



সেবা প্রদান নির্দেশিকা (Service Providing Guideline)



সেবা প্রদান নির্দেশিকা | টেলিভিশন ও রেডিও কর্পোরেশন লিমিটেড
MYC/RVZSx/সেবা প্রদান নির্দেশিকা
Z_ " gšYvj q

- Rixiq I AvšRZK chiq Pj wPÎ Ges tUij wfkB Abşnb wbgfYi w l tş Mtel Yv Kvhşg MhY Ges D³ ijc Mtel Yij x dj vdj cKik;
- Pj wPÎ Ges tUij wfkB Abşnb wbgfYi w l tş ci v g k R tmer c0vb;
- Pj wPÎ Ges tUij wfkB Abşnb wbgfYi Dci wtkl Ae`v tbi Rb` tKvb e`w³ tK wtkl mşşbbv c0vb;
- evsj v`k Pj wPÎ I tUij wfkB Bbw÷ wUDU AvBb, 2013-Gi Df`k` ci-YKf` c0qurBxq Ab` tKv tbn Kvhşg MhY;
- AbşnuUrmycwK, MtelK I wKşv`ş` i wPşbc0µqvri aviK wntmte ōevsj v`k Pj wPÎ I tUij wfkB Bbw÷ wUDU cwÎ Kv ōbqvZfite cKik Kiv| Df`k`, wemwUAvB-Gi cwÎ KwU m=c0Z BDf t`v-i` şKwZ. ARşbi gva`tg ISSN bva`fi (ISSN-24156639) c0B n tş t0|

□ c0kumbK/mşMvibK Kivşgv:

- gvbbxq c0vbgşş tkL nvmvbi HKwşK AvM0ni dşj B 2013 mv t j i 1 b t f ş f c0Z w0Z nq evsj v`k Pj wPÎ I tUij wfkB Bbw÷ wUDU (wemwUAvB) | bem0 GB Bbw÷ wUDU cwÎ Pj v bvi Rb` Rbc0kumb I A_`gşşşj tş Abşgvw` Z mşMvibK Kivşgv Abşvqx, 34wU c t` i weci ş Z 87 wU Rbetj i Abşgv`b cvl qv tM t0|
- Zte, bem0 G c0Z0vbiU mshş, Pşş, `wbK gRşj BZ`w` wfiwE tş K gRZşK gPvix wbhşş i gva`tg mşwşB cwim t i Gi Kvhşg cwÎ Pj v bvi K i t0|

□ tmev c0v tbi tşşİ mgn:

- Pj wPÎ wbgfYi I tUij wfkB Abşnb c0hvRbv w l tş `f I `xN`şgqv` wewfbac0kşşY tKv t m`f wZ`
- c0kşşK wntmte AskMhY
- wemwUAvB c0kvbvi Rb` t j Lv MhY
- Z_` c0vb
- c0kşşY tKv t m`Av t qv Rb w l qK Z_` I thvM t h v M
- Pj gv b tKv m f g t ni Z_` I thvM t h v M
- MşşMvi e`enit i i mşşav
- tUōvi I Avw`R tmev c0vb
- c0kşşY hşşwZ w l qK tmev
- c0kvbvi
- µq-wµq
- cwienb mşşav
- Avd t mi e`enit wRw b m c Î I Ab`v b` mşşav
- Avw`R w l qw`
- Qşş

□ tmev c0v tbi c x w Z ev tKşşj:

- c0kşşY tKv t m`f wZ` mşşµv ş İ Z_` I thvM t h v t Mi Rb` tmev c0v tbi c x w Z B-tgBj, t d i b j v c, m i v m i thvM t h v M, cwÎ Kv, wUw f P v t b j I m i g v w R K thvM t h v M g v a ` t g K i v n q |
- c0kşşK wntmte AskMhY i mşşv t Mi Rb` B-tgBj m d U K w c ev m i v m i thvM t h v t Mi g v a ` t g n v W R w c tmev c0v tbi c x w Z wntmte e`eüZ nq|
- wemwUAvB-Gi c0kvbvi t j Lv Mh t Y i Rb` B-tgBj, t d i b j v c, m i v m i thvM t h v M, m i g v w R K thvM t h v M g v a ` g e`eüZ nq|
- Z_` AvwKvi wewagj v, 2009-Gi 8 aviv Abşvqx Z_` c0v tbi Rb` w b a w i Z d i t g, m v ` v K v M t R ev tşşİ g t Z, B t j ş w b K w g w w q v ev B-tgBj e`enit w

Zte, GRS tdlvKij c tqU KgRZPibw 0 mgta A_ 10 Kvh e fmi gta mgvavb w fZ e _ 9nj cãvb ubefixi `Bti thvMthvM Ki tZ cri teb:

Rbve tgv t gbRjai ingvb

AwZwi 3 miPe

I

cãvb ubefixi (AwZwi 3 `wqZj)

tdiv: 55079442, B-tgBj : manzurur@gmail.com

Dtj L , Gtjtjt AwfthvM ub`uwiEi mgqmvgv 10 Kvh em |

GKbRti bulmi K tmev Kvhg ibt` RKv

MYcRvZšy ejsj vt` k mi Kvi
 ejsj vt` k Pj wPÎ I tUuj wFkb Bbiv= uDU

uuljtRbm PuU

1. wFkb I wgb

wFkb (Vision):

Pj wPÎ I tUuj wFkb Abgib wbgfY ` 9 I thvM` wbgfZv Ges Kj vKkj x miw |

wgb (Mission):

Pj wPÎ I tUuj wFkb Abgib wbgfY w l t q w w w w I Kwimwi cãkY cãvbm GZ` msikw w l t q Aa`qb, Mtel Yigj-K KgRvD I cãkvbri gva`tg Pj wPÎ I tUuj wFkbi Rb` thvM` I ` 9 wbgfZv Ges Kj vKkj x miw. Kiv |

2. tmev cãvb cãkãz

2.1. bulmi K tmev

| µg | tmevi bvg | tmev cãvb cãwz | cãkRbq KwMRcÎ Ges cãb`vb | tmevi gj` Ges cwi`kva cãwz | tmev cãvbi mgqmvgv | `wqZcãB KgRZP (bvg, c`ie, tdiv I B-tgBj) |
|-----|---|---|---|-----------------------------------|--------------------|--|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 1. | cãkYIY tKvãm® fuz® mspvšl Z` I thvMthvM | B-tgBj , tdivbj vc, mi mwi thvMthvM, cwi`Kv, uJwF P`v`tbj I mvgwRK thvMthvM gva`g | cãkRZ wãvctb PwvZ KwMR cÎw` cãb`vb: msikw cwi`Kv, I tgemvBU Ges Dc-cwi Pj K (cãkYIY) -Gi Awdm | cwi`Kvq cãkRZ wãvctb cãE Z`vbjvqx | 1-3 Kvh em | Rbve tgv: gviãd bvl qvR Dc-cwi Pj K (cãkYIY) tdiv: 55079451 B-tgBj : nawaznime@yahoo.com |
| 2. | cãkYIK wntmte AskMhY | B-tgBjt mDUKic ev mi mwi thvMthvMi gva`tg nW`Kic | Rieb eFvš Ges mKj wãkYvMZ thvM`Zv I AwfãZvi mZ`wqZ mb` cÎ | cãhvr` bq | 30 Kvh em | Rbve tgv: gviãd bvl qvR Dc-cwi Pj K (cãkYIY) tdiv: 55079451 B-tgBj : nawaznime@yahoo.com |
| 3. | cãkvbri Rb` tj Lv MhY | B-tgBj , tdivbj vc, mi mwi thvMthvM, mvgwRK thvMthvM gva`g | tj Lv wbeU, msikw One, mswjB Rieb eFvš-Gi mDUKic I nW`Kic | cãhvr` bq | 90 Kvh em | Rbve Zwi K tgvw`š mnKvix cwi Pj K (tiwRt`kb I cãkYIY) tdiv: 55079442 B-tgBj : tariq_august@yahoo.com |

| μg | tmevi big | tmev c0vb c×iZ | c0qvRbix KUMRCĪ Ges c0B-ib | tmevi gj: Ges cwiġkva c×iZ | tmev c0vbi mgqmigv | `vqZc0B KgRZP (big, c`ie, tclvb I B-tgBj) |
|-----|-------------------------------|------------------|--|-------------------------------|--------------------------|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| 8. | c0kġY hšcwiZ ielqK tmev | mivmwi thvMvthvM | ıbañi Z dig, ıbeÜb eB | ıbevgġj " | 3-7 KvñP em | Rbve tgv: gviæd bvl qvR Dc-cwi Pvj K (c0kġY) tclvb: tclvb: 55079451 B-tgBj : nawaznimc@yahoo.com |
| 9. | c0kvkbr ıq-ıeıq | mivmwi thvMvthvM | c0B-ib: ıewmıUAvB cwiġ Kvi cwi ġekK: c`ıncıvm, AvıRR mşvi gvġK0, kvnevıM, XıKvı cıvK mgvġek, AvıRR mşvi gvġK0, kvnevıM, XıKvı | ıbañi Z nıġi | 1-3 ı`b | ıgR gvġj v Lıvg M0SıMıı mnKvıı B-tgBj : munjelabcti09@gmail.com tclvb: 55079451 |

2.3 Avl Zıvab AvıBi/ Bi/ms`v KZR.c0E tmev

3) AvıthvM e`e`ıcbv c×iZ (GRS)

| μg | KLb thvMvthvM Kiġeb | thvMvthvM ıvKubv | ıb0ııEı mgqmıgv |
|----|---|--|-----------------|
| 1 | `vıqZı c0B KgRZP mgıavb ı`tZ e`_ġıġj | GRS tclvıj cıqU KgRZP big I c`ie: Rbve tgv: Avıı dġ Bmj ıg cwi Pvj K tclvb: 55079442 B-tgBj : arif_btnews@yahoo.com I ġe tclvıġ : c0Z0ıvıbi I ġe tclvıġı i ıj ¼ | 10 KvñP em |
| 2 | GRS tclvıj cıqU KgRZPıvıı`0 mgıq mgıavb ı`tZ e`_ġıġj | Rbve tgvı gbRıııı ıngıv AvıZıı ³ mıPe I c0ıvı ıbeıııı (AvıZıı ³ `vıqZı) tclvb: 55079442 B-tgBj : manzururr@gmail.com | 10 KvñP em |

4) Avıbvı KvtQ Avıġ` i c0`ıkv

| μg | c0Zk0Z/KurıyZ tmev c0Bi jıġı Kıvıq |
|----|--|
| 1 | ıbañi Z di ġg m=ıYııte cı-YKZ.Aıte`b Rgv c0vb |
| 2 | mıvK gıvı ġg c0qvRbıq ıd (c0ıvıR`ıġııı) cwi ġkva Kıv |
| 3 | mıvııııZı Rb`ıbañi Z mgıqı cıeB Dcıı`Z_ıKvı |

□ Bbw=UDtUi cwiPvj bv I cKvmb:

- Bbw=UDtUi cwiPvj bv I cKvmbK KihPig 22 m`m` weikó GKIU Mfubsew KZR. Abtgv`tbi gva`tg cwiPvj Z ntq`vK/

MfubsewLi m`m`MtYi bvtgi Zuj Kv:

| µg | m`m`Z m`m`i bvg I wKvb | C`IE |
|-----------|---|-------------|
| 1 | Rbve gi ZRv Avng` miPe Z` gšYj q, ejsj vt`k miPej q, XvKv/ | tPqvi g`vb |
| 2 | Rbve tgv: gbRjæi ingvb AwZwi`3 miPe (cKvmb I Pj w`PÎ) Z` gšYj q, ejsj vt`k miPej q, XvKv/ | m`m` |
| 3 | Rbve Gm. Gg. nviab Ai i kx` gnvcwi Pj K ejsj vt`k tUuj w`fkb, ivgcjv, XvKv/ | m`m` |
| 4 | Rbve G. we. Gg. Ave`jy dviEvn hM-miPe (Dbqab AwakLv) RbcKvmb gšYj q, ejsj vt`k miPej q, XvKv/ | m`m` |
| 5 | Rbve tgv: tiRvDj Avnmvb hM-miPe A` gšYj q, ejsj vt`k miPej q, XvKv/ | m`m` |
| 6 | Rbve tgv: gumDi ingvb AwZwi`3 miPe ms`wZ weIqK gšYj q, ejsj vt`k miPej q, XvKv/ | m`m` |
| 7 | Rbve G. tK. Gg. Rvki tnvmb f,Tv AwZwi`3 miPe wKjv gšYj q, ejsj vt`k miPej q, XvKv/ | m`m` |
| 8 | Rbve tgv: iwKjYvngvb gnvcwi Pj K RvZiq MYgva`g Bbw=UDU | m`m` |
| 9 | Rbve kPw`abv_ nvj`vi gnvcwi Pj K ejsj vt`k wdj`AvKwBF, XvKv | m`m` |
| 10 | Rbve Zcb Kgvi tNvl e`e`vcbv cwi Pj K ejsj vt`k Pj w`PÎ Dbqab Ktc`ikb tZRMu, XvKv/ | m`m` |
| 11 | Rbve tgv: BmZivK tnvmb gnvcwi Pj K Pj w`PÎ I cKvkbv Aw`Bi, 112 mwwKw nvdR t`iW, XvKv/ | m`m` |
| 12 | W. G. tR. Gg. kiwdJ Avj g fBqv tPqvi g`vb tUuj w`fkb I Pj w`PÎ wefvM, XvKv wekte`vj q/ | m`m` |
| 13 | Rbve tgv: tK`jy Bmj vg Pj w`PÎ e`w`3Zj GcvUfgU-3/w, emw bs-45, tiw bs-4/G, avbgwU-1205, XvKv | m`m` |

| μg | m³Sub m⁻³ i big I wKubv | C`IE |
|-----------|--|--------------------------------------|
| 14 | Rbve gumndw ^l b kv ^t Ki Pj w ^r P ^t cwi Pj K B÷vY ^c v ^t j m, d ^v U-4/701, 21 w ^t x ^k j ^x t ^j b, XvKv | m`m ^o |
| 15 | Rbve Avāy i v ³ 4vK Pj w ^r P ^t Awf ^t bZv j ² xKÄ, emo-5, ti vW-36, j kvb-2, XvKv-1212 | m`m ^o |
| 16 | Rbve gvg ^g y i kv ^o bvU ^o Kvi, Awf ^t bZv I w ^t Ā`RK 97,moK 9/G, avbgw ^o , XvKv-1209 | m`m ^o |
| 17 | mq ^o n ^o wvb Bvgg Awf ^t bZv, Pj w ^r P ^t wbg ^t Zv I c ^o hvRK d ^v U#7-G/w ^e , mvC ^o v M ^t W ^o , 86 eo gMevRvi, XvKv | m`m ^o |
| 18 | Rbve bw ^o mi Dw ^l b BDm ^o gl ev ^r P. mvs ^o wZK e ^o w ³ Zj 11/1-L, c ^o jv ^o c ^o eb j vBb, XvKv | m`m ^o |
| 19 | wgR m ^o Y ^o gy ^o lv Awf ^t b ^o Āx n ^o DR-3, d ^v U- 3 I 4, ti vW-3/G, tm±i-5, DĒiv, XvKv | m`m ^o |
| 20 | wgR K ^o v ^o wi b gvm ^o y Pj w ^r P ^t w ^o t ^o kI A 152 w ^o Rv ^o t ^o KvU ^o , d ^v U-w ^o /2, gw ^o Yc ^o j ^o cvov, XvKv | m`m ^o |
| 21 | wgR m ^o wgqv Rvgvb w ^o wk ^o m ^o ise ^o w ^o K I Pj w ^r P ^t wbg ^t Zv w ^o BI G ^o U G ^o w ^o Ui 71 t ^o Uwj w ^o fkb, 57 mvi I qv ^o x ^o G ^o w ^o f ^o vbD, ewi avi v, XvKv | m`m ^o |
| 22 | Rbve tgv ^o gbR ^o j ^o ai i ngvb AwZ ^o wi ³ m ^o wPe I c ^o āvb w ^o be ^o f ^o x (AwZ ^o wi ³ w ^o qZj) e ^o v ^o s ^o j v ^o t ^o k Pj w ^r P ^t I t ^o Uwj w ^o fkbBbw÷w ^o UDU, XvKv | m`m ^o -m ^o wPe |

□ cĕkŕŕY tKum©wi Pvj bv:

- Bbw÷=UDU-Gi cĕkŕŕY cĕvb m=úwKŒ wclqvej Z`viwK, cvV` wclq wbeŕPb Ges GZ` wcltq cĕqRbxq ciwgk©I mrvqZv cĕvŕbi Rb` 11 m`m` wewkó GKúU GKvŕWwqK KvDwYj iŕtqŕQ|

tKum©wi Pvj bv Kugúli m`m`MŕYi bŕŕgi Zwj Kv:

| µg | m`ŕm`i bŕg/c`w I w/Kubv | `wqZj |
|-----------|---|--------------|
| 01 | Rbve tgv: gbRjæi ingvb AwZwi ³ -mŕPe (cĕkŕmb I Pj wŕPŦ), Z_` gŕŕy/vj q, evsj vŕ`k mŕPevj q, XvKv I cĕvb wbeŕŕx (AwZwi ³ `wqZj), evsj vŕ`k Pj wŕPŦ I tUwj wŕfkb Bbw÷=UDU, XvKv | mŕvciZ |
| 02 | `mq` nvmib Bgvg AwŕŕbZv, Pj wŕPŦ wbgŕZv I cĕhvRK Ges m`m`, Mŕfubŕ©ewW, evsj vŕ`k Pj wŕPŦ I tUwj wŕfkb Bbw÷=UDU, XvKv | m`m` |
| 03 | Rbve bŕmi Dwi`b BDmgl er`P. mŕs`wZK e`w ³ Zj Ges m`m`, Mŕfubŕ©ewW, evsj vŕ`k Pj wŕPŦ I tUwj wŕfkb Bbw÷=UDU | m`m` |
| 04 | Rbve tgv iŕk`j Bmj vg Pj wŕPŦ e`w ³ Zj Ges m`m`, Mŕfubŕ©ewW, evsj vŕ`k Pj wŕPŦ I tUwj wŕfkb Bbw÷=UDU | m`m` |
| 05 | Rbve gvgŕy i kv` bvU`Kvi, AwŕŕbZv I wbt`RK Ges m`m`, Mŕfubŕ©ewW, evsj vŕ`k Pj wŕPŦ I tUwj wŕfkb Bbw÷=UDU | m`m` |
| 06 | Rbve gwmdwi`b kvŕKi Pj wŕPŦ cwi Pj K I wŕŕŕK Ges m`m`, Mŕfubŕ©ewW, evsj vŕ`k Pj wŕPŦ I tUwj wŕfkb Bbw÷=UDU | m`m` |
| 07 | Rbve g. nwg` tKum©wi Pj K 3q tUwj wŕfkb Abŕvb cĕhvRbv cĕkŕyY (wŕŕcŕgv) tKum©wewmŕUAvB, XvKv | m`m` |
| 08 | Rbve gvbRvŕi nvmib gŕv` tKum©wi Pj K, 2q Pj wŕPŦ wbgŕY cĕkŕyY (wŕŕŕKvEi wŕŕcŕgv) tKum©wewmŕUAvB, XvKv | m`m` |
| 09 | wqR kvnbŕR bimiwb tKum©wi Pj K 3q Pj wŕPŦ wbgŕY cĕkŕyY (wŕŕŕKvEi wŕŕcŕgv) tKum©wewmŕUAvB, XvKv | m`m` |
| 10 | Rbve tgv: Awŕi dj Bmj vg cwi Pj K evsj vŕ`k Pj wŕPŦ I tUwj wŕfkb Bbw÷=UDU, XvKv | m`m` |
| 11 | Rbve tgv: gviad bvl qvR Dc-cwi Pj K (cĕkŕyY) evsj vŕ`k Pj wŕPŦ I tUwj wŕfkb Bbw÷=UDU, XvKv | m`m`-mŕPe |

▣ veimUAvB-Gi cĶvkbmgn:

- 0Pj wPĤ Aa"qb I cĶkŃY0 kxI Ŕ cv"cyĶ
- 0ms" wZK AMbivĤ vq beZi ½0 veimUAvB-i cĶZ0v Ges KvhŃg m"uukŒ cĶvĶv
- evsj vĥ`k Pj wPĤ I tUvj wFkb Bbw÷ uUDU cĶĤ Kv (1g msL"v)
- evsj vĥ`k Pj wPĤ I tUvj wFkb Bbw÷ uUDU cĶĤ Kv (2q msL"v)
- evsj vĥ`k Pj wPĤ I tUvj wFkb Bbw÷ uUDU cĶĤ Kv (3q msL"v)
- evsj vĥ`k Pj wPĤ I tUvj wFkb Bbw÷ uUDU cĶĤ Kv (4_9msL"v)
- Bbw÷ uUDvUi cĶZ0v ewl Ŕx Dcj tŃŃ 2uU "Ńi wYKv
- 02q Pj wPĤ I tUvj wFkb AvFbq wEl qK cĶkŃY tKvm0 wEl qK ekĵj U