

5I` RD UHZFT JIH S5GL , LDL8D4 ZFHSNB

ZO:80"Vh0 S151ZB V110; 4

α 5I` RD UHZFT IJH ; DJF ; NGα
, 1DLGUZ4 GFGF DJF D]. G Z1D4 ZFHSNBv#&___\$

CIN : U40102GJ2003SGC042908

OMG GP s_Z(!fvZ#(_\$Z54Z#(_\$Z*
0S; GP s_Z(!fvZ#**5! (

JJA ; F. 80 www.pgvcl.com

DFICTL VIWSFZ VIWIG I DvZ__5

5S6vZ

DFICTL VIWSFZ VG[HFCZ ; TFD0/MGL HJFANFZLVM

SFI NFG L S, Dv\$s! fsBf

VTUT ! * DNFMGL DFICTL

s5M/V\$8LJ OL:S, MhZf

DhI M<; s! YL ! *f

; 1FD VIWSFZLzL äFZF 5pfi6T SZ,

sVMJ08vZ_! & VITT GL I:YITV[T{FZ SZ,

5M/V\$8LJ OL:S, MhZ}

VG\$PI6SF

VGPGP	IJUT sS, Dv\$S! fsBf	5FGF GAZ
!	; \YFGL IJUTM SFI F VG[OZHF]	#
Z	VIWSFZLVMVG[SDRFZLVINGL ; 2F VG[OZHN	&
#	IG6I , [FGL 5]SIF TPH IGI +6 VG[HJFANFZL DF8GL jI J:YF)
\$; \YFGL SFDULZL ; AIWT GLITvIGI DMS; ZSFZGL IJIJW IMHGFVM	!_
5	SFI "SZJF DF8GF IGI DM/IJGLI DMA ; RGFVM IGI D; UCMTYF NOTZM	!!
&	; :YFGF IJIJW SIFFGF N:TFJHMG 5+S	!Z
*	HFCZ HGTFGF 5ZFDX"\$ZFZ IGI T 30TZ DF8GL jI J:YFGL IJUTM	!#
(; \YF \$ZFZ ZRFI [, [AND 5IZOFN4; IDIT VG[Vgl ; \YFVM]5+S	!\$
)	VIWSFZLVMTYF SDRFZLVINGL DFICTL 5]:TSF	!5
!_	IJIGI MJDF HFUJF. SIF" 5DF6[J/TZGL 5MWIT ; ICT TGF NZ\$ VIWSFZLVMVG[SDRFZLVINGL D/TF DF; S J/TZ	!*
!!	; \YFG[OF/J, VMFH5+4 TDFD IMHGFVMGM ; JRT BR" VG[SZ, R\$J6L VUGL IJUTM	!(
!Z	; CFI SL SFI SPN	!)
!#	; \YF äZF V F5JFDFVFEJ, ZFCTM 5ZDL8 S[VIWSIT	Z_
!\$	IJHF6]-5[p5, aW DFICTL	Z!
!5	GFUZLSMG[DFICTL D/L ZC[V[CIT]L ZLOLU ~D S[, FI AZLGL jI J:YF CM TM T[VUUGL DFICTL TPH T[VUUGL Vgl IJUTM	ZZ
!&	; :YFGF V[, 8 VIWSFZLq HFCZ DFICTL VIWSFZLq DNGLX HFCZ DFICTL VIWSFZLGL DFICTLP	Z#
!*	; :YFGL Vgl p5I MUL DFICTL	Z\$

DhIM<; v! sIGID; Uçv! f

; \YFGL IJUTM SFI MVG[OZHFI

GFD 0 5I` RD UHZFT JLH S5GL , LD18P4ZFHSMB
; ZGFD] 0 ZÒ:80"Vh0 SM5MZB VMO; 4
 cc5I` RD UHZFT IJH ; UF ; NGcc4
 GFGF DJF D[G ZM04 , 1DLGUZ ZFHSMBv#&___\$

JA; F. 8: www.pgvcl.com.

; 5S"GP)! vZ(! vZ#(_\$Z5vZ* s. 5LALV\$; fP
0\$; GP)! vZ(! vZ#(_\$Z(

ami\$-Av'm.

""svitkm s[vi Yk) gihkn[stip""

IËy.

Ap&i_mk dr[(vAvsn)y thj gNvtisBr v)j p&vqi[p&i[piDvi[(vtrN KiT
 vAv)k GiFN[s& GTiDv).

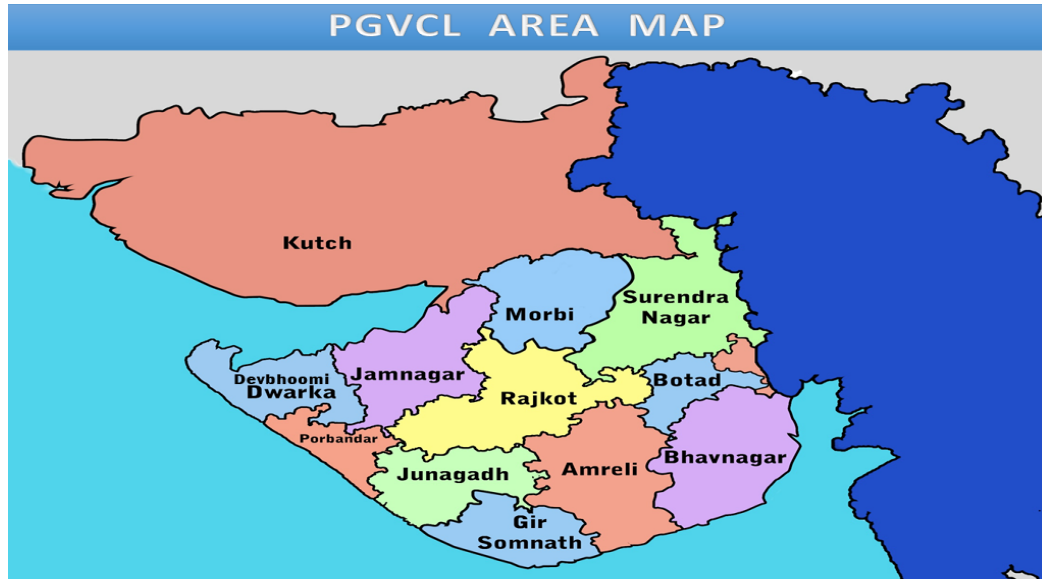
mLB& mËy.

- gihkni[stip.
- shBig) kiy<sAk{t.
- sAYi miT[Av_v an[s°min ~ðqti.
- n{tk an[simiJk j vibdir) p\y[sBinti.
- ~ðqti.

CITb

; 1FD TYF 5M0F61FD ; , FDT VG[IJ` ; GLI JLH HyYM 5ZM 5F0JM
 UËJTFIËT TYF VIJZT pHF" 5ZL 5F0JLP ; 5Ë" SFI 1FD UFCS ; UFVMA
 UËJTFIËT ; RF, G JO[pt5FNG J1wW SZJL4 SFDULZL TYF GF6FSLI ; FwGM
 äFZF ISDTDFW8FOMSZJMP

; \YFG\SF! 1F+ov



; \YFGL ZRGfo

UHZFT IJn]T ANDGF 5G0U9GGF EFU~5[5I` RD UHZFT JLH S5GL , LPGL TFP! 5P! _PZ__# GF ZMH S5GL VIWIGI Dv!)5& C9/ 5a, IS , LDL8P S5GL TZLS[JLH JLTZ6 1F+ ZRGF SZJFDF\VFJ], KP TFP_! P_\$PZ__5 YL ; \YFV[5J"UHZFTGF IJ:TFZMDF\; JMT'D ; [F YSL UFCSG[; VMDF VF5JFGF :J%G ; FY[JLH JLTZ6 GL SFDULZL X~VFT SZ], KP

CF, DF 5I` RD UHZFT JLH S5GL , LDL8P C9/ S], ! Z IH<, FVM VFJZL , [FDF\VFJ], KP HGL GFDFJ , L GLR[5PF6[KP

- ZFHSMB
- HFDGUZ
- N[E]D afZSF
- HGFU-
- ULZ ; MDGFY
- 5NZANZ
- EFJGUZ
- DNZAL
- ANBFN
- ; ZbNGUZP
- VDZ], L
- EH

p5ZMST Ö<, FDF\UFCSMG[;]D4z]9 U]6JTF; EZ JLH 5ZJ9M TYF JCLJ8L SFDULZL ; Z/ Y. XS[T[C[T]; Z S], !! JTY SRZL DFIJEFÖT SZJFDF\VFJ], KP

; \YFGF SFI MVG[OZHIF

- JLH UfCSMG[JLH 5ZJ9M5ZTF NAF6YL D/L ZC[T[VUJGL jI J:YF SZJLP
- GJF IJH HFDF6MG[IGI T ; DI DFD/L ZC[T[VUJG]VFI MHG SZJ]
- JLH UfCSMGL OZLI FNMGMIGI T ; DI DFI GSF, YFI T[VUJGL jI J:YF SZJLP
- JLH UfCSMG[IGI IDT JLH IA, VF5L TGL J; } FT SZJLP
- JLH RMZLGF NDF6G[GfTGFAJ SZJF ; DI FTZ[JLH RSLU SZL OLOZGF 8LPVh0 OL, M; W8FOJFP

{1} sb-D)v)znni>kiyifan[frji[t[nni>kiyif hqL aivti tmim (vj gihkih[(nym)t (vj p&vqi[p&ti dbiN Y) mL) rh[t[ag[n] AyvAYi krv).

- nv)n (vj jidiNi[(nyt smy myidimi>mL) rh[t[ag[h&aiyij n krv&
- (vj gihkih) fr)yidi[ni>(nyt smy myidimi>(nkil Yiy t[ag[h] AyvAYi krv).
- (vj cif) ni>dPNn[nAtinib& krvi smyiftr[(vj ck)g kr) f)Drni>T).aP(D) I if GTidvi.
- (vj gihkih[(ny(mt (vj b)I aip) th) vs& it krv).

{2} n)c[pmiN[h] (vgti[h] mi(ht) riKv).

- sbD)v)zn cil &kyin) tir)K.
- tibi hqL ni>til &vir gimih) (vgt {(vj gihkih[siY[tYi f)Dr pmiN} gihkih) s&yi k[gr) pmiN[
- sb-ATSn ni>nim tYi t[miY) n)kLti f)Drihi>nim.
- sb-D)v)znni>tibi hqL ni[(vj p&vqi[p&ti piDti (vAtirni[nkSi[
- sb-D)v)znmi>kim krti>kmeir)aihi>hi[pmiN[T[] fi[h n&er siY[h] mi(ht).
- Iienn& smirkim nv)n Iien uB) krvini[kiPTikT tYi T°sfi[h r)ptni[kiPTikT (vgf[ag[h] mi(ht) riKv).
- Tkn)kl, a[ti%I)SmPT, rlv°y[h[I gti tmim srky& ri[h] fiel kr) riKv).

sb-D)v)znni>kiyifini[nkSi[

{1} sb-D)v)znni[nkSi[

- sb-ATSn an[f)Dri[btivvi.
- uprikt tmim mi(ht) vt& kcf)ai[pi[upl 3/G C[

Dijit<; vZ sIGID; UçvZf

VIWSFZLVMVG[SDRFZLVINGL ; tTF VG[OZHf]

sAYimi>Tkn)kl {ti#)k}, niNik)y tYi minvspdi tYi Kr)d) vgf[bibth) stiaij
 Dll)gSn aif pivr k[j h[biD<Wiri mj & kriyil C[t[mj b drk a(Gkir), IGUIDT, x#)y,
 vt&, lvBig)y tYi p[ri (vBig)y kcf) hAtk kimgr) kr[C[

IGUIDT SRZL

s! f VPDOL VMO; o

- DGÖU OFI ZŞ8Z 0 TDFD IJEFUNGF JOF TYF TDFD GLTL IJQFI S AFATM
- . V[8]VPDOLpGFI A . HGZ 0 8ŞGLS, DFUNXG
- 5LVf; 8]VPDOL 0 DGÖU OLZŞ8ZzLGF VUT DNNGLXGL SFDULZL
- HGLP VF; LP 0 5+ jI JCFZGL VFJGvHFJGGL GMI6L TYF Vgl S, ZLS, SFD

sZf 8ŞGLS, IJEFU ov

- Dbl . HGZ s8Şf 0 8ŞGLS, IJEFUGF JOF TYF JLH IJTZ6 ; L:8DG ; RF, G VG[IGEFJP
- Dbl . HGZ s5MHŞ8f 0 ; :YF CŞ/GF TDFD ; ZSFZL q ALG; ZSFZL 5MHŞ8GL NŞZŞ TYF VD, LSZ6P
- Dbl . HGZsD8LZLI , f 0 BZLN IJEFUGF JOF TYF TŞ[, UTL SFDULZL
- IJXQf Dbl . HGZs8Şf 0
- IJXQf Dbl . HGZs5MHŞ8f 0 ; :YF CŞ/GF TDFD ; ZSFZL q ALG; ZSFZL 5MHŞ8G[, UTL TDFD SFDULZL

s#f BZLN IJEFUo

- VIW1FS . HGZsD8LPf 0 BZLN IJEFUG[, UTL TDFD SFDULZL
- SF1ŞF, S . HGZ 0 VIW1FS . HGZGL IGUZFGI CŞ/ D8ZLI , BZLN 8ŞOZ 5]S] F IJUZ[
- GF1 A . HGZ 0 . g:5ŞXG4 D8LZLI , :8MS HF/J6L JUZ[SF DULZL
- HGLI Z . HGZ 0 8ŞOZ 5]S] F4 TYF VFGDFIUS SFDULZL

s\$F JIHL, g; IJEFU

- VIW1FS . HGZ 0 JIHRMZL V8SFJJL4 JLH RMZL 5S0J4 5FYIDS T5F; IJUZ[SFDULZL
- SF1ŞF, S . HGZ 0 . g:8M, XG RŞLU JLH RMZL 5S0JL TYF TŞ[VFG} FIUS SFDULZL IJUZ[

s5f Z[1], BZL VG[SMD], IJEFU

- ❖ IJXDF DpI . HGZsVFZ V[0] ; Lf
 - ❖ VIWIFS . HGZs VFZPV[0] ; Lf
 - ❖ SFI 5F, S . HGZ
- 0 Z[1], BZL VG[SMD], G[, UTL TDFD SFDULZL
 - 0 IJXDF DpI . HGZsVFZPV[0] ; LfGL IGUFGL C[/ Z[1], BZL VG[SMD], G[, UTL TDFD SFDULZL
 - 0 VIWIFS . HGZsVFZPV[0] ; LfGL IGUFGL C[/ Z[1], BZL VG[SMD], G[, UTL TDFD SFDULZL

s&f ; JL, VG[AFWSFD IJEFU

- ❖ VIWIFS . HGZ
 - ❖ SFI 5F, S . HGZ
- 0 S5GLGF I; IJ, AFWSFDG[, UTF 5M[8G] VD, LSZ6 SFDULZL
 - 0 S5GLGF I; IJ, AFWSFDGL N[BZB] S5GLGF I; JL, A AFWSFDGL DZFD TYF IGEFJG[, UTL SFDULZL

s*f S5GL ; BZL q, LU, IJEFU

- ❖ S5GL ; BZL
 - ❖ SFI 5F, S . HGZ
 - ❖ SFI NF VIWSFZL
- 0 S5GLGF 50TZ , LU, S[M ; DFWGGL SFDULZL4 DFUNXG4 S5GL ; BZLGL[, UTL AFATMIJUZ[
 - 0 S5GL ; BZLGL IGUFGL C[/ , LU, S[M ; DFWGGL SFDULZL4 DFUNXG4 S5GL ; BZLGL[, UTL AFATMIJUZ[
 - 0 1[+I SRZLVMGF SMB" S[MNZBF:TM5Z N[BZB TYF T[VU[GL SFDULZLVM

s(f DFGJ ; 5NF IJEFU

- ❖ DCF 5[AWS sDFGJ ; 5NF
 - ❖ IJXDF DCF5[AWSsDFGJ ; 5NF
 - ❖ GFI A DCF5[AWS
 - ❖ VFMMUS ; AWS VIWSFZL
 - ❖ DCSD VIWSFZL
 - ❖ ; CFI S ; IRJ
- 0 DFGJ ; 5NF IJEFUGF JOF TYF V[RPVFZP 5M, L; GF VD, LSZ6 AFAT[N[BZB TYF DFUNXG GL SFDULZL
 - 0 DCF5[AWSsDFP; fGL IGUFGL C[/ EZTL4 A-TL ; ZSFZL4 ; NE"SDRFZL IJQFI S AFATM TF, LD VFMMUS ; AWMIJUZ[
 - 0 SDRFZLVMGF TDFD NFJFVM U[1]. 8L4 5[; G ZHFVM 5UFZ AFW6L4 ; JF5MYL GMW4 :8FO ; BV5P
 - 0 , LU, TYF SMB" IJQFI S AFATM TYF VFZ8LVF. G[, UTL SFDULZL
 - 0 SDRFLZMVMGF IX:TEU IJQFI S S[M 5a, LSqSM5M[B ; AIWT AFATMGL SFDULZL4ZM8Z4 IJUZ[AFATM
 - 0 S5GLGL IJLJW JCLJ8L SFDULZL HJL S[EZTL4 A-TL4 AN, L4 , LU, TYF SMB" D[BZ4 IX:TEU IJQFI S AFATM TYF :8FO ; BV5GL VFG[FFIUS SFDULZL

s)f OFI Gfg; TYF V[5fpg8 IJEFUo

- ❖ DCF 5[AWS sGF6F VG[IC; FAF
 - ❖ RLO OFI Gfg; DGHZ
 - ❖ Sg8M, Z VMO V[5fpg;
 - ❖ O[1 B[RLO V[5fpg8; VMO; Z
 - ❖ V[5fpg8; VMO; Z4 ; J5P V[5fpg8; 4 O[1 B[; J5P V[5fpg;
- 0 V[5fpg8 4 OFI Gfg; TYF VM08 IJEFUGF JOF
 - 0 S5GLG[, UTF GF6FSLI j ICFZM BZLNL JLH IJTZ6 ZJ[1] VM084 , MGM4 IC; FAMTYF Z[1], BZLqSMD, G[, UTF SFDM
 - 0 5M[8; 4 :S[d; 4 VgI BR? , MG JUZG[, UTL V[5fpg; GL SFDULZL
 - 0 ZLSJZL4 ZJ[1] Al<; 4 BR"TYF VM08 IJUZG[, UTL SFDULZL
 - 0 5[AL, 5F; SZJF IJUZ[NFJFVMGL RSF; 6L OM, MV5 IJUZ[4 NZBF:TMAGFJL TYF VFG[FFIUS SFDULZL

s!_f VF. P8L IJEFUw

- ❖ ; L:8D VGF, L:8 0 S5GLDF SZJDF VFJTL SFDULZLG[W8FOF ; AWIT 5MUF D AGEJJF TYF VF. 8LGL AFATMG[, UTL SFDULZLP
- ❖ 5MUF DZ 0 VF. 8L ; AIWT 5MUF D AGEJJF TYF VFG; FIUS SFDULZL

1ff-LI SRZL

- ❖ m&y ej nř : tmim (vBigihivDi.
- ❖ niyb mhipb&sk {mi.s} : ač.air.v)Bign) tmim kimg)r).
- ❖ niyb m&y h)sibn)S : aķiu°Ts, fiyni°s tYi aiD)T (vBign) kimg)r).
a(Gkir)

vt& kcf).

- ❖ a(Gxk ej nř : vt& kcf)ni>vDi tYi kiy&# hqLn) Tkn)kl , rlv°y& Kc<vh)vT) kimg)r).
- ❖ aķiu°T aif)sr : vt& kcf) hqLn>kiy&#n&r[°y&Kc< b)l)g (vgf[
- ❖ shiyk s(cv : kiy&# hqLn) tmim vh)vT) kimg)r)ai[

IJBigy kcf).

- ❖ kiypil k ej nř 0 lvBig)y kcf)ni>vDi tYi kiy&# hqLn) Tkn)kl , rlv°y& Kc< vh)vT) kimg)r).
- ❖ a(Gxk h)sibn)S. 0 lvBig)y kcf) hqLn>kiy&#n&r[°y& Kc< b)l)g (vgf[
- ❖ niyb a(Gxk {mhkm} : kiy&# hqLn) tmim vh)vT) kimg)r)ai[

pfi lvBig)y kcf).

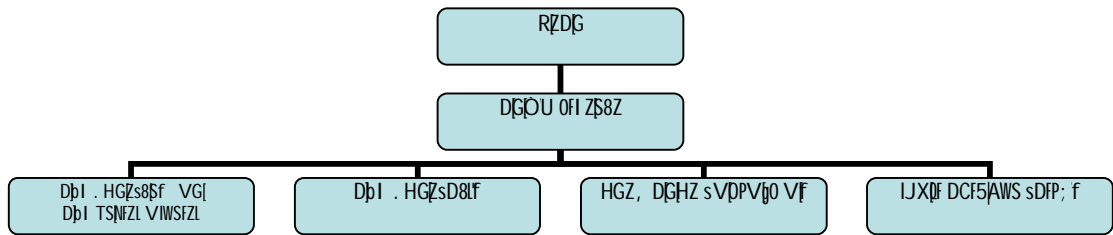
- ❖ niyb ej nř : kiy&# hqLn) Tkn)kl , b)l)g tYi vh)vT) vDi.v)j v)trN s)ATmn&s&eil n an[(nBiv, gihkih) s&)Gi nvi v)j j iDiNi[aipvi.
- ❖ j h)yr ej nř : ač.T)/a[.T) lien tYi D)AT)°s n T°sfi(mn) jiLvN) tYi n)Biv, gihkih) fr)yidih&(nvirN, nvi v)j j iDiNi[aipvi, j h) j h) yij niai[hqL v)j v)trN p'Gt)ni>miLKi vGirin) l ieni[T°sfi(mn uB) krvi.
- ❖ niyb a(Gxk {h)sib} : m)Tr r)D)g, b)l)h) jiLvN), vs&it.
- ❖ s)n)yr ais)AT°T : aķiu°Tsn[l gt) kimg)r), D)skn&Sn, v)gf[
- j h)yr/ s)n) ais)AT°T : kmeir)aih) hij r), pgir, rji, B.Yiai[vgf[kimg)r).
{mhkm}

DpI M<; v# sIGID; UÇv#f

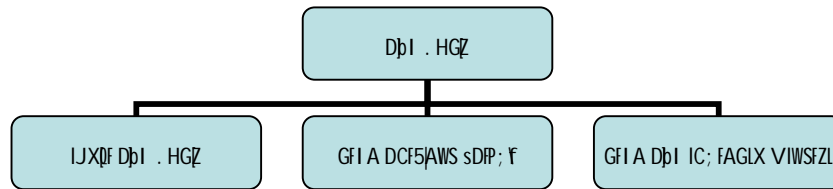
IG6'1 , UFGl 5|S| F TPDH IGI v-6 VG[HJFANFZL DF8GL jI J:YFP

5I`RD UHZFT IJH S5GL , IDL8D TFP_! P_\$PZ__5 YL SFI ZT YI|, KP ; \YFGF C[T]MM I; wW SZJF D8[H]NF H]NF SDRFZLVM ; AWL IG6'1M , UFG DF8[TPDH H[T] VIWSFZLqSDRFZLVMG[HJFANFZL ; M5JF VUJGL GLR[5DF6[G]; \YFSLI DF/B]T] FZ SZJFDFVFEJ, KP

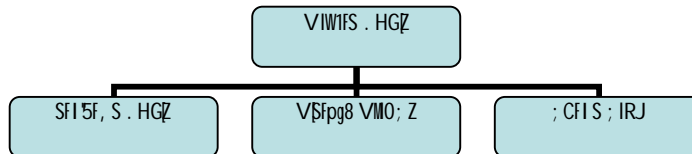
s! f IGUIDT SRZL ov



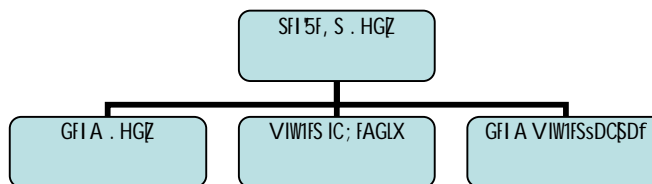
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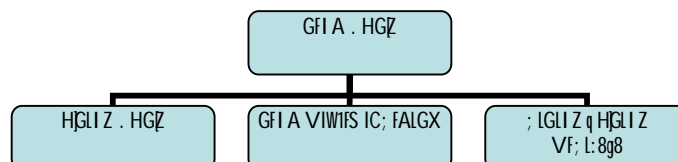
s#f JTY SRZLPov



s\$f IJEFULI SRZL ov



s5f 5Bf IJEFULI SRZLP



DjI N<; v\$ siGID; Uçv\$f

; \yffGL SFDULZL ; AWT GLTL IGI DM ; ZSFZGL IJIJW I MHGFVM ; \YFV[TPDGL JLH IJTZ6GL SFDULLZL ; RF~56[SZ[TYF ; ZSFZGL IJIJW I MHGFVM VgJI[S10F1F[+P WZJ5ZFX 1F[+4JFI6HI 1F[+P VFMMIUS 1F[+ U6JTF ; EZ JLH/L D/L ZC[T[IGI T SZJFG\K[

; \YFGF TDFD VIWSFZLVM\$DRFZLVM T\VMGL SFDULZL tJZLT56[AHFJ[T\JL V5\FF ZFBJFDF\ VFJ[KP

GFDNFZ UHZFT . , §8E; l8L Z\I], BZL SIDXG äZF JLH VIWIGI DvZ__# C9/ DF5NOM {Standard of Performance- (SOP) } GSSL SZFI[, K[H[; \YFGL JA; F. 8 www.pgvcl.com 5Z D\$JFDF\ VFJ[, K[TYF UfCS VIWSFZ 5+ (Consumer Charter) 56 ; \YFGL JA; F. 8 5Z p5, aW KP

DhI N<; v5 sIGID; UÇv5f

kiy<krvi miTthi>(nyimi| (v(nyimi| an[s&niai| (nym sgh tYi dftri|

p&g| rit (vG& biD<Wiri kimg)r) krvi bibtthi>(v(vG (nyimi| (v(nyimi| s&niai| p|ri (vBig)y kcf)a| (v(vG (nyimi| (v(nyimi| s&niai| dftri| vgf| GDvimi>aiv|| . j | sAYia| biD<ni>ti.13.12.2004 ni>qriv kmik 8.9/77 Y) Av)kir|| C| an| t[m| b n)c[m| bni> m&y_v|(nym/(v(nyimi|hqL ai sAYi kimg)r) kr|C|

{1} j nrl ATPD)g aiDk {G.S.O}

(nymik mDL Wiri sAYin) kimg)r) ag|j |(nNyil | |vimi aiv|C| thi aml miT|j nrl ATPD)g aiDk bhir piDvimi>aiv|C|

{2} mPy&Is.{Esta.Manuals}

sAYin) kimg)r) kimg)r)n) (v(vG pk)yi miT|mPy&I s dfri migdS& aipvimi>aiv|| C| t| an&ir (v(vG kimg)r)ai|hiY Grvimi>aiv|C|

{3} p(rp#. {Circulars}

sAYin) kimg)r) kimg)r) sb&t s&niai| Ap0Ttia| migdS& miT|p(rp#i| bhir piDvimi>aiv|C| thi>p&tk Av\$ p|sgh krvimi>aiv|C|
 (v)trN pr)p#i| tYi kihs)y| pr)p#i| ki|k| kcf)a| bhir piDvimi>aiv|C| an| t| tmim x#)y kcf), vt& kcf), (vBig)y kcf), p|ri (vBig)y kcf)a|upl %G rh|C|

{4} niKr)ni>(nyimi|{Service Rules}

sAYini>kmeir)ai|miT|niKr) tYi (SATni>(nyimi|p&tk Av\$ p| bhir piD|| C|

{5} s(vs bk/agt fiel , King) ah|vil i| s(n)yi|T):

sAYini>kmeir)ai|h) s(vs bk, agt fiel i| King) ah|vil i| tYi s(n)yi|T) |)AT sb&t kcf)ai| Wiri riKvimi>aiv|C|

{6} kiPT&T:

sAYi Wiri apiy| (v(vG kiPT&T bibtth) (vgtil sb&t kcf) Kit|riKvimi>aiv|C| s)v|I kimg)r)ni>(SDy& aif r|Ts {S.O.R}, Tkn)kl ApS)f)kSn kiPT&T/TPDrn) j nrl Srti| vgf| bibtthi>dftri| p&tk Av\$ p| riKvimi>aiv|C|

{7} a|kiu°Ts:

sAYi Wiri a|kiu°T mPy&I , a|kiu°Ts ATT|mPT, viucrif rJATri| aiD)T r)pi&S, m|ni|PDM aif aiT)k&S aif a|s|s)aSn vgf| dAtiv|j i|rkiD<(nBivvimi>aiv|C|

DijlM<; v&slGID; UÇv&f

sAYini>(v(vG-kxini>dAtivj ih&p#k.

sAYini>mh_vni>dAtivj ih) yid) n)c[m& b C[

an& nør	dAtivj	dAtivj kihi (ny#Nmi>C[
1	vh)vT) 5IZ5+M j nrI ATPD)g aiDk,aATi%4)SmPT mPy&I s,vh)vT) pr)p#i[ni(kr)ni> (nymi[sv)s bk, a> fiel , s)n)yif)T) yid) vgr[sbl&t y(nTni>vh)vT) (vBig h&L.
2	a&iu°Ts: a&iu°Ts 5IZ5+M a&iu°Ts, rJATri[AT[mPT, viucril aiD)T r)pi[s vgr[sbl&t y(nTni>a&iu°Ts (vBig h&L.
3	T(kn)kl: IJH IJTZ6/ki(mS)yI 5IZ5+MkiPT&T sbl&t rkiDç (SDy& aiF r[Ts, T(kn)kl ApS)f)kSn, Srti[vgr[sbl&t y(nTni>T(kn)kl (vBig h&L.
4	S5GL ; AWT mhi[PDm aiF VF8LS<; , qri vi[I)gl pr)p#i[r)T°sç vgr[køn) sk[Tr)

DhIM<; v*sIGID; UÇv*f

jihf j ntini>primS<dr (nt)-GDtr miTh) ÄyvAYin) (vgti[

sAYii Wiri gihki[h[apiti v]j y(nTni>dr {Tf}f} tYi sGiri[-vGiri[g[rit v]j (nymn
 p[{GERC} Wiri (v(vG sAYini> g[ni>tYi jihf j ntini>p(t(nG)_vn[siBL)n[t[ai[
 siY[primS<kr)n[nkk] krvimi>aiv[C[

Dijin<; v(sIGID; UÇv(f

sAYi dñri rciyİ biD<pr)Pd, s(m(t an[a°y sAYiaih&#k.

sAYini>(nyimk mDL Wiri (n(t(vPyk (nNyil I [vimi>aiv[Cİ sAYini>(nyimk mDLni>sçyiİ
n)c[mİ b Cİ

biD<aif DiyrkTs< -

VG] GP	; e I G]GFD	CMM
1	zL ; İOT U], F8L4 sVF. PVPVİ f	RZDGzL
2	zL VRPVFZP; İFZ sVF. PVPVİ f	DGİOU OFI ZŞ8ZzL
3	zLDTL XFCDLGF Cİ; İG sVF. PVPVİ f	OFI ZŞ8ZzL
4	zL 5P], VRPZF6F	OFI ZŞ8ZzL
5	zL CZLSFİT 5L Nİ; F.	OFI ZŞ8ZzL
6	5İP ALH]JSLİ VF; L:8g8 5İDİ Z	OFI ZŞ8ZzL
7	5İP ONPULZWZ, F, Vİ; P UİİTF	OFI ZŞ8ZzL
8	zL SD, İ 5İP HFUL04 İPVDPsSİDİ, f	OFI ZŞ8ZzL
9	zL ; LPHİ DŞJFG4; İİT ; İRJs8Ş; f	OFI ZŞ8ZzL
10	zL Vİ; PALPb İ F, LI F4OFI ZŞ8ZzL4sOFI Gfg; f	OFI ZŞ8ZzL

ai (nyimk mDL Wiri krvimi>aivt) niş jihİ j nti miT[upl ¾ krvimi>aivt) nY).

Dijl N<; v) sIGID; Učv) f sAYini>a(Gkir)ai[an[kmeir)ai] mi(ht) n)c[m] b C[

an&	nim	hi]i]	fi] n&.
1.	-) ; }T U], F8L4 sVf. PVPVf f	c[mh~).	0281-2380425-27
2	ZL VRPVFZP ; YFZ4 sVf. PVPVf f	m]h]Ug DiyrkTr	0281-2380425-27
3	ZL VDPVPHI MH S]L"	p). a]. T&m]h]Ug DiyrkTr	0281-2380425-27
4	ZL SPVDPEJF	m&y ej n] {T}	0281-2380425-27
5	J]h]8 5M8	m&y ej n] {D8LZLI , }	0281-2380425-27
6	ZL HP VP5FZB	m&y ej n] {5MH]8}	0281-2380425-27
6	-) 5LP; LPV-LIF	(vSP Dbl . HGZs8]f	0281-2380425-27
7	ZL VDPVGPV]hf	(vSP Dbl . HGZ s5MH]8f	0281-2380425-27
8	ZL HPHP URWL	(vSP Dbl . HGZ sVfZPV]OP; f	0281-2380425-27
9	-) a[air.kTiri.	I/c.DCF5]AWSsDFP; f	0281-2380425-27
10	-) a]. a]. B]	k]n) s]k]r)	0281-2380425-27
11	-) k]a]. ml kin	j nrI m]h] r {a]. a]D. a}	0281-2380425-27
12	-) p). j [mj]yi	m&y h)sibn)S a(Gkir)	0281-2380425-27
13	J]h]8 5M8	a(Gxk ej n] {T]n)kI }	0281-2380425-27
14	SPJJP ZL SP HP BFJO]	a(Gxk ej n] {s)v)I }	0281-2380425-27
15	ZL AIPV]GP , FBF6L	a(Gxk ej n] {D8LZLI , f	0281-2380425-27
16	ZL VRPOLP 8FS	a(Gxk ej n] sVfZPV]O ; LPf	0281-2380425-27
17	ZL V]; PJLPA, N]J	SFI 5F, S . HGZs 8]sv! f	0281-2380425-27
18	ZL P5LPV]GP pSF6L	SFI 5F, S . HGZs8]svZf	0281-2380425-27
19	ZL 5LPV]GP jIF;	SFI 5F, S . HGZs8]sv#f	0281-2380425-27
20	ZL VRP5LP ZFJ,	SFI 5F, S . HGZsD8LZLI , f	0281-2380425-27
21	ZL JLP]H[5FZB	SFI 5F, S . HGZsVfZV]O; Lf	0281-2380425-27
22	ZL SPHP 5]HFZF	SFI 5F, S . HGZs5MH]8f	0281-2380425-27
23	ZL P 5LP; LP SF, ZLIF	SFI 5F, S . HGZsV], VDI f	0281-2380425-27
24	ZL 5LPV]GP jIF;	SFI 5F, S . HGZs , LU, f	0281-2380425-27
25	ZL 5LPSP 5F, F	SFI 5F, S . HGZs5MH]8f	0281-2380425-27
26	J]h]8 5M8	SFI 5F, S . HGZ sOPVfZ ;], f	0281-2380425-27
27	ZL V]GP; LP W], F6L	SFI 5F, S . HGZ4 sOLV]; V]D V]O X]D8L ;], f	0281-2380425-27
28	ZL JLPV], P ONAZLIF	SFI 5F, S . HGZs JLO, g; f	0281-2380425-27
29	ZL AIP5L HF]FLP	SFI 5F, S . HGZs 5MH]8f	0281-2380425-27
30	ZL AIPV]GP DFZJF6LIF	SFI 5F, S . HGZs 5MH]8f	0281-2380425-27
31	ZL SP HP BFJO]	SFI 5F, S . HGZs; L]L, f	0281-2380425-27

32	zL VRPVDPDFSO	SFI 5F, S . HGZs Ö. VFZ; lf	0281-2380425-27
33	zL OLPVf; P DCfTF	SFI NF VIWSFZL	0281-2380425-27
34	zL Vf; PJLP ; MGZL	SFI NF VIWSFZL	0281-2380425-27
35	zL OLP8LP HÞJF6L	GFI A DCf5AWSsVF; f	0281-2380425-27
36	-) b).v).riqvi	a)Gig)k sb&k a(Gkir)	0281-2380425-27
37	zL SPSP VMhF	DCSD VIWSFZL sHGZ, f	0281-2380425-27
38	-) air.s).pTl	mhkm a(Gkir) {mi.s}	0281-2380425-27
39	-) D).j I iKiN)	Sltg8M, Z VMD Vsfpg8	0281-2380425-27
40	-) b).a[m.B)mJyiN)	Sltg8M, Z VMD Vsfpg8	0281-2380425-27
41	-) v).a .npiL)	niyb mÿy h)sibn)S a(Gkir)	0281-2380425-27
42	zL SPVDP YFGSL	niyb mÿy h)sibn)S a(Gkir)	0281-2380425-27
43	-) VFZPS{DUL	niyb mÿy h)sibn)S a(Gkir)	0281-2380425-27
44	zLDTL Vf; PVFZ BÞXSJF6L	niyb mÿy h)sibn)S a(Gkir)	0281-2380425-27
45	-) OLP; LP SFSj	; L:8D VGF, L:8	0281-2380425-27

b)) x[ñ)y an[vt& kcf) kcf)ai[ni>m&y j vibdir a(Gkir)aihi>nim.

an&	nim	x[ñ)y tñj vt& kcf) ni>a(Gkir) ni>nim	fiñ n:
1	zL VPÖP TgGFZF6F	I/c mÿy ej n[~), x[ñ)y kcf), Bivngr	0278-2521760- 61-62
2	zLP 5LPVGP VHFSLIF	a(Fxk ej n[~), amrl) vt& kcf).	02792-223836
3	zL VPÖP5ZLB	a(Fxk ej n[~), Bivngr vt& kcf).	0278-2522922,2522142
4	zL 5LPVFZPJIF;	a(Fxk ej n[~), Bg vt& kcf)	02832-258052
5	zLP OLPALP SMDLI FTZ	VIWIFS . HGZzl4 VHFZ JT/ SRZL	02039-282489
6	zL SPÖLP JAWOLIF	a(Fxk ej n[~), bilfid vt& kcf).	02849-256001-2
7	zL HP HPEI	a(Fxk ej n[~), jimngr vt& kcf).	0288-2550301, 2541843
8	zL VDPVDPDMZHSLIF	a(Fxk ej n[~), j ñig0 vt& kcf).	0285-2622167
9	zL VFZPOLP JF/F	a(Fxk ej n[~), mi[b) vt& kcf).	02822-243401
10	zL JLPV, P IGDFJT	a(Fxk ej n[~), pi[bdr vt& kcf).	0286-2240947
11	zL VGPOLP WFD, LIF	a(Fxk ej n[~), rij kiT {giAy}, vt& kcf).	0281-2370561-67
12	zL VRP5LPSMDFZL	a(Fxk ej n[~), rij kiT {Shf}, vt& kcf).	0281-2365910-12
13	zL HPVDP ZF9MD	a(Fxk ej n[~), stfðhgr vt& kcf).	02752-223450,238791

DjIM<; v! _sIGID; Učv! _f

IJIGINDA jigvie kyiphiN(vLtrn) 5wWIT sh)t thi>drk a(Gkir)aii an(kmeir)aii[mLti DFI; S vLtr.

sAYini>VFXZ[12874 a(Gkir)aii tYi kmeir)aii Wiri mLvvimi>aivt&DFI; S mhhtiN&
mi°y y(hnyii[siY[Yy] smiGin tYi rij y srkirn) m; &) Y) 5]; wW kriy] J.aš.aif-1,
ti.01.07.2009 m; b t;aihi>hiin[an&ir (nym n)c[j Niv] pgirGifN m; b
c&vvimi>aiv[C]

an&n:	hiiti	pgir GifN.
1	m°y ej nř, j nrl mhi r {af.aPD.a}, HGZ, DGHZ sVRVfzf	54700-77000
2	(vSP m&y ej nř, s).af.añ. kpn) skTr), (vSP mhipb&k {mi.s}	48590-75900
3	a(Gxk ej nř, s)..ai[aki}, niyb mhipb&k.	41200-70270
4	kiypil k ej nř, a]Gib)k sb&k a(Gkir), mhkm a(Gkir), s)ATm ahil)AT.,GFI A Dbl IC; FAGLX VIWSFZLP	27000-44710
5	akiu°T aif)sr, ais)AT°T skTr).	21900-43350
6	niyb ej nř, piGimr..	21200-42000
7	j h)yr ej nř, s)TPD°T aif akiu°T, ; LGLPAThi[I i-ai)sr, j h).piGimr..	17300-38610
8	niyb a(Gxk {aki}, j h)yr AThi[s)n)yr DifTmh., niyb a(Gxk {DC&D}, ; LGLI Z . G5BqVfp85B VF; LP4 ; LGLI Z 8&GLXI GP	13600-31300
9	s)n)yr ais)AT°T, j h)yr DifTmh, s)k)yi)T) e°spkTr., HGLI Z . G5BqVfp85B VF; LP	11300-22470
10	I ien e°spkTr, svyr, m)Tr TATr..	10100-22000
11	j h)yr ais)AT°T, Tl)fi h ai)prTr, AThi[Tiep)AT, j h).fimis)AT..	9700-21710
12	I ien mh, m)Tr TATr gD-3, Tšr..	8800-20940
13	dftr), ais)AT°T I ienmh..	8100-19870
14	pIiviLi, el kT)kl ais)AT°T, kl)nr, vi&mh, Tl)fi h a]PD°T, kimdir, vi)biy..	7300-17940

NZ& SDFFZLqVIWSFZLVINGF 5UFZGL IJUT ; IGLI NZL8L , L:8DFANXFJ JFDVVFJ[KP

Değişim; v! ZsıGıD; Uçv! Zf

shiyk) kiyklni>aml agh) 5ıMIT

sAYi Wri kię shiyk) kiykln aml mi>nY).

rij y srkir) Int) mğ b K(t)viD), giAy vir)ghihı>gihkih[apit) sbs)D)n) (vgtiİ
 sAYini>mPyeÄsmi>dSivİ Çİ tYi srkir~) Wri jihç Yyİ a(mnAT) Ak)m n) mi(ht) pN
 sAYin) vpsieT www.pgvcl.com pr upl ¾G Çİ

Dij N<; v! # sIGID; UÇv! #f

sAYi dñri aipvimi>aivñ rihtiñ pm)T k[a(Gk&).

ai agh) (vgtiñS&y Cñ

DhIM<; v! \$slGID; UÇv! \$f

(vjiN&p[upl 3% mi(ht).

sAYi Wri n)c[m&bn) mi(ht) tñ) vpsieT www.pgvcl.com. pr upl 3%
krvimi>aiv[C[

1. sAYini|. ITCF;
2. sAYini>mh_vni>a(Gkir)aiñ) (vgti|
3. sAYini>kiyi|
4. sAYi aghi>mh_vni>smiciri|
- 5P ; \YFGF JFIQFS IC; FAMTYF VC|F, M
6. sAYini>. HFZFNFZ miTñ) j \$r) (vgti|
7. giñkiñ) ;]JWF aY|f)Dbk . gODXG I)k m&vimi>aiv| C[
8. ag_yni>5IZ5+MP
9. (v(vG fiñs.
10. giñk a(Gkir p#i.

Dijl N<; v! 5 slGID; Uçv! 5f

nigr)kih[mi(ht) mL) rh[a[h[&Y) r)D)g\$m k[l iybr)n) ÄyvAYi hiy ti[t[
aøh) mi(ht) tñj t[aøh) a°y (vgti[

drk gihkih[p[ri (vBig)y kcf) n) mi(ht) mL) rh[t[h[&Y) ni[)s biD<pr
m&vimi>aiv[C[j [v] k[

1. gihkl x) p(rp#i.
2. j nrI p[iyi[)T) tYi p[eD p[D)g K[)v)Pyk (vj j iDiN n) (vgt.
3. ke tir)K/m(hni s&)ni>K[)v)Pyk (vj j iDiNi[apiyi C[th) (vgt.
4. K[) (vPyk (vj j iDiN kyir Y) bik) C[?

ai upri& sAYin) vpsieT upr gihkl x) an[nigr)k (ht-sb&) tmim j \$r)
mi(ht), (vgt upl ¾G krvimi>aiv[C[an[j \$r) smy[gihk l x) an[nigr)k
(ht sb&) j \$r) mi(ht) vtmin p#i[mi>5]; wW krvimi>aiv[C[

DjI M<; v! &slGID; Učv! &f

{16} kl m 4 {1} {b)} {a[ksv)aie}

jihť mi(ht) a(Gkir), mddn)S jihť mi(ht) a(Gkir) an[ap[[ai[ik]T)aihi>nim, hi[li[an[a°y mi(ht). j [kibi[[kc[] n)
n)c[m] b C[

5I` RD UHZFT IJH S5GL , LD18D4					
ZÖP VG[SN5NZB VMO; 4 ZFHSMB					
SP	5la, S VMVIZL8L SRZIGJGFD4 ; ZGFD] ONG GAZP	HFCZ DFICTL VIWSFZIGJ GFD4CMM SRZIGJ GFDq; ZGFD]ONG GAZf	; AIWT IJQI q SFDUIZI	DNINGLX HFCZ DFICTL VIWSFZIGF GFD4 CMMsSRZIGJ GFDq; ZGFD]ONG GAZf	VI5, VIWSFZL GFD4 CMM sSRZIGJGFD4 ; ZGFD]ONG GAZf
!	5I` RD UHZFT IJH S5GL , LD18D4 cc5I` RD UHZFT IJH ; Uf ; NGcc ZHL: 80" Vlg0 SM5M'Z]B VMIO ; , 1DLGUZ4 GFgFD]F D[. G ZMD4 ZFHSMB v #&_ _ \$ ONGo _Z(! vZ#(_ \$Z5vZ*	zL VGP; LP Wj, F6L SFI 5F, S . HGZ4 sOL; VD Vg0 XP8L ; j f4 5LÖJL; LVj 4 IGUDIT SRZL4 ZFHSMB ONGo _Z(! vZ#(_ \$Z5qZ	8\$GLS, ZUgI j V\$fpq8 VRPVFZ	! zLP V[; PJIP A, NU4 SFPJFPVIW1FS . HGZ s8\$F4 ONGo _Z(! vZ#(_ \$Z5qZ*4 Z zL OLPHP , FBf6L4 ; LPVMPV\$V\$FqZU f4 ONGv _Z(! vZ#(_ \$Z5qZ* # zL ALPJIP ZF9JF4 VFVfJLS ; AWS VIWSFZL ONGo _Z(! vZ#(_ \$Z5qZ*4	zL HPV[5FZB4 DpI . HGZs5MH\$8f 5LÖJL; LVj 4 IGUIDT SRZL4 ZFHSMB ONGov _Z(! vZ#(_ \$Z5qZ*4

Dijl M<; ! *sIGID; Uçv! *f

sAYin) a°y up)yiğ) mi(ht).

- sAYin) vpsieT smyin&ir apDİT krvimi>aiv[C[tYi tñ) upr upyiğ) (vgti[m&iy C[
- v)j v)xpn) fr)yid sb&)t p[ri (vBig)y kc[ñ)ni>fiĀT sPTr pr ni&ivv) an[j \$r pD[ti[sb&)t niyb ej n[ñi[spk<krvi[
- sAYini>l ienni>smirkim miTñ) (vgtvir jih[rit smicirp#i[ñi>aiv[C[j M) nigr)kiñ[hi l ik) n pD[
- “24 ¢ 7” giñk s[vi kPd^upl ¾G C[j mi>Ti[f) n&er pr fr)yid ni&iv) Skiy C[
- giñk pi[Ĥ Wiri “aiñ l ien p[ñPT” n) s&)Gi pN C[
- giñkiñ[ahJ<b)l Brvi miT[“ah) Tiem p[ñPT” {a[T).p)} mS)n n) s&)Gi pN C[
- v)j bctni>aB)yinmi>j iDiv tYi v)j s[vi s&irvi s&ni[sb&)t kc[ñ)ni>vDin[aipi[