



Grievance Redressal Mechanism

(ONLINE / OFFLINE)

Who can file Grievance?

***Students / Parents / Teacher Guardians**

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

Within 1 Day

Complainant - called by DSA

Within 2 Days

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

Within 7 Days

MAHE GRC conducts enquiry
Proceedings of the enquiry is reported to Registrar, MAHE

Within 4 Days

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

Within 4 Days

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

Within 7 Days

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