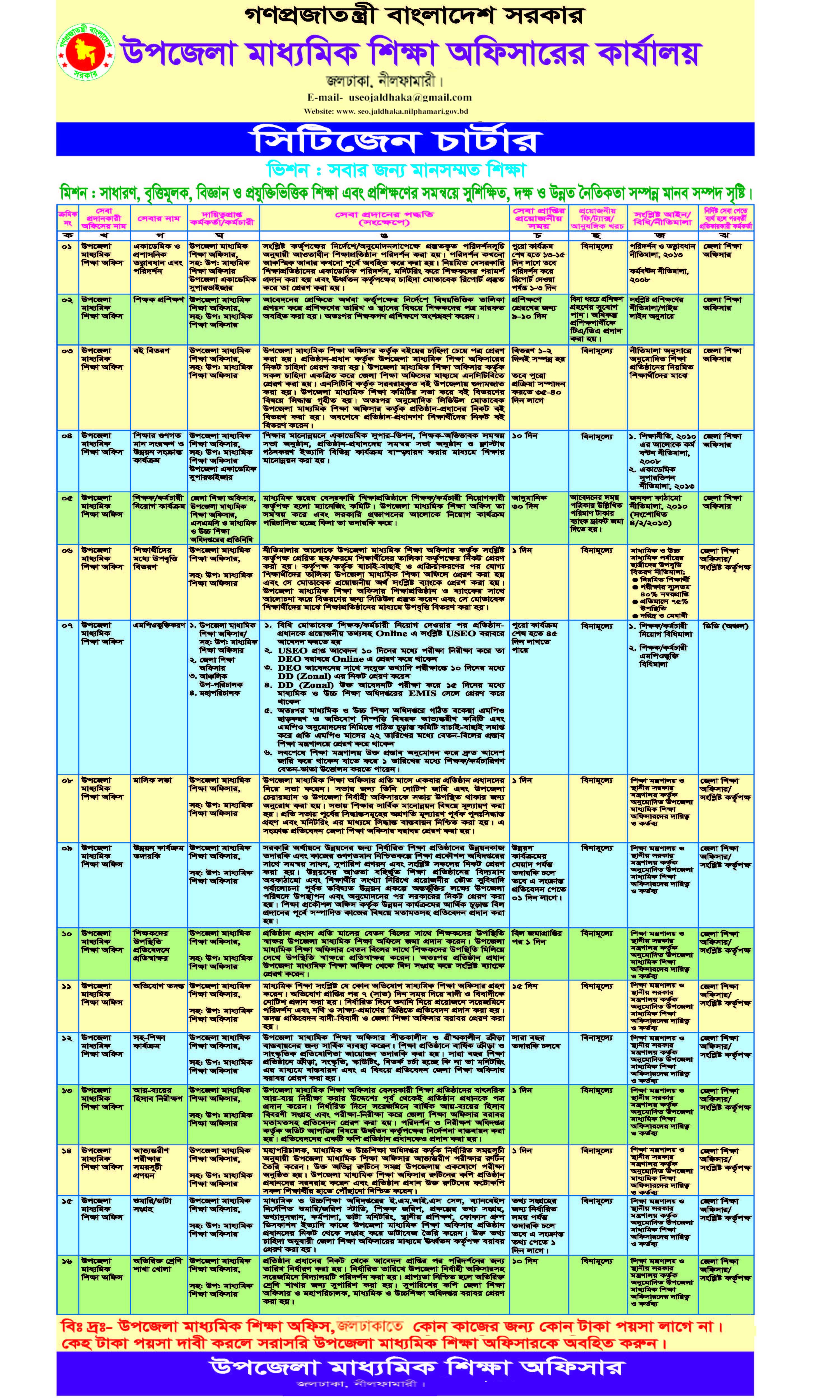
সিটিজেন চার্টার

wgkb t mvaviY, e„wËg~jK, weÁvb I cÖhyw³wfwËK wkÿv Ges cÖwkÿ‡Yi mgš^‡q mywkwÿZ, `ÿ I DbœZ ˆbwZKZv m¤úbœ gvbe m¤ú` m„wó|

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| µ  wg  K bs | †mev cÖ`vb  Kvix Awd‡mi bvg | ‡mevi bvg | `vwqZ¡cÖvß Kg©KZ©v/Kg©Pvix | ‡mev cÖ`v‡bi c×wZ (ms‡ÿ‡c) | ‡mev cÖvwßi cÖ‡qvRbxq mgq | cÖ‡qvRbxq wd/U¨vKvª/  Avbylw½K LiP | mswkøó AvBb/wewa/  bxwZgvjv | wbw`©ó †mev †c‡Z e¨\_© n‡j cieZ©x cÖwZKviKvix Kg©KZ©v |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 01 | Dc‡Rjv gva¨wgK wkÿv Awdm | GKv‡WwgK I cÖkvmwbK ZË¡veavb Ges cwi`k©b | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi,  Dc‡Rjv GKv‡WwgK mycvifvBRvi | mswkøó KZ…©c‡ÿi wb‡`©k/Aby‡gv`b mv‡c‡ÿ cÖ¯ÍyZK…Z cwi`k©bm~wP Abyhvqx AvIZvaxb wkÿvcÖwZôvb cwi`k©b Kiv nq| cwi`k©b KL‡bv AvKw¯§K Avevi KL‡bv c~‡e© AewnZ K‡i Kiv nq| wbqwgZ †emiKvwi wkÿvcÖwZôv‡bi GKv‡WwgK cwi`k©b, gwbUwis K‡i wkÿK‡`i civgk© cÖ`vb Kiv nq Ges D×©Zb KZ…©c‡ÿi Pvwn`v †gvZv‡eK wi‡cvU© cÖ¯ÍyZ K‡i Zv †cÖiY Kiv nq| | cy‡iv Kvh©µg †kl n‡Z 13-15w`b jv‡M Z‡e cwi`k©b K‡i wi‡cvU© †`Iqv ch©šÍ 1-3w`b | webvg~‡j¨ | cwi`k©b I ZË¡veavb bxwZgvjv, 2013  Kg©e›Ub bxwZgvjv  2008 | ‡Rjv wkÿv  Awdmvi |
| 02 | Dc‡Rjv gva¨wgK wkÿv Awdm | wkÿK cÖwkÿY | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | Av‡e`‡bi †cÖwÿ‡Z A\_ev KZ…©c‡ÿi wb‡`©‡k welqwfwËK ZvwjKv cÖYqb K‡i cÖwkÿ‡Yi ZvwiL I ¯’v‡bi wel‡q wkÿK‡`i cÎ gvidZ AewnZ Kiv nq| AZtci wkÿKMY cÖwkÿ‡Y AskMÖnY K‡ib| | cÖwkÿ‡Y †cÖi‡Yi Rb¨  9-10w`b | webv Li‡P cÖwkÿY MÖn‡Yi my‡hvM cvb| AwaKšÍy cÖwkÿYv\_©x‡K wUG/wWG cÖ`vb Kiv nq| | mswkøó cÖwkÿ‡Yi bxwZgvjv/MvBW jvBb Abymv‡i | ‡Rjv wkÿv  Awdmvi |
| 03 | Dc‡Rjv gva¨wgK wkÿv Awdm | eB weZiY | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | Dc‡Rjv gva¨wgK wkÿv Awdmvi KZ…©K eB‡qi Pvwn`v †P‡q cÎ †cÖiY Kiv nq| cÖwZôvb cÖavb KZ…©K Dc‡Rjv gva¨wgK wkÿv Awdmv‡ii wbKU Pvwn`v †cÖiY Kiv nq| Dc‡Rjv gva¨wgK wkÿv Awdmvi KZ…©K mKj Pvwn`v GKwÎZ K‡i †Rjv wkÿv Awd‡mi gva¨‡g GbwmwUwe‡Z †cÖiY Kiv nq| GbwmwUwe KZ…©K mieivnK…Z eB Dc‡Rjvq ¸`vgRvZ Kiv nq| Dc‡Rjv gva¨wgK wkÿv KwgwUi mfv K‡i eB weZi‡Yi wel‡q wm×všÍ M„nxZ nq| AZtci Aby‡gvw`Z wmwWDj ‡gvZv‡eK Dc‡Rjv gva¨wgK wkÿv Awdmvi KZ…©K cÖwZôvb cÖav‡bi wbKU eB weZiY Kiv nq| Ae‡k‡l cÖwZôvb cÖavbMY wkÿv\_©x‡`i wbKU eB weZiY K‡ib| | weZiY  1-2w`bB m¤úbœ nq  Z‡e cy‡iv cÖwµqv m¤úbœ Ki‡Z  35-40w`b jv‡M | webvg~‡j¨ | bxwZgvjv Abymv‡i Aby‡gvw`Z wkÿv cÖwZôv‡vbi wbqwgZ wkÿv\_©x‡`i gv‡S | ‡Rjv wkÿv  Awdmvi |
| 04 | Dc‡Rjv gva¨wgK wkÿv Awdm | wkÿvi ¸YMZ gvb msiÿY I Dbœqb msµvšÍ Kvh©µg | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi,  Dc‡Rjv GKv‡WwgK mycvifvBRvi | wkÿvi gv‡bvbœq‡b GKv‡WwgK mycvi-wfkb, wkÿK-AwffveK mgš^q mfv Abyôvb, cÖwZôvb-cÖavb‡`i mgš^q mfv Abyôvb I K¬v÷vi MVbKiY BZ¨vw` wewfbœ Kvh©µg ev¯Íevqb Kivi gva¨‡g wkÿvi gv‡bvbœqb Kiv nq| | 10 w`b | webvg~‡j¨ | 1.wkÿvbxwZ,2018 Gi Av‡jv‡K Kg©e›Ub bxwZgvjv 2008  2.GKv‡WwgK mycviwfkb  bxwZgvjv,2013 | ‡Rjv wkÿv  Awdmvi |
| 05 | Dc‡Rjv gva¨wgK wkÿv Awdm | wkÿK/  Kg©Pvix  wb‡qvM Kvh©µg | ‡Rjv wkÿv Awdmvi,  Dc‡Rjv gva¨wgK wkÿv Awdmvi, GmGgwm I gva¨wgK I D”P wkÿv Awa`ß‡ii cÖwZwbwa | gva¨wgK ¯Í‡ii †emiKvwi wkÿvcÖwZôv‡b wkÿK/Kg©Pvix wb‡qvMKvix KZ…©cÿ n‡jv g¨v‡bwRs KwgwU| Dc‡Rjv gva¨wgK wkÿv Awdm Zv mgš^q K‡i Ges miKvwi cÖÁvc‡bi Av‡jv‡K wb‡qvM Kvh©µg cwiPvwjZ n‡”Q wKbv Zv Z`viwK K‡i| | AvbygvwbK  30 w`b | Av‡e`‡bi mgq cwÎKvq DwjøwLZ cwigvY UvKvi e¨vsK Wªvd&U Rgv w`‡Z nq| | Rbej KvVv‡gv bxwZgvjv,2010  (ms‡kvwaZ 4/2/2013) | ‡Rjv wkÿv  Awdmvi |
| 06 | Dc‡Rjv gva¨wgK wkÿv Awdm | wkÿv\_©x‡`i g‡a¨ Dce„wË weZiY | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | bxwZgvjvi Av‡jv‡K Dc‡Rjv gva¨wgK wkÿv Awdmvi KZ…©K mswkøó KZ…©cÿ †cÖwiZ QK/di‡g wkÿv\_©x‡`i ZvwjKv KZ…©c‡ÿi wbKU †cÖiY Kiv nq| KZ…©cÿ KZ…©K hvPvB-evQvB I cÖwµqvKi‡Yi ci †hvM¨ wkÿv\_©x‡`i ZvwjKv Dc‡Rjv gva¨wgK wkÿv Awd‡m †cÖiY Kiv nq Ges †m †gvZv‡eK cÖ‡qvRbxq A\_© mswkøó e¨vs†K †cÖiY Kiv nq| Dc‡Rjv gva¨wgK wkÿv Awdmvi wkÿvcÖwZôvb I e¨vs‡Ki mv‡\_ Av‡jvPbv K‡i weZi‡Yi Rb¨ wmwWDj cÖ¯ÍyZ K‡ib Ges †m †gvZv‡eK wkÿv\_©x‡`i gv‡S wkÿvcÖwZôv‡bi gva¨‡g Dce„wË weZiY Kiv nq| | 1w`b | webvg~‡j¨ | gva¨wgK I D”P gva¨wgK ch©v‡qi QvÎx‡`i Dce„wË weZiY bxwZgvjv;  \*wbqwgZ wkÿv\_©x  \*cixÿvq byb¨Zg 40%b¤^i cÖvwß  \*cÖwZgv‡m 75% Dcw¯’wZ  \*`wi`ª I †gavex | ‡Rjv wkÿv  Awdmvi/  mswkøó KZ©„cÿ |
| 07 | Dc‡Rjv gva¨wgK wkÿv Awdm | GgwcI f~w³KiY | 1.Dc‡Rjv gva¨wgK wkÿv Awdmvi,  2.‡Rjv wkÿv Awdmvi  3.AvÂwjK Dc-cwiPvjK,  4| gnvcwiPvjK | 1.wewa †gvZv‡eK wkÿK/Kg©Pvix wb‡qvM †bIqvi ci cÖwZôvb cÖavb‡K cÖ‡qvRbxq Z\_¨mn Online G mswkøó USEO eive‡i Av‡e`b Ki‡Z nq|  2. USEO cÖvß Av‡e`b 10 w`‡bi g‡a¨ cixÿv bxwiÿv K‡i Zv  DEO eive‡i Online G ‡cÖiY K‡i \_v‡Kb|  3. DEO Av‡e`‡bi mv‡\_ mshy³ Z\_¨vw` cixÿv‡šÍ  10w`‡bi g‡a¨ DD (Zonal) Gi wbKU †cÖiY K‡ib|  4. DD (Zonal) D³ Av‡e`bwU cixÿv K‡i 15 w`‡bi g‡a¨  gva¨wgK I D”P wkÿv Awa`ß‡ii EMIS ‡m‡j ‡cÖiY K‡i \_v‡Kb|  5.AZtci gva¨wgK I D”P wkÿv Awa`ß‡i cwVZ e‡Kqv GgwcI  QvoKiY I Awf‡hvM wb®úwË welqK Avf¨šÍixY KwgwU Ges  GgwcI Aby‡gv`‡bi wbwg‡Ë MwVZ PzovšÍ KwgwU hvPvB-evQvB mgvß  K‡i cÖwZ GgwcI gv‡mi 22 Zvwi‡Li g‡a¨ †eZb-we‡kl cÖ¯Íve  wkÿv gš¿Yvj‡q †cÖiY K‡i \_v‡Kb|  6. me‡k‡l wkÿv gš¿Yvjq D³ cÖ¯Íve Aby‡gv`b K‡i `ªæZ Av‡`k  Rvwi K‡i \_v‡Kb hv‡Z K‡i 1 Zvwi‡Li g‡a¨ wkÿK/ Kg©PvixMY  †eZb-fvZv D‡Ëvjb Ki‡Z cv‡ib| | cy‡iv Kvh©µg †kl n‡Z 45 w`b jvM‡Z cv‡i | webvg~‡j¨ | 1.wkÿK/  Kg©Pvix  wb‡qvM wewagvjv  2. wkÿK/Kg©Pvix  GgwcIfz³ wewagvjv | wWwW (AÂj) |
| 08 | Dc‡Rjv gva¨wgK wkÿv Awdm | gvwmK mfv | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | Dc‡Rjv gva¨wgK wkÿv Awdmvi cÖwZ gv‡m GKevi cÖwZôvb cÖavb‡`i wb‡q mfv K‡ib| mfvi Rb¨ wZwb †bvwUk Rvwi Ges Dc‡Rjv †Pqvig¨vb I Dc‡Rjv wbe©vnx Awdmvi‡K mfvq Dcw¯’Z \_vKvi Rb¨ Aby‡iva Kiv nq| mfvq wkÿv I mvwe©K gv‡bvbœqb wel‡q g~j¨vqY Kiv nq| cÖwZ mfvq c~‡e©i wm×všÍ mg~‡ni AMÖMwZ g~j¨vqY c~e©K cybt wm×všÍ MÖnY Ges gwbUwis Gi gva¨‡g wm×všÍ ev¯Íevqb wbwðZ Kiv nq| G msµvšÍ cÖwZ‡e`b †Rjv wkÿv Awdmvi eivei †cÖiY Kiv nq| | 1w`b | webvg~‡j¨ | wkÿvgš¿Yvjq I ¯’vbxq miKvi gš¿Yvjq KZ…©K Aby‡gvw`Z Dc‡Rjv gva¨wgK wkÿv Awdmvi‡`i `vwqZ¡ I KZ©e¨ | ‡Rjv wkÿv  Awdmvi/  mswkøó KZ©„cÿ |
| 09 | Dc‡Rjv gva¨wgK wkÿv Awdm | Dbœqb Kvh©µg Z`viwK | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | miKvwi A\_©vq‡b Dbœq‡bi Rb¨ wba©vwiZ wkÿv cÖwZôv‡bi DbœqbKvR Z`viwK Ges Kv‡Ri ¸YMZgvb wbwðZK‡í wkÿv cÖ‡KŠkj Awa`ß‡ii mv‡\_ mgš^q mvab, mycvwik cÖYqb Ge mswkøó mK‡ji wbKU †cÖiY Kiv nq| Dbœq‡bi AvIZv ewnf©~Z wkÿv cÖwZôv‡bi we`¨gvb AeKvVv‡gv Ges wkÿv\_©x©i msL¨v wbwi‡L cÖ‡qvRbxq †fŠZ myweavw` ch©v‡jvPbv c~e©K fwel¨Z Dbœqb cÖK‡í AšÍf©~w³i j‡ÿ¨ Dc‡Rjv cwil‡` Dc¯’vcb Ges Aby‡gv`‡bi ci miKv‡ii wbKU †cÖiY Kiv nq| wkÿv cÖ‡KŠkj Awdm KZ…©K Dbœqb Kvh©µ‡gi Avw\_©K PzovšÍ wej cÖ`v‡bi c~‡e© m¤úvw`Z Kv‡Ri wel‡q gZvgZmn cÖwZ‡e`b cÖ`vb Kiv nq| | Dbœqb Kvh©µ‡gi †gqv` ch©šÍ Z`viwK P‡j Z‡e G msµvšÍ cÖwZ‡e`b †c‡Z 1w`b jv‡M | webvg~‡j¨ | wkÿvgš¿Yvjq I ¯’vbxq miKvi gš¿Yvjq KZ…©K Aby‡gvw`Z Dc‡Rjv gva¨wgK wkÿv Awdmvi‡`i `vwqZ¡ I KZ©e¨ | ‡Rjv wkÿv  Awdmvi/  mswkøó KZ©„cÿ |
| 10 | Dc‡Rjv gva¨wgK wkÿv Awdm | wkÿK‡`i Dcw¯’wZ cÖwZ‡e`b cÖwZ¯^vÿi | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, | cÖwZôvb cÖavb cÖwZ gv‡mi †eZb we‡ji mv‡\_ wkÿK‡`i Dcw¯’wZ ¯^vÿi Dc‡Rjv gva¨wgK wkÿv Awd‡m Rgv cÖ`vb K‡ib| Dc‡Rjv gva¨wgK wkÿv Awdmvi †eZb we‡ji mv‡\_ wkÿK‡`i Dcw¯’wZ wgwj‡q †`‡L Dcw¯’wZ ¯^vÿ‡i cÖwZ¯^vÿi K‡ib| AZtci cÖwZôvb cÖavb Dc‡Rjv gva¨wgK wkÿv Awdm †\_‡K wej msMÖn K‡i mswkøó e¨vs‡K †cÖiY K‡ib| | wej Rgv cÖvwßi ci 1w`b | webvg~‡j¨ | wkÿvgš¿Yvjq I ¯’vbxq miKvi gš¿Yvjq KZ…©K Aby‡gvw`Z Dc‡Rjv gva¨wgK wkÿv Awdmvi‡`i `vwqZ¡ I KZ©e¨ | ‡Rjv wkÿv  Awdmvi/  mswkøó KZ©„cÿ |
| 11 | Dc‡Rjv gva¨wgK wkÿv Awdm | Awf‡hvM Z`šÍ | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | gva¨wgK wkÿv mswkøó †h †Kvb Awf‡hvM gva¨wgK wkÿv Awdmvi MÖnY K‡ib| Awf‡hvM cÖvwßi ci 7(mvZ) w`b mgq w`‡q ev`x I weev`x‡K †bvwUk cÖ`vb Kiv nq| wba©vwiZ w`‡b ïbvwb wb‡q cÖ‡qvR‡b m‡iRwg‡b cwi`k©b Ges bw\_ I mvÿ¨-cÖgv‡Yi wfwË‡Z cÖwZ‡e`b cÖ`vb Kiv nq| Z`šÍ cÖwZ‡e`b ev`x-weev`x I †Rjv wkÿv Awdmvi eivei †cÖiY Kiv nq| | 15w`b | webvg~‡j¨ | wkÿvgš¿Yvjq I ¯’vbxq miKvi gš¿Yvjq KZ…©K Aby‡gvw`Z Dc‡Rjv gva¨wgK wkÿv Awdmvi‡`i `vwqZ¡ I KZ©e¨ | ‡Rjv wkÿv  Awdmvi/  mswkøó KZ©„cÿ |
| 12 | Dc‡Rjv gva¨wgK wkÿv Awdm | mn-wkÿv  Kvh©µg | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | Dc‡Rjv gva¨wgK wkÿv Awdmvi kxZKvjxb I MÖx®§Kvjxb µxov ev¯Íevq‡bi Rb¨ mvwe©K e¨e¯’v K‡ib| wkÿv cÖwZôv‡b evwl©K µxov I mvs¯‹…wZK cÖwZ‡hvwMZv Av‡qvRb Z`viwK Kiv nq| mviv eQi wkÿv cÖwZôv‡b µxov, mvs¯‹…wZ, ¯‹vDwUs weZK© PP©v n‡”Q wKbv Zv gwbUwis Gi gva¨‡g ev¯Íevqb Ges G wel‡q cÖwZ‡e`b †Rjv wkÿv Awdmvi eivei †cÖiY Kiv nq| | mviv eQi Z`viwK Pj‡e | webvg~‡j¨ | wkÿvgš¿Yvjq I ¯’vbxq miKvi gš¿Yvjq KZ…©K Aby‡gvw`Z Dc‡Rjv gva¨wgK wkÿv Awdmvi‡`i `vwqZ¡ I KZ©e¨ | ‡Rjv wkÿv  Awdmvi/  mswkøó KZ©„cÿ |
| 13 | Dc‡Rjv gva¨wgK wkÿv Awdm | Avq-e¨‡qi  wnmve wbixÿY | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | Dc‡Rjv gva¨wgK wkÿv Awdmvi †emiKvwi wkÿv cÖwZôv‡bi evrmwiK Avq-e¨q wbixÿv Kivi D‡Ï‡k¨ c~e© †\_‡KB cÖwZôvb cÖavb‡K cÎ cÖ`vb K‡ib| wba©vwiZ w`‡b m‡iRwg‡b evwl©K Avq-e¨‡qi wnmve weeiYx msMÖn Ges cixÿv-wbixÿv K‡i †Rjv wkÿv Awdmvi eivei gZvgZmn cÖwZ‡e`b †cÖiY Kiv nq| cwi`k©b I wbixÿY Awa`ßi KZ…©K AwWU AvcwËi wel‡q D×©Zb KZ©„c‡ÿi wb‡`©kbv ev¯Íevqb Kiv nq| cÖwZ‡e`‡bi GKwU Kwc cÖwZôvb cÖavb‡KI cÖ`vb Kiv nq| | 1 w`b | webvg~‡j¨ | wkÿvgš¿Yvjq I ¯’vbxq miKvi gš¿Yvjq KZ…©K Aby‡gvw`Z Dc‡Rjv gva¨wgK wkÿv Awdmvi‡`i `vwqZ¡ I KZ©e¨ | ‡Rjv wkÿv  Awdmvi/  mswkøó KZ©„cÿ |
| 14 | Dc‡Rjv gva¨wgK wkÿv Awdm | Avf¨šÍixY cixÿvq mgqm~Px cÖYqb | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | gnvcwiPvjK, gva¨wgK I D”P wkÿv Awa`ßi KZ…©K wba©vwiZ mgqm~Px Abyhvqx Dc‡Rjv gva¨wgK wkÿv Awdmvi Avf¨šÍixY cixÿvi iæwUb ˆZwi K‡ib| D³ Awfbœ iæU‡b mgMÖ Dc‡Rjvq GK‡hv‡M cixÿv AbywôZ nq| Dc‡Rjv gva¨wgK wkÿv Awdmvi iæwU‡bi Kwc cÖwZôvb cÖavb‡`i mieivn K‡ib Ges cÖwZôvb cÖavb D³ iæwU‡bi d‡UvKwc mKj wkÿv\_©xi nv‡Z †cŠQv‡bv wbwðZ K‡ib| | 1 w`b | webvg~‡j¨ | wkÿvgš¿Yvjq I ¯’vbxq miKvi gš¿Yvjq KZ…©K Aby‡gvw`Z Dc‡Rjv gva¨wgK wkÿv Awdmvi‡`i `vwqZ¡ I KZ©e¨ | ‡Rjv wkÿv  Awdmvi/  mswkøó KZ©„cÿ |
| 15 | Dc‡Rjv gva¨wgK wkÿv Awdm | ïgvwi/WvUv msMÖn | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | gva¨wgK I D”P wklÿv Awa`ß‡ii B.Gg.AvB.Gm †mj, e¨vb‡eBm wb‡`©wkZ ïgvwi/Rwic ÷¨vwW, wkÿK Rwic, cÖK‡íi Z\_¨ msMÖn, Z\_¨vbymÜvb, Kg©kvjv, WvUv gwbUwis, ¯’vbxq cÖwkÿY, †dvKvmMÖæc wWmKvkb BZ¨vw` Kv‡R Dc‡Rjv gva¨wgK wkÿv Awdmvi cÖwZôvb cÖavb‡`i wbKU ‡\_‡K msMÖn K‡i WvUv‡eR ‰Zwi K‡ib| D³ Z\_¨ Pvwn`v Abyhvqx Rjv wkÿv Awdmv‡ii gva¨‡g D×©Zb KZ©„cÿ eivei †cÖiY Kiv nq| | Z\_¨ msMÖ‡ni Rb¨ wba©vwiZ mgq ch©šÍ Z`viwK P‡j Z‡e G msµvšÍ Z\_¨ †c‡Z 1w`b jv‡M | webvg~‡j¨ | wkÿvgš¿Yvjq I ¯’vbxq miKvi gš¿Yvjq KZ…©K Aby‡gvw`Z Dc‡Rjv gva¨wgK wkÿv Awdmvi‡`i `vwqZ¡ I KZ©e¨ | ‡Rjv wkÿv  Awdmvi/  mswkøó KZ©„cÿ |
| 16 | Dc‡Rjv gva¨wgK wkÿv Awdm | AwZwi³ †kÖwY kvLv †Lvjv | Dc‡Rjv gva¨wgK wkÿv Awdmvi,  mnt Dct gva¨wgK wkÿv Awdmvi, Dc‡Rjv GKv‡WwgK mycvifvBRvi | cÖwZôvb cÖav‡bi wbKU †\_‡K Av‡e`b cÖvwßi ci cwi`k©‡bi Rb¨ ZvwiL wba©viY Kiv nq| wba©vwiZ Zvwi‡L Dc‡Rjv wbe©vnx Awdmvimn m‡iRwg‡b we`¨vjqwU cwi`k©b Kiv nq| cÖvc¨Zv wbwðZ n‡j AwZwi³ ‡kÖwY kvLvi Rb¨ mycvwik Kiv nq| mycvwi‡ki Kwc ‡Rjv wkÿv Awdmvi I gnvcwiPvjK, gva¨wgK I D”P wkÿv Awa`ßi eivei ‡cÖiY Kiv nq| | 10 w`b | webvg~‡j¨ | wkÿvgš¿Yvjq I ¯’vbxq miKvi gš¿Yvjq KZ…©K Aby‡gvw`Z Dc‡Rjv gva¨wgK wkÿv Awdmvi‡`i `vwqZ¡ I KZ©e¨ | ‡Rjv wkÿv  Awdmvi/  mswkøó KZ©„cÿ |



MYcÖRvZš¿x evsjv‡`k miKvi

Dc‡Rjv gva¨wgK wkÿv Awdm

RjXvKv, bxjdvgvix|

¯§viK bs t DgvwkA/Rj/bxj/1-1/2018- ZvwiL t 20 b‡f¤^i 2018

welq t miKvwi `ß‡ii bvMwiK mb` (Citizen Help Desk ) G¨vcm cÖ¯ÍyZ cÖm‡½|

Dch©y³ wel‡qi †cÖwÿ‡Z Rvbv‡bv hv‡”Q †h, †mev mnRxKiY I gvby‡li Kv‡Q †mevi cÖvc¨Zv wbwðZKi‡Yi Rb¨ ‡mev †gvevBj G¨vcm Gi gva¨‡g RbM‡Yi nv‡Z nv‡Z †cŠ‡Q †`Iqvi j‡ÿ¨ bxjdvgvix †Rjvi RjXvKv Dc‡Rjvi gva¨wgK wkÿv Kvh©vj‡qi ‡mev mg~‡ni weeiYx g‡nv`‡qi m`q AeMwZ I cÖ‡qvRbxq Kvh©v‡\_© GZØm‡½ †cÖiY Kiv n‡jv|

mshyw³ t eY©bvg‡Z 02 (`yB) cvZv|

‡Rjv wkÿv Awdmvi (PÂj Kzgvi †fŠwgK )

bxjdvgvix| Dc‡Rjv gva¨wgK wkÿv Awdmvi

RjXvKv, bxjdvgvix|

Dc‡Rjv gva¨wgK wk¶v Kvh©vjq, RjXvKv, bxjdvgvix|

wmwU‡Rb PvU©vi

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| --- | --- | --- | --- | --- | --- | --- | --- |
| µt  bs | ‡mevi bvg | ‡mev cÖ`v‡b m‡e©v”P mgq | ‡mev MÖnYKvixi kZ©/KiYxq | cÖ‡qvRbxq KvMRcÎ/Av‡e`b dig cÖvwß¯’vb | ‡mev g~j¨ Ges cwi‡kva c×wZ  (hw` \_v‡K) | kvLvi bvgmn `vwqZ¡cÖvß Kg©KZ©vi c`ex, iæg b¤^i,  †Rjv/Dc‡Rjv †KvW Awdwmqvj †Uwj‡dvb I B‡gBj | D×Zb Kg©KZ©vi c`ex, iæg b¤^i, †Rjv/Dc‡Rjvi †KvW  Awdwmqvj †Uwj‡dvb I B‡gBj |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 1 | cwi`k©b | mviv eQi | wk¶v cÖwZôvb mg~n | cÖ‡hvR¨ bq | cÖ‡hvR¨ bq | Dc‡Rjv gva¨wgK wkÿv Awdm  Dc‡Rjv-RjXvKv,  ‡Rjv-bxjdvgvix|  05524-464112  useojaldhaka@gmail.com | †Rjv wkÿv Awdmvi  0551-61463  deonilphamari@yahoo.com |
| 2 | cÖwZ‡e`b cÖwZ¯^vÿi | cÖwZ gv‡m | wk¶v cÖwZôvb mg~n |  |  |
| 3 | webv g~‡j¨ cvV¨  cy¯ÍK weZiY | †m‡Þ¤^i - Rvbyqvix | wk¶v cÖwZôvb mg~n |  |  |  |  |
| 4 | Dce„wË dig c~iY | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK | QvÎ-QvÎxe„›` I wk¶v cÖwZôvb |  |  |  |  |
| 5 | wkÿv\_©x‡`i gv‡S Dce„wËi A\_© weZiY | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK | QvÎ-QvÎxe„›` |  |  |  |  |
| 6 | wUDkb wd weZiY | Pjgvb cÖwµqv | wk¶v cÖwZôvb mg~n |  |  |  |  |
| 7 | cvVvf¨vm Dbœqb Kg©m~Px | mviv eQi | QvÎ-QvÎxe„›` |  |  |  |  |
| 8 | evwl©K wk¶v Rwic | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK | wk¶v cÖwZôvb mg~n |  |  |  |  |
| 9 | wk¶v cÖwZôvb ¯^-g~j¨vqb | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK | wk¶v cÖwZôvb mg~n |  |  |  |  |
| 10 | wk¶K cÖwkÿY | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK | wk¶Ke„›` |  |  |  |  |
| 11 | Z`šÍ | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK | wk¶v cÖwZôvb I e¨w³ we‡kl |  |  |  |  |
| 12 | wbe©vPb | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK | RvZxq, ¯’vbxq I wk¶v cÖwZôvb |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| µt  bs | ‡mevi bvg | ‡mev cÖ`v‡b m‡e©v”P mgq | ‡mev MÖnYKvixi kZ©/KiYxq | cÖ‡qvRbxq KvMRcÎ/Av‡e`b dig cÖvwß¯’vb | ‡mev g~j¨ Ges cwi‡kva c×wZ  (hw` \_v‡K) | kvLvi bvgmn `vwqZ¡cÖvß Kg©KZ©vi c`ex, iæg b¤^i,  †Rjv/Dc‡Rjv †KvW Awdwmqvj †Uwj‡dvb I B‡gBj | D×Zb Kg©KZ©vi c`ex, iæg b¤^i, †Rjv/Dc‡Rjvi †KvW  Awdwmqvj †Uwj‡dvb I B‡gBj |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 13 | Dbœqb myweav | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK | wk¶v cÖwZôvb mg~n | cÖ‡hvR¨ bq | cÖ‡hvR¨ bq | Dc‡Rjv gva¨wgK wkÿv Awdm  Dc‡Rjv-RjXvKv,  ‡Rjv-bxjdvgvix|  05524-464112  useojaldhaka@gmail.com | †Rjv wkÿv Awdmvi  0551-61463  deonilphamari@yahoo.com |
| 14 | wewea Z\_¨ | Pjgvb cÖwµqv | wewfbœ `ßi, †emiKvix ms¯’v |  |  |  |  |

|  |  |
| --- | --- |
|  | (PÂj Kzgvi †fŠwgK)  Dc‡Rjv gva¨wgK wkÿv Awdmvi  RjXvKv, bxjdvgvix| |

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| --- | --- | --- | --- | --- | --- |
| µt  bs | ‡mevi bvg | ‡mev cÖ`v‡b m‡e©v”P mgq |  | ‡mev MÖnYKvix | Kg© c×wZ |
| 1 | 2 | 4 |  | 3 | 5 |
| 1 | cwi`k©b | mviv eQi |  | wk¶v cÖwZôvb mg~n | cy‡iv Dc‡Rjv 2wU K¬vóv‡i wef³ K‡i 2Rb Kg©KZ©v wk¶v cÖwZôvb cwi`k©b K‡Öi †Rjv wk¶v Awd‡m cÖwZ‡e`b ‡cÖiY| |
| 2 | cÖwZ‡e`b cÖwZ¯^vÿi | cÖwZ gv‡m |  | wk¶v cÖwZôvb mg~n | wk¶K-Kg©Pvix‡`i nvwRiv cÖwZ‡e`b cvIqvi ci cÖwZ¯^vÿi cÖ`vb K‡i e¨vs‡K †cÖiY| |
| 3 | webv g~‡j¨ cvV¨  cy¯ÍK weZiY | †m‡Þ¤^i - Rvbyqvix |  | wk¶v cÖwZôvb mg~n | GbwmwUwe KZ©„K mieivnK…Z webv g~‡j¨i cvV¨ cy¯ÍK we`¨vjq ch©v‡q 6ô-9g †kÖYx ch©šÍ Ges gv`ivmv ch©v‡q Be‡Z`vqx 1g †kÖYx n‡Z `vwLj 9g †kÖYx ch©šÍ QvÎ-QvÎx‡`i gv‡S weZi‡Y Rb¨ msMÖn Ges wk¶v cÖwZôv‡b mieivn| |
| 4 | Dce„wË dig c~iY | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK |  | QvÎ-QvÎxe„›` I wk¶v cÖwZôvb | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK gva¨wgK, D”P gva¨wgK I wWMÖx ch©v‡q Dce„wË msµvšÍ dig c~i‡Yi Kvh©vw` m¤úbœ Kiv| |
| 5 | wkÿv\_©x‡`i gv‡S Dce„wËi A\_© weZiY | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK |  | QvÎ-QvÎxe„›` | WvP&evsjv e¨vs‡Ki gva¨‡g gva¨wgK, D”P gva¨wgK I wWMÖx ch©v‡qi myweav‡fvMx QvÎ-QvÎx‡`i gv‡S Dce„wËi A\_© weZib Kiv| |
| 6 | wUDkb wd weZiY | Pjgvb cÖwµqv |  | wk¶v cÖwZôvb mg~n | Dce„wË cÖvß QvÎ-QvÎx‡`i cvV`v‡bi wecix‡Z wk¶v cÖwZôvb mg~‡n mswkøó cÖKí KZ©„K cÖ`Ë wUDkb wdÕi A\_© weZiY Kiv| |
| 7 | cvVvf¨vm Dbœqb Kg©m~Px | mviv eQi |  | QvÎ-QvÎxe„›` | gva¨wgK ch©v‡q wkÿv\_x©‡`i‡K cvVvf¨vm M‡o †Zvjvi Rb¨ †mKv‡qc cÖKí KZ©„K cwiPvwjZ I wek¦ mvwnZ¨ †K›`ª KZ©„K mieivnK…Z wewfbœ wel‡qi wkÿbxq eB QvÎ-QvÎx‡`i gv‡S weZiY I g~j¨vqb cixÿv MÖnY KiZ: DËicÎ g~j¨vq‡bi wfwË‡Z cyi¯‹vi cÖ`vb Kiv| |
| 8 | evwl©K wk¶v Rwic | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK |  | wk¶v cÖwZôvb mg~n | e¨b‡eBm I AvBGgGm Gi wkÿv Rwi‡ci Kvh©µg m¤úbœ K‡i mswkøó Kvh©vj‡q †cÖiY| |
| 9 | wk¶v cÖwZôvb ¯^-g~j¨vqb | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK |  | wk¶v cÖwZôvb mg~n | gva¨wgK ch©v‡qi wk¶v cÖwZôvb mg~n‡K †MÖwWs Gi AvIZvq Avbvi Rb¨ ‡mwmc KZ©„K mieivnK…Z ¯^-g~j¨vqb dig c~iY c~e©K †Rjv wk¶v Awd‡m †cÖiY| |
| 10 | wk¶K cÖwkÿY | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK |  | wk¶Ke„›` | eQ‡ii wewfbœ mg‡q wewfbœ †gqv‡`i cÖwkÿ‡Yi Rb¨ wkÿK‡`i ZvwjKv msMÖn I mswkøó `ß‡i †cÖiY| |
| 11 | Z`šÍ | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK |  | wk¶v cÖwZôvb I e¨w³ we‡kl | †Rjv cÖkvmK, †Rjv wkÿv Awdm, Dc‡Rjv wbe©vnx Awdm I Av`vjZ KZ©„K †cÖwiZ Awf‡hv‡Mi Z`šÍ K‡i mswkø÷ `ß‡i cÖwZ‡e`b †cÖiY| |
| 12 | wbe©vPb | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK |  | RvZxq, ¯’vbxq I wk¶v cÖwZôvb | †Rjv cÖkvmK wKsev Dc‡Rjv wbe©vnx Awdmvi KZ©„K `vwqZ¡ cÖvß n‡q RvZxq I ¯’vbxq wbe©vP‡bi KvR Ges wk¶v cÖwZôvb mg~‡n Mfwb©s ewW I g¨v‡bwRs KwgwU MV‡bi wbe©vPb cwiPvjbv Kiv| |

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| --- | --- | --- | --- | --- |
| µt  bs | Kvh©vejx | ‡mev MÖnYKvix | wb¯úwËi mgqmxgv | Kg© c×wZ |
| 1 | 2 | 3 | 4 | 5 |
| 13 | Dbœqb myweav | wk¶v cÖwZôvb mg~n | KZ©„c‡ÿi wb‡`©kbv †gvZv‡eK | RvBKv KZ©„K wk¶v cÖwZôvb mg~‡n AeKvVv‡gv Dbœqb, ms¯‹vi I †givgZ, †kÖYxKÿ wbg©vY Ges m¨vwb‡UkY I weï× cvwb mieiv‡ni Rb¨ wUDeI‡qj Ges ¯^í e¨qx IqvkeøK ¯’vc‡bi KvR Z`viKx Kiv| |
| 14 | wewea Z\_¨ | wewfbœ `ßi, †emiKvix ms¯’v | Pjgvb cÖwµqv | wk¶v cÖwZôv‡bi msLv, wkÿK wkÿv\_©xi Z\_¨ I wewea Z\_¨ Pvwn`v †gvvZ‡eK wewfbœ `ß‡i mieivn| |
| 15 | **†hvMv‡hvMt** | ‡Uwj‡dvb b¤^it 0552-464112  B-‡gBj t [useojaldhaka@gmail.com](mailto:useojaldhaka@gmail.com) | | |
|  | **wVKvbv** | bxjdvgvix †Rjvaxb RjXvKv Dc‡Rjv cwil` PZ¡‡i Dc‡Rjv cwil` wgjbvqZ‡bi ewa©Z DËivs‡ki mv‡\_| | | |