



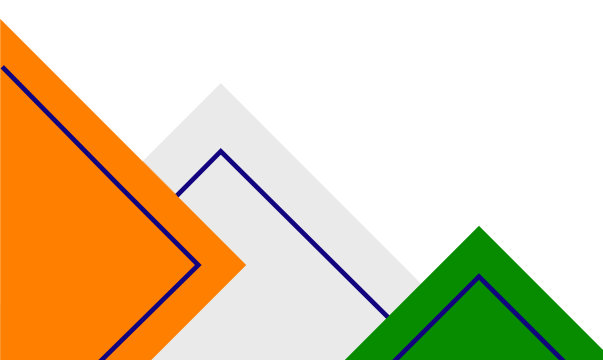
HSNC UNIVERSITY, MUMBAI

(A State Public University)

Standard Operating Procedure & Guidelines

Standing with the Nation in the Present Crisis

*Dos and Don'ts in Times of National Sensitivity and
Emergency Preparedness*





01. Background and Purpose

Given the current sensitive Indo-Pak context, marked by escalated national sentiment, potential for misinformation, and heightened emotional reactions, it becomes imperative for all members of the HSNC University community to act with composure, unity, and patriotism.

This SOP is a guiding document to help stakeholders—especially students—navigate this period without getting influenced by hate speech, communal references, or provocative content, and instead become ambassadors of peace, harmony, and national solidarity.

02. Core Message

We are one nation. One people. Let us not allow external tensions to divide our internal strength.

Let patriotism be our compass, and harmony our language.

03. Values to Uphold

- **National Integrity:** Respect the armed forces and national institutions without turning to inflammatory patriotism.
- **Secularism:** Embrace our constitutional identity that promotes equality and respects all communities.
- **Responsibility:** Think before you post, speak, or react—your words can influence others.

04. Detailed Do's

a) Verify Before You Share

- Only trust official news from:
 - Government of India portals ◦
 - PIB Fact Check: WhatsApp [+91-8799711259](https://www.whatsapp.com/channel/0029va333333333333333333) | Email: factcheck@pib.gov.in
 - Accredited national news network
- Cross-verify any viral content or messages before forwarding them.



b) Be a Source of Calm

- Refrain from emotional or impulsive responses.
- If others around you are agitated or misinformed, calmly guide them toward facts and responsible behaviour.

c) Promote Positive Patriotism

- Respect and support the Indian Armed Forces through solidarity, not aggression.
- Express your love for the nation through messages of peace, service, and inclusiveness.

d) Engage in Constructive Dialogue

- If conversations arise on campus or in social groups, ensure they are civil, inclusive, and solution-focused.
- Promote activities that foster understanding and emotional awareness.

e) Protect Your Mental Health

- Avoid consuming excessive or distressing media coverage.
- If you feel overwhelmed, reach out to university counsellors or peer support groups.

f) Report Irresponsible Behaviour

- If you witness any hate speech, inflammatory posts, or communal targeting:
 - Inform university administration
 - Use university's cyber vigilance cell [+91-8655962499](tel:+91-8655962499) | [+91-9019115115](tel:+91-9019115115)
cybercell@hsncu.edu.in or [student grievance portal](#)

05. Detailed Don'ts

a) Don't Share Unverified Content

- Misinformation spreads panic and fuels hate.
- Avoid sharing videos, images, or messages unless verified from trusted sources.

b) Don't Indulge in Provocative or Polarizing Speech

- Avoid communal references, derogatory comments, or mocking of any religion, region, or nationality.

c) Don't Glorify Violence

- War is not entertainment. Avoid memes or jokes that glorify violence or mock national tragedies.

d) Don't Isolate or Target Individuals

- No student should feel unsafe or judged due to their religious or cultural identity. • All stakeholders must ensure a safe and inclusive environment.

e) Don't React to Trolls or Online Provocation

- Online hate-baiting is designed to trigger reaction. Do not engage. Report and disengage.



06. Responsibilities of Stakeholders

Students:

- Be the ambassadors of peace and rational thinking.
- Use your platforms (WhatsApp, Instagram, Twitter, etc.) to promote unity.

Faculty:

- Open space for students to express feelings while guiding them toward balanced understanding.
- Immediately intervene if any discussion veers toward communal insensitivity.

Administrative Staff:

- Ensure no display (online or offline) of inflammatory posters, slogans, or digital content.
- Be vigilant during group gatherings and interactions.

Principals & Heads:

- Issue reminders during morning assemblies or through class teachers to reinforce this SOP.
- Encourage peace-building initiatives, discussions, or student-led solidarity messages.

07. University Support Systems

- **Counselling Cell:** Available for students who need emotional support or guidance.
- **Cyber Vigilance Cell:** For reporting digital misconduct or circulation of harmful content. [+91-8655962499](tel:+91-8655962499) | [+91-9019115115](tel:+91-9019115115) | cybercell@hsncu.edu.in
- **Security Desk:** To be alerted in case of group tension or suspected communal friction.
- **Director of Student Development Cell:** To ensure smooth coordination and immediate redressal of concerns.

08. Final Appeal

This is a time when we are tested—not by our ideologies but by our values.

Let our classrooms, corridors, and online communities reflect calm, compassion, and courage.

Remain composed. Remain respectful. Remain united.

We stand with our nation, our people, and the spirit of a strong, secular India.

Issued by:

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