

S.N.D.T. COLLEGE OF HOME SCIENCE, PUNE

CITIZEN'S CHARTER

Name of the Office	Service Provided by the office	Time limit for providing the services after submission of requisite details	Names of the Officer and Staff providing services	Name and contact number of the Appellate Officer to whom complaint can be made in case service is not provided to a citizen
1. Administration Office				
	Admission (Online admission) F.Y. B. Sc. Home Science F.Y. B.Sc. Food Science and Quality Control Hostel Admission Counseling, Information Desk, providing Information Booklet	Till the portal is open as per the University Schedule Through out the year	Smt. Aparna Machhe Dr. Lalieetaa Bbhagat, Asst. Prof. Dr. Preeti Dharmade, Asst. Prof. Smt. Ratnaprabha Nanaware, Asst. Prof. (Reservation Representative) Shri. Anant Shinde Jr. Clerk	Dr. Muktaja Vikas Mathkari, Principal Contact no: 9529216691
	S.Y. / T.Y. B.Sc. and F.S.Q.C. admissions Sending Admission Report to the University	Till the portal is open as per the University Schedule	Shri. Anant Shinde Jr. Clerk	

	<p>Admission - M.Sc. Nutrition and Food Processing</p> <p>P.G. Diploma in Dietetics</p> <p>P.G. Diploma in Sports Science, Fitness and Nutrition</p>	<p>Till the portal is open as per the University Schedule</p>	<p>Smt. Anuja Kinikar Asst. Prof. In charge for PG Programs</p> <p>Smt. Ratnaprabha Nanaware, Asst. Prof. (Reservation Representative)</p>	
	<p>Inward and Outward of letters Courier, Daily correspondence</p> <p>Issue of Railway/ Bus concession forms Convocation- applications Issue of T.C. and Leaving Certificate</p> <p>Issue of Bonafide Certificate, Transcripts and Migration certificate</p> <p>Rechecking and Re evaluation process</p>	<p>Within two hours</p> <p>8 days</p> <p>15 days</p> <p>15 days</p>	<p>Shri. Anant Shinde Jr. Clerk</p> <p>Shri. Pravinsing Patil Jr.Clerk</p>	
	<p>AISHE and MIS</p> <p>Handling Pension Cases</p> <p>Maintaining Service Books and Personal files</p> <p>Appointment of CHB and issue of appointment letters to temporary staff</p>	<p>15 days</p> <p>3 months</p> <p>Ongoing process</p> <p>8 days</p>	<p>Smt. Chhaya Gade Head Clerk</p>	
	<p>Anti Ragging Committee</p> <p>➤ To sensitize students, parents, authorities about the gravity of ragging.</p>	<p>-----</p>	<p>Dr. Muktaja Mathkari Principal</p>	

	<ul style="list-style-type: none"> ➤ To ensure that no incidence of ragging takes place. ➤ To get the anti ragging affidavits signed by the students and parents at the time of admission. ➤ To take immediate action on the report of any incidence of ragging and to decide appropriate punishment from the list of punishments prescribed under the rules and awards it with intimation to the University Authorities. 		<p>Dr. Chandrakala Mannuru Assoc. Prof</p> <p>Dr. Rachna Vishwnathan Assoc .Prof</p> <p>Dr. Vrushali Nagrale Asso. Prof</p> <p>Dr. Lalieeta Bbhagat Asst. Prof.</p>	
	<p>Grievance Cell</p> <p>To attend to the grievances, investigate the matter and try to resolve it as quickly as possible.</p>	<p>-----</p>	<p>Dr. Muktaja Mathkari Principal</p> <p>Dr. Chandrakala Mannuaru Assoc. Prof</p> <p>Dr. Preeti Dharmade Asst. Prof</p> <p>Dr .Lalieeta Bbhagat Asst. Prof</p>	
	<p>Special Cell and student Support</p> <ul style="list-style-type: none"> ➤ To circulate Government of India and commission decisions and to collect regularly, on annual basis information regarding course-wise admissions to candidates belonging to the Scheduled Castes and Scheduled Tribes in the College for different course, in forms prescribed by stipulated date and to take follow up action, where required. ➤ To inform the students about various 	<p>-----</p>	<p>Dr. Vrushali Nagrale Assoc. Prof.</p> <p>Dr. Preeti Dharmade Asst. Prof.</p> <p>Smt. Ratnaprabha Nanaware, Asst. Prof.</p>	

	<p>scholarships offered by the Government and assisting them in availing the same.</p> <ul style="list-style-type: none"> ➤ To arrange lectures and create awareness on entrepreneurship development and employment programs. ➤ To inform them about reservation policies. <p>Scholarship</p> <ul style="list-style-type: none"> ➤ To facilitate the eligible students for scholarship and Free ship, putting the notice for the students and follow up the schedule, coordinate with Joint Director's Office and approval regarding the same 	Six months	Shri. Pavinsing Patil	
	<p>University Examination</p> <p>UG</p> <p>PG</p>	<p>15 days</p> <p>15 days</p>	<p>Dr. Uma Giri Asst. Prof.</p> <p>Shri. Anant Shinde Jr.Clerk</p> <p>Smt. Anuja Kinikar Asst. Prof.</p>	
	<p>Internal College Examination</p> <ul style="list-style-type: none"> ➤ To conduct internal examinations at 	40 days	Dr. Uma Giri Asst. Prof.	

	<p>college level.</p> <ul style="list-style-type: none"> ➤ To arrange for internal assessment and final assessment for F.Y. examinations (CAP). ➤ Result distribution. 		<p>Dr. Vrushali Nagrale Assoc. Prof.</p> <p>Shri. Anant Shinde Jr. Clerk</p>	
	<p>Internal Complaint Committee (ICC) / Nirbhaya Committee</p> <ul style="list-style-type: none"> ➤ To create awareness about the acts against Sexual Harassment and safety measures. ➤ Attend to the complaints and initiate whatever steps seems appropriate to effect an informal resolution of the complaint acceptable to both parties. 	-----	<p>Dr. Chandrakala Mannuru Assoc. Prof.</p> <p>Dr. Lalieeta Bbhagat Asst. Prof.</p> <p>Shri. Anant Shinde Non Teaching Representative</p>	
	<p>Swadisha Committee</p> <p>To coordinate training, mentoring, placement programs for student's career development.</p>	-----	<p>Dr. Lalieetaa Bbhagat Asst. Prof.</p> <p>Smt. Preeti Dharmade Asst. Prof.</p>	
	<p>Time Table-</p> <p>Preparing Time Tables as per the workload submitted by the department Heads and displaying for students and staff.</p>	10 days	<p>Dr. Rachna Vishwanathan Assoc. Prof.</p> <p>Smt. Madhuri Ratnaparkhi Asst. Prof.</p> <p>Smt. Anuja Kinikar Asst. Prof.</p>	
	<p>Magazine</p> <p>To provide a platform to bring out creative expressions and enhance writing skills among students.</p> <p>To keep the staff and students updated</p>		<p>Dr. Uma Giri, Asst. Prof.</p> <p>Dr. Vrushali Nagrale, Assoc. Prof.</p>	

	with various activities and programs.			
	Mentoring Academic Guidance and mentoring is given to the students.	-----	Smt. Aparna Machhe Assoc. Prof.	
	Students Welfare ➤ To inculcate co-curricular/ extra-curricular, cultural activities, NSS, NCC and Sports.		Dr. Chandrakala Mannuru Assoc. Prof. Dr. Preeti Dharmade Asst. Prof. Dr. Lalieetaa Bbhagat Asst. Prof. Dr. Smita Zambre Asst. Prof.	
	PTA ➤ To collect data about parents. ➤ To arrange PTA meetings / open day. ➤ Act as the communicator between students, parents and teachers.	-----	Dr. Rachna Vishwanathan Assoc. Prof. Smt. Ratnaprabha Nanaware Asst. Prof.	
	IQAC To plan and monitor the academic activities to maintain the internal quality.	-----	Dr. Rachna Vishwanathan Assoc. Prof. Madhuri Ratnaparkhi Asst. Prof. Anuja Kinikar Asst. Prof.	
	Alumni Association ➤ To keep accountability with the goals and objectives of the college. ➤ To increase the number of members. ➤ To generate income for constructive work.		Smt. Anuja Kinikar President. Dr. Lalieeta Bbhagat Asst. Prof.	

	<ul style="list-style-type: none"> ➤ To encourage entrepreneurial skills. ➤ To give due publicity to the college and the programs in the society. 		Smt. Madhuri Ratnaparkhi Asst. Prof.	
	<p>RTI</p> <ul style="list-style-type: none"> ➤ To take the cognizance and refer to the relevant sources and follow proper legal proceedings of RTI. 	One month	Dr. Muktaja Vikas Mathkari Principal Smt. Chhaya Gade Sr. Clerk	
2. Accounts Office				
	<p>Collection of Fee</p> <p>Preparation of Pay Bill</p> <p>RTGS</p> <p>Audit-internal and statutory audit Maintenance of daily accounts and Petty cash, Budget preparation</p> <p>Procuring and Processing Quotations, getting the Admin and Financial approval. Purchase order Operation of UNISUITE Dead Stock Register</p>	<p>Two months</p> <p>5 days</p> <p>3 days</p> <p>-</p> <p>15 days</p> <p>one month</p>	Smt. Chhaya Gade Sr. Clerk	
	<ul style="list-style-type: none"> • To attend to the academic and co-curricular activities of the department. 			

	<ul style="list-style-type: none">● Monitoring the teaching and Internal evaluation.➤ Department of Food Science and Nutrition.➤ Department of Textile Science and Apparel Design➤ Department of Resource Management➤ Department of Human Development➤ Department of Human Ecology and consumer Services➤ P.G. Department of Foods Science and Nutrition		<ul style="list-style-type: none">➤ Dr. Chandrakala Mannuru➤ Dr. RachnaVishwanathan➤ Smt. MadhuriRatnaparkhi➤ Smt. AparnaMachhe➤ Dr. Lalieeta Bbhagat➤ Smt. Anuja Kinikar	
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