



# **SNDT Women's University**

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## **AQAR 2020-21**

### **Criterion V**

#### **Supporting documents**

#### **For**

**5.1.4 - The Institution adopts the following for redressal of student grievances including sexual harassment and ragging cases**


**1.Implementation of guidelines of statutory/regulatory bodies**

**2.Organisation wide awareness and undertakings on policies with zero tolerance**

**3. Mechanisms for submission of online/offline students' grievances**

**4.Timely redressal of the grievances through appropriate committees are available at**

**<https://sndt.ac.in/pdf/naac/criteria-5/5-1-4-redressal-of-student-grievances.pdf>**

  
Registrar (Addl. Charge)  
SNDT Women's University  
Mumbai - 20.

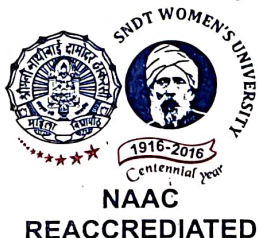
## **SNDT Women's University, Mumbai**

### **CRITERIA – V**

#### **Index of Supporting Documents**

##### **5.1.4 Redressal of Students Grievances including Sexual Harassment and Ragging Cases**

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# C. U. Shah College of Pharmacy

S. N. D. T. Women's University, Mumbai.

Sir Vithaldas Vidya Vihar, Santacruz (West), Mumbai - 400 049.

E-mail : [cushahpharmacy@sndt.ac.in](mailto:cushahpharmacy@sndt.ac.in) Web : <https://sndt.ac.in/cushahpharmacy>

Tel. : 2660 8493, Extn. : 2239 (D) : 2660.9577

**DR. (MRS.) PRATIMA A. TATKE**  
Principal

C. U. Shah College of Pharmacy

SNDT Women's University

## Report of Grievance Redressal Committee 2020-21

As per directives of honorable supreme court of India, UGC regulations and anti-ragging act, C. U. Shah College of Pharmacy has constituted a grievance redressal committee as follows:


S. N.	NAMES	DESIGNATION	CONTACT NO.
1	Dr. Pratima Tatke	Head of the Institution, Convener	9819218700
2	Dr. M. J. Bhitre	Faculty Member, Co-convener	9869667172
3	Ms. Rashmita Poojary	Student member	8779778486
4	Mr. Sharad Dangle	Office superintendent	9869420520

Following two grievances were redressed in the year 2020-21 as follows:

1. A letter was received by post addressed to Dr. Pratima Tatke from one of the students with complaints with respect to online teaching in June-July 2021. The complaints were related to connectivity issues faced by the students and teachers, time management problems and lack of motivation in students. An online staff meeting was conducted to address the issue. During the meeting, Dr. Tatke read the letter and the complaints were discussed with all the faculty members. It was unanimously decided to discuss the issue with students by calling a meeting with students.

In the students' meeting, Dr. Tatke asked the students regarding the issues and also explained them that, teachers are also facing connectivity issues and taking back to back lectures. Students were mainly feeling lack of motivation and wanted to come out of the class interaction which was provided by the meeting. Students also expressed the concern regarding uncertainty in their final examination, Dr. Tatke counselled them, and told them not to worry about the exams.

2. M. Pharm students were anxious during the period of their Semester II final examination (November 2021) as the timetable was not put up well in advance by examination section, SNDTWU. Students complained through WhatsApp group to the Principal, Dr. Pratima Tatke. Dr. Tatke, M. Pharm coordinator, Dr. Namita Desai spoke to students, counselled them and explained them the problems faced by the university while conducting online examinations. They motivated students and prepared them mentally to appear for the examinations.

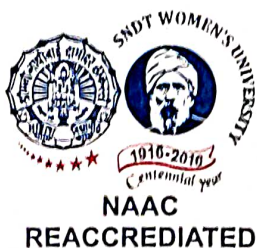
  
Dr. Pratima Tatke

Principal

Dr. Pratima Tatke  
Principal

C. U. Shah College of Pharmacy,  
S.N.D.T. Women's University,  
Santacruz (W), Mumbai - 400 049.

The College has the facility of C. U. Shah Pharmaceutical Research Centre



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Tel. : 2660 8493, Extn. : 2239 (D) : 2660 9577



**DR. (MRS.) PRATIMA A. TATKE**  
Principal

	5.1 – Student Support - 2020-21			
	5.1.4 – Institutional mechanism for transparency, timely redressal of student grievances, Prevention of sexual harassment and ragging cases during the year			
Sr. No	Department	Total grievances received	Number of grievances redressed	Avg. number of days for grievance redressal
1	C U Shah	2	2	7 days





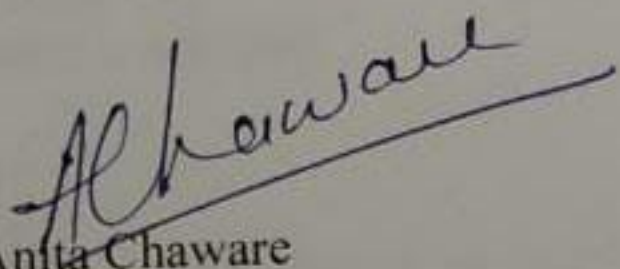
Ref / PGDCSA/MCA/2020-21/95.

Date – 26th March 2021

**INTERNAL COMPLAINT COMMITTEE**

Following are the members of **Internal Complaint** Committee

MEMBER	NAME
Chairperson	Dr. Anita Chaware (Head of the Department)
Member of Teaching	Ms. Swati Meshram (Assistant Professor)
Member of Teaching	Ms. Shaesta Khan (Assistant Professor)
Member of Non -Teaching	Mrs Darshana Sakpal
Student Representative	Ms Pallavi Tatiparti
Student Representative	Ms Pooja Pandharkame
NGO Representative	Dr Ravikala Kamat

  
Dr Anita Chaware  
Head,  
P.G.Dept of Computer Science,  
S.N.D.T Women's University,  
Santacruz (w),  
Mumbai – 400 049





**DEPARTMENT OF POST GRADUATE HOME SCIENCE**  
**S.N.D.T. WOMEN'S UNIVERSITY**

Sir Vithaldas Vidyavihar, Juhu, Santacruz (West), Mumbai - 400 049.

Phone : 022 - 2660 8855, 2660 8462 / 93 Extn. : 2281

Email : [pghscjuhuoffice@sndt.ac.in](mailto:pghscjuhuoffice@sndt.ac.in)

Ref. No. P.G.H.Sc./2020-21/65

Date: 17/09/2020.

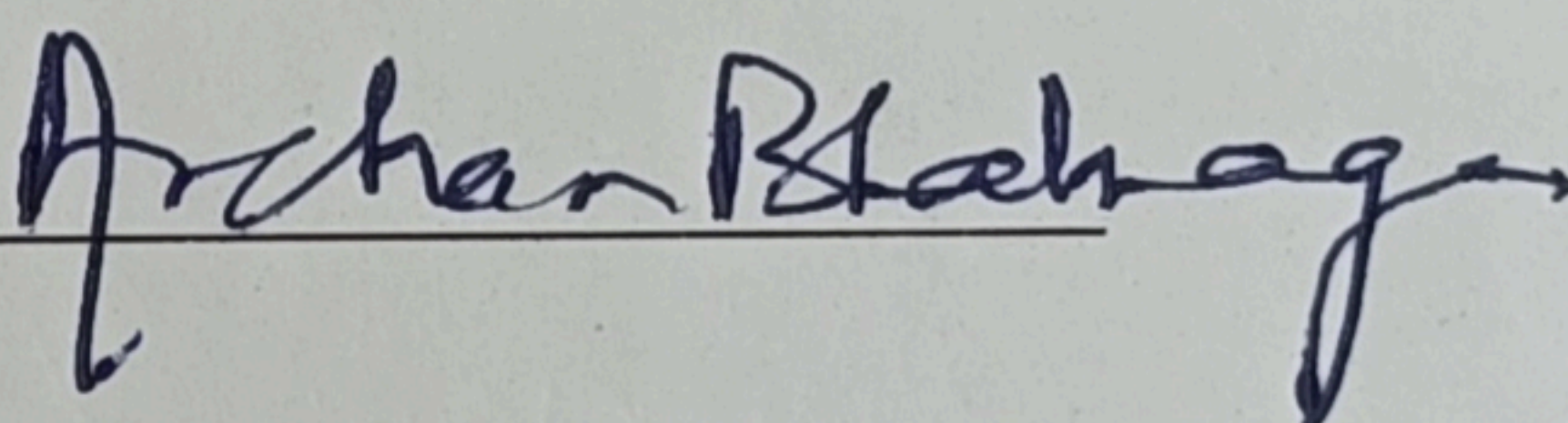
**Internal Grievance Committee 2020-2021**

Following are the members of Internal Grievance Committee.

**Chairperson**

Prof. Archana Bhatnagar

**Signature**



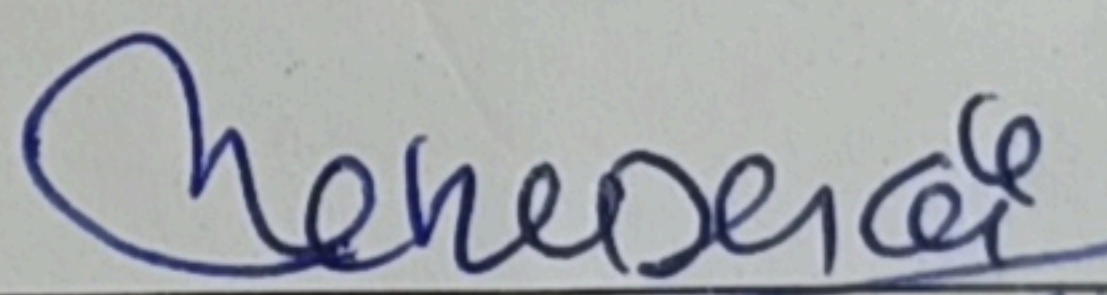
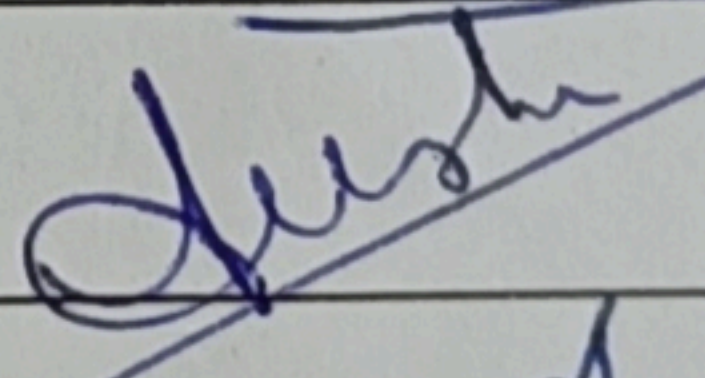
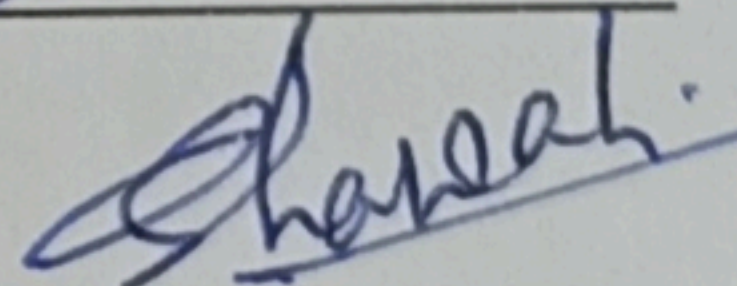
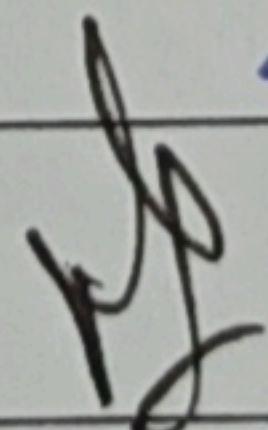
**Member Teaching**

Prof. Mira Desai

Dr. Anshu Sharma

Dr. Chandrashekhar Gawali

Dr. Manjit Kaur Chauhan





**DEPARTMENT OF POST GRADUATE HOME SCIENCE**  
**S.N.D.T. WOMEN'S UNIVERSITY**

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Phone : 022 - 2660 8855, 2660 8462 / 93 Extn. : 2281

Email : [pghscjuhuoffice@sndt.ac.in](mailto:pghscjuhuoffice@sndt.ac.in)

Ref. No. P.G.H.Sc./2020-21/04

Date: 17/09/2020.

**Anti Ragging Committee 2020-2021**

Following are the members of Anti Ragging Committee.

**Chairperson**

Prof. Archana Bhatnagar

**Signature**

*Archana Bhatnagar*

**Member Teaching**

Prof. Mira Desai

Dr. Anshu Sharma

Dr. Chandrashekhar Gawali

Dr. Manjit Kaur Chauhan

*Mira Desai*  
*Anshu Sharma*  
*Chandrashekhar Gawali*  
*Manjit Kaur Chauhan*





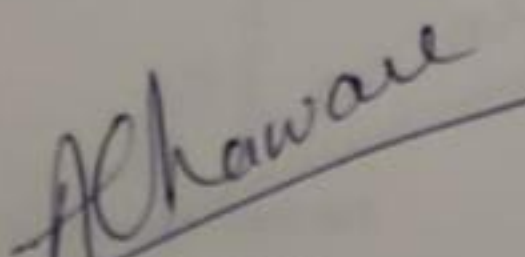
Ref / PGDCSA/MCA/2020-21/94.

Date – 26th March 2021

**ANTI- RAGGING COMMITTEE**

Following are the members of Anti – Ragging Committee

MEMBER	NAME
Chairperson	Dr. Anita Chaware (Head of the Department)
Member of Teaching	Ms. Swati Meshram (Assistant Professor)
Member of Teaching	Ms. Shaesta Khan (Assistant Professor)
Member of Non -Teaching	Mrs Darshana Sakpal
Student Representative	Ms Pallavi Tatiparti
Student Representative	Ms Pooja Pandharkame
Local Media Representative	Dr Mira Desai
Parent Representative	Mr. Shah

  
Dr Anita Chaware  
Head,  
P.G.Dept of Computer Science,  
S.N.D.T Women's University,  
Santacruz (w),  
Mumbai – 400 049