

# sf/fuf/ Joj :yfkgljefu

## gful/s a8fkq (Citizens Charter)

; jf ; ljwfsf]lj j / of	cfj Zos kg] sfuhkqx? kdf0fx?	zls÷b :t/	nflg]; do	lhDd]f/ kbflwsf/L zfvf÷krf	ufj; f]; G] clwsf/L	s]knot
!= Goflos tyf cw(Goflos lgsfox?sf]cfbzn] sf/fuf/x?df cfpq]ygf]f, sbl agblx?sf]cleny /Vg].	ygfdf k7fpg] lgsfosf]:k:6 cfbzn] xgkg].	lgMzNs	t?Gt	h]h/ -; Dj lGwt sf/fuf/_	k#h=c=	
@= i) agblx?sf]l; bf Joj :yf . • rfdn &)) u]d / ^) ?k0fF. ii) gfafnsnf0{- • & dlxgfb]v ! j if\$ f nflu !)) u]d / #% ?k0fF. • !-# j if\$ f nflu !%) u]f / #% ?k0fF. • #-% j if\$ f nflu @)) u]f / #% ?k0fF. • %-& j if\$ f nflu @%) u]f / #% ?k0fF. • &-!@ j if\$ f nflu \$%) u]f / #% ?k0fF. • !@ j if(dflysf nflu ^)) u]f rfdn / #% ?k0fF. iii) bz]vr{k]tj if{? #)) . iv) ; ]s]l vr{? !)) .	agblsf]cleny	lgMzNs	blgs	h]h/ -; Dj lGwt sf/fuf/_	k#h=c=	cf-j= @)&%÷)&^ sf]j h0 j Qmt Jodf p]Nny ePsf] lgodfj nl ; z]vgsf] nflu d-k= sf=df k]tfj kzn ePsf]
#= agblx?sf nflu nQf sk8f pknAw u/fpg]. • j znv / sflt\$df u/l j if\$ f]@ k6s nufpg] sk8f . • @ j if\$ f ! k6s cf]g]cf]5dfpg]sk8f kfpq].	agblsf]cleny	lgMzNs	t]f]sPsf]lg]b{6 ; dodf lj t/of xg].	h]h/ -; Dj lGwt sf/fuf/_	k#h=c=	
\$= agblx?nf0{; jf:Yof]krf/, dgf]-hg, lz]ff, ; bfrf/, l; klj sf; ; d]sf cj; / lbnfpg].	agblsf]cleny	lgMzNs	; jf:Yof]krf/ t?Gt)/ cGo cfj Zostfcg; f/.	h]h/ -; Dj lGwt sf/fuf/_	k#h=c=	
% = agblu] nufot e]f]ts ; Argfsf]lgdf0f, dd]f ; ef/sf] k]Gw .	agblu] / e]f]ts cj:yfsf]:k:6 l:y]tsf cfwf/df	cfj Zo stfcg' ; f/	lgoldt ?kdf	; Dj lGwt sf/fuf/ kzn; g	k#h=c=	
^= -s_ agblx?sf]ztk]tzt sbl dQmePsf]cfbzn] lbg].	h]h/af6 kdf]0ft e} cfPsf]56 kfpq] l; krf/; .	lgMzNs	& lbg cufj }sf/fuf/ sfof]on]lj efudf k7fpgkg].	h]h/, k#h=c=	u] dGqfno	

;]f ;ljwfsf]lj/Of	cfj Zos kgI sfuhkqx? kdf0fx?	zNs÷b :t/	nflg]; do	lhDdjf/ kbfllwsf/L zfvf÷knf	ugf; f]; Gg] clwsf/L	s]knøt
-v_ /fli60 kj {tyf c6o dxlj kOf{pI; j x?sf]pknlodf xg]s} dfkn ldgxf tyf 56 .	aGblx?sf]clenysf] cfwf/df c; n rfnrng ; lxtsf] ; Dj lGwt hñ/ / k#h=c= sf]l; knf/;	lgMzNs	# xktf cufj }dGqfnodf kz ugkgI.	sf/fuf/ Joj :yfkG ljefu	uX dGqfno	
&= aGblx?sf]; fdLxs dfu, lgj ðg cflb ; DalGwt lgsfodf k7fpg]Joj :yf ugI.	sf/Of ; lxt hñ/ / k#h=c=sf]l; knf/;	lgMzNs	cfj Zostf cg; f/	lgbzs	dxflgbzs	
*= afn lahof0\$Pj #aGblsf ; fydf /x\$fi cfi>t x?nf0{ qmdzmaf; wf/ uXdf /Vg ; #yfx?; E ; Dks{/ ; dgj o u/L cfj Zos Joj :yf ugI.	hñ/ / k#h=c= sf] l; knf/;	lgMzNs	cfj Zostfcg; f/ lgoldt ?kdf xg].	hñ/	lhNnfd k#h=c= / ljefudf dxflgbzs	
(= aGblsf cfknøt, ldqx?, sfgg Joj ; folx? tyf lj leGg /fli60 cGt/fli60 u} ; /sf/L ; #yfsf klTlgw; d]nf0{ aGblx?; E eð3f6sf]Joj :yf ldnfpg].	sf/fuf/ lgodfj nl Pj + gkfn ; /sf/n]thOf u/\$f]glT lgbzg cg?ksf]klqnof k#ofpgkgI.	lgMzNs	; DalGwt sf/fuf/ zfvfn]tf\$]lglZrt ; do, cfj Zostf cg; f/ xg].	hñ/	k#h=c=	
!)= sf/fuf/df /x\$fi aGblx?sf]:yfgGt/Of .	; Dj lGwt JolQmsf] lgj ðg÷sf/Of ; lxtsf] hñ/ / k#h=c=sf] l; knf/;	lgMzNs	cfj Zostf cg; f/ .	hñ/÷k#h=c=	dxflgbzs	