

MYcRvZ šx evsj vř` k mi Kvi  
 řemvgwi K wegvb cwi enb l chŮb gšYvj q  
 evsj vř` k mWPevj q, XvKv|

(1977 mvřj i w` evsj vř` k Uvřfj m GřRÝxR (ti WRřók b GŮ KřUvj ) i "j m 3(1)  
 avi v` be" Uvřfj GřRÝxi wbeÜxKi b Z\_v bevqřbi Avře` b|

- 1) Avře` bKvi xi cY°bvg Ges  
 wczvi bvg
- 2) Avře` bKvi xi wKvbnv (K) `vqx t  
 (L) A`vqx t
- 3) Avře` bKvi xi řckv t
- 4) RvZxqZv (RvZxqZv mb` mshř  
 Kwi řZ nBře) t
- 5) GřRÝxi cY°bvg t
- 6) GřRÝxi wbeÜxKZ `dZři i t  
 wKvbnv l řUvj řdvb břř
- 7) `dZři i mřeav t  
 (K) AvqZ b t  
 (L) BRvi v kZ° t  
 (M) řvov (i wk` mshř  
 Kwi řZ nBře) t  
 (N) Ab"vb" mřeav t
- 8) evsj vř` řk řKvb kvLv cŮZŮvb t  
 \_vKřj Zvni l wKvbnv
- 9) RřqU óK řKvřúvbx i ři WRóvi KZř t  
 GřRÝxi wbeÜxKi řYi Zwi L  
 řKvřúvbx i AwwKj m Ae řgřgvi vŮvg  
 mb` cř mshř Kwi řZ nBře|
- 10) GřRÝxi `ZřaxKvi x, Askx` vi x, e"w³ t  
 gwj Kvbvaxb Aaxb` řKvřúvbx  
 A\_ev kvLv Zvni Dřj E Kwi řZ nBře|
- 11) cŮZŮvřbi gj ab mřúřK°eYřv (cwi řkwaZ t  
 gj ab mřúřK°wbi xř| v cŮZře` b A\_ev e"vřřKi  
 mb` cř i gZ řj wLZ `řj j `wLj Kwi řZ nBře|

- (K) Abtḡw` Z gḡ ab t
- (L) cwi tḡwaZ gḡ ab t
- 12) e`vsḡKi bvg l wVKvbv t
- 13) wbtḡewYZ tmevi tKvbwU cŰ vḡb B"QK t  
 AbMh ceK Dḡj E Ki "b-  
 `vbxq ḡgY/weḡ` tḡ ḡgY/tnvḡUj ewKs  
 /Mvxfvov/wegvḡbi wUḡKU wewμ BZ`vw`
- 14) wmwU Kḡcḡti kb KZK Rvi xKZ meḡkl (ḡUW t  
 j vBḡmY b` ḡ (dḡUvKwc mshḡ Kwi ḡZ nBḡe)
- 15) AvqKi wbeÜxKi ḡYi mb` cĀ Rvi xi bḡḡ t  
 Ges Zwi L (dḡUvKwc mshḡ Kwi ḡZ nBḡe)
- 16) Uvḡfj GḡRÝx wbeÜxKi ḡY bḡḡ (hw` \_vḡK)
- 17) AvUvḡei m` m`c` MhY msμ vš-mb` cĀ  
 (dḡUvKwc mshḡ Kwi ḡZ nBḡe)
- 18) `ZḡwaKvi x/cwi Pvj K/AskKvi xḡ` i bvḡgi cY® t  
 Zvwj Kv Ges cḡqvRbxq Z\_` msj Mæ QK-K ḡZ  
 mi ei vn Kwi ḡZ nBḡe|
- 19) tḡqvi tnvì vi ḡ` i Zvwj Kv Ges tḡqvi e>Ub t  
 msμ vš-Z\_` msj Mæ QK-L ḡZ mi ei vn  
 Kwi ḡZ nBḡe|
- 20) wewfbḡtkbxi Kgḡvi xḡ` i cY®Zvwj Kv msj Mæ t  
 QK-M ḡZ mi ei vn Kwi ḡZ nBḡe|

Avwg ----- wbgæ ḡḡ i Kvi x GB Avḡe` b cĀ `wLj  
 Kwi ḡZwQ Ges GB gḡg® wbḡḡqZv cŰ vb Kwi ḡZwQ th, Dcḡi Gs wZbwU msj MæḡZ  
 wj wLZ mKj Z\_` mZ` Ges wbfḡ | Avwg Avḡi v wbḡḡqZv cŰ vb Kwi ḡZwQ ḡh,  
 evsj vḡ` k Uvḡfj GḡRÝx ti wRḡók b KZḡḡ GB Avḡe` b mḡúḡK®ḡKvb Z\_` RvwbtZ  
 Pwntḡ Zvvn mi ei vn Kwi e|

(Avḡe` bKvi xi ` ḡḡ i )  
 mxj

msj Mæ QK-K

⁂ZvaxKvi x, cwi Pvj K I Askx`vi †`i Zvwj Kv

cY®bvg WvK bvg wKQz _vwK†j ti LvØvi v wPwy Z Ki †Z nte	wk¶ vMZ thvM`Zv	AvevwmK wVKv bv	G†RÝx A_ev G†RÝx†Z c` gh® v	cvm†cvU® bæ† (hw` _v†K)	RvZxqZv

(Av†e` bKvi xi ⁂ ¶¶ i )  
mxj

msj Mæ QK-L

cwi Pvj K I Askx`vi †`i Zvwj Kv

Askx`vi †`i cY®bvg	AvevwmK wVKv bv	cvm†cvU® bæ† (hw` _v†K)	RvZxqZv	avi YKZ tkqv†i i gj `

(Av†e` bKvi xi ⁂ ¶¶ i )  
mxj

msj Mæ QK-M

wewf bæ†k†xi KgPvi x†`i Zvwj Kv

KgPvi x†`i bvg I c` ex	RvZxqZv	wk¶ vMZ thvM`Zv	wb†qv†Mi Zwi L	Awf Á Zv

(Av†e` bKvi xi ⁂ ¶¶ i )  
mxj

MYcRvZ šx evsj vř` k mi Kvi  
řemvgwi K wegvb cwi enb I chŮb gšřvj q  
wegvb kvLv-2

bZb Uřřfj GřRÝx wbeÜxKi řYi Rb` gšřvj q KZř mi ei vnKZ wbařwi Z OK  
h\_vh\_fvře ci YKZ wřřgœ ewYř KvMRCř mn Avře` bcř Dc-mřPe (wegvb),  
řemvgwi K wegvb cwi enb I chŮb gšřvj q, evsj vř` k mřPevj q, XvKv Gi ei vei  
`wLj Ki řZ nře|

1) Őřemvgwi K wegvb cwi enb I chŮb gšřvj q-mřPevj q-dvgŲI řKvřřvbxmgřni  
ti wRřřkb wđŲ LvřZ řKw břř 1 5301 0001 1816 e`envi Kři Avře` b wđ  
eve` 500/- (cvřKZ) UvKv řUřvi x Pvj vřbi gvařřg evsj vř` k e`vsřK Rgv ř` qvi gj  
Pvj vb|

2) Uřřfj GřRÝxi břřg Pj wZ wnmve břř Dřj Ľceř KgKřř 5 (cvřP) j ř UvKv  
wřwWDj e`vsřK Rgv AvřŲ GB gřřg` mřwkœ e`vsřKi g`řřbRvi KZř cŲ Ě gj  
cřř`qbcř |

3) Uřřfj GřRÝxi břřg wřwU Křcřři kb/wgDřwřmc`vj řUW j vBřřmÝ Gi mZ`wřqZ  
Qvqwj w c|

4) Uřřfj GřRÝxi břřg AvqKi wefvM KZř Rvi xKZ wU.AvB.Gb Gi mZ`wřqZ  
Kw c|

5) Uřřfj GřRÝxi `ZřwaKvi x/Askx`vi /cwi Pvj Kř` i cŲg řkřxi řMřřřUW  
KgřKZř KZř cŲ Ě RvZxqZv mb`cř I mřřcřřK řZvj v 1(GK) Kw c Kři  
mZ`wřqZ Qwe|

6) řbvUvi x cvewj K KZř mZ`wřqZ Ařřdm řvovi Přř cř I Ařřdm řvov cwi řkvřai  
i wk` |

7) Askx`wi Zi GřRÝxi řř řř Askx`vi x Přř cř /wj wřřUW řKvřřvbx řř řř ti wRřvi  
Ae Rřřř ŲK řKvřřvbx KZř mZ`wřqZ mřN `řvi K I BbKřcřři kb mřwUřřřřK|

8) řUwj řřvb wWgvŲ řbvU A\_ev cře` mřřřvRbKZ řUwj řřvb wřř i mZ`wřqZ  
Qvqwj w c|

9) wřřřwřZ KgřKZř/Kgřvi řř i 1(GK) Kw c Kři mZ`wřqZ dřřUvKwřmn evřřwřUv,  
wřřřwřZ Ges Ařřřřř mřwUřřřřK, wřřřwřZ Kgřvi řř i gřř Ařřřř GKRbřřK  
řKvb mi Kvi Abřřgřř Z Uřřfj GřRÝřřřř `wřqZřř`cřř Kgçřř 5 (cvřP) ermřř i  
Ařřřřř mřřřř A\_ev chŮb Křcřři křři Ųřwi Rg řUřřs BbřřřřUDW KZř řUřřs  
cŲř nřř nře|

temvgwi K wegvb cwi enb I chub gšŸvj q  
evsj vt` k mwPevj q, XvKv|  
mwU†Rb PvUŸi  
(U†fj G†RÝx msµ vš)

U†fj G†RÝx e`emv i i“ Kivi Avte` bcĪ, cĪµ qvKi Y, c†qvRbxq  
KvMR/` wj j cĪ, AvBb I wewa-weavb Ges ti wR†ók b BZ`w` mvgwMk wel q, tj v  
mswŸ| B AvKv†i mK†j i AeMwZi Rb` ewYŸ n†j v|

AvBb I wewa-weavbt

U†fj G†RÝx msµ vš-hveZxq Kvhµ g cwi Pvj bvq Abmi Yxq AvBb I wewa-weavb  
n†“Q-

- evsj vt` k U†fj G†RÝx (wbeÜb I wbqšŸ) Aa`vt` k, 1977
- evsj vt` k U†fj G†RÝx (wbeÜb I wbqšŸ) wewa, 1977

U†fj G†RÝxi j vB†mÝ Kivi Rb` c†qvRbxq KvMR/` wj j cĪ t

- wbaŸi Z di tg ci YKZ Avte` bcĪ |
- wbaŸi Z di tg ci YKZ Askx` vi †` i Zwj Kv|
- wbaŸi Z di tg ci YKZ cwi Pvj K, Askx` vi I `ZŸaxKvi xt` i Zwj Kv|
- U†fj G†RÝxi `ZŸaxKvi x/Askx` vi /cwi Pvj K†` i cĪ g tkbxi tM†R†UW  
KgKZŸ KZŸ cĪ Ē RvZxqZv mb` cĪ I mvŸcĪZK †Zvj v 1(GK) Kwc K†i  
mZ`vwqZ Qwe|
- Askx` wvi Zi G†RÝxi †Ÿ †Ī Askx` vi x Pw³ cĪ /wj wg†UW †KvŸúvbx †Ÿ †Ī  
†i wRóvi Ae R†qU óK †KvŸúvbx KZŸ mZ`vwqZ msN `švi K I BbK†cvŸi kb  
mwUŸd†KU|
- wbaŸi Z di tg ci YKZ KgPvi xt` i Zwj Kv|
- Avte` b wd eve` 500/- UvKvi tURvi x Pvj v†bvi gj Kwc | (†KwW bs-1-  
5301-0001-1816 e`envi K†i tURvi x Pvj v†bvi†M evsj vt` k e`vs†K UvKv  
Rgv w` †q Pvj v†bvi gj Kwc tcĪ Y Ki †Z n†e)|
- evoxfvovi Pw³ cĪ †bvUvi x cvewj K KZŸ mZ`vwqZ |
- i vR` ^ ÷ `vŸú `ŸŸj Z evoxfvov cwi †kv†ai nvj bvMv` i wk` |
- nvj bvMv` †UW j vB†m†Ýi mZ`vwqZ Kwc |
- wUAvBgb (Tax Payee Identification Number)
- †Uwj †dvb wWgvŪ †bv†Ui d†UvKwc A\_ev †Uwj †dvb wej Gi mZ`vwqZ  
d†UvKwc |
- b`bc†Ÿ 5(cvP) j Ÿ UvKvi e`vsK `\*Qj Zvi mwUŸd†KU (GKvD>U bŸ† mn  
UvKvi cwi gvY D†j Ē `vK†Z n†e)|
- †bvUvi x cvewj K KZŸ mZ`vwqZ Awdm fvovi Pw³ cĪ I Awdm fvov  
cwi †kv†ai i wk` | D†j Ē` th, Awd†mi AvqZb b`bZg 250 (`Ÿ kZ cĪvk)  
eMŸU n†Z n†e|
- w†qvWRZ KgKZŸ/KgPvi xt` i 1(GK) Kwc K†i mZ`vwqZ d†UvKwcmn  
ev†qvWvUv, w†qvMcĪ Ges Awf ÁZv mwUŸd†KU Rgv w` †Z n†e|
- w†qvWRZ KgPvi xt` i KgPvi xt` i g†a` AšZt GKRB†K †Kvb mi Kvi  
Ab†g w` Z U†fj G†RÝx†Z `vwqZcŸc†` Kgc†Ÿ 5(cvP) ermti i Awf ÁZv

māúbe A\_ev evsj vṭ` k chḀb Kṭcṭi kṭbi U`yi Rg tUḅs Bbw÷ wUDU KZṚ tUḅs cḀḀ nṭZ nṭe|

Uvṭfj GṭRÝxi j vBṭmÝ wḅqwgZKi Y I bevqṭbi Rb` cṭqvRbxq KvMR/` wj j cĀ t

- h\_vh\_fvṭe cṭ bKZ bevqṭbi Avṭe` b|
- h\_vh\_fvṭe cṭ bKZ `ZḡwaKvi xṭ` i Zwj Kv|
- h\_vh\_fvṭe cṭ bKZ cwi Pvj K I Askx` vi ṭ` i Zwj Kv|
- h\_vh\_fvṭe cṭ bKZ KgṔvi xṭ` i Zwj Kv|
- Avṭe` b wḁ eve` 500/- UvKvi tURvi x Pvj vṭbvi gj Kḡc|
- nvj bvMv` tUW j vBṭmÝ dṭUvKḡc|
- i vR` ^ ÷ `vāú māḡj Z evoxfvov cwi ṭkvtai nvj bvMv` i wḅ` |
- MZ eQṭi i mb` cĀ i dṭUvKḡc|
- AsMxKvi bvgv (āgb cṭ\_ evsj vṭ` k wegḅb Pj vPj Kvi x i `ṭU wegḅṭK AMḀwaKvi ṭ` qv mḡḡ vṣ)|
- GṭRÝx KZṚṭṭi i `vṭi i hṔ MZ eQṭi i e`emvṭqi wnmve weei Yx c\_Kfvṭe mswkḀU Gqvi j vBṭÝi A\_i vBṭRW&KgṚZṖ KZṚ cṬ`qb Kṭi gj Kḡc cḀ vb Ki ṭZ nṭe| wegḅb evsj vṭ` k Gqvi j vBÝ wj wḡṭUW-Gi ṭṭi ṭṭi wegḅṭbi g`vṭbRvi (GṭRÝx Gqvi j vBb) cṬ`qY Ki ṭeb|
- ceḀZṖ eQṭi i b`bzg 50,00,000/- (cĀvk j ṭṭi) UvKvi wnmve weei Yx GṭRÝx KZṚṭṭi i `vṭi i I mxj mn` wLj Ki ṭZ nṭe|
- nvj bvMv` AvqKi wi Uvb` wLṭj i dṭUvKḡc/AvqKi cwi ṭkva mḡḡ vṣ- cṬ`qbcĀ |

wbeÜb/j vBṭmÝi Rb` cṭqvRbxq wḁt

- mvgwqK wbeÜb mb` cĀ UvKv-10,000/-(` k nvRvi ) gvĀ |
- wḅqwgZ mb` cĀ UvKv-10,000/-(` k nvRvi ) gvĀ |
- mb` cĀ bevqb UvKv-5,000/- (cḡP nvRvi ) gvĀ |

wbeṭÜi Rb` A\_°Rgv cḀ vṭbi LvZt

ṭURvi x Pvj vṭbvi gva`ṭg Ḁtemvgwi K wegḅb cwi enb I chḀb gšYvj q-mwPevj q-dvg` I ṭKvāúvbxmḡṭni ṭi wRókb wḁḀ LvZ ṭKvW bs-1-5301-0001-1816 e`envi Kṭi evsj vṭ` k e`vṭK Rgv w` ṭZ nṭe|

mvgwqK wbeÜb mb` cĀ Rvi xKi Yt

	Kvhḡg	mgqmḡgv	mḡkḀ KgṚZṖ	wbaḡwi Z mgṭq tmev cḀ vb bv Ki v nṭj cḀZKvi cḀwḀi Rb` ṭhvMvṭhvM
Avṭe` b cḀwḀi ci	(1) cwi` kḅ	30 w` b	cwi` kḅKvi x Uxg	mḡkḀ Dc-mwPe& wbeÜbKi x KgṚZṖ
	(2) A_°Rgv` vṭbi Rb` `vexcĀ Rvi x	10 w` b	mḡkḀ mnKvi x/ wmt mnt mwPe	
	(3) mvgwqK mb` cĀ Bmḡ	20 w` b	wbeÜbKvi x KgṚZṖ	

wbqwgZ mb` cĪ Rvi xKi Y I mb` bevqbt

	Kvh̄p̄ g	mgqm̄xgv	ms̄wk̄é KḡK̄Z̄ŕ	wbāŋwi Z mḡtq̄ tmev cĪ vb bv Ki v n̄tj cĪZ̄Kvi cĪw̄Bi Rb̄ thvMv̄thvM
Av̄tē` b cĪw̄Bi ci	(1) A_°Rgv` v̄tbi Rb̄` `vexcĪ Rvi x	20 w` b	ms̄wk̄é mn̄Kvi x/ wmt mnt mw̄Pe	ms̄wk̄é Dc-mw̄Pe& wbeÜbKi x KḡK̄Z̄ŕ
	(3) mvḡwqK mb` cĪ Bmj̄	20 w` b	wbeÜbKvi x KḡK̄Z̄ŕ	

Avcxj t

wel q	mgqm̄xgv	Avcxj KZ̄ŕŕ
wbeÜb KZ̄ŕŕ KZ̄K mb` cĪ `wMZ ev ewZj Av̄t̄ tki wei t̄x ms̄ŕŕ ä e`w³ KZ̄K mi Kv̄ti i wbKU Avcxj	Av̄t̄` k `v̄tbi 30 w` t̄bi ḡt̄a`	h̄M̄ŕ-mw̄Pe (cĪk̄vmb I ch̄Ůb/wegvb I w̄mG) temvgwi K wegvb cwi enb I ch̄Ůb ḡš̄Ÿvj q

ḡš̄Ÿvj t̄q `wqZ̄cĪB wbeÜb KZ̄ŕŕ t

1.	Dc-mw̄Pe (cĪk̄vmb)   wbeÜb KZ̄ŕŕ temvgwi K wegvb cwi enb I ch̄Ůb ḡš̄Ÿvj q evsj v̄t̄` k mw̄Pevj q  tdvbt 7167497	2.	Dc-mw̄Pe (ch̄Ůb)   wbeÜb KZ̄ŕŕ temvgwi K wegvb cwi enb I ch̄Ůb ḡš̄Ÿvj q evsj v̄t̄` k mw̄Pevj q  tdvbt 7162336
3.	Dc-mw̄Pe (wegvb)   wbeÜb KZ̄ŕŕ temvgwi K wegvb cwi enb I ch̄Ůb ḡš̄Ÿvj q evsj v̄t̄` k mw̄Pevj q  tdvbt 7163296	4.	Dc-mw̄Pe (w̄mG)   wbeÜb KZ̄ŕŕ temvgwi K wegvb cwi enb I ch̄Ůb ḡš̄Ÿvj q evsj v̄t̄` k mw̄Pevj q  tdvbt 7164674
5.	wbq̄š̄ŕ̄ (Dc-mw̄Pe) tnv̄t̄Uj I ti t̄` wi v tmj   wbeÜb KZ̄ŕŕ temvgwi K wegvb cwi enb I ch̄Ůb ḡš̄Ÿvj q evsj v̄t̄` k mw̄Pevj q  tdvbt 7167983	6.	Dc-mw̄Pe (wegvb-2)   wbeÜb KZ̄ŕŕ temvgwi K wegvb cwi enb I ch̄Ůb ḡš̄Ÿvj q evsj v̄t̄` k mw̄Pevj q  tdvbt 7162259
7.	Dc-mw̄Pe (ch̄Ůb-2)   wbeÜb KZ̄ŕŕ temvgwi K wegvb cwi enb I ch̄Ůb ḡš̄Ÿvj q evsj v̄t̄` k mw̄Pevj q  tdvbt 7170839		

ḡš̄Ÿvj t̄q `wqZ̄cĪB Avcxj KZ̄ŕŕ t

1.	h̄M̄ŕ-mw̄Pe (cĪk̄vmb I ch̄Ůb)   temvgwi K wegvb cwi enb I ch̄Ůb ḡš̄Ÿvj q tdvbt 7166618	2.	h̄M̄ŕ-mw̄Pe (wegvb I w̄mG)   temvgwi K wegvb cwi enb I ch̄Ůb ḡš̄Ÿvj q tdvbt 7172023
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wegvb Kv†Mv°Kgtc- (Avg` vbx) we` `gvb mjeavej x

01| Kv†Mv°Kgtc- (Avg` vbx) GKwU wbi vcEv` vcb| AZGe, wbi vcEv` wbqgKvbp  
tgb Pj p|

02| GB fe†b AwMewbe°cK hšj e`e`v Av†Q c†qvR†b e`envi Ki "b Ges dvqvi  
we†M†W tUwj †dv†bi c†qvRb n†j tUwj †dvb bs 9555555 (HQ), 9801070  
(TONGI) G thvMv†hvM Ki "b|

03| cPbkxj `e`w`, gi †`n l f`w. b gj `evb gvj vgvj , K`wgK`vj Wwg, tgvevBj  
†dvb l tgvevBj †dvb G†. mwi R BZ`w` cY`w` msi ¶†Yi Rb` we†kl `v†gi  
e`e`v i †q†Q|

04| mvBwnK l mi Kvi x QmUi w` †b KJ%bwZK e`vM, gi †`n l Rxeb i ¶vKvi x J l a  
c†fkbvj tWwj fvi x Ges AvMZ c†Y`i Gqvi l †q wej tWwj fvi x t`qv n†q \_v†K  
(mKvj 9 Uv t\_†K i vZ 10 Uv chš)

05| GB fe†b wewfbc PvR°l c†`q `vg fvov bM` c†B A\_°(Cash Receipt) Gi  
gva`†g Av`vq Kiv nq Ges 50,000/- UvKvi Dc†i c†`q th †Kvb PvR°e`vsK  
Wvd†Ui gva`†g c† vb Ki †Z nq Ges †Kvb c†`q PvRB webv i wk†` MhY Kiv nq  
bv|

06| 48 N†Uvi g†a` AvMZ c†Y`i wel †q Consignee †K Notice of Arival (NOA) ev cb`  
AvMg†bi Lei Rvbv†bv nq Ges cY` AvMg†bi 5 w` †bi g†a` cY` Lvj vm Ki †j  
†Kvb `vg fvov w` †Z nq bv, i agv† n`vUwj s PvR°Av`vq Kiv nq|

07| gi †`n Ges H gZ e`w³ i bv†g AvMZ c†Y`i †Kvb PvRB Av`vq Kiv nq bv|

08| Kvógm&KZ†¶i AbgwZµ †g gvj vgvj tekx R†g tM†j gv†S gv†S tWwj fvi x  
tMBU mgn AwZwi³ mgq tLvj v ti †L gvj gvj tWwj fvi x t`l qvi e`e`v Kiv nq|

09| AvMZ mKj wkg†g†Ui Cargo Air waybill Record (CAR) Kw†úDUvi wj wce x Kiv nq  
Ges tWwj fvi x ti KW° Kw†úDUv†i wj wce x Kiv nq dtj th †Kvb Shipment Gi  
wel †q Zvr¶ wYK Z\_` c† vb Kiv m†e nq|

10| hw` †Kvb Kvi †Y Consignee ev c†c†Ki bvg cwi eZ° Ki †Z nq tm†¶† Shipper  
ev tc††Ki wbKU n†Z tU†j . Gi gva`†g Zv m†kvab Kivi e`e`v i †q†Q|

11| †Kvb wmc†g†Ui Mše` (Distination) cwi eZ†bi `i Kvi ci †j Shipper Gi Pwn`v  
Abhvqx h\_vh\_ KZ†¶i AbgwZ w†q Zv wbw`° Mš†e` tc††Yi e`e`v i †q†Q|

12| mg†qi Afv†e c†i v Shipment GKB w` †b tWwj fvi x w†Z Amg\_°n†j thšw³ K  
cwi gvb (A\_†r AšZt A†aK cwi gvb) webv `vg fvovq cwi eZ° Kvh° etm  
†Wwj fvi x tbl qvi m†hvM c† vb Kiv nq|

13| Dangerous Goods, cPbkxj `e`w`, gi †`n c†wZ tWwj fvi xi t¶† Zvr¶ wYK  
e`e`v i †q†Q|

14| Avg` vbx l tWwj fvi x mspvš-th †Kvb Z†\_`i Rb` e`e`vcK/mt e`e`vcK  
Avg` vbx Gi mv†\_ 8914771/2509/2508 b††i thvMv†hvM Kiv th†Z cv†i |

15 | wegvb Kv†Mv© Avg` vbx wefvM GKwU tmevagx© cĀZ ōvb | cĀnK†K mteŕP tmev  
cĀ vbB Gi gj D†Ī k` |

wegvb Kv†Mŕ wŕ tĵ †R cĀ Ē mŕeavej xt

01 | Kv†Mŕ wŕ tĵ R GKwU wbi vcĒv ` vcb | AZGe, wbi vcĒv e`e` v tġtb Pj †eb |

02 | AwMewbeŕcK h†šĵ e`e` v Av†Q | dvqvi we†M†Wi tUwj †dvb bs 955555 (HQ),  
9801070 (Tongi).

03 | w` evi wĪ Af`š†xb | AvšRwZK i "†U Kv†Mŕ eyKs | tcĀ †bi e`e` v Av†Q |

04 | w` evi wĪ cPbkxj Ges WvB Kv†Mŕi Rb` Avj v` v Avj v` v fvte ` wvbs Gi e`e` v  
Av†Q |

05 | i BvbxKvi †Ki wbKU eyKsKZ c†Y`i wkcvĪ Kw c n` vš† Ki v nq |

06 | eyKsKZ c†Y`i fvov wbi vc†` wegv†bi wnmve kvLvq Rgv Ki v hvq |

07 | mKj cKvi WvB Kv†Mŕi †ŕĪ †Ī , ` vġRvZKi †bi e`e` v Av†Q |

08 | i BvbxKvi K†` i cĀZwbw†` i Kv†Mŕ wŕ tĵ R e†m KvR Ki vi m†hvM Av†Q |

09 | dvBU wej ††† /ewZ†j i †ŕĪ †Ī i BvbxKvi K†` i †K hZ ` \*Z m†e AewNZKi †mi  
e`e` v Av†Q |

10 | mxwġZ mġ†qi ġ†a` Kv†Mŕ t` úm e>Ub Kv†Mŕm†úbeKi v nq |

11 | Kv†Mv© tcĀ †bi †ŕĪ †Ī mKj i BvbxKvi K†` i †K ` \*Z m†w††m cĀ v†bi e`e` v  
Av†Q |

12 | mKj we†` kx wegvb ms` v†K Pw³ tġvZv†eK cY©mn†hvMxZv cĀ vb Ki v n†"Q |

13 | Kv†Mŕ ġ†R†UĪ Rb` Zv†` i Pwn` v ġwdK tkW Gi e`e` v Ki v Av†Q |

14 | Ri "i x c†qvR†b i BvbxKvi K†` i wegv†bi tUwj †dvb e`env†i i mŕeav Av†Q |

15 | ġĵ `evb cY` msi ŕĪ †bi Rb c`K wbi vc` K†ŕĪ i e`e` v Av†Q |

16 | cPbkxj Ges WvB Kv†Mvŕ I R†bi †ŕĪ †Ī c`K c`K I Rb t` †j i e`e` v  
Av†Q |

17 | mK†j i wbi vcĒvi ` v†\_©dvBU DÇ q†bi c†e©mKj c†Y`i c†t I R†bi e`e` v  
Av†Q |

18 | m†úY©Kv†Mv©wŕ tĵ †Ri wbi vcĒvi Rb` c†qvRbxq Rbej | cĀw³ wb†qvM Ki v  
Av†Q |

## ÓDò Af`\_b-DbZ tmevÓ

01| wegvb tRj v weµ q Awdm t\_†K mBv†n 07 (mvZ) w` b mKvj 0800 NwUKv n†Z i vZ 0830 NwUKv chŠ-tmev cŕ vb Ki v nq|

02| wegvb åg†b Avcbvi Avmb wbwðZ bv n†j Avcw b mswk é KgKZŕ/KgPvi xi w bKU n†Z Ówi wdDRvj w` eÓ msMh Ki †Z cv†i b|

03| GKB KvD>Uv†i mαšvw bZ hvĪ x†` i AbjK†j Avmb eyKs/cbtwbwðZ Ki Y I wU†KwUsmn mKj Avb| vw½K wel †q tmev A\_ŕr “ONE STOP SERVICE” cŕ vb Ki v nq|

04| cŕZewÜ I hµvnZ gµ³ thv×v†` i †K we†kl tmev cŕ v†bi Rb` Avj v` v KvD>Uv†i i e`e` v Av†Q|

05| GLvb t\_†K wegv†bi Af`š†xY I AvšRwZK Mš†e`i mKj hvĪ x†` i dvBU wbwðZ Ki Ymn GZ` msµ vš-hveZxq tmev cŕ vb Ki v nq|

06| ågb msµ vš-hwPZ Z\_`vw` mi vmwi tUwj †dv†bi gva††g GB Awdm t\_†K cŕ vb Ki v nq| tUwj †dv b v†vi mgn t- 9559652/9559632/9559620|

07| mαšvw bZ hvĪ x†` i AbjK†j GLvb t\_†K mi vmwi wU†KwUs I AvaybK B-wU†KwUs Gi e`e` v i †q†Q|

08| AbmÜvb (ENQUIRY DESK) t\_†K mKj cKvi AbmÜv†bi Reve t` qv nq|

09| KvD>Uv†i †Kvb mgm`vi mgvavb mαe bv n†j KZe`i Z e`e` vc†Ki mv†\_ thvMv†hvM K†i Zvr¶ w bK mgvavb Ki v nq|

10| tmev msµ vš-†Kvb Awf †hvM/ci vg†kŕ Rb` Awf †hvM ev. msi w¶ Z Av†Q|

11| mve¶ wYK hvĪ x†mev wbwðZ Ki vi j †¶ `e` jwZK †Rbv†i Ui e`e` v Av†Q|

### **CITIZENS' CHARTER**

#### Gqvi †cvU©mwwf¶mm

1| mKj mαšvw bZ hĪ x†K mgvbf v†e tmev cŕ vb Ki v n†e|

2| D†ovRvnrR fvi mvg`Zv Ges Av†M G†j Av†M cv†eb wf wĒ†Z Avmb e>Ub Ki v n†e|

3| th mg` - hvĪ x†` i we†kl mnvqZv c†qvRb Ggb hvĪ xi v tm mnvqZv cv†eb (thgb-ûBj †Pqvi , e`w³ MZ mnvqZv)|

04| Kbdvg¶ Avmb wU†KUavi x hvĪ xi v cŕ\_†g tewWŠ KwW©cv†eb|

05| ÷ "vÜevB Avmb wU†KUavi x hÎ xi v wm†Ui cŰc"Zv Ges Av†M G†j Av†M cv†eb wf wË†Z tewwWŠ KvW©cv†eb|

06| mα\$vwbZ hvÎ xMY ågb Kv m Abhvqx †PKW& e"v†MR enb Ki †Z cvi †eb| Z †e cŰZwU e"v†M†Ri m†eP I Rb 30 †KwR Gi g†a" n†Z n†e|

07| mα\$vwbZ hvÎ x†` i c†Z"†K gvÎ GKwU K†i nvZ e"vM mv†\_ K†i enb Ki †Z cvi †eb, hvi I Rb 7 †KwR Ges AvKvi 22 X 14 X 9 BwÂ-Gi g†a" n†Z n†e|

08| wba@wi Z nv†i A\_©cŰ vb K†i AwZwi ³ gvj enb Ki †Z cvi †eb Ges Zvi Rb" i wk` †` qv n†e|

09| AwZwi ³ gvj vgv†j i Pv†R© Zwj Kv Pwnev gvÎ cŰ kb Ki v n†e|

10| AvMgbx hvÎ xi v e"v†MR Gwi qvq †cŰQv†bvi 30 wgvb†Ui g†a" wbR wbR e"v†MR/gvj gvj msMh Ki †Z cvi †eb|

11| Avgv†` i †mev mg†Ü Avcbvi †Kvb Awf †hvM \_vK†j 01199852790 A\_ev 8911330 bα†i †dv†b Rvbv†j cŰZKvi cv†eb|

**CITIZENS' CHARTER**

d vBU m w w f @ n Dc - w e f v M

01| †Kweb μ vMY Avcbv†` i †mevq w b † q w R Z |

02| Amj` ' teva Ki †j †Kweb μ †` i †K Rvbvb|

03| wk'i /ev" Pv†` i Rb" ` p c†qvRb n†j KZ e"i Z †Kweb μ †` i †K ej b|

04| †Kweb μ †` i †K AwMg Rvbv†j Mš e"†j ũBj †Pqvi cv†eb|

05| wbi vcËv RwbZ Kvi †b wba@wi Z mg†q Lv` " Ges cvbxq cwi †ewkZ n†e|

06| Ri "i x Ae` vq †Kweb μ y Avcbv†` i wbi vc` wbMg†bi e"e` v Ki †e|

07| d vBU Pj vKv†j Avcbv†` i †mev/wbi vcËgj K w e l q †Kweb μ † †Nv bvi gva"†g Rvbv†e|

08| hvÎ vKvj xb Amj eavi K\_v KZ e†† i bR†i Avb†j Zv mgvav†b †Kweb μ †` †Pó n†e|

09| c†qvR†b Kj -evUb Pv†eb Ges Ri "i x Ae` v e" w Z Z th †Kvb mg†q d vBU Stewardess Dc w` Z n†q Avcbv†K m v n v h" Ki †e|

## CITIZENS' CHARTER

wegvb dVBU K`vUvwi s tm>Uvi (weGdwmwm)

- 1 | AvšRwZK gvb` Ū Abhvqx Lv` `` e` Drcv` b Ki v nq|
- 2 | gvbmxúbeKvPvgvj Øvi v mg` -Lv` `` e` cŕ Z Ki v nq|
- 3 | mg` -KvPvgvj ` ŕ` ' mšZ f v te ci xwŕ Z |
- 4 | Rxevbpgß Zvcgvĭ vq hšçvZx I Lv` `` e` msi ŕ Y Ki v nq|
- 05 | Lv` `` Drcv` b I weZi tY wbtqvWRZ Kgŕ i msi ŕ Y Ki v nq|
- 06 | cŕek w bq wšZ Gj vKvq ` kŕv\_ŕ i cŕekvaxKvi wbwł x |
- 07 | mKj Lv` `` Drcv` b cŕµ qv w bq wšZ Zvcgvĭ vq mšúbeKi v nq|
- 08 | mšúYŕ ŕ bŕhvM` I nvj vj Lv` `` cwi tek b Ki v nq|
- 09 | mg` -ti KWŕ msi ŕ Y Ki v nq Ges mswkŕ e`w³ MŕYi cwi ` kŕ/chŕeŕ tbi Rb` Zv Dbŕ |

## CITIZENS' CHARTER

evsj vŕ` k Gqvi j vBY cŕk ŕ Y tK>` a

- mgŕqvcŕhvMx cŕk ŕ Y cŕ vb Ki v nte|
- h\_vmgŕq cŕk ŕ KMY Kvŕm \_vKŕeb|
- DbZ cwi tek I cŕk ŕ b mvgMŕi gva`tg cŕk ŕ b cŕ vb Ki v nte|
- `Q cŕµ qvq ci xŕ v MŕY Ki v nte|
- h\_vh\_ mb` cŕ vb Ki v nte|
- ci xŕ vi 15 w` tbi gŕa` dj vdj cŕ vb Ki v nte|
- ci xŕ vi dj vdj Ges cŕk ŕ b ti KŕWŕn mswkŕ mKŕ i Rb` cŕ kŕhvM`|
- cŕk ŕ b Mntb Avcbvi wewbŕqvM dj cŕm-nte|