# KvÂb †cŠimfv

## bvMwiK mb` (Citizen Charter)

## †cŠi‡mev cwßi †KŠkj I cwµqv

### ckvmbK wefvM
### ckvmb wefv‡Mi †mev-mvaviY kvLv

| µt bs | †mevmgn- | †mev mieivn/†mev cwßi cvµqv | †mevi g‡j¨ | mgqmvgv | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | AvMŠK‡`i AvMg‡bi D‡Ïk¨ I KviY wjwce×KiY | Af¨_bv I civgk †K‡›`i gva¨‡g | webvg‡j¨ | Zvr¶wYK | wb‡qvwRZ KgPvix |
| 2 | bvMwiKZ mb`cÎ | wbawiZ dig-G †gqi g‡nv`q eivei Av‡e`b | 20 UvKv | 1 w`b | Ki Av`vqKvix |
| 3 | DËiwaKvi/Iqvwik mb` | H | 310 UvKv | 3 w`b | Ki Av`vqKvix |
| 4 | Av‡qi mb` | H | 50 UvKv | 1 w`b | Ki Av`vqKvix |
| 5 | AweevnnZ mb` | H | 50 UvKv | 1 w`b | Ki Av`vqKvix |
| 6 | Pvwiv ÎK mb` | H | 50 UvKv | Zvr¶wYK | Ki Av`vqKvix |
| 7 | wØZxq weevn K‡i bvB mb` | H | 50 UvKv | 2 w`b | jvB‡mÝ cvi`kK |
| 8 | m¤úKxq mb` | H | 50 UvKv | 3 w`b | jvB‡mÝ cvi`kK |
| 9 | weiea mb` | H | 50 UvKv | 1-3 w`b | jvB‡mÝ cvi`kK |

### ckvmb wefv‡Mi Awf‡hvM wb®úwË †mj-Gi †mev

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | †KvU n‡Z AvMZ weiea †Km cÖvivq PvjyKiv, LwiR nIqv †Km cÖvivq PvjyKiv | †Kb wb®úwË Kiv nq mvwjwk †ev‡Wi gva¨‡g\| †evW MVb nq Dfq c‡¶i m¤ÿvbZ m`m¨ I mvwjwk Av`vj‡Zi c‡¶i 2/3 Rb m¤ÿvbZ KvDwÝ‡j‡ii mg‡q\| | 100 UvKv | 7-10 w`b | jvB‡mÝ cvi`kK I `wqZcvß wePvK (KvDwÝji) |
| 2 | ¯‹vi RxeÏkxq wØZxq weev‡ni AbymiZi †Km | | 300 UvKv | | |
| 3 | ¯‹vi RxeÏkxq ZZxq weev‡ni AbymiZi †Km | | 5,000 UvKv | | |
| 4 | ¯‹vi RxeÏkxq PZz_© weev‡ni AbymiZi †Km | | 10,000 UvKv | | |
| 5 | ¯‹ cvMj/A¶g n‡j weev‡ni AbymiZi †Km | | 100 UvKv | | |
| 6 | cÖyjy Ges ¯‹ Dfq KZK ZvjvK (†gqi †bwUk gvidZ Dfq c¶‡K AeMZ K‡i wggvskv Ki‡eb)\| ‡K‡mi bKj/Abyiwc c`vb\| | | 100 UvKv | | |

### ckvmb wefv‡Mi wM‡fÝ wi‡Wm †mj-Gi †mev

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | †h †KvUb Awf‡hvM ÔAvcwË wb®úwË †mjÕ KZK evQvB, i'bwbi w`b avh¨,Awf‡hvMKvix‡K wjwLZ †bwUk c`vb I i'bwb Abyôv‡bi gva¨‡g Awf‡hvM wb®úwË K‡i Awf‡hvMKvix‡K Rvbv‡bv nq\| | †gqi g‡nv`q eivei Av‡e`b | .....UvKv | AwfÿvhvM Mn‡Yi 15-20 w`‡bi g‡a¨ | AwfÿvhvM wb®úwË †mj/mnKvix |
| 2 | BfvUvRs †iv‡a KvIKi e¨e¯'v Mnb Kiv\| | †gqi g‡nv`q eivei Av‡e`b | ---------- | ---------- | AwfÿvhvM wb®úwË †mj/mnKvix |
| 3 | iv‡Z Rvb-gv‡ji wbivcËv iÿv\| | ---------- | ---------- | ---------- | ---------- |

### ckvmb wefv‡Mi ‡UW jvB‡mÝ kvLv

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix | gše¨ |
|---|---|---|---|---|---|---|
| 1 | †UW jvB‡mÝ | wbawiZ dig-G †gqi g‡nv`q eivei Av‡e`b | 500/-†_‡K 1000/- Zdkxj Abyôvqx | 3 w`b | jvB‡mÝ cvi`kK | cvZ †¶‡Î mivix AwMg AvqKi .....UvKv |
| 2 | wi·v, f¨vb I †Vjv Mvoxi jvB‡mÝ c`vb wi·v PvjK jvB‡mÝ e¨vUvix PwjZ A‡Uwi·v (†cŠimfvi AvqZb I Ab¨vb¨ wbt`wkKvi Dcwfvi K‡i jvB‡mÝ c`vb Ki‡Z n‡e) | H | 25/- ‡_‡K 95/-UvKv | 3 w`b | | |

### ckvmb wefv‡Mi G‡mm‡g›U kvLv

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | †nwìs b¤i c`vb | wbawiZ dig-G †gqi g‡nv`q eivei Av‡e`b | 50 UvKv | 7-10 w`‡bi g‡a¨ | Ki wbaviK |
| 2 | †nwìs‡qi bvgRvix (bvg cvieZb) | H | 50 UvKv | | |
| 3 | †nwìs bv¤vi c„ôKvKiY | H | 50 UvKv | | |
| 4 | mKj d‡gi g‡j¨ | wbawiZ dig | 50 UvKv | | |

### ckvmb wefv‡Mi ‡cŠi evRvi kvLv

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | †cŠimfvi nvU evRvi, †Lvjv evRvi I †Lqv NvU BRviv | ewlK wfwË‡Z BRviv | `ic‡Îi g‡j¨ Abyôvqx | cvZ evsjv eQ‡ii (1jv ^ekvL-30 †k ^PÎ) | Ki Av`vqKvix/evRvi ZËieavqK |
| 2 | †cŠi gv‡K‡Ui †`vKvb fvov Av`vq | gwmK fvovi wfwË‡Z | wbawiZ gwmK fvov | gwmK wfwË‡Z | H |

### ckvmb wefv‡Mi wk¶v,ms¯'wZ I cvVvMvi kvLv

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | RxZxq w`em cvjb | ewlK KgmPx Abyôvqx | webvg‡j¨ | eQ‡ii wbawiZ w`‡b | miPe |
| 2 | Abyôvb (wmie I,`wi` QvÎ,Kwe,wk¶v I agxq cvZôvb) | wbawiZ dig-G †gqi g‡nv`q eivei Av‡e`b | webvg‡j¨ | ‡h †Kvb w`b | |

### c‡KŠkj wefvM
### c‡KŠkj wefv‡Mi †mev-cZ kvLv

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | Bgvi‡Zi b·v Abyôvqx | wbawiZ dig-G †gqi g‡nv`q eivei Av‡e`b | †cŠi weiea Abyôvqx wbawiZ g‡j¨ | 7-30 w`b | mnKvix c‡KŠkjx |
| 2 | Fvgi e¨envi‡ii AbycvËi mb`cÎ | | cvZvU 200 UvKv | 7-30 w`b | |
| 3 | iv¯'v KZ‡bi Abyôvqx | | (cvZ vgUvi) cvKv/Kv‡cvUs 170 UvKv mvjs 43 UvKv gwUi iv¯'v 25UvKv WBM 106 UvKv /(eting) wmwm (cvKv) 75 UvKv | 15 w`b | mnKvix c‡KŠkjx I ZËieavqK (cwb kvLv) |
| 4 | wVKv`vi ZwjKvfy³ | | 1g †kYx 5,000 UvKv 2q †kYx- 4,000 UvKv 3q †kYx- 3,000 UvKv mieivnKvix- 500 UvKv | 10-30 w`b | |
| 5 | bevqb | | 3,000 UvKv | | |
| 6 | Fvgi mvgvbv wbaviY | | 500 UvKv | 15 w`b | mv‡fqvi |

### c‡KŠkj wefv‡Mi †mev-we`y/hwšK kvLv

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | moK ewnZ iÿYv‡eÿY | †cŠi kn‡ii 9 wU Iqv‡W Aev¯'Z ^e`yZK †cv‡j Ôke`yZK ewnZÕ ¯'vcb\| | webvg‡j¨ | c‡qvRb/Pvwn`v Abyôvqx | Dc-mnKvix c‡KŠkjx |
| | †iwW †ivjvi fvov c`vb K) 8-10 Ubx L) 6-8 Ubx M)3-5 Ubx N)†PBb †WvRvi | wbawiZ dig-G †gqi g‡nv`q eivei Av‡e`b | 2,500 UvKv .....UvKv .....UvKv | 1 w`b | |

### c‡KŠkj wefv‡Mi †mev-cwb mieivn I cqtib®vkb kvLv

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | cwb mieivn jvB‡bi AvewmK/ewYvIR¨K ms‡hvM | wbawiZ dig-G †gqi g‡nv`q eivei Av‡e`b | †cŠi weiea Abyôvqx wbawiZ g‡j¨ ms‡hvM wd I gwmK wd | 15 w`b | msikó KgKZv cwb mieivn kvLv\| |
| 2 | n¯'ZPwjZ bjKe | †gqi g‡nv`q eivei Av‡e`b | webvg‡j¨ Z‡e †¶Î we‡k‡l .....UvKv | c‡qvRb Abyôvqx | |

### ¯'v¯'¨ cvievi cvwiKíbv I cvi"QbZv wefvM
### ¯'v¯'¨ cvievi cvwiKíbv I cvi"QbZv wefv‡Mi-¯'v¯'¨ cvievi cvwiKíbv kvLv

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | Rbmb` (evsjv) Rbmb` (Bs‡iRx) | wbawiZ dig-G †gqi g‡nv`q eivei Av‡e`b | 50 UvKv 50 UvKv | 3 w`b | ¯'v¯'¨ mnKvix |
| 2 | BwcAvB Kvhµg‡gi AvIZvq gv I wkÏv‡`i UvKv `vb Kvhµg | ¯'vqx I A¯'vqx †K›`mgn- | webvg‡j¨ | mve¶wYK wkÏv‡`i 1 eQ‡ii g‡a¨ Ges gvnjv‡`i 15-49 eQ‡ii g‡a¨ | |
| 3 | Kvg.wbqšY Kvhµg | gvV chvq | webvg‡j¨ | mve¶wbK (6-12 eQ‡iiwkÏv) | |
| 4 | †nv‡Uj/†i‡¯'vivq cÖvZ/ewnm Lvevi cvi‡ekb †iva Kvhµg | gvV chv‡q †cŠi GjvKvq/†nv‡Uj †iówzi›U | webvg‡j¨ | mve¶wbK | |
| 5 | cvi‡ek cZ¨qb cÎ c`vb | wevfb wKwbK/†gvW‡Kj †mvUvi,Kj-KviLvbv I Lvgvimg‡n | 1,000 UvKv | c‡hvR¨ †¶‡Î | |
| 6 | gZymb` | wbawiZ dig-G †gqi g‡nv`q eivei Av‡e`b | 100 UvKv | 3 w`b | |

### ¯'v¯'¨ cvievi cvwiKíbv I cvi"QbZv wefv‡Mi-cvi"QbZv kvLv

| µt bs | †mevmgn- | †mev c`vb cvµqv | †mevi g‡j¨ | mgq | `wqZ cvß KgKZv/KgPvix |
|---|---|---|---|---|---|
| 1 | †cŠi GjvKvi iv¯'v,mvU-evRvi,gvVmgn- SvO~†`Iqv | cvi"QbZv Kgx Øviv ^wbK KgmPx Abyôvqx | webvg‡j¨ | †fvi 5-7 Uv chš | mnKvix Ki Av`vqKvix/cvi"QbZv cvi`kK |
| 2 | b`gv cvi¯'vi | cvi"QbZv Kgx Øviv ^wbK KgmPx Abyôvqx | webvg‡j¨ | mvivw`b Ae¯'vb we‡ePbvq | |
| 3 | KvVb AveRbv AcmviY | cvi"QbZv Kgx Øviv ^wbK KgmPx Abyôvqx | webvg‡j¨ | †fvi 5-7 Uv chš | |
| 4 | †eIqvwik KvZz wbab | ewlK KgmPx Abyôvqx | webvg‡j¨ | c‡qvRb Abyôvi‡i | ¯'v¯'¨ mnKvix/¯'v¯'¨ cvi`kK |
| 5 | gkK wbab | ewlK KgmPx Abyôvqx | webvg‡j¨ | c‡qvRb Abyôvi‡i | |
| 6 | Lvi‡`¨ I cvbq `‡e¨ †fRvj eÜ Kiv | ewlK KgmPx Abyôvqx | webvg‡j¨ | c‡qvRb Abyôvi‡i | |

### KvZcq ¸iæZc¥K-Uvlj‡dvb b¤i I †cŠimfvi I‡qemvBU

| K¶ bs | c`ex | †Uvlj‡dvb b¤i | K¶ bs | c`ex | †Uvlj‡dvb b¤i |
|---|---|---|---|---|---|
| 201 | ‡gqi | †Uvlj‡dvb t02-9343483 †gvevBj t01713037514 | | Ki wbaviK | ‡gvevBj-01812529803 |
| 102 | miPe | †Uvlj‡dvb t02-9343483 †gvevBj t01819826278 | | Ki Av`vqKvix | ‡gvevBj-01825308034 |
| 107 | wbevnx c‡KŠkjx | †Uvlj‡dvb t †gvevBj t | | jvB‡mÝ cvi`kK | ‡gvevBj-01716525397 |
| 109 | mnKvix c‡KŠkjx | †Uvlj‡dvb t02-9343483 †gvevBj t | | ¯'v¯'¨ mnKvix | ‡gvevBj-01739551883 |
| 108 | Dc-mnKvix c‡KŠkjx | †Uvlj‡dvb t02-9343483 †gvevBj t01924015503 | | KbRvi‡fÝx BÝ‡c±i | ‡gvevBj- |

## †cŠimfvi I‡qemvB‡Ui wVKvbv t

Af¨_bv †K›`
01 bs K¶

Awf‡hvM ev·
bvPZjvq †bwUk †evW msjM

## †cŠimfvi †mev msµvš †Kvb Awf‡hvM wbawiZ ¯'v‡b iw¶Z ev‡·wjwLZfv‡e `wLj Ki‡b

# KvÂb †cŠimfv

## bMi AÂj Dbqb cKí

¯'vbxq miKvi c‡KŠkj Awa`ßi

A_vqx‡b-evsjv‡`k miKvi GvKqvb Dbqb e¨vsK †KGdWieD