|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **l;=g+=** | **;]jf ;'ljwfsf] ljj/0f** | **;]jf ;'ljwf k|fKt ug{ cfjZos kg]{ k|lqmof tyf sfuhftx?**  **jL/u+h dxfgu/kflnsf**  **gu/ sfo{kflnsfsf] sfof{no**  **gful/s a8fkq**  **(Citizens’ Charter)** | **;]jf k|bfg ug]{ kbflwsf/L÷sd{rf/L**  jL/u+h, k;f{  dw]z k|b]z, g]kfn | **nfUg] b:t'/ -z'Ns nfUg] xsdf lgj]bg kmf/d ?=!) / l6s6 ?=!) yk b:t'/ nfUg]5 .\_** | **nfUg] ;do** |
| != | gful/stf / k|ltlnlk l;kmfl/; | != lgj]bg kq / cfdf jf a'jfsf] gful/stf k|df0fkqsf] k|ltlnlk  @= hGdbtf{ k|df0fkqsf] k|ltlnlk  #= ljjflxt dlxnfsf] xsdf klt ;fy} cfdf jf a'jfsf] gful/stf k|df0fkqsf] k|ltlnlk  $= ljBfyL{sf] xsdf rfl/lqs k|df0fkqsf] k|ltlnlk  %= ljjflxtsf] xsdf ljjfx btf{ k|df0fkqsf] k|ltlnlk  ^=j;fO{ ;/L cfPsf] xsdf a;fO{ ;/fO{sf] k|df0fkqsf] k|ltlnlk  &= b'j} sfg b]lvg] kf;kf]6{ ;fOhsf] kmf]6f] ^ k|lt  \*= k|ltlnlk gful/stfsf] xsdf k'/fgf] gful/stfsf] k|ltlnlk÷;Ssn gful/stf k|df0fkq | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | ?= !@%.– | ;f]xL lbg÷;h{ldgsf] xsdf & lbg |
| @= | gfjfns kl/ro kq l;kmfl/; | != lgj]bg kq / cfdf a'jfsf] gful/stf k|df0fkqsf] k|ltlnlk  @= hGd btf{ k|df0fkqsf] k|ltlnlk  #= gfjfns v'Ng] yk s'g} k|df0f sfuhft eP ;f] ;d]t k]z ug]{ .  $=gfjfns clgjfo{ pkl:yt x'g'kg]{ .  %=b'j} sfg b]lvg] kf;kf]6{ ;fO{hsf] ^ k|lt kmf]6f] . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/ ;efsf] lg0f{o cg';f/ | ;f]xL lbg÷;h{ldgsf] xsdf & lbg |
| #= | c+lus[t gful/stf l;kmfl/; | != lgj]bg ;lxt j}jflxs gful/stfsf] nflu ljjfx btf{ k|df0fkqsf] k|ltlnlk / ;DjlGwt b]zsf] cflwsfl/s gful/stf Tofu]sf] k|df0fkq  @= b'j} sfg b]lvg] kf;kf]6{ ;fOhsf] kmf]6f] ^ k|lt  #= ;h{ldg d'r'Nsf  $= >Ldfgsf] gful/stf k|df0fkqsf] ;Ssn÷k|ltlnlk  %= gftf k|dfl0ft k|df0fkq | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/ ;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf] xsdf jl9df & lbg |
| $+ | b'j} gfd u/]sf] JolQm Ps} xf] eGg] l;kmfl/;÷km/s ldlt ;+zf]wg l;kmfl/; | != lgj]bg kq / gful/stf kqsf] ;Ssn÷k|ltlnlk  @= gfd km/s k/]sf] k'li6 ug]{ sfuhftx? .  #=;DjlGwt JolQm jf xsjfnf pkl:yt eO{ ;gfvt ug'{kg]{ | j8f cWoIf÷sf=jf= j8f  cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]xL lbg÷;h{ldgsf] xsdf & lbg |
| %= | ckfËtf kl/rokq  l;kmfl/; | != lgj]bg kq / gful/stf k|df0fkqsf] k|ltlnlk÷hGdbtf{sf] k|ltlnlk  @= s'g k|sf/sf] ckfË xf] ;f] sf] d]l8sn ;'kl/6]G8]G6sf] l;kmfl/;  #= JolQm :jo+ pkl:yt x'g'kg]{ .  $= k|i6 ckfËtf b]lvg] km'n ;fO{sf] kmf]6f] # k|lt / kf;kf]6{ ;fOhsf] kmf]6f] @ k|lt | j8f cWoIf÷sf=jf= j8f  cWoIf÷j8f ;lrj | lgz'Ns | ;f]lx lbg÷;h{ldgsf]  xsdf j9Ldf & lbg |
| ^= | 5fqj[lQ l;kmfl/; | != lgj]bg kq / gful/stf k|df0f kqsf] k|ltlnlk÷hGdbtf{ k|df0fkqsf] k|ltlnlk  @= z}lIfs of]Uotfsf] k|df0fkqsf] k|ltlnlk  #= cWoog ub}{ u/]sf] z}lIfs ;+:yfsf] sfuhft . | j8f cWoIf÷sf=jf= j8f  cWoIf÷j8f ;lrj | ?= !@%.– | ;f]xL lbg÷;h{ldgsf]  xsdf & lbg |
| &= | ljkGg ljBfyL{ 5fqa[lt l;kmfl/; | != lgj]bg kq / gful/stf k|df0fkqsf] k|ltlnlk  @= z}lIfs of]Uotfsf] k|df0f kqsf] k|ltlnlk  #= cWoog ub}{ u/]sf] z}lIfs ;+:yfsf] sfuhft .  $= cfly{s cj:yf v'Ng] k|df0f kq . | j8f cWoIf÷sf=jf= j8f  cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf]  xsdf j9Ldf & lbg |
| \*= | hGdbtf{ | != cg';"rL kmf/fd  @= jfnjflnsfsf] cfdf jf a'jfsf] gful/stfsf] k|ltlnlk  #= c:ktfndf hGd]sf] xsdf hGd k|dfl0ft u/]sf] kl/ro kq jf vf]k nufPsf] sf8{sf] k|ltlnlk .  $= ;"rssf] gful/stf k|df0f kqsf] k|ltlnlk -;'rs pd]/ k'u]sf] Psf3/ kl/jf/ leqsf] JolQm x'g'kg]{5 .\_  %= cfdf÷a'jfsf] ljjfxbtf{sf] k|ltlnlk . | j8f;lrj÷sDKo'6/ ck/]6/ | != #% lbgleq lgMz'Ns  @= #% lbg kZrft ?= %).– | ;f]xL lbg÷;h{ldgsf] xsdf & lbg |
| (= | d[To'btf{ | != cg';"rL kmf/d  @= d[tssf] gful/stf / ;"rssf] gful/stf k|df0f kqsf] k|ltlnlk  -;"rs pd]/ k'u]sf] Psf3/ kl/jf/ leqsf] JolQm x'g'kg]{5 .\_  #= d[ts;+usf] gftf k|dfl0ft jf k|df0f kq  $= d[tssf] gful/stf gePsf] v08df :yfgLo ;h{ldg . | j8f;lrj÷sDKo'6/ ck/]6/ | != #% lbgleq lgMz'Ns @= #% lbg kZrft ?= %).– | ;f]xL lbg÷;h{ldgsf] xsdf & lbg |
| !)= | ljjfx btf{ | != ;'rgf kmf/d  @= b'nxf÷b'nxL] -j]x'nf÷j]x'nL\_sf] hGdbtf{ / gful/stf k|df0f kqsf] k|ltlnlk  #= ;'rsdf b'nxf / b'nxL b'j} cfkm} pkl:yt x'g'kg]{ .  $= b'j}hgfsf] kf;kf]6{ ;fO{hsf] b'O{ b'O{ k|lt kmf]6f] .  %= ;DalGwt lhNnf cbfntaf6 gftf sfod ePsf] kq . | j8f;lrj÷sDKo'6/ ck/]6/ | != #% lbgleq lgMz'Ns @= #% lbg kZrft ?= %).– | ;f]xL lbg÷;h{ldgsf] xsdf & lbg |
| !!= | j;fO{ ;/fO{ hfg] cfpg] btf{ | != ;'rgf kmf/d / gful/stf k|df0f kqsf] k|ltlnlk  @= j;fO{;/fO{ u/L hfg]sf] xsdf kl/jf/sf] clwsfl/s ljj0f ;lxt ;DjlGwt j8f sfof{nosf] a;fO{ ;/fO{sf] sfuhft .  #= j;fO{ ;/fO{ u/L cfpg]sf] xsdf a;fO{ ;/fO{ u/L NofPsf] k|df0f kq  $= a;fO{ ;/fO{ hfg]÷cfpg] ;a} JolQmx?sf] gful/stf, hGdbtf{÷ljjfx btf{sf] k|ltlnlkx? . | j8f;lrj÷sDKo'6/ ck/]6/ | != #% lbgleq lgMz'Ns @= #% lbg kZrft ?= %).– | ;f]xL lbg÷;h{ldgsf] xsdf & lbg |
| !@= | ;DaGw ljR5]b | != ;"rgf kmf/d, ;"rssf] gful/stfsf] k|ltlnkL  @= ;DalGwt lhNnf cbfntaf6 ;DaGw ljR5]b ePsf] km};nfsf] k|ltlnkL | j8f;lrj÷sDKo'6/ ck/]6/ | != #% lbgleq lgMz'Ns @= #% lbg kZrft ?= %).– | ;f]xL lbg |
| !#= | c:yfO{ j;f]jf; k|dfl0ft | != lgj]bg kq / gful/stf kqsf] ;Ssn÷k|ltlnlk / :yfO{ j;f]jf; ug]{ 3/ gDa/, 6f]n, dfu{ jf af6f]sf] gfd .  @= axfndf j:g]sf] xsdf 3/wgLsf] ;gfvt d'r'Nsf / lghsf] gful/stfsf] k|df0f kqsf] k|ltlnlk .  #= sd{rf/Lsf] xsdf xfn sfo{/t sfof{nosf] kq .  $= 3/jxfn lt/]sf] /l;b .  %= 3/jxfnsf] ;Demf}tf kq . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]xL lbg÷;h{ldgsf] xsdf & lbg |
| !$= | :yfO{ a;f]af; l;kml/; | != lgj]bg kq / gful/stf k|df0fkqsf] k|ltlnlk  @= a;fO{ ;/fO{sf] xsdf a;fO{ ;/fO{ btf{ k|df0f kqsf] k|ltlnlk .  #= hUuf wgL k|df0fkqsf] k|ltlnlk jf :yfO{ a;f]af; v'Ng] k|df0f kqsf] k|ltlnlk . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf] xsdf j9Ldf & lbg |
| !%= | cfly{s cj:yf sdhf]/ jf ljkGgtfsf] k|dfl0ft | != lgj]bg kq / gful/stf k|df0fkqsf] k|ltlnlk . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf] xsdf jl9df & lbg |
| !^= | hUuf btf{ l;kmfl/; | != lgj]bg / gful/stf k|df0fkqsf] k|ltlnlk  @= rfn' cf= j= sf] s/ lt/]sf] /l;b / ;fljs nut k|dfl0ft k|ltlnlk  #= lkmN8a's ptf/ / :ynut lg/LIf0f k|ltj]bg .  $= hUufsf] gfkL gS;f / :yfgLo ;h{ldg d'r'Nsf .  %= hUuf;+u ;DalGwt cGo sfuhftx? . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf] xsdf j9Ldf & lbg |
| !&= | hLljt;+usf] gftf k|dfl0ft | != lgj]bg / gful/stf k|df0f kqsf] k|ltlnlk .  @= gftf v'Ng] k|df0f kqsf] k|ltlnlk .  #= ;h{ldg u/L a'‰g' kg]{ ePdf ;fIfL a:g] & hgfsf] gful/stf k|df0f kqsf] k|ltlnlk .  $=gftf k|dfl0ft u/fpg]sf] @ k|lt kf;kf]6{ ;fO{hsf] kmf]6f] .  %= cfj:oQmf ePdf :yfgLo k|x/L ;h{ldg d'r'Nsf . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf] xsdf j9Ldf & lbg |
| !\*= | d[ts;+usf] gftf k|dfl0ft | != lgj]bg / gftf v'Ng] k|df0f kqsf] k|ltlnlk .  @= xsbf/x?sf] gful/stf k|df0f kqsf] k|ltlnlk .  #= dTo'btf{ k|df0f kqsf] k|ltlnlk / d[tssf] gful/stf k|df0f kqsf] k|ltlnlk .  $= xsjfnf gfafns eP hGd btf{ k|df0fkqsf] k|ltlnlk .  %= j;fO{ ;/fO{ eO{ cfPsf]df j;fO{ ;/fO{ k|df0f kqsf] k|ltlnlk .  ^= xsbf/x?sf] @ k|lt kf;kf]6{ ;fOhsf] kmf]6f] .  &= cfjZoQmf ePdf :yfgLo k|x/L ;h{ldg d'r'Nsf . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf] |
| !(= | ;+/Ifs l;kmfl/; -JolQmut\_ | != lgj]bg kq .  @= ;+/Ifs lbg] / lng] JolQmsf] gful/stf / hGdbtf{ k|df0f kqsf] k|ltlnlk .  #= cfjZostf cg';f/ :ynut ;h{ldg d'r'Nsf . | j8f cWoIf÷sf=jf= j8f  cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf]  xsdf j9Ldf & lbg |
| @)= | lgz'Ns :jf:Yo pkrf/ l;kmfl/; | != lgj]bg kq / gful/stf k|df0f kqsf] k|ltlnlk .  @= ljkGg eP ljkGgtfsf] k|df0fkq jf 6f]n ljsf; ;ldltsf] l;kmfl/; . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | lgz'Ns | ;f]lx lbg÷;h{ldgsf] xsdf j9Ldf & lbg |
| @!= | JolQmut÷rfl/lqs÷hfthftL l;kmfl/; | != lgj]bg kq / gful/stf k|df0f kqsf] k|ltlnlk .  @= rfn' cf= j=sf] jxfn s/ lt/]sf] /l;b .  #= ljifo;+u ;DjlGwt cGo k|df0f kq, sfuhftx? . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf] xsdf j9Ldf & lbg |
| @@= | hGdldlt k|dfl0ft | !=lgj]bg kq / gful/stf k|df0f kqsf] k|ltlnlk gfafnssf] xsdf hGd btf{sf] k|ltlnlk  @= j;fO{ ;/L cfPsf] eP ;f] sf] k|df0fkq .  #= rfn' cf= j=sf] jxfn s/ lt/]sf] /l;b . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf] xsdf j9Ldf & lbg |
| @#= | ljjfx k|dfl0ft | != lgj]bg / b'nxf b'nxL b'j}sf] gful/stf k|df0f kqsf] k|ltlnlk ;fy} b'j} pkl:yt eO{ ;gfvt ug'{ kg]{  .  @= a;fO{ ;/L cPsf] xsdf j;fO{ ;/fO{ k|df0fkqsf] k|ltlnlk .  #= rfn' cf= j=sf] jxfn s/ lt/]sf] /l;b .  $= lj= ;= @)#^ kl5sf] xsdf ljjfx btf{ k|df0fkqsf] k|ltlnlk . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf] xsdf j9Ldf & lbg |
| @$= | cljjflxt k|dfl0ft | != lgj]bg kq / gful/stf k|df0f kqsf] k|ltlnlk .  @= ;+/Ifs jf cljefjsn] sfof{nosf] /f]xj/df u/]sf] ;gfvt kq .  #==ljb]zdf /x]sf] xsdf ljb]z l:yt g]kfnL lgof]ujf6 cfPsf] l;kmfl/; . | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | gu/;efsf] lg0f{o cg';f/ | ;f]lx lbg÷;h{ldgsf] xsdf j9Ldf & lbg |
| @%= | afnkf]if0f etf kfpg cfjZos sfuhft | != aRrfsf] hGdbtf{  @= aRrfsf] kf;kf]6{ ;fOhsf] @ k|lt kmf]6f]  #= cfdf jf a'jf÷;"rssf] gful/stfsf] k|ltlnlk / kf;kf]6{ ;fOhsf] @ k|lt kmf]6f] | j8f cWoIf÷sf=jf= j8f cWoIf÷j8f ;lrj | lgMz'Ns | ;f]lx lbg÷;h{ldgsf] xsdf j9Ldf & lbg |

A logo with a mountain and flowers

AI-generated content may be incorrect.

A blue and white text on a black background

AI-generated content may be incorrect.A cartoon of a tree and a logo

AI-generated content may be incorrect.