

eldebQ gu/kflnsf sfofho af6 hf/L ul/Psf] gful/s j 8fkq (Citizen Charter)

cfb/0flo gu/jf; L bfh'ef0{tyf lbbl alxglx?

:yfglo :jfoQ zf; g Pđ @)%% tyf :yfglo :jfoQ zf; g lgodfjnl @)%^ cđtuđ /xl z; fg Pđ @)^\$ tyf lgodfjnl @)^% adf]hd gu/kflnsfáf/f kđfg ul/g]; Jf ; ljwfsf]ls6fg ul/ tfl]sPsf]; dodf l56f]5l/tf]9uaf6 gu/jf; lx?nf0{; Jf pknAw u/fpg]p2]on]eldebQ gu/kflnsf 4f/f @)^@ >fj 0f b]v nfu' xg]u/L of]gful/s j 8fkq gu/jf; lsf nful hf/L u/\$f 5f}; gu/kflnsf af6 gu/jf; lx?n]kđt ug]; Jf ; ljwfx? ; s]Dd l56f]5l/tf]/ ; /n ?kdf kđt ug}; Sg' xg]5 eđg]xfdln]lj Zjf; lnPsf 5f}; gu/kflnsfn] gu/jf; lx? kđt u/\$f]o; kđta4tfnf0{; kmn ?kdf sfof]ogdf Nofpg gu/kflnsf kđf{?kdf kđtj 4 /x\$]f :d/0f u/fpđ}cfb/0flo gu/jf; lx?sf]; xof]u ; bf em} kđt xg]g}5 eđg]lj Zjf; xfdln]lnPsf 5f};

eldebQ gu/kflnsfaf6 pknAw xg]; Jfx? M

!_ hđ bt{M

o; gu/kflnsf lđleqsf gu/af; lx?af6 hđđ\$ 5f]f,5f]lx?sf] hđ bt{ kđf0fkq lng' k/đf o; } sfof]odf sfo{t /x\$]f kl-hsflwsf/L ; dlf b}fosf sfuhftx? ; lxt pknAw lgj đg e/] kđ u/đf ; f]l lbgdf hđ bt{ kđf0fkq pknAw u/f0g]5 .

s_ cfjZos sfuhftx? M

!_ jfnssf]ajf / cdfsf]gkfnl gful/stf kđf0fkq jf ; f] sf] kđtlnk . ; f] gePdf jfh]jHo\$]f] gful/stfsf]kđtlnk jf j 8f sfof]osf]l; kmf/; .

@_ c:ktfndf hđ ePsf]eP c:ktfnsf]hđ kđf0ft kđtlnk jf lrgf -hđ s08nl_

#_ cđo lhNnf jf ufđj=; = af6 a; f0{cfPsf]xsdf a; f0{; /f0{kđf0fkq .

v_ ; Jf zNs ÷ b:t/ Mhđ ePsf]#% lbg leq btf{u/fpg cfPdf zNs nflg]5đ . cđoyf ? * b]v ?-%) ; Dd hl/jfgf nflg]5 . ađ]zsd f ? !)%.

u_ ; Dalđvt zfvf÷clwsf/L Mkl-hsflwsf/L / tyf j 8f ; lrj

@_ d[o'bt{M

o; gu/kflnsf lđleqsf gu/af; l dWb]s; \$]d[o' e0{; f\$]btf{kđf0ft ug{k/đf o; } sfof]odf /x\$]fkl-hsflwsf/L ; dlf b}fosf sfuhftx? ; lxt pknAw lgj đg kmf/d e/] kđ u/đf ; f]l lbgdf d[o'btf{kđf0f kq pknAw u/f0g]5

s_ cfjZos sfuhftx? M

!_ d[ssf]gful/stf kđf0fkqsf]kđtlnk

@_ lgj đssf]gful/stf kđf0fkqsf]kđtlnk

#_ c:ktfndf d[o'ePsf]eP c:ktfnsf]d[o'kđf0fkq kđtlnk

\$_ j 8f ; lrj sf]l; kmf/; -gful/stf gePsf]cj :ydf_

v_ ; Jf zNs ÷ b:t/ Md[o'ePsf]#% lbg leq btf{u/fpg cfPdf zNs nflg]5đ . cđoyf ? * b]v ? %) ; Dd hl/jfgf nflg]5 . ađ]zsd f ? !)%.

u_ ; Dalđvt zfvf÷clwsf/L Mkl-hsflwsf/L / tyf j 8f ; lrj

#_ **a; f0{; /f0{M**
o; gu/kflnsf lfgleqsf gu/af; l gu/kflnsfaf6 aflx/ a; fãf; ug{uPdf jf aflx/af6 gu/kflnsf
lfgleq a; f0{; /} cfPdf bxfosf cfjZos sfuhftx? ; nlg u/l o; }sfoffnodf sfo{t kl-hsflwsf/L
; dl f lgj ðg kž u/ðf ; fxl lbgdf kðf0fkq pknAw u/f0g]5 .

s_ cfjZos sfuhftx? M

!_ j flx/ lhNnf, gu/kflnsf jf uf=j=, = af6 a; f0{; /f0{e}cfPsf]kðf0f

@_ lgj ðssf]gful/stf kðf0fkqsf]kl|tlnk

#_ cGo 7paf6 a; f0{; /f0{cfpBf cfkml a; fãf; u/l cfPsf]7fpBf]hlufwgl kðf0f khf{jf a; fãf;
ePsf]blvg]cGo sxl kðf0f .

v_ ; jf zNs ÷ b:t/ Ma; f0{; /f0{u/\$f]#% lbg leq btf{u/fpg cfPdf zNs nflg]5g . cGoyf ? *
blv ? %) ; Dd hl/jfgf nflg\$. ab]zsd ? !)%

u_ ; DalGwt zfvf÷clwsf/L Mkl-hsflwsf/L / j 8f ; lrj

\$_ **lj jfx btf{M**

o; gu/kflnsf lfgleqsf gu/af; ln]lj jfx u/ðf / ; f\$] btf{kðf0fkq lng' k/ðf o; }sfoffnodf
sfo{t kl-hsflwsf/L ; dl f bxfosf cfjZos sfuhftx? ; lxt lgj ðg kž u/ðf ; fxl lbg lj jfx btf{
kðf0fkq pknAw u/f0g]5 .

s_ cfjZos sfuhftx? M

!_ klt, klTg bj \$f]gful/stfsf]kl|tlnk -kTglsf]gful/stf gePdf kltsf]gful/stf clgj fo{

@_ klt, klTg bj }clgj fo{pkl:yt xgkg]

#_ j 8f ; ldlit sfoffnosf]l; knf/;

\$_ cGo lhNnf jf uf=j=, = af6 a; f0{cfPsf]xsdf a; f0{; /f0{btf\$]kðf0fkq

v_ ; jf zNs ÷ b:t/ Mlj jfx u/\$f]u/\$f]#% lbg leq btf{u/fpg cfPdf zNs nflg]5g . cGoyf ?
* blv ? %) ; Dd hl/jfgf nflg\$. -ab]zs ? !)%

u_ ; DalGwt zfvf÷clwsf/L Mkl-hsflwsf/L / j 8f ; lrj

%_ **; DaGw lj R5b M**

lhNnf cbfntaf6 kn) nf eP adf]nd kn) nfsf]kðf0ft kl|tlnk /fvL klt jf kTglaf6 ; DaGw lj R5b
btf{u/fpg ; lsg\$.

; jf zNs ÷ b:t/ Mkn) nf ePsf]#% lbg leq btf{u/fpg cfPdf zNs nflg]5g . cGoyf ? * blv ?
%) ; Dd hl/jfgf nflg\$.

; DalGwt zfvf÷clwsf/L Mkl-hsflwsf/L / j 8f ; lrj

^_ **hGd ldlit kðf0ft M**

o; gu/kflnsf lfgleqsf gu/af; lnf0{hGd ldlit kðf0ft l; knf/; rflxPdf ; DalGwt j 8f sfoffnosf]
l; knf/; ; lxt bxfosf sfuhftx? kž u/ðf ; fxl lbg pknAw u/f0g]5 .

s_ cfjZos sfuhftx? M

!_ ; DalGwt JolQnsf]gful/stfsf]kðf0f kq

@_ kf; kfb{; f0hsf]xfn; fn}lvr\$]b0{kl|t knf0f]

v_ ; jf zNs ÷ b:t/ M? = #%.- lgalðg b:t/ ? = !) / kðf0ft b:t/ ? = @%.- -ab]zs ? !)%

u_ ; DalGwt zfvf÷clwsf/L Mkžf; g zfvf, sfof/L clwsf

&_ gfd y/ ; zfvlg M

o; gu/kflnsf leqsf gu/af; ln] cf^gf] gfd, y/ ; zfvlg l; knfl/; u/fpg' k/] ; DalGwt j 8f sfoffnosf]l; knfl/; ; lxt bxfosf cfjZos sfuhftx? kZ u/df ; fxl lbg l; knfl/; pknAw u/f0g]5.

s_ cfjZos sfuhftx? M

!_ ; DalGwt JolQmsf]gful/stf kdf0f kqsf]kl|tlnkl .

@_ gfdy/ km/s k/\$f]; DalGw sfuh .

#_ ljBfyl{eP hgd ldt vh\$]z]lfs oflotfsf]kdf0fkq .

\$_ aflx/ lhNnf, gu/kflnsf jf uf=lj =; =af6 a; f0{; /f0{e}cfPsf]eP ; f]sf]kdf0f

v_ ; Jf zNs ÷ b:t/ M?=#%- - lgaBg b:t/ ?=!) / kdfloft b:t/ @%_- / -aB]zs ? !)%_

u_ ; DalGwt zfvf÷clwsf/l Mkzf; g zfvf, sfo\$f/l clwsf

***_ gftf kdfloft M**

o; gu/kflnsf lfleqsf gu/af; ln] cf^gf] gftf kdfloft u/fpg k/] bxfosf cfjZos sfuhftx? ; mlg u/l lgj Bg kZ u/df # lbg leq gftf kdfloft pknAw u/f0g]5 .

s_ cfjZos kg]sfuhftx? M

!_ d[o' btf{kdf0fkqsf]kl|tlnkl

@_ gkfnl gful/stf kdf0f kqsf]kl|tlnkl

#_ aflx/ lhNnf jf uf=lj =; =, g-kf= sf]gful/stf kdf0fkq eP a; f0{; /f0\$]kdf0f kq

\$_ ; DalGwt j 8fsf]drNsf ; lxtsf]l; knfl/z

%_ ; fxl j if{pd] kuf\$]eP 5f]f / 5f]lx?sf]gful/stf kdf0f-kqsf]kl|tlnkl, pd] gku\$]xsdf hgd btf\$]kdf0f kq

%_ xfn ; fn]lvr\$]kf; kf6{; f0hsf]knf6f? ## kl|t

^_ kl; gsf]xsdf kof]hg x]l ; eQm knf6f] gfd, gDa/, kb, kTgl]sf]gfd bl]vg]kl; g k\$fsf]kl|tlnkl

v_ ; Jf zNs ÷ b:t/M?=#%- - lgaBg b:t/ ?=!) / kdfloft b:t/ ?=@%_ / ; fj h]lgs drNsf ? %) hDdf ? *% -aB]zs ? !)%_

u_ ; DalGwt zfvf÷clwsf/l Mkzf; g zfvf, gu/ kdv

t/ ; /hdg tyf cGo hfFaem ubf{cfjZos kg]kdf0f; E ; DalGwt sxl s'/fx? c:ki6 bl]vg cfPdf gftf kdfloft kdf0f-kq lbg gu/kflnsf aflwB xg]5g .

(d[o' kdfloft l; knfl/z M

o; gu/kflnsf lfleq a; faf; ub]cfPsfx? dWb]lj =; =@)#\$; fn rQ d; f6t eGbf cufl8 d[o' ePsf]l; knfl/; dfu ug]kbf{; DalGwt j 8f ; ldt]sf]l; knfl/; ; lxt bxfosf kdf0fx? ; mlg u/l lgj Bg kZ u/df ; fxl lbg l; knfl/; pknAw xg]5 .

s_ cfjZos sfuhftx? M

!_ lgj Bssf]gful/stfsf]kdf0fkq kl|tlnk

v_ ; Jf zNs ÷ b:t/ M?=#%- - lgaBg b:t/ ?=!) / kdfloft b:t/ ? @%_ / aB]zs ? !)%_

u_ ; DalGwt zfvf÷clwsf/l Mkzf; g zfvf, sfo\$f/l clwsf

!)_ lj jfx kdfloft M

gu/kflnsf lfleq a; faf; ub]cfPsfx? dWb]lj =; =@)#\$; fn rQ d; f6t eGbf cufl8 lj jfx ePsf] kdf0f kq dfu ug]kbf{; DalGwt j 8f sfoffnosf]l; knfl/; ; lxt bxfosf]kdf0fx? ; mlg u/l lgj Bg kZ u/df ; fxl lbgdf pknAw u/f0g]5 .

s_ cfjZos sfuhftx? M

!_ kl|t, kTgl]sf]gful/stfsf]kdf0fkq kl|tlnk

@_@)#\$; fn r} d; f}t e}bf kl5sf]xsf ljj fx btf{k}df}fkq
v_ ; j}f zNs ÷ b:t/ M?= #%. -lgab}g b:t/ ?= !) / k}dfloft b:t/ ? @%_ / a}b}lzs ? !)%
u_ ; Dal}wt z}fvf÷clwsf/l M}k}z}f; g z}fvf, sfo}f/l clws}f

!!_ clj}flxt k}dfloft M

o; gu/kflnsf l}f}leqsf gu/af; lnf0{clj}flxt k}dfloft rflxPdf ; Dal}wt j 8f sfof}hosf]l; k}nfl/;
; lxt b}x}fosf]k}df}fx? ; m}lg u/l lgj }bg k}z u/}df ; f}xl lbgdf pknAw u/f0g]5 .

s_ cfj}Zos sfuhftx? M

!_ lgj }b}ssf]gful/stfsf]k}df}fkq k}l}t}l}nk

@_ j 8f sfof}hosf]; l}h}dg d}r}l}sf

v_ ; j}f zNs ÷ b:t/ M?= #%. -lgab}g b:t/ ?= !).- / k}dfloft b:t/ ? @%_ / a}b}lzs ? !)%

u_ ; Dal}wt z}fvf÷clwsf/l M}k}z}f; g z}fvf, sfo}f/l clws}f

!@_ rfl/lqs k}dfloft M

gu/kflnsf l}f}leqsf gful/snf0{rfl/lqs k}df}fkq rflxPdf b}x}fosf]k}df}fx? ; m}lg u/l ; Dal}wt j 8f
sfof}hosf]l; k}nfl/; ; lxt lgj }bg k}z u/}df ; f}xl lbgdf pknAw u/f0g]5 .

s_ cfj}Zos sfuhftx? M

!_ lgj }b}ssf]gful/stfsf]k}df}fkq k}l}t}l}nk

@_ l}j Bfno jf sfof}ho jf6 k}dfloft ul/Psf]rl/q k}df}f,

v_ n}flg]zNs÷b:t/M?= #%. -lgab}g b:t/ ?= !).- / k}dfloft b:t/ ? @%_ / a}b}lzs ? !)%

u_ ; Dal}wt z}fvf÷clwsf/l M}k}z}f; g z}fvf, sfo}f/l clws}f

!#_ a; f}af; k}dfloft l; k}nfl/; M

o; gu/kflnsf l}f}leqsf gu/af; ln]-lj=; =@)#\$; fn r}d; f}t cl3 a; f}af; ub}i}cfPsf]xsf}_
a; f}af; k}dfloft cfj}Zos k/}df ; Dal}wt j 8f sfof}hosf]l; k}nfl/; ; lxt lgj }bg k}z u/}df ; f}xl lbg
p0m k}df}fkq pknAw u/f0g]5 .

s_ cfj}Zos sfuhftx? M

!_ lgj }b}ssf]gful/stfsf]k}l}t}l}nk

@_ h}l}ufwgl k}df}f khf{j}f a; f}af; v}Ng]k}df}f,

v_ n}flg]zNs÷b:t/M?= #%. -lgab}g b:t/ ?= !).- / k}dfloft b:t/ ? @%_ / a}b}lzs ? !)%,
c:yfol a; f}af; k}df}f b:t/ ? !)).-

u_ ; Dal}wt z}fvf÷clwsf/l M}k}z}f; g z}fvf, sfo}f/l clws}f

!\$_ gful/stf k}df}f k}qsf]l; k}nfl/; M

; f}xl j}if{pd} k}u}f}f] gu/kflnsf l}f}leqsf gu/af; ln] gful/stfsf] k}df}f-k}q k}l}t} ug}f n}flu
l; k}nfl/; cfj}Zos ePdf ; Dal}wt j 8f ; l}d}l}tsf]l; k}nfl/; ; lxt b}x}fosf]k}df}fx? ; m}lg u/l lgj }bg
k}z u/}df ; f}xl lbg l; k}nfl/; pknAw u/f0g]5 .

s_ cfj}Zos sfuhftx? M

!_ c}df jf a}j}fsf] gful/stfsf] k}dfloft k}l}t}l}nk l}j 3/ kl/j}f/sf ; g}fv}t ug}l}j}ol}Qmsf] gful/stf
k}df}f-k}qsf]k}l}t}l}nk, l}j}flxt eP k}l}tsf]gful/stfsf]k}l}t}l}nk / l}j}fx btf{k}df}f-k}q .

@_ b}j}sf}g b}l}vg]x}fn}l}vr}f}f]k}n}f}f}@ k}l}t

#_ h}g}d l}d}l}t v}h}f}f]k}df}f k}qsf]k}l}t}l}nk

\$_ a; f0{/f0{ul/cfPsf]eP a; f0{/f0{kdf0f kqsf]kl|tlnkl
%_ hluf wgl kdf0f khf\$]kl|tlnkl
^_ j}flxs cals[gful/stfsf]nflu lj bzl gful/stf Tofu\$]kdf0f
v_ ;]f zNs ÷b:t/ M; knl/; b:t/ g=kn]tf\$]adfl]hd
!_ cals[gful/stf ? \$)). @_ j}flxs cals[gful/stf ? !%)).
#_ hgd l; 4 l; knl/; ? ^)) . \$_ jzh ? !%.
u_ ; DalGwt zvf ÷ clwsf/L Mkdv ÷ pk kv ÷ kzf; g zvf ÷ j 8f ; lrj

!%_ gful/stf kdf0f kqsf]kl|tlnksf nflu l; knl/; M

gu/kfnsf lq leqsf gu/af; ln] gful/stfsf] kdf0f-kqsf] kl|tlnk kl|t ug\$ nflu l; knl/;
cfjZos ePdf ; DalGwt j 8f ; ldltsf]l; knl/; ; lxt bxfosf]kdf0fx? ; mlg u/L lgj dg kz u/df
; fxl lbg l; knl/; pknAw u/f0g5 .

s_ cfjZos sfuhftx? M

!_ gf-k+ etq]eP ; f]/ geP gSsn .
@_ gf-k+ x/fPsf]eP ; DalGwt x/fPsf]eG; r'gf jf cGo sg]kdf0f
v_ ;]f zNs ÷b:t/ Mknf/d b:t/ ? !%- tyf l; knl/; b:t/ ? !%- hDdf ? #).-
u_ ; DalGwt zvf ÷ clwsf/L Mkzf; g zvf, sfo\$]l clws[, j 8f ; lrj

!^_ h]7 gful/s, Psn dlxf / ckfE eQf M

o; gu/kfnsf lq leqdf h]7 gful/s, Psn dlxf tyf czSt ckfE gful/sn]/fi6sf]tkmf6 ; Ddfg
:j?k lb0g]eQsf]nflu bxfosf]kdf0fx? ; mlg u/L ; DalGwt j 8f sfo\$]l; knl/; ; lxt lgj dg
kz u/df x/\$ cily\$ aif\$]d;+/ dxtgdf eQf pknAw u/fpg klqmf z? ul/g5 .

s_ cfjZos sfuhftx? M

!_ lgj bssf]gful/stfsf]kdf0fkq kl|tlnk
@_ Psn dlxfsf]xsdf kltsf]d[0' btf{kdf0fkq jf kdf0fkqsf]kdf0ft kl|tlnk-pd]sf]xb g/x\$].
#_ kf; kf{/; f0hsf]kmf]@ kl|t
\$_ a; f0{/f0{u/l cfPsf]eP ; f]kdf0fkqsf]kl|tlnk tyf ; Dj lGwt g=kn]j uf=a= ;sf]kq .
%_ jfn cgbfgsf]xsdf afnafnsf]hgd btf{
^_ h]7 gful/s cGo &) aif{pd] kl\$]/ blntsf]xsdf ^) j if{pd] kl\$]xgkg5 .
v_ ;]f zNs ÷b:t/ MgzNs
u_ ; DalGwt zvf ÷ clwsf/L Mkdv ÷ pk kv ÷ kzf; g zvf, j 8f ; lrj

!&_ 3/hluf gfd; f/l l; knl/; M

o; lq leqsf gu/af; ln] cf^gf]efu rngsf] hluf s; hf0{gfd; f/l u/l lbg' lng' k/df bxfosf
sfuhftx? ; mlg u/L ; DalGwt j 8f sfo\$]l; knl/; ; lxt lgj dg kz u/df ; fxl lbg l; knl/;
pknAw u/f0g5 .

s_ cfjZos kg]sfuhftx? M

!_ d[0' btf\$]kdf0fkq, d[ssf]gful/stfsf]kdf0fkq kl|tlnk
@_ gftf kdf0ft kdf0f kqsf]kl|tlnk
#_ hluf wgl kdf0f khf{/ l t/f]l t/\$]/; lbsf]kl|tlnk
\$_ xsbf/x?sf]gful/stf kdf0fkq -gfjfnssf]xsdf hgd btf{kdf0fkq
v_ ;]f zNs ÷b:t/ M b:t/ ?=#%- lga dg b:t/ ?= !).- / kdf0t b:t/ ? @%
u_ ; DalGwt zvf ÷ clwsf/L Mkzf; g zvf, sfo\$]l clws[

!*_ 3/ gS; f kf; M

elbQ gu/kfnsf lfgleqsf gu/af; ln]lgdf sfosf]gS; f kf; u/f0{kfpFegl l/t kfof0{pknAw
gS; f knf/d e/] kZ u/df bxfosf k\$of ckgf0{gS; f kf; ul/g\$.

s_ cfjZos sfuhftx? M

!M; Dj lGwt hlufwgl kdf of khf\$]kl|tlnk
@Mgkl zfvj f6 kdfloft lsQf gkl gS; f -Jn'lk6_
#M hlufwgl\$]gful/stf kdf of-kqsf]kl|tlnk
\$M]o\$ tNnsf]knfgx?, rf/}t/sf]0[ne] gx?, ; f06 knfg / nf\$Zg knfg
%M rfn' cf-j =sf]Pslst ; Dklit s/ It/\$f]/l; bsf]kl|tlnk .
^Mgu/ lj sf; ; ldt lfgleqsf]xsf g=j; =sf]l; knf/z / 6k gS; f
gfM nf\$Zg knfg jfx\$ c6o ; j}gS; fx? :shdf / o; gu/kfnsf]ejg cfr/ ; xtf cg; f/ xg'
kg\$.

v_ ; jf zNs ÷b:t7 M

!_ ahf/ lfg kl|t ju{knb ? % .- @_ g=j; = cfj; lo ? # .- #_ gS; f kl|tlnk ? @).-
\$_ g=j; = pBfu lfg k=j = knb ? #-%) .- %_ j xdb\$? # .- ^_ gS; f as ? @).-
&_ /fhdfu\$]%)) ld6/ bf of-j of kl|t ju{knb ? \$.- *_ c6o j 8fx?df kl|t ju{knb ? @ .- (
kdf of kq kl|tlnk ? %).-

**u_ ; DalGwt zfv÷clwsf/L Mof]hg tyf kf]j lws zfv,zx/L lj sf; zfv, sfo\$]l clws\$
3_ nflg]; do M!^ lbgblv #) lbg; Dd -klxf]r/of_**

!(_ gS; f gfd; f/L M

gu/kfnsf lfgleqsf gu/af; ln]3/ hluaf a]lavg e0{gfd; f/L ug{u/fpg k/df ; eQmlgj dg ; lxt
bj k]fsf]gkfnl gful/stf kdf ofkqsf]kl|tlnk / lj lqm; DaGwl Invtsf]kl|tlnk ; lxt ; DalGwt bj }
klfn]; gvt u/kl5 cfj Zos klqmf kfof0{; fxl lbg gS; f gfd; f/L ul/g\$.

s_ ; jf zNs ÷b:t7 M? @%) .

v_ ; DalGwt zfv÷clwsf/L Mkzf; g zfv / of]hg zfv / zx/L lj sf; zfv ÷sfo\$]l clws\$

@)_ rf/ lsNnf kdfloft M

o; gu/kfnsf lfgleqsf gu/jf; ln]cfk]gf]gfddf /x\$]sb}klg hluvsf]rf/lsNnf kdfloft ug{k/df
bxfosf sfuhftx? ; mlg u/L j 8f sfosf]l; knf/; ; lxt lga dg kZ u/df ; fxl lbg kdfloft u/L
lb0\$.

s_ cfjZos sfuhftx? M

!_ hluaf wgl kdf of khf{
@_ gkfnl gful/stfsf]kdf ofkq
#_ Plsst ; Dklit s/ j f c6o s/ It/\$f]/l; b
\$_ ; DalGwt hluvsf]gS; fsf]kl|tlnk
%_ ; lwof/x?sf]; h6lg drNsf
**v_ ; jf zNs ÷b:t7 M? = ^@).- -kdfloft b:t/ ? = ^).- / l6s6 b:t/ ? = !)., knf/d b:t/ ? !).-
u_ ; DalGwt zfv÷clwsf/L M; DalGwt j 8f ; lrj, sfo\$]l clws\$**

@!_ ; 8s tyf 3/ eP gePsf]l; knf/; M

o; lfgleqsf gu/jf; ln]cfk]gf]gfddf /x\$]sb}klg hluvdf ; 8s tyf 3/ eP gePsf]l; knf/;
rflxPsf]v08df bxfosf sfuhftx? ; mlg u/L j 8f sfosf]l; knf/; ; lxt lga dg kZ u/df ; fxl
lbg kdfloft u/L lb0\$.

s_ cfjZos sfuhftx? M

!_ hluaf wgl kdf of khf{

@_ gkfnl gful/stfsf]kdf0fkq
#_ dfnkf] b:t/ It/\$f]/l; b
\$_ gkl zfvaf6 kdfloft ePsf]hluvsf]gSzf
%_ ; lwof/x?sf]; hdlg drNsf
^_ 3/ ePsf]xsdf gSzf kf;
v_ ; jf zNs÷b:t/ M kf-n]tf\$]adflhd ? &%).- kl|tIsQf, czj 08f / as; kqdf kl|t IsQf ? %)).-
u_ ; DalGwt zfvf÷clwsf/L Mgkfl 0sf0j 8f ; lrj tyf sfo\$f/l clwsf

@_ hluf dNofsg -lwtf]dNofsgsf]nflu_ M

o; gu/kflnsf lfdleqsf gu/jf; ln]3/ hluf dNof]g dfu ug{kbf{; DalGwt j 8f ; ld|tsf]l; kmfl/;
; lxt bxfosf kdf0fx? ; mlg u/l kZ ePdf ; fxl lbgdf pknAw u/f0g]5 .

s_ cfjZos sfuhftx? M

!_ hluf wgl kdf0f khf{
@_ gkfnl gful/stfsf]kdf0fkq
#_ dfnkf] b:t/ It/\$f]/l; b
\$_ gkl zfvaf6 kdfloft ePsf]hluvsf]gSzf
%_ :yfglo j fl; Gbfsf]; hdlg drNsf
v_ ; jf zNs÷b:t/ M kl|t ; os8f ?= !) / aDzssf nflu kl|t xhf/df ? ! sf b/n]
u_ ; DalGwt zfvf÷clwsf/L Mkzf; gf zfvf, sfo\$f/l clwsf

@#_ Joj; fo btf{M

o; gu/kflnsf lfdleq Jofkf/ Joj; fo jf kZf, klhut nufgl / cfly\$ sf/faf/ ug]gu/jf; lx? ; 4
; yf JolStx?n]bxfosf]kdf0fx? ; mlg u/l Joj; fo btf{sf nflu ; DalGwt j 8f sfof{osf]l; kmfl/;
; lxt lgj dg kZ u/df ; fxl lbg kdf0fkq pknAw u/f0g]5 .

s_ cfjZos sfuhftx? M

!_ lgj bssf]gful/stfsf]kdf0fkqsf]kl|tInkl
@_ cf'g]3/ eP 3/÷hluf s/ It/\$f]/l; bsf]kl|tInkl
#_ axndf a; \$f]eP gu/kflnsdf axn s/ It/\$f]kl|tInkl
\$_ kf; k{f{; f0hsf]b0{kl|t kmf}f]
%_ u} gful/ssf]xsdf 3/wgl ; E[sf]; Demf}fkq
^_ cfjZostf x]l ; hdlg drNsf ul/g\$.

v_ ; jf zNs÷b:t/ Ms/ b/agbl cg' f/

u_ ; DalGwt zfvf÷clwsf/L Mkzf; g zfvf, /fhZj zfvf, sfo\$f/l clwsf

@\$_ dlb/f l; kmfl/; M

o; gu/kflnsf lfdleqsf gu/jf; lx?n] dlb/fsf] sf/faf/ ug{bxfosf] kdf0fx? ; mlg u/l Joj; fo
btf{sf nflu ; DalGwt j 8f ; ld|tsf]l; kmfl/; ; lxt lgj dg kZ u/df ; fxl lbg kdf0fkq pknAw u/f0g]
5 .

s_ cfjZos sfuhftx? M

!_ lgj bssf]gful/stfsf]kdf0fkq kl|tInkl .
@_ cf'g]3/ eP 3/÷hluf s/ It/\$f]/l; bsf]kl|tInkl .
#_ axndf a; \$f]eP gu/kflnsdf axn s/ It/\$f]kl|tInkl .
\$_ b0{kl|t kmf}f].
%_ axndf a; \$f]eP 3/wgl; E[sf]; Demf}f kqsf]kl|tInkl .

^_ u} gful/ssf]xsf 3/wgl; f]sf]; Demf]fkq .
&_ ;/hldg dr]nsf
v_ ;]f zNs÷b:t/ Ms/ b/aGbl cg' f/
u_ ;DalGwt zfvf÷clwsf/L Mkz]f; g zfvf, /fhZj zfvf, sfo\$]f/L clwsf]

@% ljBt h8fgsf]nflu l; knl/; M

gu/jf; lx?n] cf^gf] 3/fo; l jf Joj ; flos kpf]hgsf nflu ljBt h8fg ug{k/df lgDg adf]hd sfuhftx? ; lxt ; DalGwt j8f sfof]nosf] l; knl/; ; lxt lgjDg k]z u/df ; f]x lbg ; f]f nflu cfjZos l; knl/; ; pknAw u/f0g\$.

s_ cfjZos sfuhftx? M

!_ hluf wgl kpf0fkqsf]k]tInkl
@_ gk]nl gful/stfsf]kpf0fkqsf]k]tInkl
#_ g\$; f kf; kpf0fkqsf]k]tInkl
v_ ;]f zNs ÷ b:t/M? =^).- -lgaDg b:t/ ?= !).- / kpf]0t b:t/ ? %)_
u_ ;DalGwt zfvf ÷ clwsf/L Mof]hg tyf k]lj lws zfvf / sfo\$]f/L clwsf]

@^ vfg]kfglsf]wf/f h8fgsf nflu l; knl/; M

gu/jf; lx?n] cf^gf] 3/fo; l jf Joj ; flos kpf]hgsf nflu vfg]kfglsf] wf/f h8fg ug{k/df lgDg adf]hd sfuhftx? ; lxt ; DalGwt j8f sfof]nosf] l; knl/; ; lxt lgjDg k]z u/df ; f]x lbg cfjZos l; knl/; ; pknAw u/f0g\$.

s_ cfjZos sfuhftx?M

!_ hluf wgl kpf0fkqsf]k]tInkl
@_ gk]nl gful/stfsf]kpf0fkqsf]k]tInkl
#_ g\$; f kf; kpf0fkqsf]k]tInkl
v_ ;]f zNs ÷ b:t/M? =@)) b]v ?= %)))-
!_ k]ss ; 8s sf6g'kg]f n-0\$ cg' f/ /sd hdf ug{k]g]l
@_ ; 8s sf6g' gkg]ePdf ? @)). #_ sRrl / u]0e]h ; 8s sf6g'kg]f ? %)).
u_ ;DalGwt zfvf ÷ clwsf/L Mof]hg tyf k]lj lws zfvf / zx/L lasf; zfvf ÷sfo\$]f/L clwsf]

@& ;jf/L bt]f]M

gu/k]n]sf lf]leqsf gu/af; l ; jf/L wgl]n]o; gu/k]n]sf sfof]nodf ; jf/L bt]f] tyf gj]s/0f ug{kbf{b]xfosf]kpf0fx? ; m]g u/L lgjDg k]z u/df ; f]x lbg kpf0fkq pknAw u/f0g]5 .

s_ cfjZos sfuhftx? M

!M ; jf/L vl/b u/\$]f]kmd\$]f]j nsf]k]tInkl
@M ef/tj f6 cfo]tt eP eG; f/ lg;; fsf]k]tInkl
#M ; jf/L wgl]sf]gful/stfsf]k]tInkl
\$M ; jf/L wgl]sf]kn]f]f]@ k]t
%M ; jf/L wgl]sf]lgjDg kq
v_ ;]f zNs ÷ b:t/Ms/ b/aGbl cg' f/
u_ ;DalGwt zfvf M/fhZj zfvf÷sfo\$]f/L clwsf]

@* pBf] :yfk]gsf]nflu l; knl/; M

o; gu/k]n]sf lf]leqsf gu/af; l]n]pBf] :yfk]f ug{l; knl/; ; lng k/df ; DalGwt j8f ; ldltsf] l; knl/; ; lxt b]xfosf]kpf0fx? k]z u/df ; f]x lbg leq l; knl/; ; pknAw u/f0g\$.

s_ cfjZos kg]sfuhftx? M

!_ ; lwof/÷l5d\$lx?sf]; /hldg drNsf

@_ ; DalGwt JolQmsf]gful/stfsf]kđf0f kq

#_ pBf]u :yfgkf ug[:yfgsf]hluuf wgl kđf0f khf{/ 3/ ePdf gS; f kf; kđf0f kq

\$_ jxfndf a; \$f jf uX]gful/s JolQm eP 3/wgl ; E]sf]; Dem]f]fkq

v_ l; krf/l; b:t/÷;]f zNs M

!_ ; fgf pBf]udf ? @)) .- @_ dem]f]f pBf]udf ? &)) .- #_ 7hf pBf]udf ? !@)) .-

u_ ; DalGwt zfvf Mkzf; g zfvf, /fhZj zfvf, sfo\$]f/l clws]t

@(; :yf bt]f\$]nflu l; krf/l; M

o; gu/kflnsf l]q leqdf ; :yf v]h]l sfo{ug{bt]f\$] nflu l; krf/l; Ing b]xfosf kđf0fx? k]z u/đf ; f]xl lbg leq l; krf/l; pknAw u/f0g\$.

s_ cfjZos kg]sfuhftx? M

!M ; :yfsf]lgj b]g

@M ; :yfsf]lj wfg ! kl]t

#M ; :yf bt]f{; Dj lGw j }ssf]lg0f0 kl]tlnk

\$M ; :yf bt]f{ug\$]f]gf-k-k-sf]kl]tlnk

v_ l; krf/l; b:t/÷;]f zNs M(=? !).- lga]g b:t/ ?= !).- / kđf0t b:t/ ? %)).- wfd\$; :yf ? !)).-

u_ ; DalGwt zfvf Mkzf; g zfvf, sfo\$]f/l clws]t

#)_ lj Bfno ; :fng cgd]l]nflu l; krf/l; M

o; gu/kflnsf l]q leq lj Bfno ; :fngsf nflu l; krf/l; Ing b]xfosf kđf0fx? k]z u/đf ; f]xl lbg leq l; krf/l; pknAw u/f0g\$.

s_ cfjZos kg]sfuhftx? M

!M ; Dj lGwt lj Bfno j f Joj :yfgk ; ldltsf]cg/f]w kq

@M lj Bfno ; :fngsf]nflu Joj :yfgk ; ldltsf]j }ssf]lg0f0 kl]tlnk

#M ; :fng ul/g]lj Bfnosf]lj j /of el/Psf]krf/fd

v_ l; krf/l; b:t/÷;]f zNs M (k]f]j= !)))).- lg=df-]j= !@)).- df-]j= !%)).- p=df-]j= @)))).- lga]g b:t/ ?= !).- / k] {k]f]j= ; ~:fng cgd]l l; krf/l; b:t/ ? %)).-

u_ ; DalGwt zfvf Mkzf; g zfvf, sfo\$]f/l clws]t

#!_ clzof/ kđf0ft M

o; gu/kflnsf l]q leqsf gu/jf; ln]clzof/ kđf0ft u/fpgsf nflu b]xfosf kđf0fx? k]z u/đf ; f]xl lbg kđf0ft u/l lb0g\$.

s_ cfjZos sfuhftx? M

!_ hluuf wgl kđf0f khf{

@_ g]kfn] gful/stfsf]kđf0fkq - -clzof/x?sf]

#_ Plss]t ; Dkl]t s/ l]t/\$f]/l; b

\$_ ; DalGwt hluufsf]gS; fsf]kl]tlnk

%_ ; lwof/x?sf]; h]d]lg drNsf

v_ ;]f zNs÷b:t/ Mg-k]f-n]t]f]ad]h]nd ? *% .

u_ ; DalGwt zfvf÷clwsf/l Mkzf; g zfvf, sfo\$]f/l clws]t

#@_ s/ krf/krf/s kqsf nflu ckg]fpgkg]kl]qno]M

s_ cfjZos sfuhftx? M

!M ; Dj lGwt hluufwgl]sf]gful/stf kđf0f kqsf]kl]tlnk

@M; g-kf=eq ePsf]hluufwgl kdf0f khf\$]kltInkl
#M 3/ gS; fkf; kdf0f kqsf]kltInkl
\$M 3/ gePsf]v08df ; Dj lGwt j 8fsf j 8f ; lrj sf]:ynut kl|tj bğ ; lxtsf]l; knfl/;
v_ ; jf zNs÷b:t7 M ? @!) .
u_ ; DalGwt zfvf÷clwsf/L M/fhZj zfvf, sfo\$]f/L clws[
3_ nflg]; do M! -Ps_ lbg

##_ ofhg of6d0sf nful ckgfpgkg]klqnf M

s_ cfjZos sfuhftx? M
!M hg ofhg]sf]0[6d0 u/fpg' kg]xf]; f]ofhg ; #fng ug]elg ; Dj lGwt j 8f ; ldt]n]u/\$f]
lg0f0
@M ; DefJotf clwog
#M lj :t[; j]f0f
v_ ; jf zNs÷b:t7 MlgzNs
u_ ; DalGwt zfvf÷clwsf/L Mofhg tyf kflj lws zfvf, sfo\$]f/L clws[
3_ nflg]; do M& -; ft_ lbg

#\$_ ofhg ; Den]sf nful ckgfpgkg]klqnfM

s_ cfjZos sfuhftx? M
!M ofhg ; #fng ug]elg j 8f ; ldt]n]u/\$f] lg0f0
@M j 8f ; ldt4f/f pkefQnf ; ldt u7g u/\$f]lg0f0
#M cVb]f / sf]ff]b]f sf]; eQm a\$ vftf ; #fng
\$M/sd lgsf; fsf]nflu ; Dj lGwt j 8f]b]lfsf]l; knfl/z
%M pkefQnf ; ldt]sf cVb]fsf]lgj bğ
^Mnfut 0li6d0 / ofhg :j]s[ePsf]kdf0f / ofhg kl:tsf vftf .
v_ ; jf zNs÷b:t7 Ms/ b/j Gbl cg; f/
u_ ; DalGwt zfvf÷clwsf/L Mofhg tyf kflj lws zfvf, sfo\$]f/L clws[
3_ nflg]; do M! -Ps_ lbg

##%_ ofhg]sf]k]sl k0d0sf]nflu ckgfpgkg]klqnf M

s_ cfjZos sfuhftx? M
!M ofhg ; DkGg ePsf]eP ; DalGwt j 8f ; lrj sf]l; knfl/;
@M ; Dk0f{vr\$]lan, ef]/x?, df:6/ /f]h cflb
#M pkefQnf ; ldt]sf]lg0f0 ; lxtsf]l; knfl/;
\$M sfo{ ; DkGg kl|tj bğ tyf ofhg zfvf / hfFkf; ; ldt]sf]l; knfl/;
%M ofhg; # ; DalGwt pkefQnf ; ldt]nf0{ofhg x:tf0t/0f u/\$f]sfuhft
^Mfdflhs / ; fj h]gs kl/l0f u/\$f]
&Mg]udg ; ldt]sf]l; knfl/z
v_ ; DalGwt zfvf÷clwsf/L Mcl]y\$ kzf; g zfvf, sfo\$]f/L clws[
u_ nflg]; do M! -Ps_ lbg

#^_ eQngl ; DaGwl klqnf M

s_ cfjZos sfuhftx? M
!Mlgj bğ
@Mlj n ekfQ{

#Mj8f ;ldltsf]l; knfl/;
\$Mof]hgf ; DaGwl ePsf sfuhft
%M6fh lj sf; ; :yf; u ; DalGwt eP ; f]sf]l; knfl/;
^MpketQmf ; ldt dfknt eP ; DalGwt j8f ; ldtlsf]l; knfl/;
&M ; lrjsf]/fxj/df pkerQmf ; ldt u7g ePsf]lg0f6 kltlnk
*M ; 3 ; :yfsf]nflu cgbfg eP lgwfl/t 9fFsf]cjwf/0ff / k}tfj gf, ; :yf btf{kdf0f kq,
(Mfdlhs / ; fj hgs kl/l0f u/\$f]
!)M:gludg ; ldtlsf]l; knfl/z
v_ ; DalGwt zvf÷clwsf/L Mcfly\$ kzf; g zvf, sfo\$fl clwsf
u_ nflu]; do M! -Ps_ lbg

#&_ sf7sf]nflu l; knfl/; sfnflu ckgfpgkg]klqmf M

s_ cfjZos sfuhftx? M
!M ; Dj lGwt JolQmsf]lgj hg
@M hluufwgl kdf0f khf\$]kltlnk
#M 3/ gS; fkf; sf]kltlnk
\$M gful/stfsf]kltlnk
%M rfn' cf-j =sf]lt/f]lt/\$f]/l; bsf]kltlnk
v_ ; jf zNs÷b:t/ M?= @).-
v_ ; DalGwt zvf÷clwsf/L Mof]hgf tyf klj lws zvf, zx/l lasf; zvf, sfo\$fl clwsf
u_ nflu]; do M! -Ps_ lbg

#*_ jf?0f oGq M

jf?0f oGq hfg ; Sg]:yfgdf cfunful ePsf]va/ knfg g=)((%@#!! df jf cG0 sg}dflbdaf6
klt ePdf va/ klt ePsf]% ldg leq af?0f oGq ; DalGwt :yfgsf]nflu k}yfg ug\$.

#(lj1fkg l:jsf]l M

gu/kflnsf lfaleq /x\$f]; fj hgs :yfgdf sf]l s; h]lj1fkg ug{rxfdf l:jsf]tsf nflu bxfosf]
kdf0f? ; mlg u/l gu/kflnsfdf lgj hg kx u/df ; f]l lbg l:jsf]l pknAw u/f0g]5 .
s_ cfjZos sfuhftx? M
s_ JolQm ePdf lgj hssf]gful/stfsf]kdf0f kqsf]kltlnk
v_ knd{tyf pBfu eP btf{kdf0f kqsf]kltlnk
v_ ; jf÷zNsM
!_ sf7, l6g / lbjndf klt ju{kn6 ? @%
@_ ; 3 ; :yfsf]kfb/ ? !%).
#_ 7hf k; ndf ? %) . \$_ ; fgf k; ndf ? @) .
u_ ; DalGwt zvf÷clwsf/LM kzf; g zvf÷/fhZj zvf, sfo\$fl clwsf

\$)_ lg0f6 ptf/ M

o; gu/kflnsfj6 eP u/\$f sfd sf/jfx? Ifyf lg0f6x? dWb] sfggtM ufl0 /fvkg]jfx\$ cG0
lg0f6x?sf]lg0f6 ptf/ rflxPdf ; /f\$]/jfnf gu/jf; ln]lgj hg kx u/df klt kfgf ?= !).- zNs ln0{
pknJw u/fpg ; lsg\$.

\$!_ 6fh lj sf; ; :yfx?sf]btf\$; lrsf]l M

o; gu/kflnsf] ; fdlhs lj sf; zvf 4f/f ul7t 6fh lj sf; ; :yfx? btf{ug{lgDg sfuhftx?
; lxt ; :yfsf]lgj hg kg{cfPdf ; f]l lbg btf{ul/g\$.

s_ cfjZos sfuhftx? M

!_ 6fh lj sf; ; :yfsf]btf{ug{af/\$f]6fh lj sf; ; :yfsf]a}ssf]lg0f6 kltInkl
@_ clwlsf]gful/stfsf]kltInkl
#_ 6fh lj sf; ; :yfsf]a}saf6 lj wfg kfl/t ePsf]lg0f6 kltInkl / lj wfg Ps Ps klt
\$_ ; aGwt j 8fsf]; dbfo kl/rfnssf]l; kml/;
v_ nflg]; do M! -Ps_ lbg
u_ ; aGwt zfvf ÷clwsf/L M; fdlhs lj sf; zfvf, l: j s[t M sfo\$f/L clwsf]

\$!=@ pBd btf{M

o; gu/kflnsfsf]; fdlhs lj sf; zfvf 4f/f ul7t 6fh lj sf; ; :yfx? cGtu{sf; fdbfos pBdx?
btf{ug{lgDg sfuhftx? ; lxt lgj Dg kg{cfPdf ; fxl lbg btf{ul/g\$.

s_ cfjZos sfuhftx? M

!_ pBfD Joj ; fo :yfkf ug{lj ifodf ; b:ox?af6 tof/ ul/Psf]lj wfgsf]Ps klt
@_ pBd Joj ; fo btf{ug{6fh ; :yaf6 ul/Psf]l; kml/; kq .
#_ ; aGwt j 8fsf]; dbfo kl/rfnssf]l; kml/;
v_ ; DalGwt zfvf ÷clwsf/L M; fdlhs lj sf; zfvf, l: j s[t M sfo\$f/L clwsf]

\$!=# 6fh lj sf; ; :yfsf]vftf vflg]; kml/; M

o; gu/kflnsfsf]; fdlhs lj sf; zfvf 4f/f ul7t 6fh lj sf; ; :yfx?sf]; :yfsf]j \$ vftf vflg
l; kml/; cfjZos k/df lgDg sfuhftx? ; lxt lgj Dg kg{cfPdf ; fxl lbg btf{ul/g\$.

s_ cfjZos sfuhftx? M

!_ 6fh lj sf; ; :yfsf]vftf vflg]af/\$f]6fh lj sf; ; :yfsf]a}ssf]lg0f6 kltInkl
@_ vftf ; #fnsx?sf]gful/stfsf]kltInkl
#_ ; aGwt j 8fsf]; dbfo kl/rfnssf]l; kml/;
v_ ; aGwt zfvf ÷clwsf/L M; fdlhs lj sf; zfvf, l: j s[t M sfo\$f/L clwsf]

bj6Jo M

!_ pkoQm ; jf kktlsf nflu ; DalGwt JoIQm jf ; 3 ; :yfn]g=kf=df Itg{kgl; kOf{s/ b:t/ zNs tyf
qmf aemfPsf]xg' kg\$.
@_ kltInksf]; Gbedf cfjZos ePdf ; Ssn sfuhft ; d: byfpg' kg\$.
#_ ; DalGwt kbflwsf/L / sd{f/L sfodf pkl:yt gePsf]cj:yfdf dfly pNnlvt ; jf pknAw
u/fpg tflsPsf]; do eGf sxl I9nf]xg ; Sg\$.
\$_ gu/kflnsfaf6 kjflxt xg] ; jfx? ; dod}kkt xg g; sd{f g=kf=kDv, pk kDv jf sfo\$f/L
clwsf tyf ugf; f]; Ggf]clwsf/L ; dl l; sfot ug{; lsg\$.
%_ sltko ; jfx? tflsPsf]eGf leGg ?kdf cfPsf]v08df kflnt sfgg adf]hd cGo kllqmf ; d:
canDag ug{kglxgf ; f]cj:yfdf dfly pNnlvt ; jf tflsPsf]; do eGf a9l nllg ; S5 .
^_ ; Dkof{kDfOf ku\$] cj:yfdf pNnlvt ; jf pknAw u/fpg I9nf ; l:t ePdf lhNnf cgludg tyf
; k/lj jfOf ; ldltsf ; eflhs kDv lhNnf clwsf/L ; dl ph/L ug{; lsg]5 .
&_ oxf+pNny gePsf s/fx?sf]xsdf :yfglo :jfoQ zf; g Pq @)%% / lgodfjnl @)%^ / cGo
kflnt sfggx? cg; f/ xg\$.

ugf; f]; Ggf]clwsf/L
>l xl/l; x wfdl
kzf; slo clwsf
kmg g=) ((-)%###



ಕರ್ನಾಟಕ ಸರ್ಕಾರ
ಸರ್ಕಾರದ ಸೇವೆಗಾಗಿ

ಗೌರವಾನ್ವಿತ ನಾಗರಿಕರು

(Citizen Charter)
(ಸೇವೆಗಾಗಿ)

ಕರ್ನಾಟಕ
ಕರ್ನಾಟಕ ಸರ್ಕಾರ
ಸರ್ಕಾರದ ಸೇವೆಗಾಗಿ
ಸರ್ಕಾರದ ಸೇವೆಗಾಗಿ

kmf]g g+=)((-%@%@ @#, %@%###
km\ofS; g+=M)((-%@!#@ @
O{d]nM bheemdatt210@gmail.com