



लक्ष्मीबाई राष्ट्रीय शारीरिक शिक्षा संस्थान, ग्वालियर

LAKSHMIBAI NATIONAL INSTITUTE OF PHYSICAL EDUCATION

(Deemed-to-be University)
Ministry of Youth Affairs & Sports, Government of India

STANDARD OPERATING PROCEDURE

DEAN STUDENTS' WELFARE





LAKSHMIBAI NATIONAL INSTITUTE OF PHYSICAL EDUCATION, GWALIOR

(Deemed to be University under Section 3 of the UGC Act, 1956)

Ministry of Youth Affairs & Sports, Government of India

STANDARD OPERATING PROCEDURE (SOP)

DEAN STUDENTS' WELFARE

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Foreword

The Dean Students' Welfare (DSW) office plays a central role in developing a supportive, inclusive, and empowering campus culture that fosters holistic growth of students. As the primary interface between the institution and its students, the DSW ensures well-being, resolves concerns, and promotes an engaging campus life.

This SOP provides a clear, transparent, and accountable framework for the functioning of the DSW office. It aligns with the latest **UGC Guidelines on Student Entitlements, UGC (Grievance Redressal) Regulations, 2023, UGC (Anti-Ragging) Regulations, 2009, NEP 2020, and NAAC Criteria 5: Student Support and Progression**. It also integrates **mandatory UGC online systems** to ensure compliance, efficiency and student empowerment.

1. Vision

To create a caring, inclusive, and enabling campus community that nurtures the holistic growth of students into responsible, confident, and socially conscious individuals.

2. Mission

2.1 Protect and nurture the physical, emotional, psychological, and social health of students.

2.2 Provide comprehensive support services, including counselling, financial aid, and medical care.

2.3 Promote student participation in cultural, sporting, leadership, and community service activities.

2.4 Facilitate timely and equitable resolution of student complaints.

2.5 Serve as a liaison between students and the institution's administration.

3. Objectives

To safeguard and promote the overall welfare, rights, and holistic development of students, in alignment with **UGC guidelines, NEP 2020**, and principles of participatory and transparent governance.

4. Student Welfare and Support Services

- Provide mechanisms for academic, emotional, and socio-economic well-being.
- Facilitate grievance redressal in coordination with the Grievance Redressal Committee as per UGC regulations.
- Ensure access to counselling, mental health, and wellness programs.
- Leverage alumni networks for mentorship and resources.
- Monitor scholarships and financial aid (institutional, UGC, and government-sponsored).
- Publish all student support schemes and beneficiaries annually on the institutional website, as per UGC disclosure norms.

5. Responsibilities

- Ensure compliance with all statutory requirements related to student welfare.
- Maintain updated policies and procedures for student services.
- Conduct an annual compliance audit of student welfare activities and submit to IQAC.

6. Student Grievance Redressal

- Maintain both physical grievance boxes and an online grievance portal.
- Integrate institutional grievance portal with **UGC e-Samadhan platform** for mandatory reporting.
- Acknowledge grievances within 2 working days.
- Forward to Grievance Redressal Committee within 3 working days.
- Resolve within 15 working days.
- Maintain a grievance register and submit monthly reports.
- Provide an appeal mechanism in case a student is unsatisfied with the committee's decision.

7. Student Counselling and Wellness

- Coordinate counselling services with **UGC-recognized, qualified counsellors**.
 - Maintain a **minimum ratio of 1 counsellor per 1000 students** as per UGC advisory.
 - Organize periodic mental health awareness sessions.
 - Offer free, confidential psychological counselling.
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8. Anti-Ragging Measures

- Ensure compliance with **UGC (Anti-Ragging) Regulations, 2009**.
 - Form Anti-Ragging Committee and Squad.
 - Collect *annual affidavits from both student and parent/guardian* at admission.
 - Report incidents in real-time on the **UGC Anti-Ragging portal**.
 - Conduct surprise inspections.
 - Submit annual compliance report to UGC.
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9. Student Governance and Elections

- Supervise student council functioning.
 - Conduct student elections as per **Lyngdoh Committee Recommendations** unless exempted by UGC.
 - Ensure inclusive representation.
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10. Hostel and Student Amenities

- Inspect facilities every three months.
 - Resolve complaints within 72 hours.
 - Maintain records of occupancy, feedback, and actions.
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11. Scholarships and Financial Aid

- Display up-to-date scholarship information on the website.
 - Assist with applications and verification.
 - Publish annual list of beneficiaries in compliance with UGC disclosure rules.
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12. Career and Personality Development

- Coordinate with Placement Cell and Alumni Office.
 - Arrange skill development workshops, career fairs, and employer interactions.
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13. Promotion of Inclusive and Equitable Campus Environment

- Ensure compliance with UGC Equity & Inclusion guidelines.
 - Operate ICC, Equal Opportunity Cell, and Anti-Discrimination Cell.
 - Publish an **Annual Inclusivity and Gender Sensitization Report**.
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14. Extracurricular & Co-curricular Engagement

- Promote clubs, NCC, NSS, and student-led initiatives.
 - Integrate co-curriculars with curriculum per NEP 2020.
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15. Campus Life and Infrastructure

- Oversee all student-centric facilities.
 - Ensure safety, hygiene, and timely improvements.
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16. Career and Life Skills Development

- Collaborate with Placement Cell for internships and employability training.
 - Align with **UGC Guidelines for Apprenticeship/Internship Embedded Courses (2023)** if implemented.
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17. Crisis and Emergency Response

- Act as nodal officer in emergencies.
 - Maintain a **24x7 emergency helpline**.
 - File reports to Vice Chancellor within 24 hours.
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18. Documentation and Reporting

- Maintain records of welfare activities, grievances, participation, scholarships, and compliance reports.
 - Provide inputs for NAAC, NIRF, AISHE, and UGC inspections.
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19. Governance and Compliance

- Uphold transparency and accountability.
 - Ensure compliance with all UGC, State, and Central regulations.
 - Submit an annual *Student Welfare Compliance Report* to the Authority and publish on the website.
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20. References

- UGC Guidelines on Student Entitlements (2023)
 - UGC (Grievance Redressal) Regulations, 2023
 - UGC (Anti-Ragging) Regulations, 2009
 - UGC Guidelines on Equity and Inclusion in Higher Education Institutions (2023)
 - National Education Policy (NEP) 2020
 - NAAC SSR Criteria 5: Student Support and Progression
 - Lyngdoh Committee Recommendations (2006)
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