



S.B. PATIL PUBLIC SCHOOL

Survey No. 110, Gat No. 1, Ravet, Pune - 412101, Maharashtra
 CBSE Affiliation Number: 1130 534 • NABET Accreditation Numhanaber: WS 2428 071 • QS I-GAUGE Diamond Rated
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TOUCH POINT AND ESCALATION MATRIX (2026-27)

A. Student and Parent Services

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

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

B. Academic Support and Enrichment Services

Department	Level	Faculty Name	Email	Contact Numbers
Examination and Assessments	Level 1	Respective Section Heads	-	8087211888
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	Level 2	Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
External Exams	Level 1	Ms. Jyoti More	jyoti.more@sbpatilschool.org	8087211888 7030183183
	Level 1	Ms. Aayesha Syed	aayesha.s@sbpatilschool.org	
	Level 2	Ms. Shubhangi Kulkarni	shubhangi.kulkarni@sbpatilschool.org	
	Level 2	Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
International Relations and Career Counselling	Level 1	Ms. Susmita Roy Ms. Ankita Thakare	susmita.r@sbpatilschool.org	8087211888 7030183183
	Level 2	Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
	Level 2	Dr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
Sports	Level 1	Mr. Chandrakant Thombre	chandrakant.thombre@sbpatilschool.org	8087211888 7030183183
	Level 1	Mr. Dhanaji Patil	dhanaji.patil@sbpatilschool.org	
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	Level 2	Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
	Level 2	Dr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	
Art, Music and Dance	Level 1	Mr. Kuldeep Ghadage	Kuldeep.ghadage@sbpatilschool.org	8087211888 7030183183
	Level 1	Ms. Kranti Kulkarni	kranti.kulkarni@sbpatilschool.org	
	Level 1	Ms. Sulochana Pawar	sulochana.pawar@sbpatilschool.org	

	Level 1	Mr. Ajay Chawariya	ajay.chawariya@sbpatilschool.org	
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	Level 2	Dr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
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Co and Extra-curricular Activities (CCA)	Level 1	Ms. Varsha Kulkarni (In-house)	varsha.kulkarni@sbpatilschool.org	8087211888 7030183183
	Level 1	Ms. Sujata Bhoite (In-house)	sujata.bhoite@sbpatilschool.org	
	Level 1	Ms. Kranti Kulkarni (In-house)	kranti.kulkarni@sbpatilschool.org	
	Level 1	Ms. Treasa Peters	treasa.peters@sbpatilschool.org	
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	Level 2	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	it.sbpps@gmail.com	8087211888 7030183183
	Level 1	Ms. Kavita Solanke	it.sbpps@gmail.com	
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ERP	Level 1	Mr. Swapnil Lokhande	swapnil.lokhande@sbpatilschool.org	8087211888 7030183183
	Level 1	Ms. Rohini Jadhav	rohini.jadhav@sbpatilschool.org	
	Level 2	Ms. Anusaya Swami	anusaya.swami@sbpatilschool.org	
	Level 2	Ms. Richa Arora	richa.arora@sbpatilschool.org	
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	Level 3	Ms. Padmavati Banda	padmavati.banda@sbpatilschool.org	
	Level 3	Dr. Manish Dhekale	manish.dhekale@sbpatilschool.org	
	Level 3	Dr. Bindu Saini	principal@sbpatilschool.org	

D. Institutional Management and Compliance

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

Date: 17th June, 2026

Prepared by: Media and Publishing Department Exec.



Bindu Saini

Principal's Signature and Seal of the Institute

Approved by: Principal