

# †mev cÖ`vb cÖwZkÖæwZ (Citizen's Charter)

## K. cÖwkÿY †Kvm© msuvšÍ

µt bs	cÖwkÿY †Kv‡m©i bvg	cÖwkÿY i aib	‡Kv‡m©i †ggv` I cÖwkÿYKvj	cÖwZ eQi fwZ©i mgq	†Kvm© wd	‡K‡,`a Ae`vb	b~`bZg wkÿvMZ ‡hvM`Zv
01	‡ewmK KwæúDUvi (B>Uvi‡bU I AvBwmwU)	Abvevwm K	<u>06(Qq) gvm</u> K) RyjvB - wW‡m©i L) Rvbyqvix- Ryb	Ryb I wW‡m©i	1000/-	Dc cwiPvj‡Ki Kvh©vjq, ‡bvqvLvix	GBP,&Gm ,wm
02	gW©vY Awdm g`v‡bR‡gU GÛ KwæúDUvi G`vwcø‡Kkb	Abvevwm K	<u>06(Qq) gvm</u> K) RyjvB - wW‡m©i L) Rvbyqvix- Ryb	Ryb I wW‡m©i	500/-	Dc cwiPvj‡Ki Kvh©vjq, ‡bvqvLvix	GBP,&Gm ,wm
03	‡cvkK `Zix cÖwkÿY	Abvevwm K	<u>03(wZb) gvm</u> K) RyjvB - ‡m‡p©i L) A‡±vei- wW‡m©i	Ryb I ‡m‡p©i	50/-	Dc cwiPvj‡Ki Kvh©vjq, ‡bvqvLvix	Aóg †kÖwY
		Abvevwm K	<u>06(Qq) gvm</u> M) Rvbyqvix-Ryb	wW‡m©i	50/-	Dc cwiPvj‡Ki Kvh©vjq, ‡bvqvLvix	Aóg †kÖwY
04	grm` Pvl welqK	Abvevwm K	<u>01(GK) gvm</u> cÖwZ gv‡m	cÖwZ gv‡m	50/-	Dc cwiPvj‡Ki Kvh©vjq, ‡bvqvLvix	Aóg †kÖwY
05	B‡jKwU`K`vj GÛ nvDR Iqvwis	Abvevwm K	<u>06(Qq) gvm</u> K) RyjvB - wW‡m©i L) Rvbyqvix- Ryb	Ryb I wW‡m©i	300/-	Dc cwiPvj‡Ki Kvh©vjq, ‡bvqvLvix	Aóg †kÖwY
06	B‡j±wb	Abvevwm K	<u>06(Qq) gvm</u> K) RyjvB - wW‡m©i L) Rvbyqvix- Ryb	Ryb I wW‡m©i	300/-	Dc cwiPvj‡Ki Kvh©vjq, ‡bvqvLvix	Aóg †kÖwY
07	‡iwd`Rv‡ikb GÛ Gqvi KwÛkws	Abvevwm K	<u>06(Qq) gvm</u> K) RyjvB - wW‡m©i L) Rvbyqvix- Ryb	Ryb I wW‡m©i	300/-	Dc cwiPvj‡Ki Kvh©vjq, ‡bvqvLvix	Aóg †kÖwY
08	Mev`xci nuvm gyiMx cvjb, cÖv_wgK wPwKrmv, grm` Pvl I K...wl welqK (AvevwmK)	Avevwm K	<u>2 gvm 15 w`b</u> K) RyjvB - ‡m‡p©i L) A‡±vei- wW‡m©i M) Rvbyqvix- gvP© N) GwcÖj- Ryb	RyjvB, A‡±vei, Rvbyqvix I GwcÖj	100/-	hye cÖwkÿY †K`a, Mveyqv, †bvqvLvix	Aóg †kÖwY
09	AcÖvwZôvwbK cÖwkÿY	Abvevwm K	7 w`b, 14 w`b Ges 21 w`b	cÖwkÿYm~P x Abyqvqx	†Kvm© wd bvB	†eMgMÄ Dc‡Rjvi †h †Kvb `v‡b n‡Z cv‡i	cÂg †kÖwY

## L. hyeFY msuvšÍ

µwgK bs	FY Kg©m~Pxi bvg	F‡Yi aiY	F‡Yi cwigvY (GKK FY)	FY cwi‡kv‡ai mgqmxgv I wKw`Í	F‡Yi `dv	kZ©vejx
01	hye FY (e`w³MZ)	K) cÖvwZôvwbK L) AcÖvwZôvwbK	1.50 jÿ n‡Z 2.00 jÿ UvKv ch©šÍ 1.00 jÿ n‡Z 1.50 jÿ UvKv ch©šÍ	02(ÿyB) eQ‡ii gvwmK wKw`Í‡Z	02 (ÿyB) evi	1  cÖvwZôvwbK/AcÖvwZôvwbK cÖwkÿY eva`Zvg~jK
02	cwievi wfwËK žz`a FY (MÖæc I †K`a wfwËK)	cwievi wfwËK Kg©ms`vb Kg©m~Pxi MÖæc I †K‡,`a i m`m`	1g `dv = 30,000/- 2q `dv = 40,000/-	02(ÿyB) eQ‡ii mvßvwnK wKw`Í‡Z	02 (ÿyB) evi	2  cÖwkÿY MÖn‡Yi 05(cuvP) eQ‡ii g‡a` F‡Yi Rb` Av‡e`b Ki‡Z n‡e  3  cÖKÍ _vK‡Z n‡e
03	hye D‡`v³v FY (e`w³MZ)	K) cÖvwZôvwbK	3.00 jÿ n‡Z 5.00 jÿ UvKv ch©šÍ	02(ÿyB) eQ‡ii gvwmK wKw`Í‡Z		
04	Bgc`v± cÖKÍ	K) cÖvwZôvwbK	2.00 jÿ UvKv n‡Z	02(ÿyB) eQ‡ii gvwmK wKw`Í‡Z		

# hye Kvh©µg

- \* ƒ`k I RvwZ MVƒb hye mgvRƒK mœú,<sup>3</sup> KiƒYi jƒÿ“ ƒ^ˆ”Qvƒmex hye msMVbƒK ZvwjKvfz<sup>3</sup> KiY I Avq mÂviYg~jK cÖKƒi Aby`vb cÖ`vb|
- \* MYwkÿv, cÖv\_wgK ^v” mƒPbZv, RbmsL`v wbqš;Y, cwiƒek I e,,ÿƒivcb Kg©m~Px, BfwUwRs, gv`K I ƒhŠZzK weƒivax Kg©m~Px, bvixi ÿgZvqbm RbwnZKi Kg©m~Px MÖnƒY hye mgvRƒK D×z×KiY I mnvqZv `vb|
- \* hyeƒ`i Ask MÖnƒY mš;vm I Rw½ev` weƒivax mƒPZbZv g~jK cÖwkÿY Kg©kvjv|&
- \* hye msMVb wbeÜb|
- \* mdj AvZƒKg©x I mdj hye msMVƒbi gƒa` Aby`vb cÖ`vb I RvZxq hye cyi`vi cÖ`vb|
- \* cvewjK cÖvBƒfU cvU©bviwkƒci wfwËƒZ hye Dbœqb Awa`Bi ƒ\_ƒK cÖwkÿY cÖvß hye I hye gwnjvƒ`iƒK Kg©ms`vb e`vsK, RbZv e`vsK I wcƒKGmGd ƒ\_ƒK hye FY cÖ`vb|

**gynvœš` wgRvb~i ingvb**

DcƒRjv hye Dbœqb Kg©KZ©v  
ƒeMgMÄ, ƒbvqvLvix|