



MYCÖZŠzevsjv`k miKvi
Aa`ÿi KvHq
 bexbMi miKwi K+jR, bexbMi, eþYewoqv|
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bmwiK ciimev (CITIZEN CHARTER)

µgKbs	†mevi bvg	†mev cÖbi mgqmxgv	c†qvRbxq KwMRCÎ	†mevi gj† I ciimev cxwZ (hw`_v†K)	`wqZpÖ KgeZw/ msikö kvLv/ Awdmqvj †gvevBj/ †Uwj†dvb
01	GKv`k f†Z†	Kzjækÿv teW@ wb†`ÖZ mgq	Gm.Gm.wm cixÿv cv†ki GKv†WwgK U†µP (gj† Kwcmn), cÖmvcÎ I †i†R†÷†b Kv†W©d†UvKwC, †ky_v_@ AbjvBb Rb† weÜ†bi d†UvKwC, †cZv I gvZvi RvZxq cwiPqc†Îi d†UvKwC, 02 KwC cvm†cvU@vBR I 02 KwC ÷`vaú mvBR Qie	†ky_v teW@ZK †baÖZ nv†i	GKv`k f†Z†KgwU, K+jR Awdm 01404-029129 02-334431278
02	WMÖvm f†Z†Abvm©wZ†	RvZxq wekre`vjq wb†`ÖZ mgq	RvZxq wekre`vjqi I†qemvBU n†Z †cUKZ f†Z†dig, Gm.Gm.wm. I GBP.Gm.wm cixÿvi GKv†WwgK U†µP (gj†KwC I d†UvKwC, Gm.Gm.wm. I GBP.Gm.wm cixÿvi †i†R†÷†b Kv†W©d†UvKwC, †ky_v_@ AbjvBb Rb† weÜbcÎ/ RvZxq cwiPqc†Îi d†UvKwC, †cZv I gvZvi RvZxq cwiPqc†Îi d†UvKwC, cÖgK AbjvBb Av†e`bc†Îi d†UvKwC, 02 KwC cvm†cvU@ 02 KwC ÷`vaú mvB†Ri i†½b Qie	RvZxq wekre`vjq KZ† †baÖZ nv†i	WMÖvm f†Z†KgwU/ Abvm©wZ† KgwU (msikö wefM), K+jR Awdm 01404-029129, 02-334431278
03	GBP.Gm.wm cixÿvi dig c†Y	Kzjækÿv teW@ wb†`ÖZ mgq	†i†R†÷†b Kv†W©d†UvKwC, 02 KwC cvm†cvU@vBR Qie	†ky_v teW@ZK †baÖZ nv†i	GBP.Gm.wm dig c†Y I cixÿv KgwU/ K+jR Awdm 01404-029129, 02-334431278
04	WMÖvm 1g/ 2q/ 3q el© cixÿvi dig c†Y	RvZxq wekre`vjq wb†`ÖZ mgq	AbjvBb Av†e`b, †i†R†÷†b Kv†W©d†UvKwC, gv†bvbb† cixÿv_@ i†ÿ†Î ceZ©cixÿvi djvdj kvU, 02 KwC cvm†cvU© mvBR Qie	RvZxq wekre`vjq KZ† †baÖZ nv†i	WMÖvm 1g/ 2q/ 3q el©cixÿvi dig c†Y KgwU/ K+jR Awdm 01404-029129, 02-334431278
05	Abvm©g/ 2q/ 3q/ 4_@l© cixÿvi dig c†Y	RvZxq wekre`vjq wb†`ÖZ mgq	AbjvBb Av†e`b, †i†R†÷†b Kv†W©d†UvKwC, gv†bvbb† cixÿv_@ i†ÿ†Î ceZ©cixÿvi djvdj kvU, 02 KwC cvm†cvU© mvBR Qie	RvZxq wekre`vjq KZ† †baÖZ nv†i	Abvm©g/ 2q/ 3q/ 4_@l©cixÿvi dig c†Y KgwU/ msikö wefM K+jR Awdm 01404-029129, 02-334431278

06	GBP.Gm.wm/ wWMÖvm/ AbvmC ciXÿv cv#ki b#ci I mb`cÎ weZiY	ZrÿYK	mswKóciXÿvi gj c#ekcÎ I tiwR#÷#b KvW		K#jR Awdm
07	cÖmvci/ PwiIK mb`cÎ/ Aa`qbiZ cÖqbcÎ/ wUwm	01 w`b	Av#e`bcÎmn c#ekcÎi d#UvK#c/ tiwR#÷#b KvWÖd#UvK#c/ U#Yµ#Pi d#UvK#c/ fwZ@k`/ K#jR AvBw Kv#WÖd#UvK#c	K#jR KZK wba@Z nv#i	K#jR Awdm
08	wØbKj AvBw KwWÖnwi#q †M#j)	03 w`b	Av#e`bcÎ	K#jR KZK wba@Z nv#i	K#jR Awdm
09	GBP.Gm.wm ciXÿvi tiwR#÷#b KvWÖc#ÖkcÎ/ GKv#WwgK U#YµP/ mb`cÎ BZ`w`i wØbKj (nvw#i#q †M#j)	K#jjakÿv #eWÖ wb#`ÖZ mgq	K#jjakÿv #ev#Wi wb#`Öb tgVZv#eK mswKóKvMRcÎmn AbjvB#b (https://web.comillaboard.gov.bd) Av#e`b Ges K#jR KZK AbjvB#b AMÖb	wkÿv #eWÖKZK wba@Z nv#i	K#jR Awdm/ K#jjakÿv #evW
10	wWMÖvm Ges AbvmC ciXÿvi tiwR#÷#b KvWÖc#ÖkcÎ/ GKv#WwgK U#YµP/ mb`cÎ BZ`w`i wØbKj (nvw#i#q †M#j)	RvZxq wekre`vjq wb#`ÖZ mgq	RvZxq wekre`vjqi wb#`Öb tgVZv#eK mswKóKvMRcÎmn AbjvB#b (https://www.nu.ac.bd) Av#e`b Ges K#jR KZK AbjvB#b AMÖb	RvZxq wekre`vjq KZK wba@Z nv#i	K#jR Awdm/ RvZxq wekre`vjq
11	eyË/ DceË	K#jR KZK wba@Z (gšÿjq/ cÖôvb/ #eWÖÖekre`vjq KZK cÖÖ mgqmXgvi g#a`)	mswKógšÿjq/ cÖôvb/ #eWÖÖekre`vjq KZK cÖÖkZ weA#Bi wb#`Öb tgVZv#eK		K#jR Awdm 01404-029131 02-334431278
12	QvÎvevm	K#jR KZK cÖÖkZ †bvwU#k D#j#Z mgq	wba@Z Av#e`bcÎi mv#_wkÿv_@K#jR AvBw Kv#WÖd#UvK#c, RvZxq cwiPqcÎ/ AbjvBb Rb#beÜbcÎi d#UvK#c, wczv I gvZvi RvZxq cwiPqcÎi d#UvK#c, 02 K#c cvm#cU@vBR Q#e	K#jR KZK wba@Z nv#i	ZËveavqK, K#jR QvÎvevm; K#jR Awdm
13	µxov I mvs`ÖZK cÖhvwMZv	K#jR KZK wba@Z mgqmXgv	K#jR AvBw KwWÖn wba@Z mg#q bvg wbeÜb Ki#Z n#e		mswKóKigwU, K#jR Awdm
14	weGbwmwm/ †ivfvi`ÖDU	K#jR KZK wba@Z mgqmXgv	wba@Z di#g Av#e`b		weGbwmwm cÖh/ †ivfvi`ÖDU BDwbU

Awf#hM e`e`lcbv

Awf#hM`wL#ji`vb/ gva`g	wb@úwËi ch@	wb@úwËi mgq
mivmwi`vwqZcÖKgcZÖwefvMxq cÖb/ Dcva`ÿ/ Aa`ÿi wbKU †gšLK/ wjLZfv#e/ Awf#hM ev# / WvK#hv#M/ B-†gB#ji gva`g	ch@µ#g wefvMxq cÖb, Dcva`ÿ Ges Aa`ÿ	wZb KgC#mi g#a`