MYcRvZš¡evsjvt`k miKvi
DctRjv cüYm¤ü``ßi I †fÎUwibwmi nvmcvZvj
`vggyù`v, PqvWU½v|
†mev c0vb cÖZkbZ (Citizen`s Charater)

cüYm¤ü`i wfkb t   ÖmK‡ji Rb¨ wbivc`, chÖß I gvibm¤§Z
    cüYR Awgl wbwÕZKiY I cüYm¤ü`i Dbqb0
cüYm¤ü`i wgkb t   Öch‹Y¯t¯¯ †mev c0vb, cüYi Drcv`b I Drcv`bk¡jZv ep× Ges
    gj¨ msthvR‡bi gva¨tg cüYR Awgt‡li Pwm¯v ci-Yܧ

‡t bs	‡mevi bvg	‡mevi msuryß weeiY	‡mevi cüßi m¤te¨ mgq	‡mev cüßi wd (cühvR¨ tÿtÎ)				‡mev cüßi ¯vb
01	cï cvmLi wPuKrmv c0vb|	AmÿMew`cï I nwm-gÿMi wPuKrmv I e¨e¯tcÎ c0vb| K) nvmcvZvtj| L) KI‡Ki ewotZ/Lvgvti/tP¤ti| M) Mew`cï I nwm-gÿMi bg¶y(tMwei, i³) bgÿy cixÿv I cÖqvRbtevta AvÂwj K ‡ivM AbyÜvb I Mtei YwMti ‡cÖi Kiv|	1-2 NÈv	webvgtj¨|			DctRjv cüYm¤ü``ßi I †fÎUwibwmi nvmcvZvj|
02	Mew`cï i KwÎg cRbb|	1)Mvfx i gwvj K Mvfx Mig nIqvi ci MvfiÆ †Rjv KwÎg cRbb †K`¨f DctRjv cüYm¤ü``ßi/ BDwbqb chÖq KwÎg cRbb ctqvbU wbtq Avmteb Ges KwÎg cRbb‡bi Rb¨ Avte`b Rvbvte| 2)Lvgvix/cï i gwvj KMY Mvfx Mig nIqvi 8-10 NÈvi ci cRbb †Kt¶ `wbtq Avmteb| 3)KwÎg cRbb †Kt¶`ªtiwR¯ vif³ KitYi ci Dchÿ¨ cixÿv wbixÿv Kiv nq| Zvici miKvix iwkt`i gva¨tg wd Av`vqi ci wbqg Ab!ywqw KwÎg cRbb Kivtbv nq Ges iwkt` c0vb Kiv nq|	Mvfx Mig nIqvi ci 10-20 NÈvi gta¨|	miKvi wbafiiZ gj¨: cRbb wd t wngwqZ wmtgb 30/-				DctRjv cüYm¤ü``ßi I †fÎUwibwmi nvmcvZvj|
03	Mew`cï i wPuKrmv|	1)Mew`cï i gwvj KMY Zv‡¡ i Mew`cï mgn wPuKv``vb †Kt¶`ª wbtq Avmteb Ges wPuK`v`tbi Rb¨ Avte`b Rvbvteb| wPuKv c0vbKvix wKZ©¯¡ÿy wPuKv c¯Z Ki‡eb Ges wd Av`vq Ki‡eb| wd Av`vtqi ci wPuKv c0vb Ki‡eb Ges emo wbtq hvteb| wbqwgZ fv‡te Gjvi Kvi Pwm¯v Ab¡yqv wbweo wPuKv c0vbi KgÖPx cwi Pvj bv Kiv ntq _vtK| 2)Kgc‡ÿ 15 w`b A‰ßi GK GKwU †ivtMi wPuK v¯‡tZ nq| 3)nViv †Ktvb †ivtMi c0¨ÕÎe †`Lv w¯tj Riaix wfÆÉ‡tZ H †ivtMi wPuKv c0vb Kiv nq| 4)wbv¯õ cï tK wbv¯õ †ivtMi wPuKv c0vb Kiv nq|	wPuKv gR¥y m¤tctÿ ZwÖÿwÿwK mgtq A_ev ce¶bafiiZ †ctÖwMg Kivi †ÿtÎ m‡tefÖP 2 w`b ntZ 7 w`b|	*Mew`cï-cwmLi wPuKvi miKvi wbafiiZ gj¨ t				DctRjv cüYm¤ü``ßi I †fÎUwibwmi nvmcvZvj|
				f¨vKumtbi bvg	cüZgvt`i gj¨	cüZ fivqvtj gvt`i cwigvb	cüZ fivqvtji gj¨	
				1| ÿv¨v †ivtMi wUKv t (K) ewBf¨vtj¿U wUKv t (L) UÖBf¨vtj¿U wUKv t	6.00 UvKv 10.00 UvKv	16 gvÎv 16 gvÎv	96.00 UvKv 160.00 UvKv	
				2| ZoKv wUKv t	0.50 UvKv	100 gvÎv	50.00 UvKv	
				3| ev¨j v wUKv t	1.50 UvKv	20 gvÎv	30.00 UvKv	
				4| Mjvdyiv wUKv t (K) Atqj G¨WR¡yfë wUKv t (L) G¨yjvg AatcwZZ wUKv t	0.60 UvKv 1.50 UvKv	50 gvÎv 20 gvÎv	30.00 UvKv 30.00 UvKv	
				5| RjvZ¼ t (K) RjvZ¼ (LEP) (L) RjvZ¼ ((HEP)	25.00 UvKv 25.00 UvKv	1 gvÎv 1 gvÎv	25.00 UvKv 25.00 UvKv	
				6| QvM‡ji ¤cÖcAvi wUKvt	0.50 UvKv	100 gvÎv	50.00 UvKv	
				7| QvM‡ji emšliUwKvt	0.55 UvKv	100 gvÎv	55.00 UvKv	
04	nwm-gÿMi wPuKv`vb|	1)nwm-gÿMi gwvj K wbv¯õ ¯vtb nwm-gÿM Rgv Kiate Ges wUKv c0vtbi Rb¨ Avte`b Kite| wUKv ¸jvtbvi ci Ges gj¨ Av`vtqi ci wUKv c0vb Kite| cüZ mßvtn GKwÖ b DctRjv cüY nvmcvZvtj nwm-gÿMi wUKv c0vb Kiv nq| 2)BDwbqb cï cvmLx Kj`vY †Kt¶`ªcÖqvRate Ab¡yqvwUKv c0vb Kiv ntq _vtK| 3)†mevKgÖfi gva¨tg †KwUb wbv¯õ Gjvwgwq Pwm¯v tgjvZvt‡tK wUKv c0vb Kiv ntq _vtK| 4)miKvix/†emiKvix Lvgvi mgtn iªUUb gwdK wUKv c0vb Kiv nq|	wUKv gR¥y m¤tctÿ ZwÖÿwÿwK mgtq|	*nwm-gÿMi wUKvi miKvi wbafiiZ gj¨ t				DctRjv cüYm¤ü``ßi I †fÎUwibwmi nvmcvZvj|
				f¨vKumtbi bvg	cüZgvt`i gj¨	cüZ fivqvtj gvt`i cwigvb	cüZ fivqvtji gj¨	
				1| gvtiiK wUKv t	0.35 UvKv	1000 gvÎv	350.00 UvKv	
				2| ev¨P¡i gÿMi iwbﬂÿZ wUKv (wemAvizWwf)t	0.15 UvKv	100 gvÎv	15.00 UvKv	
				3| gÿMi iwbﬂÿZ wUKv (AvzwWwf)t	0.15 UvKv	100 gvÎv	15.00 UvKv	
				4| dvDj CKÑwUKv t	0.20 UvKv	200 gvÎv	40.00 UvKv	
				5| ¤cwRqb cK¬tt	0.10 UvKv	200 gvÎv	20.00 UvKv	
				6| nwm-gÿMi K‡ji v wUKv t	0.30 UvKv	100 gvÎv	30.00 UvKv	
				7| mvj ‡gvtbtjjv mmm/ dvDj UvBdtqW wUKvt	0.45 UvKv	200 gvÎv	90.00 UvKv	
				8| Mvg‡tev¨iv wUKv t	0.20 UvKv	1000 gvÎv	200.00 UvKv	

				9| WvK‡cM wUKv t	0.30 UvKv	100 gvÎv	30.00 UvKv		

নং	সেবা	বিবরণ	সময়	মূল্য	প্রদানকারী
05	KI.K/Lyÿvix cÖKÿ ÿY|	1)c‡qvRbyq eivÏ cvI qvi ci GmGGj I Ges Rbc×wZ bua i mgšÍq কাই‡Uwi qvi wFwÉZ Zwuj Kv cÖqY Kivi ci h_vh_ Kwg Ui Ab‡gv`b m‡tc‡Ÿ cÖKÿ ‡Yi w`b, ZwuL I mgq wbaßiY Kiv nq Ges mswKÿt`i AemZ ceÖ cÖKÿY cÖub Kivnq|	1-3 w`b|	webwg‡j¨	Dc‡Rjv cÖwÞm¤ú¨ `ßi I ‡ftUwuibwui nwmcvZvj I msøKÖ Ab¨ub¨ KZßÿ|
06	ÿ‡ÿ³FY weZiY		1	c‡qvRY¤q cÖKÿ cÖvtbi ci eivÏ cÖuß m‡tc‡Ÿ miKwui wbqg tgvZvteK Rb cÖZ n¤ti FY cÖub Kiv nq	2	ÿ‡ÿ³FY Dc‡Rjv Avudm t_ÖK Ges e¯`vKvi FY e¯stKi gvÖvt‡g cÖub Kiv nq	3	Lyguv×MY FY cÖvI qvi Rb¨ Dc‡Rjv cÖwÞm¤ú¨ `ßi I ‡ftUwuibwui nwmcvZvj KZßÿ© eiv/ei Av‡b`b Ki‡eb	Dc‡Rjv FY`ub Kwg‡U KZßÿ© ewQÿB I Ab‡gv`tbi ci FY cÖub Kiv nq		15 w`b		4% mÿ 3% mwwÙ gÿ PvR© m‡tgwU gÿ 7%	Dc‡Rjv cÖwÞm¤ú¨ `ßi I ‡ftUwuibwui nwmcvZvj	
07	c¥eÿmb I DcKiY mnvqZv cÖub	AMÖÿaKvi Zwuj Kv (Dc‡Rjv cÖwÞm¤ú¨ I Dc‡Rjv cÖwÞm¤ú¨ `ßi I ‡ftUwuibwui nwmcvZvj KZßÿ c¥É)	ermtii mKj `ÿhMßMKwuj b mgq	webwg‡j¨	‡Rjv cÖwÞm¤ú¨K/‡Rjv cÖwÞm¤ú¨ Avudmvi/Dc‡Rjv ibefßx Avudmvi/Dc‡Rjv cÖwÞm¤ú¨ Avudmvi|
08	OwÏj weZiY		AvMßÿhx RbMÖtYi ibKU t_ÖK Av‡b`b cÖuÿi ci h_vh_ KZßÿtYi gÖvt‡g eiewMÖq cwuPyj K Gi ibKU tcÖÿY Kiv nq	eiewMÖq cwuPyj K g‡bv¨q Ab‡gv`b K‡i Dc‡Rjv cÖwÞm¤ú¨ Avudmvi/Lyguvi e¯e¯‡c‡tKi ibKU eivŸ cÎ tcÖÿY K‡ib	cie¯²Z ibamÖviZ miKvwi g‡j¨ i gÖvt‡g Av‡b`bKvixt`i g‡ta¨ weZiY Kiv nq		30 w`b		miKvwi ibamÖviZ gj¨	Dc‡Rjv cÖwÞm¤ú¨ `ßi I ‡ftUwuibwui nwmcvZvj	
09	‡thwgM Kiyjb mgtq Riuÿi tmev cÖub	‡thwgM Kiyjb mgtq Riuÿi tmev cÖvtbi Rb¨ AMÖÿaKvi Zwuj Kv %তরী করা হয় । আক্রান্ত এলাকার চাহিদা tgvZvteK Ges tmev cY¨ cÖub m‡tc‡Ÿ ibamÖvÖ Gj¨vKvi tmev cÖub Kiv nq	cÖKÿZK ‡thwgMKiyjb mgtq ¯ibuxq cÖwÞmb, Rb cÖZwbua I temiKvix tmev gÖvt‡K cÖÖZwwbwntbi gÖvt‡g Av¯`ßii Riuÿi tmev cÖub Kiv nq		cÖub m‡tc‡Ÿ 1-7 w`b		webwg‡j¨	Dc‡Rjv cÖwÞm¤ú¨ `ßi I ‡ftUwuibwui nwmcvZvj	
10	DbœZ cÖhª Rbmwavit‡Yi g‡tS n¯ÍišÍii Rb¨ KIK /Lyguvix‡ i`tK wbtq DWb¨ ‡eVK/cÖKÿt‡Yi Av‡qvRb Kivnq	Gi gvÖvt‡g cÖhª i/ weeiYx Rbmwavit‡bi g‡tS n¯ÍišÍi Kiv nq		6-12 gwm		webwg‡j¨	Dc‡Rjv cÖwÞm¤ú¨ `ßi I ‡ftUwuibwui nwmcvZvj	
11	DbœZ RvtZi Nv‡mi Pviv/exR weZiY		AvMßÿ KIK‡ `i`tK cÖKÿt‡Yi ci ci exR/ Pviv weZiY Kiv nq		1 w`b		webwg‡j¨	Dc‡Rjv cÖwÞm¤ú¨ `ßi I ‡ftUwuibwui nwmcvZvj	
12	‡ckyLv`¨ Drcv`b, Avg`vwb, msiÿY I weµbb j¨vB‡mÝ cÖub|	cÖwÞm¤ú¨ Aua`ßtii I‡qemvBU t www.dls.gov.bd  ev Dc‡Rjv cÖwÞm¤ú¨ `ßi I ‡ftUwuibwui nwmcvZvj Av‡b`b mdig cÖvI qv hv‡te|	30 w`b|	miKwui wewa Ab¨vqx| **wewfbœ K¨vUvMwii i Av‡b`b wd, j¨vB‡mÝ wd . bevqb wd I Awcj wd Gi Zwuj Kv	 	K¨vUvMwi	Av‡b`b wd (UvKv)	j¨vB‡mÝ wd (UvKv)	bevqb wd (UvKv)	Awcj wd (UvKv)		 K¨vUvMwi-1	1000/-	10000/-	5000/-	6000/-	j¨vB‡mÝ Bmÿ Z ZwuL nB‡Z GK e0 K¨vUvMwi-2	1000/-	10000/-	5000/-	5000/-	j¨vB‡mÝ Bmÿ Z ZwuL nB‡Z GK e0 K¨vUvMwi-3 K) ‰ubK 51 Ub t_ÖK Z`~a©	500/-	5000/-	6000/-	3000/-	j¨vB‡mÝ Bmÿ Z ZwuL nB‡Z GK e0 K) ‰ubK 11 Ub t_ÖK 50 Ub Z`a©	300/-	1000/-	500/-	1000/-	 K) ‰ubK 10 Ub t_ÖK Z`~a©	200/-	500/-	300/-	500/-			‡ftUwuibwui mvRß /Dc‡Rjv cÖwÞm¤ú¨ Avudmvi, ‡Rjv cÖwÞm¤ú¨ Avudmvi(c‡hvR¨ t¨t‡Î)gnvcwuPyj K, cÖwÞm¤ú¨ Aua`ßi|

13	Mew`cï I nwn-gÿMxi Lwgvi ïbeÜb		60 w`b	Lwgvi ïbeÜb I bewqb t (miKvi ïbafiZ ïd)				DctRjv cïhYm¤ú` `ßi I ïf‡Umibwi nwmcvZvj	
	Awte`bKvix msuko DctRjv cïhYm¤ú` KgRKÕeivei Awte`b Kiteb	msuko GmGGj I KZÑK.hvIPvB-evOvB Kivi ci ïbaffiZ ïd cÖvb mvtctÿ ïbeÜb cÖvb Kiv nq			Lwgvtii weeiY	nwn-gÿMi / Mew`cï i msL`v Abyÿvi Lwgvtii ïkÑx	ïbeÜb ïd (UvKvq)	bewqb ïd (UvKvq) 01 eQtii Rb¨		
				Mvfxi Lwgvi	G-ïkÖÑx (51 ev Z`ã`ya`	10000/-	1500/-		
					we ïkbx (21 †_ïK 50 chÑš	5000/-	700/-		
					ïm ïkbx (10-20 chÑš	2000/-	300/-		
				QwMj Lwgvi	G-ïkÖÑx (61 ev Z`ã`ya`	1000/-	200/-		
					we ïkbx (41 †_ïK 60 chÑš	800/-	160/-		
					ïm ïkbx (20-40 chÑš	500/-	100/-		
				‡fovi Lwgvi	G-ïkÖÑx (61 ev Z`ã`ya`	1000/-	200/-		
					we ïkbx (41 †_ïK 60 chÑš	800/-	160/-		
					ïm ïkbx (20-40 chÑš	500/-	100/-		
				gÿyM ÿRuc Lwgvi	ïkbx ïbwe‡kl	50000/-	8000/-		
				gÿyMi cÖvÿtiU ÷K Lwgvi	G ïkbx (50001ev Zbya`	40000/-	6000/-		
					we ïkbï (20001-50000)	20000/-	3000/-		
					ïm ïkbx (2001-20000)	10000/-	1500/-		
				gÿyMi Lwgvi (ïtjqvi)	G ïkbï (20001ev Zbya`	15000/-	2500/-		
					we ïkbï (00001-20000)	10000/-	1500/-		
					ïm ïkbx (1001-10000)	5000/-	700/-		
				gÿyMi Lwgvi (eÿjqvi)	G ïkbï (20001ev Zbya`	10000/-	1500/-		
					we ïkbï (10001-20000)	5000/-	700/-		
					ïm ïkbx (1001-10000)	2500/-	400/-		
				nwÿtmi Lwgvi	G ïkbï (5001 ev Zbya`	5000/-	600/-		
					we ïkbï (3001-5000)	3000/-	400/-		
					ïm ïkbx (1001-3000)	1000/-	150/-		