

rGfful/ gu/kfnsf sfofhsf]  
 gful/s j 8fkq  
 Citizen Charter

zfvf- kZff; g  
 lhDdj f/Lsdxf/L gd/fh aflgof  
 ugf; f]; G]kbfwsf/L sfo\$ f/L clwst

l; =g#	pknJw xg ; j fx?	; mlg ugkg]kdfsf sfuhftx?	nflg]; do
!=	Gftf kdfofft	!_ tf\$IPsf]9fFsf]lgj bg @_ d[ssf]dTo' btf{kdfsf]kltnkL #_ lgj bssf]gful/stfsf]kltnkL \$_ gftbf/x?sf]gful/stfsf]kltnkL %_ gftbf/x?sf]/ulg krf ^ klt ^_ gfj fnssf]xsdf hCd btf{kdfsf]kqsf]kltnkL &_ j 8faf6 ul/Psf]; hldg ; lxtsf]l; krf/; kq &_ j; f0{/f0{ul/ cfPsf]xsdf a; f0{/f0{ul/ cfPsf]kdfsf]kqsf]kltnkL *_ gftbf/x? ; j }pkl:yt xg]kg]	j 8faf6 drNsf ; lxt l; krf/; e}cfPk5 t?Gt
@=	pBfh :yfkf ; Dj lGw l; krf/;	!_ lgj bg @_ lgj bssf]gful/stfsf]kltnkL #_ pBfh :yfkf xg]3/÷hüf]nfnkhf\$]kltnkL \$_ 3/÷hüf ef8fdf eP hüfwg]sf]gful/stfsf]kltnkL/ 3/ef8fdf eP gS; fkf; sf]j lslt kqsf]kltnkL %_ hüf ef8fdf lnPsf]; Denf]sf]kltnkL ^_ rfn' cfj = ; Ddsf]s/ lt/\$f]/l; bsf]kltnkL	j 8faf6 !% lbg] ; fj hlgS ; r'gf hf/L ul/ drNsf klt eP kZrft @ lbg leq

#=	; ðyf btff{glj s/0f	!_ lgj þg @_ j }s kl:tsfsf]lg0f6sf]kl tnkL #_ lj wfg ! yfg \$_ kbflwsf/lx?sf]gful/stfsf]kl tnkL %_ j 8f sfoffnosf]l; krf/; ^_ glj s/0sf]xsdf s/ lt/ðf]/l; bsf]kl tnkL &_ n=k= kl tj þg ut cfj = sf]	!-@ lbg
\$=	sG; h/ kðf0ft	!_ kðf0ft ug{kg}sfuhft ; Ssn / kl tnkL @_ gful/stfsf]; Ssn / kl tnkL	; flx lbg
%=	hüf btff{	hüf btff{k\$ t cg; f/	j 8f sfoffoaf6 k\$ðf kðf0{@ lbg leq
^=	lj lj w l; krf/;		

zfvf- ofhgf tyf ; x/Lj sf; kj fvf/  
 lhDdj f/Lsd f/L sfGf > j7  
 ugf; f]; G]kbfwsf/L sfo\$ f/L clwst

l; =g#	pknJw xg ; j fx?	; nlg ugkg]k]ff sfuhftx?	nflg]; do
!=	ofhgf Oli6d\$ tyf ; Denf -pkefQm; ~rimg xg]ofhgfsf]xsdf_	!_ j 8f sfof]osf]l; krf/; ; lxtsf]lgj hg @_ pkefQm; ldtsf kbflwsf/lx?sf]gful/stfsf]kltlnkL/ @@ klt krf]f] #_ lgod cg' f/ pkefQm; ldt u7g ePsf]/ lgOf u/\$f] j 7ssf]lgOf kltlnkL \$_ ofhgfsf]nut l:6d\$sf]# klt %_ kTos ls:tf dfu ubf{pkefQm; ldtsf]j 7ssf]lgOfsf] kltlnkL, ljn e/kfO{; Ssn} klfj lws dNof^sgsf]# yfg	lgj hsn]lgj hg btf{ u/\$f]ldtn]; DkOf{ k\$of kVof{(!) lbg leq
@=	ofhgfsf]cgudg ; kl/j Ifof tyf kmkrf/s	!_ kmkrf/ssf]nflu lgj hg @_ pkefQm; ldtsf]j 7ssf]lgOfsf]kltlnkL, b:tvf tyf 5fk ; lxtsf]ljn e/kfO{; Ssn} #_ klfj lwsn]tof/ u/\$f]sfo{; DkG kltj hg ! klt \$_ ljj /Of e/\$f]gfkLlstfj ! klt %_ ; fdfhs kl/rfns dkrf ofhgfsf]; fj hlgf nyf kl/Ifof u/\$f]kltj hg -bi6Aomldtn]cfj Zos bydf :ynut lgl/Ifof ul/g]5_	lgj hsn]lgj hg btf{ u/\$f]ldtn]; DkOf{ k\$of kVof{!% lbg leq

zfvf- ejg lgdff tyf ; x/Lofhgf zfvf  
 lhDdjf/Lsdff/L xffG dxhg  
 ugf; f]; G]kbfwsf/L sfo\$ff/Lclwst

l; =g#	pknJw xg ; j fx?	; mlg ugkg{kffof sfuhftx?	nffg]; do
!=	3/gS; f kf; ; Dj lGw	!_ gS; f b/vf:t lstfj df pNhy ul/Psf]5 .	j 8faf6 lgodfg; f/ ; r'gf 6f;+ u/Ll; knf/ kff ePsf]& lbg leq
@=	gS; f gfd; f/L	!_ lgj hg @_ hufwgl nfnkhffsf]kltlnklsf]! klt #_ gful/stfsf]kltlnkL! \$_ gfd; f/Lj f l/hi6zg lnvtsf]kltlnkL! klt %_ gfkLgS; f -An'lkG_ ; Ssn ! klt ^_ :j lsf gS; fsf]; Ssn}! / kltlnkL! klt &_ kf; kf\$; f0hsf]knff]@ klt *_ 3/huf÷dfnkff s/ lt/\$f]/l; bsf]kltlnkL! klt -GfMgj hg btffsf]; dodf ; Ssn kdf0fx? Nofpg' kg\$ .	; flx lbg
#=	lgdff ; DkG	!_ lgj hg @_ :j lsf 3/gS; fsf]kltlnkL! klt #_ :j lsf 3/gS; f kqsf]kltlnkL! klt \$_ nfnkhffsf]kltlnkL! klt %_ gful/stfsf]kltlnkL! klt ^_ lgdff ePsf]3/sf]rf/}lt/af6 lvrPsf]knff] !-! klt &_ kf; kf\$; f0hsf]knff] @ klt *_ 3/huf÷dfnkff s/ lt/\$f]/l; bsf]kltlnkL ( gS; f l8hf0g stff]l; knf/;	lgj hg btff{ePsf] ldltn]& lbg leq

\$=	3/ dd€	!_ lgj b€ @_ lgj bssf]gful/stf / nfnkhffsf]kl tnkL!-! kl t #_ ; flj s 3/ dd€ ug{kgl{efusf]0{ne} gsf]PNj d ; f0hsf] krf] / ; f\$]krf]\$kL! kl t \$_ xfn; fn}tof/ u/\$f]gfkLgS; f÷6k gS; f	
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zfvf- /fhZj zfvf  
lhDdj f/Lsd€f/L gd/fh j flgof+  
ugf; f]; G]kblwsf/L sfo\$ f/L clws€

l; =g#	pknJw xg ; j fx?	; mlg ugkg{krf] sfuhftx?	nflg]; do
!=	j fnLw/f€L	!_ hftxf kdffkhhffsf]kl tnkL! kl t @_ gful/stfsf]kl tnkL! kl t #_ lkn8 j's ptf/ \$_ ut jif{w/f€LaenPsf]; f\$]ekf0{ %_ hftxfsf]dt ePdf xs vfg\$]gftf kdff0it ; Ssn / kl tnkL! kl t	; flx lbg