|  |  |  |  |
| --- | --- | --- | --- |
| **LGED**  **Citizen Charter** | | | |
| f~wgKvt  ¯’vbxq miKvi, cjøx Dbœqb I mgevq gš¿Yvjq, ¯’vbxq miKvi wefv‡Mi Aaxb ¯’vbxq miKvi cÖ‡KŠkj Awa`ßi (GjwRBwW) ¯’vbxq miKvi cÖwZôvb mg~n‡K KvwiMix mnvqZv cÖ`vb, cjøx I knivÂ‡ji AeKvVv‡gv Dbœqb I iÿYv‡eÿYmn ÿz`ªvKvi cvwb m¤ú` Dbœq‡bi gva¨‡g †`‡ki Av\_©mvgvwRK Ae¯’vi DbœwZ I Kg©ms¯’v‡bi my‡hvM m„wó‡Z ¸iæZ¡c~Y© Ae`vb ivL‡Q| GKUv mgq wQj hLb evsjv‡`k MÖvgxY GjvKvi †hvMv‡hvM AeKvVv‡gv wQj AZ¨šÍ bvRzK| AvR GjwRBwWÕi gva¨‡g e¨vcK Dbœqb Kg©Kv‡Ûi gva¨‡g †`‡ki me©Î MÖvgxY †hvMv‡hv‡Mi †ÿ‡Î GK ˆecøweK cwieZ©b G‡m‡Q| AvR MÖv‡gi Drcvw`Z dmj evRviRvZKiY I cwienb myweav e„w× †c‡q K…lK‡`i Drcvw`Z c‡b¨i b¨vh¨ g~‡j¨ cÖvwß wbwðZ n‡”Q| GQvovI cwi‡e‡ki fvimvg¨ msiÿY I `vwi`ª we‡gvP‡bi j‡ÿ¨ miKv‡ii  RvZxq Kg©m~Px ev¯Íevq‡bI GjxRBwW ¸iæZ¡c~Y© f~wgKv cvjb Ki‡Q| evsjv‡`k miKv‡ii wbR¯^ A\_©vq‡b I Dbœq‡b mn‡hvMx ms¯’vi mnvqZvq GjwRBwW wewfbœ cÖKí I Kg©m~Px ev¯Íevqb Ki‡Q| wmwU‡Rb PvU©vi nj RbM‡bi †mev cvIqvi AwaKv‡ii wjwLZ mb`| Gi gva¨‡g RbM‡bi Avkv AvKvsLvi cÖwZdjb NwU‡q we`¨gvb †mevmg~‡ni gvb Dbœq‡bi my‡hvM m„wó nq| wmwU‡Rb PvU©v‡ii gva¨‡g †mev MÖnYKvix‡`i h\_vmg‡q †mev cÖ`vb wbwðZ Kiv nq| †mev cÖ`vbKvix KZ…©c‡ÿi Kg©Kv‡Ûi ¯^”QZv Revew`wnZv I cÖkvm‡bi MwZkxjZv e„w× cvq| wmwU‡Rb PvU©v‡ii gva¨‡g †mev MÖnYKvix I cÖ`vbKvixi g‡a¨ cvi¯úvwiK Av¯’v e„w× cvq|  GjwRBwWÕi g~L¨ `vwqZ¡vejxt | | | |
|  | | | |
| 01| | cjøx I bM‡i AÂ‡j AeKvVv‡gv Dbœq‡bi j‡ÿ¨ cwiKíbv cÖYqb, ev¯Íevqb I cwiexÿY; | | |
| 02| | cjøx AeKvVv‡gv iÿYv‡eÿY; | | |
| 03| | ‡MÖv\_ †m›Uvi/nvU evRvi Dbœq‡b cwiKíbv cÖYqb, ev¯Íevqb I cwiexÿY; | | |
| 04| | BDwbqb, Dc‡Rjv, †Rjv cwil` I †cŠimfv‡K KvwiMix mnvqZv cÖ`vb; | | |
| 05| | BDwbqb, Dc‡Rjv I †cŠimfv cøvbeyK, g¨vwcs I moK Ges mvgvwRK AeKvVv‡gvi WvUv‡eR cÖ¯‘ZKiY; | | |
| 06| | ÿz`ªvKvi cvwb m¤ú` Dbœqb cwiKíbv, ev¯Íevqb I cwiexÿY; | | |
| 07| | wewfbœ gš¿Yvj‡qi AeKvVv‡gv Dbœqb Kg©m~Px ev¯Íevqb I cwiexÿY; | | |
| 08| | RbcÖwZbxwa, DcKvi‡fvMx, wVKv`vi, Pzw³e× kÖwgK`jmg~‡ni mswkøó Dbœqb Kg©Kv‡Û cÖwkÿY; | | |
| 09| | wWRvBb I Ab¨vb¨ KvwiMix g‡Wj, g¨vby‡qj I †¯úwmwd‡Kkb cÖYqb; | | |
| 10|  GjwRBwWÕi LvZIqvix cÖavb cÖavb Kg©KvÛt | GjwRBwWÕi Kg©KZ©v/Kg©Pvix‡`i cÖwkÿ‡Yi gva¨‡g `ÿZv e„w×; | | |
|  | | | |
| MÖvgxY AeKvVv‡gv | | bMi AeKvVv‡gv | ÿy`ªvKvi cwb m¤ú` Dbœqb |
| moK wbg©vY/cybwbg©vY/cyb©evmb | | moK dyUcvZ wbg©vY/cybwbg©vY | euva wbg©vY |
| eªxR/KvjfvU© wbg©vY/cybwbg©vY | | b`©gv wbg©vY/cybwbg©vY | ¯øyBP †MU wbg©vY |
| ‡MÖv\_ †m›Uvi/nvU evRvi Dbœqb | | evm/UªvK Uvwg©bvj wbg©vY | ivevi W¨vg wbg©vY |
| NvU/‡RwU wbg©vY | | evRvi Dbœqb | Lvj Lbb I cyb:Lbb |
| BDwbqb cwil` feb wbg©vY | | UvDb †m›Uvi wbg©vY | eb¨v wbqš¿Y, evua wbg©vY/cyb:wbg©vY |
| Dc‡Rjv cwil` Kg‡cø· feb wbg©vY | | m¨vwbUvix j¨vwUªb wbg©vY | ¯’vbxq cvwb e¨e¯’vcbv |
| N~wY©So/eb¨v AvkÖq‡K›`ª wbg©vY/cybwbg©vY | | wUDeI‡qj ¯’vcb | mgevq mwgwZ‡K (cvemm) wewfbœ  KvwiMix I RxweKv Dbœq‡b mnvqZv cÖ`vb |
| e„ÿ‡ivcb Kg©m~Px | | ÿz`ª-FY Kg©m~Px |
| ÿz`ª-FY Kg©m~Px | | eR©¨ e¨e¯’vcbv |
| K…wl, grm I cï m¤ú` Dbœqb | | ew¯Í Dbœqb Kvh©µg |
|  | | bMi cwiPvjbv DbœwZKiY |
|  | | `vwi`ª we‡gvPb |
|  | | bMi cÖkvm‡bi mÿgZv e„w× |
| ‡mev msµvšÍ Awf‡hvM MÖnY I wb®úwËKiYt | |  | |
| wmwU‡Rb PvU©v‡ii ewY©Z †mev wba©vwiZ mgqmxgvi g‡a¨ hyw³msMZ KviY e¨ZxZ e¨\_© n‡j mswkøó f~³‡fvMx wjwLZfv‡e ‡mev cÖ`vb KZ„©c‡ÿi wbeU Awf‡hvM Ki‡Z cvi‡eb| †mev cÖ`vb KZ…©cÿ Awf‡hvM cvIqvi 15(c‡bi) w`‡bi g‡a¨ Awf‡hvM Kvixi Awf‡hvM Avg‡j wb‡q welqwU wb®úwË Ki‡eb| Awf‡hvMKvix †mev cÖ`vbKvix KZ…©c‡ÿi wm×v‡šÍ mšy‘l bv n‡j ‡mev †mev cÖ`vbKvix KZ…©c‡ÿi wbqš¿YKvix cieZx© D×©Zb KZ…©c‡ÿi wbKU Avcxj Av‡e`b Ki‡Z cvi‡eb| Avcxj KZ…©cÿ Avcxj cvIqvi 15(c‡bi) w`‡bi g‡a¨ Awf‡hvM wb®úwË Ki‡eb Ges †mev cÖ`vbKvix KZ…©cÿ‡K wjwLZ wb‡`©kbv w`‡eb| AÎ `ß‡ii ZË¡veavqK cÖ‡KŠkjx(cÖkvmb) I wbe©vnx cÖ‡KŠkjx(cÖkvmb) h\_vµ‡g Avcxj KZ…©cÿ (AviwUAvB) Ges `vwqZ¡cÖvß Kg©KZ©v(AviwUAvB)wnmv‡e `vwqZ¡ cvjb Ki‡eb| ewY©Z Kg©KZ©v‡`i mv‡\_ †Uwj‡dv‡b mve©ÿwbK †hvMv‡hvM Kiv hv‡e| Zv‡`i ‡Uwj‡dvb b¤^i h\_vµ‡g 8152010 Ges 9139628| | | | |