**MYcÖRvZš¿x evsjv‡`k miKvi**

**Dc‡Rjv cÖvwYm¤ú` `ßi, ‡fvjvnvU, PvucvBbeveMÄ**

**‡mev cÖ`vb cÖwZkÖywZ (CITIZEN CHARTER)**

**wfkb : mK‡ji Rb¨ wbivc`, ch©vß I gvbm¤§Z cÖvwYR Avwgl wbwðZKiY I cÖvwYm¤ú‡`i Dbœqb |**

**wgkb : cÖvwY¯^v¯’¨ †mev cÖ`vb,cï-cvwLi Drcv`bkxjZv e„w× Ges g~j¨ ms‡hvR‡bi gva¨‡g cÖvwYR Avwg‡li Pvwn`vc~iY |**

**cÖwZkÖæZ bvMwiK †mevmgyn**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **µ. bs** | **‡mevi bvg** | **‡mev cÖ`v‡b m‡e©v”P mgq** | **cÖ‡qvRbxq KvMRcÎ** | **cÖ‡qvRbxq KvMRcÎ/Av‡e`b dig cÖvwß¯’vb** | **‡mevg~j¨ Ges cwi‡kva c×wZ (hw` \_v‡K)** | **kvLvi bvgmn `vwqZ¡cÖvß Kg©KZ©vi c`ex, iæg b¤^i, †Rjv/Dc‡Rjvi †KvW, Awdwmqvj ‡Uwj‡dvb I B‡gBj** | **E×©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** | **Mevw` cïi wPwKrmv cÖ`vb** | **1 N›Uv 35 wgwbU** | **wjwLZ/‡gŠwLK Av‡e`b** | **Dc‡Rjv cÖvwYm¤ú` Awdm** | **wd«/miKvi wba©vwiZ g~‡j¨ (Awdm mg‡qi ci)** | **‡f‡Uwibvwi mvR©b, ‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb:** 07822-56012  B‡gBj: vsbholahat1@gmail.com | **Dc‡Rjv cÖvwYm¤ú` Awdmvi**  **‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb:** 07822-56012  B‡gBj: ulobholahat1@gmail.com |
| **2** | **Mevw` cïi K„wÎg cÖRbb** | **Mvfx Mig nIqvi 10-20 N›Uvi g‡a¨** | **‡gŠwLK Av‡e`b** | **Dc‡Rjv cÖvwYm¤ú` Awdm I BDwbqb Kj¨vY †K›`ª** | **Zij wm‡gb 15/- wngvwqZ wm‡gb 30/-** | **gvV mnKvix (K…wÎg cÖRbb)** | **Dc‡Rjv cÖvwYm¤ú` Awdmvi**  **‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb:** 07822-56012  B‡gBj: ulobholahat1@gmail.com |
| **3** | **Mevw`cï I nvum-gyiwMi wUKv cÖ`vb** | **wUKv cÖvwß mv‡c‡ÿ 1 w`b n‡Z 7 w`b** | **wjwLZ/‡gŠwLK Av‡e`b** | **Dc‡Rjv cÖvwYm¤ú` Awdm I BDwbqb Kj¨vY †K›`ª** | **miKvi wba©wiZ g~‡j¨** | **BDGjG, wfGdG** | **Dc‡Rjv cÖvwYm¤ú` Awdmvi**  **‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb:** 07822-56012  B‡gBj: ulobholahat1@gmail.com |
| **4** | **K„lK/Lvgvwi cÖwkÿY** | **1-3 w`b** | **wjwLZ Av‡e`b** | **Dc‡Rjv cÖvwYm¤ú` Awdm** | **webvg~‡j¨** | **Dc‡Rjv cÖvwYm¤ú` Awdmvi**  **‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb:** 07822-56012  B‡gBj: ulobholahat1@gmail.com | **‡Rjv cÖvwYm¤ú` Awdmvi**  **PvucvBbeveMÄ**  **‡Rjv †KvW-6300**  **‡Uwj‡dvb:** 0781-52546  B‡gBj: dlochapai@yahoo.com |
| **5** | **ÿwZc~iY cÖ`vb** | **30w`b** | **wjwLZ Av‡e`b** | **Dc‡Rjv cÖvwYm¤ú` Awdm** | **webvg~‡j¨** | **Dc‡Rjv wbe©vnx Awdmvi**  **‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb: 07822-56001**  B‡gBj:  [unobholahat@mopa.gov.bd](mailto:unobholahat@mopa.gov.bd)  **Dc‡Rjv cÖvwYm¤ú` Awdmvi**  **‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb:** 07822-56012  B‡gBj: ulobholahat1@gmail.com | **‡Rjv cÖvwYm¤ú` Awdmvi**  **PvucvBbeveMÄ**  **‡Rjv †KvW-6300**  **‡Uwj‡dvb:** 0781-52546  B‡gBj: dlochapai@yahoo.com |
| **6** | **ÿz`ª FY weZiY** | **15 w`b** | **wjwLZ Av‡e`b** | **Dc‡Rjv cÖvwYm¤ú` Awdm** | **4% my`,**  **3% mvwf©m PvR©**  **†gvU 7%** | **Dc‡Rjv cÖvwYm¤ú` Awdmvi**  **‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb:** 07822-56012  B‡gBj: ulobholahat1@gmail.com | **‡Rjv cÖvwYm¤ú` Awdmvi**  **PvucvBbeveMÄ**  **‡Rjv †KvW-6300**  **‡Uwj‡dvb:** 0781-52546  B‡gBj: dlochapai@yahoo.com |
| **7** | **cybe©vmb I DcKiY mnvqZv cª`vb** | **cªvwß mv‡c‡ÿ 1-7 w`b** | **AMÖvwaKvi ZvwjKv** | **Dc‡Rjv cÖvwYm¤ú` Awdm** | **webvg~‡j¨** | **Dc‡Rjv cÖvwYm¤ú` Awdmvi**  **‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb:** 07822-56012  B‡gBj: ulobholahat1@gmail.com | **‡Rjv cÖvwYm¤ú` Awdmvi**  **PvucvBbeveMÄ**  **‡Rjv †KvW-6300**  **‡Uwj‡dvb:** 0781-52546  B‡gBj: dlochapai@yahoo.com |
| **8** | **`~‡hv©MKvjxb mg‡q Riyix †mev cÖ`vb** | **erm‡i mKj `~‡hv©MKvjxb mg‡q 1-3 w`b** | **AMÖvwaKvi ZvwjKv** | **Dc‡Rjv cÖvwYm¤ú` Awdm** | **webvg~‡j¨** | **Dc‡Rjv cÖvwYm¤ú` Awdmvi**  **‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb:** 07822-56012  B‡gBj: ulobholahat1@gmail.com | **‡Rjv cÖvwYm¤ú` Awdmvi**  **PvucvBbeveMÄ**  **‡Rjv †KvW-6300**  **‡Uwj‡dvb:** 0781-52546  B‡gBj: dlochapai@yahoo.com |
| **9** | **DbœZ Rv‡Zi Nv‡mi PvivexR weZiY** | **1 w`b** | **wjwLZ/‡gŠwLK Av‡e`b** | **Dc‡Rjv cÖvwYm¤ú` Awdm** | **webvg~‡j¨** | **Dc‡Rjv cÖvwYm¤ú` Awdmvi**  **‡fvjvnvU, PvucvBbeveMÄ**  **Dc‡Rjv †KvW-6330**  **‡Uwj‡dvb:** 07822-56012  B‡gBj: ulobholahat1@gmail.com | **‡Rjv cÖvwYm¤ú` Awdmvi**  **PvucvBbeveMÄ**  **‡Rjv †KvW-6300**  **‡Uwj‡dvb:** 0781-52546  B‡gBj: dlochapai@yahoo.com |

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| **ev¯Íevq‡b: Dc‡Rjv cÖvwYm¤ú` `ßi, ‡fvjvnvU, PuvcvBbeveMÄ** |
| **‡dvbÑ 07822-56012** |