|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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/rokql;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= j8fcWoIf÷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 |



