



CITIZEN CHARTER

Aim : To Work for better Quality in Medical Education.

Nature of Services	Service Delivery Standard Time Limit
A. Teaching Faculties 1. Clinical 2. Non - Clinical	Classes are organized as per the regulations of NTR UHS, Vijayavada
B. Academic Section (on all Working days)	09.00 AM to 04.00PM
1. Bonafide Certificates	Second Day
2. Issue of Transcription	Second Day
3. Return of Originals	Second Day
4. Railway/ Air Travels concession	Second Day
5. Renewal of Scholarship	Second Day
6. Foreign verification of certificates	Two Days
C. Hostels Office hours	09.00 AM to 04.00PM
1. Men's Hostel	09.00 AM to 04.00PM
2. Women's Hostel	09.00 AM to 04.00PM
D. Account Section	09.00 AM to 05.00PM
1. Collection of fees	Same Day
2. Disbursement of Scholarship	Same day of encashment from Treasury

Complaints Redressal System :

Principal/ HOD's/ Warden/ Administrative Officer Courteous and helpful services will be rendered by all the staff members and faculty members.

Complaints/ Suggestions for effective function in the above departments are welcome and can be registered. A Complaints register is maintained for the purpose.

Designation of the Officer	Location	Contact No.
1. Principal	Ground Floor	7995574344 08572 - 246666 Extn : 213
2. Warden	Ground Floor	7995574332
3. Warden	Ground Floor	8096849428
4. Administrative Officer	First Floor	7995574330 08572 - 246666 Extn : 232