



# S.B. PATIL PUBLIC SCHOOL

Survey No. 110, Gat No. 1, Ravet, Pune - 412101, Maharashtra  
CBSE Affiliation Number: 1130 534 | NABET Accreditation Number: WS 2428 071 | QS I-GAUGE Diamond Rated  
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## TOUCH POINT AND ESCALATION MATRIX (2025-26)

### A. Student and Parent Services

Department	Level	Faculty Name	Email	Contact Numbers
<b>Help Desk</b>	Level 1	Mr. Swapnil Lokhande	helpdesk.sbpps@gmail.com	8087211888 7030183183
		Ms. Gauri Mawale	helpdesk.sbpps@gmail.com	
	Level 2	Mr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>Admission and Other Related Data/ Queries</b>	Level 1	Ms. Purva Kachwal	purva.kachwal@sbpatilschool.org	8087211888 7030183183
	Level 2	Ms. Jasmin Shikalgar	admission@sbpatilschool.org	
	Level 3	Mr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 4	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>Accounts and Finance</b>	Level 1	Ms. Snehal Sonwal	accounts@sbpatilschool.org	9172775693 8087211888
	Level 2	Ms. Ruchita Parab	finance@sbpatilschool.org	
	Level 3	Mr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 4	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>Transport</b>	Level 1	Mr. Shrikant Thite	shrikant.thite@sbpatilschool.org	8087211888 7030183183
	Level 2	Mr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>Uniform</b>	Level 1	Mr. Manish Dhekale	manish.dhekale@sbpatilschool.org	8087211888 7030183183
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sbpatilschool.org	

		Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>Books</b>	Level 1	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sbpatilschool.org	8087211888 7030183183
		Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
	Level 2	Mr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>Library</b>	Level 1	Ms. Swati Khaire	library@sbpatilschool.org	8087211888 7030183183
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<b>Health and Wellness</b>	Level 1	Ms. Sujata Bhalerao	wellness.sbpps@gmail.com	8087211888 7030183183
		Ms. Kalyani Jadhav	wellness.sbpps@gmail.com	
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<b>Canteen</b>	Level 1	Mr. Shrikant Thite	shrikant.thite@sbpatilschool.org	8087211888 7030183183
	Level 2	Mr. Manish Dhekale	manish.dhekale@sbpatilschool.org	

## B. Academic Support and Enrichment Services

Department	Level	Faculty Name	Email	Contact Numbers
<b>Examination and Assessments</b>	Level 1	Respective Section Coordinators	-	8087211888
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sbpatilschool.org	
		Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>External Exams</b>	Level 1	Ms. Aayesha Syed	aayesha.s@sbpatilschool.org	8087211888 7030183183
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sbpatilschool.org	
		Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>International Relations and Career Counselling</b>	Level 1	Ms. Susmita Roy	susmita.r@sbpatilschool.org	8087211888 7030183183
	Level 2	Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
		Mr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>Sports</b>	Level 1	Mr. Chandrakant Thombre	chandrakant.thombre@sbpatilschool.org	8087211888 7030183183
		Mr. Dhanaji Patil	dhanaji.patil@sbpatilschool.org	
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sbpatilschool.org	
		Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
		Mr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>Art, Music and Dance</b>	Level 1	Mr. Yogesh Deole	yogesh.deole@sbpatilschool.org	8087211888 7030183183
		Ms. Kranti Kulkarni	kranti.kulkarni@sbpatilschool.org	
		Ms. Sulochana Pawar	sulochana.pawar@sbpatilschool.org	
		Mr. Ajay Chawariya	ajay.chawariya@sbpatilschool.org	

	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sbpatilschool.org	
		Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
		Mr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
<b>Co and Extra-curricular Activities (CCA)</b>	Level 1	Ms. Varsha Kulkarni (In-house)	varsha.kulkarni@sbpatilschool.org	8087211888 7030183183
		Ms. Sujata Bhoite (In-house)	sujata.bhoite@sbpatilschool.org	
		Ms. Kranti Kulkarni (In-house)	kranti.kulkarni@sbpatilschool.org	
		Ms. Swaleha Mujawar (CBSE and External)	swaleha.mujawar@sbpatilschool.org	
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sbpatilschool.org	
		Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	

### C. Digital and Systems Infrastructure

Department	Level	Faculty Name	Email	Contact Numbers
IT	Level 1	Mr. Aman Yadav	lt.sbpps@gmail.com	8087211888 7030183183
		Mr. Abhijeet Gaikwad		
	Level 2	Mr. Manish Dhekale	manish.dhekale@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	
ERP	Level 1	Mr. Swapnil Lokhande	swapnil.lokhande@sapatilschool.org	8087211888 7030183183
	Level 2	Ms. Anusaya Swami	anusaya.swami@sapatilschool.org	
		Ms. Richa Arora	richa.arora@sapatilschool.org	
	Level 3	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sapatilschool.org	
		Ms. Padmavati Banda	padmavati.banda@sapatilschool.org	
		Mr. Manish Dhekale	manish.dhekale@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	

#### D. Institutional Management and Compliance

Department	Level	Faculty Name	Email	Contact Numbers
<b>Infrastructure and Related Queries</b>	Level 1	Mr. Manish Dhekale	manish.dhekale@sapatilschool.org	8087211888 7030183183
		Ms. Padmavati Banda	padmavati.banda@sapatilschool.org	
		Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sapatilschool.org	
	Level 2	Dr. Bindu Saini	principal@sapatilschool.org	
<b>Purchase</b>	Level 1	Mr. Tejas Tarte	purchase@sapatilschool.org	8087211888 7030183183
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sapatilschool.org	
		Ms. Padmavati Banda	padmavati.banda@sapatilschool.org	
		Mr. Manish Dhekale	manish.dhekale@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	
<b>Recruitment and Other HR Activities</b>	Level 1	Ms. Harsha Jain	hr1.sbpps@gmail.com	8087211888 7030183183
	Level 2	Mr. Manish Dhekale	manish.dhekale@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	
<b>Media and Publishing: Website, News Magazine and Others</b>	Level 1	Dr. Rohit Sarkar	roe.sapatilschool@gmail.com	8087211888 7030183183
	Level 2	Mr. Manish Dhekale	manish.dhekale@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	
<b>Quality Management: NABET and QSI GAUGE</b>	Level 1	Ms. Darshana Kamat	darshana.k@sapatilschool.org	8087211888 7030183183
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sapatilschool.org	
	Level 3	Ms. Padmavati Banda	padmavati.banda@sapatilschool.org	
		Mr. Manish Dhekale	manish.dhekale@sapatilschool.org	
	Level 4	Dr. Bindu Saini	principal@sapatilschool.org	

## E. Academic Governance

Department	Level	Faculty Name	Email	Contact Numbers
Foundational Stage (Nursery, Junior KG and Senior KG): Academics and Others	Level 1	Ms. Supreya Nitin	supreya.nitin@sapatilschool.org	8087211888 7030183183
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	
Foundational Stage (Grades I & II): Academics and Others	Level 1	Ms. Nayna Taru	nayna.taru@sapatilschool.org	8087211888 7030183183
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	
Preparatory Stage (Grades III to V): Academics and Others	Level 1	Ms. Archana Prabhune	archana.prabhune@sapatilschool.org	8087211888 7030183183
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	
Middle Stage (Grades VI to VIII): Academics and Others	Level 1	Ms. Vandana Sangle	vandana.sangle@sapatilschool.org	8087211888 7030183183
	Level 2	Ms. Padmavati Banda	padmavati.banda@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	
Secondary Stage (Grades IX & X): Academics and Others	Level 1	Ms. Prutha Vaidya	darshana.k@sapatilschool.org	8087211888 7030183183
	Level 2	Ms. Padmavati Banda	padmavati.banda@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	
Secondary Stage (Grades XI & XII): Academics and Others	Level 1	Ms. Darshana Kamat	darshana.k@sapatilschool.org	8087211888 7030183183
	Level 2	Ms. Padmavati Banda	padmavati.banda@sapatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sapatilschool.org	

Date: 6<sup>th</sup> October, 2025

Prepared by: Media and Publishing Department Exec.



*Bindu Saini*

Principal's Signature and Seal of the Institute

Approved by: Principal