

User Manual: Grievance Mechanism for Students

Sankalchand Patel University

Helping Students Raise Concerns and Seek Resolution Effectively

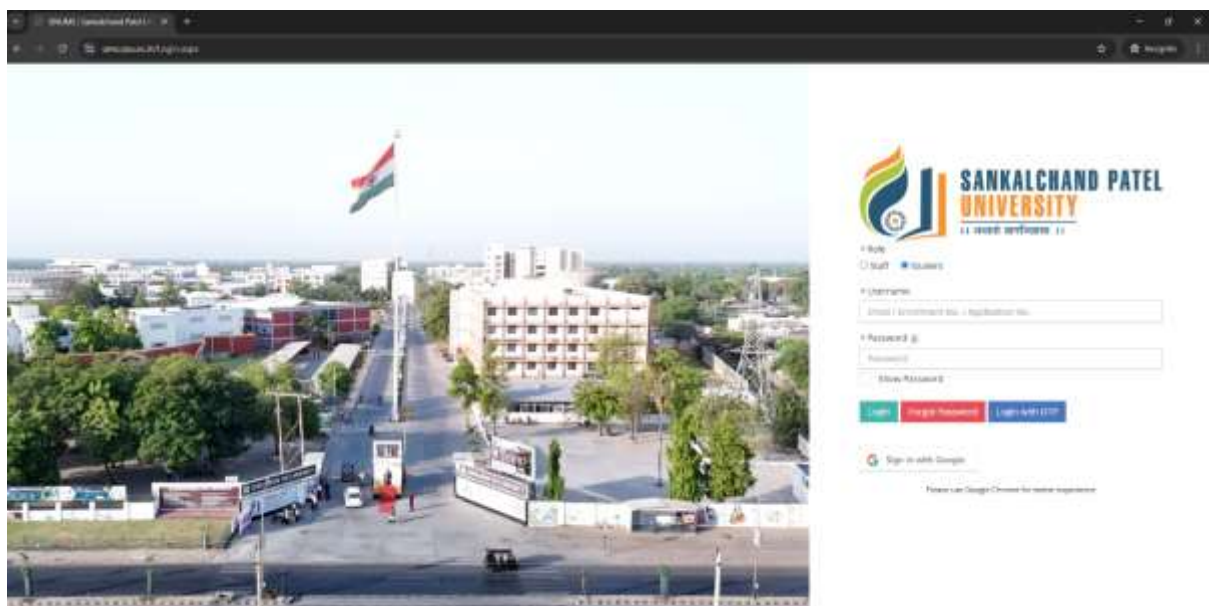
Objective

This guide is designed to help students of Sankalchand Patel University (SPU) raise grievances related to academic, administrative, or campus-related matters using the University Management System (UMS).

Steps to Register a Grievance

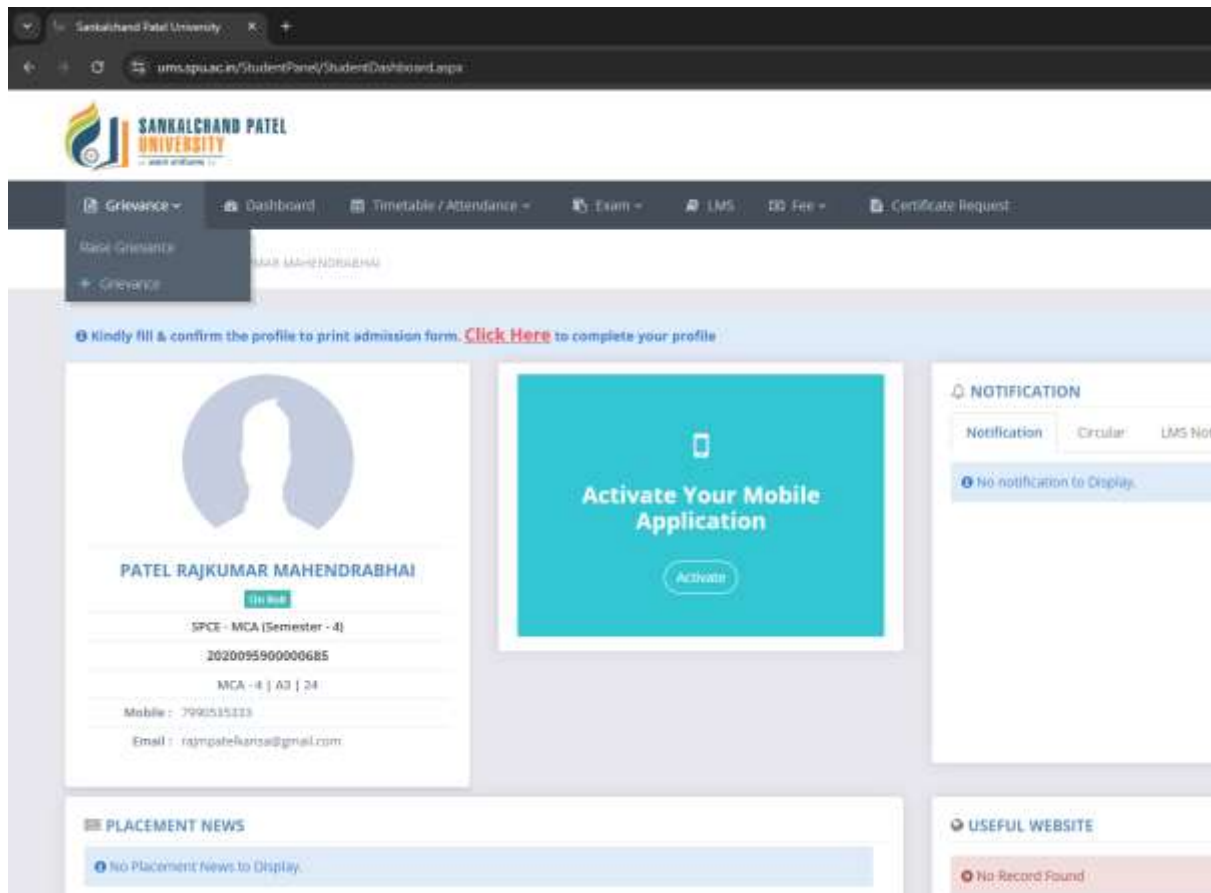
Step 1: Login to UMS

1. Visit the official UMS portal: <https://ums.spu.ac.in>
2. Enter your User ID (e.g., your enrollment number).
3. Enter your Password and click on the Login button.



Step 2: Navigate to the Grievance Section

1. After logging in, go to the Student Dashboard.
2. Click on the Grievance menu option from the top menu.
3. Select "Raise Grievance".



Step 3: Fill out the Grievance Form

1. **Select Type:** Choose the type of grievance (e.g., Academic, Hostel, Exam, Library, etc.).
2. **Title:** Brief title of your concern.
3. **Description:** Clearly explain your issue with relevant details.
4. (Optional) **Attach Documents:** Upload supporting documents/images if any (max file size: 5MB).
5. Click **Save** to register your grievance.

Step 4: Track Your Grievance

1. Go to Grievance → + Grievance
2. You will see a list of submitted grievances with their status:
 - Pending
 - Complete
 - All
3. Click on the grievance subject to view remarks or replies from the Grievance Redressal Officer.

The screenshot shows the web interface of the Sankalchand Patel University Grievance Tracking System. The browser address bar shows the URL: <https://sankalchandpatel.edu.in/Grievance/DR/Grievance.aspx>. The university logo and name are at the top left, and the user's name, PATIL RAJENDRA MAHENDRABHAU, is at the top right. A navigation bar contains links: Grievance, Dashboard, Timetable / Attendance, Exam, LMS, Fee, and Certificate Request. The main heading is 'Grievance' followed by the user's name. Below this is a search section with a 'SEARCH' button, date pickers for 'From Date' (10-05-2025) and 'To Date' (10-05-2025), a 'Select Grievance Type' dropdown, and a text field for 'Enter Grievance No.'. There are also radio buttons for 'All', 'Pending', and 'Complete'. A 'Search' button is at the bottom left of the search section. Below the search section, a red banner indicates 'No Record Found!'. At the bottom, a 'SEARCH RESULT' section also shows 'No Record Found!' with a green 'View More (0)' button.

Important Guidelines

- Ensure that your grievance is genuine, clear, and respectful.
- Avoid using informal or offensive language.
- Keep screenshots or evidence ready if required.

[Share Your Grievance](#)