

rGfful/ gu/kflnsf sfofho
 gful/s j 8fkq
 Citizen Charter

; j }j 8f sfofho
 lhDd]f/Lsd{f/L j 8f ; lrj
 ugf; f]; Gg]kbfwsf/L sfo\$f/Lclwst

l; =g#	pknJw xg ; j fx?	; mUg ugkg{k}ffof sfuhftx?	nflg]; do
!=	3/af6f]l; krf/;	!_ lgj bg -; Dj lGwt AolQmpkl:yte0{lgj bg lbgkg{ @_ h=w= sf]gful/stf tyf nfnkhf\$]k}tlnkL!-! klt #_ xfn; fn\$]gfkLgS; f:-6k gS; fsf]; Ssn} \$_ 3/hUuf:-dfnkft s/ lt/\$f]/l; bsf]k}tlnkL! klt	; flx lbg÷; hldg ugkg]ePdf @ blv # lbg
@=	Rff/lsNhf l; krf/;	!_ lgj bg -; Dj lGwt AolQmpkl:yte0{lgj bg lbgkg{ @_ h=w= sf]gful/stf tyf nfnkhf\$]k}tlnkL!-! klt #_ xfn; fn\$]gfkLgS; f -6; / An'lk@_ ; Ssn}/ k}tlnkL!-! \$_ l; krf/; ug{a\$÷; :yfsf]gfd, 7u]gf %_ 3/hUuf:-dfnkft s/ lt/\$f]/l; bsf]k}tlnkL! klt	; flx lbg÷; hldg ugkg]ePdf # blv \$ lbg
#=	3/hUuf gfd; f/Ll; krf/;	!_ lgj bg @_ h=w= sf]nfnkhf\$]k}tlnkL!-! klt #_ dTo' btf{/ gftf kdffof kdffof kqsf]k}tlnkL!-! klt \$_ gftff/x?sf]kf; k@{; f0hsf]krf]@ klt %_ gftff/x?sf]gful/stfsf]k}tlnkL!-! klt	; flx lbg

\$=	lj Bt l; krf/;	!_ lgj b̂g @_ 3/ wgl sf]gful/stf tyf nfnkhf\$]kl tnkL!-! klt #_ ej g lgdf Ohfht kqsf]kl tnkL! klt \$_ 3/hüf÷dfnkft s/ lt/\$f]/l; bsf]kl tnkL! klt	; flx lbg
%=	Jo; ; fo btf{l; krf/;	!_ lgj b̂g @_ h=w= sf]gful/stf tyf nfnkhf\$]kl tnkL!-! klt #_ lgj b̂ssf]gful/stfsf]kl tnkL! klt \$_ 3/÷hüf ef8fdf eP ef8f ; Derf\$]kl tnkL! klt %_ e8fs/÷3/hüf÷dfnkft s/ lt/\$f]/l; bsf]kl tnkL! klt	; flx lbg÷; hkdg ugkglePdf # blv \$ lbg
^=	nfnkhf\$]kl tnkLl; krf/;	!_ lgj b̂g @_ nfnkhf\$]kl tnkL! klt÷kl tnkLgeP dfnkftaß >]tf ptf/ u/\$f]kl tj b̂g #_ h=w= sf]gful/stfsf]kl tnkL! klt \$_ kf; kß{; f0hsf]krßf]@ klt %_ 3/hüf÷dfnkft s/ lt/\$f]/l; bsf]kl tnkL! klt	; flx lbg÷; hkdg ugkglePdf # blv \$ lbg
&=	hCd btf{	!_ lgj b̂gsf]cg;"lr krf/d @_ c:ktndf hCd\$]eP kdf0kqsf]kl tnkL! klt #_ lktf÷cdfsf]lj j fx btf{kdf0kqsf]kl tnkL! klt \$_ lktf÷cdfsf]gful/stfsf]kl tnkL! klt ; Ssn}ln0{cfpg'kgß %_ lgj b̂ssf]gful/stfsf]kl tnkL! klt	; flx lbg
*=	lj j fx btf{	!_ lgj b̂gsf]cg;"lr krf/d @_ lgj b̂ssf]gful/stfsf]kl tnkL!-! klt; Ssn}ln0{cfpg'kgß #_ lgj b̂sx? :joæ pkl:yt xgkgf.	; flx lbg

(=	dTo' btf{	!_ lgj hgsf]cg;' lr krf/d @_ d[ssf]gful/stf kltlnkL! -ePdf_ #_ lgj hssf]gful/stfsf]kltlnkL! klt -; Ssn}lnO{cfpg' kg\$ _	; flx lbg
!)=	j; fO{; /fO{	!_ lgj hgsf]cg;' lr krf/d @_ j; fO{; /fO{ul/ cfPsf]kdfOfkq ; Ssn} #_ j; fO{; /fO{ul/ cfPsf j f ul/ hfgx?sf]gful/sftfsf]kdfOfkq÷ hCd btf\$]kdfOfkq÷lj j fx btf{kdfOfkqsf]kltlnkL!-! klt	; flx lbg
!!=	; Dj Gw lj R5h btf{	!_ lgj hgsf]cg;' lr krf/d @_ cbfntsf]krfnf ; Ssn}kltlnkL! klt #_ gful/stfsf]kltlnkL!-! klt	; flx lbg
!@=	gkfnLgful/stf l; krf/;	!_ lgj hgsf]cg;' lr krf/d ! @_ ktf÷cdfsf]gful/stf, lj j fxbtf\$]kltlnkL!-! klt -; Ssn}lnO{cfpg' kg\$ _ #_ lgj hsf]hCd btf{ P; =Pn=; Lz]f\$ kdfOfkqsf]kltlnkL!-! klt \$_ kf; kff{; fohsf]krf]# klt	; flx lbg
!#=	Dflx gfd; f/L	!_ lgj hg @_ hffxf kdfOfkhf{j f h=w= kdfOf khf\$sf]kltlnkL! klt #_ d[ssf]gful/stfsf]kltlnkL! klt \$_ d[ss d[ss]dTo' btf{/ gftf kdfOf kdfOf kqsf]kltlnkL! klt %_ lgj hssf]gful/stfsf]kltlnkL! klt ^_ lkn8 as ptf/	; flx lbg÷; hkdg ugkgePdf # blv \$ lbg

!\$	Dflx nut s\$ -ltgk!t]leq_	!_ lgj lg @_ h=w= kDff khf\$fsf]kl tnkL! klt #_ lgj l\$ful/stfsf]kl tnkL! klt \$_ # k!t]gftf vNg]kDffsf]; Ssn}/ kl tnkL!-! klt	; flx lbg÷; hldg ugkglEpdf # blv \$ lbg
!%=	lj lj w l; krl/;	l; krl/; sf]k\$[t cg! f/	