

CITIZENS CHARTER

S.No.	Nature of service	Service delivery standard time limit
01.	Teaching faculties: Clinical	
02.	Teaching faculties: Non-Clinical	Classes are organized as per the regulations approved in the BoS meeting of SVIMS university and finalized the syllabus and teaching schedules.
03.	Academic Calendar (On all working days)	Working hrs. from 9-00 A.M. to 5-00 P.M
04.	Hostel Office hours	Working hrs. from 9-00 A.M. to 5.00 P.M.
05.	Complaint redressal system	<p>150 teaching faculty have been designated as mentors for the total number of 300 students and allot two students for each mentor.</p> <p>Each mentor has to look after the academic as well as personal problems if any faced by the students and to bring it to the notice of the Dean, SVIMS, SPMC-W for early solution.</p> <p>The students can approach their mentors in person or by phone in case of emergency.</p> <p>The mentors are to interact with the students once in fifteen days and with the parents whenever necessary.</p>
06.	Name, designation and contact phone numbers of the head of the college.	Dr. M. Hanumantha Rao, Principal SVIMS, SPMCW TIRUPATI – 517 507. Phone No: 0877-2288442.