



evsj v' k cj # Dbqob tevW©  
 DctRj v cj # Dbqob Awdmv' i i Kvhfj q  
 DctRj v cmi I`  
 bj Wv/zw, bvtUvi |  
 www.brdb.naIdanga.natore.gov.bd  
 imev c0vb c0Zk0Z (cirtizen's Charter)



১. wFkb t gybe msMVb wFvEK Dbz cj # |
২. wgbk t v'bxq RbtMv0dK msMwZ c0kyY, gj ab MVb Ges AvajbK c0y3, we`gvb m'fhwM I m0ut` i mguSZ e'e`vcvbi gva'tg AvZwb'PKuj Dbz cj # |

1	2	3	4	5	6	7	8
1	cj # AA'tj K.I.K, weEnib I g'ujv RbtMv0x wbtq c0'ugK mgevq m'guZ MVb	40 Kg# em	m'fvi tiR'tj k'tbi Kuc; c'iYKZ Avte`b cI` ; m'f' timR0vi I Ab'vb' em ;	m'fvi tiR'tj k'tbi Kuc; c'iYKZ Avte`b cI` ; m'f' timR0vi I Ab'vb' em ; c0'nb`vb: DctRj v cj # Dbqob Awdmv' i i Kvhfj q	m`m` fuZ wd 10/- UvKv (wba'wi Z e'vstK Rgv'v I i'nk` Avte`'bi m'1/2 msh'P Ki Y)	DctRj v cj # Dbqob Awdmv' i i Feb bj Wv/zw, bvtUvi   t'gveit 01716-535671B-t'gBj t urdonaIdanga @brdb.gov.bd	Dccwi P'j K Dccwi P'j t'Ki Kvhfj q evsj v' k cj # Dbqob tevW© bvtUvi tUuj t'clvb- +880-2588872619 t'gveit 01991-132112 B-t'gBj t ddnatore@brdb.gov.bd
2	c0'ugK mgevq m'guZ wbeU0b	10 Kg# em	Avte`bcI` (dig-3), c'vmt'c'vU0 AvK'v' i i GK Kuc Que I RvZ'q c'wi P'qct'I` i Kuc; m'guZi DcAvBb, c0'qvRbxq tiwR=vi, t'k'qvi-mA'tqi e'vsk weei Yx Ges m'guZi Awct'mi wKv'vri cI`'qbcI` ;	Avte`bcI` (dig-3), c'vmt'c'vU0 AvK'v' i i GK Kuc Que I RvZ'q c'wi P'qct'I` i Kuc; m'guZi DcAvBb, c0'qvRbxq tiwR=vi, t'k'qvi-mA'tqi e'vsk weei Yx Ges m'guZi Awct'mi wKv'vri cI`'qbcI` ; c0'nb`vb: DctRj v cj # Dbqob Awdmv' i i Kvhfj q	c0'Z`K m`'m'i fuZ'wd eie` 20/- UvKv e'vstK Rgv'v i'nk`	DctRj v cj # Dbqob Awdmv' i i Feb bj Wv/zw, bvtUvi   t'gveit 01991-132450 B-t'gBj t urdonaIdanga @brdb.gov.bd	Dccwi P'j K Dccwi P'j t'Ki Kvhfj q evsj v' k cj # Dbqob tevW© bvtUvi tUuj t'clvb- +880-2588872619 t'gveit 01991-132112 B-t'gBj t ddnatore@brdb.gov.bd
3	cj # Dbqob `j MVb	40 Kg# em	Avte`bcI`, c0'Z`'Ki c'vmt'c'vU0 AvK'v' i i GK Kuc Que I RvZ'q c'wi P'qct'I` i Kuc; c'vke'w I c0'qvRbxq msl'vK tiwR=vi	Avte`bcI`, c0'Z`K m`'m'i c'vmt'c'vU0 AvK'v' i i GK Kuc Que I RvZ'q c'wi P'qct'I` i Kuc; c'vke'w I c0'qvRbxq msl'vK tiwR=vi   c0'nb`vb: DctRj v cj # Dbqob Awdmv' i i Kvhfj q	c0'Z`K m`'m'i fuZ'wd eie` 10/- UvKv e'vstK Rgv'v i'nk`	DctRj v cj # Dbqob Awdmv' i i Feb bj Wv/zw, bvtUvi   t'gveit 01716-535671B-t'gBj t urdonaIdanga @brdb.gov.bd	Dccwi P'j K Dccwi P'j t'Ki Kvhfj q evsj v' k cj # Dbqob tevW© bvtUvi tUuj t'clvb- +880-2588872619 t'gveit 01991-132112 B-t'gBj t ddnatore@brdb.gov.bd
4(K)	m'j d'f'vMx m`'m'i Rb`' gybeK Dbqob / mgevq-m'vMv'v'K / Aw`R e'e`vcv' w'et'q c0'kyY	ev0vB'tqi Rb`' 5 Kg# em c0'kyY'i t'gq' 5 Kg# em	m`'m` g't'v'v'q'tb c0'ugK m'guZ/ cj # Dbqob `t'j i m'v'v'w'v'K m'f'vi w'v'v's'l m=0'j Z ti R'j Dk't'bi Kuc	m`'m` g't'v'v'q'tb c0'ugK m'guZ/ cj # Dbqob `t'j i m'v'v'w'v'K m'f'vi w'v'v's'l m=0'j Z ti R'j Dk't'bi Kuc	-	DctRj v cj # Dbqob Awdmv' i i Feb bj Wv/zw, bvtUvi   t'gveit 01716-535671B-t'gBj t urdonaIdanga @brdb.gov.bd	Dccwi P'j K Dccwi P'j t'Ki Kvhfj q evsj v' k cj # Dbqob tevW© bvtUvi tUuj t'clvb- +880-2588872619 t'gveit 01991-132112 B-t'gBj t ddnatore@brdb.gov.bd
4(L)	m'p'j d'f'vMx m`'m'i Kg'f'is`vb m'p'oi j't'y`'y'Zv e'w'x/ t'U'w'v'v'v'EK t'f' I `x'N'f'g'q'x c0'kyY	ev0vB'tqi Rb`' 5 Kg# em; c0'kyY'i t'gq' 3-60 Kg# em	m`'m` g't'v'v'q'tb c0'ugK m'guZ/ cj # Dbqob `t'j i m'v'v'w'v'K m'f'vi w'v'v's'l m=0'j Z ti R'j Dk't'bi Kuc	m`'m` g't'v'v'q'tb c0'ugK m'guZ/ cj # Dbqob `t'j i m'v'v'w'v'K m'f'vi w'v'v's'l m=0'j Z ti R'j Dk't'bi Kuc	-	DctRj v cj # Dbqob Awdmv' i i Feb bj Wv/zw, bvtUvi   t'gveit 01716-535671B-t'gBj t urdonaIdanga @brdb.gov.bd	Dccwi P'j K Dccwi P'j t'Ki Kvhfj q evsj v' k cj # Dbqob tevW© bvtUvi tUuj t'clvb- +880-2588872619 t'gveit 01991-132112

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4(M)	AcAwb km` PftI i KjtKSkj wcltq wbio ctkyY (cKí f³ K.LKt` i tytI)	evQrBtqi Rb` 5 Kg® em ;cKíYtYi tgvq` 5 Kg® em	-	-	-	DctRj v c j # Dbqab Awclmvi c j # feb bj Ww½v, bvtUvi   tgvvert 01716-535671B-igBj t urdonaIdanga @brdb.gov.bd	Dccwi Pvj K Dccwi Pvj tKi Kvhtf q evsj vt` k c j # Dbqab teW®bvtUvi tUvj tclvb- +880-2588872619 tgvvert 01991-132112 B-igBj t ddnatore@brdb.gov.bd
4(N)	Mfxi bj Kc tgvBbtUvY wcltq ctkyY I miAvng n`Isli (cKí f³ K.LK mgevqxt` i tytI)	evQrBtqi Rb` 5 Kg® em; cKíYtYi tgvq` 5 Kg® em; (miAvng n`Isli ZvryvNKfite)	-	-	-	DctRj v c j # Dbqab Awclmvi c j # feb bj Ww½v, bvtUvi   tgvvert 01716-535671B-igBj t urdonaIdanga @brdb.gov.bd	Dccwi Pvj K Dccwi Pvj tKi Kvhtf q evsj vt` k c j # Dbqab teW®bvtUvi tUvj tclvb- +880-2588872619 tgvvert 01991-132112 B-igBj t ddnatore@brdb.gov.bd
5	DcKvifivMxt` i ctkyYvEi m=ú` mnvqZv	ZvryvBK	-	-	-	-	-
6	DcKvifivMxt` i wbr`^gj ab mwó	1 Kg® em	cvkew, iuk` ein I WweDumGm e`vsK-Rgvi wZb-cvU®uk` ;	cvkew, iuk` ein I WweDumGm; e`vsK-Rgvi wZb cvU®uk` ; cAb³vb: DctRj v c j # Dbqab Awclmvi i Kvhtf q	-	msukó etKi `wqZcAb grVKgr® c j # feb bj Ww½v, bvtUvi	DctRj v c j # Dbqab Awclmvi c j # feb bj Ww½v, bvtUvi   tgvvert 01716-535671B-igBj t urdonaIdanga @brdb.gov.bd
7(K)	Kw I AKwL LvZ Drcv` b epx Ges AvZKgrms` vb mwóí j ty` gj ab (FY Zne j) thvMw I Z` viuk	5-10Kg® em	c0_wgK mvguZ/ c j # Dbqab `tj i mvswnK mfvi ti Rvj Dktbi Kuc, c0`Z K m`tm`i cvktcvU®AvKvti i GK Kuc Qwe I RvZxq cwi PqctI i Kuc; Ftyi Avte` bcI, ZgmK, wWictbvU cwi PqctI i Kuc; Ftyi Avte` bcI, ZgmK, wWictbvU Avgtgv³vi bvgv, gi tMR (K.LK/gunj v mvguZi tytI) Ges Drcv` b cwi Kí bv (K.LK mvguZi tytI)	c0_wgK mvguZ/c j # Dbqab `tj i mvswnK mfvi ti Rvj Dktbi Kuc; c0`Z K m`tm`i cvktcvU®AvKvti i GK Kuc Qwe I RvZxq cwi PqctI i Kuc; Ftyi Avte` bcI, ZgmK, wWictbvU Avgtgv³vi bvgv, gi tMR (K.LK/gunj v mvguZi tytI) Ges Drcv` b cwi Kí bv (K.LK mvguZi tytI)   cAb³vb: DctRj v c j # Dbqab Awclmvi i Kvhtf q I weAvi wWedi I tqemvBUT( www.brdb.gov.bd )	m`m` cvkew eie` 15/- UrKv (e`vsK Rgv)	DctRj v c j # Dbqab Awclmvi c j # feb bj Ww½v, bvtUvi   tgvvert 01716-535671B-igBj t urdonaIdanga @brdb.gov.bd	Dccwi Pvj K Dccwi Pvj tKi Kvhtf q evsj vt` k c j # Dbqab teW®bvtUvi tUvj tclvb- +880-2588872619 tgvvert 01991-132112 B-igBj t ddnatore@brdb.gov.bd
7(L)	cveZ®AAtj i yz` Rvw MvEi RbtMvóx Ges Avkóq -Ar` k® MÓg-` "OMÓg emevmi Z brix- c j # I Kgms` vtbi Rb` FY mnvqZv	5-10 Kg® em	m`tm`i cvktcvU®AvKvti i GK Kuc Qwe I RvZxq cwi PqctI i Kuc; Ftyi Avte` bcI, ZgmK, wWictbvU `tj i mvswnK mfvi ti Rvj Dktbi Kuc	m`tm`i cvktcvU®AvKvti i GK Kuc Qwe I RvZxq cwi PqctI i Kuc; Ftyi Avte` bcI, ZgmK, wWictbvU `tj i mvswnK mfvi ti Rvj Dktbi Kuc   cAb³vb: DctRj v c j # Dbqab Awclmvi i Kvhtf q I weAvi wWedi I tqemvBUT(www.brdb.gov.bd)	m`m` cvkew eie` 15/- UrKv (e`vsK Rgv)	DctRj v c j # Dbqab Awclmvi c j # feb bj Ww½v, bvtUvi   tgvvert 01716-535671B-igBj t urdonaIdanga @brdb.gov.bd	Dccwi Pvj K Dccwi Pvj tKi Kvhtf q evsj vt` k c j # Dbqab teW®bvtUvi tUvj tclvb- +880-2588872619 tgvvert 01991-132112 B-igBj t ddnatore@brdb.gov.bd
7(M)	exi g³`thv v I Zv` i cvl` t` i Kgms` vtbi Rb` bvggv tmevgj` FY mnvqZv	5-10 Kg® em	বীর গু³`thv v mbt` i Kuc, h³e Dbqab Awa` Bi KZR c0 E ctkyY mbt` i Kuc, BDwbq cwi l t` i cZ` qb, wZbóK UvKvi bbRyWkqj ó`vt`ú Pw³bvgv; Ftyi Avte` bcI, GK Kuc	বীর গু³`thv v mbt` i Kuc, h³e Dbqab Awa` Bi KZR c0 E ctkyY mbt` i Kuc, BDwbq cwi l t` i cZ` qb, wZbóK UvKvi bb RyWkqj ÷`vt`ú Pw³bvgv; Ftyi Avte` bcI, GK Kuc Qwe, `vq	m`m` cvkew eie` 15/- UrKv (e`vsK Rgv)	DctRj v c j # Dbqab Awclmvi c j # feb bj Ww½v, bvtUvi   tgvvert 01716-535671B-igBj t urdonaIdanga @brdb.gov.bd	Dccwi Pvj K Dccwi Pvj tKi Kvhtf q evsj vt` k c j # Dbqab teW®bvtUvi tUvj tclvb- +880-2588872619 tgvvert 01991-132112 B-igBj t ddnatore@brdb.gov.bd

			Qie,`vqe×KiY cĪ I A½xKvi bvgv	eUKiYcĪ I A½xKvi bvgv   cĪB`vb: DcĪRj v cj ½ Dbq̄b Awdmvti i Kvĥfj q I weAviWweġi I ĩqemvBUT ( <a href="http://www.brdb.gov.bd">www.brdb.gov.bd</a> )			
8	Kviaċj ½, Kviaġn,cj ½ is I cj ½ evRvti i gva`tg mpj ĩfvMxt` i DrcwĪ Z cĪY`i gvtKĪUs wj stKR	1-10 Kgġ em	-	-	-	DcĪRj v cj ½ Dbq̄b Awdmvi cj ½ Feb bj W½v, bvtUvi   ġgveit 01716-535671B-ġBj t urdonaIdanga @brdb.gov.bd	Dccwi Pvj K Dccwi Pvj ĩKi Kvĥfj q eısj vt`k cj ½ Dbq̄b teWġ bvtUvi <b>ġUj ĩcvb- +880-2588872619</b> ġgveit <b>01991-132112</b> B-ġBj t ddnatore@brdb.gov.bd
9	mpj ĩfvMxt` i Rb` Kul I AKul cĪY` ½vgRvZKiY tmev	1-2 Kgġ em	cĪvgK mġuZi wmxvt`šĪ ti Rjġ Dkġbi Kwc; Avte`bcĪ (cĪB`vb: DcĪRj v cj ½ Dbq̄b Awdmvti i Kvĥfj q); gvj vgvġj i ĩKvqwj uġ mb`cĪ (msukġ mBi KZK)	cĪvgK mġuZi wmxvt`šĪ ti Rjġ Dkġbi Kwc; Avte`bcĪ (cĪB`vb: DcĪRj v cj ½ Dbq̄b Awdmvti i Kvĥfj q); gvj vgvġj i ĩKvqwj uġ mb`cĪ (msukġ mBi KZK)	BDimwG KZK wbafwi Z	DcĪRj v cj ½ Dbq̄b Awdmvi cj ½ Feb bj W½v, bvtUvi   ġgveit 01716-535671B-ġBj t urdonaIdanga @brdb.gov.bd	Dccwi Pvj K Dccwi Pvj ĩKi Kvĥfj q eısj vt`k cj ½ Dbq̄b teWġ bvtUvi <b>ġUj ĩcvb- +880-2588872619</b> ġgveit <b>01991-132112</b> B-ġBj t ddnatore@brdb.gov.bd
10	mpj ĩfvMx m`mġ`i Kul I AKul cĪY`i Drcv`b ġKSkj ,Dchj³ cĥj³ I wecYb weġq Z` I ci vġk`cĪvb	Zir½YK A_ev cĪqvRbxq tyġĪ 1-2 Kgġ em	-	-	-	DcĪRj v cj ½ Dbq̄b Awdmvi cj ½ Feb bj W½v, bvtUvi   ġgveit 01716-535671B-ġBj t urdonaIdanga @brdb.gov.bd	Dccwi Pvj K Dccwi Pvj ĩKi Kvĥfj q eısj vt`k cj ½ Dbq̄b teWġ bvtUvi <b>ġUj ĩcvb- +880-2588872619</b> ġgveit <b>01991-132112</b> B-ġBj t ddnatore@brdb.gov.bd
11(K)	APj Mfxi bj Kc ġgıvgġZi gva`tg mpj KiY (cĪKi f³ mġuZi w`ġgi tyġĪ)	20 Kgġ em	mġuZi ti Rjġ Dkġbi Kwc; ġgıvgZ e`ġqi 10%, Aġ_ġ ġPK/Rgvi iuk` (e`ıstK Rgvi iuk`	mġuZi ti Rjġ Dkġbi Kwc; ġgıvgZ e`ġqi 10%, Aġ_ġ ġPK/e`ıstK Rgvi iuk`	-	DcĪRj v cj ½ Dbq̄b Awdmvi cj ½ Feb bj W½v, bvtUvi   ġgveit 01716-535671B-ġBj t urdonaIdanga @brdb.gov.bd	Dccwi Pvj K Dccwi Pvj ĩKi Kvĥfj q eısj vt`k cj ½ Dbq̄b teWġ bvtUvi <b>ġUj ĩcvb- +880-2588872619</b> ġgveit <b>01991-132112</b> B-ġBj t ddnatore@brdb.gov.bd
11(L)	ġmP meġhvi ġYi Avl Zıv weAviWwe KZK`mcZ Mfxi bj Kġci e`e`vcbv mniqZv	Zir½YK A_ev cĪqvRbxq tyġĪ 1-2 Kgġ em	-	-	-	DcĪRj v cj ½ Dbq̄b Awdmvi cj ½ Feb bj W½v, bvtUvi   ġgveit 01716-535671B-ġBj t urdonaIdanga @brdb.gov.bd	Dccwi Pvj K Dccwi Pvj ĩKi Kvĥfj q eısj vt`k cj ½ Dbq̄b teWġ bvtUvi <b>ġUj ĩcvb- +880-2588872619</b> ġgveit <b>01991-132112</b> B-ġBj t ddnatore@brdb.gov.bd
12	Kul I AKul LtZ mpj ĩfvMxt` i gvtS weZiYKZ FY uKwĪ wfvĪġZ Av`vq	Zir½YK /1 Kgġ em	-	-	-	msukġ gvVKgġ eovBMġg,bvtUvi	DcĪRj v cj ½ Dbq̄b Awdmvi cj ½ Feb bj W½v, bvtUvi   ġgveit 01716-535671B-ġBj t urdonaIdanga @brdb.gov.bd
13	ebvqb I eġyti vcy	Zir½YK	-	-	cĪZuġ Pvi v MvQ webġġj`/bvġgvĪ gġj` (vbxq fıte wbafwi Z )	-	-
14	weea mġwRK mgm`v, m`wbġUkb cġvZ weġq G`vWġ fıġKum	Zir½YK	-	-	-	-	-

	imev						
15(K)	Askx`wi Zgj K cj # Dbqob cKí (weAAiWwC-3) Gi Avl Zvq Mlg KvgUí mfv (wRimGg) AvtqvRb	3 Kg em	-	-	-	BDubqb tWfj ctgU Awdmvi msukó BDubqb cwi l`	DctRjv cj # Dbqob Awdmvi cj # feb bj Ww/z, bvtUvi   tgvrt 01716-535671B-tgBj t urdonaidanga@brdb.gov.bd
15(L)	cj # AAáj Dbqobgj K weifbæ ai tbi ýt`w`g ev`evqb (weAviWwC- 3 cKí fP Gj vKvq)	10 Kg em	e`tqi cFjb cFZ; cF`w`j Z e`tqi Mlgemxi Askewe` 10% At`P tPK Ges BDubqb cwi l` i Astki 20% At`P tPK/e`vsK Rgri iuk`	e`v`tqi cFjb cFZ: cF`w`j Z e`tqi Mlgemxi Askewe` 10% At`P tPK Ges BDubqb cwi l` i Astki 20% At`P tPK/e`vsK Rgri iuk`	-	BDubqb tWfj ctgU Awdmvi msukó BDubqb cwi l`	DctRjv cj # Dbqob Awdmvi cj # feb bj Ww/z, bvtUvi   tgvrt 01716-535671B-tgBj t urdonaidanga@brdb.gov.bd
16	bvMwi K imev m`u`w`KZ Z` Abj vBtb Dbj`KiY	mve`y`w`YK	-	-	-	Dccwi Pvj K (tcdMags) weAviWwC, Xkv   tUvj tclvb t 8180025 B-tgBj t ddpro@brdb.gov.bd	hMw`wi Pvj K (AviBGg ) weAviWwC, Xkv   <b>tUvj tclvb- 8180014</b> B-tgBj t jdrem@brdb.gov.bd
17	Z` AnaKvi AvBtbi Avl Zvq weAviWwC msp`v`šl PwvZ/hwPZ Z` cFvb	20 Kv`h`em/ Z` AnaKvi AvBb tgvZvteK wba`wi Z mgtqi gta`	wba`wi Z di tg Avte` bcI	wba`wi Z di tg Avte` bcI (cMβ`vb: Abj vBb)	cFv`msL`v Abcv`tZ ctUvKvci gj` tURwi Pvj v`bi gva`tg Rgv (cFZ cFv` 2/-UvKv nvti)	Dccwi Pvj K (Rbmst`h`w`M l mgSqt) weAviWwC, Xkv   tUvj tclvbt 8180018 B-tgBj t ddpro@brdb.gov.bd	gnvcwi Pvj K weAviWwC, Xkv   <b>tUvj tclvb- 8180002</b> B-tgBj t dg@brdb.gov.bd

Amp imev wbb, DctRjv cj # Dbqob Awdm Avcbvi imevq wbtqvRZ |

**DctRjv cj # Dbqob Awdmvi  
bj Ww/z, bvtUvi |**