MYcÖRvZš¿x evsjv‡`k miKvi

¯’vbxq miKvi cÖ‡KŠkj Awa`ßi

wbev©nx cÖ‡KŠkjxi Kvhv©jq

RqcyinvU

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‡mev cÖ`vb cÖwZkÖæwZ (Citizen’s Charter)

**f~wgKv**

¯’vbxq miKvi,cjøx Dbœqb I mgevq gš¿bvjq,¯’vbxq miKvi wefv‡Mi Aaxb ¯’vbxq miKvi cÖ‡KŠkj Awa`ß(GjwRBwW)¯’vbxq miKvi cÖwZôvb mg~n‡K KvwiMix mnvqZv cÖ`vb,cjøx I knivÂ‡ji AeKvVv‡gv Dbœqb I iÿbv‡eÿYmn ÿz`ªvKvi cvwbm¤ú` Dbœq‡bi gva¨‡g †`‡ki Av\_©mvgvwRK Ae¯’vi Dbœqb I Kg©ms¯’v‡bi ms‡hvM m„wó‡Z ¸iæZ¡c~Y Ae`vb ivL‡Q| GKUv mgq wQj hLb evsjv‡`‡k MÖvgxY GjvKvq †hvMv‡hvM AeKvVv‡gv wQj AZ¨šÍ bvRyK| AvR GjwRBwWÕi gva¨‡g e¨vcK Dbœqb Kg©Kv‡Ûi gva¨‡g †`‡ki me©Î MÖvgxb GjvKvi †hvMv‡hv‡Mi †ÿ‡Î GK ˆecøweK cwieZ©b G‡m‡Q| AvR MÖv‡gi Drcvw`Z dmj evRviRvZKiY I cwienb myweav e„w× †c‡q K…lK‡`i Drcvw`Z c‡Y¨i b¨vh¨ g~j¨ cÖvwß wbwðZ n‡”Q| GQvovI cwi‡e‡ki fvimvg¨ msiÿY I `vwi`ª we‡gvP‡bi j‡ÿ¨ miKv‡ii RvZxq Kg©m~Px ev¯Íevq‡bI GjwRBwW ¸iæZ¡c~Y© f~wgKv cvjb K‡i‡Q| evsjv‡`k miKv‡ii wbR¯^ A\_v©q‡b I Dbœqb mn‡hvMx ms¯’vi mnvqZvq wewfbœ cÖKí I Kg©m~wP ev¯Íevqb Ki‡Q|

wmwU‡Rb PvU©vi nj RbM‡bi †mev cvIqvi AwaKv‡ii wjwLZ mb`| Gi gva¨‡g Rbmvavi‡Yi Avkv AvKvövi cÖwZdjb NwU‡q we`¨gvb †mevmg~‡ni gvb Dbœq‡bi my‡hvM m„wó nq| †mev cÖ`vbKvix KZ…©c‡ÿi Kg©Kv‡Ûi `ÿZv,Revew`wnZv I cÖkvm‡bi MwZwkjZv e„w× cvq| wmwU‡Rb PvUv©‡ii gva¨‡g †mev MÖnYKvix I cÖ`vbKvixi g‡a¨ cvi¯úwiK m¤ú©K e„w× cvq|

**GjwRBwWÕi g~L¨ `vwqZ¡vejx**

* cjøx I bMi AÂ‡j AeKvVv‡gv Dbœq‡bi j‡ÿ¨ cwiKíbv cÖYqb,ev¯Íevqb I cwiexÿY;
* cjøx AeKvVv‡gv iÿbv‡eÿY;
* †MÖv\_ †m›Uvi/nvU evRvi Dbœq‡b cwiKíbv cÖYqb,ev¯Íevqb I cwiexÿY;
* BDwbqb,Dc‡Rjv,‡Rjv cwil` I ‡cŠimfv‡K KvwiMix mnvqZv cÖ`vb;
* BDwbqb,Dc‡Rjv I ‡cŠimfv cøvbeyK,g¨vwcs I moK Ges mvgvwRK AeKvVv‡gv WvUv‡eR cÖ¯‘ZKiY;
* ÿz`ªvKvi cvwb m¤ú` Dbœqb cwiKíbv,ev¯Íevqb I cwiexÿY;
* wewfbœ gš¿Yvj‡qi AeKvVv‡gv Dbœqb Kg©m~Px ev¯Íevqb I cwiexÿY;
* RbcÖwZwbwa,DcKvi‡fvMx,wVKv`vi,Pzw³e× kÖwgK `jmg~‡ni mswkøó Dbœqb Kg©Kv‡Ûi cÖwkÿY;
* wWRvBb I Ab¨vb¨ KvwiMix g‡Wj,g¨vby‡qj I †¯úwmwd‡Kkb cÖYqb;
* GjwRBwWÕi Kg©KZv©/Kg©Pvix‡`i cÖwkÿ‡Yi gva¨‡g `ÿZv e„w×;

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| µwgK | ‡mevi bvg | †mev cÖ`vb c×wZ | cÖ‡qvRbxq KvMRcÎ Ges cÖvwß¯’vb | ‡mevg~j¨ Ges cwi‡kva c×wZ | ‡mev cÖ`v‡bi mgqmxgv | `vwqZ¡cÖvß Kg©KZ©v (bvg,c`ex,†dvb I B-†gBj) |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1| | 1. moK wbg©vY/cybwbg©vY/c~b©evmb|2. weªR/KvjfvU© wbg©vY/cybwbg©vY|3. †MÖv\_ †m›Uvi/nvU evRvi Dbœqb|4. NvU/†RwU wbg©vY|5. BDwbqb cwil` feb wbg©vY|6. Dc‡Rjv cwil` Kg‡cø· feb wbg©vY| | AeKvVv‡gv cwiKíbv wbg©vY I i¶Yv‡e¶‡Yi gva¨‡g cjøx AÂ‡ji Av\_©-mvgvwRK Dbœqb| moK wbg©vY,weªR/ KvjfvU© wbg©vY, †MÖv\_‡m›Uvi /nvU-evRvi Dbœqb, BDwbqb  | mswkøó moK,†mZz/ KvjfvU© I AeKvVv‡gv wbg©v‡Yi Ae¯’vbMZ Z\_¨vw` m¤^wjZ Aby‡iva cÎ| †Rjv ch©v‡qi wbe©vnx cÖ‡KŠkjx/GjwRBwW Gi  | webvg~‡j¨ | †Rjv wfwËK/GjvKv wfwËK mgx¶v c~e©K ev¯Íevqb‡hvM¨ cÖ¯ÍvweZ ¯‹xg mg~n ev¯Íevq‡bi Rb¨ wWwcwc (Development Project  | 1| †Rjvi wbe©vnx cÖ‡KŠkjx 2| mswkøó Dc‡Rjv cÖ‡KŠkjx 3| mswkøó cÖKí cwiPvjK, GjwRBwW,  m`i `ßi|4| mswkøó AvÂwjK ZË¡veavqK  cÖ‡KŠkjx| |
| µwgK | ‡mevi bvg | †mev cÖ`vb c×wZ | cÖ‡qvRbxq KvMRcÎ Ges cÖvwß¯’vb | ‡mevg~j¨ Ges cwi‡kva c×wZ | ‡mev cÖ`v‡bi mgqmxgv | `vwqZ¡cÖvß Kg©KZ©v (bvg,c`ex,†dvb I B-†gBj) |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1| | 7. e„¶‡ivcb Kg©m~Px|8. AeKvVv‡gv i¶Yv‡e¶Y|9. Dc‡Rjv gyw³‡hv×v Kg‡cø· feb wbg©vY|10. A¯^”Qj gyw³‡hv×v‡`i evm¯’vb wbg©vY|11. gyw³hy‡×i HwZnvwmK ¯’vb mg~n msi¶Y I  gyw³hy× ¯§„wZ hv`yNi wbg©vY|12. BDwbqb f~wg Awdm wbg©vY|13. ÿz`ªvKvi cvwb m¤ú` Dbœqb|14. †mP AeKvVv‡gv iÿbv‡eÿY|15. †UKmB ÿz`ªvKvi cvwb m¤ú` Dbœqb cÖK‡íi  gva¨‡g cvemm wjt m`m¨‡`i †mjvB †gwkb I Mevw` cï weZib Ges Kv‡Ri `ÿZv e„w×i j‡ÿ¨ cÖwkÿY cÖ`vb|16. cÖwkÿY (gvbe m¤ú` Dbœqb) wewfbœ ms¯’vi  Pvwn`v|17. I‡qe‡gBj †mev cÖ`vb|18. RvZxq ï×vPvi †KŠk‡ji AvIZvq MwVZ Z\_¨  AwaKvi AvB‡bi Av‡jv‡K GjwRBwWÕi Kg©KvÛ  m¤ú‡K© Z\_¨ cÖ`vb|19. evwl©K µq cwiKíbv|20. weÁvcb ev `icÎ weÁwß cÖKvk| | cwil` wbg©vY BZ¨vw` MÖvgxY AeKvVv‡gv wbg©v‡Yi Rb¨ gvbbxq gš¿x/cÖwZgš¿x/Dcgš¿x /RvZxq msm` m`m¨,¯’vbxq miKvi wefvM,wewkó bvMwiK MY cÖavb cÖ‡KŠkjx, GjwRBwW eivei Aby‡iva/ Av‡e`b/wb‡`©kbv cÖ`vb K‡ib| Av‡e`‡bi †cÖw¶‡Z wbe©vnx cÖ‡KŠkjx/Dc‡Rjv cÖ‡KŠkjx MY ev¯Íe Ae¯’v hvPvB evQvB K‡i cÖ¯Íve GjwRBwW m`i `ß‡i `vwLj K‡ib | | `ßimg~n mswkøó cÖKí cwiPvjKM‡Yi `ßi | webvg~‡j¨ | Aby‡gv`‡bi Rb¨ mswkøó gš¿Yvj‡qi mycvwikmn cwiKíbv Kwgk‡b †cÖiY Kiv nq| cwiKíbv Kwgkb Avw\_©K ¶gZv Ges wewa weavb Abyhvqx wWwcwc Aby‡gv`‡bi cÖ‡qvRbxq e¨e¯’v MÖnY K‡ib| wWwcwc Aby‡gv`‡bi ci cÖKí †gqv‡` AeKvVv‡gv wbg©v‡Yi Rb¨ ch©vqµ‡g `icÎ Avnevb K‡i KvR ev¯Íevqb Kiv nq| | 5| AwZwi³ cÖavb cÖ‡KŠkjx, mswkøó wefvM|6| cÖavb cÖ‡KŠkjx, GjwRBwW ‡dvbt 02-9124027 B-†gBjt ce@lged.gov.bd |
| 2| | 21. wbgv©Y Kv‡Ri hš¿cvwZ I hvbevnb fvov cÖ`vb| |  |  | cÖwZw`b = 4,000/- cÖwZw`b = 3,500/- I Ab¨vb¨ nv‡i | ‰`wbK nv‡i | wbev©nx cÖ‡KŠkjx I †gKvwbK¨vj †dvig¨vb |
| 3| | 22. †hvM¨Zv m¤úbœ mieivnKvixi ev wVKv`vi‡`i  ZvwjKv msiÿY I nvjbvMv`KiY| |  |  | ZvwjKv = 5,000/-nvjbvMv` = 2,000/- | 90 w`b | wbev©nx cÖ‡KŠkjx I D”Pgvb mnKvix |
| 4| | 23. gvbwbqš¿Y msµvšÍ j¨vet †Uó †mev| |  |  | wm‡g›U = 4,600/-evwj = 400/-‡Lvqv = 1,000/-BU = 2,400/- | cÖwZevi | wbev©nx cÖ‡KŠkjx I j¨vet †UKwbwkqvb |
| 5| | 24. wRAvBGm g¨vc mieivn| |  |  | iw½b = 200/-mv`vKv‡jv = 150/- | GKK g~j¨ | wbev©nx cÖ‡KŠkjx I wnmve iÿK |

MYcÖRvZš¿x evsjv‡`k miKvi

¯’vbxq miKvi cÖ‡KŠkj Awa`ßi

wbev©nx cÖ‡KŠkjxi Kvhv©jq

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‡mev cÖ`vb cÖwZkÖæwZ (Citizen’s Charter)

**f~wgKv**

¯’vbxq miKvi,cjøx Dbœqb I mgevq gš¿bvjq,¯’vbxq miKvi wefv‡Mi Aaxb ¯’vbxq miKvi cÖ‡KŠkj Awa`ß(GjwRBwW)¯’vbxq miKvi cÖwZôvb mg~n‡K KvwiMix mnvqZv cÖ`vb,cjøx I knivÂ‡ji AeKvVv‡gv Dbœqb I iÿbv‡eÿYmn ÿz`ªvKvi cvwbm¤ú` Dbœq‡bi gva¨‡g †`‡ki Av\_©mvgvwRK Ae¯’vi Dbœqb I Kg©ms¯’v‡bi ms‡hvM m„wó‡Z ¸iæZ¡c~Y Ae`vb ivL‡Q| GKUv mgq wQj hLb evsjv‡`‡k MÖvgxY GjvKvq †hvMv‡hvM AeKvVv‡gv wQj AZ¨šÍ bvRyK| AvR GjwRBwWÕi gva¨‡g e¨vcK Dbœqb Kg©Kv‡Ûi gva¨‡g †`‡ki me©Î MÖvgxb GjvKvi †hvMv‡hv‡Mi †ÿ‡Î GK ˆecøweK cwieZ©b G‡m‡Q| AvR MÖv‡gi Drcvw`Z dmj evRviRvZKiY I cwienb myweav e„w× †c‡q K…lK‡`i Drcvw`Z c‡Y¨i b¨vh¨ g~j¨ cÖvwß wbwðZ n‡”Q| GQvovI cwi‡e‡ki fvimvg¨ msiÿY I `vwi`ª we‡gvP‡bi j‡ÿ¨ miKv‡ii RvZxq Kg©m~Px ev¯Íevq‡bI GjwRBwW ¸iæZ¡c~Y© f~wgKv cvjb K‡i‡Q| evsjv‡`k miKv‡ii wbR¯^ A\_v©q‡b I Dbœqb mn‡hvMx ms¯’vi mnvqZvq wewfbœ cÖKí I Kg©m~wP ev¯Íevqb Ki‡Q|

wmwU‡Rb PvU©vi nj RbM‡bi †mev cvIqvi AwaKv‡ii wjwLZ mb`| Gi gva¨‡g Rbmvavi‡Yi Avkv AvKvövi cÖwZdjb NwU‡q we`¨gvb †mevmg~‡ni gvb Dbœq‡bi my‡hvM m„wó nq| †mev cÖ`vbKvix KZ…©c‡ÿi Kg©Kv‡Ûi `ÿZv,Revew`wnZv I cÖkvm‡bi MwZwkjZv e„w× cvq| wmwU‡Rb PvUv©‡ii gva¨‡g †mev MÖnYKvix I cÖ`vbKvixi g‡a¨ cvi¯úwiK m¤ú©K e„w× cvq|

**GjwRBwWÕi g~L¨ `vwqZ¡vejx**

* cjøx I bMi AÂ‡j AeKvVv‡gv Dbœq‡bi j‡ÿ¨ cwiKíbv cÖYqb,ev¯Íevqb I cwiexÿY;
* cjøx AeKvVv‡gv iÿbv‡eÿY;
* †MÖv\_ †m›Uvi/nvU evRvi Dbœq‡b cwiKíbv cÖYqb,ev¯Íevqb I cwiexÿY;
* BDwbqb,Dc‡Rjv,‡Rjv cwil` I ‡cŠimfv‡K KvwiMix mnvqZv cÖ`vb;
* BDwbqb,Dc‡Rjv I ‡cŠimfv cøvbeyK,g¨vwcs I moK Ges mvgvwRK AeKvVv‡gv WvUv‡eR cÖ¯‘ZKiY;
* ÿz`ªvKvi cvwb m¤ú` Dbœqb cwiKíbv,ev¯Íevqb I cwiexÿY;
* wewfbœ gš¿Yvj‡qi AeKvVv‡gv Dbœqb Kg©m~Px ev¯Íevqb I cwiexÿY;
* RbcÖwZwbwa,DcKvi‡fvMx,wVKv`vi,Pzw³e× kÖwgK `jmg~‡ni mswkøó Dbœqb Kg©Kv‡Ûi cÖwkÿY;
* wWRvBb I Ab¨vb¨ KvwiMix g‡Wj,g¨vby‡qj I †¯úwmwd‡Kkb cÖYqb;
* GjwRBwWÕi Kg©KZv©/Kg©Pvix‡`i cÖwkÿ‡Yi gva¨‡g `ÿZv e„w×;

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| µwgK | ‡mevi bvg | †mev cÖ`vb c×wZ | cÖ‡qvRbxq KvMRcÎ Ges cÖvwß¯’vb | ‡mevg~j¨ Ges cwi‡kva c×wZ | ‡mev cÖ`v‡bi mgqmxgv | `vwqZ¡cÖvß Kg©KZ©v (bvg,c`ex,†dvb I B-†gBj) |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1| | 1. moK wbg©vY/cybwbg©vY/c~b©evmb|2. weªR/KvjfvU© wbg©vY/cybwbg©vY|3. †MÖv\_ †m›Uvi/nvU evRvi Dbœqb|4. NvU/†RwU wbg©vY|5. BDwbqb cwil` feb wbg©vY|6. Dc‡Rjv cwil` Kg‡cø· feb wbg©vY| | AeKvVv‡gv cwiKíbv wbg©vY I i¶Yv‡e¶‡Yi gva¨‡g cjøx AÂ‡ji Av\_©-mvgvwRK Dbœqb| moK wbg©vY,weªR/ KvjfvU© wbg©vY, †MÖv\_‡m›Uvi /nvU-evRvi Dbœqb, BDwbqb  | mswkøó moK,†mZz/ KvjfvU© I AeKvVv‡gv wbg©v‡Yi Ae¯’vbMZ Z\_¨vw` m¤^wjZ Aby‡iva cÎ| †Rjv ch©v‡qi wbe©vnx cÖ‡KŠkjx/GjwRBwW Gi  | webvg~‡j¨ | †Rjv wfwËK/GjvKv wfwËK mgx¶v c~e©K ev¯Íevqb‡hvM¨ cÖ¯ÍvweZ ¯‹xg mg~n ev¯Íevq‡bi Rb¨ wWwcwc (Development Project  | 1| †Rjvi wbe©vnx cÖ‡KŠkjx 2| mswkøó Dc‡Rjv cÖ‡KŠkjx 3| mswkøó cÖKí cwiPvjK, GjwRBwW,  m`i `ßi|4| mswkøó AvÂwjK ZË¡veavqK  cÖ‡KŠkjx| |
| µwgK | ‡mevi bvg | †mev cÖ`vb c×wZ | cÖ‡qvRbxq KvMRcÎ Ges cÖvwß¯’vb | ‡mevg~j¨ Ges cwi‡kva c×wZ | ‡mev cÖ`v‡bi mgqmxgv | `vwqZ¡cÖvß Kg©KZ©v (bvg,c`ex,†dvb I B-†gBj) |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1| | 7. e„¶‡ivcb Kg©m~Px|8. AeKvVv‡gv i¶Yv‡e¶Y|9. Dc‡Rjv gyw³‡hv×v Kg‡cø· feb wbg©vY|10. A¯^”Qj gyw³‡hv×v‡`i evm¯’vb wbg©vY|11. gyw³hy‡×i HwZnvwmK ¯’vb mg~n msi¶Y I  gyw³hy× ¯§„wZ hv`yNi wbg©vY|12. BDwbqb f~wg Awdm wbg©vY|13. †mP AeKvVv‡gv iÿbv‡eÿY|14. cÖwkÿY (gvbe m¤ú` Dbœqb) wewfbœ ms¯’vi  Pvwn`v|15. I‡qe‡gBj †mev cÖ`vb|16. RvZxq ï×vPvi †KŠk‡ji AvIZvq MwVZ Z\_¨  AwaKvi AvB‡bi Av‡jv‡K GjwRBwWÕi Kg©KvÛ  m¤ú‡K© Z\_¨ cÖ`vb|17. evwl©K µq cwiKíbv|18. weÁvcb ev `icÎ weÁwß cÖKvk| | cwil` wbg©vY BZ¨vw` MÖvgxY AeKvVv‡gv wbg©v‡Yi Rb¨ gvbbxq gš¿x/cÖwZgš¿x/Dcgš¿x /RvZxq msm` m`m¨,¯’vbxq miKvi wefvM,wewkó bvMwiK MY cÖavb cÖ‡KŠkjx, GjwRBwW eivei Aby‡iva/ Av‡e`b/wb‡`©kbv cÖ`vb K‡ib| Av‡e`‡bi †cÖw¶‡Z wbe©vnx cÖ‡KŠkjx/Dc‡Rjv cÖ‡KŠkjx MY ev¯Íe Ae¯’v hvPvB evQvB K‡i cÖ¯Íve GjwRBwW m`i `ß‡i `vwLj K‡ib | | `ßimg~n mswkøó cÖKí cwiPvjKM‡Yi `ßi | webvg~‡j¨ | Aby‡gv`‡bi Rb¨ mswkøó gš¿Yvj‡qi mycvwikmn cwiKíbv Kwgk‡b †cÖiY Kiv nq| cwiKíbv Kwgkb Avw\_©K ¶gZv Ges wewa weavb Abyhvqx wWwcwc Aby‡gv`‡bi cÖ‡qvRbxq e¨e¯’v MÖnY K‡ib| wWwcwc Aby‡gv`‡bi ci cÖKí †gqv‡` AeKvVv‡gv wbg©v‡Yi Rb¨ ch©vqµ‡g `icÎ Avnevb K‡i KvR ev¯Íevqb Kiv nq| | 5| AwZwi³ cÖavb cÖ‡KŠkjx, mswkøó wefvM|6| cÖavb cÖ‡KŠkjx, GjwRBwW ‡dvbt 02-9124027 B-†gBjt ce@lged.gov.bd |
| 2| | 19. wbgv©Y Kv‡Ri hš¿cvwZ I hvbevnb fvov cÖ`vb| |  |  | cÖwZw`b = 4,000/- cÖwZw`b = 3,500/- I Ab¨vb¨ nv‡i | ‰`wbK nv‡i | wbev©nx cÖ‡KŠkjx I †gKvwbK¨vj †dvig¨vb |
| 3| | 20. †hvM¨Zv m¤úbœ mieivnKvixi ev wVKv`vi‡`i  ZvwjKv msiÿY I nvjbvMv`KiY| |  |  | ZvwjKv = 5,000/-nvjbvMv` = 2,000/- | 90 w`b | wbev©nx cÖ‡KŠkjx I D”Pgvb mnKvix |
| 4| | 21. gvbwbqš¿Y msµvšÍ j¨vet †Uó †mev| |  |  | wm‡g›U = 4,600/-evwj = 400/-‡Lvqv = 1,000/-BU = 2,400/- | cÖwZevi | wbev©nx cÖ‡KŠkjx I j¨vet †UKwbwkqvb |
| 5| | 22. wRAvBGm g¨vc mieivn| |  |  | iw½b = 200/-mv`vKv‡jv = 150/- | GKK g~j¨ | wbev©nx cÖ‡KŠkjx I wnmve iÿK |