Ref No: KMCT/DC/C/2026/127 Date: 30-09-2026

STUDENT WELFARE POLICY

Policy Number	KMCT/ DC/C/2026/127	**Version**	1.0
Effective Date	30-09-2026	**Review Cycle**	Every 3 years or earlier if required
Approved By	Competent Institutional Authority	**Responsible Unit**	Student Welfare Committee
Next Review	Once every three years	**Status**	Approved

1. Preamble

KMCT Dental College is committed to providing a safe, inclusive, equitable, respectful and supportive educational environment in which every BDS and MDS student can learn, participate in clinical and academic activities, develop professional competence and achieve personal well-being. Student welfare is a shared institutional responsibility involving the Principal, faculty, administrative and support staff, students, parents/guardians where appropriate, and relevant institutional services.

2. Purpose

This policy establishes an integrated framework to promote student well-being, prevent harm and discrimination, support academic progression, provide accessible welfare services, and ensure that concerns and grievances are addressed fairly, confidentially and within applicable regulatory timelines.

3. Scope

The policy applies to all enrolled BDS and MDS students, including interns and students undertaking clinical postings, research, outreach, electives or other institution-authorised activities. Relevant provisions apply on campus, in clinics and laboratories, hostels, transport, field visits, online learning environments and institution-related activities off campus. Visitors and other stakeholders are expected to respect the policy while engaging with students.

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4. Regulatory and Policy Framework

The policy shall be implemented in conjunction with the applicable provisions, as amended from time to time, of:

- University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, and other applicable UGC regulations and directions.
- UGC regulations on curbing the menace of ragging in higher educational institutions, including applicable amendments and directions.
- UGC Regulations on prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions, 2015, and the applicable law.
- National Dental Commission Act, 2023, applicable rules, regulations, standards and directions in force; applicable Dental Council of India provisions during any relevant transition; and directions of the competent dental regulator.
- Kerala University of Health Sciences (KUHS) statutes, ordinances, regulations, curriculum and directions applicable to the College.
- Applicable laws and directions concerning disability rights, equality, child protection where relevant, mental healthcare, occupational safety, food safety, data protection and other student-related matters.

Where a statutory or regulatory requirement differs from this policy, the applicable law or regulatory requirement shall prevail. The College shall verify the latest notifications and amendments before approval and at each review.

5. Guiding Principles

- Equity, dignity, inclusion and non-discrimination.
- Student safety, physical and psychological well-being, and a zero-tolerance approach to ragging and unlawful harassment.
- Accessibility and reasonable accommodation, subject to applicable law and essential academic/clinical competency requirements.
- Confidentiality, privacy, informed participation and responsible handling of student information.
- Fairness, impartiality, natural justice and freedom from retaliation for raising a concern in good faith.
- Student participation in decisions affecting student life and welfare.
- Transparency, accountability, timely response and continuous quality improvement.

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6. Objectives

- Provide coordinated academic, psychological, physical, social, financial and professional support.
- Identify students who may need assistance and facilitate early, non-stigmatising referral.
- Promote respectful relationships, belonging, peer support and responsible student leadership.
- Provide accessible channels for feedback, complaints, appeals and suggestions.
- Support safe clinical learning, infection prevention, occupational health and patient safety.
- Monitor the quality and use of welfare services through documented review and corrective action.

7. Governance and Institutional Responsibilities

7.1 Student Welfare Committee

The College shall constitute a Student Welfare Committee by an order of the Principal/competent authority. The Principal may chair the Committee or nominate a senior faculty member as Chairperson. The composition should reflect the College's needs and may include:

- Chairperson- Dr.Manoj Kumar KP
- Student Welfare Coordinator- Dr.Chandhini Raveendran
- Academic Coordinator- Dr.Ranjith M
- Faculty representatives (SSGP Nodal Officers) – Dr.Mayeesh R, Dr.Swapna C
- Faculty representatives (GRCS)- Dr.Santhosh VC
- Faculty Mentor Coordinator- Dr.Swapna C
- AntiRagging Nodal Officer- Dr.Ashir
- Faculty Representative(s) from sports, cultural activities – Dr.Arun Paul, Dr.Shruthi Nambiar, Dr.Abishek Nair
- Accessibility/Disability Support Coordinator- Dr.Sarin K
- Representatives from relevant health, infection-control, safety or campus services – Dr.Aswathi Vinod
- Student representatives– Dr.Athul B, Mr. Hariprasad KN
- Hostel Warden - Mr.Babu, Ms.Shobitha

The Committee shall ordinarily meet at least once every quarter, record minutes, assign action owners and timelines, and review completion of actions. It shall not replace or interfere with statutory committees, disciplinary authorities, university bodies or legally mandated complaint mechanisms.

7.2 Student Welfare Officer/Coordinator

The Coordinator shall facilitate access to services, maintain non-sensitive aggregate records, guide students to the correct mechanism, coordinate welfare activities and report systemic issues to the Committee. The Coordinator shall not independently investigate matters assigned by law or regulation to a statutory committee.

7.3 Student representatives

Student representatives may communicate general welfare concerns, participate in consultation and provide feedback. They shall not have access to confidential case files or participate in deliberations where there is a conflict of interest or where student privacy would be compromised. Student representation does not replace the specific composition prescribed for any statutory committee.

8. Areas of Student Welfare

8.1 Academic support and progression

- Provide clear information on curriculum, academic calendar, attendance, assessment, examination rules, clinical postings, internship requirements and applicable KUHS procedures.
- Use an accessible system for students to seek academic guidance, clarification and support following poor performance, prolonged absence or difficulty adjusting to the course.
- Promote remedial teaching, peer learning, study-skills support, time management and evidence-based learning strategies where feasible.
- Ensure that assessment-related grievances are referred to the designated academic authority and, where applicable, the formal grievance mechanism.
- Encourage fair, respectful and constructive feedback and prohibit humiliating or abusive treatment as a teaching method.

8.2 Faculty mentorship and student guidance

- Assign a faculty mentor to each student or a manageable group of students according to institutional capacity and applicable guidance. The College may adopt a target ratio such as 1:8, subject to staffing and approval.
- Schedule regular mentor–mentee interactions, ordinarily monthly or as set by the institutional mentoring plan, with additional meetings when required.
- Discuss academic adjustment, learning progress, professional conduct, well-being and support needs; refer matters to appropriate services with the student's knowledge wherever practicable.
- Maintain brief, secure mentoring records. Sensitive counselling details shall not be entered into general academic records.
- Provide mentors with orientation on listening skills, confidentiality, boundaries, referral pathways, safeguarding and emergency escalation.

8.3 Mental health and psychological well-being

- Provide access to qualified counsellors/psychologists or an established referral service, with clear information on how to seek appointments and urgent help.
- Offer awareness sessions on stress management, examination anxiety, sleep, resilience, help-seeking and work–life balance.
- Protect confidentiality subject to applicable law and exceptions where disclosure is necessary to address an imminent risk of serious harm or other legal duty.
- Ensure that counselling is supportive and non-punitive. Seeking counselling shall not, by itself, be grounds for academic penalty or discrimination.
- Establish a clear process for urgent risk, crisis referral and emergency medical assistance.

8.4 Physical health and medical support

- Provide information on available campus/associated healthcare, emergency contacts, referral pathways and procedures for illness or injury during academic and clinical activities.
- Facilitate access to preventive health education and health services in accordance with institutional resources and applicable requirements.
- Communicate relevant immunisation and occupational-health requirements for clinical exposure and maintain records securely.
- Provide appropriate support for temporary illness, injury, disability or other circumstances affecting participation, in accordance with applicable academic regulations.
- Explain the availability and terms of student health insurance, if provided or facilitated; do not represent insurance as guaranteed unless formally arranged.

8.5 Disability support and accessibility

- Identify and address reasonable accessibility barriers in classrooms, laboratories, clinics, libraries, hostels, sanitation facilities, digital platforms and student activities.
- Consider reasonable accommodations and accessible formats in accordance with applicable disability law and regulatory requirements, while maintaining essential learning outcomes, patient safety and clinical competency standards.
- Handle disability-related information confidentially and share it only on a need-to-know basis, with consent where appropriate and subject to law.
- Provide an accessible route for disability-related concerns and review accessibility issues periodically with students and relevant departments.

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8.6 Equality, inclusion and respectful campus

- Promote equal opportunity and prohibit unlawful discrimination, bullying, intimidation, victimisation or exclusion on grounds protected by applicable law.
- Provide an appropriate route for concerns involving caste-based discrimination, disability discrimination or other forms of discrimination, including referral to the designated statutory/equity mechanism where applicable.
- Promote inclusion across gender, socioeconomic background, language, region and other differences, without stereotyping or exposing personal information.
- Ensure that student welfare activities and communications are accessible and respectful.

8.7 Prevention of ragging

- Conduct student and parent/guardian awareness at admission and induction, including definitions, prohibited conduct, reporting channels and consequences.
- Provide accessible reporting routes and act promptly in accordance with applicable regulations, including required reporting to external authorities.
- Undertake preventive monitoring of hostels, common areas, transport and other relevant spaces, respecting law, privacy and institutional procedures.
- Do not mediate or informally suppress an allegation where regulations require formal action.

8.8 Sexual harassment and personal safety

- Provide periodic awareness on consent, respectful conduct, prevention of sexual harassment and available support.
- Refer complaints to the legally designated mechanism; preserve confidentiality and prevent retaliation in accordance with law.
- Ensure that the general Student Welfare Committee does not investigate or decide complaints reserved for the IC or another statutory body.

8.9 Student grievance redressal

The College shall maintain the Students' Grievance Redressal Committee (SGRC) and associated processes in accordance with the UGC regulations applicable to the College, KUHS requirements and other applicable directions. The latest prescribed composition, terms of office, quorum, timelines and appeal route shall be followed; the policy must not substitute a different composition or timeline.

- Provide clearly publicised online and offline methods for submitting a grievance, including accessible formats and assistance for students who need help filing it.
- Allow students to submit grievances without intimidation and inform them of acknowledgement, process, status, decision and appeal route.
- Ensure impartial consideration, opportunity to be heard, reasoned decisions and protection against retaliation.

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- Keep grievance records secure and restrict access to authorised persons.
- Refer appeals to the competent university-appointed Ombudsperson or other authority as prescribed by the applicable regulations.
- Separate ordinary welfare requests from allegations requiring urgent safeguarding or statutory reporting.

8.10 Hostel, food, sanitation and campus facilities

- Monitor hostel safety, security, ventilation, lighting, sanitation, drinking water, common facilities and complaint response.
- Ensure food hygiene and safe food handling in mess/cafeteria facilities, with a mechanism for students to report concerns.
- Provide information on hostel rules, visitor procedures, emergency contacts and fire/evacuation arrangements.
- Maintain accessible, safe and hygienic facilities and a process for reporting maintenance and safety hazards.
- Use CCTV only for legitimate safety purposes, with appropriate notice, access controls and privacy safeguards; avoid private areas.

8.11 Financial assistance and scholarships

- Publish information on applicable government, university, institutional and other scholarships, fee concessions and financial assistance, including eligibility and deadlines.
- Provide guidance for applications and required documentation, while ensuring that eligibility decisions follow the relevant scheme rules.
- Handle financial and socioeconomic information confidentially and sensitively.
- Where feasible, refer students facing financial hardship to the appropriate institutional or external support service.

8.12 Sports, culture, recreation and student participation

- Encourage participation in sports, cultural activities, student clubs, community engagement, leadership and other co-curricular opportunities.
- Ensure that activities are inclusive, appropriately supervised and consistent with academic, clinical and safety requirements.
- Publish fair procedures for student representation, event approvals, use of facilities and handling of student activity funds where applicable.
- Provide a route for student feedback on campus life and welfare services.

8.13 Clinical learning, infection control and occupational safety

- Provide induction and periodic training in standard precautions, hand hygiene, personal protective equipment, sharps safety, biomedical waste management and exposure/needle-stick injury reporting.
- Make emergency protocols and reporting contacts accessible to students before clinical postings.

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- Promote safe ergonomics, posture, workload awareness and use of appropriate equipment.
- Ensure that students can report unsafe clinical conditions or patient-safety concerns without retaliation, through the relevant clinical and institutional channels.
- Provide supervision appropriate to the student's level of training and clarify responsibilities, scope of practice and escalation pathways.

8.14 Digital welfare and information privacy

- Communicate acceptable use of institutional digital platforms, learning systems and communication groups.
- Prohibit online bullying, threats, unauthorised sharing of intimate or confidential material and misuse of student/patient information.
- Protect student records through role-based access, secure storage and retention/disposal practices consistent with applicable law and institutional policy.
- Ensure that online welfare and grievance routes are accessible and that digital submissions receive appropriate acknowledgement and follow-up.

8.15 International, outstation and newly admitted students

- Provide an induction/orientation covering academic expectations, campus facilities, safety, anti-ragging, grievance channels, mentorship, counselling and emergency contacts.
- Share practical information on accommodation, transport, healthcare, language/communication support and relevant university procedures.
- Provide additional guidance to students who are transitioning to a new location or learning environment, without singling them out in a stigmatising manner.

9. Student Welfare Request and Referral Procedure

1. Students may approach their mentor, Student Welfare Coordinator, relevant service, designated committee or official institutional channel.
2. The receiving person shall clarify the concern, explain available options and identify whether immediate safety action or referral to a statutory mechanism is required.
3. With the student's knowledge where practicable, the matter shall be referred to the appropriate service or authority. Confidential information shall be shared only as necessary and permitted by law.
4. The receiving unit shall communicate the next steps and a reasonable expected response period. Urgent safety concerns shall be escalated immediately.
5. Actions and closure shall be documented proportionately, avoiding unnecessary sensitive details in general welfare records.
6. If the student is dissatisfied, the student shall be informed of the appropriate escalation, grievance or appeal route.

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10. Confidentiality, Consent and Non-Retaliation

Information shall be handled discreetly and shared only with authorised persons who need it for support, investigation, safeguarding or legal compliance. Absolute confidentiality shall not be promised where disclosure may be required by law or necessary to address a serious and imminent safety risk. No student shall be penalised or victimised for seeking support or making a complaint in good faith. Knowingly false allegations, if alleged, shall be addressed only through a fair process and applicable rules; inability to substantiate a complaint shall not by itself establish that it was malicious.

11. Roles and Responsibilities

- Principal/competent authority: approve the policy, constitute committees, allocate resources and ensure regulatory compliance.
- Student Welfare Committee: coordinate welfare initiatives, review aggregate trends, monitor action plans and recommend improvements.
- Student Welfare Coordinator: serve as a point of contact, maintain referral information, coordinate services and follow up on non-statutory welfare matters.
- Faculty mentors and Heads of Departments: support students, identify concerns, maintain appropriate boundaries and refer matters promptly.
- Statutory committees: discharge their specific mandates independently and in accordance with applicable law/regulations.
- Hostel, administrative, clinical and support services: maintain safe facilities, communicate procedures and respond to reported hazards or needs.
- Students: respect the rights and safety of others, comply with lawful institutional rules, use reporting mechanisms responsibly and participate in welfare feedback.

12. Monitoring, Evaluation and Quality Improvement

The Student Welfare Committee shall review implementation at least quarterly and prepare an annual welfare report for the Principal/IQAC or other competent institutional body. Monitoring may include:

- Number and type of welfare activities conducted and student participation.
- Mentorship coverage and completion of planned meetings, using non-sensitive aggregate data.
- Availability and utilisation of counselling/referral services, reported only in privacy-protective aggregate form.
- Grievance acknowledgement, processing and closure timelines, without disclosing identities in general reports.
- Scholarship guidance, accessibility issues and actions completed.
- Student feedback, satisfaction trends, recurring concerns and corrective/preventive actions.
- Clinical safety training coverage and reporting/learning from incidents.

- Action plan status, responsible persons, completion dates and evidence of effectiveness.

Targets and indicators shall be approved by the College and reviewed annually. Reports to governing bodies shall avoid identifying individual students or disclosing confidential case details.

13. Documentation and Records

- Approved policy, revision history and committee constitution orders.
- Meeting agendas, minutes, attendance and action-taken reports.
- Student-facing notices, contact lists, orientation materials and awareness records.
- Mentorship programme documentation and aggregate monitoring reports.
- De-identified welfare feedback, annual review and improvement plans.
- Statutory complaint records maintained separately by the authorised committee/office, with restricted access and retention as required by law.

14. Communication and Accessibility

The policy shall be made available on the College website/intranet and through student orientation and relevant noticeboards. A plain-language summary, contact list and accessible format shall be provided where required. The College shall periodically verify that contact details, committee orders, forms and escalation pathways remain current.

15. Review and Amendment

The policy shall be reviewed at least once every three years, and earlier when required by changes in law, UGC/KUHS or dental-regulator directions, audit findings, student feedback or institutional needs. Amendments shall be approved by the competent authority and communicated to students and staff.

16. Approval

This policy shall come into effect from the date of approval. All departments, committees and services shall implement the provisions applicable to their functions.

Reviewed by : Student Welfare Coordinator

K.M.C.T. DENTAL COLLEGE
P.O. Manassery
Pin - 673 602
Mukkam, Kerala
India
CALICUT

Dr. MANOJ KUMAR K.P
Principal
KMCT Dental College
Manassery, Kozhikode

Dr. Manoj Kumar K P

Principal

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