



OFFICE OF THE PRINCIPAL

Sophia College for Women  
Empowered Autonomous

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An Institution of  
the Society for the Higher Education  
of Women in India

## Student Welfare Policy

Administrative Policy Number (APN): SCWAPN/44	<b>Functional Area:</b> Implementing programs and services aimed at addressing students' physical, mental, emotional, and social needs.
Brief Description of the Policy:	Purpose: To ensure the holistic well-being and development of students, fostering a conducive learning environment. Audience: Students
Policy Applies to:	Students
Effective from the Date:	26 <sup>th</sup> November, 2018
Approved by:	College Development Committee (CDC)
Responsible Authority	IQAC
Superseding Authority	Principal
Last Reviewed. / Updated:	New Policy
Reason for the policy	Recognizing that student welfare is integral to academic success and overall student satisfaction, thus enhancing the overall educational experience.
References for the policy	UGC/ University of Mumbai

## **Introduction**

The student welfare policy aims to ensure students' overall well-being and achievement within the educational institution. It strives to foster a friendly and inclusive environment that supports students' physical, mental, and emotional well-being. Furthermore, the policy aims to provide support services that meet a variety of needs and obstacles that students may have during their academic careers. Finally, the student welfare policy seeks to encourage students to prosper academically, socially, and personally, so creating a lively and enriching campus community.

## **Objectives**

1. Enhance Student Support Services
2. Promote Student Well-being
3. Ensure Equity and Inclusion
4. Strengthen Student Engagement
5. Provide Effective Grievance Mechanisms

## **Policy Provisions**

1. **Fostering Mentorship for Student Success :** In order to assist students during their academic journey, the institution is committed to cultivating mentorship ties between students and knowledgeable faculty or staff members. Students enrolled in this program receive academic help, support, and direction from mentors who provide insightful advise. Our intention is to establish a supportive and caring atmosphere where students may flourish both personally and academically under the guidance of their mentors, eventually improving their achievement and entire college experience.

**(Cf : Mentor-Mentee policy)**

2. **Promoting Physical Fitness and Well-being:** By providing access to gymnasium facilities and a wide variety of sporting activities, the institution hopes



to encourage physical health and overall well-being among its students. Students' frequent physical activity is encouraged by these programs, which enhances their general health and well-being.

**(Cf : Sports policy, Gym policy)**

3. **Ensuring Campus Safety:** Strict policies, such as those against sexual harassment and ragging, are put in place and rigorously enforced in order to maintain a courteous and safe campus community. These regulations seek to uphold a climate of dignity and respect for one another among students by outlawing any kind of harassment or intimidation. The policy's objective is to give students a private forum where they may report any incidences of misconduct or harassment right away. By doing this, concerns are handled sensitively and quickly, fostering a welcoming and inclusive campus environment.

**(Cf : Anti-ragging policy , Anti-sexual harassment policy)**

4. **Promoting Career Development and Industry Engagement:** To improve the employability and career readiness of students, the institution supports a range of initiatives, including campus recruitment drives, skill development seminars, and internships. By bridging the gap between academia and industry, we hope to equip students for prosperous careers after graduation.

**(Cf : Placement policy )**

5. **Promoting Accessibility and Inclusivity for Students with Disabilities:** The university prioritizes accessibility and inclusivity in accordance with our policy for a Divyangjan-friendly campus by offering special infrastructure and support services for students with disabilities. As part of our commitment to creating a welcoming and inclusive learning environment, regular assessments are carried out to find and remove any accessibility barriers, guaranteeing fair access to educational resources and facilities for all students.

**(Cf : Policy for a Divyangjan-friendly campus)**

6. **Institutional Grievance Redressal Mechanism:** The institution is committed to promptly and effectively resolving grievances from students through its dedicated grievance cell. This cell deals with a range of grievances, such as issues with unavailability of services, failure to deliver on promises, undue delays, injustice (apart from caste and gender-based issues), staff misconduct, and malpractice. By giving students a formal forum to air their grievances, the university guarantees accountability, equity, and openness when handling complaints and promoting a healthy campus climate.

**(Cf: Grievance Redressal Policy)**

7. **Fostering Academic Excellence: The Excellence in Arts and Science Program:** The Excellence in Science and Arts Initiative: At Sophia College (Autonomous), the Excellence in Arts Programme (EXAP) and the Excellence in Science Programme (EXSP) are flagship initiatives created to enhance the B.A. and BSc. programs. These flagship programs are designed to support integrity and foster academic excellence among the chosen student cohort. The institution cultivates a culture of rigorous inquiry and scholarly pursuit by providing participants with unique opportunities to engage in research endeavors, craft and deliver scholarly papers, and defend their academic work.
8. **Student Financial Support:** In order to help students overcome financial obstacles and assist them in reaching their academic objectives, the institution has established a student aid fund. The policy aims to offer emergency loans and scholarships to students who are experiencing financial difficulties. This will not only ensure that all students have equal access to educational opportunities but also serve as a means of encouraging and recognizing students' achievements.

**(Cf: Student Scholarship and Financial aid policy)**

**9. Fee Refund Policy**

With reference to the UGC Fee Refund Policy the college would make provisions from time to time for the refund of fees of eligible students as per the percentage determined by the said policy.

**(Cf: Attached UGC Fee Refund Policy)**



10. **Supporting Mental Health and Well-being:** The institution acknowledges the significance of bolstering the mental health and well-being of its students, which is why it offers professional counseling services. Confidential counseling sessions, group therapy, and stress management and coping strategy workshops are some of the services offered. It is the institution's goal to create a supportive environment where students can thrive academically, emotionally, and socially by attending to their diverse needs.

**(Cf : Counselling policy)**

11. **Student Engagement and Recreational Activities:** Through a range of enjoyable events and activities, the Institute places a high priority on student engagement and relaxation. Ananya College provides a variety of extracurricular activities, such as sports like basketball, football, and cricket, debates, and competitions. Furthermore, students have access to a larger stage for showcasing their abilities and taking part in sporting events, cultural events, and exhibitions thanks to the annual college festival, Kaleidoscope.

12. **Ensuring Safe and Inclusive Hostel Accommodations:** The institution is committed to providing comfortable and inclusive hostel accommodations for students, prioritizing safety, security, and a conducive living environment. The aim is that students have access to well-maintained and updated living spaces.

**(Cf : Hostel Policy)**

13. **Student Representative Bodies:** Empower student representative bodies, to facilitate communication between students and the administration and to advocate for student interests. Ensure their active participation in Bodies of Studies (BOS) and Institutional Quality Assurance Cell (IQAC) meetings to provide valuable student perspectives and contribute to decision-making processes.

14. **Security:** The College prioritizes the safety and security of its students and staff, with a dedicated Security Department overseen by the Administrator. Security personnel, stationed at both the main gates and within the campus premises,

maintain round-the-clock patrols to safeguard the college community. Comprehensive security measures, including CCTV surveillance and fire safety protocols, are implemented across the campus to ensure a secure environment for all.

### **Framework for Policy Implementation and Review**

1. Policy Implementation Oversight: Chaired by the Principal, a committee with Heads of Departments (HoDs) ensures effective policy implementation.
2. Integrity Assurance: The committee safeguards the policy's integrity during execution.
3. Complaint Submission Protocol: Students can submit written complaints regarding disputes without fear of repercussions.
4. Formulation of Implementation Guidelines: The committee develops rules, regulations, and forms to facilitate policy implementation.
5. Counselling Service Management: The student counsellor oversees counselling services and encourages student-led mental health initiatives.
6. Student Orientation Programs: Orientation programs inform students about the policy's provisions.
7. Regular Monitoring and Review: Compliance is monitored regularly, aligning with legal frameworks, with responsibility shared among key college personnel.

*A.P. Pabli*

**IQAC Coordinator**

**Coordinator  
IQAC  
Sophia College**



*Principa*

**Principal**

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सत्यमेव जयते

आचार्य मनिष र. जोशी

सचिव

Prof. Manish R. Joshi

Secretary



सत्यमेव जयते



आज़ादी का  
अमृत महोत्सव

विश्वविद्यालय अनुदान आयोग

University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार)

(Ministry of Education, Govt. of India)

D.O. No.F.2-71/2022 (CPP-II) (C-114546)

12<sup>th</sup> June, 2024 / 22 ज्येष्ठ, 1946

Subject: Fee Refund Policy 2024-25

आदरणीय महोदया/महोदय,

The University Grants Commission receives many representations/complaints from students/parents on the non-refund of fees by the Higher Education Institutions (HEIs) on cancellation/withdrawal of admissions.

2. Students should be allowed a full refund of fees within a specified period to enable them to opt for a course of their choice.

3. The Commission has considered the matter in its 580<sup>th</sup> meeting held on 15 May 2024, and after considering the relevant factors decided, the following fee refund policy for the academic session 2024-25:

- Notwithstanding anything contained in any guidelines/ prospectus/ notification/ schedule, a full refund of fees shall be made by the HEIs on account of all cancellations of admissions/migrations of students up to 30 September 2024 and with a deduction of not more than Rs. 1,000, as a processing fee, up to 31 October 2024.
- It shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- These guidelines would also be applicable to organizations, consortiums, committees, associations, etc., constituted for the purpose of conducting counselling or processing admissions and collecting fees on behalf of participating HEIs, and the HEI concerned will be responsible for refund fees.
- For any admission schedule extending/commencing beyond/after 31 October 2024, the provisions contained in the UGC Notification issued in October 2018 on Refund of Fees and Non-Retention of Original Certificates shall apply (reproduced below for ready reference):

Category	Percentage of Refund of fees*	Point of time when notice of withdrawal of admission is received in the HEI
(1)	100%	15 days or more before the formally notified last date of admission
(2)	90%	Less than 15 days before the formally notified last date of admission
(3)	80%	15 days or less after the formally notified last date of admission
(4)	50%	30 days or less, but more than 15 days after formally notified last date of admission
(5)	00%	More than 30 days after formally notified last date of admission

Cont...

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SOPHIA COLLEGE  
AUTONOMOUS  
INWARD  
DATE: 23/6/2024  
SIGN: [Signature]

e. This policy will remain in force for subsequent academic sessions until the issuance of a revised policy by the UGC.

4. It may also be noted that the UGC has notified the Redressal of Grievances of Students Regulations, 2023, wherein "delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time" has been defined as one of the grievances.

5. The Higher Education Institutions are requested to ensure compliance with the fee refund policy for the academic session 2024-25 and redress any grievance by the provisions of the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

6. Any HEI violating the provisions of UGC Fee Refund Policy 2024-25 shall be liable for punitive action as notified in Clause 5 of the UGC Notification on Refund of Fees and Non-Retention of Original Certificates issued in October 2018.

सादर,

भवदीय,



(मनिष जोशी)

सेवा में,

सभी विश्वविद्यालयों के कुलपति।

सभी महाविद्यालयों के प्राचार्य।

