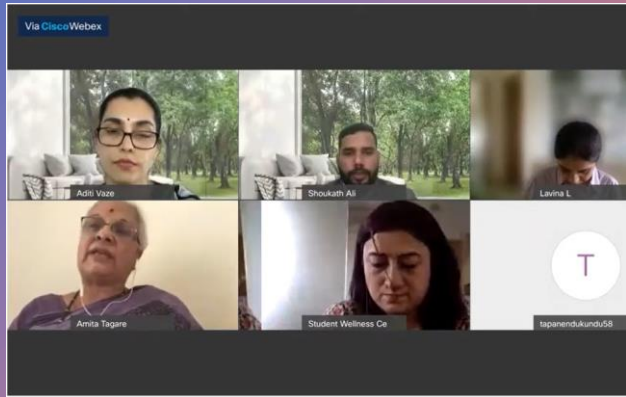
Vartalap: Let's Discuss - Mindfulness with Dr Rajendra Barve



The Joy of Self Acceptance by Ms. Asira Chirmuley - #SWCCoreTeam@iitb



Vartalap: Let's Discuss - Managing Crisis with Dr Shishir Palsapure



Vartalaap - Let's Discuss - Upside of Stress with Ms. Aditi Vaze

# Vartalap - Online Mental Health Awareness Program

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IIT Bombay hosts Vartalap, an online program to raise mental health awareness among students.

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Professionals from the mental health field participate and share insights through open discussions and dialogue.

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Vartalap serves as a platform for students to engage and learn about various aspects of mental well-being.

# Grievance Redressal Mechanism

IITB Hospital

“I haven’t slept and eaten for the last few days.”

### IIT HOSPITAL:

IIT Hospital can help you with issues such as:

- ❖ Any medical difficulties
- ❖ First aid including ambulance services.
- ❖ Disturbance in your sleep pattern
- ❖ Disturbance in your eating pattern
- ❖ Intense anxiety



**Contact:** The hospital is open 24 X 7 for help and emergency. Extension 1110.

“ I feel inferior to others.”

### INDIVIDUAL COUNSELLING:

You can approach the counsellors with adjustment issues, dealing with relationships, family issues, emotional problems, and for general stress and anxiety.

**Contact:** Please email [wellness@iitb.ac.in](mailto:wellness@iitb.ac.in) for appointments.



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“There isn’t enough time for all the things I want to do.”

### POSITIVE MENTAL HEALTH

- \* Workshops on time/stress/goal management
- \* Follow FB@ ICAREIITB for daily dose of motivation/EQ



Log into [www.facebook.com/icareiitb](https://www.facebook.com/icareiitb)



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“Somebody on campus has been sending me obscene messages and pictures.”

### GENDER CELL:

If you face any unwanted communication, gestures or incident of sexual harassment, please contact Gender Cell.



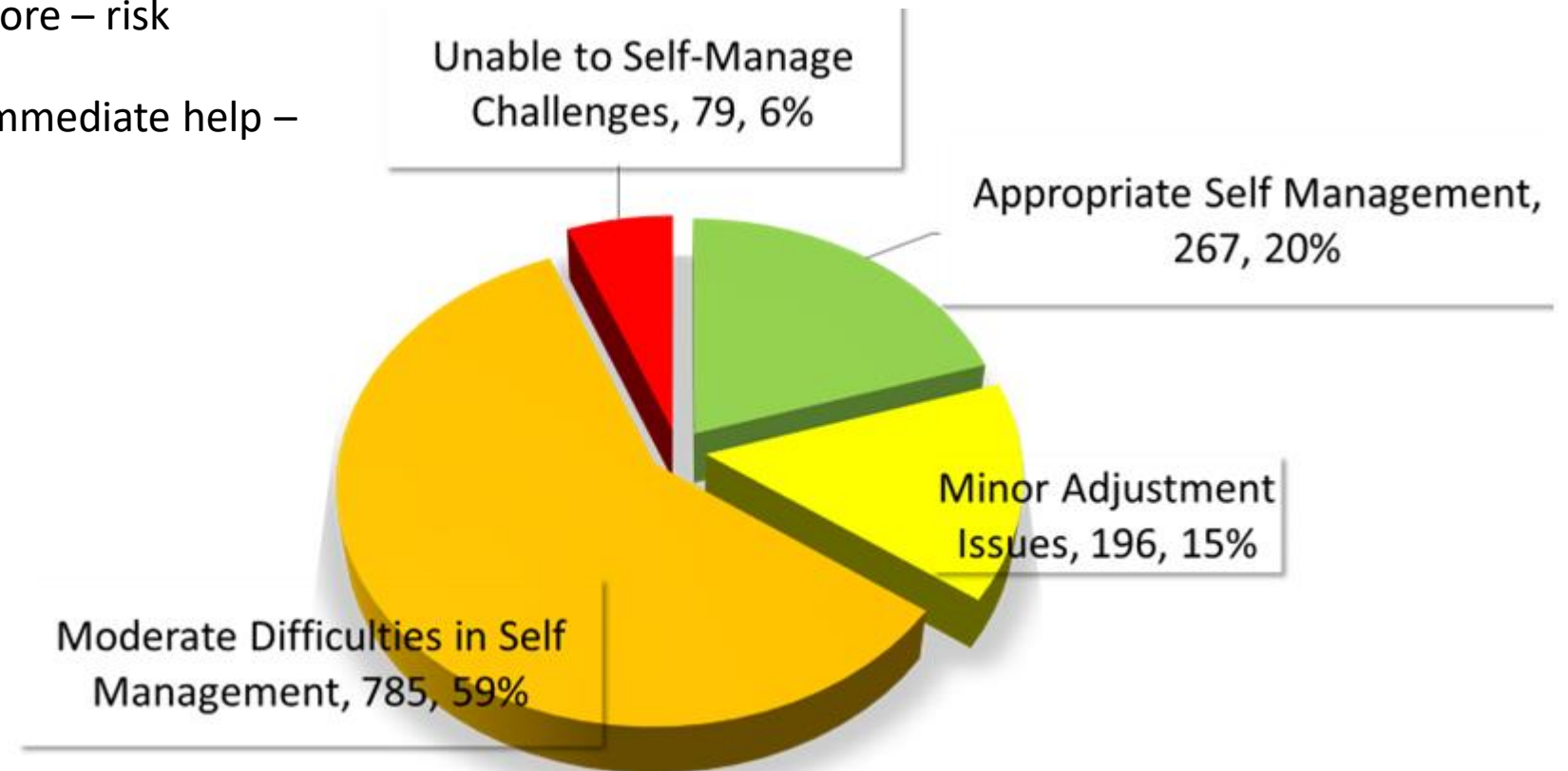
**Contact:** Visit [www.gendercell.iitb.ac.in/](http://www.gendercell.iitb.ac.in/) for more details.

# Evaluation

- We emphasize on the importance of evaluation
- General mental health assessments are conducted for all UG students during the first year, and the evaluation process continues in succeeding years
- The institute publishes yearly data and reviews related to mental health initiatives under the name "Empath," promoting transparency and accountability.
- These evaluations help identify areas of improvement, track progress, and ensure the effectiveness of the mental health support provided to students.

# What do we do?

- Conduct Survey – tailor made questionnaire for IITB students (first year onwards)
- Classify them based on the score – risk assessment
- Identify students who need immediate help – Special attention



# We need to do more..

- Need more helping hands
  - Actively recruiting more full time counsellors
- Take help from technology to quickly address the problems and enhance mental health care and support for students.
- Need to collaborate with other institutions – Learn/Share best practices

# Thank you!!



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