



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

INSTITUTION OF
EMINENCE



HOSTEL FACILITIES

Infrastructure

- Each resident is provided with a cot, mattress, study table, chair, pedestal fan, and cupboard.
- For all AC rooms, the temperature is maintained at 24°C as per BEE guidelines. The chiller plant operates from 5:00 PM to 6:00 AM, while fans function continuously.
- Students are required to use a bed sheet over the mattress / mattress protector.
- Students are expected to arrange their own pillows.

1. Utilities

Solar-heated water facilities, water coolers with Aqua Guard filtration, and 24-hour electricity and water supply are available in every hostel.

2. Student Centric Hostel Support Services

Wardens

MAHE hostels are managed by a robust team of wardens who are available round the clock. Wardens are your first point of contact for any hostel-related concerns. They are present in each hostel block and are here to support the overall wellbeing of the students, help resolve issues, ensure smooth day-to-day operations, and maintain a peaceful environment. Students are expected to approach the wardens for any support in the hostels.

Housekeeping Services

Clean and hygienic surroundings are essential to hostel life. Housekeeping staff clean rooms on alternate days. Students are required to be present during the cleaning process and are expected to cooperate with the staff. Common areas like corridors and stairwells are cleaned daily. Please ensure personal belongings are kept securely and the room is tidy enough to allow effective cleaning.

Security

Student safety is paramount at MAHE. Security personnel are stationed at the hostel entrances 24x7 and regularly patrol the premises. All entry and exit are monitored as per curfew rules. Students are expected to always carry their ID cards and cooperate with security checks.

Health Coordinators

MAHE Bengaluru hostels have designated Health Coordinators to assist students in case of illness or medical needs. They help students access the campus/ hostel medical Center. Health Coordinators also coordinate with the wardens / mess to ensure sick food is delivered to the student's room, except in cases of orthopedic injuries, where regular meals are provided. Their support ensures students receive timely care and comfort during periods of ill health. Additionally, the staff at the clinic support students to go to manipal hospitals for escalation of treatment as required.

3. Mess

Students who are staying in the hostel premises must make use of the mandatory mess services. Dining services at MAHE-B'LRU are managed by Canara Integrated Services Pvt. Ltd. at the Marena Sports Complex, Ground Floor, and Blue Dove Hospitality (BDH) Pvt. Ltd. at the MARC Food Court. Our

Facility

partners provide students with wholesome and delectable meals. We prioritize student satisfaction and well-being by offering a diverse menu of nutritious options tailored to various tastes and dietary needs. While most menu items are unlimited, a few may have quantity restrictions in place.

- Members must carry out facial recognition- bio metric system in every session to avail the food. Only mess members are permitted to use mess facilities.
- Members who are going on leave from hostel are requested to block/hold their membership during the leave period, including end of semester / Academic Year. Leave less than continuous five days shall not be considered for reduction in mess bill.
- If any student is sick and requires to have the parcel food containers, please contact respective mess service providers or the wardens.
- The students will be given the option of changing the mess service provider In Scholar Z App between 24th to 26th of every month, no changes will be entertained beyond 26th of the month and in between the month.
- Food court & mess is not responsible for any of your belongings. Anything found will be handed over to Security Department at Security gate No 1. (MAHE BLR Campus).
- All members and non-members are requested to follow the mess timings properly.
- Outside food is not allowed in the Food Court/Mess.
- Sick students requiring parcel food containers must contact their respective mess service providers.
- Mess/Food Court property must not be carried outside.
- Non-members are not permitted to use the facial recognition/biometric system on behalf of active members.
- Students facing issues with the Scholar Z Application must contact the Scholar Z team immediately:
 - a. girish.a@elevatecampuses.com
 - b. kailash.m@elevatecampuses.com

Use of the ZOLO app is mandatory for mess subscription and mess swap requests.

- Students staying in hostel premises are mandatorily required to use the mess services.
- Students are requested to share feedback with the respective mess service providers:
 - c. **BDH:** agm@bluedove.co.in & QR code displayed in the mess
 - d. **CIS:** QR code displayed in the mess & feedback collected by CIS team through TAB

Special items - limited quantity		
SI No	Description	Remarks
1	Boiled Eggs	1 No's
2	Egg Bhurji/Scrambled egg.	100 Gms
3	Assorted Fruits	1 Bowl/1 Slice (watermelon, Banana)
4	Sweets/Deserts	1 No's
5	Non- Veg	Raw chicken- 120 Gms, Per serving
6	Snacks	All Snack Items
7	Paneer	Raw panner 40 Gms, per serving
Note: Additional quantity will be provided/served at chargeable price.		

Mess Timings for Smooth Functioning

MESS TIMINGS (Monday to Saturday)		MESS TIMINGS (Sunday & Public Holidays)	
Breakfast	7:30 am to 9:30 am	Breakfast	7:30 am to 10:00 am
Lunch	12:00 pm to 02:15 pm	Lunch	12:15 pm to 02:30 pm
Snacks	4:15 pm to 6:00 pm	Snacks	4:15 pm to 6:00 pm
Dinner	7:30 pm to 9:15 pm	Dinner	7:30 pm to 9:30 pm

NIGHT ORDERS				
Food partner	Mode of placing order	Mode of payment	Timings	POC
Chefs Touch	Change pay platform	Through the Change pay platform	10:00 pm – 4:00 am	Shift Duty Number : 7022024080 / Harsha : 9391485342
BlueDove Hospitality	Change pay platform	Through the Change pay platform	10:00 pm – 4:00 am	Level 1: +91 8792913570 / Level 2: +91 8904466055

For any information or assistance, please feel free to contact Service providers:

Tea Lead: Vinod G Escalation Matrix - F&B – Bluedove Hospitality Pvt Ltd					
	Name	Designation	Level	Contact no	Mail ID
1	GM	GM – Bluedove, MAHE	L1	87929 13411	gm.mahe@bluedove.co.in
2	AGM	AGM – Bluedove	L2	99002 07637	agm@bluedove.co.in
3	Maruthi G	Admin Executive – GS	L3	72595 05971	maruthi.g@manipal.edu
4	Vinod G	Senior Admin – GS	L4	080 2449 7041	vinod.g@manipal.edu
5	Basawaraj Kuppasad	DDGS	L5	080 2449 4183	basawaraj.sk@manipal.edu

Team Lead: Vinod G		Escalation Matrix - F&B - Chef's Touch (Canera Integrated Services)			
Sl.	Name	Designation	Level	Contact n	Mail ID
1	-	Mess Manager	L1	890477676	Service.maheblr@chefstouch.net
2	Sanjeev Singh	GM - Chefs Touch	L2	984482542	sanjeevkumar.s@chefstouch.net
3	Maruthi G	Admin Executive – GS	L3	7259505971	maruthi.g@manipal.edu
4	Vinod G	Senior Admin – GS	L4	080244970	vinod.g@manipal.edu
5	Basawaraj Kuppasad	DDGS	L5	080244941	basawaraj.sk@manipal.edu

4. Wi-Fi

High-speed Wi-Fi access is available throughout the hostel premises and is managed by iBUS.

Escalation Matrix

Support Level	Contact Person	Role	Phone	Email	Resolution Time
Immediate Support	24*7 iBUS Customer Support Team	Customer Support	1800-309-8709	digitalnoc@ibustech.com	30 minutes
Level 1 Support	Vijay Kumar	Team Lead (iBUS)	9090482462	lakari.kumar@ibustech.com	2 hours
Level 2 Support	Prashanth Pai	Manager CRM (iBUS)		prashanth.p@ibustech.com	6 hours
Level 3 Support	IT Team	Support Team (MAHE)		itsupport.blr@manipal.edu	8 hours
Level 4 Support	Ramesh Poojary	System Executive (MAHE)		ramesh-p@manipal.edu	12 hours
Level 5 Support	Prashanth S	Assistant Director - IT (MAHE)		prashanth.s@manipal.edu	24 hours

5. Security

The MAHE campus and hostels are safeguarded round-the-clock by a proficient and highly trained security team comprising guards, supervisors, and senior security officials. The security measures are further reinforced by the team of wardens.

6. Fire Safety

The hostel is equipped with comprehensive fire safety and emergency response systems to ensure the safety of all residents. These include fire detection and suppression equipment, emergency evacuation facilities, and trained response mechanisms to effectively manage fire-related incidents. Residents are encouraged to familiarize themselves with the available safety measures, follow emergency procedures, and actively participate in fire drills to contribute to a safe and secure living environment.

Key Fire & Safety Measures for Hostels:

1. Fire Detection Systems

- **Smoke detectors in:**
 - o Rooms
 - o Corridors
 - o Electrical rooms
- **Manual call points.**
- **Centralized fire alarm control panel with audible alarms.**

2. Fire Suppression Systems

- Automatic sprinkler systems.
- Fire extinguishers:
 - o CO₂ extinguishers for electrical fires
 - o ABC extinguishers for general fires
- Internal hydrants and hose reels.
- External fire hydrant access for fire team.
- Dedicated underground and overhead fire-water tanks.

3. Emergency Preparedness

- Fire evacuation maps on every floor.
- Regular fire drills.
- Emergency contact numbers displayed prominently.
- Public address (PA) system for instructions.

4. Access & Emergency Response

- Unobstructed access roads for fire tenders.
- Dedicated fire control room.
- CCTV monitoring.
- Elevator recall systems during fire emergencies.
- Emergency medical kits and first-aid rooms.

Fire Emergency – Dos and Don'ts:

Dos

- Stay calm and act quickly.
- Activate the fire alarm if not triggered.
- Call fire emergency services at 9606079848
- Try extinguishing the fire if manageable.
- Close doors behind you to contain the fire.
- Alarm all nearby and info authority as given below.
- Evacuate the building using the nearest staircase.
- Assist a needy person in evacuating.
- Proceed to the designated assembly point and report headcounts.
- Actively participate all fire drill.

DON'Ts

- Do not panic and don't run.
- Do not ignore alarms or assume it's a drill unless confirmed.
- Do not Press Manual Call Point (MCP) unless any Fire Emergency
- Do not leave your appliances unattended like Laptop, Mobile, Hair Drier etc.,
- Do not smoke inside the room.
- Do not take personal belongings during evacuation as it delays exit.
- Do not use elevators during fire emergencies.
- Do not block fire exits or firefighting equipment.
- Do not re-enter the building until declared safe by authorities.
- Do not spread rumors.

Campus Emergency Contacts (24/7)

Ser No	Name	Contact No
1	Duty Fire Services Duty Mobile	9606079848
2	Security Officer Duty Mobile	6364631781
3	Engg Duty Mobile	8867886216
4	Yelahanka Fire Station	080 29733407

7. Laundry Services:

- It is a compulsory facility and the fees for the same is included in the annual fee structure. Details for the laundry facility are tabulated below:
- 30-Wash cycle of maximum 6 kg per wash in an academic year. Frequency as per student's choice
- Additional wash after 30 washes will be charged @ RS 236/- per wash.
- One wash at a time: Up to 6 kgs. Hygienic wash (Each student load will be washed separately)
- Delivery time: 24 hours. However, at peak time viz; festivals and holidays, vacations maximum TAT will be 48 hours
- Public holidays and Sundays Services: Open 7 days a week In the event of closure on festivals and major holidays, students shall be informed in advance.
- Mode of communication to students: Mobile numbers, WhatsApp & emails

Process Management:

- Each student will receive one laundry bag and one laundry card at the beginning of every academic year. In the event of loss of any of these items, a replacement fee of Rs 50/- will be applicable.
- Students are required to utilize the kiosks/ designated areas for both dropping off and collecting their laundry bags.
- Weighing and punching on the card shall be conducted in front of the students. Please refrain from dropping the laundry bag in front of the kiosk/ designated areas without punching the card.
- E-Rickshaws will be utilized to transport laundry bags from the kiosk to the Laundromat for processing.
- The washing, drying, folding, and ironing processes will be carried out at the Laundromat. Once



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completed, the bags will be prepared for delivery.

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- The kiosks will be operational for 3 hours (11:30 AM to 02:30 PM) during lunchtime and for 3 hours in the evening (04:30 PM to 07:30 PM) after college hours. Any changes to these timings will be communicated through further updates.
- If any student misses the laundry bag drop and collection timings at the kiosks, they can visit the Campus Laundromat between 09:00 AM to 08:00 PM.
- Students are required to utilize the kiosks/ designated areas for both dropping off and collecting their laundry bags.
- The designated location for the collection and handover of laundry clothes is the HB3 Backside Container Area.

Laundromat usage policy:

- Your card is not Transferable. Such act will result in card cancellation.
- Do not put colour bleeding clothes for washing. Vendor is not responsible for clothes spoilt due to colour bleed.
- Small items such as socks, hand kerchiefs etc are liable to get lost in processing: please refrain.
- Clothes that do not warrant ironing shall not be ironed such as inners and house wears.
- No cash transactions are allowed in laundry or outside.
- Do not touch or pick up other individuals' bag under any circumstances. Affix your photo on your laundry card.
- No carry forward of unused washes. All unused washes expire at the end of Academic year.
- Students can reach out as per the escalation matrix below.

Team Lead: Vinod G		Escalation Matrix – Laundry Services (QSWPL)			
S. No	Name	Designation	Level	Contact no	Mail ID
1	-	Laundry Supervisor	L1	+91 9773343115	-
2	-	Laundry Manager	L2	+91 9773302415	mgr.mahe@quicksmartwash.com
3	-	Territory Manager	L3	+91 8454971520	tm_west@quicksmartwash.com
4	Vinod G	Senior Admin – GS	L4	080-24497041	vinod.g@manipal.edu
5	Basawaraj Kuppasad	DDGS	L5	080-24494183	basawaraj.sk@manipal.edu

Ironing Services from 9am to 5pm additionally @cost

8. Student Health and Well Being

Medical Facilities - MAHE Bengaluru Campus

MAHE Bengaluru is committed to ensuring the health, safety and well-being of all students by providing accessible medical support services, emergency response systems, insurance coverage and healthcare coordination.

Purpose of the Medical Centres

The MAHE BLR Medical Centres are established to provide immediate healthcare assistance and a safe recovery space for students, faculty and staff who may not require full hospitalization but need short-term medical attention or observation.

Services Include:

- Immediate first aid and emergency care
- Support for minor illnesses and injuries
- Rest and recovery facilities
- Emergency preparedness and stabilization
- Quick referral to higher medical centres when required
- Accessible healthcare support within campus premises

MAHE BLR Campus Medical Centre

Location: Ground Floor – Hostel Block 03

Facilities Available

- Nine-bed medical facility with basic medical support
- 24X7 availability of Medical Officers, Staff Nurses and Patient Care Coordinators
- Dedicated OPD consultation room
- Blood sample collection services
- ECG
- Dressing and wound care services (Charges applicable)
For minor dressing – Rs. 450/-
For major dressing – Rs. 650/-
Note: Dressing Charges are inclusive of consumables.
- Refrigerator facility for storing temperature-sensitive student medications
- 24X7 Advanced Cardiac Life Support (ACLS) Ambulance available within campus

Exclusive Patient Care Coordination

- Dedicated Patient Care Coordinators are available to assist students with Hospital coordination (OP, IP & Diagnostics), Appointment scheduling, Insurance support, Billing guidance and End-to-end patient assistance.

Medical Centre Contacts

- Landline: 080-24494104
- Duty Mobile: 6364685635
- E-mail ID: mahe.bengaluru@manipalhospitals.com

Pharmacy Services at MAHE Campus

Manipal Pharmacy operates 24X7 throughout the year within the campus premises.
Services Available

- Prescription medicines
- Basic healthcare and wellness products
- Student medication support

Important Information

- Medicines and pharmacy purchases are chargeable to students.
- A one-time registration fee of Rs.100/- is applicable for First pharmacy purchase, Dressing services and Generation of MHID (Manipal Hospital ID).
- Students with an existing MHID can continue using the same ID across all Manipal Hospitals in India.
- Wheelchair Support Services
- Wheelchairs are available at all Academic blocks, Hostel blocks and Administrative buildings.
- Students may contact their respective hostel wardens to avail wheelchair support.
- For usage beyond 24 hours, wheelchairs may be rented through approved vendors by students directly.
- For wheelchair rentals, Kindly connect with Mr. Dalton, Antara Senior Care – Contact no: 9880455127
- External Hostel Medical Centres
JM Complex & Shanthi Bachan Complex Medical Centres
Facilities Available
 - 24X7 staff nurse support
- Single-bed medical support unit
- Basic medical assistance
- 24x7 Basic Life Support (BLS) Ambulance is available for external hostel medical emergencies and transportation to Manipal Hospitals, Yelahanka

Ambulance & Transportation Services

- Critically ill patients are transported to Manipal Hospitals, Yelahanka through the ACLS ambulance service.
- Emergency Ambulance (ACLS) used for life-threatening emergencies requiring immediate medical intervention.

Conditions Eligible for Emergency Ambulance

- | | |
|-----------------------|-------------------------------------|
| • Asthma emergency | • Heart attack |
| • Severe bleeding | • Heat-related illness |
| • Burns and scalds | • Hypothermia |
| • Choking | • Shock |
| • CPR support | • Severe allergic reaction |
| • Diabetic emergency | • Snake bite |
| • Dislocations | • Spinal or neck injury |
| • Electric shock | • Stroke |
| • Eye injuries | • Road traffic accidents (RTA) |
| • Epileptic seizures | • Severe sprain and strain injuries |
| • Febrile convulsions | |

Emergency Response Procedure

During Emergency Cases

- Call MAHE BLRU Campus medical centre: 080-24494104 / 6364685635
- Provide Exact location, Nature of emergency and Patient condition
- Medical team will dispatch assistance immediately.
- referred referral hospitals are Manipal Hospitals in Bengaluru.

Non-Emergency Transport Services

Provided through MAHE transport or approved vendors for:

- OP consultations
- Follow-up consultations
- Post-discharge reviews
- Radiology and laboratory investigations
- Health check-ups
- Student-preferred

hospitals

Note: Administrative support and coordination will be carried out by shift duty Patient Care Coordinator.

Non-Emergency Transport Process

1. Student visits MAHE Medical Centre.
2. Consultation with on-duty medical officer/staff nurse.
3. Pickup scheduled from MAHE Medical Centre.
4. Student coordinates directly with transport vendor.
5. Payment to be made directly by the student.
6. To utilize the service, kindly connect with Ms. Lancy Disouza, Contact no: 9986920676.

Introduction - Manipal Hospitals – Yelahanka

Manipal Hospitals – Yelahanka is a premier multi-specialty tertiary care hospital with:

- 350-bed capacity
- Advanced medical infrastructure
- Specialized clinical services
- Comprehensive healthcare from primary to quaternary care

Being one of the nearest tertiary care hospitals to the MAHE BLR campus, the hospital provides convenient access for planned consultations and emergency treatment.

Special Healthcare Discounts for MAHE Students & Staff

Students and staff can avail the following discounts at Manipal Hospitals – Yelahanka by presenting a valid MAHE ID card which is a mandatory requirement.

Service Discount

Laboratory OP Investigations	30%
Radiology OP Investigations	20%
Doctor Consultation	20%
Health Check Packages	25%
Physiotherapy Services	10%
OP Pharmacy Purchases	10%

Emergency Room Consultation OP Tariff Applicable

Additional Manipal Hospital Locations

Students may also access services at Manipal Hospitals Yelahanka, Manipal Hospitals Hebbal and Manipal Hospitals Doddaballapura

For more information: <https://www.manipalhospitals.com/yelahanka/>

Manipal Hospital, Yelahanka Support Contacts		
Department	Contact	Number
Operations - MOD (Manager on Duty) –	24X7	9035854446
OPD Appointments –	8:00 am to 8:00 pm	9481178672
ER MOD –	24X7	9035852392
Radiology & Laboratory –	24X7	9035009939
IP Billing & Insurance Desk –	24X7	9035860584

Student Medical Insurance (Group Mediclaim Policy)

Coverage Summary

- Sum insured: Rs. 3,00,000/- per student
- Applicable across India
- Covers hospitalization expenses due to illness or accidents
- Cashless treatment available at network hospitals through Medi Assist
- Reimbursement available for both network and non-network hospitals

Eligibility

Minimum hospitalization of 24 hours is required for claims, except approved daycare procedures.

Day Care Procedures Covered

The following procedures are covered without 24-hour hospitalization:

- Dialysis
- Chemotherapy
- Radiotherapy
- Eye surgeries
- Lithotripsy
- Other insurer-approved daycare procedures

Expenses Covered Under Insurance

The policy covers:

- Doctor consultation charges / Professional charges
- Room and nursing charges
- Medicines and Laboratory investigations
- Operation & Operation theatre charges
- Anaesthesia, oxygen, blood and surgical appliances
- Artificial limbs, pacemakers etc
- Pre-hospitalization expenses (30 days)
- Post-hospitalization expenses (60 days)

Important Insurance Features

- Pre-existing diseases covered from Day 1
- First 30-day waiting period and First-year exclusion waived
- Lifelong medications for chronic illnesses such as diabetes or hypertension are not covered unless directly related to hospitalization.
- Admission purely for investigation, observation and evaluation purposes not payable.
- Room Rent Eligibility

Sum Insured Room Rent Eligibility (Including Nursing charges)

Rs. 3,00,000/- Up to Rs. 3,000/ per day

Note:

- ICU charges are covered at actuals.
- If a higher-category room is selected, the additional and proportionate expenses must be borne by the student.

Major Insurance Exclusions

The policy does not cover:

- Intentional self-injury
- Illness due to alcohol or substance abuse
- Cosmetic or aesthetic procedures
- Dental treatment (unless accident-related)
- Congenital external defects
- Vaccinations
- Non-covered implants and lenses

Non-Payable (Non Medical) Expenses Under the Insurance Policy

The following expenses are not covered under the policy and must be borne by the student.

Administrative Expenses

- Admission and registration charges
- Medical records and medico-legal documentation charges
- Attendant stay charges and additional stay expenses
- Gate pass / attendant pass charges
- Establishment and overhead charges

- Taxes, surcharges, and incidental expenses
- Waste disposal charges

Non-Covered Services

- Naturopathy and Ayurvedic treatments
- Private nursing charges
- Telephone, fax and photocopy charges
- Special diet and health food supplements
- TV, internet, newspaper and magazine charges
- Water, electricity and air-conditioning charges
- Stationery and laundry charges
- Mortuary and coffin charges
- Ambulance charges

Non-Covered Appliances and Equipment

- Water beds and air cushions
- Glucometers and BP monitoring devices
- Hot water bags
- Bed pans, kidney trays, and sputum cups
- Crutches, walkers, braces, cervical collars, slings, and splints
- Knee caps, abdominal belts, and LS belts
- Nebulizers, steam inhalers, humidifiers, thermometers, and spirometers
- Glasses, contact lenses, goggles, and frames
- Dentures, dental braces, and tooth implants
- Hearing aids and other monitoring devices
- Feeding bottles, cradle charges, nipple shields, and baby ID bands

Consumables Not Covered

- Antiseptic and disinfectant solutions
- Soaps, powders, oils, and creams
- Sanitary pads, diapers, and tissue papers
- Oxygen cylinders
- Cassette, CD, and film charges
- Health foods and nutritional supplements

Documentation Expenses

- Medical record charges
- Documentation charges
- Birth and death certificate charges
- Medical certificate charges

Cashless Hospitalization Process

Planned Hospitalization

1. Inform the network hospital at least 48 hours before admission.
2. Submit the cashless request form.
3. Provide health card/UHID details.
4. Hospital submits authorization to TPA.

Emergency Hospitalization

1. Inform hospital regarding GMC policy coverage.
2. Contact TPA/helpdesk immediately after admission.
3. Submit authorization request through hospital.
4. TPA processes approval based on documents submitted.

Documents Required for Claims

Students must submit:

- Completed claim form
- Original discharge summary
- Original bills and receipts
- Detailed bill breakup
- Doctor prescriptions
- Investigation reports (Original)

Important Guidelines for Students

- Hospitalization must involve active treatment.
- Observation-only admissions may not be covered.
- Routine OP investigations are generally not claimable.
- Investigations related to future hospitalization may qualify as pre-hospitalization expenses.
- Students are advised to prefer outpatient investigations whenever possible.
- This GMC (Group Medical Claim) policy is not a "ALL PAID POLICY", standard inclusions / exclusions apply as per Insurers policy terms and conditions.

Insurance Card Collection

- Students may collect their insurance card by emailing: gs.maheblr@manipal.edu
- Disclaimer
- This handbook section provides a summary of healthcare and insurance services available to students. Actual services, benefits, policy inclusions, exclusions and conditions are governed by the respective hospital and insurance provider policies.
- Students are required to reach out for assistance by writing a communication to gs.maheblr@manipal.edu
- For further assistance, students may contact the Department of General Services – Administration Department, 2nd Floor, Admin Block, MAHE BLRU.

Emotional Wellbeing / Mental Health:

Mental Health & Wellbeing Support Services

The Student Support Centre (SSC), functioning under the Department of Student Affairs (DSA), is committed to supporting the emotional wellbeing and mental health of students at MAHE Bengaluru.

The SSC consists of a multidisciplinary team of professionally trained Counsellors, Clinical Psychologists, Special Educators, and a Consultant Psychiatrist who provide guidance, support and mental health services in a safe, confidential and student-friendly environment.

Support Services Available:

Counselling Services:

Students may schedule appointments with counsellors through the AMS portal (<https://ams.manipal.edu/login>). Counselling services are available from 08:30 AM to 08:00 PM).

Psychiatric Consultation Services:

Consultation with psychiatrist will be available as per the appointment provided weekly during the visit of the Psychiatrist.

Appointments can be scheduled through the Medical Centre at: 6364685635 or as per information provided to the students from time to time.

Crisis Helpline Support:

A dedicated Crisis Helpline is available daily from 8:00 PM to 8:00 AM for students requiring immediate emotional support. Helpline Number: 7026287878

Online Counselling Support:

Students can also access confidential online emotional support and counselling services through the YourDost platform, available 24/7.

In addition to individual support services, the SSC regularly conducts awareness programmes, workshops and wellbeing initiatives to promote mental health, encourage help-seeking behaviour and support the holistic development of students.

We encourage all students to make use of these services whenever needed. Seeking support is a sign of strength, and help is always available.

9. Sports and Marena Facility

MAHE-B'LRU campus is equipped with a state-of-the-art sports facility. From well-equipped gymnasiums to sprawling sports fields, a wide range of amenities are available to cater to the student's athletic needs. Outdoor facilities encompass cricket, basketball, football, volleyball, and tennis.

MARENA Indoor Sports Complex offers a gym, squash, badminton, table tennis, snooker, futsal, as well as steam and sauna baths on a separate subscription basis. Please refer to the Marena guidelines for more information. Link p <https://payment.manipal.edu/bangalore-sports>

10. Transport

MAHE B'LRU Campus offers dedicated route buses for the convenience of 'DAY SCHOLARS'.

These buses provide pick-up and drop-services on a chargeable basis, covering various parts of the city along approved routes. Interested students may choose the nearest bus stop to their residence for pick-up and drop-off.

The minimum duration to avail the service is for a semester.

11. Food & Beverage

The Food & Beverage services within the campus comprise various units supported by a large workforce catering to the needs of students, faculty, staff, and guests of Manipal Academy of Higher Education both inside and outside the campus.

The following Food & Beverage services are available across the campus:

F&B Outlets	Location	Operation Time
CHIT CHAT	Near Cricket Ground	03:00 - 21:00
CHILL N THRILL	Marena – Ground Floor	08:00 - 17:00
CAFÉ CRUNCH	Marena – Ground Floor	08:00 - 21:30
Ala-Carte Combos by CIS	Academic Block - 2	12:00 - 14:00
Tuck-shops by CIS	Academic Blocks – 2,3,4	08:00 - 17:00
CAN CAFÉ by CIS	Academic Block - 4	08:00 - 18:00
Snacks Adda by BDH	Academic Block - 3	08:00 - 17:00
Dolci Desert by BDH	Academic Block - 3	08:00 - 17:00
Tuck-shops by BDH	Academic Blocks – 1,3,5	08:00 - 17:00
Cafeteria by BDH	Academic Block - 5	07:30 - 14:30
Ala-Carte Outlets by BDH	MARC – 1st Floor	08:00 - 21:00
Fresh Fuel by BDH	MARC – Ground Floor	09:00 - 18:00
Ala-Carte Outlets by BDH	Hostel Block - 3	08:00 - 22:00
HANGYO Parlour	B/W AB3 & AB2	09:00 - 18:00

ITC Yippee Kiosk	Admin block Ground Floor	08:00 - 20:00
Hatti Kaapi	Marena – Ground Floor	09:00 - 21:00
Dominos	Hostel Block - 3	11:00 - 23:00
Subway	Hostel Block - 3	07:00 - 23:00
Sojitz Vending Machines	Academic Blocks & Hostel Blocks	24/7
Just vend Vending Machines	Academic Blocks & Hostel Blocks	24/7

Along with the above-mentioned F&B services, the following non-food service outlets are also operational on the campus:

12. Stationery Store

The well-stocked stationery store on the campus caters to the student's stationery requirements. In case of any course specific stationery/material, the students can coordinate with the store for the procurement.

13. Documentation Centre (Timing: 08:00 - 20:00)

Printing and photocopying facilities are available on the campus on a payable basis.

14. Campus Mart (Timing: 08:00 - 22:00)

The campus has a mart, open 7 days a week, as per the mart timings, where students can purchase their essential items.

15. Unisex Salon (Timing: 09:00 - 20:00)

The campus features a unisex salon to meet the grooming needs of the students.

16. ATMs (24/7)

Gate-1, Gate-3 and Hostel Block- 2 have ATMs for the convenience of the students.

17. Ironing Services by QSWPL (Timing: 09:00 - 17:00)

18. E-Com /Parcel Management Services

Parcel management support is available at Gate No-3 for the hostel students to ensure a seamless collection of online orders. The Parcel Management Service is only for Hostel Students and not for Day Scholars.

- Parcel Counter Location: The Parcel Counter is located at Gate 3. All students must collect their parcels from the backside of the Parcel Counter at Gate 3.
- Counter Timings: The e-commerce collection counter
- will operate daily from 8:00 a.m. to 10:00 p.m.

- **Notification-Based Pickup:** Please visit the counter only after receiving a notification from the Zolo Scholar app.
- **No Notification = No Parcel:** If you haven't received a notification, it means we haven't received any parcel for you.
- **Pickup Deadline:** All parcels must be collected within 48 hours of receiving the notification in the app.
- **Unclaimed Parcels:** The management will not be responsible for any packages that are not picked up within 72 hours.
- **Parcel Availability Time:** Parcels delivered at Gate 3 in the morning will be available for pickup after 2:00 p.m. the same day.
- **Optional Use of Service:** The e-commerce collection service is an additional support provided by the management. Students are welcome to directly collect time-sensitive or high-value items (such as medicines or expensive goods) from the delivery personnel, if preferred.

SERVICE COMPLAINTS

Hostel residents are required to download and utilize the Hostel App. This app should be used for logging complaints regarding repairs and maintenance issues in the hostels, housekeeping issues, and any other relevant tasks. The concerns raised are promptly attended to by the hostel team.