

PREPARED FOR

Manas – Center for Mental Wellness & Counselling

Workplace Mental Health Policy Framework

A Complete Policy Template for Indian Organisations

Presented by Dr. Priya Dubey Sharma

Manas – Center for Mental Wellness & Counselling

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Programme Overview

This programme provides a robust, legally informed, and culturally sensitive framework for developing a mental health policy, addressing a critical gap in most Indian organizations. Participants will gain the knowledge and tools to create a supportive and healthy work environment that benefits both employees and the business.

Learning Objectives

- ✓ Understand the growing importance of mental well-being in the Indian workplace and how a dedicated policy can enhance productivity and employee retention. This knowledge will enable you to champion mental health initiatives within your organization.
- ✓ Identify and define the essential components of a mental health policy, including scope, clear commitments, confidentiality measures, and strategies to combat stigma. This will equip you to draft a policy that is both comprehensive and inclusive.
- ✓ Learn to establish a framework for reasonable accommodations, understanding legal requirements and best practices to support employees experiencing mental health challenges. This will help you foster an environment of care and compliance.
- ✓ Develop effective grievance and escalation procedures specifically tailored for mental health concerns. This ensures a safe and structured process for employees to voice their needs and seek support.
- ✓ Create a strategic plan for policy communication and implementation, ensuring widespread awareness and adoption across the organization. This will guarantee that the policy is effectively integrated into the company culture.
- ✓ Navigate the relevant Indian legal landscape, understanding how existing legislation intersects with workplace mental health initiatives. This provides a foundation for a compliant and responsible policy.

WHO SHOULD ATTEND

This programme is designed for Chief Human Resources Officers, HR Directors, CEOs, Legal Counsel, and senior leaders responsible for policy development and employee well-being in Indian organizations.

Programme Content

1. Why a Mental Health Policy Is Now a Business Imperative in India

The Indian workplace is increasingly recognizing the profound impact of mental well-being on overall business success. Beyond ethical considerations, a proactive approach to mental health is a strategic imperative, leading to enhanced employee engagement, reduced absenteeism, and improved productivity. Neglecting this aspect can result in significant costs related to presenteeism, high turnover, and potential legal challenges. This session will explore the compelling business case for establishing a formal mental health policy, highlighting its role in fostering a resilient and thriving workforce.

 **Activity: Group discussion on current organizational perceptions of mental health.**

2. Core Policy Components: Scope, Definitions, Commitments, Confidentiality, Anti-Stigma

A well-structured mental health policy begins with clearly defined scope, outlining who and what it covers. It necessitates precise definitions of key terms to ensure clarity and avoid ambiguity. Explicit commitments from leadership are crucial to signal the organization's dedication to mental well-being. Robust confidentiality clauses are paramount to build trust and encourage employees to seek help without fear of repercussions. Finally, implementing anti-stigma measures is vital to create an open and supportive environment where mental health is discussed without prejudice.

 **Activity: Brainstorming key commitment statements for a policy.**

3. Reasonable Accommodations Framework: Requirements and Best Practices

Providing reasonable accommodations is a legal and ethical obligation when supporting employees experiencing mental health challenges. This section will delve into what constitutes a reasonable accommodation under Indian law, referencing relevant acts like the Mental Healthcare Act, 2017, and general employment principles. We will also explore best practices that go beyond minimum requirements, fostering a culture of support and enabling employees to perform their roles effectively. Understanding this framework is key to ensuring equitable treatment and maximizing employee potential.

 **Activity: Case study analysis of accommodation scenarios.**

4. Grievance and Escalation Procedures

Establishing clear and accessible grievance and escalation procedures is fundamental to a functional mental health policy. This session will guide participants in designing processes that are sensitive, confidential, and effective for addressing concerns related to mental well-being. We will cover how to ensure employees feel safe reporting issues, how to investigate complaints impartially, and how to provide timely resolutions. A well-defined procedure reinforces trust and demonstrates the organization's commitment to supporting its people.

 **Activity: Developing a flowchart for a grievance process.**

5. Policy Communication and Implementation Plan

A policy's effectiveness hinges on its successful communication and integration into the organizational fabric. This section focuses on creating a strategic implementation plan that ensures all stakeholders are informed and engaged. We will discuss various communication channels, training modules for managers and employees, and methods for embedding the policy's principles into daily operations and company culture. A phased approach to implementation, with clear timelines and responsibilities, will be outlined to ensure sustained impact.

 **Activity: Drafting key communication messages for policy launch.**

6. Navigating the Indian Legal Context for Workplace Mental Health

Understanding the existing legal framework is essential for developing a compliant and effective mental health policy. This session will provide an overview of relevant Indian legislation, including the Factories Act, Shop and Establishment Acts, and the Mental Healthcare Act, 2017, as they pertain to employee well-being and mental health support. The focus will be on practical implications and how these laws inform policy creation, ensuring that your framework aligns with legal requirements while promoting a supportive workplace culture.

 **Activity: Q&A session on legal considerations.**

Action Plan

Concrete steps for implementation.

Action	Owner	Timeline	Notes
Form a cross-functional policy development committee.	CHRO	Week 1	Include representatives from HR, Legal, Operations, and employee resource groups if applicable.
Conduct a needs assessment to understand current employee mental well-being challenges.	HR Director	Month 1	Utilize anonymous surveys and focus groups to gather comprehensive data.
Draft the initial version of the Mental Health Policy.	Policy Development Committee	Week 3	Incorporate learnings from all programme sections and legal review.
Seek legal review of the drafted policy.	Legal Counsel	Month 1	Ensure compliance with all relevant Indian labor laws and regulations.
Develop a comprehensive communication and training plan for the policy launch.	HR	Month 2	Plan for manager training, employee awareness sessions, and accessibility of policy documents.
Launch the policy and establish mechanisms for ongoing monitoring and feedback.	Leadership	Quarter 1	Schedule regular reviews of policy effectiveness and update as needed based on feedback and changing needs.

About Manas



Dr. Priya Dubey Sharma

Founder & Consulting Psychologist | Applied, Organizational & Behavioural Psychologist | PhD | 18+ Years

Dr. Priya Dubey Sharma brings 18+ years of applied psychology to corporate wellness. She has worked with SBI, educational institutions, and corporate teams across India. Her evidence-based approach combines CBT, mindfulness, and culturally contextualised psychology for measurable outcomes. She is the creator of the Performance FOMO Index™ and the High-Functioning Distress Framework™.

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A MSME-registered organisation dedicated to evidence-based mental wellness.

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Disclaimer: This document has been prepared by Dr. Priya Dubey Sharma – Founder & Consulting Psychologist (Applied, Organizational & Behavioural Psychologist, PhD, 18+ years), Manas – Center for Mental Wellness & Counselling (UDYAM-MP-10-0120839). Content is for programme overview and educational purposes only. Nothing herein constitutes legal advice regarding POSH Act compliance – organisations should consult qualified legal counsel for specific legal guidance. For clinical or psychological support, please reach out to the Manas Team for personalised guidance, or consult a qualified Psychiatrist or licensed mental health professional. © 2026 Manas – Center for Mental Wellness & Counselling. All rights reserved. Confidential – prepared specifically for the named organisation. For queries: manu@manas365.com | +91 99818 13224