

wmWU±Rbm PvUv i

$$\hat{\Gamma}_Y \mid \text{cbeymb } A_{\text{wa}} \beta_i$$

Lv`" I `#hWM e"eænvcbv gšYvj q

92Đ93, gnvLv j x ev/G j vKv, XvKvĐ1212

Î_vY I cbe_vmb Awa`β₊i i j ǁ I D₊İk't

"" e'e⁻nvcbv Dbq†bi gva'tg evsjv†`‡ki Dc†hvMx m`v c⁻ËZ c_g
†kYxi `¶ I MwZkxj gvbemáú` M‡o †Zvjv|Ó

Î_vY I cbe_{vmb} Awa`β_‡i i mva_viY Khve_jx t

1| ckvmb kvLvt e'e⁻ncbv Dbqb | c|k¶†Yi gva'tg `¶,tmevagx gvbeməú` | K|gew|nbx M†o
†Zvjv

2| ÎY kvLvt Zvr¶¶YK ÎY mnvqZv w`q``hvM cieZx AvZ gvbeZvi tmev Kiv Ges ¶¶ZM¯Z
RbM†Yi cbem†bi e`e¯nv Kiv | Avc`Kvjxb mg†qi Rb` ÎY mvgMx msMn gR` ivLv, weZib Kiv I
m`v mRvM_vKv|

3| wfwRW kvLvt `t`n Rbmvaib#K we#kl we#kl mg#q Lv`` mnvqZv w`#q Lv`` wbi vcE`v teóbxi
AvIZvq Avbqb Kiv| cwk¶Y w`#q `t`n gwnjv`i `wi` we#gvp#bi Rb` AvqeaK KgmPx#Z m#ú³
Kiv | bvi x#bZZ , bvi xi ¶gZvqb I †Rûvi BKBwU#Z mnvqZv Kiv| S#Knvm KgmPx i AvIZvq Ab`vb
I FY c`vb K#i `#hv#M ¶wZM`n RbM#Yi Av mvgwRK Dbq#bi e`e`nv Kiv|

4| KwieLv kvLvt AKwI †gšm†g Kgnxb Kwl kwgK I `w i` cxwOZ Rb‡Mwôi ``kv wbim‡b weKÍ
Kgms⁻nvb mwóí j‡¶ Mvqxb AeKvW†gv i¶Yv†e¶Y KgmPxí gva[~]†g Lv[~] wbyvcËvi AvIZvq Avbv|

Mvgxb AeKvVv†gv ms̄vi I we†kl KweUv KgmPx i AvIZvq `†hv†M ¶¶ZM̄n Rb†Mwô i ¶q¶¶Z KvU†q
 DVvi j†¶¶̄ n̄vbxq Kg¶¶g kvgK†`i Kgms̄nvb m̄ó Kiv Ges ¶¶ZM̄n MvgxY AeKvVv†gv Dbqb I
 msi ¶¶Y Kiv|

5| c†KŠkj kvLv (†mZ/Kvj fvU) t Mvgxb AeKvVv†gvi ¶¶`vKvi †mZ/Kvj fvU ¶bgvY K†i Mvgxb moK
 †hvMv†hv†Mi Dbqb I n̄vbxq fv†e Kgms̄nv†bi m̄ó Kiv|

6| gj`vqb I ciex¶¶Y kvLvt Awa`β†ii gvV chv†q ev̄evqbvaxb KgmPx ¶b¶eo Z`viKx, g¶bU¶is I
 gj`vqb Kiv| ewIK ciZ†e`b cYqb I cKvk Kiv|

¶m¶U†Rbô m PvUvi

(Citizen's Charter)

ÎvY I cbevmb Awa`βi

(cavb Kv hvj q)

ক্রমিক নং	c†`q tmev	†mevMnxZv	†mevcv¶βi Rb` KiYxq	†mev c`vbKvixi KiYxq	Kvh m̄úv`†bi mgqm̄xgv	gŠ e`
1	2	3	4	5	6	7
11	Aa`qb/D`P ¶k¶¶v/c¶k¶¶Yi Rb` Abg¶Z c`vb	†Rjv ÎvY I cbevmb KgKZv /cKí ev̄evqb KgKZv/cavb Kvhvj†qi KgKZv/KgPvix †`i ¶bKU †_†K cvβ Av†e`b	¶b†æv ³ KvMRcîmn Av†e`b `¶Lj Ki†Z n†et 1. ¶bqŠYKvix KgKZvi mcv¶ik, †h c¶Zôv†b Aa`qb/c¶k¶¶Y MnY Ki†eb Zvi cm†cKUvm Ges c¶Zôvb¶U miKvi KZK Ab†gv`Z ¶Kbv Zvi cZ`qbcî	6bs Kjv†g eiYZ mg†qi g†a` Ab†gv`b Ges Av†e`bKvix†K Zv Ae¶nZ Ki†Z n†e	7 (mvZ) Kvh ¶`e†mi g†a`	
2	cv m†cvUKi†Yi Abg¶Z`v†bi Av†e`b ¶bôú¶Ě	ÎvY I cbevmb Awa`β†ii †Rjv/Dc†Rjv/cavb Kvhvj†qi KgKZv/KgPvix	¶bawîZ dig ciY K†i c†qvRbxq KvMRcîw̄mn Av†e`bcî `¶Lj Ki†Z n†e	6bs Kjv†g eiYZ mg†qi g†a` Ab†gv`b ev c†hvR` †¶†î Lv` I `†hvM e`e`vcbv gŠYvj†q †ciY ¶bôđZ এবং সংশ্লিষ্ট Av†e`bKvix- †K Zv Ae¶nZ Ki†Z; A_ev Abg¶Z c`vb Kiv m̄æ	5 (cvP) Kvh¶`e†mi g†a`	

				না হলে সেটিও সংশ্লিষ্ট Avte`bKvix#K RvbxZ nte		
2 3	D"PZi cix¶vq AskMn†Yi Abg¶Z c`vb	Awa`B†ii KgKZv/KgPvix	¶j¶LZ Avte`b Ki†Z nte	6bs Kjv†g e¶YZ mg†qi g†a` Ab†gv`b ev Abb†gv`b Ges Avte`bKvix#K Zv Ae¶nZ Ki†Z nte	7 (mvZ) Kvh¶`e†mi g†a`	
44	UvBg†`j-Gi Avte`b ¶b@ú¶E	Awa`B†ii KgKZv/KgPvix	h_vmg†q Avte`b Ki†Z nte  Avte`†bi m†½ ¶eMZ 5-eQ†ii G¶mAvi I m¶¶fm eK (nvjb¶Mv`) Rgv ¶`†Z nte	6bs Kjv†g e¶YZ mg†qi g†a` Ab†gv`b ev c†hvR` †¶†¶ Lv` I `†hvM e`e`vcbv gšYvj†q †ciY নিশ্চিত এবং সংশ্লিষ্ট Avte`bKvix#K Zv Ae¶nZ Ki†Z nte	15(c†bi) Kvh¶`e†mi g†a`	

65	`¶Zv¶xgv-i Avte`b ¶b@ú¶E	Awa`B†ii cavb Kvhvjq/†Rjv/ Dc†Rjv Kvhvj†qi KgKZv I KgPvix	h_vmg†q Avte`b Ki†Z nte  Avte`†bi m†½ ¶eMZ 5eQ†ii G¶mAvi/m¶¶fm eK (nvjb¶Mv`) Rgv ¶`†Z nte	6bs Kjv†g e¶YZ mg†qi g†a` Ab†gv`b ev c†hvR` †¶†¶ Lv` I `†hvM e`e`vcbv gšYvj†q †ciY ¶b¶ðZ Ges সংশ্লিষ্ট Avte`bKvix#K Zv Ae¶nZ Ki†Z nte	7 (mvZ) Kvh¶`e†mi g†a`	
66	Gj¶cAvi/jv¶úMv>U সংক্রান্ত Avte`b ¶b@ú¶E	Dc†Rjv/†Rjv I cavb Kvhvj†qi KgKZv I	¶bæe¶YZ KvMRc¶mn h_yh_ KZc†¶¶i gva`†g Avte`b `¶Lj Ki†Z nte :	6bs Kjv†g e¶YZ mg†qi g†a` Ab†gv`b ev c†hvR` †¶†¶ Lv` I `†hvM	15 (c†bi) Kvh¶`e†mi g†a`	

		KgPvix	1. GmGmwm/ j Z`vMi mb` 2. BGjwcm 3. c_g wbqvMcÎ 4. PvKiii LwZqvbein 5. QIU cvc`Zvi mb`	e`e`vcbv gšYvjtg tciY wbdZ Ges সংশ্লিষ্ট Avte`bKvixK Zv AeinZ KiZ nte		
87	tcbbk tKm/ Avte`bi wb@úE	Awa`Btii cavb /tRjv/Dc†Rjv Kvhvj†qi KgKZi/KgPvix	tcbbk t wbæjwLZ KvMRcÎ `wLj KiZ nte t 1. wbaWiZ di†g tcbbk cwiBi Rb` Avte`bcÎ (3 Kwc) 2. mKj wk†vMZ thvM`Zvi mb` 3. PvKiii cY weeiYx 4. wbqvMcÎ 5. c†`vbwZi cÎ (c†hvR` †††Î) 6. Dbqb Lv†Zi PvKii n†q _vK†j ivR`Lv†Z `vbvš†ii mKj Av†`†ki Kwc 7. PvKiii LwZqvbein 8. cvm†cvU AvKv†ii 6 (Qq) Kwc mZ`wqZ Qwe 9. bvMwiKZ mb` 10. bv`we cÎ 11. †kl teZ†bi cZ`qbcÎ (BGjwcm) 12. nv†Zi cvP Av††ji Qvcma†jZ cgvYcÎ 13. bgbv `v†i 14. e`vsK wnmve b†i ১৫. চাকুরি স্থায়ীকরণ সংক্রাম Av†`k 16. DEiwaKvix/Iqwik wbevP†bi mb` 17. ÔAwU AvciÊÔ I ÔiefvMxq gvgjv bvBÔ g†g m`úó w†jwLZ mb` 18. Aemi c`wZRwbZ QIU (GjwcAvi)-Gi Av†`†ki Kwc cwiiewiK tcbbkt wb†æv ³ KvMRcÎ `wLj KiZ nte:  1. wbaWiZ di†g tcbbk cwiBi Avte`b KiZ nte (3 Kwc) 2. মৃত্যুসংক্রাম mb` 3. wbqvMcÎ 4. c†`vbwZi cÎ (c†hvR` †††Î) 5. wk†vMZ mb` 6. DbqbLv†Zi PvKii n†q _vK†j ivR`Lv†Z `vbvš †ii mKj Av†`†ki Kwc 7. PvKiii LwZqvbein 8. PvKiii cY weeiYx	6bs Kjv†g ewYZ mg†qi g†a` Ab†gv`b ev c†hvR` †††Î Lv` I `†hvM e`e`vcbv gšYvjtg tciY wbdZ Ges msiঋষ্টি Avte`bKvixK Zv AeinZ KiZ nte	15 (c†bi) Kvh`e†mi g†a`	

			9. bVwKZ mb` 10. DëiwaKviX/ lqwik mb` 11. gZ`i w`b chš teZb cwiBi mb` 12. cvm#cVU AvKv#ii 6 (Qq) K#c mZ`wqZ Qve 13. bgbv `v¶i 14. DëiwaKviX/ lqwikM#Yi ¶gZvcÎ 15. weaev n#j cbweevn bv Kivi mb` 16. bv-`we cÎ 17. tkl teZ#bi cZ`qbcÎ (BGj#c#m) 18. e`vSK #nmve b#i			
8 9	¶RicGd-Gi Av#e`b w@ú#Ë	A#a`B#ii KgKZv-KgPvix	1. wbaWiZ di#g nvjbVw` Account Slip-mn Av#e`b Ki#Z n#e 2. h_vh_ KZc#¶i mcwik	6bs Kjv#g e#YZ mg#qi g#a` Ab#g`b Ges Av#e`bKvix#K Zv Ae#nZ Ki#Z n#e	7 (m#Z) Kvh#`e#mi g#a`	
9	¶RicGd t_#K PovŠ D#Ëvj b সংক্রান Av#e`b w@ú#Ë	A#a`Bivaxb cavb Kvhvj q #Rjv/ Dc #Rjv/KgKZv- KgPvix	wb#æv ³ KvMRcÎmn Av#e`b `wLj Ki#Z n#e : 1. 663bs ÔAwWU g`vbqv jÔ dig (A#wdm cavbKZK c#Z`v¶i#iZ) 2. সংশ্লিষ্ট হিসাব রক্ষণ অফিসার কর্তৃক KZZ/ Authority প্রদানসংক্রান mb` 3. Gj#cAvi gÄii Av#`k 4. gZe`w <sup>3</sup> র ক্ষেত্রে মৃত্যুসংক্রান mb` 5. c#Zib#a/ Nominee mb` 6. weaev n#j cbweevn bv Kivi A½xKvibvgv	6bs Kjv#g e#YZ mg#qi g#a` Ab#g`b Ges Av#e`bKvix#K Zv Ae#nZ Ki#Z n#e	7 (m#Z) Kvh#`e#mi g#a`	
110	MnwbgvY FY gÄi সংক্রান Av#e`b w@ú#Ë	A#a`Bivaxb cavb Kvhvj q #Rjv/ Dc #Rjv/KgKZv- KgPvix	wb#æv ³ KvMRcÎ `wLj Ki#Z n#et  1. wbaWiZ di#g Av#e`bcÎ 2. evqbcÎ 3. BZtc#e FY/ Loan MnY K#ib bvB g#g A½xKvibvgv 4. ‘রাজউক’ বা অনুরূপ/ সংশ্লিষ্ট/ উপযু ³ (th#¶#Î th#U c#hvR`) KZc¶ KZK wbaWiZ di#g cZ`qbcÎ 5. miKvix tKšm#j/ D#Kj-Gi gZvgZ 6. bvgRwi/RgvLwiR(Mutation)-Gi LwZq#bi K#c 7. f#g Dbqb Ki/ LvRbv c#i#kv#ai `wLjv/ i#k`	6bs Kjv#g e#YZ mg#qi g#a` Av#e`b Lv` I `#hvM e`e`vcbv gšYvj#q tciY w@ðZ Ges Av#e`bKvix#K Zv Ae#nZ Ki#Z n#e	7 (m#Z) Kvh#`e#mi g#a`	
111	e#Kqv wej cwiBi Av#e`#bi w@ú#Ë	A#a`B#ii KgKZv-KgPvix	c#qvRbxq KvMRcÎ `wLj/ Dc`vcb Ki#Z n#e	6bs Kjv#g e#YZ mg#qi g#a` wej `¶i/ c#Z`v¶i KiZ `vbxq #nmve i¶Y A#d#m	15 (c#bi) Kvh#`e#mi g#a`	

				tciY KiZ nte A _{ev} gšYvjqi c _{ik} - Ab _{gv} `bi c <sub>iq</sub> Rb n <sub>j</sub> GKB mg <sub>qi</sub> g <sub>a</sub> " gšYvjqi tciY <sub>ib</sub> žZ Ges Av <sub>te</sub> `bK _{vix} K Z _v Ae _{in} Z KiZ nte		
112	^b _{ig} ĖK Q _U e _Z Z বিভিন্নধকার ছুটিসংক্রান Av _{te} `b <sub>ib</sub> žZ	A <sub>ia</sub> `B _i i KgKZ _v /KgP _{ix}	1. h _{vh} _KZc _† †i g _a "g Av _{te} `b` _{vl} j KiZ nte 2. A _{ir} Z Q _{ui} _{ie} Y` <sub>vl</sub> j KiZ nte	6bs K <sub>jv</sub> g e <sub>YZ</sub> mg <sub>qi</sub> g <sub>a</sub> " Ab <sub>gv</sub> `b Ges Av _{te} `bK _{vix} K Z _v Ae _{in} Z KiZ nte	7 (m _v Z) K _{vh} `e _† mi g _a "	
13	বিদেশ ভ্রমণ/ গমন সংক্রান Av _{te} `b <sub>ib</sub> žZ	A <sub>ia</sub> `B _i i KgKZ _v /KgP _{ix}	1. _{ib} × _{iii} Z di _g AvšR _W ZK c _{vm} †c _{vm} Av _{te} `b KiZ nte 2. āg _† Yi D _† Īk" eY _{bv} KiZ nte 3. miK _{v†} ii A _w _K m _† kl Av _† Q _W K _{bv} Z _v D _† jL KiZ nte	6bs K _{jv} g e _{YZ} mg _{qi} g _a " Ab _{gv} `b e <sub>v</sub> c <sub>†</sub> h <sub>v</sub> R" †† <sub>†</sub> L <sub>v</sub> " I` _† h _v M e _† e _v cb _v gšYvjqi tciY _{ib} žZ Ges সংশ্লিষ্ট Av _{te} `bK _{vix} K Z _v Ae _{in} Z KiZ nte	7 (m _v Z) K _{vh} `e _† mi g _a "	
1 14	e _w IK †M _{vc} b _{xq} Ab _{te} `b/ ciZ <sub>te</sub> `b ciY/ _{ij} Lb	A _{ia} `B <sub>i</sub> i KgKZ <sub>v</sub> -KgP <sub>ix</sub>	31†k R <sub>vb</sub> q <sub>wii</sub> g <sub>a</sub> " h <sub>vh</sub> _f <sub>v†</sub> te dig ciY K <sub>†</sub> i Ab <sub>te</sub> `bK _{vix} /ciZ _{te} `bK <sub>vix</sub> KgKZ <sub>vi</sub> <sub>ib</sub> KU Dc <sub>v</sub> cb KiZ nte	Ab <sub>te</sub> `bK _{vix} / ciZ _{te} `bK _{vix} KgKZ _v 28†k †de"q _{wi} -i g _a " Ab _v ††i K _† i ciZ _v ††iK _{vix} KgKZ _{vi} _{ib} KU Dc _v cb Ki _† eb ciZ _v ††iK _{vix} KgKZ _v Z _v 6bs K _{jv} g e _{YZ} mg _q g _a " ciZ _v ††i K _† i G _{im} Avi k _v L _{vq} †ciY _{ib} žZ I সংশ্লিষ্ট কর্মকর্তাকে Z _v Ae _{in} Z Ki _† eb	28†k †de"q _{wi} -i g _a "	
1 15	e _† j _i Av _{te} `b <sub>ib</sub> žZ	A <sub>ia</sub> `B _i i KgKZ _v /KgP _{ix}	Dch ³ K _{vib} c`kb ceK h _{vh} _KZc _† †i g _a "g	এসংক্রান _{ie} ` _{gv} b ō _{bx} Zg _v j _v ž	7 (m _v Z) K _{vh} `e _† mi	

			Avte`b tciY KiZ nte	Abhvqx e`jji Avt`k Rwi Ges Avte`bKvixK Zv AeinZ KiZ nte tKvb KviY Zv mae bv ntj tmUI ZvK RbvZ nte	gta`	
16	KweLv/KweUv/U,Avi KgmPxi AvIZvq eivI c`vb	vbqx RbMvôx/`t RbMY	KiYxq tbB	KgmPxi bxZgvjv tgvZvteK evRU eivI cwiB mvctq tRjv ckvmKi AbKj eivI c`vb	eivI cwiBi 3 Kg`e+mi gta`	
17	wfRw/wfRGd/R,Avi/IvY mvgMx eivI c`vb	`t RbMY	KiYxq tbB	KgmPxi bxZgvjv tgvZvteK evRU eivI cwiB mvctq tRjv ckvmKi AbKj eivI c`vb	eivI cwiBi 03(wZb) Kg`e+mi gta`	
18	`thvM qwZM RbM+Yi Rb` mnvh` c`vb	`thvM KejZ RbMvô	KiYxq tbB	ZvrqYK Lv` I IvY mnvh` c`vb	ZvrqYK	
119	Z` c`vb I mieivn	IvY I cbevmb Awa`Bi i mKj tii KgKZv/KgPvix Ges mKj tii RbMY	gnvcwiPvjK, IvY I cbevmb Awa`Bi Gi eive+i cY bvg- ঠিকানাসহ সুস্পষ্ট কারণ উল্লেখ K+i jwLZ Avte`b/ `iLv KiZ nte	6bs Kjv+g eiYZ mg+qi gta` c`vbthvM Z` c`vb/mieivn KiZ nte	mae ntj ZvrqYK; bv ntj mtevP 07 (mvZ) Kvhw`em	

20| tmev cwiBZ vej NU+j thvMvthvMt

1| KgKZv` i tqt t Dc-cwiPvjK (ckvmb-1) | tdvb bst 9861360 tgvBj bs t

2| KgPvix` i wclq t Dc-cwiPvjK (ckvmb-2) | tdvb bst 9886017 tgvBj bs t 01715-046137

৩। অর্থ বরাদ্দ সংক্রান্ wclq-Dc-cwiPvjK (evRU/nmve) tdvb bst 9861682 tgvBj bs t 01715-001357

21| Dc+i eiYZ KgKZv` i KvQ 07 Kg`e+mi gta` m+švIRbK Reve/cwZKvi bv tctjt tdvKvj ctqU
KgKZv t

cwiPvjK(ckvmb) t tdvb bs t 9892398 tgvBj bs t 01711882183

22| Dc†i eY Z KgKZv†`i Kv†Q 07 Kg`e†mi g†a` m†švIRbK Reve/cWZKvi bv †c†jt †dvKvj c†qU
KgKZv t

gnvcW iPvj K t

†vY I cb evmb Awa`Bi, XvKv|

†dvb bs t 8861581, †gvevBj bs t 01714049194

WmWU†RbOm PvUvi

(Citizen's Charter)

(†Rjv †vY I cb evmb KgKZvi Kv hvjq)

ক্রমিক bs	c†`q †mev	†mevMnxZv	†mevcWBi Rb` KiYxq	†mev c`vbKvixi KiYxq	Kvh mWúv`†bi mgqmxgv	gš e`
1	2	3	4	5	6	7
11	D"P Wk¶v / cık¶†Yi Rb` Av†e`b MnY	†Rjvaxb mKj Dc†Rjv cKí ev`evqb KgKZv, Dc†Rjv cKí ev`evqb KgKZvi Kvhvj†qi Aıdm mnKvix KvgĐKWúDUvi Acv†iUi, †Rjv †vY kvLvi 3q I 4_ †kYxi KgPvix	Wb†æv ³ KvMRc†mn Av†e`b `Wlj Ki†Z n†e t 1. WbqšYKvix KgKZvi mcWık, th cWZôv†b Aa`qb/cık¶†Y MnY Ki†eb Zvi cm†cKUvm Ges cWZôvbWU miKvi KZK Ab†gW`Z Wkbv Zvi cZ`qbc†	6bs Kjv†g eY Z mg†qi g†a` Ab†gv`b Ges Av†e`bKvix†K Zv AeınZ Ki†Z n†e	7 (mvZ) Kvh W`e†mi g†a`	
2	cvm†cvUKi†Yi AbgvZ c`v†bi Av†e`b Wb@úE	†Rjvaxb mKj Dc†Rjv cKí ev`evqb KgKZv, Dc†Rjv cKí ev`evqb KgKZvi	Wbawiz dig ciY K†i I c†qvRbxq KvMRc†W`mn Av†e`bc† `Wlj Ki†Z n†e	6bs Kjv†g eY Z mg†qi g†a` c`ve †Rjv †vY I cb evmb Awa`Bi †ciY নিশ্চিত এবং সৎশ্রুষ্টি Av†e`bKvix†K Zv AeınZ Ki†Z n†e	5 (cvP) KvhW`e†mi g†a`	

66	GjwAvi/jvMvU সংক্রান্ত Avte`b wb@uE	†Rjvaxb mKj Dc†Rjv cKí ev`evqb KgKZv, Dc†Rjv cKí ev`evqb KgKZvi Kvhvj†qi Aídm mnKvix KvgBKwúDUvi Acv†iUi, †Rjv ÍvY kvLvi 3q I 4_ †kYxi KgPvix	wbæwjwLZ KvMRcÍmn h_vh_ KZc†¶i gva`tg Avte`b `wLj Ki†Z nte :  1. GmGmmw/`j Z`v†Mi mb` 2. BGjwcm 3. c_g wb†qvMcÍ 4. PvKwii LwZqybein 5. QvU cwiBi mb`	6bs Kjv†g ewYZ mg†qi g†a` Ab†gv`†bi Rb` ÍvY I cbeymb Awa`B†i প্রেরণ এবং সংশ্লিষ্ট Avte`bKvix†K Zv AeinZ Ki†Z nte	07(mvZ) Kvhw`e†mi g†a`	
87	†cbkb †Km/ Avte`†bi wb@uE	†Rjvaxb mKj Dc†Rjv cKí ev`evqb KgKZv, Dc†Rjv cKí ev`evqb KgKZvi Kvhvj†qi Aídm mnKvix, †Rjv ÍvY kvLvi 3q I 4_ †kYxi KgPvix	†cbkb wbæwjwLZ KvMRcÍ `wLj Ki†Z nte :  1. wbaWiZ di†g †cbkb cwiBi Rb` Avte`bcÍ (3 Kwc) 2. mKj wk¶wMZ †hwM`Zvi mb` 3. PvKwii cY weeiYx 4. wb†qvMcÍ 5. c†`vbiZi cÍ (c†hwR` †¶†Í) 6. Dbqb Lv†Zi PvKwi n†q_vK†j ivR`Lv†Z `vbwš†ii mKj Av†`†ki Kwc 7. PvKwii LwZqybein 8. cwm†cvU AvKv†ii 6 (Qq) Kwc mZ`wiqZ Qie 9. bvMwiKZ mb` 10. bv-`we cÍ 11. †kl teZ†bi cZ`qbcÍ (BGjwcm) 12. nv†Zi cvP Av††ji Qvcma†jZ cgvYcÍ 13. bgbv `v¶i 14. e`vsK wmve bai 15. PvKwi `vqxKiY সংক্রান্ত Av†`k 16. DËiwaKvix/Iqvik wbevP†bi mb` 17. ÔAwU AvciË I ÔiefvMxq gvgjv bvBÔ g†g m`úó wjwLZ mb` 18. Aemi c`wZRwbZ QvU (GjwAvi)-Gi Av†`†ki Kwc cwwievwik †cbkb	6bs Kjv†g ewYZ mg†qi g†a` Ab†gv`†bi Rb` ÍvY I cbeymb Awa`B†i প্রেরণ এবং সংশ্লিষ্ট Avte`bKvix†K Zv AeinZ Ki†Z nte	05(cvP) Kvhw`e†mi g†a`	

			<p>ᵛᵇᵃᵛⱱLZ KᵛMRcĬ`ᵛLj Ki†Z n̄e:</p> <ol style="list-style-type: none"> <li>1. ᵛᵇᵃᵛiZ di†g †cbkb cᵛᵇi Av†e`b Ki†Z n̄e (3 Kᵛc) 2. মৃত্যুসংক্রান্ত mb`</li> <li>3. ᵛᵇ†qᵛMcĬ</li> <li>4. c†`vbᵛZi cĬ (c†hvR` †¶†î)</li> <li>5. ᵛk¶ᵛMZ mb` 6. DbqbLv†Zi PvKᵛi n̄q _vK†j ivR`Lv†Z `vbvš†ii mKj Av†`†ki Kᵛc</li> <li>7. PvKᵛii LᵛZqvbeᵛn</li> <li>8. PvKᵛii cY weeiYx</li> <li>9. bvMᵛiKZ mb` 10. DĖiᵛᵃKviX/ Iqvᵛik mb`</li> <li>11. gZ`i ᵛ`b chš †eZb cᵛᵇi mb` 12. cvm†cvU AvKv†ii 6 (Qq) Kᵛc mZ`ᵛqZ Qie</li> <li>13. bgbv `v¶i 14. DĖiᵛᵃKviX/ IqvᵛikM†Yi ¶gZvcĬ 15. weaev n̄j cbweevn bv Kivi mb`</li> <li>16. bv-`ᵛe cĬ 17. †kl †eZ†bi cZ`qbcĬ (BGjᵛcm) 18. eᵛsK ᵛnmve bᵃi		
8 9	ᵛRᵛGd-Gi Av†e`b ᵛᵇ@úᵛĚ	†Rjᵛxb mKj Dc†Rjᵛ cKí ev`evqb KgKZᵛ, Dc†Rjᵛ cKí ev`evqb KgKZᵛi Kvhvj†qi Aᵛdm mnKvix KvgĐKᵛᵃúDUvi Acv†iUi, †Rjᵛ ÎvY kvLvi 3q I 4_ †kYxi KgPvix	1.ᵛᵇᵃᵛiZ di†g nvjbᵛᵛ Account Slip-mn Av†e`b Ki†Z n̄e 2. h_vh_ KZc†¶i mcᵛik	6bs Kjᵛ†g eᵛYZ mg†qi g†a` Ab†gv`b Gi Rb` Av†e`b mcᵛikmn ÎvY I cbevmb Aᵛᵃ`ᵔ†ii eive†i †ciY Ges Av†e`bKvix†K Zᵛ AeᵛNZ Ki†Z n̄e	7 (mvZ) Kvhᵛ`e†mi g†a`

9	RicGd t_K PovŠ DĖvjb সংক্রান্ত Avte`b wb@UwE	tRjvaxb mKj Dc†Rjv cKí ev̄eqb KgKZv, Dc†Rjv cKí ev̄eqb KgKZvi Kvhvj†qi Awdm mnKvix KvgĐKwúDUvi Acv†iUi, †Rjv ÎvY kvLvi 3q I 4_ †kYxi KgPvix	wb†æv³ KvMRcĪmn Avte`b `wLj Ki†Z nte : 1. 663bs ŌAwWU g˘vbqvĵō dig (Awdm cavbKZZK cwZ˘v¶wiZ) ২. সংশ্লিষ্ট হিসাব রক্ষণ অফিসার KZZK KZZ/ Authority প্রদানসংক্রান্ত mb` 3. GjwcAvi gÄwii Av†`k 4. gZe˘w³ i ক্ষেত্রে মৃত্যুসংক্রান্ত mb` 5. cwZibwa/ Nominee mb` 6. weae v n†j cbıeevn bv Kivi A½xKvibvgv	6bs Kjv†g ewYZ mg†qi g†a˘ Ab†gv`b Gi Rb˘ Avte`b mcwikmn ÎvY I cbewmb Awā`ß‡ii eive†i †ciY Ges Avte`bKvix†K Zv AewnZ Ki†Z nte	7 (mvZ) Kvhw`etmi g†a˘	
110	MnwbgvY FY gÄwi msµvš Avte`b wb@UwE	tRjvaxb mKj Dc†Rjv cKí ev̄eqb KgKZv, Dc†Rjv cKí ev̄eqb KgKZvi Kvhvj†qi Awdm mnKvix KvgĐKwúDUvi Acv†iUi, †Rjv ÎvY kvLvi 3q I 4_ †kYxi KgPvix	wb†æv³ KvMRcĪ `wLj Ki†Z n†et  1. wbowiZ di†g Avte`bcĪ 2. evqbvcĪ 3. BZtc†e FY/ Loan MnY K†ib bvB g†g A½xKvibvgv ৪. ‘রাজউক’ বা অনুরূপ/ সংশ্লিষ্ট/ Dch³ (†h†¶†Ī †hwU c†hvR˘) KZc¶ KZZK wbowiZ di†g cZ˘qbcĪ 5. miKwii †KŚmwj/ DwKj-Gi gZvgZ 6. bvGRwii/RgvLwiiR (Mutation)-Gi LiZqv†bi Kıc 7. fwg Dbqb Ki/ LvRbv cwı†kv†ai `wLjv/ iwK`	6bs Kjv†g ewYZ mg†qi g†a˘ Ab†gv`b Gi Rb˘ Avte`b mcwikmn ÎvY I cbewmb Awā`ß‡ii eive†i †ciY Ges Avte`bKvix†K Zv AewnZ Ki†Z nte	7 (mvZ) Kvhw`etmi g†a˘	
111	e†Kqv wej cwıßi Avte`†bi wb@UwE	tRjvaxb mKj Dc†Rjv cKí ev̄eqb KgKZv, Dc†Rjv cKí ev̄eqb KgKZvi Kvhvj†qi Awdm mnKvix KvgĐKwúDUvi Acv†iUi, †Rjv ÎvY kvLvi 3q I 4_ †kYxi KgPvix	c†qvRbxq KvMRcĪ `wLj/ Dc˘vcb Ki†Z nte	6bs Kjv†g ewYZ mg†qi g†a˘ Ab†gv`b Gi Rb˘ Avte`b mcwikmn ÎvY I cbewmb Awā`ß‡ii eive†i †ciY Ges Avte`bKvix†K Zv AewnZ Ki†Z nte	5 (cvP) Kvhw`etmi g†a˘	

		evqb KgKZvi Kvhvj†qi Awdm mnKvix KvgĐKwúDUvi Acv†iUi, †Rjv †vY kvLvi 3q l 4_ †kYxi KgPvix		Awa`B†i tciY Ges Av†e`bKvix†K Zv AeinZ Ki†Z n†e †Kvb Kvi†Y Zv m†e bv n†j †mwUl Zv†K Rvbv†Z n†e		
16	KvleLv/KvleUv/†U,Avi Kgmpxi AvlZvq eiv† c`vb	vbqx `t RbMY	KiYxq †bB	Kgmpxi bxwZgvjv Abhvqx eiv† cwiB mv†c†¶ Dc†Rjv wbevnx KgKZvi eive†i Dc- eiv† c`vb	eiv† cwiB i 3 Kg†e†mi g†a	
17	†f†RwW/†f†RGd/ †R,Avi/†vY mvgMx eiv† c`vb	`t RbMY	KiYxq †bB	Kgmpxi bxwZgvjv †gvZv†eK eiv† cwiB mv†c†¶ Dc†Rjv wbevnx KgKZvi eive†i Dc- eiv† c`vb	eiv† cwiB i 3 Kg†e†mi g†a	
18	`†hv†M ¶†ZM RbM†Yi Rb mvrnh` c`vb	`†hvM Ke†jZ Rb†Mwô	KiYxq †bB	Zvr¶†YK Lv` mvrnh` c`vb	Zvr¶†YK	
119	Z_ c`vb l mieivn	mswkó †Rjvi KgKZv/KgPvix Ges mKj ††ii RbMY	†Rjv ckvM K Gi eive†i cY bvg-†VKvbm m`úó কারণ উল্লেখ করে লিখিত Av†e`b/ `iLv Ki†Z n†e	6bs Kjv†g ewYZ mg†qi g†a` c`vb†hvM` Z_ c`vb/mieivn Ki†Z n†e 	m†e n†j Zvr¶†YK; bv n†j m†ev`P 7 (mvZ) Kvhw`em	

20| †mev cwiB†Z wej† NU†j ev A†f†hvM _vK†j †hvM†hvMt †dvKvj c†q†U KgKZvt

mswkó †Rjvi A†Zwi 3 †Rjv ckvM K (mw†K) Gi mv†_ †hvM†hvM Ki†Z n†e |

21| 20 Ab†"Q†` †mev bv †c†j mswkó †Rjv ckvM K |

22| 21 bs Ab†"Q†` †mev bv †c†j cwiPvjK (ckvmb) , †vY l cb†vmb Awa`B†i i mv†_ †hvM†hvM Kiv hv†e |

†dvb bst 8851959

wmwU†Rbô†m PvUvi

(Citizen's Charter)

Dc†Rjv cKí ev`evqb KgKZvi Kvhvjq

ক্রমিক নং	c†`q †mev	†mevMnxZv	†mevcwiB†i Rb` KiYxq	†mev c`vbKvixi	Kvh	gš
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				KiYxq	mǎúv`tbi mgqmǎgv	e"
1	2	3	4	5	6	7
1	1.Dc†Rjv `thvM e"ēvcbv KǎgU, 2.Dc†Rjv MvgxY AeKvW†gv ms"vi KǎgU 3. wfvRw KǎgU MVb I cb:MVb 4. cKí ev"evqb KǎgU MVb	Dc†Rjvq KgiZ miKvix KgKZv,†emiKvix cWZôv†bi KgKZv, BDwbqb cwiI` Gi †Pqvig"vb,  m`m",weifb wk¶v/agxq cWZôv†bi wk¶K/wk¶Kv Ges "vbxq Mb"gvb" e"3eM	KiYxq †bB	wb†`kbv I bxwZgvjv †gvZv†eK KǎgU MVb Ki†Z n†e	1 RjvB	
2	mweav†fvMx†`i ZwjKv cYqY	GjvKvi "t RbMb Ges "vbxq mvaviY RbMY	KiYxq †bB	KgmPx Avia Kivi c†e cwiCî †gvZv†eK DcKvi†fvMx†`i ZwjKv ^Zix Ki†Z n†e	15w`b	
3	MvgxY AeKvW†gv ms"vi Ges i¶bv†e¶Y KgmPxi cKí cYqY	GjvKvi mvaviY RbMY Ges BDwbqb cwiI†`i †Pqvig"vb Ges m`m"e"	wb×wiZ mg†qi g†a" cKí ZwjKv `wLj Ki†Z n†e	cKí ev"evq†bi Rb" eivï cvlqvi ci cK†íi cv°jb ^Zix Ki†Z n†e	15w`b	
4	UvBg†`j-Gi Av†e`b wb@úwË	cKí ev"evqb KgKZvi Kvhvj†qi KgPvix	h_vmg†q Av†e`b Ki†Z n†e  Av†e`tbi m†½ weMZ 5 eQ†ii GwmAvi I mwfm eK (nvjbvMv`) Rgv w`†Z n†e	Av†e`bcîwU mcwíkmn †RcvKA-Gi wbKU †ciY Ges Av†e`bKvix†K Zv AeinZ Ki†Z n†e	15 Kvhw`e†mi g†a"	
5	c†`v†bwZi Av†e`b	cKí ev"evqb KgKZvi Kvhvj†qi KgPvix	h_vh_fv†e Z_"w`mn Av†e`b Ki†Z n†e 5 eQ†ii GwmAvi, mwfm ewn `wLj Ki†Z n†e	mcwíkmn †Rjv îvY I cbevmv KgKZvi eive†i †ciY Ges Av†e`bKvix†K AeinZ Ki†Z n†e	07 Kvhw`e†mi g†a"	

			ÓAwU AvcEÖ I ÔwefvMxq gvgjv bvBô g†g m-úó wjLZ mb` 18.          Aemi c-ZRrbZ QwU          (GjwcAvi)-Gi Av†`†ki Kwc cwiewiK †cbkb wb†æv³ KvMRcÎ`wLj          Ki†Z n†e :</p> <p>1. wbaWiZ di†g †cbkb          cwßi Av†e`b Ki†Z n†e (3 Kwc) 2. gZ`msµvš mb` 3. wb†qvMcÎ 4. c†`vboewZi cÎ          (c†hvR` †¶†Î) 5. wk¶vMZ mb` 6.          Dboeqb Lv†Zi PvKwi          n†q _vK†j ivR`Lv†Z -bvš†ii mKj Av†`†ki          Kwc 7. PvKwii          LwZqvbein 8. PvKwii          cY weeiYx 9. bvMwiKZ          mb` 10. DËiwaKvix/ Iqwik mb` 11. gZ`i w`b chš †eZb cwßi          mb` 12. cvm†cvU AvKv†ii 6 (Qq) Kwc mZ`wqZ Qwe 13. bgbv          -v¶i 14. DËiwaKvix/          IqwikM†Yi ¶gZvcÎ          15. weaev n†j cbweevn          bv Kivi mb` 16. bv- `we cÎ 17. †kl          †eZ†bi cZ`qbcÎ (Gjwcim) 18. e`vsK wnmve bœi			
9	¶RicGd †_†K ঋণ গ্রহণসংক্রান্ত Av†e`†bi wb@úwË	cKí ev`evqb KgKZvi Kvhwj†qi KgPvix	wbaWiZ di†g nvjbvMv`          Account Slip-mn          Av†e`b Ki†Z n†e	6bs Kjv†g eiYZ mg†qi g†a` †Rjv ÎvY I cbewmb KgKZvi eive†i AMvqb K†i	7 (mvZ) Kvhw`e†mi          g†a`	

				Avte`bKvix#K AeinZ Ki#Z n#e		
110	¶R¶cGd t_#K PovŠ D#E`j b সংক্রান্ত Avte`#bi ¶b@ú¶E	cKÍ eV`evqb KgKZvi Kv#vj#qi KgPvix	¶b#æv<sup>3</sup> KvMRcÎmn Avte`b `¶Lj Ki#Z n#e : 1. 663bs ÔA¶WU g`vbqvjÔ dig (A¶dm cavbKZK c¶Z`v¶¶iZ) ২. সংশ্লিষ্ট হিসাব রক্ষণ A¶dmvi KZK KZZ/ Authority প্রদানসংক্রান্ত mb` 3. Gj¶cAvi gÄ¶i i Av#`k 4. gZe`¶³ i ক্ষেত্রে মৃত্যুসংক্রান্ত mb` 5. c¶Z¶b¶a/ Nominee mb` 6. ¶eae v n#j cb¶eev n bv Kivi A½xKvibwgv	6 bs Kjv#g e¶YZ mg#qi g#a` tRjv ÎvY l cb¶emb KgKZvi eive#i tciY Ges m¶kó Avte`bKvix#Z Zv AeinZ Ki#Z n#e	7 (mvZ) Kvhw`e#mi g#a`	
11	Mn¶bgvY FY l Abi#c Avte`b ¶b@ú¶E	cKÍ eV`evqb KgKZvi Kv#vj#qi KgPvix	¶b#æv³ KvMRcÎ `¶Lj Ki#Z n#e :</p> <p>1. ¶bawiz di#g Avte`bcÎ 2. evqbcÎ 3. BZtc#e FY/ Loan MnY K#ib bvB g#g A½xKvibwgv 4. ÔivRDKÔ বা অনুরূপ/ সংশ্লিষ্ট/ Dch³ (th#¶#Î thwU c#hvR") KZc¶¶ KZK ¶bawiz di#g cZ`qbcÎ 5. miK¶¶i tK¶m¶j/ D¶Kj-Gi gZvgZ 6. bvgr¶vi/RgvL¶vi R (Mutation)-Gi LwZqv#bi K¶c 7. f¶g Dbqb Ki/ LvRbv c¶i#k¶ai `¶Ljv/ i¶k`	6bs Kjv#g e¶YZ mg#qi g#a` tRc¶¶KA eive#i tciY ¶b¶ðZ Ki#Z হবে এবং সংশ্লিষ্ট Avte`bKvix#K AeinZ Ki#Z n#e	07 Kv# ¶e#mi g#a`	

112	cvm#civUKi#Yi AbgiZ`v#bi Av#e`b wb@ú#E	cKí ev`evqb KgKZvi Kvhvj#qi KgPvix	wbawiZ dig ciY K#i Av#e`bcÎ `wLj Ki#Z n#e	6bs Kjv#g e#YZ mg#qi g#a` #Rjv ÎvY I cbe#mb KgKZvi eive#i প্রেরণ এবং সংশ্লিষ্ট Av#e`bKvix#K Zv Ae#nZ Ki#Z n#e	5 (cvP) Kvh#`e#mi g#a`	
1 13	w#e#`k ágY/Mgb সংক্রান্ত Av#e`b wb@ú#E	cKí ev`evqb KgKZvi Kvhvj#qi KgPvix	c#hvR` #q#Î wb#`ó di#g I Ab`vb` #q#Î mv`v KvM#R #j#LZ Av#e`b Ki#Z n#e	6bs Kjv#g e#YZ mg#qi g#a` #Rjv ÎvY I cbe#mb KgKZvi eive#i প্রেরণ এবং সংশ্লিষ্ট Av#e`bKvix#K Zv Ae#nZ Ki#Z n#e	7 (mvZ) Kvh#`e#mi g#a`	
14	D#PZi cix#q AskMn#Yi AbgiZ c`vb	cKí ev`evqb KgKZvi Kvhvj#qi KgPvix	#j#LZ Av#e`b Ki#Z n#e	6bs Kjv#g e#YZ mg#qi g#a` #Rc#wkA eive#i প্রেরণ এবং সংশ্লিষ্ট Av#e`bKvix#K Zv Ae#nZ Ki#Z n#e	3 (#Zb) Kvh#`e#mi g#a`	
1 15	#b#gi#EK Q#U e`Z#Z w#e#fb cKvi Q#Umsμvš Av#e`b wb@ú#E	cKí ev`evqb KgKZvi Kvhvj#qi KgPvix	c#hvR` #q#Î wb#`ó di#g I Ab`vb` #q#Î mv`v KvM#R #j#LZ Av#e`b Ki#Z n#e Mo Ges A× Mo #eZ#Yi Q#Ui cZ`qb cÎ `wLj Ki#Z n#e	6bs Kjv#g e#YZ mg#qi g#a` #Rjv ÎvY I cbe#mb eive#i #ciY Ges সংশ্লিষ্ট Av#e`bKvix#K Zv Ae#nZ Ki#Z n#e	5 (cvP) Kvh#`e#mi g#a`	
16	e`#ji Av#e`b wb@ú#E	cKí ev`evqb KgKZvi Kvhvj#qi KgPvix	mv`v KvM#R cKí ev`evqb KgKZvi eive#i Av#e`bcÎ `wLj Ki#Z n#e	Av#e`b cÎ #Rjv ÎvY I cbe#mb KgKZvi eive#i AM#qb Ki#Z n#e Ges Zv ms#wkó KgPvix#K Ae#nZ Ki#Z n#e	7 (mvZ) Kvh#`e#mi g#a`	
17	e#Kqv w#ej-Gi Av#e`b wb@ú#E	cKí ev`evqb KgKZvi Kvhvj#qi KgPvix	c#qvRbxq KvMrcÎmn Av#e`b `wLj/ Dc`vcb Ki#Z n#e	6bs Kjv#g e#YZ mg#qi g#a` #Rjv ÎvY I cbe#mb KgKZvi eive#i প্রেরণ এবং সংশ্লিষ্ট Av#e`bKvix#K Zv Ae#nZ Ki#Z n#e	15 (c#bi) Kvh #`e#mi g#a`	
2 18	e#wIK #Mvcbxq Ab#e`b/ c#Z#e`b ciY/ #jLb	cKí ev`evqb KgKZvi Kvhvj#qi KgPvix	31#k Rvbq#wii g#a` h_vh_fv#e wbawiZ dig ciY K#i cKí ev`evqb KgKZvi wbKU Dc`vcb Ki#Z n#e	6bs Kjv#g e#YZ mg#qi g#a` ciYKZ dig Ab`v#i K#i c#Z`v#iKvix KgKZv/#Rjv ÎvY I cbe#mb KgKZv Gi wbKU Dc`vcb/#ciY wb#ðZ Ki#eb	28#k #de`q#wi	

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19| 11b@ŮĚž 11ej 11 nžj/mžšvIRbK Reve bv 11cžj t 11d1Kvj cžqU KgKZ1t

1| ms1kó DcžRjvi 11bevn1 A11dmvi Gi 11bKU R1bvžZ nže |

20| 19 bs Abž"Qž` c11_Z c11ZKvi bv 11cžjt

1| ms1kó 11Rjv 11ŮY I cbeymb KgKZvžK Ae11nZ KižZ nže |

21| 20 bs Abž"Qž` c11_Z c11ZKvi/žmev bv 11cžj 11hvMvžhvMt

1| A11Z11i³ 11Rjv ckvmK (m11ieK), ms1kó 11Rjv

2| 11Rjv ckvmK, ms1kó 11Rjv

3| gn1c11iPvjK , 11ŮY I cbeymb A11a`βi , XvKv