

Grievance Redressal Mechanism

Process:

Step 1 - ONLINE grievance submitted to DSA via E-mail / Whatsapp / MAHE portal (accessible for students) (muportal.mahe.manipal.net/SIS)

OFFLINE grievance submitted to DSA via Personal / Call / Letter / Message

DSA Contact Information:

Mobile – 6364631742

Email ID – dsa.maheblr@manipal.edu

Within 1 Day

Step 2 - Complainant - called by DSA

Within 2 Days

Step 3 - Application will be forwarded to MAHE Grievance Redressal Committee (GRC) with a copy to Ombudsman

Within 7 Days

Step 4 – MAHE GRC conducts enquiry. Proceedings of the enquiry is reported to Registrar, MAHE

Within 4 Days

Step 5 - MAHE communicates the decision to the Complainant through email/ hardcopy/ HOI of the institution

Within 4 Days

Step 6 - If Complainant is dissatisfied with MAHE GRC decision, he/she can submit an application to the Ombudsman

Within 7 Days

Step 7 - Ombudsman will call for a hearing within five working days and process the application & communicate the decision to the complainant through email/ hardcopy within another two working days