

SHREEMATI NATHIBAI DAMODAR THACKERSEY WOMEN'S UNIVERSITY

01, Nathibai Thackersey Road, Churchgate, Mumbai – 400 020.

CITIZEN'S CHARTER

Name and contact number of the Appellate Officer to whom complaint can be made in case service is not provided to a citizen.		Dr. P.N. Mandhare (Controller of Examinations) S.N.D.T. Women's University, Pariksha Bhavan, Juhu Road, Santacruz (W), Mumbai – 400049. (Direct) 022-26615159 Email – coe@sndt.ac.in		
Certificate Unit, Ground Floor, Pariksha Bhavan				
Names of the Officers and staff providing services.		Shri. Deepak Pawar (Statistical Asst.), Smt. Shruti V. Sawant (Jr. Clerk-Cum-Typist) and Shri. Ramesh Ghige (Jr. Clerk-Cum-Typist) Contact Information: 022- 26615168/38 , Ext. 103 & 104,(Direct) 022 – 26612877		
Sr. No.	Information of services provided by the Units.	Prescribed fee	Documents required.	Time limit for providing the services after submission of requisite application.
01	* Degree/Diploma Certificate (A) For Certificate/Diploma & Bachelors Degree Programmes (B) For Post Graduate Diplomas/ Masters Degree and Bachelor of Education Programmes (C) For Master of Philosophy and Doctor of Philosophy	**Rs. 375/- **Rs. 450/- ** Rs. 550/-	**** 1.1 Photocopy of Final Year Marksheet	On the day of Convocation

* Application form can be downloaded from University Website or from the Counter at Examinations Section.

** The requisite fee revised time to time can be paid by Cash or Demand Draft. The Draft should be in favour of "The Registrar, SNDT Women's University", payable at Mumbai.

*** The application form should be submitted through the Principal/Director or Head of the Institution.

**** Late fee will be charged for delay in collecting Degree / Diploma certificates by the student.

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02	*Correction in Degree/Diploma Certificate (application need to be forwarded within 6 months after the convocation)			
	(A) For Certificate/Diploma & Bachelors Degree Programmes	**Rs. 375/-	2.1 Photocopy of Degree/Diploma Certificate	21 Days
	(B) For Post Graduate Diplomas/ Masters Degree and Bachelor of Education Programmes	**Rs. 450/-	2.2 Photocopy of corrected marksheet	
(C) For Master of Philosophy and Doctor of Philosophy	** Rs. 550/-			
03	*Duplicate Degree/Diploma Certificate	**Rs. 750/-	3.1 Photocopy of Final Year Marksheet 3.2 Affidavit on stamp paper of Rs. 100/- non judicial stamp paper	01 Month
04	*Migration Certificate	**Rs. 255/-	4.1 Photocopy of Marksheet 4.2 Photocopy of Leaving Certificate / Transfer Certificate	10 Days
05	* Confirmation of Migration Certificate / Duplicate Migration Certificate	**Rs. 255/-	5.1 Photocopy of Marksheet 5.2 Photocopy of Leaving Certificate / Transfer Certificate 5.3 Affidavit for loss of original Migration Certificate to be prepared on a Stamp Paper of Rs.100/- (non judicial Stamp Paper).	10 Days
06	*Duplicate Marksheet	**Rs. 150/-	6.1 The details about examination, year, seat number etc. are compulsory need to be provided. 6.2 Affidavit for loss of original marksheet to be prepared on a Stamp Paper of Rs.100/- (non judicial Stamp Paper)	10 Days

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07	*Passing Certificate	**Rs. 150/-	7.1 Photocopy of Final year Marksheet	10 Days
08	* Provisional Passing Certificate	**Rs. 150/-	8.1 Photocopy of Final year Marksheet	10 Days
09	*Merit Certificate	**Rs. 150/-	9.1 Only for Merit Rankers and Prize Winner students	➤ Once in a year at the time of convocation ➤ On request within 10 Days
10	*Rank Certificate	**Rs. 150/-	10.1 Photocopy of Final Year Marksheet 10.2 Photocopy of Press copy duly attested by the College Institution /University Department.	10 Days
11	*Percentage Certificate	**Rs. 150/-	11.1 Photocopy of Final year Marksheet	07 Days
12	*Transfer Certificate (only for students of Centre for Distance Education)	**Rs. 150/-	12.1 Photocopy of Marksheet issued by Centre for Distance Education	07 Days
13	*Attempt Certificate	**Rs. 150/-	13.1 Photocopies of all previous marksheets	07 Days
14	*Medium of Instruction	**Rs. 150/-	14.1 Photocopy of Marksheet	07 Days

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Certificate Unit, Ground Floor, Pariksha Bhavan				
Names of the Officers and staff providing services.		Shri. Deepak Pawar (Statistical Asst.), Smt. Shruti V. Sawant (Jr. Clerk-Cum-Typist) and Shri. Ramesh Ghige (Jr. Clerk-Cum-Typist) Contact Information: 022- 26615168/38 , Ext. 103 & 104,(Direct) 022 – 26612877		
Sr. No.	Information of services provided by the Units.	Prescribed fee	Documents required.	Time limit for providing the services after submission of requisite application.
Authentication /Verification of Transcript and Educational Documents				
15	*Educational Institutes / Government establishments within India	**Rs.500/- (for two sets) **Rs. 200/-will be charged for every additional set	15.1 Original Letter issued by the educational Institute 15.2 Photocopies of the educational qualification for which authentication /verification is sought.	07 Days
16	*Foreign Universities/Countries/Consulates/ Private / HRD & Corporate Sector (within and outside India)	**Rs. 1500/- for two sets) **Rs. 200/- will be charged for every additional set	16.1 Original letter issued by the concerned organizations. 16.2 Photocopies of the educational qualification for which authentication/ verification is sought.	07 Days
17	*Transcript Verification/Authentication	**Rs. 1000/- **Rs. 200/-will be charged for every additional set	17.1 Set of Original Transcript issued by the College / University Departments	07 Days

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B.A. /B.Com Unit, Technology Unit, Home Science Unit, Education Unit - First Floor, Pariksha Bhavan				
Names of the Officers and staff providing services.		B.A. /B.Com Unit - Smt. Ravikala Shettigar (Head Clerk) : 022 – 26611595 (Direct) Education & Home Science Unit - Shri. Pankaj Solanki (Head Clerk) : 022-26603322 (Direct) Technology Unit - Shri. Kamalakar Jadhav (Head Clerk) : 022 – 26615985 (Direct) & 022 – 26612265 (Direct)		
18	*Photocopy of Answerbook The student may apply for Photocopy of answerbook(s) in prescribed format to the Controller of Examinations, within the period of 15 days from the date of declaration of result, of the concerned examination.	**Rs.150/- Per Answerbook	*** 18.1 Photocopy of Marksheet	07 Days
19	*Verification of Marks The student may apply for verification of marks in prescribed format to the Controller of Examinations, within the period of 08 days from the date of declaration of result of the concerned examination. (A) Provided that, the student applying for verification will not be eligible for applying for revaluation in the same head or heads of the University Examination	**Rs.30/- Per Paper	*** 19.1 Photocopy of Marksheet	07 Days

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20	*Revaluation of Answerbook The student may apply for revaluation of answerbook in prescribed format to the controller of examinations within 30 days from the date of declaration of the result of the concerned examination. (Maximum two answerbooks of student can be revaluated.)	**Rs. 750/- (Per Answerbook)	*** 20.1 Photocopy of Marksheet	30 Days
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