

**gwYivgcyi †cŠimfv
Kvh©vjq
gwYivgcyi, h‡kvi|**

***CITIZENCHARTER
bvMwiK mb`***

†cŠimfvi `vwqZ; I Kvh©vejx

†eximfvi `vwqZ; t

- (1) ^-^ GjvKvfy³ bvMwiKM†Yi G AvBb I Ab`vb` AvB†bi Øviv cÖwZwôZ weavb Abymv† Kiv;
- (2) †cŠi cÖkvmb I miKvwi Kg©KZ©v I Kg©PvixM†Yi g†a` mgš^q mvab Ges mgwš^Z Kvh©
- (3) †cŠi GjvKvq bvMwiKM†Yi †cŠi†mev cÖ`v†bi j†¶ AeKvVv†gvMZ Dbævqb, BgviZ wbj ev`Íevqb Kiv ; Ges
- (4) bvMwiK wbivcËv I Rbk,•Ljv i¶v Kiv|

^`vbxq miKvi (†cŠimfv) AvBb 2009 Abyhvhx †cŠimfvi Kvhv©ejx

K) g~L` Kvh©vejx

- (1) AvevwmK, wki Ges evwYwR`K D†Ík` e`env†ii Rb` cvwb mieivn ;
- (2) cvwb I cqt wb@cvkb ;
- (3) eR©` e`e`vcbv;
- (4) A_©%bwZK I mvgvwrK b`vqwePvi wbdZKi†Yi j†¶ cwiKíbv cÖYqb ;
- (5) †hvMv†hvM e`e`vi DbæqbK†i iv`Ív, dzUcv_, RYmvavi†i PjvPj, hvÍx Ges gvjvqv†ji I
- (6) Rb¥ I g,,Z`y wbeÜb AvBb, 2004 (2004 m†bi 29 bs AvBb) G cÖ`Ë Kvh©vejx ;
- (7) cwienb e`e`vcbvi myweav†_© UªvwdK e`e`vcbvi cwiKíbv, c_Pvix†i myweav†_© hv cvwK©s `vb Ges evm ÷`vU ev evm ÷c Gi e`e`v Kiv ;
- (8) bvMwiK ^v` I cwi†ek i¶Yv†e¶Y, e,,¶†ivcY I i¶Yv†e¶Y ;
- (9) evRvi I KmvBLvbv `vcb Ges e`e`vcbv ;
- (10) wk¶v, †Ljvayjv, wPË we†bv`b, Av†gv` cÖ†gv` Ges mvs`ç,wZK my†hvM m,,wó I cÖ e,,w×|

L) miKvi cÖ`Ë Av†k Øviv Awc©Z Ab`vb` Kvh©vejx

- (1) cÖv_wgK wk¶v ;
- (2) cÖwZ†iva I whivσσ~iK ^v` e`e`v :

cÖ†KŠkj wefv†Mi †mev

c~Z© kvLv

µwgK bs	‡mevmg~n	‡mev mieivn /†mev cÖvwβi cÖwµqv	‡mevi g~j̄	mgqmxgv	˘vwhZ;cÖvβ Kg©KZ©v/Kg©Pvix
1	bKmv Aby†gv`b	1. ‡gq†ii eivei Av†e`b Av†e`b c†li mwnZ mshy³t K) c ^a -ÍvweZ BgviZ wbg©vY Gi iwk` weeiY m ^σ ^wjZ mvZ d`© b·v eøy wcÖ>U L) BgviZ wbg©vY I cybtwbg©v†Yi BgvivZ wbg©vY wd †gqi, gwYivgcyi †cŠimfvi AbyKz†j e˘vsK W ^a vdU; M) Rwgi [˘] ZjvwaKvi cÖgvY [˘] ifc `wjj, LwZqvb bs I f~wg Ki cwi†kva iwk†i d†UvKwc N) nvjvMv` †nvwis U˘v· cwi†kva iwk†i d†UvKwc (hw`_v†K) O) mswkøó IqvW© KvDwÝji I kni cwiKibvwe†i mycvwik msewjZ cÖZ˘qb cÎ , ‡fvUvi AvBwW KvW©	wewa †gvZv†eK	90 w`b	wbe©vnx cÖ†KŠkjx
2	f~wg Rwic	1. mv`v KvM†R †gqi eivei wjwLZ Av†e`b Av†e`b c†li mwnZ mshyw³t K) Rwgi [˘] ZjvwaKvi cÖgvY [˘] ifc `wjj I cP©v L) LwZqvb bs M) f~wg Ki cwi†kva iwk†i d†UvKwc	wewa †gvZv†eK	45 w`b	wbe©vnx cÖ†KŠkjx

c~Z©kvLv

μwg K bs	‡mevmg~n	‡mev mieivn / †mev cÖvwβi cÖwμqv	‡mevi g~j"
03	bZzb wVKv`vix jvB‡mÝ	Av‡e`b cĬ msMÖn Av‡e`bcĬi mwnZ mshy³t (K) Qwe `yB Kwc (L) AvqKi I f`vU cwi‡kv‡ai iwk` (M) bvMwiKZj mb` (N) e`vsK mj‡fÝx, †fvUvi AvBwW KvW©, †UªW jvB‡mÝ Gi d‡Uv Kwc, AwfÁZv, PvwivĬK	g‡Wj U`vKª wmwWDj Abyhvqx -14 Abyqvqx
04	wVKv`vix jvB‡mÝ bevqb	mv`v KvM‡R ‡gqi eivei wjwLZ Av‡e`bcĬ Av‡e`bcĬi mwnZ mshy³t K) bvMwiKZj mb` L) f`vU I AvBwUi mb` M) e`vsK mj‡fÝx, c~e©eZ©x jvB‡Ýi d‡UvKwc	g‡Wj U`v· wmwWDj Abyhvqx

we`y`r kvLv

μwgK bs	‡mevmg~n	‡mev mieivn / †mev cÖvwβi cÖwμqv	‡mevi g~j"	mgqmxgv	`vwhZ;cÖvβ Kg©KZ©v/Kg©Pvix
01	Awf‡hvM MÖnY I Z`šÍ	we`y`r kvLvq †hvMv‡hvM	wd«	1 w`b	wbe©vnx cÖ‡KŠkix
02	moK evwZ cÖ`vb	we`y`r kvLvq †hvMv‡hvM	wd«	2 w`b	wbe©vnx cÖ‡KŠkix

hvwš;K kvLv

μwgK bs	‡mevmg~n	‡mev mieivn / †mev cÖvwβi cÖwμqv	‡mevi g~j"	mgqmxgv	`vwhZ;cÖvβ Kg©KZ©v/Kg©Pvix
01	†ivjvi fvovt K) 8-10 Ub L) GwK&ª‡fUi †ivjvi fvovt 3-00 Ub	mv`v KvM‡R ‡gq‡ii eivei Av‡e`b	K) 3500.00	5 w`b	wbe©vnx cÖ‡KŠkix

cvwb kvLv

μwgK bs	‡mevmg~n	‡mev mieivn / ‡mev cÖvwβi cÖwμqv	‡mevi g~j	mgqmxgv	`vwhZ;cÖvβ Kg©KZ©v/Kg©Pvix
01	cvwb	‡gq‡ii eivei Av‡e`b 1 nvjvMv` ‡cSiKi cwi‡kv‡ai d‡UvKwc 2 ‡fvUvi AvBwW KvW©, Rwgi cP©v Kwc, Qwe	K) 200.00	07w`b	wbe©vnx cÖ‡KŠkxj

cÖkvmb wefv‡Mi ‡mev

mvvaviY kvLv

μwg K bs	‡mevmg~n	‡mev mieivn / ‡mev cÖvwβi cÖwμqv	‡mevi g~j	mgqmxgv
1	K) Iqvwik mb` cĬ, L) DĒivwaKvi mb` (AbjvBb)	1) IqvwikM‡Yi we ĬvwiZ weeiYmn mv`v KvM‡R ‡gq‡ii eivei Av‡e`b Kiv Av‡e`bc‡Ĭi mwnZ mshyw ³ t g,,Zz` mb`, IqvwikM‡bi ‡fvUvi AvBwW Kv‡W©i d‡UvKwc K) ‡cSi Ki cwi‡kv‡ai d‡UvKwc	200.00	02 w`b
	M) wewfbœ ai‡bi AbjvBb cÖZ`qY, N) bvMwiK mb` cĬ (evsjv) AbjvBb bvMwiK mb` cĬ (Bs‡iRx) AbjvBb O) PvwivĬK mb` (evsjv) cĬ c ^a vb PvwivĬK mb` (Bs‡iRx) cĬ c ^a vb	1) Av‡e`b msMÖn Kiv Av‡e`b c‡Ĭi mwnZ mshyw ³ t K) ‡cSi Ki cwi‡kv‡ai d‡UvKwc L) ‡fvUvi AvBwW Kv‡W©i d‡UvKwc	200.00 40.00 40.00 40.00 40.00	01w`b 01w`b 01w`b 01w`b 01w`b
2	mvwj m wb@úwĒt K) wØZxq weev‡ni AbygwZ ̄xi RxeĬkvq L) Z...Zxq weev‡ni AbygwZ ̄xi RxeĬkvq M) PZz_© weev‡ni AbygwZ ̄xi RxeĬkvq N) ̄xi cvMj/A¶g nB‡j weev‡ni AbygwZ	Av‡e`bc‡Ĭi aiYt mv`v KvM‡R ‡gqi eivei wjwLZ Av‡e`b Av‡e`bc‡Ĭi mwnZ mshyw ³ t K) 1g/2q/3q ̄xi m∅§wZ cĬ L) ‡fvUvi AvBwW Kv‡W©i d‡UvKwc M) wPwKrmK KZ...©K mb`	10,000.00	90 w` ‡bi g‡
3	ZvjvK wb@úwĒ	Av‡e`bc‡Ĭi aiYt mv`v KvM‡R ‡gqi eivei wjwLZ Av‡e`b K) Zvjv‡Ki d‡UvKwc	wd«	90 w` ‡bi g‡
4	Mb‡kŠPvMvi BRviv	mvvaviY kvLvivi mv‡_ ‡hvmv‡hvm	wd«	Zvr¶wbk

wnmve kvLv

μwgK bs	‡mevmg~n	‡mev mieivn / ‡mev cÖvwβi	‡mevi g~j	mgqmxgv	`vwhZ;cÖvβ Kg©KZ©v/Kg©Pvix
------------	----------	------------------------------	--------------	---------	-------------------------------

		cÖwµqv			
1	wnmve msµvšÍ hveZxq Z_	wnmve kvLvq †hvMv†hvM	wd«	Zvr¶wbK	‡gvt kvwnb~i Bmjvg K~vwkqvi
2	wewfbœ cÖKvi dig weµq	wnmve kvLvq †hvMv†hvM	wba©vwiZ UvKv	Zvr¶wbK	wkwibv LvZzb D”Pgvb mnKvix

G˘v†mm†g>U kvLv

µwgK bs	†mevmg~n	†mev mieivn /†mev cÖvwβi cÖwµqv	†mevi g~j”	mgqmxgv	˘vwhZ;cÖvβ Kg©KZ©v/Kg©Pvix
1	†nvwis bs cÖ`vb	mv`v KvM†R ‡gq‡ii eivei Av†e`b Av†e`†bi mv†_ mshyw ³ t K)Rwgi `wjj (L)evoxi bKkuv	wd«	01 w`b	†gvt kvwnbyj nvmvb Ki Av`vq Kvix
2	†cŠi Ki wba©vib	G˘v†mm†g>U kvLvq †hvM†hvM Kiv	wd«	01 w`b	we.Gg. gvQzg †ejvj
3	†cŠi Ki AvcwĚ wb@úwĚ	wW di†gi gva”†g Av†e`b	wd«	05 w`b	†gvt kvwnbyj nvmvb
4	AŠlteZ©xKvjxb Ki wba©vib	mv`v KvM†R ‡gq‡ii eivei Av†e`b Av†e`†bi mv†_ mshyw ³ t K) Rwgi `wjj (L)evoxi bKkuv I cP©v	wd«	02 w`b	we.Gg. gvQzg †ejvj

Ki Av`vq I jvB†mÝ kvLv

µwgK bs	†mevmg~n	†mev mieivn /†mev cÖvwβi cÖwµqv	†mevi g~j”	mgqmxgv	˘vwhZ;cÖvβ Kg©KZ©v/Kg©Pvix
1	Ki Av`vq msµvšÍ Z_	Ki Av`vq kvLvi mv†_ †hvMv†hvM	wd«	Zvr¶wYK	Ki Av`vqKvix
2	wej ^Zix I weZiY	Ki Av`vq kvLvi mv†_ †hvMv†hvM	wd«	Zvr¶wYK	Ki Av`vqKvix
3	bZzb †U^W jvB†mÝ	1. Av†e`b msMÖn Kiv Av†e`bc†Îi mwnZ mshyw ³ t K) ‡`vKvb fovi iwm`/wWW Gi d†UvKwc L) e`emv-cÖwZôv†bi nvjvMv` †nvwis U`v· cwi†kva iw†i`i d†UvKwc, Qwe, †fvUvi AvBwW Kv†W©i d†UvKwc	e`emvi ai†bi Dci jvB†mÝ wd MÖnY Kiv nq	7 w`b	Awgq Kzgv PµeZ©x
5	†U^W jvB†mÝ	1. ‡gqi eivei Av†e`b Kiv Av†e`bc†Îi mwnZ mshyw ³ t	wewa †gvZv†eK	2w`b	Awgq Kzgv PµeZ©x

	bevqb	K) cyivZb †U ^a W jvB†mÝ I †U ^a W jvB†mÝ wd			
6	wiK ^a v f`vb jvB†mÝ	1. Av†e`b msMÖn Kiv Av†e`bc†i mwnZ mshyw ³ t K) wi·v μ†qi iwm` (K`vk †g†gv) L) Qwe, †fvUvi AvBwW Kv†W©i d†UvKwc	wewa †gvZv†eK	2w`b	Awgq Kzgv PμeZ©x

wk¶v I ms̄ <...wZK/ cvVvMvi kvLv

μwgK bs	†mevmg~n	†mev mieivn /†mev cÖvwβi cÖwμqv	†mevi g~j̄	mgqmxgv	`vwhZ;cÖvβ Kg©KZ©v/Kg©Pvix
1	Mixe I †gavex Qvĭ-Qvĭx†`i Rb` Aby`vb	mv`v KvM†R †gq†ii eivei Av†e`b	wd«	2 w`b	†cŠi wbe©vnx Kg©KZ©v
2	wewfbœ ag©xq I mvs̄ <...wZK Abyôvb cvj†b Aby`vb	mv`v KvM†R †gq†ii eivei Av†e`b	wd«	2 w`b	†cŠi wbe©vnx Kg©KZ©v
3	wewfbœ wk¶v I ag©xq cÖwZóvb wbg©v†b Aby`vb	mv`v KvM†R †gq†ii eivei Av†e`b	wd«	15 w`b	†cŠi wbe©vnx Kg©KZ©v

†cŠi evRvi kvLv

μwgK bs	†mevmg~n	†mev mieivn /†mev cÖvwβi cÖwμqv	†mevi g~j̄	mgqmxgv	`vwhZ;cÖvβ Kg©KZ©v/Kg©Pvix
1	†cŠimfv wbqws̄Z mKj gv†K©†Ui Ni fvov Av`vq, gv†K©†Ui mKj Pzw ³ cĭ msi¶b I GB móúwK©Z cĭ cÖ`Z I †cÖiY	†cŠi evRvi kvLvq †hvv†hvM	wd«	Zvr¶wYK	Awgq Kzgv PμeZ©x
2	†cŠimfvi mKj	†cŠi evRvi kvLvq	wd«	wbw`©ó	K`vwkqvi

	nvU, evRvi, evm- Uvwg©byj, †LqvNvU, cyKzi evMvb, cvK© BZ`vw`i wjR I fvov msµvšÍ Z`	†hvv†hvM		mgq	
--	---	----------	--	-----	--

“^v”, cwievi cwikÍbv I cwipQbæZv

cwi”QbæZv kvLv

µwgK bs	‡mevmg~n	‡mev mieivn /†mev cÖvwβi cÖwµqv	‡mevi g~j”	mgqmxgv	`vwhZj;cÖvβ Kg©KZ©v/Kg©Pvix
01	‡o ^a b, iv`Ív, bvjv , b`©vgv, †Svc-Svi cwi@<vi	cwi”QbæZv kvLvq †hvMv†hvM	wd«	1 w`b	‡cŠi wbe©vnx Kg©KZ©v
02	‡elqvwik jvk `vdb	cwi”QbæZv kvLvq †hvMv†hvM	wd«	Zvr¶ wYK	‡cŠi wbe©vnx Kg©KZ©v
03	gkK wbab	cwi”QbæZv kvLvq †hvMv†hvM	wd«	1 w`b	‡cŠi wbe©vnx Kg©KZ©v
04	g,,Z RxeRš`i †`n Acmvib	cwi”QbæZv kvLvq †hvMv†hvM	wd«	Zvr¶ wYK	‡cŠi wbe©vnx Kg©KZ©v

“^v” cwievi cwikÍbv kvLv

µw gK bs	‡mevm g~n	‡mev mieivn /†mev cÖvwβi cÖwµqv	‡mevi g~j”	mgqmxgv	`vwhZj;c Övβ Kg©KZ ©v/Kg© Pvix

01	Rb¥ wbeÜb mb` (AbjvBb)	1. Av†e`b cĭ msMÖn Av†e`bc†ĭi mwnZ mshyw³t K)†cŠi Ki cwi†kv†ai iwk` L)BwcAvB KvW©/GmGmwmÖi mb`cĭ/nvmcvZv†ji Rb¥ msµvšĭ Qvocĭ-Gi d†UvKwc/Rb¥ msµvšĭ eqm I Rb¥`vb msµvšĭ †mBifc Ab` †Kvb `wj†ji mZ`vwqZ Abywjwc mswkó IqvW© KvDwÝj†ii cÖZ`qbcĭ/ †gwWK`vj Awdmvi KZ©,,K eqm cÖgvY mb`cĭ (hw` †Kvb cÖKvi ID KvW© bv _v†K)	K) 0-45 w`b ch©ñt wd« L) 45- 365w`b 25.00 M) 01 eQi †_†K Z`y†a© 55.00	02 w`b (mvf©vi _vKv mv†c†y)	nvmvb Avj Zv†iK I wibv bvQwib
02	g,,Zy` mb` (AbjvBb)	1. Av†e`b cĭ msMÖn Av†e`bc†ĭi mwnZ mshyw³t K) †cŠi Ki cwi†kv†ai iwk` L) g,,Zz` cÖgvYg~jK †h †Kvb cÖKvi KvMRcĭ (Kei `v†bi mb`cĭ/ †gwWK`vj Awdmvi KZ©,,K cÖZ`wqZ g,,Zz` mvwU©wd†KU	K) 0-45 w`†bi Z_` ev Rb¥ wbeÜb Kiv n†j wd« L) 45- 365w`†bi g†a` g,,Zz` wbeÜb K†i mb` wb†Z 25.00 M) 01 eQi †_†K Z`y†a© 55.00	02w`b (mvf©vi _vKv mv†c†y)	nvmvb Avj Zv†iK I wibv bvQwib

bvMwiK†`i c¶ n†Z †cŠimfvi cÖZ`vkv

- ⇒ †cŠimfv†K MwZkxj Ki†Z †cŠi KvH©µ†g mn†hvwMZv Kiv ;
- ⇒ Pvicv†ki cwi†ek my>`i ivL†Z gqjv AveR©bv wba©vwiZ Wv÷we†b †djbv ;
- ⇒ bvMwiK myweav wbwðZ Ki†Z mgqgZ †cŠiKi cwi†kva Kiv Ges Ab`†K I DØy× Kiv ;
- ⇒ M,,n wbg©v†Yi c~†e© b·v Aby†gv`b Kiv Ges wbg©vY KvR ii“i c~†e© †cŠimfv†K AewnZ Kiv;
- ⇒ hĭZĭ †cv÷vi/weÁvcb `vcb I †jLbx †_†K weiZ _vKv, kn†ii †mŠ`h©` eRvq ivLv ;

02	cÖwZfv ivq †PŠayix	wcZv: cv_© mviZx ivq	‡gvnbeyi	
03	BwZ LvZzb	wcZv: igRvb Avjx	Zv‡nicyi	
04	‡gvQv: bvWQgv LvZzb	wcZv: †gv: Zmwjg Avng`	¯^iæc`vn	
05	‡gvQv: AvwQqv LvZzb	wcZv: Avāyj Avwjg	`~M©vcyi	
06	wcÖqv ivbx	wcZv: wKó `vm	gnv‡`ecyi	
07	‡Rvmbv LvZzb	wcZv: †gv: kwn`yj Bmjvg	nv‡Kvev	
08	Zvwbqv LvZzb	wcZv: †gv: Bgvb Avjx	¯^iæc`vn	
09	gwiqv	wcZv: Rqbj	‡gvnbeyi	
10	gy ³ v LvZzb	wcZv: Aveyj Kvjvg	Ryovbeyi	
11	‡gvQv: ¯^cæv	‡gv: Be ^a vwn gqv	weRqivgeyi	

	LvZzb			
12	‡gvQv: wbMvi myjZvbv	‡gv: Zweei ingvb	Zv‡nicyi	
13	m ^α úv gRyg`vi	Zzlv gRyg`vi	Mvsov	