



MANIPAL
ACADEMY of HIGHER EDUCATION
(Institution of Eminence Deemed to be University)

DEPARTMENT OF STUDENT AFFAIRS

Manipal Academy of Higher Education (MAHE)
Manipal

STUDENT HANDBOOK



Founder and Builder of Manipal



Doctor,
Educationist,
Banker and
Philanthropist

Padma Shri awardee Dr. T. M. A. Pai

30-04-1898 to 29-05-1979

Manipal is a place born out of one man's dream - Dr. Tonse Madhav Ananth Pai. It is a testimony to the fact that no matter how big a dream is, it can always turn into reality. The once barren hillock is now India's largest education township with with 35+ institutions of learning.

Manipal Academy of Higher Education (MAHE) is the result of the single minded dedication of the founder Dr. T. M. A. Pai. It was his vision to see the bare hilltop of Manipal transformed into one of the premier centres of learning.

MAHE was founded on one principle; one unshakeable belief - that it must make available the best of education to its students. The last seven decades, have seen institutes at Manipal taking meticulous, small steps to build reservoirs of intellectual wealth and academic excellence.

In the process, MAHE has created some of the country's best institutes across diverse streams like Medicine, Engineering, Architecture, Communication, Dentistry, Hotel Management, Commerce & Management, Pharmacy etc.

Each institution at MAHE is geared to meet the ever changing demanding standards and to create professionals and citizens of values by inspiring them in multiple ways.

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Department of Student Affairs, MAHE, MANIPAL

About Us

The Department of Student Affairs (DSA) at MAHE, Manipal, has a history dedicated to enhancing student life and well-being. MAHE has grown over the decades into a leading educational hub. Recognizing the importance of comprehensive student support, the DSA was established to address the diverse needs of its student body. The DSA functions with a multi-faceted approach to support and enrich the student experience, including mental health support through professional counseling services, access to medical facilities and health information, and academic support through tutoring, workshops, and resources.

The department also facilitates many student-run clubs and societies, organizes cultural, sports, and academic events, manages students, and implements welfare programs such as counseling, mentoring, financial aid, scholarships, and emergency support. Career services are another crucial aspect, offering guidance on career choices, resume building, and interview preparation and facilitating connections with the industry for internships and job placements. The DSA provides a transparent and efficient system for addressing student grievances related to academics, housing, and other aspects of campus life. Committed to fostering a supportive and vibrant campus environment, the DSA aims to create a holistic educational atmosphere that supports students' academic, personal, and professional growth.

The department is led by experienced professionals, including the director, deputy directors, counselors, health professionals, and administrative staff, and it collaborates with various University departments, external organizations, and industry partners to provide comprehensive support and opportunities. Key initiatives and programs include student leadership programs, wellness programs promoting physical and mental well-being, diversity and inclusion initiatives, sustainability and social responsibility efforts, and tailored support for international students. Through these extensive services and programs, the DSA plays a crucial role in shaping a supportive and enriching campus experience, ensuring students have the resources and opportunities they need to succeed personally and academically.

Vision

To facilitate students' transformation into confident and successful individuals who are worthy citizens of their country.

Mission

To ensure holistic development and a healthy study and work atmosphere for all students of MAHE.

Objectives

- To address student concerns with need-based counseling
- To facilitate and provide holistic healthcare
- To effectively address student grievances with appropriate redressal mechanism

Manipal Values

Integrity | Transparency | Quality | Team Work | Execution with passion | Humane touch
 "Values are the principles and beliefs that guide the decisions and actions of individuals, cultures and businesses".

Team - Department of Student Affairs



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Overview

The Department of Student Affairs at Manipal Academy of Higher Education (MAHE) in Manipal is dedicated to enhancing student experience through various support services and programs. These include counseling, health services, and academic advising. The department also manages student engagement initiatives by facilitating clubs, organizations, and events that promote personal growth and community building. Additionally, it oversees campus life aspects such as hostel issues, hospital visits by the counselors, and recreational facilities, ensuring a comfortable and vibrant living and learning environment.

Moreover, the department plays a crucial role in student welfare and inclusion, offering grievance redressal mechanisms, financial assistance, and support tailored to the needs of international students. By promoting diversity and providing comprehensive support, the Department of Student Affairs aims to create an inclusive and supportive atmosphere where every student can thrive both academically and personally. Through these efforts, the department contributes significantly to the holistic development of students at MAHE.

Code of Conduct for MAHE Students

INTRODUCTION AND PURPOSE

The core mission of MAHE is teaching, learning, service and research. The Code of Conduct for MAHE Students ("CODE") is established to protect the core mission of MAHE, foster the scholarly and civic development of the students of MAHE in a safe and secure learning environment, and protect the people, properties and processes that support MAHE and its mission. A safe and secure environment allows for a positive learning environment. In turn, a positive learning environment promotes student learning. To successfully achieve these outcomes, a clear set of responsibilities is expected from the student community. All rules and regulations are framed in the larger interest of the students and parents.

The aim of this Code is to inculcate a sense of discipline, conscientiousness and co-existence in the students, and to create a system which will ensure student growth through individual and collective responsibility. This Code governs all the campuses of MAHE, and all students are expected to abide by it. Ignorance of the rules shall not be an excuse for violation. Failure on the part of the students to keep up with the disciplinary rules will result in strict penal action.

1. STUDENT'S RESPONSIBILITIES

Students shall:

- Maintain strict discipline in the campus premises.
- Obey the instructions of the Faculty members and always interact with them with due respect. Behave politely, respectfully and empathetically with all staff – both teaching and non-teaching, patients & their relatives (for health science students) and the general public.
- Keep themselves aware of the rules and regulations, including this Code and the hostel rules, that are in force and subject to changes / modifications / amendments.
- Be aware of the Prevention of Ragging rules and the MAHE Policy on Prevention of Substance Abuse.
- Read all instructions / notices displayed on notice boards placed at different locations in the campus. These notices shall be deemed to have been read by all students. Excuses for non-compliance of such instructions, announcements and notices shall not be accepted. Students are advised to look at the notice board every day to acquaint themselves with latest information / orders without fail. Orders / decisions notified from time to time, by dean / administration / HOD / librarian / warden / any other authorized person, shall be binding on the students.

- Follow the Institution's dress code while attending classes (either online or offline), in the College, Hospital, Laboratory, Library, Examinations (both internal and final) and while representing MAHE outside the campus.
- Be present inside the lecture hall / demonstration room / practical laboratory at the scheduled time before the commencement of the teaching-learning activity.
- Do **Not** ridicule, tease, abuse, manhandle and/or physically assault any other student / staff or any other person both inside and outside college premises. All such incidence(s) shall be dealt with strictly.
- Do **Not** use mobile phones in the class, laboratory, library and in the hospital wards during working hours. Mobile phones **MUST** be used judiciously as and when required.
- Do **Not** take the law into their own hands, but must report all disputes to the Head of the Institution (HOI). All kinds of shouting, fighting, gambling, stealing, violent knocking, maltreatment and/or abuse, either inside or outside the campus, are strictly prohibited. In such cases, a police complaint will be filed immediately.
- **Not** leave the class without permission from the teacher during the class.
- Proxy is a serious offence and will be punished promptly.
- **Not** participate in cheating or plagiarism. The student who, for the purpose of fulfilling or partially fulfilling any assignment or task mandated by the faculty as part of the curriculum, if found to resort to plagiarism or cheating, shall face disciplinary action.
- **Not** knowingly aid or abet the accomplishment of cheating (for example copying in any examination), which shall also be subject to disciplinary action.
- Respect and follow directions from all staff of MAHE.
- Respect the personal property of others.
- **Not** leave their bags, books or belongings, unattended either in the class room or anywhere else. Staff shall **NOT** be responsible for loss, theft or damage to students' personal properties.
- **Not** write on the benches, chairs, tables or walls. Students engaging in these activities are liable for disciplinary action.
- **Not** litter in the classrooms.
- Every student has the right to an uninterrupted and safe instructional environment. Behaviour which interferes with student learning shall not be tolerated. Any student who significantly disrupts any college class and makes it unreasonably difficult to conduct the class in an orderly manner shall be subjected to disciplinary action.
- Health Science students attending the Hospital clinical postings are expected to abide by certain established norms of discipline set by the Hospital. The students should attend their postings on time. Students should behave decently with the patients, be kind and sympathetic towards patient's problems and treat them with respect and dignity. Students should not occupy patient's beds or keep any of their belongings on them. Misbehavior with patients or patient's attendants or indulging in any illegal/ unethical practices with them is liable for disciplinary action.

2. CLASSROOM CONDUCT

- The Conduct of Students in the online/ offline Class has to be of a very high standard. The college lays a lot of emphasis on classroom conduct where the following are expected from the student.
 - Attend all classes on time. Always maintain decency, decorum and etiquette and behave in a proper manner with other students.
 - Be honest with all staff and students. Extend a high level of courtesy to all teachers and other staff.
 - Prepare for class with the appropriate materials and complete assignments.
 - Participate in positive group activities and not involve themselves in any swarming, bullying, intimidating or harassing of staff and/or students.

3. RIGHTS OF THE STUDENTS

- A student has the right to fair and equal treatment in all areas of academics.
- A student has the right to a fair evaluation of his/her academic work.
- A student has the right to appeal against any academic disciplinary action to the disciplinary committee.

4. IDENTITY CARD

- Students are expected to possess the identity card issued by MAHE at all times, and are required to produce the same when asked for by MAHE authorities and Police Authorities.
- Loss of the identity card **MUST** be reported to the Student Welfare Office of their respective MAHE Institute.
- The cards should **NOT** be mutilated, defaced or rendered ineffective for identification.
- The card **MUST** be returned to the Institute at the termination of the course / withdrawal from the institute.

5. ATTENDANCE AND PREPARATION FOR CLASS

- It is understood that student's academic achievements are a direct result of attending and participating in classroom instruction and classroom activities. Students who come late shall not be given attendance and may also be denied entry to the class.
- Attendance and internal assessment are two valuable tools to monitor the academic progress of a student. To avoid anxiety and stress before the examination, students are advised to maintain a good record of attendance and internal assessment. Though 100% attendance is essential, relaxation in attendance is permitted to cover ill health and family commitments as per respective institutional guidelines.

Students are expected to know the attendance eligibility requirements, to write the end-semester / annual examinations.

- Parents & guardians are informed regularly about the absence to classes and progress of their wards. They are also requested to keep in touch with the college office / teacher guardians to know about their wards even otherwise.

6. DRESS CODE

Every student has to follow the rules prevailing in their respective MAHE institute regarding dress code. In case of violation of the dress code, the student may face disciplinary action.

MAHE believes in preparing its students for their professional life, and therefore it becomes important for all the stakeholders to understand and actively participate in this endeavor. It is expected that our students are aware of what constitutes a socially acceptable behaviour, professional dress code, and appropriate decorum in all occasions, on campus and outside while representing the institution. In addition, every student shall follow institutional regulations regarding dress code in all academic activities.

Dress code website link:

Circular regarding Dress Code for MAHE Students.

[Click here](https://learnermanipal-my.sharepoint.com/personal/dsa_mahe_manipal_edu/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fdsa%5Fmahe%5Fmanipal%5Fedu%2FDocuments%2FCircular%2Fdress%20code%2Epdf&parent=%2Fpersonal%2Fdsa%5Fmahe%5Fmanipal%5Fedu%2FDocument%2FCircular&ga=1)

https://learnermanipal-my.sharepoint.com/personal/dsa_mahe_manipal_edu/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fdsa%5Fmahe%5Fmanipal%5Fedu%2FDocuments%2FCircular%2Fdress%20code%2Epdf&parent=%2Fpersonal%2Fdsa%5Fmahe%5Fmanipal%5Fedu%2FDocument%2FCircular&ga=1

7. CONDUCT DURING THE EXAMINATION

Students are expected to strictly abide by the rules and regulations as specified in the hall ticket issued by MAHE and a candidate found guilty of any violation shall not be permitted to attend the examination.

8. GRAFFITI / VANDALISM (PROPERTY AND/OR EQUIPMENT)

Students are solely responsible for all books borrowed from the Library and the maintenance of any equipment taken on loan from MAHE. If the book / equipment is misused or damaged, the student shall be held responsible for charges for repair or replacement. If charges are not paid, students may have institutional privileges removed or suspended. Interfering or tampering with any office records of MAHE is a serious offence and will result in suspension / rustication.

9. RESPECT FOR ALL

Students are required to demonstrate respect for all staff and students. Students are expected to recognize and comply-with / adhere-to the university / institution / department leadership directives. Failure to follow such instructions may lead to intimation to parents, loss of privileges, suspension or even expulsion.

10. ILLEGAL DRUGS AND ALCOHOL (POSSESSION\ PERSONAL USE\ PROVIDING TO OTHERS)

Illegal drugs and/or alcohol are **NOT** permitted on MAHE property or on any college outbound activities. If students are found to be experiencing difficulty with substance abuse, they shall be referred for counseling and rehabilitation programs. Persistent disregard or denial of medical assistance could result in criminal charges and possible expulsion. MAHE shall take disciplinary action against the students if they are found committing any offence relating to substance abuse as per the policy prevailing in MAHE.

11. SMOKING

Smoking and Alcohol is completely prohibited within the campus, including academic areas, hostels, food courts, mess halls and any area owned & operated by MAHE. A Hefty Fine will be levied for each infraction of this rule.

12. POLICY ON SUBSTANCE ABUSE

- MAHE has framed a separate policy for the prevention of substance abuse and all students are hereby governed by the said policy relating to offences concerning Substance Abuse.
- The objective of this policy is to prevent substance abuse and to create a secure, conducive atmosphere for learning among the students in the campus.

13. DISCIPLINARY PROCEDURE

- A student found in violation of MAHE policies may be subject to immediate suspension from the institution, depending on the nature and severity of the misconduct. The parent or legal guardian will be promptly informed and required to meet the Head of the Institution (HOI). The Institutional Disciplinary Committee will conduct an enquiry, and a report will be submitted to the HOI, who will determine any further course of action in consultation with the Director of Student Affairs, MAHE.

14. RAGGING:

- Ragging within or outside the educational institution is strictly prohibited. Ragging is an offence under the Indian Penal Code and the Karnataka Education Act 1983. Whoever, directly or indirectly, commits, participates in, abets or instigates ragging inside or outside the MAHE premises shall be suspended, expelled or rusticated from MAHE and shall also be liable to pay a fine. The punishment may also include rigorous imprisonment, cancellation of admission, suspension from attending classes, withholding / withdrawing degree certificate / fellowship / scholarship / other financial benefits / results / placement & internship services, etc.

15. RISKY BEHAVIOUR

- Students are strongly discouraged from owning and riding motorized vehicles within the campus.
- Students riding noisy vehicles within the campus are hereby warned that their vehicles shall be seized by MAHE security personnel until further orders.
- As the Arabian Sea is rough throughout the year, it is dangerous to venture into these waters. Hence students are strongly advised not to go swimming in the sea or in any other river, lake or pond.

16. WEAPONS OR REPLICAS OF WEAPONS

- Students shall respect the safety of others by not bringing real or imitation weapons inside MAHE campus, including the hostel premises. Violation of this rule may result in the filing of a police complaint, and suspension or expulsion from MAHE.
- Involvement in any criminal offence under the Law may also result in suspension or expulsion from MAHE.

17. HARASSMENT /THREATENING

Any form of harassment shall not be tolerated at MAHE. Harassment, whether written, verbal, sexual (including homosexuality and pornography), physical, emotional or racial, is a serious offence and shall be dealt with as per the Policy prevailing in MAHE.

18. BULLYING / INTIMIDATION/SWARMING

No student shall participate in or initiate any form of bullying, intimidation or swarming. Persistent disregard of this rule shall result in suspension, expulsion and/or criminal charges.

19. FIGHTING / CRIMINAL ASSAULT

Any student involved in or encouraging the involvement of another student/s in fighting shall be suspended. Persistent involvement in such behavior shall result in expulsion from the college.

20. MISCONDUCT IN PUBLIC PLACES

All students must refrain from indulging in any form of misconduct including partaking in any activity off-campus which may affect MAHE's interests and reputation, including:

- Declared and being carried in the register of the police as a bad character or conviction by any court of law for any criminal offence.
- Registration of any criminal case for any action directly or indirectly connected with MAHE.
- Making false, vicious and malicious statements in public, or otherwise, against MAHE or any student, member or employee of MAHE.
- Engaging in disorderly, lewd or indecent conduct during online classes conducted by MAHE.
- **Disciplinary Action:** Any student indulging in any misconduct contained herein above shall be dealt with in the following manner:
 - A Memo containing brief charges shall be served on the student.
 - The student shall be called upon to submit an explanation. In case of admission of misconduct, the Enquiry Officer / Committee may recommend punishment proportionate to the gravity of the misconduct.
 - In case of denial of misconduct, the Enquiry Officer / Committee shall call upon the Student to appear before such Officer / Committee. The Officer / Committee shall record its proceedings, statements of witnesses, etc.
 - The accused student shall be given an opportunity to give a statement and produce witnesses on their behalf.
 - The accused student shall not engage any third-person or advocate to defend them in the Enquiry. However, the student shall be free to engage the assistance of another student of MAHE to assist them in the enquiry. The student who so desires to assist shall submit their consent in writing to the Officer / Committee.
 - The Enquiry Officer / Committee shall submit the report within 90 days of commencement of proceedings to the Registrar of MAHE.

- Before imposing any punishment, the Registrar shall provide a copy of the Enquiry Officer / Committee's Report and call upon the student to submit their statement of defence in writing.

21. TRESPASS

- In the instance of any event that the HOI deems to be disruptive of order, or an impediment to the movement of persons or vehicles, or a disruption or threat to disruption of the ingress or egress of persons from college facilities, the HOI may prohibit the entry of any person, or withdraw from any person, the permission to enter the premises, or instruct them to remain within certain premises, until further instructions.
- Unlawful entry into hostel blocks or any other MAHE accommodations shall be deemed as violation of MAHE rules and dealt with strictly. Entry of male students into MAHE Ladies' Hostels and entry of female students into MAHE Men's Hostels are both strictly forbidden.

22. CYBER CRIME

- Any student who, without authorization, intentionally gains access to a computer system or electronic data of another student, faculty member, library, department, hospital or any other section of MAHE shall be subject to disciplinary action.
- Any student who engages in the above-mentioned activity, either with a camera or mobile phone, where such act offends another student or MAHE staff, shall be subject to disciplinary action. Posting of information or photographs of another student or MAHE staff, without their consent, on the internet is strictly prohibited and shall be subject to disciplinary action.
- Any form of Cybercrime or illegal activity committed on the internet by the student is strictly prohibited and shall result in suspension / loss of privileges, and if deemed necessary, a complaint may be filed before the competent authority.

23. PUBLIC DEMONSTRATION OF AFFECTION

Any indecent or inappropriate behavior, including public displays of affection, is strictly prohibited on campus. Staff and security personnel are authorized to verify the identity of students involved in such conduct. In such cases, parents or legal guardians will be informed, and appropriate disciplinary action will be taken as per MAHE guidelines.

24. WASTE MANAGEMENT AND RECYCLING

It is an offence to litter in the College premises. Designated litter bins are placed in frequent intervals for this purpose.

All Students will support every effort to maintain a clean and hygienic atmosphere in & around the campus.

25. BOARDING

Students residing in MAHE hostels shall obtain written permission and signature of the warden for extended duration of absence from the hostel.

26. DISCIPLINARY ACTION AND NATURE OF PENALTY

If there is a case against a student for a possible breach of this Code, the existing Disciplinary Committee at the institute shall inquire into the alleged violation and accordingly suggest the action to be taken against the said student. The committee may meet with the student to ascertain the misconduct and suggest one or more of the following disciplinary actions, based on the nature of misconduct.

- **Warning:** Indicating that the action of the said delinquent student was in violation of the Code and any further acts of misconduct shall result in severe disciplinary action.
- **Restrictions:** Reprimanding and restricting access to various facilities in the college/campus for a specified period of time.
- **Suspension:** The student may be suspended for a specified period of time which shall entail restriction on participating in student related activities, classes, programs etc. Additionally, the student shall not be permitted to use certain MAHE facilities, unless permission is obtained from the Competent Authority. Suspension may also be followed by possible dismissal, along with the following additional penalties.
 - Ineligibility to reapply for admission to the Institute for a period of three years.
 - Withholding the grade card or certificate for the courses studied or work carried out.
- **Expulsion:** Repeated misconduct, along with failure to comply with any conditions imposed, may lead to expulsion of a student from MAHE permanently, including prohibition from entering MAHE

premises, or participating in any student related activities or campus residences etc.

- **Appeal:** If the delinquent student is aggrieved by the imposition of any of the aforementioned penalties, he/she may appeal to the concerned HOI.

27. DISCONTINUATION FROM THE COURSE

- If a student is certified by a qualified professional and approved by MAHE that he/ she is psychologically unfit to pursue the academic career, MAHE has the authority to direct such a student to discontinue from the course.

28. DISMISSAL / DENIAL OF AWARD OF THE DEGREE

MAHE reserves the right to dismiss / deny the award of the degree to a student under the following circumstances:

- Involvement in any criminal case.
- Involvement in case of Ragging.
- Repeatedly violating the Code of Conduct and showing no improvement despite several warnings.
- Violating the ethics of the profession.
- Involvement in anti-national / anti-social activities.
- Lack of improvement in academic progress despite all the support.
- Involvement in substance abuse and refusal of rehabilitation.
- Involvement in Sexual Harassment.
- Bringing dis-repute to the department / institution / university

29. ADOPTION & PUBLICATION

- The Code shall be effective from the date of its adoption and will be publicized in conspicuous places in the Institute and on its Website.

30. AMENDMENT

MAHE reserves the right to amend any provision contained in this Code prospectively.

Safety & Security at MAHE

Ensuring the safety of students, faculty, and visitors are our priority. As a semi-urban campus, Manipal Academy of Higher Education requires adherence to basic security measures for personal safety:

- Swimming in the Arabian Sea is prohibited.
- Adhering to Rules and regulations set by District authorities
- Excessive speed is a leading cause of accidents. Students are advised to follow traffic rules and drive cautiously. However, bringing personal vehicles onto the campus is discouraged.
- Usage of social media judiciously.

- Students must carry their MAHE-issued identity cards at all times and present them upon request by institutional authorities, MAHE officials, and District Police so on.

If you notice any suspicious activity or individuals on campus, please contact the Head, Campus safety or authorities of the department of Director of Student Affairs or report through anonymous reporting system by scanning the following QR code.



Security Manual

We have made an endeavour to give you concise instructions regarding the security aspects of the university. It is your right & duty to be aware of the situation prevailing and how best we can all live here untroubled by any exposure to danger or of impending fear.

In order that students are safeguarded against attacks, threats and accidents, both manmade and natural. The Manipal Academy of Higher Education (MAHE) has formulated guidelines so that the campus remains safe and secure academic oasis. These guidelines have been implemented in the best interest of students.

Important Telephone Numbers

	MAHE Exchange	Civil Extensions
Assistance / Inquiry General	9	0820-2571 201 (L)
Health Care		
Student Health Clinic	22057 (L)	0820 – 2922057 (L)
“May I Help You” Desk Kasturba Hospital (KH), Manipal	22761 (L)	0820 - 2922761 (L)
Ambulance - Kasturba Hospital (KH), Manipal	22404 (L)	0820 - 2922404 (L)
Trauma Center	22352 (L)	0820-2922352 (L)
Safety & Security		
MAHE Security Control Room	22515(L)	0820 - 2922515
MAHE Security Control Room	9945670912 (M)	
MAHE Campus Patrol Vehicle	9945670913 (M)	
MIT Campus Patrol Vehicle	9632101004 (M)	
Quick Response Team (QRT)	7411581005 (M)	
Senior Security Supervisor	9845257116 (M)	
Head - Campus Safety [MAHE]	22848 (L)	0820-2922848 (L)
Fire Service	0101 (L)	0820- 2520333 (L)
Fire Officer	22607 (L)	0820 – 2922607 (L)
Lift	22476 (L)	0820-2922476
Lift	9448480561 (M)	
Student Affairs MAHE Manipal		
Director Student Affairs	22601 (L)	0820-2922601 (L)
Director Student Affairs Office	22035 (L)	0820-2922035 (L)
Director Student Affairs Office	23450 (L)	0820-2923450 (L)
Manipal Police Station		
Manipal Police Station		0820 - 2570328 (L)
Superintendent of Police (SP)	9480805401 (M)	0820 – 2534777 (L)
Assistant Superintendent of Police (ASP)	9480805402 (M)	0820 – 2522895 (L)
Deputy Superintendent of Police (DSP)	9480805420 (M)	0820 – 251257 (L)

Need to Know - Security Situation

1. Manipal Academy of Higher Education (MAHE) cares very much about the safety and well being of its students, staff, faculty, guests and visitors. Appropriate Safety measures applicable to the semi-urban environment are observed in the campus.
2. Nevertheless, it is important for every member of the MAHE community to develop good safety habits and instincts in order to minimize risk to themselves and their personal property. Any unlawful activities reported to campus safety head.
3. Wide publicity is called for and incumbent on an Institution of higher education, participating in various National & Inter- National student aid programs, to produce and distribute an annual report on campus incidents, along with descriptions of campus policies, practices, and programs designed to ensure and promote campus safety and security.
 - (a) **The 'Security Student Hand Book' is published yearly.**
 - (b) It is distributed to all new students and employees, directly or by notice of an Internet posting.
 - (c) It is mandatory that prospective employees and students upon request are informed of the availability of the book, are given a summary of its contents, and given the opportunity to request a copy.
4. **Procedures and channels for students to report criminal actions or other emergencies:**
 - (a) Students who observe any suspicious individuals or unusual incidents in and around campus buildings should go to a safe place and then contact MAHE Security.
 - (b) Do not personally confront such individuals or become involved!
 - (c) Security phone numbers are published in student handbooks, Hostel handbooks, and MAHE office phone lists. Important telephone numbers are at page 2.
 - (d) A Security guard is stationed at the entrance to each MAHE building during open hours, all night at vantage points and at each hostel entrance. Main Building & Hostels' employ Security Staff who mainly check IDs and screen visitors.
 - (e) All Institutions and Hostels have outgoing telephone lines to access the MAHE exchange network. All manned private phone booths have important numbers pasted of MAHE phones and allow anyone to call a Security Officer or '9' in an emergency.
 - (f) The Duty Security Supervisor's office is located in the basement of **manipal.edu. (MAHE - University Building)**
 - (g) The students can also contact or visit Chief Operating Officer Campus Safety. Office is located on the first floor, Room No. 107 manipal.edu building.
5. **Policies for making timely warnings to the campus community:**
 - (a) The Registrar MAHE, Director of Student Affairs immediately cautions the Head Campus Safety of any impending situation.
 - (b) The Dean of Students cautions all concerned if any policy violations or incidents have been observed.
 - (c) Any member of the MAHE community who observes an incident should report it to a Security Officer.
 - (d) MAHE Security Officers complete detailed written incident reports as soon as possible, and always within four hours of learning of an incident. Incident reports must include the date, time and general location of each incident, as well as the nature of the incident. Please be sure to give this information when you report an incident, to speed up the process! (Use Form no. MU-S 001//Appendix 'B' **'MAHE SECURITY FORM OF COMPLAINT'.....**)
 - (e) These reports are circulated internally by e-mail and paper copy to specific senior administrators, as appropriate.
 - (f) In the event of an incident that could recur and pose a danger to others, a 'NOTICE' would be promulgated, circulated by e-mail, memos, or in person, as appropriate.

6. Safety of and access to campus facilities including campus residences:

- (a) MAHE Security actively monitors access to all buildings 24 hours.
- (b) Hostels and Main Institution buildings have Security Guards present at the entrance during closed hours, in addition to Hostel Caretaker and House Keeping staff belonging to Manipal Integrated Services (QUESS) in all Hostels.
- (c) Keys to the external doors of buildings are limited to authorized staff members, such as House Keeping staff (QUESS) and Security Supervisors.
- (d) Manipal Security maintains records of all keys issued to employees. Departing employees are required to surrender keys, along with other MAHE property at the end of working hours daily.
- (e) Locks and keypad codes are changed periodically, or as needed.
- (f) Motion detectors and alarms cover numerous areas after working hours.
- (g) A security vehicle, WHITE in color with 'Campus Patrol' written on it periodically and randomly patrols the MAHE campus at all hours. Mob # 9945670913 is the vehicle contact number.
- (h) Electronic surveillance equipment allows Security Officers to monitor specific areas of the campus.
- (i) MAHE faculty and staff are issued Photo ID & Banking Combo Cards issued through the State Bank of India. Students are also issued photo ID cards after the admission by MAHE
- (j) MAHE students are also issued similar photo ID & Banking Combo Cards on admission.
- (k) Everyone is required to produce his/her ID on entering an MU building or on demand at any time; access to facilities/offices is programmed depending on the requirement of each cardholder.
- (l) Combo ID Cards limited access is automatically surrendered when employment or study at MAHE ends and only banking facilities are retained if desired.

(m) MAHE employee parking lot is available to faculty and staff only. A guard posted at its entrance verifies the identity of vehicles or pedestrians who enter the lot. The parking lot is locked at 11 PM daily and opened at 6 AM.

(n) Students are encouraged to have their valuable property, such as instruments, engraved with personal information; to keep lists of their personal property in a safe place; and to purchase personal property insurance for their valuable possessions on their own or through their parents' coverage.

(o) Numerous offices have electronic keypads requiring individual user codes; electronic and biometric to enter, in addition to double-bolt locks.

7. Hostels have their security cover monitored by the Chief Warden through each Hostel Warden and Care taker.

(a) Guests must be 'signed in' by a resident. The resident must be present to sign in a guest, and may not do so by telephone. The resident and the guest must leave a photo ID at the security/ reception desk.

(b) If locked out of a room, a resident must contact the caretaker on duty. The duty schedule is posted on each floor. If the caretaker on duty is not in, students can call the lobby Security guard and the guard will contact the Security Control to break the lock open if required.

(c) Students are advised never to lend ID cards or keys to anyone or to leave messages or notes indicating that they are not in their rooms.

(d) Lobby surveillance cameras record all activity at the entry of certain areas.

8. Security considerations in the maintenance of campus facilities:

- (a) MAHE Security and MIS staff members regularly monitor interior and exterior lighting, and immediately report failures or replace lights on MAHE property that are essential to campus safety. As a power saving system they are controlled by photo voltaic cells depending on the intensity of natural light.
- (b) MAHE Security and MIS staff members contact the Town Municipality in case any streetlights are reported to be unlit.
- (c) Hazardous objects are promptly removed.
- (d) Hallway lights remain lit at a level to maintain sufficient visibility.
- (e) Trees and shrubs are kept trimmed and away from windows;
- (f) Broken windows or locks are promptly repaired by MIS if not Chief Operating Officer campus safety is contacted.
- (g) Classrooms, halls and laboratories are inspected and locked after hours, to ensure that doors are not left propped open, windows are closed and locked, and no one remains behind in the building.

9. Working relationship of campus personnel with State and local agencies:

- (a) Arrest by authority of security personnel MAHE and Security Officers are not authorized by the rules; neither to carry weapons.
- (b) Liaison with Police and local agencies is maintained through the MAHE Estate Officer.

10. Policies that encourage accurate and prompt reporting to campus security and appropriate police agencies:

- (a) Senior MAHE administrators monitor the time and date of incidents, compared to the time and date an incident report is received. Failure of a Security Officer or Staff member to report serious incidents that occurs on MAHE's campus in an accurate and timely manner may result in disciplinary action, depending on the specific circumstances.

11. Description of procedures, if any, that encourage staff and professional mental health counselors to refer persons who are being counseled to report crimes on a voluntary, confidential basis for inclusion in the annual campus statistics report:

The MAHE Counseling Center co-located with Director Students Affairs has a confidentiality policy and discloses information to the Director of Student Affairs or the Dean of Students if a threat to him/herself or to others, or if the student gives permission to disclose information.

12. Programs designed to inform students and employees about campus security procedures and practices to encourage responsibility for personal and community safety:

- (a) The Dean of Students and Director of Student Affairs present programs for students on living and studying safety in an environment along with the Chief Operating Officer.
- (b) A brochure on Code of Conduct & Hostel Rules is distributed annually to all students.
- (c) Crime awareness literature is posted on the notice board in the lobby of the Hostels and Institutions.
- (d) Students, faculty, and staff are encouraged to:
 - Use a "buddy system," (in pairs) or to travel in groups, rather than walking alone at night.
 - Let their friends or roommates know where they are going, what route they plan to take, and their estimated times of arrival and return.
 - Report to the Hostel staff members or to a Security Officer any one who fails to arrive or return as planned.
 - Avoid strangers and be alert for suspicious individual and situations, reporting any concerns immediately to MAHE at MOB # 9945670912 or 994570913 or Manipal 22515/25000.
 - Call MAHE exchange # 22515 to request a Security Officer escort after hours.
 - Walk only in well-lit areas, avoiding alleys or narrow passageways.

All are advised to

- Avoid loud conversation in public on mobile handsets or otherwise using names and personal details – beware of eve's dropping
 - Not to 'wash dirty linen' in public or when conversing on mobile handsets – sensation may draw unwanted attention.
 - Call 0820-2575555 for emergency medical services in the event of an emergency, reporting the incident immediately afterwards to MAHE Security or to MAHE # 22761.
 - Have a key in hand before reaching a door to a building or a car.
 - Avoid leaving Rooms/Offices unlocked or personal belongings unattended or unsecured.
- (e) Hostel security depends on individual security. Students are asked to observe the following guidelines at all times:
- Lock your room door with a pad lock (do not use combination locks).
 - Do not loan your room key to anyone; ensure all Keys are in your possession.
 - If you misplace your key, report it to Security immediately.
 - Do not leave valuables & money in your room especially when out of station.
 - Close your windows when you leave your room.
 - Be conscious of strangers in the Hostel.
 - Report anyone who looks suspicious to a Security Officer.
 - Do not leave your possessions in a classroom, Mess, Food Court & Library etc.
 - Do not give personal information out on mobile telephone and in public in the hearing of strangers.
 - Do secure Credit / Debit Cards and their Pin Number
- (f) MAHE strongly discourages students from attaching room keys to their IDs, wallets, or ID holders.

13. Programs designed to inform students and employees about crime prevention:**In addition to the above:**

- (a) The Director of Student Affairs annually works with the Medical College Forensic Department to organize programs for students on urban safety with the help of the Local Police authority.
 - (b) The Director of Student Affairs and the Security Officer has created this security and safety brochure for broad distribution to the MAHE community.
 - (c) Illegal Drugs and Alcohol (Possession/Personal use/providing for others). Illegal drugs and/or alcohol are not permitted on the MAHE premises/ property or any college excursion.
 - (d) If students are found to be experiencing difficulties, with substance abuse, they will be referred to counselling, drug and alcohol rehabilitation programs. Persistent disregard or denial of medical assistance could result in criminal charges and possible expulsion.
 - (e) Smoking – Smoking is not permitted in any college/ hostel/ campus. Fine will be levied for each infraction.
14. Policy regarding campus sexual assault program to prevent sex offenses and procedures to follow when a sex offence occurs:
- (a) MAHE is committed to maintaining an environment where all members of the community are treated with respect and dignity; we will not tolerate sexual assault or harassment. Offenders will be subject to appropriate adjudication processes and disciplinary action. Information on prevention and follow-up procedures is available for students from the Offices of the Dean or Director Students Affairs.

Word of Caution for MAHE Students

DO'S & DON'TS

In the wake of certain unsavory incidents in the recent past, the Management of MAHE and Udupi police have chalked out plans to put an end these incidents for the security and safety of the students in the University. The move is to ensure that students do enjoy their stay on the campus or off it, so that after they graduate and leave the portals they will take back rich memories of their stay in Manipal. The University is prepared to do everything for the holistic development of every student and in turn the student is expected to live up to all expectations, not only of the University but also the dreams of their loved ones far away.

For that purpose, the University and Udupi police have come up with a few do's and don'ts for students staying in hostels and outside. They are:

- Rules and regulations are already in place both for hostels (University) and for those staying outside (Police). They will have to be strictly adhered to at all times.
- MAHE will take strict action against any student who will indulge in substance abuse and throwing verbal abuses/quarrel/misbehavior with Police/ Security Personnel and causing obstruction for duties. They will be booked under section 353 IPC and University rules and regulations.

- Random check of student premises will be carried out and the students will even be subjected to drug and alcohol tests if a situation so demands.
- Students with two wheelers or four wheelers are to have complete documents in possession always. If any vehicle is found without relevant papers, the vehicle will be seized and handed over to the Manipal police authorities.
- International students are also expected to abide by the law of the land. They risk deportation if found to be involved in illegal activities. Students are also requested to cooperate and bring unlawful acts immediately to the notice of concerned authorities. Provision for handwritten and online feedback systems will be made available soon.
- All students residing off campus follow the rules of the society.

All these instructions will come into effect forthwith.

Some of the important contact details

Refer important telephone numbers table (Pg no 11) for any contact details.

MAHE Traffic Rules

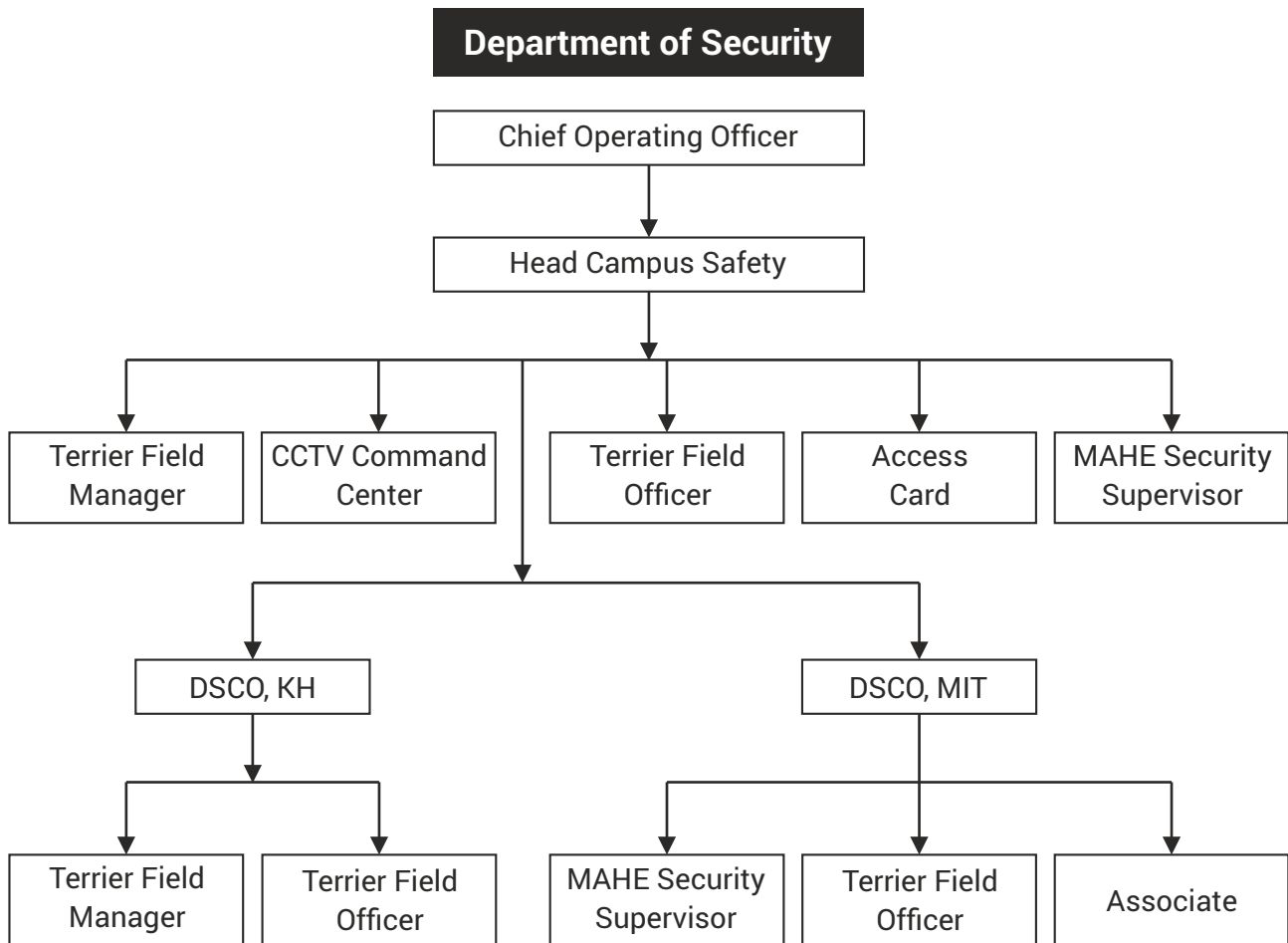
1. Parking inside the campus is permitted only with MAHE parking sticker.
2. Ensure that you possess a valid license, Registration certificate and emission certificate while driving and produce it whenever it is demanded by the authority
3. Drive cautiously. No reckless driving
4. While you are driving inside the campus follow the traffic rules and obey the instructions of security staff. Do not argue with the security staff.
5. Park only in the place authorised for parking.
6. Do not enter in to the "NO ENTRY" area.
7. Observe the speed limits and the sign board signals and follow instructions.
8. Ensure that the vehicle has a proper number plate.
9. Do not drive the vehicle after consuming alcohol
10. Triple riding in a two wheeler is not permitted inside the campus.
11. Do not tamper with the parking sticker
12. Do not submit the forged certificates/documents for the purpose of availing parking sticker.
13. Do not use defective silencer, Do not use horns

Violation of the above traffic rules will be referred to the "TRAFFIC GRIEVANCES HANDLING COMMITTEE".

The committee consists of the following as its members.

1. Director General Services/ his nominee
2. Head of the institution concerned/ or its nominee
3. Director of Student Affairs, MAHE Manipal /his nominee
4. Head Campus Safety, MAHE
5. Any other person nominated by the Registrar, MAHE, Manipal.

The committee will meet once the incident is reported and conduct a detailed enquiry and reports to the Registrar with the recommendations for final decision to impose the punishment. The punishment will be on case to case basis, a fine up to 1000 can be imposed/seizure of vehicle and also information to the local Police. All are requested to adhere to the above rules and to co-operate, keeping in mind the safety of vehicle riders and pedestrians in particular. Above rules will be effective from 1st day of June 2015 and will remain until further instructions.



Medicare Facilities

- All students are covered with Medicare, which entitles them to general hospitalization, including drugs (excluding diet) and outpatient benefits (excluding drugs, materials, etc).
- All students are required to carry the ID card all the time while visiting the hospital. The ID card number is the Medicare number of the student.
- In order to avoid wasting time, students are encouraged to make a prior appointment with the consultant through the Student Health Clinic, Kasturba Hospital, Manipal.
- During working hours, students are required to report to the Student Health Clinic. During non-working hours, they must report to Trauma Centre/ Casualty in case of emergency.
- For elective surgery, students are required to keep the parents informed, and it is preferable that one of the parents be present during the procedure. In case a student is admitted for a minor ailment and the anticipated stay is a short stay, parents will not be contacted. However, in case of an emergency, efforts will be made to contact the parents. To facilitate this, parents are required to keep the college office informed about the change in local address and telephone number.
- While visiting the sick students at the hospital, students are required to observe the visiting hours and conduct their duties appropriately so that the other sick patients in the hospital are not disturbed.
- Students are covered under Medicare for the duration of the study period. Medicare must be promptly renewed if the student does not complete the course in the stipulated time.

Family Cover

We have a special provision to give Medicare cover to the spouse and unmarried dependent children of a postgraduate student.

- The Medicare premium for the entire period is payable in advance at the time of admission itself. If a student gets married and has a baby, the premium must be paid within one month from the date of marriage/childbirth.
- Application for granting family cover will not be entertained any time after admission or after the expiry of one month from the date of marriage or childbirth, whichever is later. Subsequent enrolment may be approved at the sole discretion of the University. In such cases, coverage will begin one month after the date of payment.

Hospitalization

NRI/Foreign Category Students

- General hospitalization (including drugs, blood, excluding diet) in the special ward (Plan A).
- Outpatient benefits (excluding drugs, materials, etc.)

General/Other Category Students

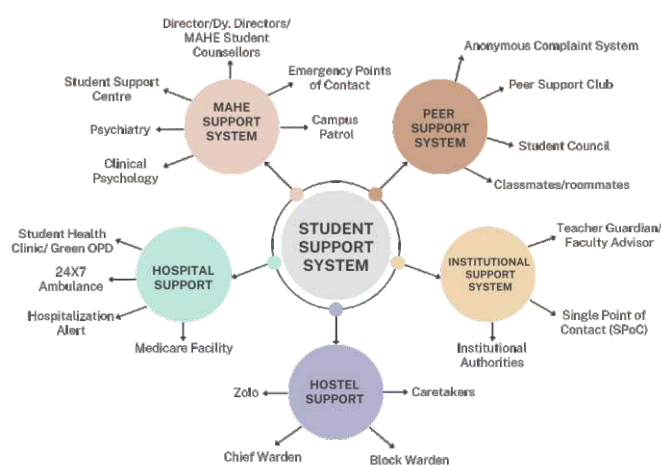
- General hospitalization (including drugs, blood, excluding diet) in semi-special ward (Plan B).
- Outpatient benefits (excluding drugs, materials, etc.)

If a student is admitted to a higher type of ward than eligible as per Medicare, he needs to pay the difference between the amount incurred and what he is eligible for.

Participating in Hospitals

Medicare benefits are provided at the following hospitals based on your Medicare Card/Identity Card.

- Kasturba Hospital, Manipal
- Dr TMA Pai Hospital, Udupi
- Dr TMA Pai Rotary Hospital, Karkala
- KMC Hospital, Attavar, Mangalore



STUDENT WELLBEING

MAHE Student Counselors:

MAHE provides need-based counseling services to its students, addressing emergency cases and monitoring the health of IP students and those residing in hostels. This includes counseling poor performers based on teacher-guardian reports and supporting students recommended by disciplinary committees.

Additionally, the department conducts awareness programs, maintains documentation of cases handled, and upholds ethical standards per the "code of ethics for MAHE student counselors." Collaborating with other departments like Clinical Psychology and Psychiatry, when necessary, counselors stay updated with current norms and adapt their duties accordingly, as directed by the Director/Deputy Director of Student Affairs.

STUDENT COUNCELLORS

Manipal Campus



Ms Karuna Devadiga
9148591543



Ms Shilpa Joshi
9148591546



Dr Rayan Mathias
9148591545



Mr Calvin DSouza
9606035373



Mr Jevaon Lewis
9606035379



Ms Sujatha
9148591547



Achala Patel
9148591544



Sangeetha
8123300209

Mangalore Campus



Ms Divyaprabha DSouza
8217098112



Ms Chaitra Nayak
7022457887

Bangalore Campus

Student Counsellors



Ms Navya Shree C
6364719626



Ms Shylaja M Shinde
8105853141



Sanmitha DG
9036767502



Aditi Cariappa A
7204713360



Ms Joanna Pearl



Ms Elizabeth K Joseph
9187213972



Mr Vedant Mukherjee
7022461293

Special Educator



Ms Mini S Mathew
7204706320

Clinical Psychologists



Ms Tanisha Pramod Shetty
6364385764



Ms Nishchala Pearala
8197439443

Jamshedpur Campus

Student Counsellor



Ms Swagata De
9330475471

Clinical Psychologist



Ms Rituparna Mohanty
9153963430

Student counselors at MAHE are responsible for providing need-based counseling to students, managing emergencies, and monitoring the health of both IP and hostel residents. Their duties include counseling underperforming students as identified by teacher guardians from various MAHE institutions and offering support to those referred by the university's disciplinary committees. Additionally, counselors facilitate student awareness programs related to both academic and extracurricular activities. They must

meticulously document all cases, adhere to the ethical guidelines outlined in the "Code of Ethics for MAHE Student Counsellors," and collaborate with departments such as Clinical Psychology and Psychiatry as needed. Counselors are expected to stay current with prevailing norms and may have their roles adjusted periodically in line with MAHE's regulations. They are also required to perform any additional responsibilities assigned by the Director or Deputy Director of Student Affairs at MAHE, Manipal.

ANTI-RAGGING POLICY

Definition of student ragging

Any conduct by a student, whether by words spoken or written or by an act that includes physical abuse, lewd acts, teasing, rough or rude treatment, indulging in rowdy, undisciplined, and obscene activities that causes or is likely to cause annoyance, undue hardship, physical or psychological harm or mental trauma or raise apprehension or fear in a fresher / junior student or other students or forcing a student to do any act which such a student is not willing to do and which has the effect of causing or generating a sense of shame or embarrassment or danger to a student's life or adversely affect the physique or psyche of a fresher or a junior student.

Ragging in any form is strictly prohibited both on and off campus. Those who violate this rule are punished severely, with no leniency. The initial consequences for offenders include suspension and/or expulsion from the hostel or college.

According to the Karnataka Education Act of 1983, ragging is a criminal offense punishable by up to one year of imprisonment. The Supreme Court of India also classifies ragging as a criminal offense.

All students admitted to constituent colleges of Manipal Academy of Higher Education and their parents are hereby informed to go through the guidelines on anti-ragging:

- Health Sciences courses – [Click here](#)

https://learnermanipal-my.sharepoint.com/personal/dsa_mahe_manipal_edu/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fdsa%5Fmahe%5Fmanipal%5Fedu%2FDocuments%2FCircular%2Fgazette%5Fantiragging%20ugc%5FHealth%20Science%2Epdf&parent=%2Fpersonal%2Fdsa%5Fmahe%5Fmanipal%5Fedu%2FDocuments%2FCircular&ga=1

for UGC guidelines

- Technical/Management courses – [Click here](#)

https://learnermanipal-my.sharepoint.com/personal/dsa_mahe_manipal_edu/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fdsa%5Fmahe%5Fmanipal%5Fedu%2FDocuments%2FCircular%2Faicte%20anti%20ragging%20notification%5F1%5FTechnical%26Management%2Epdf&parent=%2Fpersonal%2Fdsa%5Fmahe%5Fmanipal%5Fedu%2FDocuments%2FCircular&ga=1

for AICTE guidelines

Please note that there are two affidavits – Annexure I to be submitted by the student and Annexure II to be submitted by the parent on plain paper. Verification and attestation of oath commissioner is not required.

It is mandatory to fill in an Anti Raging Undertaking online, please visit www.antiragging.in or www.amanmovement.org

[Click here](#)

<https://www.amanmovement.org/MobileApp.pdf>

to know about the Antiragging-MHRD Mobile Application.

Students should also submit a declaration on substance abuse on a plain A4 size paper at respective colleges on the day of reporting to classes. [Click here](#)

https://learnermanipal-my.sharepoint.com/personal/dsa_mahe_manipal_edu/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fdsa%5Fmahe%5Fmanipal%5Fedu%2FDocuments%2FCircular%2Fsubstance%20abuse%20undertaking%2Epdf&parent=%2Fpersonal%2Fdsa%5Fmahe%5Fmanipal%5Fedu%2FDocuments%2FCircular&ga=1 for declaration form.

Failing to comply with the above requirements will result in cancellation of admission.

Punishable acts of ragging

- Abetment / instigation to ragging / criminal conspiracy to rag.
- Unlawful assembly and rioting while ragging.
- Public nuisance created during ragging, or violation of decency and morals.
- Injury to body, causing hurt / mental trauma.
- Wrongful restraint, confinement.
- Use of criminal force / assault / sexual offences / unnatural offences.
- Extortion / criminal trespassing or intimidation / offences against property.
- Attempt to commit any or all of the above mentioned offences against the victim.
- Physical or psychological humiliation.
- Any act / abuse by spoken words, e-mails, snail mails, blogs, public insults etc.
- Any act that prevents, disrupts or disturbs the regular academic activity of a student.

Punishments against ragging

Depending upon the nature and gravity of the offence as established by the Anti-ragging Committee of the institution, the possible punishments for those found guilty of ragging at the institution level shall be any one or any combination of the following:

- Suspension from attending classes and academic privileges
- Withholding / withdrawing scholarship / fellowship and other benefits

- Forfeiting campus placement opportunities / recommendations
- Debarring from appearing in any test/examination or other evaluation process
- Withholding of results
- Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
- Suspension/ expulsion from the hostel
- Cancellation of admission
- Rustication from the institution for a period, ranging from 1 to 4 semesters
- Expulsion from the institution and consequent debarring from admission to any other institution for a specific period
- Fine to be paid
- Collective punishment: When the persons committing or abetting the crime of ragging are not identified, the institution shall resort to collective punishment as a deterrent to ensure community pressure on the potential raggers.

In addition, in case of every single incident of ragging, a First Information Report (FIR) will be filed with the local police authorities. The possible punishment includes rigorous imprisonment (in compliance with the order of Supreme Court of India)

UGC Videos on Anti-Ragging :

Video 1 (<https://www.youtube.com/watch?v=BjcynOHs0qQ>)

Video 2 (<https://www.youtube.com/watch?v=gSCYsCz0oMs>)

Video 3 (<https://www.youtube.com/watch?v=sVe5Q6RxJNQ>)

Video 4 (<https://www.youtube.com/watch?v=Zur1BmnjeR0>)

Video 5 (https://www.youtube.com/watch?v=Qv2-CNXMIZ4&list=PLVnGAh9eN4tVP8cz_fsugXelfqoKIYFWC)

MAHE Anti-Ragging Monitoring Cell

Director, Student Affairs, MAHE Manipal	Chairperson
Deputy Director Student Affairs (Health Sciences), MAHE, Manipal	Member
Deputy Director Student Affairs (Technical), MAHE, Manipal	Member
Deputy Director Student Affairs, MAHE, Mangalore Campus	Member
Chief Warden, MAHE, Manipal	Member
Chief Security Officer, MAHE, Manipal	Member
Associate Director, Student Welfare & Hostels, MIT, Manipal	Member
Chief Warden, MAHE	Member
Chief Warden, Mangalore Campus	Member
Heads of Institutions concerned	Member

In case of emergency please contact: **Anti Ragging Squad/MAHE Campus Patrol: 99456 70913**

Grievance Redressal

The Manipal Academy of Higher Education has a robust Grievance Redressal Committee to cater to student grievances and allegations of unfair practices, if any. Every institution of MAHE has Student Grievance redressal mechanism.

This committee mandatorily includes an Ombudsman.

Ombudsman - Hon'ble Justice B A Patil, Former Judge High Court of Karnataka, Bengaluru.

The Chairperson of the committee nominates the members of the committee depending on the type of grievance submitted.

Peer Support System

The Department of Student Affairs (DSA) at MAHE Manipal has established a Peer Support System aimed at fostering a supportive and inclusive environment for students. This system is designed to provide peer-to-peer assistance, ensuring that students can access help and guidance from their fellow students who are trained to offer support. Key aspects of the Peer Support System include:

Peer Counselors: Selected students are trained to serve as peer counselors. These individuals are equipped with the necessary skills to provide emotional and practical support to their peers. They act as a bridge between the students and professional counseling services, offering a first line of assistance.

Confidentiality and Trust: The system emphasizes the importance of confidentiality and trust. Peer counselors are trained to handle sensitive information with discretion, ensuring that students feel safe and secure when seeking help.

Workshops and Training: Regular workshops and training sessions are conducted to enhance the skills of peer counselors. These sessions cover topics such as active listening, empathy, stress management, and crisis intervention.

Support Groups: The system includes the formation of support groups for students facing similar challenges. These groups provide a platform for students to share their experiences and support each other under the guidance of a trained peer counselor.

Awareness Programs: The DSA organizes awareness programs and campaigns to promote the Peer Support System and encourage students to seek help when needed. These programs aim to reduce the stigma associated with mental health issues and promote a culture of openness and support.

Accessibility: The Peer Support System is designed to be easily accessible. Peer counselors are available at various locations across the campus and can be approached through different communication channels, ensuring that help is always within reach.

Collaboration with Professional Services: While peer counselors provide initial support, they are also trained to recognize situations that require professional intervention. In such cases, they guide students to the appropriate professional counseling services available at MAHE.

Anonymous reporting system: MAHE Manipal has implemented an Anonymous Reporting System designed specifically for students, providing a confidential and secure platform to report incidents or concerns without revealing their identity. This system covers a wide range of issues, including harassment, bullying, discrimination, and safety hazards, ensuring that students can voice their concerns without fear of retaliation.

The Peer Support System at MAHE Manipal is an integral part of the university's efforts to enhance student well-being, ensuring that students have access to the support they need to navigate their academic and personal lives successfully.

Be the Difference: Anonymous Reporting to Help a Peer



Be the Difference: Anonymous Reporting to Help a Peer

Anonymously report any issue your peer is facing such as mental health concerns, academic difficulties, substance abuse, social issues, or other personal problems.

* Required

Details of the peer who needs help

- Name of the Peer *
- Institution/Department of the Peer *
- Mobile number of the Peer

4. Address of the Peer

5. Describe the nature of the issue the peer is facing: (A detailed description of the concern can help the support team understand the situation and provide appropriate assistance)

6. Any Suggestions:

Submit

Student Support Centre (SSC)

The Student Support Centre (SSC) is a completely confidential service devoted to supporting the emotional well-being of students.

SSC offers therapy sessions with qualified clinical psychologists, covered by student medical insurance (Medicare).

Keeping in mind that going to large hospitals often distresses students and dissuades them from seeking help, the SSC is located in a quiet residential area that ensures privacy and accessibility.

No. 125 is a charming little house with a sloping tiled roof. It has cool red-oxide flooring, aged wooden rafters for ceilings, and well-lit rooms that exude warmth. A stately Amaltas tree (laburnum) grows across the wall that encloses a little garden of flowering bushes. Inside the house are bookshelves, couches to sink into, artwork on the walls, and the hum of empathetic silence.

This is your safe space.

Modeled along the lines of counseling and wellness centers at the best universities in the world, the SSC at Manipal Academy of Higher Education is among very few such services in India.

SSC has set up a Student Advisory Board comprising student leaders from all institutes who will work to ensure a student-friendly approach and refer students in need of help to the Centre. It also conducts awareness campaigns and outreach sessions across institutes and extends the university's efforts toward supporting differently-abled students.

The SSC arranges for appointments with psychiatrists who will offer consultations at the Centre when required and with the consent of the student. Emergency and other hospital charges would be taken care of through the existing Medicare system at the Kasturba Medical College and Hospital, Manipal.

SSC operates as an independent unit under the aegis of the Directorate of Student Affairs, Manipal Academy of Higher Education.

Visit the website for more information: <http://ssc.manipal.edu>

POLICY TO PREVENT SUBSTANCE ABUSE AT MAHE

Objective

To prevent substance abuse and to create a secure, conducive atmosphere for learning among the students on the campus

MAHE adheres to the following guidelines concerning the possession, use, and/or distribution of substances of abuse:

Cannabis, Heroin, Benzodiazepines, barbiturates, Flunitrazepam, Cocaine, Ketamine, Psilocybin, Lysergic acid diethylamide, Amphetamine, Methamphetamines, MDMA, Phencyclidine, GHB, Methaqualone, Inhalants and any other drugs and substances mentioned in The Narcotic Drugs and Psychotropic Act 1985.

1. The possession, use, and/or distribution of substances of abuse are prohibited on premises owned or controlled by MAHE.
2. MAHE squads will carry out random checks on students/residential premises for substances of abuse.
3. Possession, use, and/or distribution of substances of abuse will attract appropriate disciplinary action, which may include expulsion.

Offenders will also come under the purview of the Narcotic Drugs and Psychotropic Substances Act 1985 (NDPS Act) and will be liable for penal action.

Disciplinary procedures

A student violating the MAHE policy on preventing substance abuse will face:

- A. Immediate suspension from the college, pending enquiry.
- B. Parent/legal guardian will be informed immediately and will be expected to meet the Head of Institution (HOI) at the earliest.
- C. The Institutional disciplinary committee will conduct an enquiry and submit the report to HOI who will initiate further action in consultation with the Director Student Affairs Manipal Academy of Higher Education.

Policy Matters to Prevent Alcohol & Tobacco

- The University campus is declared as "Alcohol / Tobacco free campus."
- If a student is found possessing/consuming Tobacco/Alcohol in the premises owned or controlled by MAHE, the Disciplinary Committee (DC) will take appropriate action.

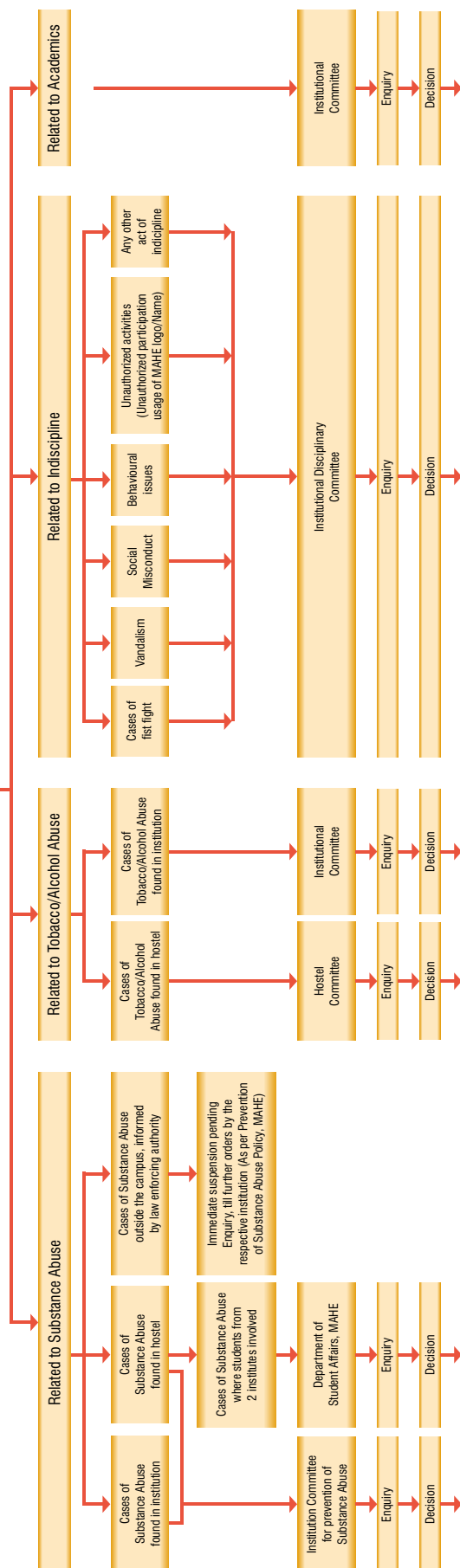
Policy on the Prevention of Substance abuse

Visit: (<https://www.manipal.edu/mu/campus-life/student-affairs/substance-abuse.html>)

Standard Operating Procedure (SOP)

Grievance Redressal Mechanism

Types of Cases



NOT SATISFIED

Institutional SGRC

Not Satisfied

Cases filed to DSA (Dept. of Students Affairs, MAHE)

Who can file Grievance?	
Students/Parents/Teacher Guardians/ Faculty	
ONLINE grievance https://www.manipal.edu/manu/about-us/grievances.html	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 of 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	



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ACADEMY of HIGHER EDUCATION
(Institution of Eminence Deemed to be University)

SOP for Prevention of Sexual Harassment (POSH)

Complainant: Aggrieved person/relative/friends/co-worker/any person who knows about the incident.

Mode of the complaint: Contact Number: 0820-2922960 E-mail: icc.mu@manipal.edu
In person

The Respondent will be issued with a Notice by the Chairperson seeking clarification regarding the Complaint and also will be served with a copy of the complaint. The respondent will be afforded 7 working days for reply.

The Respondent shall submit the reply to the Notice and also shall give in writing an explanation for the allegations made in the complaint. On receipt of the reply from the Respondent, if a reply is not found satisfactory, the Committee will decide to hold the proceedings.

The Respondent and the Complainant shall be allowed to submit a list of documents and a list of witnesses. Copy of the reply of the Respondent along with documents, and names of the witness, if any will be furnished to the Complainant.

If both parties agree, there can be an amicable settlement between the parties.

If Yes

The enquiry shall be concluded and the Committee shall record the terms and conditions of the settlement.

If No

The Internal Complaint Committee (ICC) shall hold an enquiry into the complaint following the principles of natural justice as per MU circular/ UGC Regulations on Prevention of Sexual Harassment (POSH) dated July 4, 2014.

The committee shall try to complete the enquiry within 3 months from the date of the Complaint. Depending on the circumstances, it can go beyond 3 months. After completing the proceedings, the Committee shall submit its report and findings based on the material evidence placed before it by both the parties and forward the same to the Registrar for necessary action.

Note: The aggrieved person may appeal to the Vice Chancellor if not satisfied by recommendation.

Issued by: Director, Student Affairs, MAHE, Manipal

Visit the website: <https://www.manipal.edu/mu/campus-life/student-affairs/substance-abuse.html>



SOP for intention of Self harm by MAHE Students

**Student having intention of selfharm can contact
MAHE Helpline No. 1800-425-6090**



Inform

Director / Dy.Director, Student Affairs (DSA/DDSA/Counselor)

Contact No - +91 9187981679, +91 9880596550, +91 916364367823
+91 916364084639, +91 9148591543, +91 9148591546, +91 9148591545,
+91 9606035373, +91 9606035379, +91 9148591547, +91 9148591544, +91 8123300209



Intimation

Head-Campus Safety (contact no - +91 9482535700)
(Campus Patrol team), AMBULANCE (contact no - 0820 2922761
MAHE Student Counsellors
Head of Institution (HOI), Teacher Guardian (TG), Parents



Transport by Ambulance

Psychiatry OPD (9 am - 5 pm) - contact no - 0820 2922217
Emergency triage (5 pm - 9 am) - contact no - 0820 2922246, 0820 2922721



Follow up by MAHE student counsellors



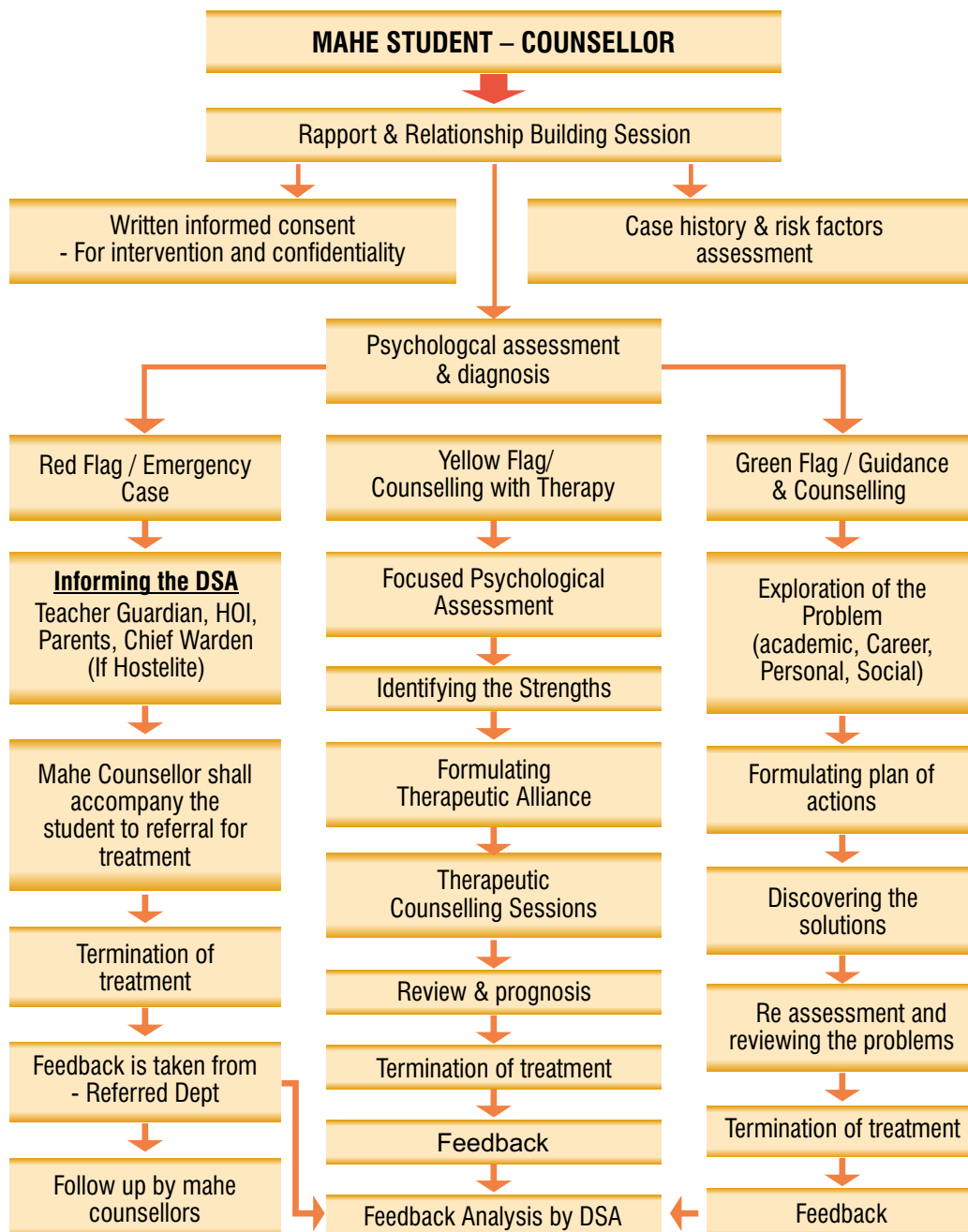
Follow up shall also be done by respective Institutes
Concerned student Report has to be sent quarterly to DSA by concerned HOI

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SOP for Student counselling process

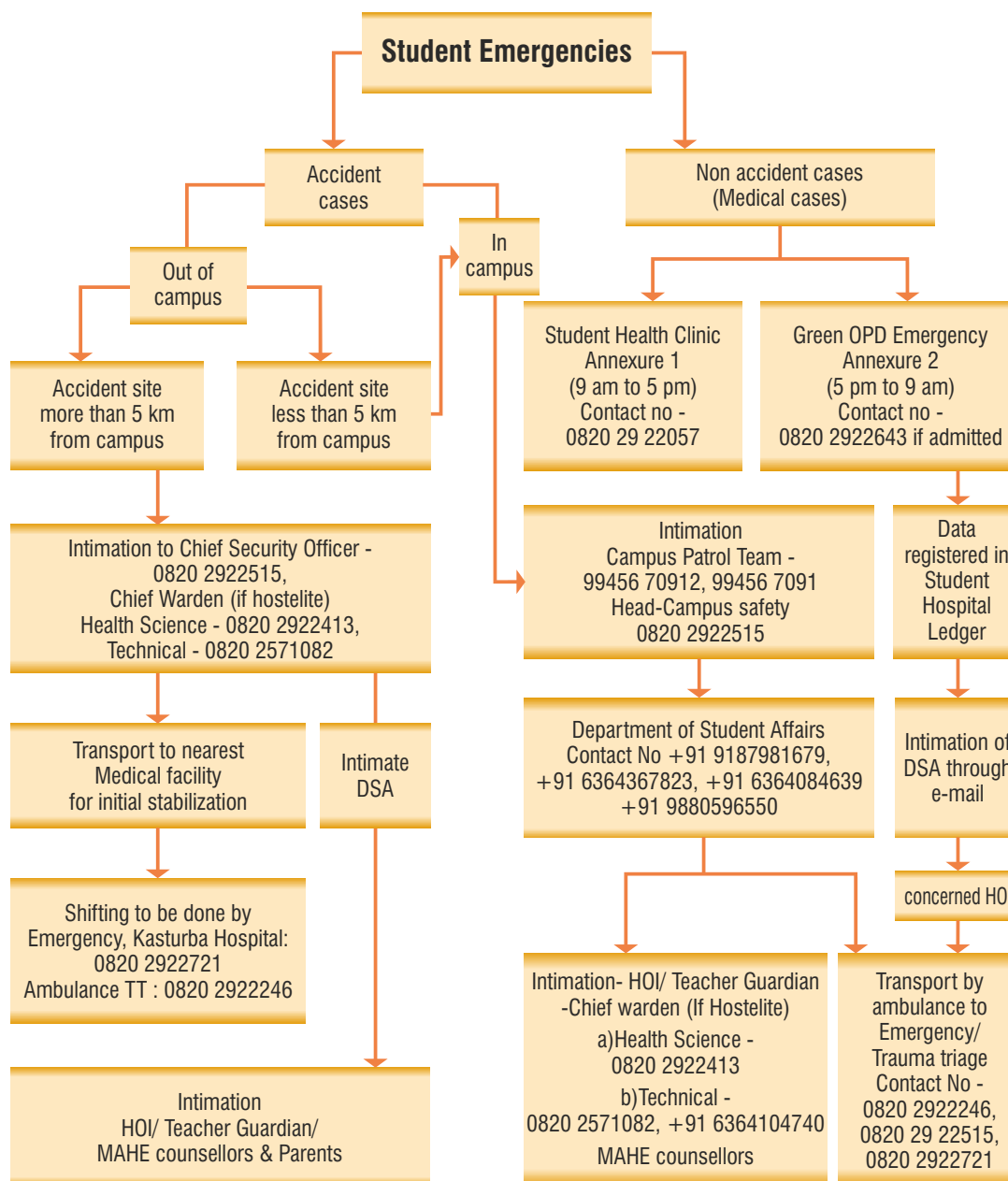


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SOP for Student Emergencies

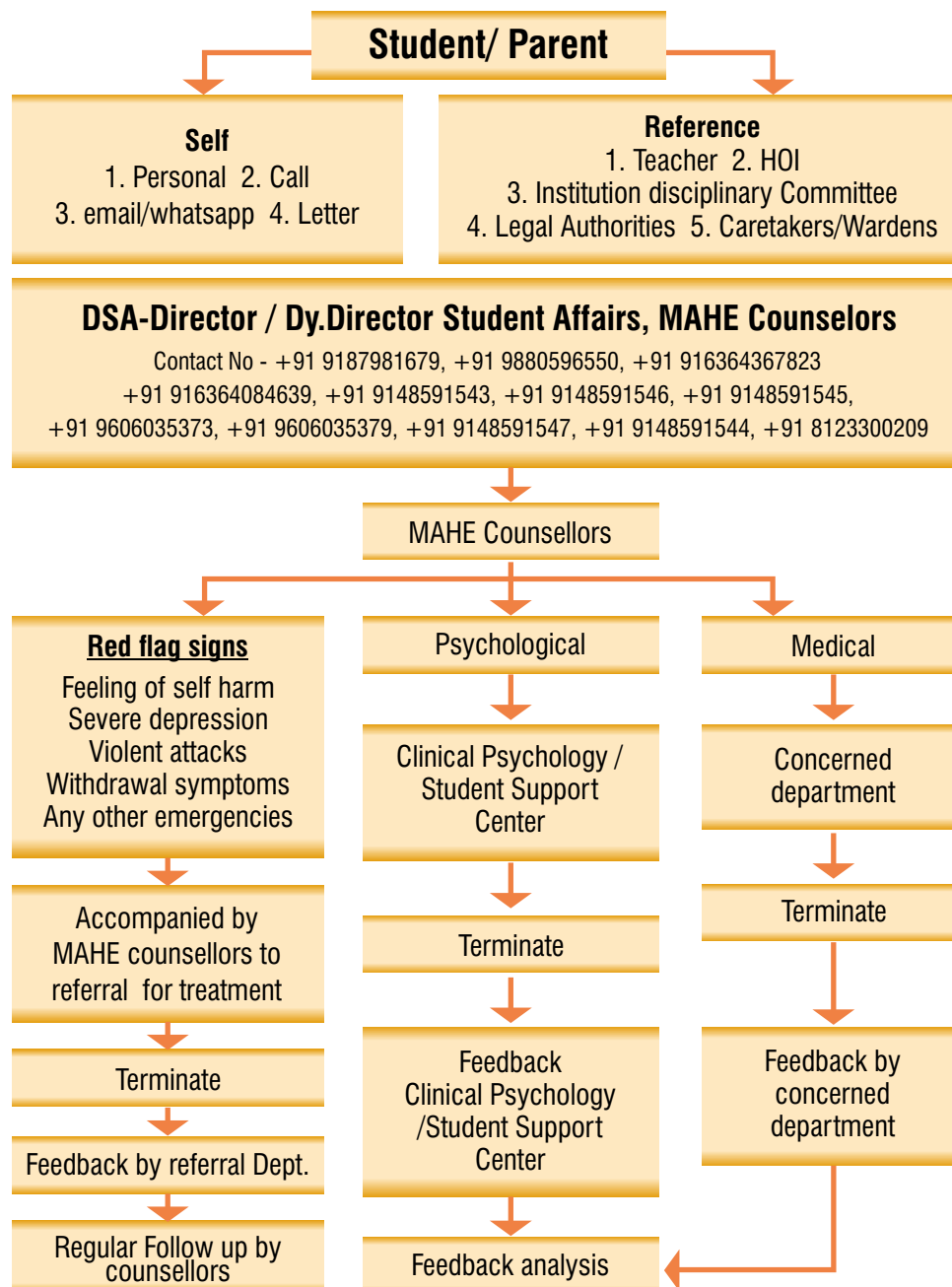


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SOP for Student Management Process



Issued by: Director, Student Affairs, MAHE, Manipal

Social Media

Purpose:

The purpose of this policy is to establish guidelines for the responsible use of social media by students, faculty, staff, and affiliated individuals, promoting positive engagement, safeguarding the university's reputation, and ensuring compliance with legal standards.

Scope:

This policy applies to all students, faculty, staff, and external individuals or groups who engage with official and unofficial social media platforms representing the university or its affiliates.

Visit: https://social.manipal.edu/wp-content/uploads/2022/08/Circular-30_04_2022-Social-Media-Policy-for-Students.pdf

DEPARTMENT OF STUDENT AFFAIRS



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