



# Notification and Federal Employee Anti-Discrimination and Retaliation Act of 2002 Annual Report for Fiscal Year 2017

*June 11, 2018*



Homeland  
Security

*Ekxknl'Tki j vu'c'pf 'Ekxknl'  
Nkdgt vkgu''*

# O GUUCI G'HTQO "VJ G'QHHEGT'HQT'EKKNTK J VU" CP F 'EKKN'NKDGT VKGU'"

Lwpg'33.'423: "

Kco 'r rgcugf "vq'r t gugpv'vj g'WUOF gr ctvo gpv'qh'J qo grcpf "Ugewtkv{ au"  
\*F gr ctvo gpv'u'õP q'whecvkqp"cpf "Hgf gtcn'Go r m{ gg'Cpvk'f kuetko kpcvkqp"  
cpf "T gvcnk'vqp'Cev'qh'4224ö\*P q'HGCT'Cev'Cpwwn'T gr qt'v'ht "Hkuecn'  
[ gct "H[ +42390"



Vj g'P q'HGCT'Cev.'Rwdrie'Ncy '329/396.'tgs wkt'gu'vj cv'hgf gtcn'ci gpekgu'dg"  
r wdriek' "ceeqwpvcdrg'ht'xkqnc'vqpu'qh'cpvk'f kuetko kpcvkqp'rcy u'cpf "  
r qnk'egu'0'Hgf gtcn'ci gpekgu'o wuv'r quv's wct'vgt' "cpf "c'ppwcn'uc'v'kuecn'f cvc"  
tgr'v'kpi "vq'hgf gtcn'ugev'qt'Gs wcn'Go r m{ o gpv'Q'r r qt'w'pkv{ "GGQ+ "  
eqo r n'k'p'u'q'p'vj gk'r wdrie'y gduk'g.'t'glo dwtug'vj g'Lwf i o gpv'Hw'p'f 'hqt "  
r c{o gpw'o cf.g.'cpf "p'q'wh' "go r m{ ggu'cpf "cr r n'k'cpw'ht' "go r m{ o gpv'  
cdq'w'vj gk't'ki j w'w'p'f gt'vj g'hgf gtcn'cpvk'f kuetko kpcvkqp"cpf "y j k'w'gd'ry gt'rcy u'0"

Vj ku'tgr qt'v'uwo o ctk' gu'vj g'o quv'uki p'k'k'ecp'v'cee'eqo r r'ku'j o gpw'y k'j k'p'vj g'F gr ctvo gpv'u'GGQ "  
r tqi tco 'lp'lo r r'go gpv'kpi 'vj g'P q'HGCT'Cev.'h'qewukpi 'r t'k'pek' c'm' "qp'GGQ'eqo r n'k'p'v'r t'q'egu'kpi '0'  
K'g'x'k'f p'p'egu'vj g'F gr ctvo gpv'u'ut'qpi 'eqo o ko gpv'v'q'cd'k'f'g'd' { 'o g't'k'v'u' { u'vgo 'r t'k'pek' r'gu.'r t'q'x'k'f'g "  
r t'q'v'g'v'k'p'ht'qo 'r t'q'j k'k'g'f 'r g'tu'q'p'p'gn'r t'c'v'k'egu.'cpf 'r t'q'o q'v'g'cee'q'w'p'v'cd'k'k'v{ "qp'vj g'r ct'v'qh'ku "  
ng'cf'gt'uj k'r 0"

Rwtu'w'cp'v'v'q'U'g'ev'k'p'425'qh'vj g'P q'HGCT'Cev.'vj ku'tgr qt'v'ku'd'g'k'pi 'r t'q'x'k'f'g' "vq'vj g'h'q'm'y k'pi "  
O go dgtu'qh'E'q'pi t'g'u'k' "

**Vj g'J q'p'q't'cd'ng'Q'tt'lp'J'c'v'ej "**  
Rt'g'uk'f'gp'v'R't'q'V'go r q't'g.'WUOU'g'p'c'v'g'

**Vj g'J q'p'q't'cd'ng'T'q'p'L'q'j'p'u'q'p'**  
Ej'c'k't'o'c'p.'WUOU'g'p'c'v'g'E'q'o o k'v'g'g'q'p'J' q'o g'r'c'p'f' "U'g'ew't'k'v{ "c'p'f' "I' q'x'g't'p'o'g'p'v'c'n'Ch'k'k'u"

**Vj g'J q'p'q't'cd'ng'E'nc'k't'g'O'e'Ec'und'ni'**  
T'c'p'n'k'pi 'O' go dgt.'WUOU'g'p'c'v'g'E'q'o o k'v'g'g'q'p'J' q'o g'r'c'p'f' "U'g'ew't'k'v{ "c'p'f' "I' q'x'g't'p'o'g'p'v'c'n'Ch'k'k'u"

**Vj g'J q'p'q't'cd'ng'E'j'c't'ng'u'I' t'c'ung{ "'**  
Ej'c'k't'o'c'p.'WUOU'g'p'c'v'g'E'q'o o k'v'g'g'q'p'vj g'L'w'f'k'ek't' { "

**Vj g'J q'p'q't'cd'ng'F'k'c'p'p'g'H'g'k'p'w'g'k'p'**  
T'c'p'n'k'pi 'O' go dgt.'WUOU'g'p'c'v'g'E'q'o o k'v'g'g'q'p'vj g'L'w'f'k'ek't' { "

**Vj g'J q'p'q't'cd'ng'R'c'w'if'0'T' { c'p'**  
U'r'g'c'ng't'q'h'vj g'J' q'w'ug.'WUOU' q'w'ug'q'h'T'gr t'g'ug'p'v'c'k'x'g'u"

"

**Vj g'J qpqtcdng'O lej cgnO eEcwi'**

Ej ckto cp."WUOJ qwug'qh'Tgr tguqpcvkgu'Ego o kvgg"qp"J qo grcpf "Ugewtkv{ ""

"

**Vj g'J qpqtcdng'Dgpplg'I 0Vj qo ruqp"**

Tcpnkpi 'O go dgt."WUOJ qwug'qh'Tgr tguqpcvkgu'Ego o kvgg"qp"J qo grcpf "Ugewtkv{ ""

"

**Vj g'J qpqtcdng'Dqd'I qqf rwg"**

Ej ckto cp."WUOJ qwug'qh'Tgr tguqpcvkgu'Ego o kvgg"qp"vj g'Lwf lekct { "

"

**Vj g'J qpqtcdng'Igtt{ 'Pcf rgt "**

Tcpnkpi 'O go dgt."WUOJ qwug'qh'Tgr tguqpcvkgu'Ego o kvgg"qp"vj g'Lwf lekct { "

"

**Vj g'J qpqtcdng'Vt g{ 'I qy f { "**

Ej ckto cp."WUOJ qwug'qh'Tgr tguqpcvkgu'Ego o kvgg"qp"Qxgtuki j v'cpf "I qxgtpo gpv'Tghqto "

"

**Vj g'J qpqtcdng'Gnlcj 'G0Ewo o lpi u'**

Tcpnkpi 'O go dgt."WUOJ qwug'qh'Tgr tguqpcvkgu'Ego o kvgg"qp"Qxgtuki j v'cpf "I qxgtpo gpv' Tghqto "

"

Rwtuwcpv'vq'vj g'P q'HGCT'Cev'vj ku'tgr qtv'ku'cnuq'dgkpi 'r tqxf gf 'vq'vj g'Ej ck'qh'vj g'WUO'Gs wcn' Go r m{ o gpv'Qr r qtwpkv{ 'Ego o kuukap'\*GGQE+.'vj g'C wqtppg{ 'I gpgtci'qh'vj g'WUOF gr ctvo gpv'qh' Lwnkcg'\*WUF QL+.'cpf 'vj g'F kgevt'qh'vj g'WUO'Qh'kcg'qh'Rgtuqppgn'O cpci go gpv'\*QRO +0'

"

Vj g'F gr ctvo gpv'u'Qh'kcg'hqt 'Ekki'Tki j u'cpf 'Ekki'Nldgt'vku'\*ETEN+'uwr r qtv'vj g'F gr ctvo gpv'u' o kuukap'vq'ugewt'vj g'P cvkqp'y j kg'r tguqtxkpi 'kpf kxf wcn'kdgt v{ . 'hctpguu.'cpf 'gs wcnkv{ 'wvf gt'vj g' rny 0'ETEN'u'o kuukap'kpenmf gu'rgcf kpi 'vj g'F gr ctvo gpv'u'GGQ'r tqi tco u'cpf 'r tqo qv'kpi " y qtn'hteg'f kxgtukv{ 0'Vj g'F gr ctvo gpv'u'weegf u'kp'ku'o kuukap'vq'r tqv'vj g'j qo grcpf . 'kp'r ctv.'d{ " gpuwtkpi 'vj cv'cm'qh'ku'y qtnr meg'f gekukpu'ctg'gs vkcdrng. 'hctn{ 'ko r rgo gpvgf . 'cpf 'hqt'vj g'dgpghk' qh'cm'qh'ku'go r m{ ggu0'"

"

Vj g'F gr ctvo gpv'u'GGQ'r tqi tco 'eqpvkpwgf 'vq'f go qpwtcv'c'utqpi 'cpf 'eqmcdqtcv'kg'r ctv'p'gtuj k' " co qpi 'ETEN'cpf 'vj g'F gr ctvo gpv'u'Ego r qp'gpw'f wtkpi 'Hj "42390"Vj g'GGQ'Utcv'gi ke'Rrcp" hquvgtgf 'o cp{ 'qh'vj g'lqkpv'gh'htw'wvf gt'vngp'vj tqw'j qw'vj g'g{ gct'gxgp'cu'Ego r qp'gpw' utgpi vj gpgf 'vj gk'kpf kxf wcn'r tqi tco u0'Cm'qh'vj qug'gh'htw'eqpv'kdwgf 'vq'vj g'q'xg'cm' ceeqo r rkuj o gpv'cpf 'ko r tqxgo gpv'u'kp'vj g'F gr ctvo gpv'u'GGQ'r tqi tco 'f wtkpi 'vj g'g{ gct0'"

"

C'hgy 'qh'vj g'Hj "4239"GGQ'r tqi tco 'j ki j rki j u'lp'vj ku'tgr qtv.'cwtkdwcdng'vq'dqj 'cp'gzegm'gpv' y qtn'hteg'eqo o kvgf 'vq's wcnkv{ 'y qtn'cpf 'gzegm'gpv'ewuqo gt'ugt'xleg. 'kpenmf g<'<"

"

- P kpgv{ /h'xg'r gtegpv'qh'tgs wguv'hqt 'GGQ'eqwpugr'kpi '\*4.5: 9'qh'4.739+'y gtg'eqo r r'ngvf " vko gn{ =vj ku'eqpukw'wgu'vj g'j ki j guv'pwo dgt'qh'eqwpugr'kpi u'cpf 'dguv'vko g'k'p'guu'tcv'g'qh'cm' tgr qt'v'kpi "'{ gctu0'"
- Vj g'pwo dgt'qh'GGQ'k'px'gu'ki cv'k'pu'eqo r r'ngvf 'kp'Hj "4239"\*3.357+'k'pet'g'cu'gf 'ht'qo 'vj g' 3.344'eqo r r'ngvf 'kp'Hj "42380"U'gx'gpv{/w'q'r gtegpv'\*: 34'qh'3.357+'qh'k'px'gu'ki cv'k'pu'y gtg'"

"

eqo r ngvgf 'y kj kp'tgi wrcvt { 'ko ghtco gu.'y j lej 'ku'c'uki pkhecpv'kpetgcug'htqo 'vj g'68"  
r gtegpv\*744"qh'3.344+"qh'lxguxki cvkpu'ko gn{ 'eqo r ngvgf 'kp'Hl '42380"

"

- Vj g'pwo dgt'qh'Hkpcn'Ci gpe { 'F gekukqp'\*HCF +'kuwcegu'kpetgcugf 'd { '68'r gtegpv\*627"  
HCF u'kuwgf 'kp'Hl '4239.'eqo r ctgf 'vq'49: "HCF u'kuwgf 'kp'Hl '4238+0"

"

- Vj g'F gr ctvo gpvu'cngtpcvkxg'F kur wg'T guqnrwkqp'\*CFT+'Uj ctgf 'P gwtcni'Rtqi tco 'i tgy "  
kp'pwo dgt'cpf 'r ctvkr cvkqp.'tgcirk kpi 'qxgt"&84.222'kp'o qpkgu'ucxgf 'y j gp'eqo r ctgf 'vq"  
hwpf u'vj cv'Eqo r qpgpw'y qwf 'j cxg'gZR gpf gf "qp'eqpvtcev'o gf kvkqp'ugt xlegu0"

"

- Eqo r qpgpw'f gf kcvgf 'ko g'cpf 'tguqwtegu'vq'r tqxkf kpi 'vtckkpi 'cpf 'kphqto cvkqpcn'  
uguukqpu'vq'hquvgt'cy ctgpguu'cpf 'kpetgcukpi 'wvf gtuvcpf kpi 'qh'GGQ'kuwgu'cpf 'vqr leu'vj cv'  
j cxg'c'f kge'vko r cev'qp'vj g's wcrk { 'qh'go r m { ggu'v y qtmr rceg'gZR gtlgpegu0"

"

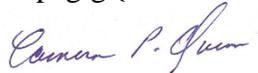
- Vj g'F gr ctvo gpv'rgf 'd { 'vj g'Vtcur qt cvkqp'Ugewtkv { 'Cfo kplutcvkqp'\*VUC+'eqo r ngvgf "c"  
eqo r gvkkxg'r tqeguu'vq'ugrgev'c'xgpf qt'ht'vj g'F gr ctvo gpvu'gpvgr tkug'eqo r rckpw"  
o cpci go gpv'f cv'v'uvgo 0"

"

Vj g'Hl '4239'cej lxxgo gpvu.'cu'y gni'cu'r tqi tco 'ej cmgpi gu.'gZR gtlgpegf 'f wtkpi 'vj g' { gct'ctg"  
f guetkdgf 'kp'f gvckrk'vj ku'tgr qt v0'Vj g'ETEN'cpf 'Eqo r qpgpv'r ctvpgtuj kr u'y kn'eqpvkpwg'vq"  
f gxgnr 'cpf 'gpj cpeg'vj g'F gr ctvo gpvu'GGQ'r tqi tco 'f wtkpi 'Hl '423: 'cpf 'dg { qpf 0'Kkqni'  
hqty ctf 'vq'eqpvkpwkpi 'vq'r tqxkf g'kphqto cvkqp'qp'vj g'uweeguugu'qh'vj ku'r tqi tco 'kp'hwwt g'tgr qt v0'"

"

Ukpegtgn{ "



Eco gtqp'ROS wkpp"

Qhhegt.'Qhheg'ht'Ekxki'Tki j u'cpf 'Ekxki'Nkdgt vku

"





# GZGE WVKXG'UWO O CT[ "

"

Vj g'r wtr qug'qh'vj g'ōP qv~~h~~ecvqp"cpf "Hgf gtcnGo r m{ gg'Cpvk/f kuetko kpcvqp"cpf "T gvrkcvqp"Cev' qh'4224ō\*P q'HGCT'Cev+: "Rwdrie "Ncy "329/396. "ku'vq'tgf weg'vj g'kpekf ppeg'qh'y qtmr ræg" f kuetko kpcvqp'y kj kp'vj g'Hgf gtcnI qxgtpo gpv'd{ "o cnkpi "ci gpekgu"cpf "f gr ctvo gpw'o qtg" ceeqwpvcdrg'ht'xkqrcvqpu'qh'cpvkf kuetko kpcvqp"cpf "y j kuvgdny gt'r tqvgevqp"rcy u0"Ugevqp"425" qh'vj g'P q'HGCT'Cev'ur gek~~h~~ecm{ 'tgs vkt gu'vj cv'gcej 'hgf gtcn'ci gpe{ "uwo k'vq'egtvcip" Eqpi tguakpcn'eqo o kwggu"cpf "o go dgtu. "pqv'rcvgt'vj cp'3: 2'f c{ u'chngt'vj g'gpf "qh'gcej 'h~~u~~ecn" { get. " cp"cppwcn'tgr qt'v'eqpvckpki "vj g'hqny kpi "kphqto cvkqp"qp"ecugu'dtqwi j v'wpf gt'hgf gtcn'cpvk f kuetko kpcvqp"cpf "y j kuvgdny gt'r tqvgevqp"rcy u'eqo r rckpv'cev~~x~~kv{ "kpenf kpi "Hgf gtcn'F kvtkev' Eqwt'v'ecugu+: "cpf "tguw~~k~~pi "f kvek rkpct { "cev~~k~~pu="cuuqekcvgf "Lwf i o gpv'Hwpf "t~~g~~ko dwtugo gpw'cpf " cf lwwo gpw'vq'ci gpe{ "dwi gw'vq'o ggvtgko dwtugo gpvtgsvktgo gpw="cpf "cp"cpcn{ uku'qh'v'gpf u. " ecwucvqp. "cpf "r tcev~~k~~cn'hpqy rgi i g'i ckpgf "vj tqwi j "g~~z~~r g~~t~~kpeg0"Vj ku'tgr qt'v'eqxgtu"Hl "4239" \*Qevqdtg'3. "4238. "vq'Ugr vgo dgt'52. "4239+0""

"

Cv'vj g'WUOF gr ctvo gpv'qh'J qo gncpf "Ugewtkv{ "F J U'qt'vj g'F gr ctvo gpv+: "ugpkqt "rgcf gtu" f go qpwtcvg'c'utqpi "eqo o ko gpv'vq'r tqo qvg'gs wcn'go r m{ o gpv'qr r qtwpkv{ . "cdkf g'd{ "o gtkv" u{ vgo "r tkpek rgu. "r tqxkf g'r tqvgevqp'htqo "r tqj kdkgf "r gtuqppgnr tcev~~k~~egu. "cpf "r tqo qvg" ceeqwpvcdk~~k~~v{ 0"Vj g'F gr ctvo gpw'v'Qh~~h~~eg'ht'EkxkiTki j v'cpf "EkxkiNkdgtvku"\*ETEN+r tqxkf gu" r qile{ "cpf "v~~g~~ej plecn'cf xleg'vq'ugpkqt'F gr ctvo gpv'rgcf gtuj kr "qp'ekxki'tki j v'cpf "ekxki'kdgtvku" kuwgu. "cpf "f ktgew'vj g'F gr ctvo gpw'v'Gs wcn'Go r m{ o gpv'Qr r qtwpkv{ "GGQ+"cpf "F kxgtukv{ " O cpci go gpv'r tqi tco u0""

"

F wtkpi "Hl "4239. "ETEN"eqpvkpwgf "vq'r ctvpgt'y kj "vj g'F gr ctvo gpw'v'O cpci go gpv'F ktgevqtcvq. " vj g'F gr ctvo gpw'v'Qh~~h~~eg'qh'vj g'Ej kgh'J wo cp'Ecr kcn'Qh~~h~~egt \*QEJ EQ+ "vj g'F gr ctvo gpw'v' Eqo r qpgpv'GGQ"qh~~h~~egu. "cpf "vq'j gt'kpvgtpcn'cpf "gzvgtpcn'lvncgj qrf gtu. "kp'qt'f gt'vq'r tqo qvg" gs wcnkv{ . "hctpguu. "f kxgtukv{ . "cpf "gh~~h~~ekgpe{ "y kj kp'vj g'F gr ctvo gpw'v'y qtnhqteg0"Vj g'ETEN" F gr wv{ "Qh~~h~~egt \*F gr wv{ "Qh~~h~~egt+ "y j q'ugtxgu'cu'vj g'F gr ctvo gpw'v'F ktgevqt'ht'GGQ"cpf " F kxgtukv{ . "ku'c'o go dgt'qh'vj g'Ugetgwct { au'Go r m{ gg'Gpi ci go gpv'Gzgewkxg'Uvgtkpi "Eqo o kwgg. " vj g'o kuakp'qh'y j lej "ku'vq'kf gpvkh{ "utcvgi kgu'vj cv'y kn'rgcf "vq'ko r tqxgo gpw'v'kp'go r m{ gg'o qtcrq" vj tqwi j qw'vj g'F gr ctvo gpw'v'Vj tqwi j qw'Hl "4239. "ETEN"o ckpvckpgf "emug'y qtnkpi " tgrcvkpuj kr u'y kj "cm'Eqo r qpgpv'GGQ"qh~~h~~egu0"Vj g'F gr wv{ "Qh~~h~~egt'ej cku'vj g'GGQ'F ktgevqtu0" Eqwpeki\*vj g'GGQ'Eqwpekn+: "qp'y j lej "cm'Eqo r qpgpv'GGQ"cpf "EkxkiTki j v'F ktgevqtu'r ctvekrcvg0" Gh~~h~~egv~~k~~g'eqo o wplecvqp"cpf "eqmcdqtcvqp"j cu'eqpvkpwgf "vq'utgpi vj gp'r ctvpgtuj kr u'y kj "vj g" Eqo r qpgpv'vj tqwi j qw'Hl "42390""

"

F wtkpi "Hl "4239. "vj g'GGQ'Eqwpekn'eqpvkpwgf "vq'gzgewg'ku'hxg/{ gct'Utcvgi ke'Rncp" \*Rncp+ "y j lej " y cu'rcwpej gf "kp'Hl "42370"Vj g'Rncp'ku'clo gf "cv'cej lgxkpi "c'wkv{ "qh'ghhtv'cetquu'vj g" F gr ctvo gpw'v'GGQ"cpf "F kxgtukv{ "eqo o wpkkv~~g~~. "cpf "vj g'i qcnu'f tcy "vj gkt'kpur kcvkqp'htqo "vj g'ukz" grgo gpw'v'qh'c'o qf gn'GGQ'r tqi tco . "cu'f gn~~g~~pcv~~g~~f "kp'vj g'Gs wcn'Go r m{ o gpv'Qr r qtwpkv{ " Eqo o kuakpau' \*GGQEau' "O cpci go gpv'F ktgev~~k~~g" \*O F +9370"Vj g~~t~~g'ctg'y qtnkpi "i tqwr u" cuuqekcvgf "y kj "gcej "i qcn "y j lej "ctg'f kuewuugf "kp' i tgcvt'f gr vj "kp'ugevqp'XKqh'vj g'tgr qt'v'Vj g" y qtnkpi "i tqwr u0"Hl "4239"ceeqo r rkuj o gpw'v'kpenf g<"\*3+r wdkuj kpi "cpf "ektewrcvki "c'tgr qt'v'vq" ugpkqt'rgcf gtu"j ki j rki j vpi "vj g'F gr ctvo gpw'v'ceeqo r rkuj o gpw'v'kp'cf xcpekpi "f kxgtukv{ "cpf " kpenukp= \*4+tg~~h~~pkpi "vj g'cy ctf u'r tqi tco "vq'dgwt' tgeqi pk'g'eqpvtkdwkqpu'vq'GGQ"cpf "f kxgtukv{ "

"

Itqo "cetquu" F J U="5+f gxrnr kpi "cpf" r t gupvki "cp" cf xcepgf "dcttkt" cpcn{ uku" eqwtug" vq" cmqy " r tcevkqpgtu" vq" o qtg" ghgevxgn{ "eqpf wev" dcttkt" cpcn{ uku" y kj kp" vj gkt" Eqo r qpgpw="cpf" \*6+" cf f kpi "64" pgy "eqnvtcnf w{ " o gf kvqtu" vq" vj g" F gr ctvo gpvu" Cngt pcvxg" F kur wg" T guqnwkp" \*CF T+Uj ctgf "P gwtcn" Rtqi tco 0""

Vj tqwi j qw" Hl "4239. "ETEN" eqpvkpwgf "vq" r tqxkf g" Eqo r qpgpw" y kj "cp" qdlgevxg" cuuguo gpv" qh" vj g" s wcrk{ "qh" vj gkt "GGQ" eqo r rkpvt" gr qtu" qh" kpxguki cvkqp" \*TQK" vj tqwi j "vj g" TQKHggf dcem" Vqqn" \*Hggf dcem" Vqqn" 0" Ncwepej gf "kp" Hl "4238. "vj g" Hggf dcem" Vqqn" ku" wugf "vq" r tqxkf g" s wcrk{ " hggf dcem" qp" vj g" s wcrk{ " \*gf 0" rgi cn" uwhkkgpe{ . " qti cplk cvkqp. " f qewo gpvcvqp" + " qh" TQK" vq" gcej " qh" vj g" F gr ctvo gpvu" Eqo r qpgpw" 0" P qcdn{ . " vj g" Hggf dcem" Vqqn" y cu" ekvgf " d{ " vj g" GGQE" kp" ku" Hl " 4239" kppqxcvxg" cpf " P qvgy qt vj { " Ceeqo r rkuj o gpvu" tgr qt v" wpf gt" vj g" ugevkqp" hqt " ghgevxg" cpf " ghkkgpv" eqo r rkpvt" tqeguuki 0"

Kp" Hl "4239. "F J U" eqpvkpwgf "vq" vj qy "ko" r tqxgo gpvu" kp" ugxgtcn" ctgcu" qh" ku" GGQ" eqo r rkpwu" r tqi tco 0" Qpg" ctgc" y cu" kp" vj g" GGQ" r tg/eqo r rkpvt" tqegu. " f wtkpi " y j lej " GGQ" eqwpugrki " ku" tgs wktgf " vq" dg" eqo r rvgf " y kj kp" 52" f c{ u" \*qt" w" vq" ; 2" f c{ u" kh" cp" gz vepukqp" ku" i tcvpf +0" Kp" Hl " 4239. " ; 7" r gtegpv" qh" vj g" eqwpugrki u" \*4.5: 9" qh" 4.739+ " y gtg" eqo r rvgf " vko" gn{ 0" " Vj ku" cej kxgo gpv" o ctmi" vj g" F gr ctvo gpvu" j ki j guv" pwo dgt" qh" vko" gn{ " eqo r rvgf " eqwpugrki u" ukpeg" Hl "4232. " cpf " vj g" j ki j guv" r gtegpvcu" g" qh" vko" gn{ " eqo r rvgf " eqwpugrki u" ukpeg" Hl "422; 0""

Chgt "ugxgtcn" { gct u" qh" kpetgcugu. " vj g" pwo dgt" qh" pgy " hqto" cn" GGQ" eqo r rkpwu" hkrf " f getgcugf " kp" Hl "4239. " f genkpi " Itqo "3.537" kp" Hl "4238" vq" 3.467. " c" hkg" r gtegpv" f getgcug 0""

Kp" Hl "4239. " vj g" F gr ctvo gpv" ucy " uki pklkcpv" ko" r tqxgo gpv" kp" vj g" ctgc" qh" GGQ" kpxguki cvkqp" 0" Kp" Hl "4239. " vj g" F gr ctvo gpv" eqo r rvgf "3.357" kpxguki cvkqp. " c" urki j vlpetgcug" qxgt " vj g" 3.344" kpxguki cvkqp" eqo r rvgf " kp" Hl "4238" 0" P qcdn{ . " vj gtg" y cu" c" 78" r gtegpv" kpetgcug" kp" vj g" r gtegpvcu" g" qh" vko" gn{ " eqo r rvgf " GGQ" kpxguki cvkqp" f wtkpi " Hl "4239" y j gp" eqo r ctgf " vq" Hl "4238" 0" Ur gekhkecm{ . " kp" Hl "4239. " F J U" eqo r rvgf " 94" r gtegpv" \* 34" qh" 3.357+ " qh" kpxguki cvkqp" vko" gn{ . " eqo r ctgf " vq" 68" r gtegpv" \*744" qh" 3.344+ " eqo r rvgf " vko" gn{ " kp" Hl "4238" 0" Kp" cf f kkp. " vj g" cxgtci" g" pwo dgt" qh" r tqeguuki " f c{ u" hqt" kpxguki cvkqp" f getgcugf " Itqo "4; 8" f c{ u" kp" Hl "4238. " vq" 45: " f c{ u" kp" Hl "4239" 0"

Vj g" F gr ctvo gpv" kpetgcugf " vj g" pwo dgt" qh" o gtk/ hpcn" ci" gpe{ " f gekukpu" \*HCF u" kuuwgf " f wtkpi " Hl " 4239" \*627+ " eqo r ctgf " vq" Hl "4238" \*49; +0" Vj g" 68" r gtegpv" kpetgcug" kp" vj g" qxgtcm" pwo dgt" qh" HCF u" kuuwgf " y cu" cej kxgf " d{ " wkrk kpi " cf f kkp" cn" t gxgy gtu" kp" vj g" HCF " cr r tqxcnr" tqegu" 0" F gur kg" vj ku" uvr " hqty ctf . " cpf " f wg" kp" r ctv" vq" vj g" uki pklkcpv" kpetgcug" kp" vj g" pwo dgt" qh" HCF u" kuuwgf " f wtkpi " vj g" { gct . " vj g" F gr ctvo gpv" gzt" gkpggf " c" ugvdcem" y kj " tgr ge" v" vq" vj g" r gtegpvcu" g" qh" tgi wrcvt{ " vko" gn{ / kuuwgf " o gtk/ HCF u. " y j lej " f genkpgf " Itqo "56" r gtegpv" \* 8" qh" 49; +kp" Hl "4238" vq" 48" r gtegpv" \*327" qh" 627+ " kp" Hl "4239" 0" Kp" cf f kkp. " ETEN" ucy " c" ukz" r gtegpv" kpetgcug" kp" HCF " tgs wguu" f wtkpi " Hl "4239" \*656+ " cu" eqo r ctgf " y kj " Hl "4238" \*633+ " f wtkpi " c" { gct " kp" y j lej " qw" cf lwf kcvkp" tguqwtegu" y gtg" f qy p" d{ " 47" r gtegpv" 0" Cu" c" tguw. " ETEN" u" kpxgpvt{ " qh" wpcuiki pgf " HCF " tgs wguu" i tgy " Itqo "44" ecugu" c" vj g" gpf " qh" Hl "4238. " vq" 326" wpcuiki pgf " HCF " tgs wguu" d{ " vj g" gpf " qh" vj g" Hl "4239" 0" Vj ku" ku" hwt" vj gt" f kueuwgf " dgmqy " kp" ugevkqp" XKqh" vj ku" tgr qt v. " cmipi " y kj " r qukxg" r tqi tguu" kp" tguqwtelki . " y j lej " vj qwf " hgef " vq" r tqi tco " ko" r tqxgo gpvu" kp" Hl "423: 0"

Kp'Hl "4239.'F J U'kuuwgf "36'hpf kpi u'qh'f kuetko kpcvkqp."c"urki j v'f get gcug'ltqo "y j g'38'hpf kpi u'lp"  
Hl "42380"Kp'y j g'Hl "4239'hpf kpi u.'y j gt g'y gt g'qpn{ "uo cml'uj klu'lp'y j g'dcugu'qh'f kuetko kpcvkqp"  
cpf "kuuwgu'cmgi gf "eqo r ctgf "y kj "r tgxkqwa'huecn{ gctuo"Tr tkucn'cpf "r j { ulecn'f kucdkk'f "y gt g'y j g"  
o quv'htgs wgpw{ "cmgi gf "dcugu'qp'y j lej "eqo r rkpcpw'r tgxc'kqf . 'hqmqy gf "d{ "ci g.'ugz.'tceg.'cpf "  
pckqpcn'qtki kp0"Vj g'o quv'htgs wgpw{ 'h'kqf "kuuwgu'qp'y j lej "lwf i o gpv'y cu'tgpf gtgf "kp'hcxqt"qh'y j g"  
eqo r rkpcpw'y gt g'j ctcuuo gpv'pqp/ugzwcn'cpf "cuuki po gpv'qh'f wkgu0"  
"

F wtkpi "Hl "4239.'y j gt g'y gt g'3; 2'ekxki'cevkqpu"ci clpuv'y j g'F gr ctvo gpv'y cv'y gt g'r gpf kpi "qt"  
tguqkqf "kp'Hgf gtcn'F kutlev'Eqwv'kpxqk'kpi "y j g'xctkqwa'rcy u'eqxgtgf "kp'y j g'P q"HCCT"Cex0"  
Hgf gtcn'lwf i gu'f kur qugf "qh": 4"ecugu."75"qh'y j lej "y j g'f gekf gf "kp'hcxqt"qh'y j g'ci gpe{ "cpf "3; "qh"  
y j lej "y j gt g'ugwgf "d{ "y j g'r ctv'kgu0"Vgp"ecugu'y gt g'f kur qugf "qh'y j tqwi j "ctdkstcvkqpb lo gf kcvkqp0"  
"

Eqo r qpgpw'tgr qtygf "y j cv'y j g'F gr ctvo gpw'utgko dwtugo gpv'q'y j g'Lwf i o gpv'Hwpf "f wtkpi "  
Hl "4239.'y cu'lp'y j g'co qwpv'qh"&38.9; 3.7220420"Cffkkqpcn{ . "& .: 7; .222022'y cu'tgko dwtugf "vq"  
y j g'Lwf i o gpv'Hwpf "hqt"cwqtpg{ au'hggu0"F wtkpi "Hl "4239."33"go r nq{ ggu'y gt g'f kuek rkpqf "hqt"  
f kuetko kpcvkqp.'tgv'kcvkqp.'j ctcuuo gpv."qt"qy j gt "kpl'cevkqpu'qh'r tqxkukqpu'qh'rcy "eqxgtgf "d{ "y j g"  
P q"HCCT"Cex0"Vj ku'kphqto cvkqp"ku'hwt'y j gt "f kuewugf "kp"Ugevkqp"kkq'qh'y j ku'tgr qt v0"  
"  
"

# KO NGI KUNC VKXG'TGS WKT GO GP V"

"

Vj ku'f qewo gpv'tgur qpf u'vq'vj g'tgr qt vki 'tgs wkt go gpw'ugv'htq'vj 'kp'Ugev'kqp'425'qh'vj g'  
õP qv'k'ecv'kqp'cpf 'Hgf gtcn'Go r m{ gg'Cp'vk' kuetko kpcv'kqp'cpf 'T gvc'rk'c'v'kqp'Cev'qh'4224ö'qt'vj g'õP q'  
HGCT'Cevö'Rwd0N0P q0329/396+'y j kej 'uvc'v'gu'<

"

\*c+'C'ppwcn'Tgr qt v0"ö 'Uwdlgev'vq'uwdugev'kqp"\*d+."J\*d+'r gt v'kpu'vq'tgs wkt go gpw'htq'vj g'htuv'  
tgr qtv'pqv'rv'vgt'vj cp'3: 2'f c{ u'ch'vgt'vj g'gpf 'qh'gcej 'h'kuecn'f{ gct.'gcej 'Hgf gtcn'ci gpe{ 'uj cni'  
uwdö kv'vq'vj g'Ur gcngt'qh'vj g'J qvug'qh'Tgr t'gugp'v'k'x'gu.'vj g'Rt'gukf'gpv'r tq'vgo r qtg'qh'vj g'  
Ugpc'v'g.'vj g'E'qo o kv'gg'qp'I q'xgtpo gpvcn'Ch'cktu'qh'vj g'Ugpc'v'g.'vj g'E'qo o kv'gg'qp"  
I q'xgtpo gpv'Tgh'qto 'qh'vj g'J qvug'qh'Tgr t'gugp'v'k'x'gu.'gcej 'eqo o kv'gg'qh'E'qpi t'guu'y kj "  
lwt'kuf'lev'kqp't'grv'kpi 'vq'vj g'ci gpe{ . 'vj g'Gs wcn'Go r m{ o gpv'Q'r r qt'w'p'k'v' 'E'qo o kv'k'k'qp.'cpf "  
vj g'C'w'qtpg{ 'I gp'g'c'n'cp'c'ppwcn't'gr qt v'y j kej 'uj cni'k'p'cn'f g.'y kj 't'gur gev'vq'vj g'h'kuecn'f{ gct "  
ö ""

"

\*3+'vj g'p'wo dgt'qh'ecugu'ct'k'k'pi 'w'p'f'gt'gcej 'qh'vj g't'gur gev'k'x'g'r t'q'x'k'k'q'p'u'qh'rcy "  
eq'x'g't'g'f'd{ 'r c't'ci t'c'r j u'\*3+'c'p'f '\*4+'qh'ugev'kqp'423\*c+'k'p'y j kej 'f'k'uetko k'p'c'v'k'qp'q'p"  
vj g'r c't'v'q'h'u'we'j 'ci gpe{ 'y cu'c'm'g'i g'f'="

"

\*4+'vj g'v'c'w'u'qt'f'k'ur'q'k'k'q'p'qh'ecugu'f'g'uet'k'd'g'f'k'p'r c't'ci t'c'r j '\*3+'="

"

\*5+'vj g'co q'w'p'v'q'h'o q'p'g{ 't'gs w'k't'g'f'v'q'd'g't'g'k'o d'w't'ug'f'd{ 'u'we'j 'ci gpe{ 'w'p'f'gt'ugev'kqp"  
423'k'p'eq'p'p'ge'v'k'p'y kj 'gcej 'qh'u'we'j 'ecugu.'u'gr c't'c'v'g'n'f'k'g'p'v'h'k'p'i 'vj g'ci i t'g'i c'v'g"  
co q'w'p'v'q'h'u'we'j 't'g'k'o d'w't'ugo gpw'c'w't'k'd'w'c'd'g'v'q'vj g'r c{ o gpv'q'h'c'w'q't'p'g{ u'õ'h'g'gu.'k'i'  
cp{ ="

"

\*6+'vj g'p'wo dgt'qh'go r m{ g'gu'f'k'ue'k' r'k'p'g'f'ht'f'k'uetko k'p'c'v'k'qp.'t'g'v'c'rk'c'v'k'qp."  
j c't'c'uu'o gpv'qt'cp{ 'q'v'j g't'k'p'h'c'v'k'qp'qh'cp{ 'r t'q'x'k'k'q'p'qh'rcy 't'g'h'g't'g'f'v'q'k'p"  
r c't'ci t'c'r j '\*3+'="

"

\*7+'vj g'h'k'p'cn'f{ gct/gpf 'f'c'v'r'q'v'g'f'w'p'f'gt'ugev'kqp'523\*e+'3+'D+'h'q't'u'we'j 'h'kuecn'f{ gct "  
\*y kj q'w't'g'i c't'f'v'q'ugev'kqp'523\*e+'4+'="

"

\*8+'c'f'g'v'c'k'g'f'f'g'uet'k'r'v'k'p'qh'ö "

\*C+'vj g'r'q'rk'f{ 'k'o r'ng'o g'p'v'g'f'd{ 'vj c'v'ci gpe{ 't'grv'kpi 'vq'c'r r t'q'r t'k'c'v'g'  
f'k'ue'k'r'k'p'c't{ 'c'ev'k'q'p'u'ci c'k'p'u'v'c'Hgf gtcn'go r m{ gg'y j q'ö "

\*k'f'k'uetko k'p'c'v'g'f'ci c'k'p'u'v'c'p{ 'k'p'f'k'k'f'w'cn'k'p'x'k'q'rk'c'v'k'qp'qh'cp{ 'qh'vj g'  
rcy u'ek'g'f'w'p'f'gt'ugev'kqp'423\*c+'3+'qt'\*4+'="qt"

\*k'e'q'o o kv'g'f'c'p'q'v'j g't'q'j k'k'g'f'r'g't'u'q'p'p'g'n'r'c'ev'k'g'v'j c'v'y cu'  
t'g'x'g'c'ng'f'k'p'vj g'l'p'x'g'ur'ki c'v'k'p'qh'c'eqo r r'c'k'p'v'c'ng'i k'p'i 'c'x'k'q'rk'c'v'k'qp'qh'

cp{ 'qh'vj g'rcy u'ek'g'f'w'p'f'gt'ugev'kqp'423\*c+'3+'qt'\*4+'="cpf "

\*D+'y kj 't'gur gev'vq'gcej 'qh'u'we'j 'rcy u.'vj g'p'wo dgt'qh'go r m{ g'gu'y j q'  
c't'g'f'k'ue'k'r'k'p'g'f'k'p'c'ee'q't'f'c'p'eg'y kj 'u'we'j 'r'q'rk'f'c'p'f'vj g'ur'g'ek'h'e'p'c'w't'g'  
qh'vj g'f'k'ue'k'r'k'p'c't{ 'c'ev'k'q'p'v'c'ng'p'="

"

"

\*9+'cp'cpcn{uku'qh'vj g'kphqto cvkqp'f guetldgf 'wpgt' r'ctci ter j u\*3+'vj tqwi j \*8+'\*p"  
eqplwpevkap'y kj 'f cv'r tqxkf gf 'vq'vj g'Gs wcnGo r n{ o gpv'Qr r qt wpkv"  
Eqo o kuukqp'kp'eqo r rikpeg'y kj 'Rctv'3836'qh'Vkrq'4; 'qh'vj g'Eqf g'qh'Hgf gtcn'  
Tgi wvkapu+'kpenf lpi 'ô "  
.....\*C+'cp'gzco kpcvkap'qh'vt gpf u="  
.....\*D+'ecwucn'cpcn{uku="  
.....\*E+'r tcevecn'hpqy ngf i g'i ckpgf 'vj tqwi j 'gzr gkpeg="  
\*F+'cp{'cevkapu'r rppgf 'qt'vcnrg'vq'ko r tqxg'eqo r rkpvt'ekxkntki j u"  
r tqi tco u'qh'vj g'ci gpe { =cpf ""

.....

\*: +'cp{'cf lwuo gpv\*vq'vj g'gzv'vj g'cf lwuo gpv'ecp'dg'cuetv'kpgf 'kp'vj g'dwf i gv'  
qh'vj g'ci gpe { +vq'eqo r n{ 'y kj 'vj g'tgs wktgo gpvu'wpgt'ugevkap'4230

"

Hwtvj gt'i wkf cpeg'qp'gcej 'ci gpe { ð'tgr qt vpi 'qdri cvkpu'ku'r tqxkf gf 'kp'7'ECHO'E'946524."  
y j lej 'cnuq'tgs wktgu'vj g'uwdo kuukqp'qh'vj g'cppwcn'tgr qt v'vq'vj g'F kgev't'qh'QRO . 'hqt'vj g'  
ko r ngo gpcvkap'qh'c'dguv'r tcevegu'uwf { 'cpf'vj g'kuwcp'eg'qh'cf xkuqt { 'i wkf g'kpgu0'

## KKO DCEMI TQWPF "

"

Vj g'F gr ctvo gpv'u'o kuukqp'ku'vq'gpuwtg'c'j qo grcpf 'vj cv'ku'uchg.'ugewtg.'cpf'tguk'g'p'ci ckpu'  
vgttqt'kuo 'cpf'q'vj gt'j c' ctf u'y j gtg'Co gtlecp'k'vgt guu.'cur ktcvkapu.'cpf'y c { 'qh'rhg'ecp'vj tkxg0"  
Vj ku'o kuukqp'ku'go dqf kgf 'kp'vj g'F J U'o qwq<'Y kj 'j qpat'cpf'k'vxi tkf.'y g'y kn'uchgi wctf 'vj g'  
Co gtlecp'r'gqr'ng.'qwt'j qo grcpf.'cpf'qwt'xcnrgu0'Vj g'F gr ctvo gpv'y cu'guv'cn'kj gf 'vj tqwi j 'vj g'  
J qo grcpf'Ugewtkf'cev'qh'4224.'Rwd0N0P q032964; 8.'cpf'Ugevkap'325\*f +\*7+'qh'vj g'cev'r tqxkf gu'  
hqt'vj g'r tgu'k'gp'v'cn'r r qkpw gpv'qh'cp'Qh'leg't'ht'Ekxkntki j u'cpf'Ekxkntk'dgt'vku'Qh'leg't+0"Qp"  
Qevqdg't'48.'4234.'vj g'Ugetgvt { 'hqt'vj g'F gr ctvo gpv'kuwgf 'F grgi cvkqp'P wo dgt'3; 225.'y j lej "  
f grgi cvgf 'vq'vj g'Qh'leg't'ht'ETEN'vj g'cwj qtkf'vq't'gpf gt'k'pcn'f gekukapu'qp'dgj cm'qh'vj g'  
Ugetgvt { 'kp'GGQ'eqo r rkp'u.'r wtuwcp'v'vq'4; 'ECHO'E'3836B32.'qt'r wtuwcp'v'vq'vj g'F gr ctvo gpcn'  
GGQ'Eqo r rkp'v'Rtqegf wtu.'y j gp'vj cv't'gi wvkap'ku'pqv'cr r r'ecdn'g0'F grgi cvkqp'P wo dgt'3; 225"  
uwr gtugf gf 'F grgi cvkqp'P wo dgtu'52; 7'cpf'3; 2240

"

ETEN't'gukf gu'y kj kp'vj g'Qh'leg'qh'vj g'Ugetgvt { . 'cpf'r tqxkf gu'vej plecn'cpf'r r'qke { 'cf xleg'vq"  
F gr ctvo gpv'hc'f gtuj kr 'qp'ekxkntki j u'cpf'ekxkntk'dgt'vku'kuwgu0'Vj g'Qh'leg't.'d { 'uvcwg.'tgr qt u'  
f kgev't'vq'vj g'Ugetgvt { 'cpf'cu'kuu'ugpkat'hc'f gtuj kr 'kp'uj cr lpi 'r r'qke { 'kp'y c { u'vj cv'r tqgev'vj g'  
ekxkntk'dgt'vku'qh'cm'r'gtu'qpu'r tqgev'gf "d { 'qwt'rcy u0'k'p'cee'qtf cpeg'y kj '8'WUOE0E'567'cpf "  
64WUOE0E'4222gg/3.'ETEN'u'o kuukqp'ku'vq'uw'r qt v'vj g'F gr ctvo gpv.'vq'gpuwtg'eqo o ko gpv'vq"  
qwt'xcnrgu.'cu'k'ugewt'gu'vj g'P cvkqp'y j krg'r t'gugtxkpi 'k'p'k'k'f wcn'hdgt'v'. 'h'c'k'p'guu.'cpf'gs wcrk'v'  
wpgt'vj g'rcy 0'ETEN'r gthqto u'hqwt'ng { 'h'w'p'v'k'p'u'vq'k'p'v'gi t'cv'g'ekxkntki j u'cpf'ekxkntk'dgt'vku'k'p'vq"  
cm'qh'vj g'F gr ctvo gpv'u'o kuukapu'cpf'cev'k'k'gu<

"

30 Cf xkupi 'F gr ctvo gpv'hc'f gtuj kr .'r'gtu'qppgn'cpf'r'ct'v'p'gtu'cdq'w'ekxkntki j u'cpf'ekxknt'  
k'dgt'vku'kuwgu.'cpf'g'puwt'kpi 't'gur gev'ht'ekxkntki j u'cpf'ekxkntk'dgt'vku'k'p'r'qke { 'f gekukapu'  
cpf'ko r ngo gpcvkap'qh'vj qug'f gekukapu0'

40 Eqo o wplecv'pi 'y kj 'k'p'f'k'k'f wcn'cpf'eqo o wpk'kgu'y j qug'ekxkntki j u'cpf'ekxkntk'dgt'vku'  
o c { 'dg'ch'ge'gf 'd { 'F gr ctvo gpv'cev'k'k'gu.'k'p'qto lpi 'vj go 'cdq'w'r'q'ke'ku'cpf'cx'gp'wgu'qh'

"





Ego r qpgpw.'y kj 'y g'gzegr vkp'qh'EDR.'y j lej 'gZR gtlgpegf 'c'urki j v'f getgcug'kp'ku'y qtnhqteg'kp' H' '42390'"

Chgt'o qf guv'kpetgcugu'kp'yj g'pwo dgt'qh'hqto cn'GGQ'eqo r nkpw'hkgf "gcej '{ gct'htqo 'H' '4236" yj tqwi j 'H' '4238.'yj g'pwo dgt'qh'hqto cn'GGQ'eqo r nkpw'hkgf 'f genkpgf 'kp'H' '4239.'htqo "3.537" kp'H' '4238.'vq"3.4670"kp'H' '4239.'KEG'cpf 'yj g'Hgf gtcn'Ncy 'Gphqtego gpv'Vtcklpi 'Egpvtu" \*HNGVE+'gZR gtlgpegf 'urki j v'kpetgcugu'kp'yj g'vqcn'pwo dgt'qh'eqo r nkpw'hkgf . 'y j kg'yj g'qyj gt" ugxgp'Ego r qpgpw"\*VUC.'EDR.'WUU.'HGO C.'J gcf s wctvtu'GGQ"\*J S 'GGQ+'WUOE qcu'V wctf " \*WUEI +.'cpf "WUEKU+'gZR gtlgpegf 'f getgcugu'kp'eqo r nkpw'hkpi u0"Vj g'F gr ctvo gpv'hqwpf "pq" f kuetpcdng'eqttgrvkp'dgwy ggp'yj g'ej cpi gu'kp'go r m{ gg'r qr wkvkpp'cpf 'eqo r nkpw'hkpi u'htqo " { gct'vq" { gct0"Ugg'Hki wtg'30"

**Hki wtg'3<'Ego r nkpw'hkgf . 'H' '4234'6'H' '4239'**

"	2012	2013	2014	2015	2016	2017
<b>Fgr ctvo gpv /y kf g'Hkpi u'</b>	3.3; ; "	3.3; 4"	3.435"	3.484"	3.537"	3.467"
<b>Xctkpeg" Htqo 'r tlqt" { gct " eqo r nkpw'"</b>	/: 7"	/8"	- 43"	- 6; "	- 75"	/92"
<b>Fgr ctvo gpv /y kf g' Rqr wkvkpp"</b>	422.77; "	3; 8.65; "	3; 3.; 97"	3; 2.653"	3; 4.; 88"	3; 9.7; 5"
<b>Xctkpeg'kp" go r m{ gg" r qr wkvkpp" Htqo 'r tlqt" { gct "</b>	- 3.329"	"/6.342"	/6.686"	/3.766"	- 4.657"	- 6.949"

D0 Dcugu'qh'F kuetko kpcvkpp'kp'GGQ'Ego r nkpw'"

F wtkpi 'H' '4239.'yj g'F gr ctvo gpwu'o quv'htgs wgpvn' 'cmgi gf "dcugu'qh'f kuetko kpcvkpp'kp'hqto cn' GGQ'eqo r nkpw'y gtg.'kp'qtf gt'qh'htgs wpe { <"tgr tkucn'ugz.'cpf 'f kucdkrk'0" Cmj qwi j 'yj g'pwo dgtu" j cxg'hmwewv'htqo "{ gct'vq" { gct.'tgr tkucn'cpf 'ugz'j cxg'dggp'yj g'o quv'htgs wgpvn' 'cmgi gf "dcugu" ukpeg'H' '42340'Hqt'H' '4237'cpf 'H' '4238.'tceg'y cu'yj g'yj kf "o quv'htgs wgpvn' 'cmgi gf "dcuku=" j qy gxgt.'hqt'yj g'htuv'ko g'kp'H' '4239.'f kucdkrk' 'y cu'yj g'yj kf "o quv'htgs wgpvn' 'cmgi gf "dcuku0" Ugg'Hki wtg'40'"

- Tgr tkucn<"kp'H' '4239.'yj gtg'y cu'cp'33'r gtegpv'f getgcug'kp'yj g'pwo dgt'qh'tgr tkucn'ekko u' \*7; 8+.'eqo r ctgf 'vq'H' '4238'\*889+0" F gur kg'yj g'f getgcug.'tgr tkucn'tgo ckpu'yj g'o quv' eqo o qpn' 'cmgi gf "dcuku'qh'f kuetko kpcvkpp'cv'F J U.'cpf 'i qxgtpo gpv'y kf g.'cu'tgr qtvgf 'd { "

: "

vj g"GGQE0"Cv'vj g'F gr ctvo gpv."cpf "cetquu'vj g'hgf gtcn'ugevqt. "tgr tkucn'ernko u'ctg"cm quv"  
cny c{ u'lqkpgf "y kj "cp'wpf gtn{ kpi "GGQ"eqo r nkp'v'qp"vj g'dcuku'qh'tceg. "pcvkqpcn'qt ki kp."  
ugz. "gxe0"

"

- Ugz <"F wtkpi "Hl "4239."FJ U'tgegxgf "698"eqo r nkp'w'cmgi kpi "f kuetko kpcvkqp"qp"vj g'dcuku' qh'ugz. "y j lej "lpenmf gu'emko u'qh'igudkcp. "i c{ . "dkugz wcn"cpf "tcpuu gpf gt "NI DV+" f kuetko kpcvkqp"Ur gekh'ecmf . "hgo cngu'cmgi kpi "f kuetko kpcvkqp"dcugf "qp"ugz "cee'q'w'p'v'g'f "hqt" vj g'o quv'hts wgpv' t'ckugf "dcuku. "y kj "526"eqo r nkp'w"O cngu'cmgi kpi "f kuetko kpcvkqp" dcugf "qp"ugz "t'ckugf "vj ku'dcuku"kp"383"eqo r nkp'w. "cpf "ugz wcn'qt kpcvkqp"y cu't'ckugf "kp"33" eqo r nkp'w"K'ku'pqv'cdng'vj cv'y qo gp'o cng'wr "qpn{ "55"r gtegpv'qh'vj g'v'q'v'F J U" y qtn'hteg. "dw'vj g{ "o cng'wr "86"r gtegpv\*"526+"qh'cm'ugz/dcugf "f kuetko kpcvkqp"eqo r nkp'w"O" Cf f'k'k'q'p'cm{ . "vj ku'ku'vj g'ugeqpf "{ gct "lp"c't'qy "vj cv'vj gtg"j cu'dggp"c'h'x'g'r gtegpv'k'petgcug'kp" eqo r nkp'w'h'kgf "qp"vj g'dcuku'qh'ugz "htqo "vj g'r t'g'x'k'q'w'k'uecn{" gct="vj gtg'y gtg"652"ugz/ dcugf "eqo r nkp'w'h'kgf "kp"Hl "4237."cpf "vj gtg'y gtg"675"ugz/dcugf "eqo r nkp'w'h'kgf "kp"Hl " 42380"

"

- F'k'c'd'k'k'v' <"F wtkpi "Hl "4239."f kucd'k'k'v{ "f kuetko kpcvkqp"y cu'cmgi gf "kp"646"eqo r nkp'w. " y j lej "ku"c"34"r gtegpv'k'petgcug"qxgt"vj g'r t'k'q'{" gct"y j gp" f kucd'k'k'v{ "y cu't'ckugf "kp"59; " eqo r nkp'w"Vj ku'ku'vj g'htu'v'ko g'vj cv'vj g'dcuku'qh'f kucd'k'k'v{ "j cu'w'w'r cu'gf "t'ceg"qt "ci g" eqo r nkp'w"v'q'd'geqo g'q'p'g'qh'vj g'v'q'r "vj t'g'g'd'c'ug'u'cmgi gf "kp"ht'o c'n'eqo r nkp'w. "cpf "vj gtg" j cu'dggp"c"ugcf { "k'petgcug'kp" f kucd'k'k'v{ "ernko u'uk'peg"Hl "42350"Vj g'k'petgcug'kp" f kucd'k'k'v{ " eqo r nkp'w'ht' "vj g'F gr ctvo gpv'f wtkpi "Hl "4239. "ku"o c'k'p'n{ "vj g't'gu'w'n'q'h'uki p'k'h'ec'p'v' k'petgcugu'kp" f kucd'k'k'v{ "cmgi c'v'k'p'u'cv'y q"Eqo r q'p'p'w-<"WUEKU"cpf "KEG" f kucd'k'k'v{ "ernko u' cv'WUEKU" k'petgcugf "d{ "; 5"r gtegpv. "htqo "4; "kp"Hl "4238"v'q'78"kp"Hl "42390" WUEKU" f'k'f "p'q'v' r q'k'p'v'q" c'r ct'v'w'w'c' t'g'cu'q'p'ht' "vj g'k'petgcug="j qy g'x'gt. "WUEKU"t'gr q't'v'g'f "vj cv'k'v'ku" eq'p'v'k'p'k'p'i "v'q'c'p'c'n{ | g'vj g'f'c'v'kp"Hl "423: 0" H'k'p'c'm{ . "KEG" g'z'r g't'k'p'eg'f "c"77"r gtegpv' k'petgcug'kp" f kucd'k'k'v{ "ernko u'"htqo "69"kp"Hl "4238"v'q'95"kp"Hl "42390"KEG" c'w't'k'd'w'g'f "vj ku" k'petgcug'v'q"ej c'p'i gu'v'go o kpi "htqo "vj g'et'g'c'v'k'p'q'h'c"eg'p't'c'k'k' gf "cee'qo o q'f'c'v'k'p' h'w'p'f "kp" KE'G'au'Q'h'leg'qh'F'k'x'g't'uk'v{ "cpf "E'k'x'k'i'T'k'i j w' "Q'F'ET+" y j lej "y cu'h'q'm'y gf "d{ "cp" k'petgcug" kp"t'g's w'g'u'u'ht' t'g'cu'q'p'cdng' cee'qo o q'f'c'v'k'p'u"KEG" g'z'r n'k'p'g'f "vj cv'y j gp"cp" l'p'f'k'k'f' w'c'n'ku" f'g'p'k'g'f "cp" cee'qo o q'f'c'v'k'p. "Q'F'ET" u'g'p'f u'f'g'p'k'n'g'w'g'tu'vj cv'l'p'c'n'f'g' l'p'h'q'to c'v'k'p'c'd'q'w'j qy " v'q'h'k'g'c"eqo r nkp'w="vj w'KEG" e'q'p'c'n'f'gf "vj cv'vj g'k'petgcug'kp"r ct'v'k'r c'v'k'p'kp"vj g't'g'cu'q'p'cdng' cee'qo o q'f'c'v'k'p'r t'q'eg'u. "cm'p'i "y kj "cp" k'petgcug'kp" f'g'p'k'n'g'w'g'tu. "y gtg" e'q'p't'k'd'w'k'p'i " h'c'v'q'tu"v'q"vj g'k'petgcug'kp"eqo r nkp'w'h'k'k'p'i u"0"

"

Kp'Hl "4239. "vj gtg'y gtg"q'v'gt'uki p'k'h'ec'p'v'h'k'p'f kpi u'y kj "t'gi c'tf "v'q" f kuetko kpcvkqp"qp"vj g'dcugu'qh" t'ceg"cpf "pcvkqpcn'qt ki kp"0"Vj gtg'y gtg"429"eqo r nkp'w'h'kgf "dcugf "qp"pcvkqpcn'qt ki kp"cpf . "qh'vj qug. " 86"r gtegpv\*"354+"y gtg'dcugf "qp"J kur c'p'le l'N'c'v'k'p'q"0"Vj ku'ku'f kur q'r q't'v'k'p'c'v'g'v'q"vj g'44"r gtegpv'qh" J kur c'p'le l'N'c'v'k'p'q"go r m{ g'g'u'y j q"o cng'wr "vj g'F J U'y q't'n'ht'eg"0"U'ko k'r'c't'n{ . "kp"Hl "4239. "vj gtg'y gtg" 5; 3"eqo r nkp'w'h'kgf "dcugf "qp"t'ceg. "cpf "89"r gtegpv\*"483+"y gtg'dcugf "qp"Dir'em'i'Ch'le'c'p/ Co g't'le'c'p"0"Ci c'k'p. "vj ku'r gtegp'v'ci g'ku'f kur q'r q't'v'k'p'c'v'g'v'q"vj g'38/r gtegpv'y q't'n'ht'eg'r ct'v'k'r c'v'k'p" t'c'v'g'ht'Dir'em'i'Ch'le'c'p"Co g't'le'c'p"go r m{ g'g'u"0"

"

\*\*\*\*\*

<sup>5</sup> "j wr <ly y y Q'g'q'0 q'x l'h'f g't'c'n'g'r q't'w'lu'r 4236 l'p'f g'z'0"0"Vj g'4236"t'gr q't'v'ku'vj g'o quv't'gegpv'ku'w'g'f "d{ "vj g'GGQE-0" <sup>6</sup> "Vj g'v'g'to "0'f kucd'k'k'v{ 0'l'p'c'n'f'g'u'r'j { u'le'c'n'f'c'p'f "o gp'v'n'f' kucd'k'k'v'g'u"0"Kp'Hl "4239. "vj gtg'y gtg"364"cmgi c'v'k'p'u'qh" f kuetko kpcvkqp"dcugf "qp"o gp'v'n'f' kucd'k'k'v{ "cpf "4: 4"cmgi c'v'k'p'u'qh'f kuetko kpcvkqp"dcugf "qp"r'j { u'le'c'n'f' kucd'k'k'v{ 0"

;"

"

**Hli wt g'4<'Dcugu'qhf kuet ko kpcvqp.'Hl '4234/'Hl '4239''**

"

	2012	2013	2014	2015	2016	2017
<b>Tgr tkcn'</b>	74: "	77: "	754"	798"	889"	7; 8"
<b>Ugz''</b>	648"	664"	5; 6"	652"	675"	698"
<b>F kcdkx{''</b>	529"	523"	542"	577"	59; "	646"
<b>Tceg''</b>	635"	673"	544"	624"	625"	5; 3"
<b>Ci g''</b>	5: 7"	635"	558"	5; 4"	5; 8"	5: 8"
<b>Pcvkpcn'</b> <b>Qtki kp''</b>	435"	3: 6"	3: 4"	3: 8"	43: "	429"
<b>Eqmt''</b>	368"	377"	344"	387"	37; "	3: 3"
<b>Pqp/Ucwwqt { 7''</b>	94"	9; "	9: "	: 4"	96"	322"
<b>Tgri kqp''</b>	53"	78"	85"	7: "	88"	79"
<b>I KPC''</b>	4"	: "	6"	7"	9"	6"

"

, 'Pqp/ucwwqt { 'dcugu'kpenf g'r ctgpcn'ucwu'cpf 'ugz wcn'qtkpvcvqp0'

"

**E0 Kuwgu'kp'GGQ'Ego r nkpwu''**

"

Vj g'o quv'htgs wgpwn' 'tckugf 'kuwgu'kp'GGQ'eqo r nkpwu'cv'vj g'F J U'f wt kpi 'Hl '4239'y cu'j ctcuuo gpv' \*pqp/ugz wcn: 'cnj qwi j 'yj gtg'y cu'c'36'r gtegpv'f getgcug'kp'eqo r nkpwu'kpxqrxkpi 'pqp/ugz wcn' j ctcuuo gpv'htgo 'Hl '4238'\*7: 6+'v'q' 'Hl '4239'\*724+0''''Vj g'dcuku'qhf'ugz. 'kq0'i gpf gt. 'y cu'vj g'dcuku' o quv'htgs wgpwn' 'tckugf 'dcuku'kp'pqp/ugz wcn'j ctcuuo gpv'eqo r nkpwu'\*3; : 'eqo r nkpwu: 'cpf '92' r gtegpv'qhf'vj qug'3; : 'eqo r nkpwu'y gtg'dcugf 'qp'ugz/hgo cng0'P qp/ugz wcn'j ctcuuo gpv'j cu'dggp'vj g' o quv'htgs wgpwn' 'tckugf 'kuwgu'kp'GGQ'eqo r nkpwu'cv'vj g'F gr ctvo gpv'qxtg'vj g'r cuv'ukz' '{ gctu. 'cu'j cu' dggp'vj g'ecug'cetquu'vj g'hgf gtcn'ugev'qt0''''

"

Vj g'ugeqpf/o quv'eqo o qpn' 'tckugf 'kuwgu'cv'F J U. 'f kuer nkpt { 'cevkqp. 'y cu'tckugf 'kp'526' eqo r nkpwu0'Vj ku'tgr tguv'p'gf 'c'39'r gtegpv'kpetgcug'qxgt 'Hl '4238. 'y j gp'k'y cu'tckugf 'kp'47; " eqo r nkpwu'cpf 'tcpngf 'vj kf 'co qpi 'kuwgu'tckugf 0'Cu' Hli wt g'5. 'dngy . 'uj qy u. 'f kuer nkpt { 'cevkqp' j cu'eqpukwgpwn' 'dggp'vj g'ugeqpf/'qt'vj kf/o quv'htgs wgpwn' 'tckugf 'kuwgu'cv'vj g'F gr ctvo gpv'0''''

"

.....

7''Vj g'Ego o kuwgu'j cu'j grf 'vj cv'c'erclo 'qhf'kuetko kpcvqp'dcugf 'qp'ugz wcn'qtkpvcvqp'pgeguactkn' 'ucv'gu'c'erclo 'qhf' ugz 'f'kuetko kpcvqp'wpf gt 'Vkrq'XKK'Ci gpeku'uj qwf 'tgcv'erclo u'qhf'ugz wcn'qtkpvcvqp'f'kuetko kpcvqp'cu'ugz' f'kuetko kpcvqp'erclo u'wpf gt 'Vkrq'XKK'cpf 'r' tteguu'wej 'eqo r nkpwu'r wtucpv'v'q'4; 'E(HO'0E'3836. 'wprguu'c' eqo r nkpvcv'v'gs wguu'vj cv'vj g'Ci gpe { au'cngt'pvc'v'xg'eqo r nkpvr' tteguu. 'k'i'qpg'gz'kuu. 'dg'wugf 0'Dc'rf y kp'xOF gr w'qhf' Vic'pur 0'GGQE'Cr r gcn'P q023423552: 2''Lwn' '37. '4237+0'CV'vj g'F gr ctvo gpv'c'eqo r nkpvcv'v'o c { 'g'ge'v'v'q'j cxg'c' ugz wcn'qtkpvcvqp'erclo 'r' tteguugf 'wpf gt 'Gz'gew'k'g'Qt'f gt'352: 9. 'cpf 'vj qug'erclo u'ctg'kpenf gf 'kp'vj g'0P qp/ Ucwwqt { 0'ecv'gi qt { 0''

8''Vj g'P q'HGCT' Cev'tgs wkgu'tgr qt'v'pi 'qhf'eqo r nkpwu'kpxqrxkpi 'ugz wcn'j ctcuuo gpv'kq0'ugz/dcugf 'erclo u'kpxqrxkpi '' cevkqpcdng'wpy greqo g'eqpf wev'qhf'c'ugz wcn'pcwtg+cpf 'pqp/ugz wcn'j ctcuuo gpv'kq0'erclo u'kpxqrxkpi 'cevkqpcdng' wpy greqo g'eqpf wev'pqv'qhf'c'ugz wcn'pcwtg. 'g'f 0'dcugf 'k'pungf 'qp'tceg. 'ugz. 'pvcv'kpcn'qtki kp. 'eqmt. 'tgrki kqp. 'ci g. ' f'kcdkx'kx'f. 'qt'tgr tkcn'0'

9''[w<ly y y Qege0 qx lhf gtcnltgr qt'vulur 4236 kpf gz@ho 0''](#)

"

Vj g'yj kf/o quv'tckugf 'kuwg'cvFJ U'y cu'r tqo qvqp lpqp/ugrgevqp. 'y j lej 'y cu'tckugf 'lp'4: 2" eqo r nkpwu"Vj ku'tgr tguvpu'c"o qf guv'kxg'r gtegpv'f getgcug"qxgt'Hl "4238. 'y j gp'r tqo qvqp lpqp/ugrgevqp'y cu'tckugf 'lp'4; 8"eqo r nkpwu"Vj g'o clqtkv' "qh'yj g"eqo r nkpwu'y kj 'yj g'kuwg'qh' f kxer nqct { "cevkqp'tckugf 'lp'Hl "4239. 'y cu'kxg'f'ci ckvu'VUC"\*3: 2+ 'y j lej 'y cu'c'kxg'r gtegpv' kpetgcug'ltqo "Hl "4238"\*394+0"Vj g'dcuku'yj cv'eqo r qugf 'yj g'o quv'r tqo qvqp lpqp/ugrgevqp" eqo r nkpwu'y cu'ci g. 'y kj "35: "cngi cvkpu"Vj g'kuwg'qh'r tqo qvqp lpqp/ugrgevqp"j cu'cnuq'dggp" co qpi 'yj g'vqr 'yj tgg'kuwgu'tckugf 'lp'GGQ"eqo r nkpwu'i qxgtpo gpvy kf g0"

**Hli wt g'5<'kuwgu'lp'Eqo r nkpwu'Hl '4234'/Hl '4239"**

"	2012	2013	2014	2015	2016	2017
<b>P qp/Ugzwen' J ctcuo gpv'</b>	696"	6; : "	6: 4"	69; "	7: 6"	724"
<b>F kxer nqct { " Cevkqp"</b>	434"	3; : "	3; 8"	469"	47; "	526"
<b>Rt qo qvqp lP qp/ Ugrgevqp"</b>	484"	494"	37; "	446"	4; 8"	4: 2"
<b>Vgt o ulE qpf kxqpu' qh'Go r m{ o gpv'</b>	342"	327"	; ; "	327"	369"	37: "
<b>Cuuli po gpv'qhi' F wlgu'</b>	326"	; : "	326"	363"	372"	348"

**X0 EQO RNCIP V'RTQEGUUKPI 'C P F "**  
**CF LWF KECVKQP 'F CVC "**

C0 GGQ'Eqwpugrki "

Kp"ceeqtf cpeg'y kj "4; 'ECHO'E'3836B27\*f + "eqwpugrki "qh'cp'lpqto cn'GGQ"eqo r nkpvo wuv'dg" eqo r ngvf 'y kj lp'52"ecngpf ct'f c { u. 'wprgu'vj g'ci i tkxgf 'r gtuqp"ci tggv'vq"gzv'pf 'yj g'eqwpugrki " r gkqf "wr 'vq"cp'cf f kxqpcn'82"ecngpf ct'f c { u'0'F gr ctvo gpvy kf g. 'yj gtg'y cu'c"o kpk cn'kpetgcug'lp" yj g'vqcn'pwo dgt'qh'eqo r ngvf "eqwpugrki u'dgy ggp'Hl "4239"cpf 'Hl "42380"Kp'Hl "4239."4.739" GGQ"eqwpugrki u'y gtg'eqo r ngvf. 'y j gtgcu'4.732"eqwpugrki u'y gtg'eqo r ngvf 'lp'Hl "42380" Cnj qwi j 'yj ku'ku'c'p'qo kpcn'kpetgcug'lp"yj g'vqcn'pwo dgt'qh'eqo r ngvf "eqwpugrki u. 'yj g'vko grkpuu' r gtegpvi g'ht'eqo r ngvf "eqwpugrki u'kpetgcugf 'ltqo "; 2'r gtegpv'lp'Hl "4238"vq"; 7'r gtegpv'lp'Hl " 42390"Vj ku'kpetgcug'lp"vko grkpuu'ku'o ckn' "cwt'kdwgf "vq"c'47"r gtegpv'kpetgcug'lp"vko gn' " eqo r ngvf "eqwpugrki u'cv'KEG"ltqo "455"lp'Hl "4238"vq"4; 4'lp'Hl "4239+."cpf "c'37"r gtegpv' kpetgcug'cv'HGO C"\*ltqo "366"lp'Hl "4238"vq"388"lp'Hl "4239+0"p qvcdn'."cpf "cu'uj qy p'dgmy "lp" Hli wt g'6. 'yj g'vko grkpuu'r gtegpvi g'lp'Hl "4239"\*; 7'r gtegpv'y cu'vj g'j ki j guv'qh'cmlr tkqt'tgr qt'vpi " { gct'u0"Ugg'Hli wt g'60""

.....  
: "j wr <ly y v Qgqg0 qx lhf gtenlgr qtulur 4236 lpf gz Qho 0"

**Hli wt g'6<'GGQ'Eqwpugrki 'cv'vj g'F gr ct wo gpv.'Hl '4234'6'Hl '4239'**

"

	2012	2013	2014	2015	2016	2017
<b>VqcnP wo dgt "</b>	4.253"	4.356"	4.289"	4.5; 3"	4.732"	4.739"
<b>Vlo grl 'Pwo dgt "</b>	3.93: "	3.959"	3.983"	4.2: 3"	4.475"	4.5: 9"
<b>Rgt egpwi g'Vlo grl "</b>	: 7"	: 3"	: 7"	: 9"	: 2"	: 7"

"

"

Kpf kxf wcnEqo r qpgpw'r tqi tco "cee qo r rkuj o gpw'cpf "gpj cpego gpw'vq'vj gk'r tqi tco u."cu" j ki j rki j vgf "dgmjy . "eqp'kdwgf "vq'vj g'F gr ct wo gpw'kpetgcug'kp'vko grl "eqwpugrki u'kp'Hl "4239<"

"

- Vj tgg'Eqo r qpgpw'r tqxkf gf "vko grl "GGQ"eqwpugrki 'kp'322'r gtegpv'qh'vj gk'ecugu'kp" Hl 4239<"EDR"y j lej 'j cu'f qpg'uq"gxgt { "f gct 'ukpeg'Hl "4234+. "WUEI . "cpf "HNGVE0"Hqwt" Eqo r qpgpw'r tqxkf gf "vko grl "eqwpugrki 'kp'c'j ki j 'r gtegpwi g'qh'vj gk'ecugu<"WUEKU."; ; " r gtegpv'vko grl "395"qh'397"ecugu+. "WUUU."; 9'r gtegpv'vko grl "54"qh'55"ecugu+. "EG."; 7" r gtegpv'vko grl "4; 4"qh'52; "ecugu+. "cpf "VUC."; 5'r gtegpv'vko grl "65"qh'3.232"ecugu+0""
- HGO C "gZR gt kgpegf "c'pqvdrng'kpetgcug'kp'vko grl "eqo r rvgf "eqwpugrki u'cv'"; ; 'r gtegpv' vko grl "388"qh'3: 8"ecugu+0"Vj ku'ku'cp'33'r gtegpv'kpetgcug'qxgt'vj g'. 2'r gtegpv'366"qh'3: 2+ vko grl "eqwpugrki 'kp'Hl "42380""

"

"

D0 GGQ'kpxguki cvkqpu"

"

Kp'ceeqtf cpeg'y kj "4; "EHOT0E'3836B2: \*g+. "cp'kpxguki cvkqpu"o wuv'dg'eqo r rvgf "y kj kp'3: 2" ecnpgf ct'f c { u. "wprguu'vj g'eqo r rckpcp'vci tggv'vq'gzvpgf "vj g'f gcf rkg. "qt'vj g'eqo r rckp'ku" co gpf gf 0"J gtg. "y g'eqo r ctg'vj g'pwo dgt "qh'hqto cneqo r rckpw'hrkf "F gr ct wo gpv'y kf g'vq'vj g" pwo dgt "qh'GGQ'kpxguki cvkqpu'eqo r rvgf . "cpf "vq'vj qug'vj cv'y gtg'eqo r rvgf "vko grl 0"

"

Kp'Hl "4239. "c'vqcn'qh'3.357'kpxguki cvkqpu'y gtg'eqo r rvgf "F gr ct wo gpv'y kf g. "c'unki j v'kpetgcug" hqo "vj g'3.344'kpxguki cvkqpu'eqo r rvgf "kp'Hl "42380"Uki pkkpcp'v. "vj g'pwo dgt "qh'vko grl " eqo r rvgf "kpxguki cvkqpu'kp'Hl "4239": 34+kpetgcugf "78'r gtegpv'qxgt"Hl "4238. "y j gp'744"ecugu" y gtg'kpxguki cvgf "vko grl 0"P qv'qpn' "y cu'vj ku'c'pqvgy qt vj { 'kpetgcug'kp'vko grl /eqo r rvgf " kpxguki cvkqpu. "dw'cnuq'vj g'cxgtci g'pwo dgt "qh'f c { u'vq'eqo r rvg'vj g'kpxguki cvkqpu'f getgcugf "d { " 7: "f c { u'htqo "4; 8'f c { u'kp'Hl "4238"vq'45: "f c { u'kp'Hl "42390"

"

VUC"uj qy gf "vj g'o qu'vki pkkpcp'vko r tqxgo gpw'kp'vko grl "eqo r rvgf "kpxguki cvkqpu'qxgt'vj g'ruv" hkecn'f gct0'Kp'Hl "4238. "VUC"vko grl "eqo r rvgf "373"qh'773'kpxguki cvkqpu. "cpf "kp'Hl "4239. "VUC" vko grl "eqo r rvgf "634"qh'783'kpxguki cvkqpu"Vj g'r gtegpwi g'qh'vko grl "eqo r rvgf "kpxguki cvkqpu" tqug'htqo "49'r gtegpv'kp'Hl "4238"vq'95'r gtegpv'kp'Hl "42390"Vj ku'ku'c'pqvdrng'ko r tqxgo gpv'cpf "ku" c'fkt gev'tguwn'qh'VUC'kpetgcugf "u'chhpi "cpf "dcemqi "grko kpcvq'kp'kckv'xgu'kp'Hl "42380""

"

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: "Y g'pqvg. "j qy gxgt. "vj cv'eqo r rckpw'hrkf "kp'qpg'hkecn'f gct'bo c { "pqv'cny c { u'dg'kpxguki cvgf "f wtkpi "vj g'uco g'hkecn' { gct0'

"



P qv'cm'hqto cn'eqo r n'kp'u't guw'n'kp'cp'GGQ'k'px'guki cv'k'p'0'k'p'ugcf . 'cp'ci gpe { 'b c { 'r tqegf w'cmf " f kuo ku'cp'GGQ'eqo r n'kp'v'ht'q'pg'q'h'ug'x'g'c'n't'g'cu'p'u . 'k'p'nm'f'k'pi . 'dw'p'q'v'iko k'gf 'v'q'<'h'k'nm't'g'v'q" uc'v'g'c'ern'ko . 'v'p'ko g'n'f'k'p'k'c'n'ie'q'p'v'e'v'y'k'j'cp'GGQ'eq'w'p'ug'm't . 'h'k'k'pi 'v'j'g'k'f'g'p'v'k'c'n'ie'rn'ko 'k'p'H'g'f'g'c'n' F'k'ut'k'ev'E'q'w't'v' . 'q't'f'k'k'nm't'g'v'q'r't'q'x'k'f'g'p'g'eg'uu'c't { 'k'p'hqto cv'k'p'v'q'v'j'g'ci gpe { 0'U'gg'4; 'E'CH'0'E" 3836029\*c+0'C'v'F'J'U' . 'Eqo r q'p'g'p'u'ug'p'f'ETEN't'gs'w'gu'u'ht'f'k'uo'k'u'c'n'q'h'eqo r n'kp'v'u'v'j'cv' . 'dc'ug'f" q'p'Eqo r q'p'g'p'u'0't'g'x'k'g'y . 'o'g'g'v'c'r'r't'q'r't'k'v'g't'g'i'w'c'v'q't { 'e't'k'g't'k'c'=ETEN'o'c'm'g'u'v'j'g'h'k'p'c'n' f'g'v'g'to'k'p'c'v'k'p'u'c'h'v'g't'c'ect'g'h'w'i'c'p'f'f'k'k'i'g'p'v't'g'x'k'g'y'r't'q'eg'uu'0'k'p'H' "4239 . 'ETEN't'g'eg'k'x'g'f'39: " t'g's'w'gu'u'ht'f'k'uo'k'u'c'n'c'p'f'f'k'uo'k'u'g'f'333'ht'qto'cn'eqo r n'kp'w'/'cp': 4'r'g't'eg'p'v'k'p'et'g'c'ug'q'x'g't'v'j'g" p'wo'd'g't'q'h'f'k'uo'k'u'c'n'k'u'w'g'f'k'p'H' "4238'\*83+0'Y'k'j't'g'i'c't'f'v'q'c'x'g't'c'i'g'r't'q'eg'uu'k'p'i'f'c' { u'v'j'g't'g'y'c'u' c'v'y'q'r'g't'eg'p'v'k'p'et'g'c'ug'v'q'433'c'x'g't'c'i'g'r't'q'eg'uu'k'p'i'f'c' { u'k'p'H' "4239 . 'eqo r c't'g'f'v'q'428'k'p'H' "42380" V'q'c'f'f't'g'u'u'v'j'k'u'k'p'et'g'c'ug' . 'ETEN'j'c'u'r'm'eg'f'c't'g'p'g'y'g'f'h'q'ew'u'q'p'w't'g'c'o'n'k'p'k'p'i'v'j'g't'g'x'k'g'y'c'p'f" c'r'r't'q'x'c'n'r't'q'eg'uu'f'w't'k'p'i'H' "423: 0'U'gg'H'k'i'w't'g'80"

**H'k'i'w't'g'8'<'R't'q'eg'f'w't'c'n'f'k'uo'k'u'c'n' . 'H' "4234'0'H' "4239"**

"	2012	2013	2014	2015	2016	2017
V'q'v'c'n'P'wo'd'g't"	386"	353"	347"	; 4"	83"	333"
C'x'g't'c'i'g'P'wo'd'g't'q'h' R't'q'eg'uu'k'p'i'f'c' { u'	34; "	326"	358"	385"	428"	433"

F 0 H'k'p'f'k'p'i' u'q'h'f'k'uet'ko'k'p'c'v'k'p'"

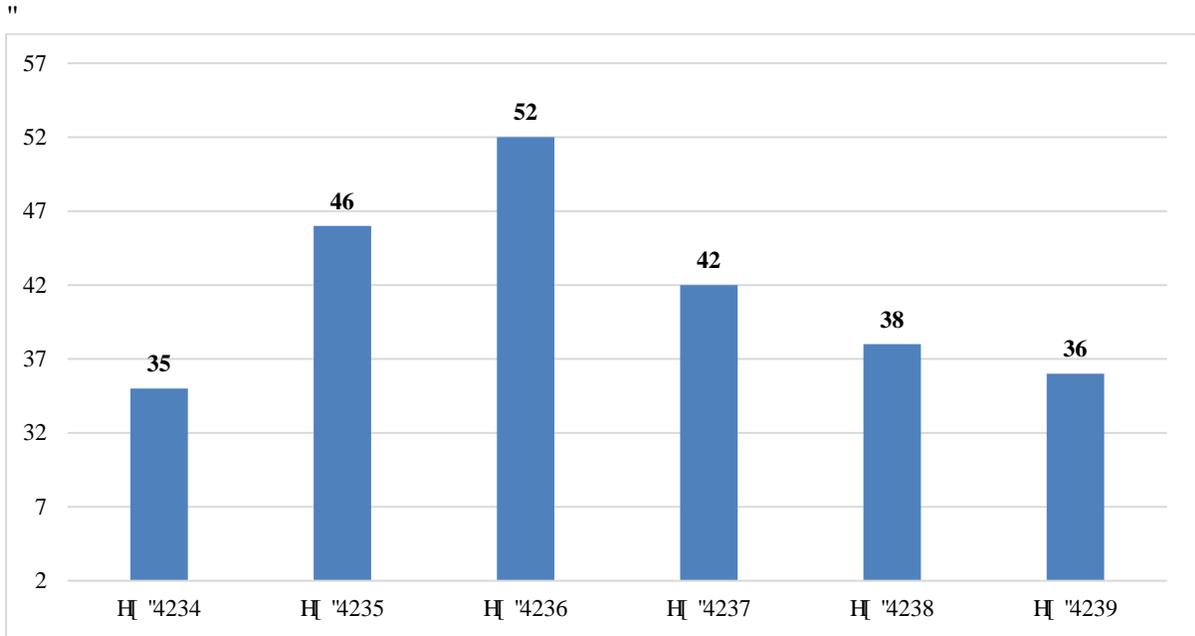
V'j'g'h'q'm'y'k'p'i'v'c'm'f'q'h'v'j'g'F'g'r'c't'v'o'g'p'v'u'h'k'p'f'k'p'i' u'q'h'f'k'uet'ko'k'p'c'v'k'p' . 'H' "4234'v'q'H' "4239 . " k'n'w'w't'c'v'g'u'v'j'g'r't'q'v'g'e'v'g'f' . 'd'c'ug'u'w'r'q'p'y'j'k'ej'v'j'g'h'k'p'f'k'p'i' u'y'g't'g'o'c'f'g' . 'c'p'f'v'j'g'ur'g'ek'h'e'k'u'w'g'u' k'p'x'q'r'k'g'f'k'p'v'j'g'h'k'p'f'k'p'i' u'f'w't'k'p'i'v'j'k'u'r'g't'k'q'f'0'

C'u'v'j'q'y'p'k'p'H'k'i'w't'g'9 . 'H' "4234'v'q'H' "4239 . 'v'j'g'F'g'r'c't'v'o'g'p'v'r't'q'eg'uu'g'f'33: 'h'k'p'f'k'p'i' u'q'h' f'k'uet'ko'k'p'c'v'k'p'v'j't'q'w'j'v'j'g'k'u'w'c'p'eg'q'h'o'g't'k'v'H'c'f'u'q't'H'k'p'c'n'Q't'f'g't'u'h'q'm'y'k'p'i'cp'GGQE" C'f'o'k'p'k'ut'c'v'x'g' . 'L'w'f'i'g'a'u'\*C'L'f'g'ek'k'p'0'k'p'H' "4239 . 'v'j'g'F'g'r'c't'v'o'g'p'v'r't'q'eg'uu'g'f'36'ec'ug'u'k'p'y'j'k'ej' " h'k'p'f'k'p'i' u'q'h'f'k'uet'ko'k'p'c'v'k'p'y'g't'g'o'c'f'g'0'V'j'g'g'ec'ug'u'k'p'nm'f'g'f'v'g'p'o'g't'k'v'H'c'f'u'\*y'k'j'q'w'c'p'GGQE" C'L'w'f'g'ek'k'p'+ . 'v'j't'g'g'GGQE'CL'f'g'ek'k'p'u'h'k'p'f'k'p'i'f'k'uet'ko'k'p'c'v'k'p'v'j'c'v'v'j'g'F'g'r'c't'v'o'g'p'v'w'm'f' " k'o'r'g'o'g'p'v'g'f' . 'c'p'f'q'p'g'GGQE'CL'f'g'ek'k'p'h'k'p'f'k'p'i'f'k'uet'ko'k'p'c'v'k'p'v'j'c'v'v'j'g'F'g'r'c't'v'o'g'p'v'c'r'r'g'c'ng'f'v'q' v'j'g'GGQE'w'Q'h'k'eg'q'h'H'g'f'g'c'n'Q'r'g't'c'v'k'p'u'\*Q'H'Q'0'V'j'g'36'h'k'p'f'k'p'i' u'k'p'H' "4239'c't'g'ur'k'i'j'w'f'h'g'y'g't' v'j'c'p'v'j'g'38'h'k'p'f'k'p'i' u'k'p'H' "4238 . 'c'p'f'k'v'j'q'w'f' . 'd'g'p'q'v'g'f'v'j'c'v'v'j'g'p'w'o'd'g't'q'h'h'k'p'f'k'p'i' u't'g'h'g'ew'u'q'p'n' " c'uo'c'm'i'r'q't'v'k'p'q'h'v'j'g'F'g'r'c't'v'o'g'p'v'u'eqo r n'kp'w'q'x'g't'c'n'0'V'j'g'36'h'k'p'f'k'p'i' u't'g'r't'g'ug'p'v'y'q'r'g't'eg'p'v'q'h' v'j'g'7: 9'o'g't'k'v'H'c'f'u'c'p'f'H'k'p'c'n'Q't'f'g't'u'v'j'g'F'g'r'c't'v'o'g'p'v'k'u'w'g'f'k'p'H' "42390'V'j'k'u'k'u'd'g'r'q'y'v'j'g' i'q'x'g't'p'o'g'p'v'y'k'f'g'r'g't'eg'p'v'c'i'g'q'h'h'k'p'f'k'p'i' u'q'h'f'k'uet'ko'k'p'c'v'k'p'k'p'H' "4236 . 'y'j'k'ej'y'c'u'v'j't'g'g'r'g't'eg'p'v' \*384+0<sup>3</sup>"

k'p'v'j'g'z'c'o'k'p'c'v'k'p'q'h'h'k'p'f'k'p'i' u'k'u'w'g'f'f'w't'k'p'i'H' "4239 . 'p'q' . 'u'k'i'p'k'h'k'c'p'v'r'c'w'g't'p'u'q't'v't'g'p'f'u'j'c'x'g'd'g'g'p' k'f'g'p'v'k'k'g'f'0'N'k'ng'y'k'g' . 'v'j'g'h'w'ew'c'v'k'p'k'p'h'k'p'f'k'p'i' u' . 'H' "4234'v'q'H' "4239 . 'u'j'q'y'p'd'g'm'y' . 'f'q'g'u' p'q'v'c'r'r'g'et'v'q'd'g'c'w't'k'd'w'c'd'ng'v'q'c'p' { 'r'c't'v'ew'r'c't'g'c'u'q'p' . 'p'q't'f'q'g'u'k'v'k'p'f'k'ec'v'g'c'r'c'w'g't'p'F'g'r'c't'v'o'g'p'v' y'k'f'g' . 'q't'y'k'j'k'p'c'r'c't'v'ew'r'c't'Eqo r q'p'g'p'0'U'gg'H'k'i'w't'g'90"

<sup>33</sup> [w'w'<h'y'y'Q'eg'g'e'0'q'x'h'g'f'g't'c'n't'g'r'q't'v'u'l'u'r'4236'k'p'f'g'z'0'c'h'o'0'](#)

Hki wt g'9<'Eqo r mcpw'y kj 'Hpf lpi u'Hl '4234'6'Hl '4239''



30 Rtqygevgf "Dcugu"

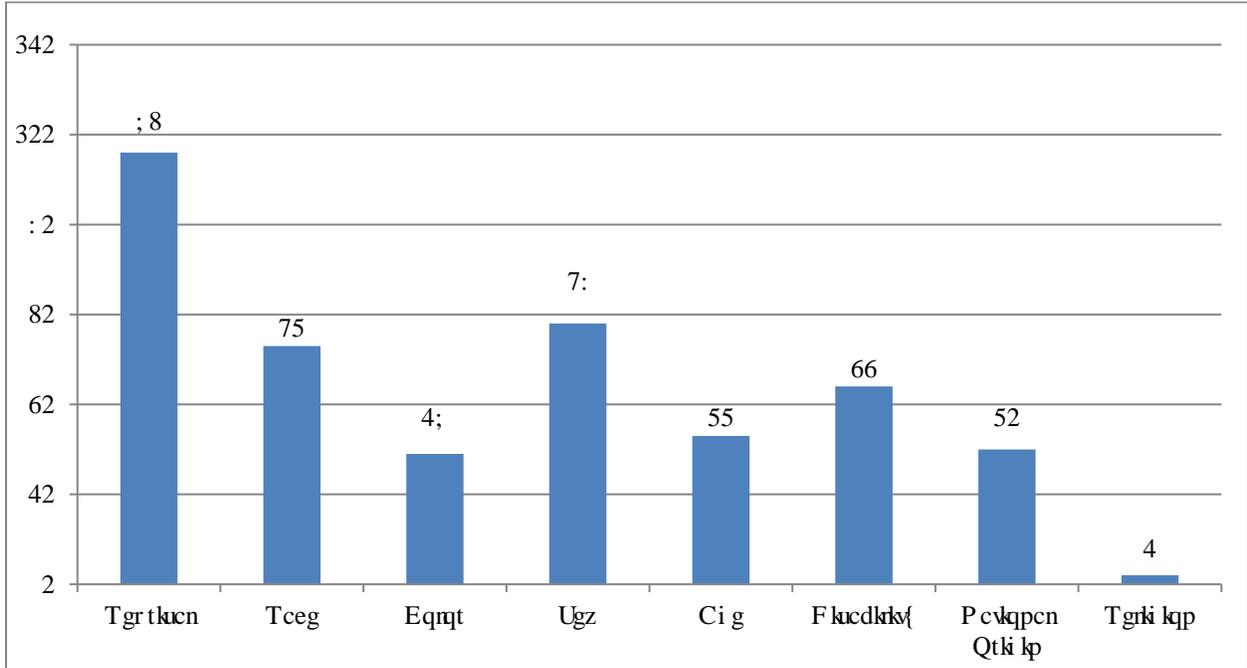
Kp'Hl '4239.'o quv'hpf lpi u'qh'f kuetlo kpcvqp''hpf lpi u'kuwgf 'kpenw gf 'y g'dcugu'qh'tgr tkuci\*+ " r j { ulecnf kucdkw\ '\*; +.'cpf 'ci g'\*9+0"Vj g'plog'hpf lpi u'dcugf "qp'f kucdkw\ 'kp'Hl '4239'ctg'urki j v\ " j ki j gt'y cp'y g'gki j v'f kucdkw\ 'hpf lpi u'lp'Hl '4237'cpf 'Hl '42380"Vj g'pwo dgt'qh'hpf lpi u'dcugf " qp'tgr tkuci'kp'Hl '4239'\*; +tgo clpgf 'y g'uco g'cu'lp'Hl '42380"Vj gtg'y gtg'pq'ci g'dcugf 'hpf lpi u' kp'Hl '4238=j qy gxgt.'y gtg'y gtg'33'hpf lpi u'dcugf "qp'ci g'lp'Hl '42370'K'ku'ko r qvcpv'q'pqvg" y cv'y g'vqen'pwo dgt'qh'dcugu'y kj kp'hpf lpi u'qh'f kuetlo kpcvqp'o c{ 'gzeggf 'y g'vqen'pwo dgt'qh' hpf lpi u'kuwgf 'dgecwug'qpg'f gekukqp'o c{ 'hpf 'f kuetlo kpcvqp'qp'o qtg'y cp'qpg'dcuku0'kp'Hl " 4239.'y g'F gr ctvo gpv'cnq'kuwgf 'hxg'hpf lpi u'dcugf "qp'ugz.'y q'hpf lpi u'dcugf "qp'tceg.'cpf "qpg" hpf lpi "dcugf "qp'pcvqpcn'qtki kp0"Vj g'pwo dgt'qh'hpf lpi u'dcugf "qp'ugz'f getgcugf 'v'hxg'lp'Hl " 4239.'Itqo 'y g'v'p'kuwgf 'lp'Hl '42380"Vj g'pwo dgt'qh'hpf lpi u'dcugf "qp'tceg'\*4+'cpf 'pcvqpcn' qtki kp'\*3+tgo clpgf 'y g'uco g'lp'Hl '4239.'cu'lp'Hl '42380"Vj g'uo cmlej cpi g'lp'y g'pwo dgt'qh' hpf lpi u'qp'o cp{ "qh'y g'dcugu'f qgu'pqv'cr r gct'v'uki plh{ 'cp{ 'r ct vkwrc't'gpf 0"

Vj g'vqen'pwo dgt'qh'hpf lpi u'd{ 'dcuku'htq'y g'r gtlqf 'Itqo 'Hl '4234'v'Hl '4239.'ku'uj qy p'lp" Hki wtg": 0'

"  
"

" "

Hli wt g': <'Hlpf lpi u'd{ 'Dcuku 'H '4234'6'H '4239'



40 Kuwgu"

Eqpukvrgpv'y kj 'r t gxlqwu' { gctu. 'y g' H '4239' hpf lpi u' qh' f kuetko kpcvkqp' kpxqrxgf 'eqo r rckpw' tclupi '57' kuwgu' kp' f khtgtpv' ctgcu. 'y kj 'pq' f kuegtpkdng' r cwgtp' qt' t' gpf 0' Vj g' H '4239' hpf lpi u' r tgf qo kpcpvf' kpxqrxgf 'j' ctcuuo gpv' \*pqp/ugz wcn' \*33+ 'cpf' 'cuuki po gpv' qh' f wlgv' \*; +0' Vj gtg' y cu' c' urki j v' kpetgcug' kp' 'y g' pwo dgt' qh' hpf lpi u' tgrv' lpi 'v' j' ctcuuo gpv' \*pqp/ugz wcn' kp' H '4239' \*33+ 'cu' eqo r ctgf 'v' H '4238' \*32+0' Vj gtg' y cu' cnuq' c' o' qtg' f tco cvk' kpetgcug' kp' 'y g' pwo dgt' qh' hpf lpi u' kp' 'y g' ctgc' qh' cuuki po gpv' qh' f wlgv' = plpg' kp' H '4239'. 'eqo r ctgf 'v' 'y' tgg' kp' H '42380' C f f kqpcmf. 'y g' F gr ctvo gpv' ucy 'hpf lpi u' tgrv' lpi 'v' 'v' gto uleqpf kxqpu' qh' go r m' q' o' gpv' \*uwej 'cu' qxgtn' 'uetwlpk' lpi 'y' qtm' qh' h' eg' ur ceg. 'f co ci g' v' tgr wcvkqp' + \*6+. 'gzco kpcvkqp' lgv' \*4+. 'o' gf kecn' gzco kpcvkqp' \*4+. 'pqp/ugz wcn' lpp/ r tqo qv' qp' \*4+. 'cpf' 'tgcupcdng' ceeqo o' qf cvkqp' \*4+. 'v' o' g' cpf' ' cwgp' f ppeg' \*4+. 'cpf' 'r c' { lqxt v' o' g' \*3+0' kp' H '4239'. 'hqt' 'y' g' h' t' uv' v' o' g' 'kp' 'cv' r' gcuv' h' xg' { gctu. 'y' gtg' y' gtg' hpf lpi u' qp' 'y' g' kuwgu' qh' gzco kpcvkqp' lgv'. 'o' gf kecn' gzco kpcvkqp'. 'cpf' 'r c' { lqxt v' o' g' 0' Cu' y' kj' r tqvev' f' dcugu. 'y' g' v' qcn' pwo dgt' qh' kuwgu' y' kj' kp' 'y' g' hpf lpi u' qh' f kuetko kpcvkqp' o' c' { 'gzeggf' 'y' g' v' qcn' pwo dgt' qh' hpf lpi u' kuwgf. 'i' kxgp' 'y' cv' qp' g' f' gekukp' o' c' { 'hpf' 'f' kuetko kpcvkqp' y' kj' 'tgi' ctf' 'v' o' w' k' r' g' kuwgu' 0' kp' H '4239'. 'y' gtg' y' gtg' o' qf' g' v' h' w' e' w' c' v' k' p' u' kp' kuwgu' h' tqo' 'r' t' k' t' { gctu = j' qy' gxgt. 'y' g' v' f' q' p' q' v' c' r' r' gct' 'v' 'uki' plh' { 'cp' { 'r' ct' v' e' w' r' t' 't' g' p' f' 0' Ugg' H' li' wt' g'; 0

Hli wt g'; <"Hlpf lpi u'd{ 'Kuwg. Hl '4234'6'Hl '4239"

"	2012	2013	2014	2015	2016	2017	Total
Crrqlpwo gpvlj kt g"	2"	4"	3"	2"	2"	2"	5"
Cuiki po gpv'qhf wlg'u'	5"	5"	4"	4"	5"	;	44"
Cy ctf u'	2"	2"	2"	2"	3"	2"	3"
F hæk rlpct { 'cevkqp"	5"	7"	3"	3"	3"	2"	33"
F wv' j qwt u'	3"	2"	2"	3"	2"	2"	4"
Gxncwvklpkr r t cluci'	4"	3"	4"	4"	2"	2"	9"
Gzco kpcvkqp lgvu'	2"	2"	2"	2"	2"	4"	4"
J ctcuo gpv'pqp/ ugz wcn'	5"	3: "	3: "	: "	32"	33"	8: "
O gf leciGzco kpcvkqp"	2"	2"	2"	2"	2"	4"	4"
P qp/ugrgevkqp lpp/ rtqo qvkqp"	7"	3"	6"	7"	6"	4"	43"
Re{ lqxgt vlo g"	3"	2"	2"	2"	2"	3"	4"
Tgcuppedrg" ceeqo o qf cvkqp"	3"	4"	4"	3"	4"	4"	32"
Vgt o kpcvkqp"	4"	4"	6"	5"	2"	2"	33"
Vgt o uleqpf kkp'u'qhi' go rinq{ o gpv'	2"	9"	4"	5"	2"	6"	38"
Vlo g'cpf 'Cwgpfcpeg"	2"	3"	3"	4"	2"	4"	8"
Vtclpki "	3"	2"	2"	4"	2"	2"	5"

XK0 RTCEVKECN'MP QY NGFI G'I CKP GF "VJ TQW J " GZ RGT KGP EG. 'CP F 'CEVKQP U'RNC P P GF "QT" VCMGP "VQ"KO RTQXG"VJ G'E QO RNC K VU'CP F " EKXN'TH J VU'RTQI TCO "

C0 K0 r t x g o g p w ' l p ' y j g ' F g r c t w o g p w u ' G G Q ' R t q i t c o "

F w t k p i ' H l ' 4 2 3 9 . ' y j g ' F g r c t w o g p v ' e q p v k p w g f ' v q ' e c r k c n k g ' q p ' r t q i t c o ' g p j c p e g o g p w ' u c t v g f ' l p ' r t g x l q w u ' h k u e c n i { g c t u ' c p f ' l o r i g o g p v g f ' p g y ' l p k l c v x g u 0 ' E T E N ' d t q c f g p g f ' k u ' e q m c d q t c v x g ' y q t n i ' y k j ' y j g ' F g r c t w o g p w u ' G G Q ' F k t g e v t u ' c p f ' E q o r q p g p v ' G G Q ' q h h e g u ' l p ' c ' p w o d g t ' q h ' c t g c u 0 ' "

30 Kuwcepeg"qh'O gtk/HCF u"

O g t k / H C F u ' c t g ' k u w g f ' d { ' E T E N ' c h g t ' c ' e q o r r c k p c p v ' h g u ' c ' h q t o c n ' e q o r r c k p ' c n g i k p i ' f k u e t k o k p c v k q p . ' y j g ' E q o r q p g p v ' e q p f w e u ' c p ' l p x g u k i c v k q p . ' c p f ' c ' t g s w g u ' k u ' o c f g ' h q t ' y j g ' c i g p e { ' v q ' k u w g ' c ' f g e k u k q p ' c u ' v q ' y j g y j g t ' q t ' p q v f k u e t k o k p c v k q p ' q e e w t t g f 0 ' I g p g t c m f . ' y j k u ' t g s w g u ' o c { ' d g "

o cf g'd { 'y g'eqo r nkpvcv'o c { 'tguwn'htqo 'y g'hkpi 'qh'c'o k zgf 'ecug.<sup>34</sup>qt'o c { 'dg'tgs wguvf 'd { " y g'Ego r qpgpv'cu'c'tguwn'qh'y g'eqo r nkpvcv'u'hkntg'v'q'o cng'cp'grgevkqp"dghqtg'y g'g'zr ktckqp" qh'y g'r quv'kpxguki cvkqp'grgevkqp'r gtlqf 0"Ur gekhccm{ . 'y g'GGQE'tgi wrcv'kpu.'cv'4; 'EHOORctv' 3836.'tgs wkt'g'o gtlv'HCF u'v'q'dg'kuwgf 'y kj lp'82'f c { u'qh'grgevkqp.'qt'hkntg'v'q'ko gn' 'grgevc" HCF "qt'j gctkpi 0""

Kp'Hl '4239.'ETEN'kuwgf '627'o gtlv'HCF u.'c'68'r gtegpv'kpetgcug'qxgt'y g'pwo dgt'kuwgf 'kp'Hl " 4238.'cpf 'y g'j ki j g'v'pwo dgt'kuwgf 'ukpeg'42350'cmj qwi j 'ETEN'f kf 'pqv'o ggv'ku'i qcn'v'q'kuwgf " 62'r gtegpv'qh'o gtlv'HCF u'y kj lp'tgi wrcv'q { 'vko grkpgu.'kpuvcf'cej kxkpi 'c'48'r gtegpv'327'qh" 627+'vko grkpgu'tcvg.'y g'y tqwi j r w'qh'HCF u'y cu'c'uki pkkcpv'cej kxgo gp'0'Hki wtg'32'uj qy u" ETENau'ukz/ { gct'v'gpf 'lp'o gtlv'HCF 'kuwcpegu0""

**Hli wtg'32<'O gtlv'HCF u'Hl '4234'6'Hl '4239''**

	2012	2013	2014	2015	2016	2017
Dcemqi 'ev[ gct'Gpf "	2"	2"	2"	2"	44"	326"
Vqvcn'HCF u'kuwgf "	559"	677"	523"	4; 9"	49: "	627"
Pwo dgt'Vlo gr' " Kuwgf ""	385"	3: 7"	383"	342"	; 6"	327"
Rgt egpvi g'Vlo gr' "	6: "	63"	75"	62"	56"	48"
Cxgt ci g'Rt qegulpi " F c { u'	365"	386"	339"	337"	388"	429"

Vj g'tc'g'ugxgtc'nt'gcuqpu'ht'y g'f getgcug'lp'y g'r gtegpvi g'qh'vko gn' 'HCF 'kuwcpegu'lp'Hl " 42390'Hktuv.'cu'ucv'gf 'cdq'xg.'ETEN'kpetgcugf 'ku'qxgtcm'HCF 'kuwcpegu'd { '68'r gtegpv'qxgt'Hl " 4238= y wu.'gxgp'y qwi j 'y g'pwo dgt'qh'vko gn' 'HCF u'kpetgcugf 'urki j w{ . 'y g'qxgtcm'r gtegpvi g'qh' vko gn' 'HCF u'f getgcugf 0"Vj g'pqvy qt y { 'kpetgcug'lp'kuwcpegu'y cu'cee'qo r rkuj gf 'd { 'f gf kecv'kpi " cf f kkpvcn'tguwtegu'v'q'y g'ecug'tgxkgy 'hwpevkqp.'y j lej 'uki pkkcpv' 'g'zr gf k'gf 'y cv'r tqegu0""

ETENau'cf lwf kecv'kqp'r tqi tco 'uchh'kpi 'gzkuwgf 'lp'c'ucv'g'qh'hwz'y tqwi j qw'o quv'qh'Hl "4239.'cpf " y g'tkr r mg'gh'ge'v'qh'uchh'kpi 'uj qt'vci gu'y cv'j cf 'ch'ge'v'gf 'vko gn' 'o gtlv'HCF 'kuwcpegu'lp'Hl "4237" cpf 'Hl "4238'eqpv'kpwgf 'v'q'ko r cev'ETEN'lp'42390'Ur gekhccm{ . 'cmj qwi j 'y q'r t'gxl'kwun' 'x'cecpv' cf lwf kecv'kqp'u'uchh'r qukk'kpu'y g'tg'hkngf 'lp'Hl "4238.'gctn' 'Hl "4239'ucy 'y q'p'gy 'x'cecp'k'gu'lp'y g' cf lwf kecv'kqp'u'r tqi tco " \*qpg'f w'g'v'q'cp'lp'v'g't'p'cn'r tqo q'v'kqp'v'q'cp'qj gt'ETEN'r qukk'kqp.'cpf 'y g' ugeqpf 'f w'g'v'q'cp'w'i gpv'p'ggf 'hqt'c't'guwtegu'v'q'dg'f g'v'k'grf 'v'q'cp'qj gt'et'k'kecn'ETEN'r tqi tco " ctgc-0"cmj qwi j 'dqj 'cf lwf kecv'kqp'u'r qukk'kqp'u'y g'tg'ci clp'uchh'gf 'd { 'r'v'g'Hl "4239.'y g'p'gi cv'k'g" ko r cev'qp'ETENau'cf lwf kecv'kqp'u'r tqi tco 'y cu'engct'lp'y g'lp'cd'k'k'v' 'v'q'nggr 'w'r 'y kj 'y g'x'q'no g' qh'k'pe'qo kpi 'HCF 't'gs w'gu'u'0'Cu'c't'guwn.'y g'lp'x'gp'v'q { 'qh'w'p'cu'uki pgf 'HCF 't'gs w'gu'u'k'pet'gcugf " htqo '44'cv'y g'gpf 'qh'Hl "4238.'v'q'326'cv'y g'gpf 'qh'Hl "42390'Hwtj gt.'ETEN'g'zr gtl'k'p'egf 'c'ulz" r gtegpv'kpet'gcug'lp'k'pe'qo kpi 'HCF 't'gs w'gu'u'f w'k'pi 'Hl "4239'\*656+.'qxgt'y q'ug't'ge'g'k'g'f 'lp'Hl " 4238'\*633+0"Y kj 'cp'c'rt'g'cf { 'r'g'cp'cf lwf kecv'kqp'u'uchh' 'eqw'rgf 'y kj 'y q'o ku'k'pi 't'guwtegu' 'gx'gp' y ku'o qf guv'k'pet'gcug'lp'k'pe'qo kpi 't'gs w'gu'u'y cu'w'p'cd'rg'v'q'dg'c'du'q't'd'gf 0"

34"C'o k zgf 'ecug'ku'c'eqo r nkpvcv'qh'go r m { o gpv'f kuet'ko l'p'cv'kqp'y cv'v'go u'htqo 'cp'cev'kqp'y cv'v'ep'dg'c'r r g'c'rgf 'v'q'y g' O gtlv'U'f u'go u'Rt'q'v'g'v'k'p'D'q'ct'f 0'k'p'cee'q't'f'c'p'eg'y kj '4; 'EHOORctv'3836624'f +\*4+ 'y g'ci g'pe { 'o wu'v'kuwgf'c'HCF " y kj lp'67'f c { u'qh'le'qo r ngv'kqp'qh'y g'lp'x'g'uki cvkqp'0"

Y kj 'y ku'i tqy kpi 'lpxgpvt { 'qh'wpcuiki pgf 'ecugu'f wg'vq'uvchhki 'uj qtvcu gu.'ETEN'hceg'f " eqo r gvkpi 'cf lwf lecvkqp'r tkqtksku->"kuuwkpi 'o gtk/HCF u'y kj kp'vj g'tgi wrcvt { '82/f c { 'vko g'r g'rkf " cpf 'kuuwkpi 'o gtk/HCF u'y cvj cf 'ctgcf { 'uwr cuugf 'y cv'tgi wrcvt { 'vko g'r g'rkf 0"Vj wu.'ETEN'y cu' eqo r gm'f 'vq'cf qr v'c'utcvgi ke'HCF 'cuuki po gpv'cr r tqcej . 'utknkpi 'c'dm'peg'dgw ggp'kuuwkpi " tgi wrcvt { 'vko gn' 'HCF u.'y j krg'cnuq'cf f tguukpi 'qrf gt'ecugu'kp'qtf gt'vq'cxqkf 'f kucf xcpvci kpi " eqo r m'kpcpw'y j qug'HCF 'tgs wguu'y cf 'dggp'r gpf kpi 'hqt'c'hqpi gt'r g'rkf 'qh'vko g0"" "

Cnuq'eqpvtkwkpi 'vq'yj g'o gtk/HCF 'vko grkpgu'kuuwg.'ETEN'f qgu'pqv'cny c { u'tgegkxg'HCF " tgs wguu'kp'vko g'vq'r tgr ctg'cpf 'kuuwg'f gekukpu'y kj kp'vj g'82/f c { 'tgi wrcvt { 'vko g'r g'rkf "cu" g'zr m'kpgf 'm'vgt 'kp'vj ku'ugev'kqp-0"K'ku'ko r q'vcpv'vq'wpf gtucpf 'y cv'y g'F gr ctvo gpv'u'Eqo r qpgpv' GGQ'qh'legu'r m { 'c'ng'f 'tqrg'kp'ETENau'cdk'k'v' 'vq'vko gn' 'kuuwg'o gtk/HCF u.'kp'vj cv'Eqo r qpgpv' ctg'tgur qpukdrg'hqt'hqty ctf kpi 'HCF 'tgs wguu'vq'ETEN0"Vj g'tgi wrcvt { 'vko g'rko k'hqt'o gtk/HCF " kuuw'pegu'eqo o g'pegu'qp'vj g'f cvg'c'eqo r m'kpcpv'tgs wguu'c'HCF . 'qt'kh'y g'eqo r m'kpcpv'f qgu'pqv' tgs wguu'c'HCF . 'y j g'vko g'rko k'eqo o g'pegu'52'f c { u'htqo 'y j g'f cvg'v'g'eqo r m'kpcpv'tgegkxg'f 'pqv'leg' qh'yj g'tki j v'vq'tgs wguu'c'HCF 0"Vj g'tghqtg.'ETENau'vko gn' 'cf lwf lecvkqp'r tqegu'tgrku'dqy 'w'qp' y j g'Eqo r qpgpv'u'r tqeguukpi 'gh'legpe { 'cpf 'pqv'lecvkqp'vq'ETEN.'cu'y gm'cu'y c'xkpi 'y j g'ETEN' tguwtegu'vq'cf f tguu'yj g'k'peqo kpi 'y qtn<sup>5</sup>"Qpg'y c { 'ETEN'r m'pu'vq'cf f tguu'f gr { u'htqo 'y j gp' y j g'HCF 'ku'grgevgf 'vq'y j gp'vj cv'kphqto cvkqp'ku'eqpxg'f g'vq'ETEN'ku'd { 'r ctv'p'gtkpi 'y kj 'y j g' Eqo r qpgpv'GGQ'qh'legu'vq'yj g'f 'y km'co gpf 'y j g'r quv'kpxg'vki cvkqp'pqv'leg'vq'eqo r m'kpcpw'vq' tgs w'k'g'v'j cv'eqo r m'kpcpw'f k'gevn' 'pqv'kh' 'ETEN'qh'HCF 'tgs wguu'<sup>6</sup>"Vj g'pqv'leg.'y j lej 'cnuq' v'cpuo ku'yj g'k'p'xg'vki cv'xg'H'krg.'k'phqto u'eqo r m'kpcpw'qh'yj g'tki j v'vq'tgs wguu'cp'GGQE'j g'ctkpi " qt'c'HCF 0"Vj g'co gpf g'f 'pqv'leg'y km'k'pust w'v'eqo r m'kpcpw'vq'ugpf 'y j g't HCF 'tgs wguu'f k'gevn' 'vq' ETEN.'cu'y gm'cu'vq'yj g'Eqo r qpgpv'u'GGQ'qh'legu'0"Vj ku'p'gy 'cr r tqcej 'ku'g'zr g'evgf 'vq'k'petg'cug' ETENau'cdk'k'v' 'vq'o q'xg'ecugu'hqty ctf 'vq'cuuki po gpv'o q'tg's w'k'nm'f . 'cpf 'kuuwg'cp'k'petg'cug'f " pwo dgt'qh'vko gn' 'o gtk/HCF u'kp'H' 423: 0"Cnuq.'y j ku'f go q'pust cv'gu'cp'qy j g't'qh'ETENau'w'p'k'v' 'qh' gh'htv'k'p'k'v'x'gu'y kj 'qwt'Eqo r qpgpv'r ctv'p'gtu.'cm'qh'y j lej 'eqp'v'p'wg'vq'ut'gpi y j gp'vj g'GGQ' r tqi tco 'cpf 'd'w'k'p'guu'h'k'p'gu'c'et'quu'v'j g'F gr ctvo gpv.'y j krg'v'ko w'nc'p'g'q'w'w'f 'j c'xkpi 'c'r qu'k'k'xg' ko r cev'qp'ewu'qo gt'ugt'x'leg'0"" "

F gur k'g'v'j g'ug'ej cm'gpi gu.'ETEN'k'petg'cug'f 'd { '68'r gtegp'v'v'j g'pwo dgt'qh'o gtk/HCF u'kuuwg'f "627+" y j gp'eqo r ctg'f 'y kj 'y j g'r tkqt' { gct "49: +0'ETEN't'g'crk'f g'f 'kp'g'ctn'f 'H' 4239.'y j cv'yj g'w'eqo kpi " ej cpi g'k'p'c'f o k'p'k'v'cvkqp'y q'w'f 't'guu'w'k'p'vj g'cuuki po gpv'qh'yj g'F gr w'f 'Q'h'leg'v'v'j g'r qu'k'k'p'qh' Cev'kpi 'Q'h'leg'f 'hqt'ETEN0'Cu'c't'guu'w'qh'yj cv'f go cpf kpi 'cuuki po gpv.'ETEN't'k'ung'f 'c'd'q'w'g'p'gem' k'p'vj g'cf lwf lecvkqp'u'r tqegu'cv'yj g'HCF 't'g'x'g'y 'u'vci g'cpf 'r w'cf f k'k'q'p'cn't'gu'wtegu'k'p'r m'eg'vq' h'q'ewu'qp'HCF 't'g'x'g'y u'0"Vj ku'gh'htv'r tq'x'g'f 'u'w'eg'uu'w'w'k'p'g'pu'w'kpi 'y j cv'ecugu'o q'x'g'f 'gh'leg'p'w'f " hqty ctf 'hqt'cr r tq'x'cn'f'cpf 'kuuw'peg'0"" "

K'p'cp'gh'htv'v'v'q'cf f tguu'yj g'i tqy kpi 'lpxgpvt { 'qh'r gpf kpi 'HCF 'tgs wguu.'ETEN'f g'f k'ev'g'f 'h'w'p'f kpi " vq'g'uc'dr'kuj 'cp'g'z'v'g't'p'cn'eq'p't'cev'yj kj 'c'h'ko 'vq'f't'ch'v'o gtk/HCF u.'y j w'u'w'r r ngo gpv'kpi 'y j g'k'p'v'g't'p'cn' ETEN'cf lwf lecvkqp'u't'gu'wtegu'0'D'ge'c'w'ug'yj g'eq'p't'cev'yj cu'cy ctf g'f 'cv'yj g'x'gt { 'g'p'f 'qh'H' 4239." y q't'm'f'k'f 'p'q'v'd'gi k'p'f'w'kpi 'y j g'h'k'ue'cn'f { gct.'cpf 'y j g'ko r cev'qh'yj ku'cf f g'f 't'gu'wte'g'ku'g'z'r g'evgf 'vq'dg' h'w'w'f 't'g'crk'f g'f 'kp'H' 423: 0"" "

.....  
<sup>35</sup>Vj g'F J UGGQ'eqo r m'kpcpv'r tqegf w'gu't'gs w'k'g'Eqo r qpgpv'vq'u'wdo k'HCF 'tgs wguu'y kj k'p'h'x'g'ec'ng'p'f'c'f c { u'qh' t'geg'r v'q'h'c'HCF 'tgs wguu'htqo 'c'eqo r m'kpcpv'qt'v'g'p'ec'ng'p'f'c'f c { u'qh'yj g'z'r k'cv'kqp'qh'yj g'eqo r m'kpcpv'u'r g'ev'k'p'p' r g'rkf 'vq'tgs wguu'c'HCF 'qt'GGQE'j g'ctkpi 0'  
<sup>36</sup>Vj g'pqv'leg'ku'tgs w'k'g'f 'd { '4; 'E'OH'0'E'3836082: \*h+

"  
"

40 Cf xcpelpi 'Lqkp'Qrr qtwpk\ 'kpkckxgu'cpf 'K r ngo gpvcvqp'qh'c'F gr ctvo gpv'y kf g'  
Utcvgi ke'Rrcp"

"

Kp'Hl "4239.'y g'GGQ'Eqwpekn'eqpvkpwgf 'gzgewkpi 'ku'hkxg/{ gct'Utcvgi ke'Rrcp'\*Hl "4238"6'Hl " 4242+\*'y g'Rrcp+.'clo gf 'cv'cej kxkpi 'c'wpx\ 'qh'ghqt'v'cetqui'y g'F gr ctvo gpvu'GGQ'cpf 'F kxgtuk\ r tqi tco u0'Vj g'Eqwpekn'ngf 'y qtnkpi 'i tqw u.'gcej 'hqewugf "qp'qpg'qh'y g'Rrcpau'ukz 'i qcm'cpf " uchhgf 'y kj 'GGQ'cpf 'F kxgtuk\ 'r tcevkqpgtu'itqo 'cetqui'y g'F gr ctvo gpv.'wvf gtvqamlo gcuwtcdrg" cevkpu'lp'hwj gtcpeg'qh'y gk 'tgur gevkg'i qcm0'C'owo o ct\ 'qh'y g'Rrcpau'i qcm'cpf " eqttgur qpf kpi 'y qtnkpi 'i tqw u0'Hl "4239'cee qo r rkuj o gpvu'ctg'f kewaugf 'dgrny 0'

"

Ci clk.'wvf gt'y g'f kgevqp'qh'y g'GGQ'Eqwpekn'y ku'y qtnkpi 'i tqw 'f gxrgr gf 'cp'cppwcn' qr gtevkpcn'r rcp'hqt'Hl "423: . 'cpf 'y g'i tqw 'y kn'eqpvkpwg'vq'v'ceni'y g'r tqi tguu'qh'qj gt'y qtnkpi " i tqw u0'Kp'tgur qpug'vq'eqpegtpu'cdqwy'g'tgcf cdkk\ 'qh'y g'Rrcp.'y g'y qtnkpi 'i tqw 'cnuq" f gxrgr gf 'c'o qtg'tgcf gt/htkpf n\ 'xgtukp0'Vj g'Rrcpau'htuv'i qcn'ku'ugewkpi 'cpf 'uwvckkpi " eqo o ko gpv'd\ 'hgcf gtuj k' 'y kj kp'y g'F gr ctvo gpv'cpf 'ku'Eqo r qpgpu0'I qcn'3au'y qtnkpi 'i tqw . " y kj 'y g'f kgevqp'qh'y g'GGQ'Eqwpekn'guvdrkuj gf 'cp'cppwcn'qr gtevkpcn'r rcp'hqt'Hl "4239'cpf " v'cengf 'y g'r tqi tguu'qh'qj gt'y qtnkpi 'i tqw u'lp'eqo r rnvkpi 'y gk 'tgur gevkg'cevkp'kgo u0""

"

Kpvgi tevki 'GGQ'cpf 'F kxgtuk\ 'lpv'F gr ctvo gpv'ncpf 'Eqo r qpgpv'utcvgi ke'r rpu'ku'y g'ugeqpf " i qcn'qh'y g'Rrcp0'Kp'Hl "4239.'I qcn'4au'Utcvgi ke'Eqo o wplecvkpu'y qtnkpi 'i tqw 'r vdrkuj gf 'c" tgr qtv.'ektewv'co qpi 'ugpkqt'hgcf gtu'cpf 'cxckrdrg'hqt'cm'go r m\ { ggu.'j ki j rki j vki 'y g" F gr ctvo gpvu'cee qo r rkuj o gpvu'lp'cf xcpelpi 'f kxgtuk\ 'cpf 'kpenwukp0'Kp'Hl "423: . 'y g'y qtnkpi " i tqw 'y kn'cnuq'hwu'qp'f gxrgr kpi 'c'y tkwgp'i w\ g'hqt'ugpkqt'hgcf gtu'vq'f gxrgr 'cpf 'f grkxg" GGQ'cpf 'f kxgtuk\ /tgrv'eqo o wplecvkpu0""

"

Kp'Hl "4239.'y g'Cy ctf u'y qtnkpi 'i tqw 'y cv'y cu'hqto gf 'r wuvcpv'vq'I qcn'4.'cpf 'kp'tgur qpug'vq" hggf dcm'itqo 'y g'kpcwi wcn'F gr ctvo gpv'y kf g'GGQ'cpf 'F kxgtuk\ 'cy ctf u'egtgo qp\ { 'kp'Hl "4238." tghkpgf 'y g'cy ctf u'r tqi tco 'vq'dgwgt'tgeqi pk g'gzegmpv'eqpv'kdwkqpu'vq'ko r tqxkpi 'GGQ'cpf " f kxgtuk\ 'htqo 'cetqui'y g'F gr ctvo gpv0'Vj g'i tqw 'cnuq'f gxrgr gf 'c'r tqr qucn'vq'tgecu'v'y g" Ugetgvt\ { au'F kxgtuk\ 'Cy ctf . 'r ctv'qh'y g'Ugetgvt\ { au'Cy ctf u'Rtqi tco . 'cu'y g'GGQ'cpf 'F kxgtuk\ " Cy ctf . 'uq'y cv'go r m\ { ggu'y j q'o cmg'uki p\ h'ecpv'eqpv'kdwkqpu'vqy ctf 'GGQ.'cu'y gm'cu'y qug'y j q" o cmg'xcmvdr'eqpv'kdwkqpu'vqy ctf 'F kxgtuk\ . 'ecp'tgegkxg'y ku'r tguvki kqu'tgeqi p\ kq0'ETENau" F gr w\ 'QHh'egt'cpf 'F kgevqt 'hqt'GGQ'cpf 'F kxgtuk\ 'y kn'r tgugpv'y g'r tqr qucn'cv'cp'wr eqo kpi " Ugetgvt\ { au'Cy ctf u'Eqo o kvgg'o ggvkpi 0'Kp'Hl "423: . 'y g'Cy ctf u'y qtnkpi 'i tqw 'y kn'ci clk" cf o kpkvgt'y g'F gr ctvo gpv'y kf g'GGQ'cpf 'F kxgtuk\ 'cy ctf u'r tqi tco 0'Cy ctf 'tgekr kgpv." f gvgto kpgf 'd\ 'y g'GGQ'Eqwpekn'y kn'idg'tgeqi pk gf 'cv'y g'F gr ctvo gpvu'423: 'GGQ'cpf 'F kxgtuk\ " Eqphgtgpeg.'ewtgpw\ 'r mppgf 'hqt'O c\ { '423: 0""

"

Vj g'y kf 'i qcn'qh'y g'Rrcp'ku'i getgf 'vqy ctf u'r tqo qvki 'xqmpvct\ { 'tguvkwqp'qh'y qtnr meg" f kur wgu0'Kp'F gego dgt'4238.'y g'Ugetgvt\ { 'kuwgf 'c'f gr ctvo gpv'ncf kgevkg'o cpf cvkpi 'y cv' o cpci gtu'cpf 'uwr gtxkuqtu'r ctv'ekr cvg'lp'CF T'ghqt'v'u'y j gp'cp'go r m\ { gg'grgew'vq'f q'uq0'Vj g" r wtr qug'qh'y g'f kgevkg'ku'vq'gpwgt'f gr ctvo gpv'nc'eqo r rncpeg'y kj 'y g'GGQE'au'OF/332.'y j kej " tgs wktgu'o cpci go gpv'r ctv'ekr cvkq'lp'CF T'ghqt'v'u'vq'tguvkg'GGQ'eqo r rcpw0'Kp'cf f kkp. 'kp" Hl "4239.'y g'F gr ctvo gpvu'CF T'Uj ctgf 'P gwtcnu'Rtqi tco 'cf f gf '64'pgy 'eqm'v'gcn'f w\ "

"

"



kp'GGQ"eqwpuqkpi . 'hqt o cneqo r nkpvr tqeguulpi . 'f cvc'cpcn{uku. 'ur gekn'go r j cuku'r tqi tco " o cpci go gpv.'cpf 'tgcupcdng'ceeao o qf cvkqp'tgs wguvr tqeguulpi 0"Vj g'i tqwr 'y kn'eqpvkpwg" kf gpvkh{ kpi 'cpf 'cf xgtvukpi 'vj gug'qr r qtwpkku'kp'Hl "423: 0"

Cf fklqpcn{.'kp'Hl "423: . 'I qcn'7au'y qtnkpi 'i tqwr 'y kn'uw r qt v'vj g'GGQ"cpf 'F kxgtukv{ 'Vtcklpi " Eqphgtgpeg'Uvggtkpi 'Eqo o kvgg'kp'r nppkpi 'cpf 'gzgewkpi 'vj g'hqmjy /wr 'vq'vj g'F gr ctvo gpvau" kpcwi wcnl'GGQ"cpf 'F kxgtukv{ 'Vtcklpi 'Eqphgtgpeg'vj cv'y cu'j grf 'kp'Hl "42380"Ngxgtci kpi 'vj g' uweeguugu'qh'vj g'kpcwi wcnleqphgtgpeg. 'vj g'y qtnkpi 'i tqwr 'y kn'cuukv'vj g'uvgtkpi 'eqo o kvgg'kp" f gxgnr kpi 'cpf 'f grkxgtkpi 'F gr ctvo gpv'hqewuf . 'ewwki /gf i g'vcklpi 'qp'GGQ"cpf 'f kxgtukv{ " vqr leu0"Nkn'vj g'4238"eqphgtgpeg. 'vj g'423: "eqphgtgpeg'y kn'r tqxkf g'vj g'F gr ctvo gpvau'GGQ" Eqwpuqntu'cpf 'kpxguki cvqtu'y kj 'vj g'vcklpi 'pgeguuct { 'vq'ucvkh{ 'vj gk'cppwcnleqpvkpwkpi " vcklpi 'tgs wkt go gpv0"

Vj g'Rrcpau'ukz vj 'cpf 'hpcn'i qcn'ku'vq'gpwug't gur qpukxg'cpf 'hgi cneqo r ncppeg'd{ 'F gr ctvo gpvcl'cpf " Eqo r qpgpv'GGQ"cpf 'f kxgtukv{ 'r tqi tco u0'kp'Hl "4239. 'I qcn'8au'y qtnkpi 'i tqwr 'gzco kpgf " Eqo r qpgpvu'err r tqcej gu'vq'cf f tguulpi 'cmgi cvkpu'qh'y qtnr nceg'j ctcuuo gpv0'I kxgp'vj g' uki p'hecpv'qti cpk' cvkpcn'cpf 'qr gtcv'kpcn'f k'htg'gpegu'co qpi 'Eqo r qpgpvu. 'vj g'i tqwr 'f vgtto kpgf " vj cv'vj g'F gr ctvo gpv'y qwf 'pqv'dgpgkhv'htqo . 'c'wpl'htqo . 'F gr ctvo gpv'y kf g'r tqegf wtg'ht" cf f tguulpi 'j ctcuuo gpv'cmgi cvkpu0"J qy gxgt. 'vj g'i tqwr 'cnu'f vgtto kpgf 'vj cv'vj g'tg'y cu'c'pggf . " cetquu'Eqo r qpgpvu. 'hqt'o qtg'gh'ge'v'xg'cp'v'j ctcuuo gpv'vcklpi 0"Vj g'i tqwr 'y kn'y qtn'qp" f gxgnr kpi 'cpf 'f grkxgtkpi 'vj ku'vcklpi 'kp'Hl "423: 0"

50 Eqmcdqtcvki 'cpf 'Ngcf kpi 'vj g'F gr ctvo gpvau'Eqo r qpgpvu"

ETEN'ngf . 'cpf 'qj gty kug'r ctv'ekr cvgf 'kp. 'c'pwo dgt'qh'eqmcdqtcv'xg'kpk'cv'xgu'kp'Hl "4239. 'y kj " vj g'i qcn'qh'utgpi vj gpkpi 'r ctv'gtuj kr u'y kj 'Eqo r qpgpvu0'F wtkpi 'Hl "4239. 'ETEN'r tqxkf gf " s wctvgt'f 'hggf dcm'v'F J U'Eqo r qpgpvu'tgi ctf kpi 'vj g's wcrv{ 'qh'vj gk 'Tgr qt w'qh'kpxguki cvkqp" \*TQKu+'vj tqwi j 'wug'qh'vj g'Hggf dcm'Vqqn0"Vj g'Hggf dcm'Vqqn'f gxgnr gf 'd{ 'ETEN. 'kp" eqqt'f kpcv'qp'y kj 'Eqo r qpgpvu. 'y cu'r kn'vgf 'cpf 'rcwpej gf 'kp'Hl "4238. 'cpf 'cmjy u'ETEN" Cf l'w'k'cv'kpu'Cpcn{ u'u'vq'tcv'vj g's wcrv{ 'qh'TQKu'vj g{ 'tgxkgy 'f wtkpi 'vj g'r tgr ctcv'kqp'qh'HCF u0" Vj g'Hggf dcm'Vqqn'leqpv'kpu'ugxgtcnc'evgi qtkgu'vq'j y lej 'pwo g'k'cni's wcrv{ 'vckpi u'ctg'cuuki pgf 0" Cf fklqpcn{ . 'pcttcv'xg'kphqto cvkqp'ku'r tqxkf gf . 'kh'pggf gf . 'vq'hw'vj g't'g'zr nkp'pwo g'k'cni'tcv'kpi u0" Eqo r qpgpvu'eqpv'kpwgf 'vq'y greqo g'vj ku'f gv'k'ngf 'hggf dcm'v'j tqwi j qw'Hl "42390"kp'ncev. 'f wtkpi " vj g'rcu's wctvgt'qh'Hl "4239. 'Eqo r qpgpvu'Eqo r nkp'v0 cpci gtu'v'q'q'nc'r qm'vq'o gcuw'g'j qy " Eqo r qpgpvu'ctg'wulpi 'vj g'kphqto cvkqp'r tqxkf gf 'd{ 'vj g'Vqqn0"Uqo g'qh'vj g's wgu'k'pu'Eqo r nkp'v" O cpci gtu'y g't'cungf 'kpen'f gf 'j qy 'vj g'f 'kuugo kpcv'vj g'kphqto cvkqp'vq'vj gk 'u'ch' 'y j cv'v'f r gu'qh' ej cpi gu'vj g'f 'j cxg'o cf g'cu'c't'guwn'qh't'geg'k'kpi 'vj g'kphqto cvkqp. 'cpf 'y j lej 'r ctw'qh'vj g'Vqqn'vj g{ " h'p'f 'vj g'o qu'v'cpf 'ngcu'v'gh'ge'v'xg0"Vj ku'kphqto cvkqp'y kn'idg'gxcn'cv'gf 'vq'ugg'h'cp{ "cm'gtcv'kpu'kp" vj g'Vqqn'qt'vj g'r tqegu'ctg'pggf gf . 'cpf 'y kn'idg'kpen'f gf 'kp'c'eqo r tgi gpukxg'tgr qt v'kp'Hl "423: 0" P qvcdn{ . 'vj g'GGQE 'kpen'f gf 'vj g'Hggf dcm'Vqqn'kp'ku'Hl "4239"kp'p'q'cv'xg'cpf 'P qvgy qt vj { " Ceeqo r rkuj o gpw'T gr qt v. 'w'p'f gt 'vj g'uge'v'k'p'ht'g'gh'ge'v'xg'cpf 'gh'he'k'ep'v'eqo r nkp'vr tqeguulpi 0"

ETEN'eqpv'kpwgf 'vq'ngcf 's wctvgt'f 'o ggv'kpi u'qh'vj g'F J U'GGQ'Eqo r nkp'v0 cpci gtu. 'y j g't'g'vqr leu" qh'f k'uewuk'qp'kpen'f gf 'wr f cvgf 'i w'k'c'peg'qp'GGQ'eqo r nkp'v0 cpci go gpv'cpf 'tgr qt v'kpi . 'vcklpi " qp'vj g'F J U'gpv'gr t'kug'GGQ'f cv'cdug'cpf 'f qewo gpv'o cpci go gpv'u'f'vgo . 'hgi cni'w'f cvgu'htqo "

ETEN'cwqtpg{/cf xkuqtu.'cpf 'y g'FJ UCFT 'r tqi tco 0'Cffkkqpcmf .'ETEN'uchh'ctg"  
r ctvkr cvkpi 'kp'y qtnkpi 'i tqwr u'hqto gf 'vq'ko r ngo gpv'i qcnu'qh'y g'GGQ'Eqwpekru'Utcvgi ke 'Rncp0"  
ETEN'cnuq'j quvgf 'y q'y gdlpctu<"Ui phkccpv'Hgf gt cn'Ugevqt 'F gxgrro gpw'Cr tln'4239+'cpf "  
Vgrgy qtnicpf 'Ngcxg'cu'c'Tgcuqpcdrq'Ceeqo o qf cvkqp '\*Lwpg'4239+0"Vj g'kpxkcvkqp'vq'cwpgf "  
y gug'y gdlpctu'y cu'gzvpgf gf 'vq'Ego r qpgpw.'cpf 'y g' 'y gtg'xgt {'y gni'cwpgf gf 0'Hkpcmf .'ETEN"  
eqpf wewgf 'ugxgtcn'y qtmij qr u'cpf 'j grf 'kpf kxkf wcn'Ego r qpgpv'tckkpi 'tgi ctf kpi 'r tgr ctevkqp'qh"  
y j g'cppwcn'ucvku'kccnt'gr qtv'qh'eqo r m'kpv'cev'kxkf '\*tghgtt'gf 'vq'cu'y g'0684'Tgr qtvö+ 'y j lej 'ku"  
r tqf wvgf 'hqt'y g'GGQE'd{ 'gcej 'Ego r qpgpv'cpf 'ci i tgi cvgf 'd{ 'ETEN'hqt'y g'F gr ctvo gpwü"  
cppwcn'tgr qtv0"

Y kj 'tgi ctf 'vq'eqmcdqtevkxg'vgej pqmi kccn'kpkcvkxgu'y kj 'Ego r qpgpw'kp'H' 4239.'ETEN"  
y qtngf 'emugn{ 'y kj 'VUC'\*y g'eqptcev'qy pgt'qh'y g'FJ U'gpvgr tkug'eqo r m'kpw'o cpci go gpv"  
f cv'u'uf ugo +y'j tqw j qw'y g'r tqeguu'qh'r tgr ctkpi 'c'tgs wguv'hqt'eqo r gv'kxg'dkf u'cpf 'hqt'y g"  
ugrgev'kqp'qh'c'xgpf qt'hqt'y g'F gr ctvo gpwü'gpvgr tkug'eqo r m'kpw'o cpci go gpv'f cv'u'uf ugo 0"  
Cnpi 'y kj 'y j g'pgy 'eqptcev'cy ctf.'h'wpevkpcrkv{ 'vq'et'cwg'cr r tqzko cvgn{ '52'pgy 'ewuqo 'tgr qtw"  
y cu'cf f gf 'vq'y g'u'uf ugo 0'ETEN'cuukvgf 'kp'y g'tgxkgy 'cpf 'v'gukpi 'qh'y gug'tgr qtw'cpf 'f guki pgf "  
ugxgtcn'tgr qtw'ur gek'kccmf 'hqt'Ego r qpgpw'cpf 'hqt'ETEN'au'wps vg'f cvdcug'cf o k'p'k'v'cvkqp"  
pggf u0"

D0 Vj g'F gr ctvo gpwü'Ego r qpgpv'GGQ'cpf 'Ekxki'Tki j w'Qh'hegu"

Ego r qpgpw'eqpv'kwgf 'vq'o qxg'hqty ctf 'y kj 'r tqeguu'gh'he'k'gpe{ 'k'p'k'v'cvkxgu'f wtkpi 'c'{'gct'qh'o cp{ "  
uch'kpi 'cpf 't'guqwt'eg'ej cmgpi gu0'Y kj 'y j g'egp'tcrk'cvkqp'qh'GGQ'kphqto cvkqp'cpf 'f qewo gpwü"  
kpv'y g'F gr ctvo gpwü'gpvgr tkug'f cvdcug'u'uf ugo . 'Ego r qpgpv'qh'hegu'j cxg'rgxgtci gf 'y j g'dgpg'ku"  
qh'eqpukvgpe{ 'cpf 'y j g'tg'k'cd'k'k'v{ 'qh'j' cxkpi 'c'tqdwu'gpvgr tkug'f cv'u'uf ugo 0"

30 Hgf gtcn'Go gti gpe{ 'O cpci go gpv'Ci gpe{ "

**Infrastructure**

HGO C'au'Qh'heg'qh'Gs wcn'Tki j w'\*QGT +'r tqxkf gu'Gs wcn'Go r m{ o gpv'Qr r qt'w'p'k'v{ 'cpf 'Ekxki'  
Tki j w'ugt'x'legu'vq'HGO C'au'38.453'go r m{ ggu0'QGT'eqo r t'kugu'ugxgp'h'wpevkpcr'ic't'gcu'<'Dwuk'pguu"  
O cpci go gpv'W'p'k'v.'k'p'hqto cn'Ego r m'kpw'W'p'k'v.'Hqto cn'Ego r m'kpw'W'p'k'v.'k'p'x'g'w'ki'cvkqp'W'p'k'v.'Ekxki'  
Tki j w'W'p'k'v.'C'h'k'o'cv'x'g'Go r m{ o gpv'W'p'k'v.'cpf 'T'gcu'q'p'c'd'r'g'Ceeqo o qf cvkqpu'W'p'k'v'0"

**Complaint Processing**

k'p'H' 4239.'HGO C'v'ko gn' 'eqw'pug'ngf ' : ; 'r gte'gpv'qh'ku'ecugu'\*388'qh'3: 8+.'o qtg'y cp'y j g': 2"  
r gte'gpv'\*366'qh'3: 2+'qh'v'ko gn' 'ecugu'eqw'pug'ngf 'kp'H' 42380'J qy gxgt.'kp'H' 4239.'HGO C"  
eqpv'kwgf 'vq'gzr'gt'k'p'eg'f'grc{ u'kp'y g'v'ko gn' 'r tqeguu'kpi 'qh'hqto cn'eqo r m'kpw.'ur gek'kccmf 'kp'y g"  
ctgc'qh'k'p'x'g'w'ki'cvkqpu0'k'p'H' 4239.'9; 'h'qto cn'eqo r m'kpw'y g'tg'h'ngf 'cu'eqo r ctgf 'vq': 4'hqto cn'  
eqo r m'kpw'h'ngf 'kp'H' 4238.'c'urki j v'f get'g'cug'qh'y j tgg'r gte'gpv'kp'hqto cn'eqo r m'kpw'h'k'p'i u0"  
HGO C'v'ko gn' 'k'p'x'g'w'ki'cv'gf 'y q'ecugu'qh'y g'49'eqo r ngvf 'k'p'x'g'w'ki'cvkqpu'kp'H' 42390'k'ku'p'q'vgf "  
y j cv'HGO C'h'cegf 'ej cmgpi gu'kp'x'g'w'ki'eqptcev'k'p'x'g'w'ki'cvkqpu.'cmgpi 'y kj 'f'kuc'vgt'f'gr m{ o gpwü."  
y j lej 'eqpt'k'dw'gf 'vq'y j g'p'wo dgt'qh'v'p'v'ko gn' 'k'p'x'g'w'ki'cvkqpu0'Cu'c't'g'u'w'v'qh'y gug'ej cmgpi gu."  
HGO C'g'u'v'cd'r'k'j'gf 'y j g'k'p'x'g'w'ki'cvkqpu'W'p'k'v'vq'cuuk'v'kp't'gf w'kpi 'ku'k'p'x'g'p'v'qt{ 'qh'd'c'c'cm'g'p'i i gf "  
k'p'x'g'w'ki'cvkqpu0'k'p'f'q'kpi 'uq.'HGO C'w'k'k'k'gf 'y j g'ugt'x'legu'qh'c'E'q'p't'c'ev'k'p'i 'Q'h'he'g't'g'r't'g'ug'p'v'cv'x'g'"

\*EQT+f gckrgg."cpf"utgpi yj gpgf "ku'kpxgunki cvkqpu'r tqi tco "y kj "ko r tqxgo gpw'lp'hwpf kpi " ecugu."xgw'kpi "cpf"engctkpi "eqpvtcevt'kpxgunki cvqtu."cpf"tgxkukpi "ku'ucvgo gpv'qh'y qtm'v'g'p'uw'g" eqo r rckpeg0"Cf f kkpccm{ ."HGO C"gpvtgf "kpv'c"vgo r qtct { "ctt'cpi go gpv'y kj "cpqj gt "F J U" Eqo r qp'gpv'v'cuukv'lp'eqo r r'gv'kpi "kpxgunki cvkqpu'v'j" grr "tgf weg'v'j g'kpxgpvt { "qh'dcemqj i gf " kpxgunki cvkqpu0""

Kp'Hl "4239."HGO C"cnq'hqewugf "ku'ghhqtu'qp'r tqo qv'kpi "cpf"lpetgculpi "v'j g'wug'qh'CF T"lp'dqj " v'j g'r tg/eqo r rckpv'cpf "hqt'cni'eqo r rckpv'uci gu0"HGO C"l'pk'cv'gf "c'r kqv'r tqi tco "y kj "HGO C'au" pqp/GGQ"CF T"Qh'leg."m'ecv'gf "k'p'v'j g'Qh'leg'qh'v'j g'Ej kgh'E'qwpugn"\*CF T/QEE+y kj "c'hqewu'qp" t'gu'k'kpi "ecugu'lp'v'j g'hqt'cni'uci g0"Vj tqwi j "v'j g'CF T'r kqv'r tqi tco ."83"ecugu'y gt'g'cu'ki pgf "v'j" CF T/QEE0"Cf f kkpccm{ ."cp"o'CF T"Cm'Uct'o'dqctf "y cu'et'g'cv'gf "v'j"l'peg'v'k'k' g'HGO C" go r m{ ggu'cpf "v'j"r tqo qv'g'v'j g'wug'qh'CF T"cu'c'o gcpu'v'j t'gu'k'k'g'ecugu."cpf "v'j"et'g'cv'g'c'r ctcf ki o " v'j k'h'ht'qo "qp'g'qh'eqo r rckpv'r tqeguulpi "v'j"qp'g'qh'r tq'ce'v'k'g'r tgx'gp'v'k'p'0"

**Services and Proactive Engagement**

Kp'Hl "4239."HGO C"gpj cpegf "ku'y qtn'hteg'vtcklpi "r tqi tco "d { "f'guki pcv'kpi "c"vtcklpi " Eqqt'f'k'cv'qt "v'j" f'g'x'gn'r "c't'q'd'w'u'vtcklpi "u'ej gf w'g'0"Vj tqwi j "v'j" g'g'ghhqtu."HGO C"vtcklpgf "ku" y qtn'hteg'v'j tqwi j "c"o'Nw'pej "cpf"Ngct'p'o'ugt'ku."cf "j'q'e"vtcklpi ."cpf"vtcklpi "k'f'g'p'v'k'k'g'cu" p'ge'gu'ct { "k'p't'gur qp'ug'v'j"eqo r rckpv'ce'v'k'k'k'g'u0"t'g'cu'q'p'cd'ng"Ceeqo o qf cv'k'p'v'j"TC+o'Nw'pej "cpf" Ngct'p'o'ug'u'k'q'pu'y gt'g'j' g'f "v'j"gf w'ec'v'g'v'j g'y qtn'hteg'qp'v'j k'eu'u'we'j "cu'r tqeguulpi "TC"t'gs w'gu'u." ugt'x'leg"cpf "go q'v'k'p'cni'w'r q't'v'c'p'k'o cni'lp'v'j g'y qtn'r m'eg."cpf "TC"cpf "f'k'cd'k'k'v'j"r'y u'cpf " t'gi w'c'v'k'p'u0"HGO C"cnq'j' qu'v'gf "q'v'j gt'vtcklpi u'v'j"l'pen'v'f'g<"GGQ"Q'x'g't'x'k'g'y "hqt"O'c'pci gtu'cpf " U'w'r g't'x'ku'qtu."GGQ"Q'x'g't'x'k'g'y "vtcklpi "hqt"go r m{ ggu."E'k'k'i'v't'g'c'v'o gp'v'ht'q'0'c'pci gtu'cpf " Go r m{ ggu."cpf "v'j" g'P'gy "k'pen'w'k'p'S'w'q'v'k'p'0"HGO C"eq'p'v'k'p'w'gf "v'j"r tq'x'k'f'g'c'p'p'w'cni'o cpf cv'qt { " vtcklpi "hqt"o'c'pci gtu'cpf "go r m{ ggu."y j k'ej "eq'x'g't'gf "v'j" g'GGQ"eqo r rckpv'r tqegu'u."t'q'ngu'cpf " t'gur q'p'uk'k'k'k'g'u."cpf "f'k'x'g't'uk'v'j"cpf "l'pen'w'k'p'0""

40 Vj g'Hgf g'tcni'Ncy "G'ph'q'tego gpv'vtcklpi "E'gp'v'gtu"

**Infrastructure**

Vj g'HNGVE"GGQ"Qh'leg'r tq'x'k'f'g'u'ugt'x'k'g'u'v'j"3.525"HNGVE"go r m{ ggu'j' g'c'f' s'w'c't'v'g't'gf "k'p'I n'f'p'eq." I C0"Vj g'q'h'leg'eq'p'uk'w'q'h'v'j g'GGQ"Qh'leg't."c'E'qo r rckpv'u0'c'pci g't."h'k'x'g'GGQ"U'r g'ek'c'k'w'u"\*q'p'g" x'c'c'p'e { +."cpf "qp'g"U'c'h'i'C'cu'k'nc'p'0"Q'p'g'GGQ"U'r g'ek'c'k'w'u'ugt'x'g'u'cu'v'j g'f'k'cd'k'k'v'j"R't'q'i tco " O'c'pci g't'0"G'c'ej "GGQ"U'r g'ek'c'k'w'u'o'c'pci g'u'c'v'g'c'v'q'p'g'ur g'ek'c'k'w'u'go r j'c'uk'i'r tqi tco ."eq'w'p'ugn" k'p'h'q'to cni'GGQ"eqo r rckpv'u."r tq'egu'gu't'gs w'gu'u'hqt' t'g'cu'q'p'cd'ng"cee'q'o o qf cv'k'p'v'j"v'g'v'j" f'k'cd'k'k'v'j" cpf "t'g'ri k'p'p."cpf "r tq'egu'gu't'g'cu'q'p'cd'ng"cee'q'o o qf cv'k'q'pu'hqt'r t'gi p'c'p'e { /t'g'r'v'g'f "ku'w'gu'0" ""

**Complaint Processing**

F'w'k'p'i "Hl "4239."HNGVE"v'k'o g'n'f "eqo r r'gv'gf "c'm'l'ug'x'gp'hqt'cni'GGQ"eqo r rckpv'kpxgunki cvkqpu" y kj lp'v'j g't'gi w'c'v'qt { "v'k'o g'h't'co g0"P'q'c'd'n{ ."HNGVE"j' cu'eq'p'uk'w'g'p'v'v'j "v'k'o g'n'f "eqo r r'gv'gf "c'm'l'q'h'v'j" g' GGQ"l'p'x'g'unki cvkqpu'hqt'v'j g'r cu'v'h'k'x'g'h'k'ue'c'n' { g'c'tu."cpf "t'go c'k'p'u'eqo o k'v'g'f "v'j" g'p'uw't'k'p'i "v'j" g'uc'o g" i q'c'n'k'u'b' g'v'k'p'v'j g'h'w'w't'g0"l'p'c'p'g'h'q't'v'v'j" h'w'k'k'v'j' k'u'i' q'c'n' "HNGVE'au'GGQ"Qh'leg'eq'p'v'k'p'w'gf "v'j"y q't'm' em'ug'n'f "y kj "ku'GGQ"eq'p'v'c'ev'l'p'x'g'unki cvqtu."t'gur q'p'f'k'p'i "o'c'pci go gpv'q'h'h'ek'c'u."v'j" g'J' w'o c'p'E'c'r k'c'n' Qh'leg."cpf "v'j" g'Qh'leg'qh'E'j k'gh'E'q'w'p'ugn0"l'p'c'f'f'k'k'q'p."v'j" g'HNGVE'au'GGQ"Qh'leg'cnq'r tq'egu'g'f " w'y q'eq'p'h'iev'q'h'lp'v'g't'g'u'v'ecugu'hqt'v'j" g't'f'j' U'Eqo r qp'gp'w'0"

kp'Hl "4239.'r ctvlekr cvkqp'kp'vj g'CF T'Rtqi tco "cv'HNGVE'kpetgcugf "v'kpenmf g'hkxg'r tg/  
eqo r nckpw'cpf "qpg'hqto crleqo r nckpw0"Vj tgg'qh'vj g'o cwgutu'y gtg'tguqrxgf . 'tguwmxpi 'kp'c"  
eqo dlpgf 'kphqto cr'cpf 'hqto cr'itguqmwkqp'tcvq'qh'72'r gtegpv'd{ 'vj g'gpf "qh'vj g'hkuecl'gct0"HNGVE"  
uwr r qtvgf "vj g'F J U'Uj ctgf 'P gwtcm'Rtqi tco "vj tqwi j "vj g'wug'qh'uj ctgf "pgwtcm'kp'vj tgg'qh'vj g"  
ulz'bo gf kcvkpu.'cpf "d' 'ku'Eqo r nckpw'O cpci gt'au'eq/ngcf kpi "vj g'y q'dcule'bo gf kcvkqp'vtcklpi "  
uguukpu'y kj "vj g'F J U'CF T'F ktgevqt0

**Services and Proactive Engagement**

HNGVE'tgs wktgu'cm'go r m{ ggu'vq'eqo r ngv'P q'HGCT'Cev'tcklpi "qp'c'dkgeppkri'dcuku'cpf "  
tgs wktgu'vj cv'cm'pgy "go r m{ ggu'eqo r ngv'P q'HGCT'Cev'tcklpi "y kj kp'52'ecrgpf ct'f c{u'qh'  
gpvgtkpi "ugtxleg0"Vj g'P q'HGCT'Cev'tcklpi "ku'ceeguukdrg'vj tqwi j qw'vj g'gct'qp/rkpg'vj tqwi j "  
vj g'Rgthqto cpeg'cpf "Ngctkpi "O cpci go gpv'U' ugo "RCNO U: 'HNGVE'au'grgevtqple'ngctkpi "  
o cpci go gpv'u' ugo 0  
"

F wtkpi "Hl "4239.'HNGVE'au'GGQ'Qhleg'r tqeguugf "vj g'hqmy kpi "tgcupcdrg'cee'qo o qf cvkqp"  
tgs wguu'88'tgrv'v'v'q'f kucdkrk'f. "4'tgrv'v'v'q'tgrki kq. "cpf "44'tgrv'v'v'q'r tgi pcpe{ "dcugf "qp"  
tgs wguu'bo cf g'd{ "qt'vj tqwi j "go r m{ ggu.'bo cpci gtu.'cpf "uwf gpw0"Uqo g'qh'vj gug'tgs wguu"  
kpenmf gf "uki p'rcpi wci g'kpvgr tgvgtu. "lqd'tgutwewtkpi . "o qf kkef "y qtmuej gf wgu. "cpf "cuukuxg"  
grgevtqple'f gxlegu0' Cf f kqpcmf. "vj g'GGQ'Qhleg'r tqxkf gf "tgcupcdrg'cee'qo o qf cvkqp'vtcklpi "  
v'q'44'r gtegpv'5: "qh'398+qh'vj g'HNGVE' uwr gtxluqtu'cpf "o cpci gtu0'O qtgqxt. "f wtkpi "Hl "4239."  
3.3: 9'go r m{ ggu'tgegkxgf "vj g'vtcklpi "gpv'kngf "oGo r m{ o gpv'qh'Rqrg' y kj "F kucdkrk'ku'<"C"  
Tqcf "O cr "v'q'Uweegu.ö"; ; 9'go r m{ ggu'eqo r ngv'f "vtcklpi "gpv'kngf "oY qtmr rceg"J ctcuu gpv'  
Rt'g'gpv'kqp' hqt "Go r m{ ggu.ö'cpf "346' uwr gtxluqtu'eqo r ngv'f "vtcklpi "gpv'kngf "oY qtmr rceg"  
J ctcuu gpv'Rt'g'gpv'kqp' hqt "O cpci gtu0'vj tqwi j "RCNO U'  
"

Vj tqwi j qw'Hl "4239.'vj g'F kucdkrk'f "Rtqi tco "O cpci gt. "GGQ'Ur gekrkku.'cpf "xctkqwu'Uwf gpv'  
Ugtxlegu'F kxkqp'r gtuqppgn'bo gv'y kj "ugpkqt'qh'lekcu'cpf "r tqi tco "ur gekrkku'htqo "xctkqwu"  
r ctvpgt'qti cpk cvkqu'v'q'r tqxkf g'gf wecvkqp'qp'uwf gpv'ugt'xlegu'cxckrdng'v'kp'k'k' wcu'cwpgf kpi "  
HNGVE'eqwtugu'cpf "vj g'tgcupcdrg'cee'qo o qf cvkqp'r tqegu0"Vj g'gzej cpi g'qh'kphqto cvkqp"  
cmqy gf "vj g'r ctvlekr cpw'v'q'w'pf gtu'w'cpf "gcej "ucngj qrf gt'au'pggf u.'cpf "tguwmgf "kp'cp'kpetgcug'kp"  
r tqeguukpi "gh'hekgpe { 0  
"

F wtkpi "vj g'Hl "4239'kgtcvkqp'qh'HNGVE'au'Uwr gtxluqt'cpf "O cpci gt'Vtcklpi "F c{. "389"go r m{ ggu"  
tgegkxgf "vtcklpi "qp'j qy "v'q'tgeqi pk'g'cpf "cxqk'cev'kpi "dcugf "qp'wpeqpuekqwu'dku0' Cf f kqpcmf. "  
vj tqwi j "RCNO U."3.233"go r m{ ggu'tgegkxgf "vj g'P gy "kpenwukap'S wq'k'gpv'Vtcklpi "qp'j qy "v'q"  
etgcvg'cpf "uwv'k'c'f kxgtug'cpf "kpenwukxg'y qtmhqtg0'  
"

HNGVE'au'Qhleg'qh'Qti cpk cvkqpcn'J gcmj "QQJ +bo gcuwtgu'vj g'r gtegr v'kqp'cpf "rgxgu'qh"  
ucv'k'cev'kqp'qh'vj g'HNGVE'go r m{ ggu'cpf "uwf gpw. "kf gpv'k'kgu'qti cpk cvkqpcn'uv'gpi vj u'cpf "  
y genpguugu.'cpf "o qpkqtu'cpf "gxcn'w'v'g'u'r tqi tguu'v'qy ctf "o czko k'k' kpi "go r m{ gg'gpi ci go gpv'cpf "  
qr gtcv'kqpcn'gh'ge'v'k'gp'guu0'F wtkpi "Hl "4239.'QQJ "eqv'k'w'gf "cpcn'f kpi "f c'w'htqo "i qxgtpo gpv'  
y k'f g'uw'x'g'f u'cpf "f c'w'q'd'v'k'p'gf "htqo "vj g'HNGVE'q'h'hegu'v'q'y qtm'eqm'd'qtc'v'k'gn'f "y kj "ku"  
ucngj qrf gtu'v'q'gxcn'w'v'g'cpf "tgeqo o gp'f "u' ugo le' uq'w'k'qpu'vj cv't'gh'gev'v'j g'guug'v'k'ri'eqpp'ge'v'k'qp"  
dgwy ggp'qr gtcv'kqpcn'gh'ge'v'k'gp'guu'cpf "c'j gcmj { . "f kxgtug.'cpf "gpi ci gf "y qtmhqtg0'QQJ "  
eqo r tkugu'qh'hegu'qh'Et'k'le'cni'k'pek'f gpv'Ut'guu'O cpci go gpv'ERUO +.'Go r m{ gg'Y gnp'guu'Rtqi tco . "  
cpf "vj g'HNGVE'Qo dw'uo cp'Rtqi tco 0



**Infrastructure**

VUC'au'EkkliTki j w'F kxkqp"ETF +r tqxkf gu'GGQ'ugtxlegu'vq'c'y qtnhqteg'qh'o qtg'vj cp'82.222" go r m{ ggu'ETF 'ku'qti cpl gf 'kpv'y q' o clp'dtcepej gu'<'vj g'GGQ'O cpci go gpv'Dtcepej "cpf 'vj g' Chtkto cvkxg'Go r m{ o gpv'Dtcepej 0"Vj g'ewtgpv'uchhki 'rgxgr'qh'ETF 'eqpuku'qh'64'hw'vko g' hgf gtcn'go r m{ ggu'cpf 'ukz'eqvtcev'cf o lpkntcvkxg'go r m{ ggu'k'p'Hl "4239.'ETF au'GGQ" O cpci go gpv'Dtcepej 'eqpvkpwgf 'vq'tghkpg'ku'tgati cpl gf 'cpf'eqpuqrf cvgf 'eqo r rckpv'r tqegu0"kp" Hl "4239.'vj g'GGQ'O cpci go gpv'Dtcepej 'j kfg 'c'pgy "Ugewkqp'Ej kgh 'vpg'GGQ'I gpgtcku."cpf " y q'GGQ'Cuukwcpw0'I qlpi 'kpv'Hl "423: . 'ETF 'uwnj cu'xcecpeku'hqt'c'Dtcepej 'Ej kgh'cpf " Eqo r rckpeg'O cpci gt'r qukqpu.'y j lej 'vj g{ 'ctg'ewtgpv' y qtnkpi 'vq'hkn0"kp'cf f kkp'vq'ku" hgf gtcn'GGQ'uchh'o go dgtu.'ETF 'y cu'cnuq'uwr r qtvgf 'd{ 'y q'eqvtcev'kpxguki cvkxg'htk o u'kp'Hl " 42390"

**Complaint Processing**

k'p'Hl "4239.'VUC'eqo r rvgf "3.232'r tg/eqo r rckpv'eqwpugrki u0"Qh'vj g'3.232'r tg/eqo r rckpv."; 5" r gtegpv\*; 65+y gtegr' tqeguugf 'y kj kp'vj g'tgs wkt gf 'tgi wvqt { 'vko ghtco gu.'cu'eqo r rctgf 'vq"; 3" r gtegpv\*; : 9'qh'3.2: 2+k'p'Hl "42380"kp'Hl "4239.'CFT'y cu'qhtgtgf 'kp"; 94'r tg/eqo r rckpv="qh" vj qug"; 94'r tg/eqo r rckpv."759\*77'r gtegpv'y gtegr'vq'v'kp'vj g'CF T'r tqi tco 0"VUC'uj qy gf " c'o qf gtcv'f getgcug'kp'vj g'pwo dgt'qh'hqto cn'eqo r rckpv'hkpi u'htqo "6; 3'kp'Hl "4238'vq'697'kp" Hl "42390"Qh'vj g'697'eqo r rckpv'hrgf 'kp'Hl "4239.'627'y gtegr'htqo 'ckr qtw."44'y gtegr'htqo "VUC" j gcf s wctvgtu.'69'y gtegr'htqo 'Hgf gtcn'Clk'O ctuj cnu.'cpf 'qpg'eqo r rckpv'y cu'tgi ctf kpi 'c'r cuugpi gt/ tgrv'gf 'o cvgt0'Hqt'vj g'Hl "4239'eqo r rckpv."vj g'dtgcnf qy p'd{ 'dcugu'y gtegr'387'tceg.'. 4'eqmt." 47'tgri kqp.'463'tgr tkucn'38; 'ugz.'8'Rtgi pcp{ 'F kuetko kpcvkqp'Cev.'54'pvcvkpcn'qtiki kp.'3'Gs wcn' Rc { 'Cev.'362'ci g.'334'f kucdkkx{ . '4'i gpgv'k'lp'htqo cvkqp.'cpf '77'pqp'ucwwqt { 'dcugu'ugz wcn' qtkpvcvkqp'cpf 'r ctgpcn'ucwu+0: "kp'cf f kkp.'VUC'uj qy gf 'c'uki ptkcpcv'ko r tqxgo gpv'kp'vj g" pwo dgt'qh'vko gn' 'kpxguki cvkqpu0"kp'Hl "4239.'VUC'vko gn' 'eqo r rvgf '95'r gtegpv\*634'qh'783+'qh" ku'kpxguki cvkqpu.'eqo r rctgf 'vq'vko gn' 'eqo r rckpv' "49'r gtegpv\*373'qh'773+'qh'ku'kpxguki cvkqpu'kp" Hl "4238'y j lej 'ku'cwtkdwgf 'vq'ku'wug'qh'y q'eqvtcev'kpxguki cvkxg'htk o u0""

**Services and Proactive Engagement**

k'p'Hl "4239.'ETF 'uchh'r tqxkf gf 'GGQ'vtcklpi 'vq'cr r tqzko cvgn{ "3; 'r gtegpv\*3.7; 2'qh': .398+'qh" VUC"o cpci gtu'cpf 'uwr gtxkuqtu0"Vj g'vtcklpi 'y cu'r tqxkf gf 'cv'Hgf gtcn'Clk'O ctuj cn'Ugtxleg" \*HCO U+hkgrf "qhl'egu."ckr qtw'pvcvkpy kf g.'cpf "VUC'J S 0'ETF au'kp/r gtuqp'vtcklpi 'y cu" uwr r ngo gpv'gf 'd{ 'VUC'au'Qprkpg'Ngctplki 'Egpgv'au'P q'HGCT'Cev'vtcklpi . 'y j lej 'cni'go r m{ ggu" ctg'tgs wkt gf 'vq'eqo r rvg'gxgt { 'qy gt' { gct0"VUC'cnuq'tgs wkt gu'cni'pgy 'go r m{ ggu'vq'eqo r rvg'P q" HGCT'Cev'vtcklpi 'y kj kp'vj g'htuv"; 2'ecrgpf ct'f c{ u'qh'gpvgtkpi 'ugtxleg0'ETF 'r tqxkf gf 'GGQ" vtcklpi 'hqt'VUC'au'y ggn'mpi 'qtkpvcvkqp'hqt'o cpci go gpv.'cf o lpkntcvkxg.'cpf 'r tqhguukpcn'cpf " f wtkpi 'pgy 'go r m{ gg'qtkpvcvkqp'hqt'vj g'HCO U0"

k'p'Hl "4239.'VUC'ETF 'j quvgf 'vtcklpi 'cpf 'kphqto cvkpcn'ugukqpu'vq'hqugt'cy ctgpgu'cpf " kpetgcug'wpf gtuwcpf kpi 'qh'GGQ'kuwgu'cpf 'vqr leu'vj cv'j cxg'c'f kge'vko r cev'qp'vj g's wckx{ 'qh" go r m{ ggu'v' qtm'rcg'g'zr gtlkpegu0"VUC'ETF 'j quvgf 'vj tgg'o'cum'vj g'Gzr gtw'o'ugtku'kp'Hl " 4239.'qp'vj g'vqr leu'qh'o'Ekkkx{ 'kp'vj g'Y qtni'Rrcg.o'o'kp'ugw' ( 'O kpf 'I co gu.o'cpf 'o'Go qvkpcn'

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3: 'Eqo r rckpv'o c { 'j cxg'o qtg'vj cp'qpg'dcuku=y gtegr'htqo.'y g'vqcn'pwo dgt'qh'dcugu'y kn'gzeggf 'vj g'vqcn'pwo dgt'qh' eqo r rckpv0'

cpf "UqekniKpvgmki gpeg.ö'y kj 'ngcf kpi 'gZR gtw'lp'vj qug'hgrf u0"ETF "cnuq"j quvgf "VUCau'kpcwi wcn'  
öGo r m{ o gpv'Ncy 'F c{ .ö'y j lej 'dtqwi j v'qi gj gt'cmi'VUC"go r m{ ggu'y j q'y qtni'kp"go r m{ o gpv'  
rcy "o cwgtu. 'kpenmf kpi "y g'Qhleg"qh'Ej kgh'Eqwpugn"ETF. 'Qhleg"qh'J wo cp'Ecr kcn'cpf "y g"  
Qhleg"qh'Rtqhgukqpcn'T gur qpuklkrv{ . 'hqt'c'hwmf c{ 'qh'vtcklpi "qp"GGQ. 'O URD. 'tgcuaqpcdrig"  
cee qo o qf c'v'k'p. 'cpf "kpvgtpcnr' t qeguukpi "kuuwgu0"  
"

Kp'Hl "4239. 'ETF "rcwpej gf 'Ekxki'Tki j w'F kxgtukv{ ( 'Kpenukqp"Wpkxgtukv{ "ETF KW+0"ETF KW"  
qhhgtu'c'pwo dgt'qh'vtcklpi "encuugu'r t gupv'gf "d{ 'uwdlgev'o cwgt'gZR gtw'qp'ekxki'tki j w. 'GGQ'rcy u. "  
cpf "f kxgtukv{ "cpf "kpenukqp0"Vj g'eqwtug'qhhgtkpi u'eqxgt'c'dtqcf "t'cpi g'qh'vqr'keu. 'kpenmf kpi "  
ghhgev'kxg"eqo o wplec'v'k'p. 'eqphr'ev'o cpci go gpv'unkmu. 'cpf "v'gej pls wgu'vq' hquvgt'f kxgtukv{ "cpf "  
kpenukqp0"ETF "ucv'h'eqpf wev'gf "36'ugukqpu'kpenmf kpi <öEt wekni'Eqpxgtuc'v'k'p. ö'öF kucd'krv{ "  
Gvs wgw. ö'öF kxgtukv{ "cpf "kpenukqpau'P gy "kpenukqp'S wq'k'p. ö'öT grki k'w'u'CEE qo o qf c'v'k'p'kp"  
y j g'Y qtnr'ncg. ö'ö'cpf "öO letq/k'gs w'k'guö'"Vj g'vtcklpi "y cu'r tqx'kf gf. 'k'p/r'gtu'q. "v'cr r tqz'ko cvgn{ "  
472"go r m{ ggu0"DCugf "qp'eqwtug'tgs wguu. 'ETF "cp'v'ekr cvgu'c'v'p'r' gtegpv'k'petgcug'kp'ETF KW"  
r ct'v'ekr c'v'k'p' hqt' Hl "423: 0"CF f k'k'q'pcmf. "eqwtug'gxc'nc'v'k'p'ct'g'ugp'v'v'q'r' ct'v'ekr cpw'y j tqwi j "  
VUCau'Q'p'rk'g'Ngct'p'kpi "U{ u'ngo "ch'gt'c'eqwtug'ku'eqo r r'v'gf 0"ETF "ku'ewtt'gpv'v'q' y qtnkpi "y kj "y j g"  
Qhleg"qh'vtcklpi "cpf "F g'x'gnr o gpv'v'q'eqmgev'cpf "cpcn{ | g'eqwtug'gxc'nc'v'k'p' hqt' Hl "42390"  
"

Vj g'VUC'Ekxki'Tki j w'F k'k'k'q'p'CF T'Rtqi tco "ETF/CF T+f g'x'gnr gf "c'\$P qy "Y j cv'\$'h'f'gt "  
f'guki pgf "v'q'cuukv'o cpci gtu'lp'r' tgr'ctkpi "hqt'o gf k'v'gf "f'kuewukqpu0"ETF/CF T'eq'ur'qpuqt'gf "y j g"  
f'g'x'gnr o gpv'qh'cp'k'p'ht'o cni'VUC'CF T'eq'w'pek'ny j lej "k'p'k'v'gf "eqm'd'q't'c'v'k'p'cpf "uj'ctkpi "qh'd'guv"  
r'c'v'ek'gu'cet'quu'VUC'u'x'ct'k'gf "f'kur'wg't'gu'q'nw'k'p'r' tqi tco u0"F wtkpi "c'HCO U/ J S "qr'gp'j' q'wug. "  
ETF/CF T'cev'k'x'gn{ "gpi'ci'gf "q'x'gt'72"o cpci gtu'cpf "go r m{ ggu. 'y j k'g'gf'wec'v'k'pi "cpf "r' t'qo' q'v'k'pi "  
y j g'd'g'p'gh'ku'qh'CF T'kp'vj g'GGQ'eqo r r'ek'p'u'r' t'qegu0"Kp'Hl "4239. 'ETF/CF T'uw'r'qt'v'gf "y j g"  
F gr'ct'o gpv'u'Uj'ct'gf "P gwt'cni'k'p'k'c'v'k'g'd{ "ugpf kpi "ugx'gp'ETF "go r m{ ggu'v'q'p'gy "o gf k'c'v'qt "  
vtcklpi. 'y j lej "dtqwi j v'vj g'pwo dgt'qh'VUC"o gf k'c'v'qtu'qp'vj g'Uj'ct'gf "P gwt'cni't'quv'gt'v'q'550"ETF/  
CF T'cnuq'f'g'x'gnr gf "cpf "rcwpej gf "c'p'gy "CF T'r'k'q'v'c'ko gf "c'v'g'zr'cpf kpi "r'q'v'p'k'ni't'gu'q'nw'k'p"  
qr'v'k'p'u0"Kp'Hl "423: . 'ETF/CF T'y k'ni'k'p'v'q'f'w'eg'vj g'uge'q'pf "v'gt'qh'vj g'CF T'r'k'q'v'g'p'eqo r cuukpi "  
y j g'wug'qh'c't'gu'q'nw'k'p't'geqo o gp'f'c'v'k'p'r' c'p'gn'k'p'ec'ug'u'y j g't'g'o gf k'c'v'k'p'j' cu't'g'cej gf "cp'ko r cuug0"  
"

F wtkpi "Hl "4239. 'ETF/CF T'eq'pf'w'ev'gf "442"r' t'g'eqo r r'ek'p'v'CF T'ugukqpu. "3: 7"o gf k'c'v'k'p'u. "cpf "  
57"hc'ek'k'c'v'k'p'u0"Y j gp'c'r' t'g'eqo r r'ek'p'v'CF T'g'x'gp'v'y cu'j' g'f. "t'gu'q'nw'k'p'q'ee'w't'g'f "77"r' gtegpv'q'h"  
y j g'v'ko g'"57"ugw'ng'o gpv'cpf "342"f'g'ek'k'q'p'u'v'q'y kj f' t'cy "ht'qo "y j g'GGQ'r' t'qegu'ch'gt'vj g'CF T"  
g'x'gp'v'0"Kp'cf'f'k'k'q'p. 'ETF/CF T'eq'pf'w'ev'gf "34"CF T'g'x'gp'u'f'wtkpi "y j g'ht'o c'ni'eqo r r'ek'p'v'w'ci'g. "  
t'gu'w'k'p' "k'p'h'x'g'ugw'ng'o gpv'cpf "y q'y kj f' t'cy cni'ht'qo "y j g'GGQ'r' t'qegu'"7: "r' gtegpv't'gu'q'nw'k'p"  
t'c'v'g'0"  
"

70 WUOEkkj gp'uj'kr "cpf "k'o o ki'c'v'k'p'Ugt'x'legu"  
"

### Infrastructure

Vj g'WUEKUau'Qhleg"qh'Gs wcn'Qr r qt'w'p'k'v{ "cpf "kpenukqp"QGQK'r' t'q'x'k'f'gu'GGQ'ug't'x'legu'v'q"  
38.865"go r m{ ggu'cv'q'x'gt'442"q'h'legu'y q't'f' y k'f'g0"Vj g'Ej kgh'qh'QGQK'r' q't'v'f'k'g'ev'v' "v'q'v'j g"  
F gr'w'f' "F'k'g'ev'qt'qh'WUEKU."w'p'f'gt'ue'q't'k'pi "y j g'ci'g'p'e{ au'eqo o ko gpv'v'q'v'j g'ko r q't'c'p'eg'qh'GGQ"cu"  
cp'k'p'v'gi' t'cni'r' ct'v'q'h'vj g'WUEKU"o k'uk'q'p'v'q'g'p'u'w't'g'c'y q'tnr'ncg'ht'gg'ht'qo "f'k'uet'ko'k'p'c'v'k'p'0"QGQK'ku"  
q'ti'c'p'k'gf "k'p'v'q'v'j t'gg'f'k'k'k'q'p'u-<"y j g'Eqo r r'ek'p'w'T'gu'q'nw'k'p'F'k'k'k'q'p'"ETF +=vj g'F'k'x'gt'ukv{ "  
O cpci go gpv'Qr'g't'c'v'k'p'u"FO Q+F'k'k'k'q'p'=cpf "y j g'R'qr'k'f'c{ . 'R'c'p'p'k'pi. "cpf "T'gu'q'w't'egu"RRT+"  
F'k'k'k'q'p'0"QGQK'v'c'h'ew't'g'p'v'v'q' "eq'p'uk'w'qh'46"hw'm'v'ko g'go r m{ ggu0"CF f'k'k'q'pcmf. "WUEKU"

go r m { u'cr r tqzko cvgn { 9"eqmrvgtcn/f w { "Ur geknGo r j cukuRtqi tco "O cpci gtu'cpf "tgcupcdng"  
cee qo o qf cvkqp"eqqtf kpcvqtu'cv'xctkqwu"WUEKU"qhhegu'pcvkap/y kf g'v'cuukv'kp'cej kxkpi "ku"  
GGQ."qwtgcej ."cpf "gf wecvkqp"qdlgevkgu0"  
"

### **Complaint Processing**

Kp'r tg/eqo r mcpv'r tqeguuki . "vj g'pwo dgt'qh'eqo r ngvf "eqwpugrki u'kpetgcugf "d { "34'r gtegpv'kp'Hl " "  
4239"\*397+."cu'eqo r ctgf "v'Hl "4238"\*376+0"Kp'cf f kxkp. "hqt o cn'eqo r mcpv'hkpi u'cnuq'unki j w { "  
kpetgcugf "kp'Hl "4239"\* ; +."cu'eqo r ctgf "v'Hl "4238"\* 9+0"ETF "ko gn { 'r tqeguugf " ; : 'r gtegpv'  
\*395"qh'397+qh'GGQ"eqwpugrki "ecugu'cpf " ; 6'r gtegpv\*88"qh'92+lpv'guki cvkpu'y kj kp'gucdrkuj gf "  
tgi wcvqt { 'ko ghtco gu0"  
"

Gucdrkuj kpi "WUEKU"CF T'r tqi tco "cu'c'wcpf /cmppg'r tqi tco 'j cu'eqpvkpwgf "v'j cxg"e'r qukkxg"  
ko r cev'qp'vj g'ghhekppe { "qh'vj g'qxgtcm'GGQ'r tqi tco 0"P qvcdn { . "vj g'CF T'tguqmwkqp'tcvg"  
kpetgcugf "v'82'r gtegpv'kp'Hl "4239"tqo "75'r gtegpv'kp'Hl "42380"Vj g'CF T'ugwgo gpv'tcvg"  
tgo cklpgf "j k j 'cv'52'r gtegpv'kp'Hl "42390"hwv'j gto qtg. "vj g'CF T'r ctv'ekr cvkqp'tcvg'kp'r tg/  
eqo r mcpv'y cu'7; 'r gtegpv'kp'Hl "42390"WUEKU'eqpvkpwgf "v'dg'cp'cev'xg'r ctv'ekr cpv'kp'vj g'F J U'  
Uj ctgf "P gwtcm'Rtqi tco . "wkk kpi "vj g'Uj ctgf "P gwtcm'ecf tg'hqt"3: "o gf kcvkpu'kp'Hl " "  
42390"WUEKU'eqpvkdwgf "v'vj g'F J U'Uj ctgf "P gwtcm'ecf tg. "y kj "gk j v'pgy "o gf kcvqtu"  
eqo r ngv'ki "vj g'tgs wktgf "vtcklpi "kp'Hl "42390"Kp'cf f kxkp. "vj g'WUEKU'CF T'Rtqi tco "O cpci gt"  
r tqxkf gf "c'hwmi'f c { "qh'kp'r gtuqp"vtcklpi "v'96'F guki pcvgf "O cpci go gpv'Qhhekcni"FO Qu+cetquu"  
WUEKU'cpf "cf "j qe "vgrj qple"vtcklpi "v'62'lpf kxk wcn'qt "uo cm'i tqwr u'qh'FO Qu'y j q'y gtg"  
kpxqixgf "kp'r gpf kpi "o gf kcvkpu'cv'vj gk'tgs wgu0"Vj g'r wtr qug'qh'vj g'vtcklpi "y cu'v'g'zr mcp'vj g"  
tqrg'qh'c'FO Q. "f kweuu'vj g'i qcn'cpf "dgpghku'qh'o gf kcvkqp. "cpf "hco kxctk'g'vj go "y kj "vj g"  
o gf kcvkqp'r tqegu0"Vj tqwi j "ku'ghhqt w'kp'vj gug'ctgeu. "WUEKU'j qr gu'v'hwv'j gt'kpetgcug'CF T"  
r ctv'ekr cvkqp'cpf "tguqmwkqp'tcvgu'kp'Hl "423: 0"  
"

### **Services and Proactive Engagement**

F wtkpi "Hl "4239."QGQK'r tqxkf gf "c"o cpf cvqt { "kp'r gtuqp"fkucdkk { "cee qo o qf cvkqp"y gdlpct"  
vtcklpi "kp'eqmcdqtcv'kqp"y kj "vj g'GGQE"v'3.3: ; "uwr gtxkuqtu"cpf "o cpci gtu0"O qtg'vj cp'7.522"  
o cpci gtu'cpf "uwr gtxkuqtu'tgegkxgf "vtcklpi "ukpeg'vj ku'kpkk'v'xg'y cu'kpv'tqf wegf "kp'Hl "42330"  
Cf f kxkpcm { . "QGQK'eqpf wevgf "pwo gtqwu'vtcklpi "uguukpu'kp'Hl "4239"ht "qxgt"3.659"go r m { ggu"  
cetquu'vj g'ci gpe { . "kp'r gtuqp"cpf "d { "xkf gq "vgrgeqphgtgpeg. "qp"GGQ/tgr'vgf "vqr keu'uwej "cu"  
j ctcuuo gpv. "tgr tkucn"cpf "hquvgtkpi "cp'kpenwukxg'cpf "tgr ge'hwily qtnr meg0"Cu'c'tguwn'qh'vj ku"  
vtcklpi "ghhqtv."cr r tqzko cvgn { "plpg'r gtegpv'qh'vj g'WUEKU'y qtnhqtg'tgegkxgf "kp'f gr vj "vtcklpi "qp"  
j ctcuuo gpv0"WUEKU'eqpvkpwgf "v'wug'ku'cpv'k'j ctcuuo gpv'j qv'kpg'v'q'r tqxkf g"go r m { ggu'cpf "  
o cpci gtu'y kj "c"o gej cpkuo "v'q'tgr qt'v'cpf "r tqo r w { "cf f tgu'cmgi cvkpu'qh'j ctcuuo gpv0"Kp'Hl " "  
4239."QGQK'ucy "cp'kpetgcug'qh'389'r gtegpv'kp'cpv'k'j ctcuuo gpv'eqpv'cew. "v'v'kpi "94"eqpv'cew. "  
eqo r ctgf "v'qpn { "49"eqpv'cew'kp'Hl "42380"Vj ku'kpetgcug'y cu'cwtkdwgf . "kp'r ctv. "v'vj g'kpetgcugf "  
vtcklpi "r tqxkf gf "v'vj g'y qtnhqtg'qp"j ctcuuo gpv'kp'Hl "4239"cpf "vj g'ko r ngo gpv'kqp'qh'cp'CPv'  
J ctcuuo gpv0 cpci go gpv'F k'gev'xg'kp'O c { "qh'42380"  
"

80 WUOEqcuV/I wctf "

**Infrastructure**

Vj g'WUEI 'EkkniTki j w'F ktgevqt cvg' \*ETF +r tqxkf gu'ugt xlegu'vq'qxgt"; .: 22'ekxkrcp'go r m{ ggu0: ""  
Vj g'EkkniTki j w'F ktgevqt 'tgr qt w'v'j g'Ego o cpf cpv'qh'j g'EqcuV/I wctf 0"Vj g'GGQ'eqo r rcpv'  
r tqeguulpi 'r tqi tco 'ku'eqo r tkugf 'qh'j gcf s wctvgtu'uchh'y j q'j cxg'hqw'i gqi tcr j kecnl'gi kqpu'qh'  
tgr qpukdkrk\ 0'Gcej 'tgi kqp'ku'hwtv'j gt'f kxkf gf 'kp'v'36'i gqi tcr j kecnl' qpgu0"Vj g'tgi kqpu'cpf 'v'j gkt'  
tgr gev'xg'j qpgu'eqpf wev'v'j g'lphtqto cn'eqo r rcpv'r tqeguulpi . 'y kj '54'hmm'vko g'GGQ'Eqwpugrtu0"  
Vj g'hqto cn'eqo r rcpv'r tqeguulku'o cpci gf 'cv'WUEI 'j gcf s wctvgtu'lp'v'j g'Uqnw'kqpu'cpf "  
Eqo r rcpv'u'F kxkqp0"Vj g'F kxkqp'eqpuku'qh'cp'GGQ'O cpci gt. 'vy q'CF T'Ur gekrkuv.'vy q'  
Eqo r rcpv'u'O cpci gtu.'vy q'Vej p'kecnl'cf xkuqtu.'cp'KV'ur gekrkuv.'cpf 'cp'GGQ'Cuukvcp0"Kp"  
cf f kxkp.'ETF 'wugu'c'eqpvtcev'hko 'v'q'eqpf wev'GGQ'kpxguki cvkqpu0"

Vj g'hqmy kpi 'tgr tgugpv'uqo g'ur gekhke'lphtcutwewtg'cee qo r rkuj o gpw'cej kxg'f 'kp'Hl '4239-<

- Dcug'J qpqnw'eqo r rvgf 'ur ceg'tgpqxcv'kqpu'qh'v'j g'ETF 'hgrf 'qhh'eg.'y j lej 'ugt xgu'  
r gtuqppgn'lp'J cy ckk'I wco . 'cpf 'v'j g'Rcekhe'tgi kqp0'C'egpvtcrk' gf 'qhh'eg'lp'J qpqnw'y cu'  
qtki kpcmf 'r tqr qugf 'kp'4234=] qy gxgt. 'f grc { u'y gtg'ecwugf 'd { 'tguqwtg'ej cmgpi gu'cpf "  
rko kxgf 'ur ceg'cxckrcdkrk\ 0"Vj g'tgpqxcv'kqp'eq/mecv'u'v'j g'ETF \ qpg'o cpci gt'cpf 'GQ'  
ur gekrkuv='v'j gthqg.'r tqxkf kpi 'equv'gh'gev'xg'cpf 'ceeguikdg'GGQ'IGQ'ugt xlegu'v'q'WUEI "  
r gtuqppgn'y kj kp'v'j cv'i gqi tcr j ke'tgi kqp0"

- Kp'Hl '4235.'ETF 'rcwpej gf 'v'j g'utcvgi ke'Rrcp'qh'Cev'kqp'4238'\*RQC'4238+'y j lej 'ugv'  
hqt'v'j g'htco gy qtnl'ht'cej kxkpi 'ETF a'u'o ku'kqp0'ETF 'gzv'p'gf gf 'RQC'4238'v'j tqwi j "  
Hl '4239.'cpf 'eqo r rvgf 'c'p'gy 'utcvgi ke'r rcp'hqt'42440'ETF 'tgx'ky gf 'v'j g'55'o gcuwt'gu'  
eqpv'k'p'gf 'kp'RQC'4238.'cpf 'o cf g'o qf h'kecv'kqpu'v'q'o clp'v'k'p'qt'ko r tqxg'r gthqto cpeg'  
qxgt'v'j g'p'gz'v'h'xg/{ gctu0""

**Complaint Processing**

F wtkpi 'Hl '4239.'WUEI a'eqo r rcpv'u'r tqeguulpi 'w'pk'u'wtr cuugf 'ku'r rcp'p'gf 'qdl'gev'x'gu.'f gur kxg'  
uki p'k'ecpv'r gtuqppgn'uj qt'vci gu0""

Rtg/eqo r rcpv'u'<"Kp'Hl '4239.'WUEI 'v'ko gn' 'eqo r rvgf '322'r gtegpv'qh'GGQ'eqwpugr'kpi u'\*: ; +"  
y j lej 'ku'cp'k'petgcug'ht'qo 'v'j g'; ; 'r gtegpv'qh'GGQ'eqwpugr'kpi u'v'ko gn' 'eqo r rvgf 'kp'Hl '4238'\*: 4+0"  
Qh'v'j g': ; 'r tg/eqo r rcpv'u.'67'y gtg't'guq'x'gf . 'y j lej 'tgr tgugpv'u'c't'guq'w'k'p'tcv'g'qh'73'r gtegpv'0"  
Vj ku'gzeggf gf 'v'j g'ETF 'utcvgi ke'r rcp'i qcn'qh'72'r gtegpv.'cpf 'tgr tgugpv'u'c'h'xg/r q'k'p'v'k'petgcug'  
ht'qo 'c't'guq'w'k'p'tcv'g'qh'68'r gtegpv'lp'Hl '42380""

Hqto cn'eqo r rcpv'u'<"Vj gtg'y gtg'64'hqto cn'eqo r rcpv'u'h'grf 'kp'Hl '4239.'y j lej 'ku'c'urki j v'  
f getgcug'ht'qo 'v'j g'67'eqo r rcpv'u'h'grf 'kp'Hl '42380'WUEI 'eqo r rvgf "; 2'r gtegpv'\*58'qh'62+'qh'ku'  
k'pxguki cvkqpu'y kj kp'v'j g'tgi w'cv'qt { 'v'ko ght'co g.'y j lej 'ku'c'urki j v'f getgcug'ht'qo 'v'j g'322'r gtegpv'  
\*4: +v'ko gn' 'eqo r rvgf 'k'pxguki cvkqpu'lp'Hl '42380'J qy gxgt.'WUEI 'gzr g'k'p'egf 'c'65'r gtegpv'  
k'petgcug'lp'v'j g'p'wo dgt'qh'k'pxguki cvkqpu'eqo r rvgf 'ht'qo 'Hl '4238'v'q'Hl '42390""

3: "WUEI 'cnuq'r tqxkf gu'Gs wcnl'Qr r qt w'p'k' { '\*GQ+'ugt xlegu'v'q'qxgt'67.222'o k'k'xct { 'r gtuqppgn'0

Dcugu'cpf "kuu'gu<"k'p'Hl "4239.'tgr tkucn'tceg.'cpf 'f kucdkrkv'. 'tgr ge'v'xgnf. 'y gtg'yj g'o quv' r t'gxcngpv'dcugu'qh'f kuetko kpcv'k'p'0"Y kj 'tgi ctf 'v'q'kuu'gu/'j ctcuuo gpv.'v'gto uleqpf k'k'q'pu'qh' go r m'q' { o gpv.'cpf 'r gthqto cpeg'gxcn'v'k'p'kr r t'clucn'k'go u'y gtg'yj g'o quv'ht'gs wgpv'nf 't'clugf 'k'p' eqo r n'k'p'v'0""

CF T<"k'p'cp"gh'qt'v'q't'gu'q'k'g'kuu'gu'cv'yj g'g'ct'rk'g'v'qr r qt'w'p'k'v'. 'WUEI "qh'gt'gf 'CF T'v'q'322" r gte'gpv'qh'k'p'f k'k'f wcn'l'k'p'k'v'k'p'i 'r t'g'eqo r n'k'p'v'k'p'Hl "42390"Qh'yj g'; 'r t'g'eqo r n'k'p'v'k'p'76" k'p'f k'k'f wcn'l'ce'egr v'gf 'r ct'v'k'kr cv'k'p'k'p'yj g'r tqi tco 0"Vj ku't'gu'wngf 'k'p'c'83'r gte'gpv'r ct'v'k'kr cv'k'p' t'cv'g'0"Qh'yj g'76'k'p'f k'k'f wcn'l'yj q'r ct'v'k'kr cv'gf 'k'p'CF T.'ugw'ngo gpv'y cu'cej k'g'x'gf 'k'p'65'r gte'gpv'\*45+' qh'yj g'ec'ugu'0"WUEI au'CF T'r ct'v'k'kr cv'k'p't'cv'g'cpf 'ugw'ngo gpv't'cv'g'ct'g'yj g'j ki j guv'WUEI 'j cu' g'zr gt'k'g'pegf 'k'p'c'f g'ecf g'0"

T'gcu'q'p'cd'ng'Ceeqo o qf cv'k'q'pu<"WUEI 'i t'cp'v'gf "; 6'r gte'gpv'\*424+'qh'yj g'437't'gs w'gu'u'h'qt" t'gcu'q'p'cd'ng'cee'qo o qf cv'k'q'pu'0"Vj ku'l'p'cn'f'gu. 'dw'ku'p'q'v'k'o k'g'f 'v'q.'g'ng'ext'q'p'k'g'gs w'kr o gpv." gti q'p'qo k'e'ej cktu.'v'g'ny qtm'c'ng't'p'c'v'k'g'y qtn'l'uej g'f w'gu.'o q'v'q't'k' g'f 'ue'q'q'v'gtu.'y j g'g'rej cktu.'cpf " uki p'r'c'p'i wci g'l'p'v'g'r t'g'v'gtu'0"WUEI 'eq'p'v'p'w'gf 'ku't'g'v'k'p'uj kr 'y kj 'y j g'F gr ct'vo gpv'q'h' Vt'c'p'ur qt'v'k'q'p'F QV+F kucdkrkv' 'T'gu'q'w't'eg'E'g'p'v'gt'F TE+0'F TE'r t'q'x'k'f gu'WUEI 'y kj 'c'eg'p't'cm'f " h'w'p'f g'f 't'gu'q'w't'eg'v'q'r t'q'x'k'f g't'gcu'q'p'cd'ng'cee'qo o qf cv'k'q'p'ugt'x'legu.'r gtu'q'p'cn'cu'uk'nc'peg'ugt'x'legu." v'ej p'le'c'n'cu'uk'nc'peg.'t'c'k'p'k'p'i.'cpf 'q'w't'g'cej 'v'q'cm'f'o c'p'ci gtu.'u'w'r g't'x'k'q'ut'u.'go r m'q' { g'gu'cpf 'l'q'd" cr r n'ec'p'v'0""

O qd'k'k'v' { "Rtqi tco <"Vj g'WUEI 'J gcf s'w'ct'v'gtu'o qd'k'k'v' 'r tqi tco 'r t'q'x'k'f gu'f g'x'legu.'uwej "cu" o q'v'q't'k' g'f 'ue'q'q'v'gtu'cpf 'y j g'g'rej cktu.'v'q'WUEI "go r m'q' { g'gu.'cr r n'ec'p'v'k'p'f 'x'k'k'q'ut'u'0"K'p'Hl "4239." yj g'r tqi tco 't'g'eg'k'g'f "4; 't'gs w'gu'u.'y j k'ej 'r t'q'x'k'f g'f 'v'go r qt'ct' { 'cee'qo o qf cv'k'q'pu'h'qt'48'k'p'f k'k'f wcn'l' y kj 'o qd'k'k'v' { 'p'g'gf u'0"F t'cy k'p'i 'q'p'yj g'u'we'egu'gu'q'h'yj g'J gcf s'w'ct'v'gtu'r tqi tco . 'y j g'WUEI " g'zr c'p'f g'f 'y j g'r tqi tco 'v'q'ku'ETF 'q'h'h'eg'u'p'c'v'k'p'y k'f g'c'p'f 'v'q'ug'r'ge'v'rt'i g'v'p'ku'k'p'Hl "42390"

**Services and Proactive Engagement**

WUEI 'r gthqto u'c'p'p'w'cn'cu'gu'uo gpv'u'v'q'f g'v'gto k'p'g'k'h'c'p' { 'r gte'gr v'k'p'pu'q'h'd'ku'qt'v't'ki i gtu'g'z'ku'v'yj cv' ch'g'ev'yj g'GGQ'enk' cv'g'0"WUEI 'cej k'g'x'gu'yj ku'yj tq'w' j 'GGQ'enk' cv'g'cu'gu'uo gpv'c'p'f 'u'w't'x'g' { u'0"K'p'Hl "4239.'WUEI 'eq'p'f w'ev'gf "44"q'p'uk'g'enk' cv'g'cu'gu'uo gpv't'g'x'k'g'y u.'y j k'ej 'ku'c'4; 'r gte'gpv' k'p'et'g'c'ug'q'x'g't'yj g'39't'g'x'k'g'y u'eq'p'f w'ev'gf 'k'p'Hl "42380"WUEI 'cnu'q'w'gu'yj g'u'w't'x'g' { 'c'p'f 't'gr qt'v'k'p'i " ugt'x'legu'qh'yj g'F g'h'g'p'ug'G's w'cn'Q'r r qt'w'p'k'v' { 'O c'p'ci go gpv'k'p'uk'w'w'g'F GQO K'0"Vj g'F GQO K' Qti c'p'k' cv'k'q'p'cn'Enk' cv'g'U'w't'x'g' { "F GQEU'cu'gu'ugu'y qtn'h'q't'eg'r gte'gr v'k'p'pu'q'h'f kuetko kpcv'k'p'." j ctcuuo gpv.'gs w'cn'l'qr r qt'w'p'k'v'. 'c'p'f 'q'v'j g't'qti c'p'k' cv'k'q'p'cn'gh'h'g'ev'k'g'p'gu'u'o gcu'w't'gu'0"Vj g'u'w't'x'g' { " t'gr qt'u'r t'q'x'k'f g'v'p'k'v'g'c'f g'tuj kr 'y kj 'y j g'cd'k'k'v' { 'v'q'd'g'w'gt'c'p'cn' | g'yj g'y qtn'ienk' cv'g'0"WUEI 'v'p'k' eqo o c'p'f k'p'i 'q'h'h'eg'tu'c'p'f 'u'w'r g't'x'k'q'ut'u'ct'g't'gs w'k'g'f 'v'q'cm'q'y 'y j g'k't'go r m'q' { g'gu'c'p'qr r qt'w'p'k'v' 'v'q' r ct'v'k'kr cv'g'k'p'c'p'c'p'p'w'cn'enk' cv'g'cu'gu'uo gpv'u'w't'x'g' { 0"K'p'c'f'f'k'k'q'p.'y j g' { 'o w'v'v'uj ct'g'yj g'u'w't'x'g' { " t'gu'w'nu'yj k'j 'y j g'k't' u'w'r g't'x'k'q'ut'u'c'p'f 'et'g'cv'g'c'p'c'ev'k'q'p'r m'p'v'q'h'q'v'gt'r qu'k'k'g'd'g'j c'x'k'q'ut'u'c'p'f 'c'f'f't'g'u' c'p' { 'eq'peg't'p'u'0"Vj g'ug'c'ev'k'q'p'r m'p'u'ec'p'd'g'et'g'cv'gf 'v'uk'p'i 'F GQO K'u'0'Cu'gu'uo gpv'u'v'q'U'q'n'w'k'q'pu'0" y g'd'uk'g'0"K'p'Hl "4239.'44.526"WUEI "go r m'q' { g'gu'r ct'v'k'kr cv'gf 'k'p'yj g'F GQEU'c'p'p'w'cn'enk' cv'g' cu'gu'uo gpv'u'w't'x'g' { u'0"

WUEI 'eq'p'v'p'w'gf 'ku't'gs w'k't'go gpv'h'qt'v't'k'g'p'p'k'cn'GGQ'cy ct'g'p'gu'u'v't'c'k'p'k'p'i 'h'qt'cm'f'o k'k'et' { 'c'p'f " ek'k'k'c'p'o go d'gtu'q'h'yj g'y qtn'h'q't'eg'0"F w'k'p'i 'Hl "4239.'ETF 'r t'g'ug'p'v'gf 'c'p'f 'h'c'ek'k'c'v'gf 'f'k'ue'w'uk'q'pu"



F wtkpi 'Hl '4239.'EDR'cej kxgf "o cpl 'cee qo r nkuj o gpw'lp'vj g'ctgc'qh'CF T0'Hktuv'EDR" eqmvgtcn'f w'f "o gf kcvqtu'hcekkscv'gf "434"o gf kcvqp'ugukqpu'lp'Hl "42390"kp'cf f kkp. 'lp'cp'ghqt v' vq'gpwtg'vj cv'EDR"o cpci gtu'cpf "uwr gtxkuqtu'y gtg'cf gs wcvgn' "r tgr ctgf 'hqt"o gf kcvqp.'EDR" etgcvgf "c'vtcklpi "eqwtug'ecmgf "oY j cv'O cpci gtu'cpf "Uwr gtxkuqtu'Ecp'Gzr gev'f wtkpi "O gf kcvqpö" qp'F J Uu'RCNO U'grgestqple'rgctplpi "u{ ugo 0"Vj g'vtcklpi "uwr r ngo gpw'vj g'tgi wrct 'CF T" vtcklpi "cpf 'lphqto cvkqp"i kxgp'vq"go r m{ ggu.'cpf "o cpci gtu'cpf "uwr gtxkuqtu'ctg'gpeqwtci gf "vq" eqo r rvg'vj g'vtcklpi "r tkqt'vq"r ctvckr cvkpi "lp"o gf kcvqp0"C"vqcn'qh'573'uwr gtxkuqtu'eqo r rvg'f " vj g'eqwtug'lp'Hl "42390"Vq"gpeqwtci g'eqo r rvg'qp'd{ 'CF T"r ctvckr cpw.'EDR'utgco rkp'gf "vj g" gzku'kpi "ewuqo gt"cuuguu gpv'hqto . 'uj qtvg'kpi "k'vq'hqewu'r tko ctkn' "qp"o gf kcvqp"gzr g'kpeg'cpf " o gf kcvqt'r gthqto cpeg0""

F wtkpi 'vj g'huecn'f gct.'EDR'cnuq'hqewug'f "qp"o gf kcvqt'vtcklpi 0'F wtkpi 'Hl "4239.'EDR'eqpf wv'gf " vgp"o gf kcvqt'vtcklpi "ugukqpu.'hqt"e"vqcn'qh'35'vtcklpi "j qwtu.'hqt'ku'ecf tg'qh'4: "eqmvgtcn'f w'f " o gf kcvqtu0"kp'qtf gt"vq"o gg'v'cp'kpetgculpi "pggf 'hqt"o gf kcvqtu.'ukz'pgy "eqmvgtcn'f w'f "o gf kcvqtu" y gtg'ugrgev'f "cpf 'vtcklpg'f d{ 'F J U0'EDR"r ctvckr cv'gf "lp"vj g'F gr ctvo gpv'y kf g'Uj ctgf "P gwtcnu" Rtqi tco . 'y j gtgk'38'EDR'eqmvgtcn'f w'f "o gf kcvqtu'ugtxg'lp'vj g'ecf tg'vq"uwr r qt'v'vj g'r tqi tco . " cpf "h'xg'ctg'ewtgpw'f "eqo r rvg'kpi "h'kpcn'egt'vckv'qp'tgs wkt go gpw0"kp'cf f kkp."o gf kcvqt" tgegt'vckv'qp"o gg'v'kpi u'y gtg'cnuq'eqpf wv'gf "hqt"o gf kcvqtu'y j qug'r gthqto cpeg'j cf "f gen'kpg'f "qt" y j q'j cf "h'kxg'f "vq"o gg'v'vj g'ci gpe{ au'r gthqto cpeg'gzr gev'v'kpu0"Vj ku'tguwng'f "lp"vj g'tgrgcug'qh' h'xg"o gf kcvqtu0""

Hkpcn'f . 'vj g'CF T'Rtqi tco 'Eqqt'f kpcv'qt'ugtxg'f "qp"vj g'F J U'CF T'CF xkuqt { 'Eqwpek'n'r tqx'kf kpi " i w'kf cpeg'cpf "lpr w."cpf "cuuk'v'kpi "lp'Eqo r qp'gpv'y kf g'vtcklpi 0"Vj ku'eqm'cdqtcv'kqp"cnuq'r tqx'kf gf " vj g'qr r qt'w'k'f "hqt'EDR"vq'dg"o qtg'em'qun'f "cni pgf "y kj "F J U'lp"o cpci go gpv'qh'vj g'CF T" r tqi tco 0' "

**Services and Proactive Engagement**

EDR'eqp'v'kpw'q'wun'f "ut'kxg'u"vq"lpeqtr qtcv'g'GGQ"lp'vq'g'xgt { f c{ 'r tce'v'leg'cpf "o cngu'f kxgtuk'f "cpf " kpen'v'kqp'r t'kpek'ngu'hwp'f co gp'v'cn'r ctw'qh'EDR'au'qti cpl'k'cv'kqpcn'ew'w'wt g0'F wtkpi 'Hl "4239.'EDR" eqp'v'kpw'gf "lo r ngo gp'v'kqp'qh'ku'F kxgtuk'f "cpf "kpen'v'kqp"U'ctv'gi ke'R'rcp'Hl "4238"o'Hl "42420"Vj g' R'rcp'lpeqtr qtcv'gu'c'eqo r tgj gp'uk'x'g'cpf "lp'v'gi tcv'gf "cr r tqcej "vq'f kxgtuk'f "cpf "kpen'v'kqp"y kj kp" ED'R'au'j wo cp't'gu'q'w'eg'ut'cv'gi kgu.'y j kg'c'rk'p'kpi "ED'R'au'ut'cv'gi ke'i q'cnu'y kj "GGQ"r t'kpek'ngu'vq" cf x'cpeg'vj g'i q'cn'qh'd'w'k'f kpi "cpf "o cl'p'v'cklpi "c"o qf gn'y qtm' r'ceg0' "

F wtkpi 'Hl "4239.'EDR'au'lo r ngo gp'v'kqp'qh'vj g'R'rcp'ur c'pp'gf "cet'quu'v'y q"o cl'qt'ct'gcu'vj cv'j c'xg" r ct'v'ew'ct't'g'p'x'cpeg'y kj "tgi ct'f "vq'GGQ"eqo r m'k'p'w'<"vtcklpi "cpf "k'f gp'v'k'f kpi "t'gp'f u'vj tq'wi j "f'cv" c'p'cn'f uku0""

- 30 Vtcklpi "o'EDR"gp'ci gf "lp"o w'nk'rg'vtcklpi "ce'v'x'k'k'gu'cet'quu'x'ct'k'q'w'u'r m'v'hqto u"\*qp'uk'g." y g'ld'p'ct.'cpf "eqo r wgt/dcug'f "+vq'h'w'v'j gt'ut'gpi vj gp'ku'GGQ"r tqi tco 0'Vtcklpi "kpen'v'f gf <"
  - o Uwr gtxkuqt { "Ngcf gtuj kr "Vtcklpi <"Vq'gp'wtg'uwr gtxkuqtu'ctg'cy ctg'qh'vj g'k" q'drki cv'k'p'u"vq"j gr "gp'wtg'c"y qtm'g'p'x'k'q'p'o gp'v'ht'gg'qh'f k'uet'ko k'p'cv'k'qp"cpf " t'g'v'ck'v'k'qp."cm'p'gy "uwr gtxkuqtu'ctg't'gs w'kt gf "vq'eqo r rvg'f"o'Uwr gtxkuqt { "Ngcf gtuj kr " Vtcklpi .ö'y j lej "kpen'v'f gu"o qf w'ngu'qp'f kxgtuk'f "cpf "GGQ"cy ctg'p'guu0'F wtkpi 'Hl " 4239.'939'p'gy "uwr gtxkuqtu'eqo r rvg'f "Uwr gtxkuqt { "Ngcf gtuj kr "Vtcklpi 0""

- GGQ'Cy ctgpguu'cpf 'Tgcuqpcdng'Ceeqo o qf c'v'k'p'Vtckl'k'p'i <'EDR'au'RF Q' eqpf wevgf "762"öGGQ'Cy ctgpguuö'cpf "öTgcuqpcdng'Ceeqo o qf c'v'k'p'ö'tckl'k'p'i " uguukqpu'v'q'f w'f 'uvc'k'q'pu'cetquu'y'j g'p'c'v'k'q'p'0"Vj gug'v'k'c'k'p'k'p'i 'uguukqpu'y' gtg'f'g'k'x'g't'g'f' v'q'9.6; 8'uw'g't'x'k'u'q'tu'cpf "go r m'q' { ggu.'r' t'q'x'k'f' k'p'i "cp'q'x'g't'x'k'g'y "qh'EDR'au'c'p'w' f'k'ue't'k'o' k'p'c'v'k'q'p'r'q'r'k'e' { "cpf'eqo o ko gpv'v'q'f'k'x'g't'k'v'f' =c't'g'x'k'g'y "qh'GGQ'rcy u'cpf " Gzgew'k'x'g'Q't'f'g'tu=f'k'ue'w'u'k'q'pu'q'h'y'j c'v'e'q'p'u'k'w'w'g'f'k'ue't'k'o' k'p'c'v'q't' { "d'g'j'c'x'k'q't'cpf " j'c't'c'uu'o' gpv'c'p'f' "cp'q'x'g't'x'k'g'y "qh'y'j g't'g'c'u'q'p'c'd'ng'ceeqo o qf c'v'k'q'p'r't'q'eg'u'0"
- F J U'P'q'HGCT'Cev'cpf 'C'p'w'k'J' c't'c'uu'o' gpv'Vtckl'k'p'k'p'i <'EDR'go r m'q' { ggu'cpf " uw'g't'x'k'u'q'tu'y' gtg'c'n'q'r' t'q'x'k'f' g'f' "y' k'j' "F J U'ur'g'ek'h'e'P'q'HGCT'Cev'cpf 'C'p'w'k' J' c't'c'uu'o' gpv'Vtckl'k'p'k'p'i .y'j'k'ej' 'k'f'g'p'w'k'g'u'Ci'g'p'e' { 't'g'ur'q'p'u'k'k'k'k'g'u'cpf "go r m'q' { gg' t'g'ur'q'p'u'k'k'k'k'g'u'r' t'q'g'e'v'k'q'pu'w'p'f'g't' 'h'g'f'g't'c'n'r'ey' 'cpf' "F J U'r'q'r'k'e' { 0'F'w't'k'p'i' "H' "4239." 39.446'EDR'go r m'q' { ggu'eqo r r'g'v'g'f' "y' k'u'v't'c'k'p'k'p'i' 0" "

40 K'f'g'p'w'k'k'p'i' "Vt'g'p'f' u'ö'EDR'eqpf wevgf "ug'x'g't'c'n'c'p'c'n'f' u'g'u'v'q'r' t'q'c'e'v'k'g'n'f' 'k'f'g'p'w'k'k'p'i' "go g't'i' k'p'i' " v't'g'p'f' u'h'q't' "g'c't'n'f' "k'p'v'g't'x'g'p'v'k'q'p'0"Vj'g'g'c'p'c'n'f' u'g'u'k'p'e'n'f' g'f' <"

- Ugz'w'c'n'J' c't'c'uu'o' gpv'<"RF Q'eqpf wevgf "cp'cu'g'uu'o' gpv'q'h'ugz'w'c'n'j' c't'c'uu'o' gpv'GGQ" eqo r r'c'k'p'u'w'h'k'g'f' 'h't'q'o' "H' "4234'y' t'q'w'i' j' "H' "4238.'y'j'k'ej' 'k'p'e'n'f' g'f' "c't'g'x'k'g'y "qh' ugz'w'c'n'j' c't'c'uu'o' gpv'eqo r r'c'k'p'u.'d' { "m'q'c'v'k'q'p.'h'q't'v't'g'p'f' u'0'k'c'n'q'k'p'e'n'f' g'f' "c't'g'x'k'g'y "qh' r'q'r'k'e'k'g'u'cpf "r' t'q'eg'f' w'g'u't'g'r'c'v'g'f' "v'q't'g'r'q't'v'k'p'i' "ugz'w'c'n'j' c't'c'uu'o' gpv'v'q'g'p'u'w't'g' eqo r r'c'k'p'eg'y' k'j' "y'j'g'GGQE'au'G'p'h'q't'ego' gpv'I' w'k'f'c'p'eg'q'p'X'k'ect'k'q'u'Go' r' m'q' { g't' " N'k'd'k'k'v'f' 'h'q't' "W'p'r'c'y' h'w'i'J' c't'c'uu'o' gpv'd' { "U'w'r'g't'x'k'u'q'tu'0"EDR'c'n'q' 't'g'x'k'g'y' g'f' "y'j'g' t'g'eqo o g'p'f' c'v'k'q'p'u'k'f' g'p'w'k'k'p'i' "k'p'v'j'g' "T'g'r'q't'v'q'h'y'j'g' "E'q'/'E'j'c'k't'u'q'h'y'j'g' "GGQE'U'g'r'g'ev' "V'c'u'n'H'q't'eg'q'p' "y'j'g' "U'w'f' { 'q'h'J' c't'c'uu'o' gpv'k'p' "y'j'g' "Y'q't'm'r'w'eg'v'q' "h'w't'v'j'g't' "u't'g'p'i' v'j'g'p' "EDR'au'g'h'q't'w'u'k'p'o' c'k'p'c'k'p'k'p'i' "c'y'q't'm'r'w'eg' "h't'g'g'q'h'f'k'ue't'k'o' k'p'c'v'q't' { "j' c't'c'uu'o' gpv'0"
- F'k'ue'k'r'k'p'g'<"RF Q'eqpf wevgf "cp'c'p'c'n'f' u'k'u'q'h'f'k'ue'k'r'k'p'g' "h't'q'o' "H' "4236'y' t'q'w'i' j' "H' " 4238.'v'q'k'f'g'p'w'k'k'p'i' "r'q'v'p'v'c'n'v't'g'p'f' u'c'p'f' "y'j'g'v'j'g't' "cp' { 'i' t'q'w'r' "qh'go r m'q' { ggu'y' c'u'd'g'k'p'i' " c'f'x'g't'ug'n'f' "k'o' r'c'e'v'g'f' "d' { "o' c'p'c'i' g'o' g'p'v'w'r'q'r'k'e'k'g'u'cpf' l'q't' "r' t'c'e'v'k'g'u't'g'r'c'v'g'f' "v'q' " f'k'ue'k'r'k'p'g'0"
- Y'q't'n'h'q't'eg'F'k'x'g't'k'v'f' <"EDR'au'y' q't'n'h'q't'eg'r' c't'v'k'ek'r'c'v'k'q'p't'c'v'g'u'y' g't'g't'g'x'k'g'y' g'f' "q'p'c'c' " o'q'p'y' n'f' "d'c'u'k'u'v'q'k'f'g'p'w'k'k'p'i' "v't'g'p'f' u'c'et'quu'ö' c'l'q't' "q'ee'w'r'c'v'k'q'p'u.'p'g'y' "j'k'g'u.'c'p'f' "y'j'g' " q'x'g't'c'm'y' q't'n'h'q't'eg'0"

"

: 0 W'U'U'K'ö' o'k'i' t'c'v'k'q'p'c'p'f' "E'w'w'q'o' u'G'p'h'q't'ego' gpv'

"

**Infrastructure "**

V'j'g'K'EG'Q'h'k'g'q'h'f'k'x'g't'k'v'f' "c'p'f' "E'k'k'i'N'd'k'g't'v'k'g'u'ug't'x'k'g'u'v'q' "o'q't'g' "y'j'c'p'3; .222'r'g't'o' c'p'g'p'v'K'EG'go r m'q' { ggu.'q'x'g't'82" v'g'o' r'q't'c't' { "K'EG'go r m'q' { ggu.'c'u'y'g'm'i'c'u'j'w'p'f'g'f' u'q'h'f'g'v'c'k'p'g'g'u.'y'k'p'g'u'g'u.'x'k'v'k'o' u'q'h'et'k'o'g.'c'p'f' "y'j'g' " r'w'd'r'k'e'0V'j'g'K'EG'Q'F'ET' "C'u'k'u'k'c'p'v'F'k'g'ev'q't' "CF' +r' t'q'x'k'f'g'u'ng'c'f'g't'u'j'k'r' "c'p'f' "q'x'g't'k'v'j'v'h'q't' "y'j'g'K'EG' GGQ.'F'k'x'g't'k'v'f' "c'p'f' "k'p'e'n'w'k'q'p.'C'h'h'k'o' c'v'k'x'g'Go r m'q' { o'g'p'v.'c'p'f' "E'k'k'i'N'd'k'g't'v'k'g'u'r' t'q'i' t'c'o' u'0"V'j'g'CF " q'x'g't'ug'g'u'y'j'g' "E'q'o' r'c'k'p'w'c'p'f' "T'g'u'q'n'w'k'q'p' "F'k'k'k'q'p' "E'F' +.y'j'k'ej' "k'u't'g'ur'q'p'u'd'ng' "h'q't' "c'm'i'c'ur'g'ew'q'h' GGQ'eqo r r'c'k'p'v'ö' c'p'c'i' g'o' g'p'v.'k'p'e'n'f' k'p'i' "k'p'c'v'ng.'r' t'q'eg'u'k'p'i' ."e'q'w'p'ug'r'k'p'i' ."o'g'f'k'c'v'k'q'p.'c'p'f' " k'p'x'g'u'k'i'c'v'k'q'p.'c'u'y'g'm'i'c'u'j'g' "K'EG'CF' "T'r' t'q'i' t'c'o' 0"V'j'g'g' "h'w'p'e'v'k'q'p'u'c't'g' "e'g'p'v'c'm'f' "m'q'c'v'g'f' "c'p'f' " o'c'p'c'i'g'f' "c'v'y'j'g'j'g'c'f' "s'w'c't'v'g't'u'q'h'h'k'g'k'p' "Y'c'u'j'k'p'i'v'q'p.' "F'E' =j'q'y'g'x'g't.' "y'j'g'CF' "T'r' t'q'i' t'c'o' "k'u'm'q'c'v'g'f' "k'p' " D'w'r'k'p'i'v'q'p.' "X'g't'o'q'p'v'0"

"

"

QFET"o cf g"pqvcdrg"lphcutwewtg"ceeqo r rkuj o gpw'f wtkpi "Hl "42390"Hktuv."QFET"tguvewwtgf " ETF"tguqwtegu"vq"o qtg'hckn' f kxk' g'vj go "dgwy ggp"vj g'lphto cni'cpf "hcto cni'GGQ"eqo r nkp' vgo u0"Vj gug"cf f kkpccn'tguqwtegu'gpj cpegf "vj g'hcto cni'GGQ"eqo r nkp'vgo u'y qtm'vqy ctf " vko gn' c'cpf "ghgevkxg"ecug"o cpci go gp0"Cnuq" f wtkpi "Hl "4239."QFET"j k'gf "c'pgy "Cp'k' J ctcuuo gpv'Rtqi tco "O cpci gt IEqqt'f kpcvqt "vq't'ght'guy "KEG'u'Cp'k'J ctcuuo gpv'Rtqi tco 0""

C'hkpcn'lphcutwewtg"cej kxgo gpv'o cf g'f wtkpi "Hl "4239"y cu'vj g'cf f kkp'q'h'c'pgy "eqpvtcevkpi " hto "vq"eqpf wev'GGQ"lpxgunki cvkpu0"QFET"hw'p'f "vj cv'ugxgtcni'q'h'vj g'eqpvtcevh'to u'vj g' { "y gtg" wtkpi "y gtg"utwi i n'pi "vq"nggr "r ceg"y kj "vj g'eqo r ngzk' c'cpf "pwo dgt "q'h'lpxgunki cvkpu'pggf gf "d { " KEG0"Cu" c'tguwv."QFET"l'pk'k'cv'g' "c'pgy "k'p'vt/Ci gpe { "Ci tggo gpv'\*KCC+"y kj "vj g'WUORquvni' Ugtxleg"vq"eqpf wev'GGQ"lpxgunki cvkpu."cu'y gm'cu'q'vj gt "ugtxlegu."hqt "KEG0"Vj g'pgy "KCC"i kxgu" QFET"cf f kkpccn'lpxgunki cvkxg"ugtxlegu"htqo "c'rc'ti g'cpf "y gm'guxcd'rkuj gf "lpxgunki cvkxg'r tqi tco " y kj "WURU"l'p'Hl "423: ."KEG'y kni'k'k'cv'g' "c'pgy "Drcp'ngv'Rwtej cug"Ci tggo gpv'vq"eqp'k'p'wg"vq" g'zr m'gt'g'cpf "q'dv'k'p' "cf f kkpccn'GGQ"lpxgunki cvkxg"cpf "q'vj gt "eqo r nkp'v't'gr'v'g'f "ugtxlegu0""

**Complaint Processing "**

F wtkpi "Hl "4239."KEG"QFET"eqo r ngv'g'f "; 7'r gtegpv'\*4; 4"qh'52; +"qh'ku'GGQ"eqwpugr'kpi u'y kj k'p" vj g'tgi w'cv'qt { "vko g'htco g."eqo r c'tgf "vq"8: "r gtegpv'\*455"qh'564+"vko gn' "GGQ"eqwpugr'kpi u" eqo r ngv'g'f "k'p'Hl "42380""

k'p'Hl "4239."449"htqo cni'eqo r nkp'w'y gtg'h'k'gf ."c'ugxgp'r gtegpv'l'petg'cug"qxgt"vj g"435"htqo cni' eqo r nkp'w'h'k'gf "k'p'Hl "42380"KEG"eqo r ngv'g'f "365"lpxgunki cvkpu'f wtkpi "Hl "4239."c"43"r gtegpv' f getg'cug'htqo "vj g"3: 4"lpxgunki cvkpu'eqo r ngv'g'f "k'p'Hl "42380"J qy gxgt."vj gtg'y cu'c'urki j v" l'petg'cug'k'p'vj g'r gtegp'ci g'q'h'lpxgunki cvkpu"vko gn' "eqo r ngv'g'f "<"58"r gtegpv'\*73"qh'365+"k'p'Hl " 4239."eqo r c'tgf "vq"55"r gtegpv'\*82"qh'3: 4+"k'p'Hl "42380"C'f f kkpccn'."vj g'cxgt'ci g'pwo dgt "q'h" r tqe'gu'k'pi "f c { u'vq"eqo r ngv'g'f "lpxgunki cvkpu'f getg'cug'f "htqo "4; 2" f c { u'k'p'Hl "4238"vq"494" f c { u'k'p" Hl "42390""

Vj g'vqr "5"dcugu'cmgi gf "k'p'KEG'u'GGQ"eqo r nkp'w'y gtg't'gr tkucn'ci g."cpf "t'ceg."t'gur ge'v'k'gn' 0"Cu" r t'g'x'k'q'w'v'ni' "f k'ue'w'ug'f ."KEG"gzr gt'k'p'eg'f "c"77"r gtegpv'l'petg'cug'k'p'vj g'pwo dgt "q'h'cmgi cvkpu'dcug'f " qp" f k'ucd'k'k'v'f ."htqo "69"cmgi cvkpu'o cf g'k'p'Hl "4238."vq"95"cmgi cvkpu'o cf g'k'p'Hl "42390"Vj ku" uki p'h'ec'p'v'l'petg'cug'eqp't'k'd'w'g'f "vq"vj g'F gr ct'vo gp'v'u'qxgt'cni'l'petg'cug'q'h'f k'ucd'k'k'v'f "cmgi cvkpu0" P q'vcd'nf ".j qy gxgt."f k'ucd'k'k'v'f "y cu'vj g'h'k'hj "o qu'v'ht'gs w'gp'v'ni' "cmgi gf "dcuku'htq "KEG0"Vj g'vqr "ku'w'gu" cmgi gf "Hl "4239"y gtg'j ctcuuo gpv'\*p'q'p/ugz'w'c'n'."r tqo q'v'k'p' l'p'q'p/ug'ng'ev'k'p'."cpf "v'g'to u'c'p'f " eqpf k'k'p'u"q'h'go r m'q { o gp'0"

KEG'eqp'k'p'w'gu"vq"o czko k' g'vj g'w'ug'q'h'vj g'CF T"r tqi tco 0"K'p'Hl "4239."KEG"q'h'ht'gf "CF T"l'p"4; : " qh'vj g"52; "l'p'hto cni'eqo r nkp'w."cp"q'h'ht'g' "tc'v'g'q'h"; 8'r gtegpv'cpf "cp"l'petg'cug'qxgt"vj g"; 5'r gtegpv' \*53; "qh'564+"q'h'ht'g' "tc'v'g'k'p'Hl "42380"Vj g'CF T"ceegr w'peg' "tc'v'g'cnuq"l'petg'cug'f "htqo "65"r gtegpv'vq" 82"r gtegpv'\*3: 5"qh'52; +"q'xgt' "r'u'v'f { gct0"K'p'q't'f gt "vq"gpj cpeg'vj g'w'ug'q'h'CF T"cv'vj g'htqo cni' eqo r nkp'v'r'j cug."KEG"QFET"ku'r ct'v'p'gt'k'pi "y kj "vj g'KEG"Q'h'ht'g'q'h'Rwd'k'e" T'gr'v'k'p'u"vq"u'w'r qt'v'c" eqp'h'ev't'gu'q'w'k'p'eco r cki p'k'p'Hl "423: 0""

k'p'Hl "4239."t'gcu'p'cd'rg"ceeqo o qf cvk'p' "t'gs w'gu'u'l'petg'cug'f "d { "64"r gtegpv'htqo "Hl "42380"Vj gtg" y gtg"; 23"t'gs w'gu'u'o cf g'htqo "6; 7"l'p'f k'k'f w'cni'k'p'Hl "42390"K'p'eqo r c't'ku'q'p'."k'p'Hl "4238."vj gtg" y gtg"856"t'gs w'gu'u't'ge'g'k'x'g'f "htqo "573"l'p'f k'k'f w'cni'go r m'q { g'gu0""

**Services and Proactive Engagement**

KEG'eqpvkpwgf 'v'utgpi vj gp'vj g'GGQ'r tqi tco 'vj tqwi j 'f cwc/f tkxgp'kpkkcvkxgu."gpi ci gf " rgef gtuj kr ."cpf "cp'kpenwukxg'y qtn'gpxktqpo gpv'cu'f go qpwtcvgf 'vj tqwi j 'vj g'hqmqy kpi 'r tqi tco u" cpf 'kpkkcvkxgu0"

Kp'Hl "4239."KEG'i ckpgf "cf o kpkwtcvqt'tki j w'htq'vj g'F gr ctvo gpvu'gpvgr tkug'GGQ'f cvdcug0"Vj ku" ej cpi g'cmqy u"KEG'v'ecvqi qtk g'ku'uwq/qhhegu'y kj kp'vj g'f cvdcug."tcy gt'vj cp'hwm' 'tgm kpi "qp" vj g'ETEN'f cvdcug'cf o kpkwtcvqt 'v'lo r ngo gpv'pgeguuct { 'ej cpi gu0"Cu'c't guwn'qh'vj ku'pgy " ceegu."QF ET'ku'pqy "cdng'v'dgwgt'o cpci g'vj g'qti cpk cvkqpcn'ut wewtg'qh'KEG'y kj kp'vj g" f cvdcug'cpf "crki p'ku'tgr qt'vpi 'hwpv'kpu'v'r tqxkf g'o qtg'o gcplkpi hwn'kphqto cvkqp0"ETF " tgegkxgf 'v'cklpi 'htqo 'vj g'eqo r cp' { 'vj cv'f guki pgf 'vj g'f cvdcug'v'j gr 'hcekkcv'g'o qtg'r tqh'ekgpv' wug'qh'vj g'pgy "ecr cekkgu'vj cv'f g'kxg'htqo 'j cxlpi "cf o kpkwtcvkxg'tki j w'v'vj g'f cvdcug0"

Kp'Hl "4239."KEG'eqpvkpwgf 'ku'r tcevek'g'qh'eqo r kipi 'f cwc'htqo 'vj g'xctkqwu'qhheg'f kxkukpu'v'q" cuukw'QF ET'kp'etgcvpi 'v'cklpi 'r rcpu'htq'KEG'rgef gtuj kr "cpf "go r m{ ggu0"Ur gekhecm' . 'QF ET" i cvj gtgf 'tgrxcpv'kphqto cvkqp'tgrv'gf 'v'GGQ'eqo r rkpwu."y qtn'hteg'f go qi tcr j leu."cpf " tgcupcdng'ceeqo o qf cvkpu."cu'y gm'cu'qy gt'r gt'v'p'p'kphqto cvkqp."cpf "kf gp'v'k'gf "ekkgu'y kj "c" rcti g'KEG'r tgupeg'cv'y j lej "KEG'QF ET"y qwf "eqpf wev'ukg'xkuku0"Tuwnu'kpenw'gf "o qtg'vj cp" plpg'ukg'xkuku'v'v'cti gv'gf "qhhegu'v'hcekkcv'g'cp'gp'xktqpo gpv'qh'f kxgtukv' "cpf "kpenwukp'cetquu" KEG0"Vj gug'xkuku'eqpukv'gf 'qh'kp/r gtuqp'go r m{ gg'cpf "o cpci gt'v'cklpi ."rgef gtuj kr "dt'k'kpi u." cpf "o ggv'pi u'y kj "h'ecn'w'k'q'p'qhhekn0"

Cv'c'o kpk wo ."gxgt { 'y q" { gctu."KEG'r tqxkf gu'P q'HGCT"cev'v'cklpi 'v'ku'go r m{ ggu'tgi ctf kpi " vj g'tki j w'cpf 'tgo gf lgu'cxckcdng'w'pf gt'go r m{ o gpv'f kuetko kpcv'k'p'cpf 'y j kuvgdmy gt'r tqv'ekqp" rny u0"Cu'qh'Ugr vgo dgt'52."4239."KEG'j cf 'v'cklpgf " ; 'r gtegpv'\*39.87: +'qh'ku'go r m{ ggu."y j lej " i tgcw'f 'uwtr cuugu'vj g'72'r gtegpv'v'cklpi 'i qcn'KEG'ug'v'htq'Hl "42390"Kp'cf f k'k'q."qp'c's wctv'grn' " dcuku."KEG'r quu'c'uwo o ct { 'qh'uv'v'k'ecn'f c'v'r gt'v'cklpi 'v'GGQ'eqo r rkpwu'h'k'gf 'y kj 'vj g'ci gpe { 'v' v'g'Ci gpe { au'k'p'v'c'p'v'cpf "k'p'v'g'p'v'y gdukgu0"

; 0 WUUUgetgv'Ugtxleg"

**Infrastructure**

Vj g'Gs wkv' . 'F kxgtukv' . 'cpf "kpenwukp"\*GF K'Rtqi tco "cv'WUUU'gpwtgu'eqo r r'k'peg'y kj 'cm' cr r'nedcng'ekxk'itki j w'ny u."tgi w'v'k'p'u."r q'k'ekgu."cpf "i w'k' c'peg'v'j cv'r tqj k'k'v'f kuetko kpcv'k'p'kp'vj g" h'gf gtcn'y qtmr meg0"Vj g'GF K'r tqxkf gu'GGQ'ugtxlegu'v'q'x'gt'8.722"go r m{ ggu0"Vj g'Ci gpe { au" GGQ'F k'gevt'o q'pkqtu'eqo r r'kp'v'r t'qegu'k'pi ."kuwgu'i w'k' c'peg'cpf "rgef gtuj kr "qp'GGQ'r q'k'e { 'v' WUUU'rgef gtuj kr "cpf "uwr gtxk'qtu."cpf "q'x'gt'uggu'vj g'r tqf w'v'k'p'qh'ug'x'gt'c'n't gr q'tu."uwej "cu'vj g" O F/937'tgr qt'v'cpf "vj g'684'tgr qt'v0"Kp'cf f k'k'q'v'vj g'GGQ'F k'gevt."vj g'GF K'uv'ch'i'k'penw'gu'c" F gr w'f "GGQ'F k'gevt."c'Eqo r r'kpwu'O cpci gt."c'Rt'g/Eqo r r'kpwu'O cpci gt."c'F k'ud'k'k'v' 'Rtqi tco " O cpci gt' l'ki p'N'epi w'ei g'k'p'v'gr t'g'v't."cp'Ch'k'to cv'k'g'Go r m{ o gpv'Rtqi tco 'O cpci gt."c'U'ch'i' Cuukw'cpv'v'y q'GGQ'Ur gek'k'kuu."cpf "v'y q'Rtqi tco "C'pcn' { u'w0"Vj g'r tqi tco "cnu'k'penw'gu'45" eqm'v'gt'c'n'f w'f "GGQ'E'q'w'p'ug'ntu0""

**Complaint Processing**

F w'k'pi 'Hl "4239."55'r tg/eqo r r'kpwu'y g'g'eqo r r'ngv'f 0"Qh'vj gug'55'r tg/eqo r r'kpwu."; 9'r gtegpv' \*54+'y g'g'eq'w'p'ug'ng'f 'y kj kp'vj g'tgi w'v'v'qt { 'v'o g'ht'co gu0"WUUU'j cf "45'hqto c'n'eqo r r'kpwu'h'k'gf "

f wtkpi 'Hl '4239.'y j lej 'ku'c'f getgcug'htqo '53'htqo cn'eqo r nckpw'hrkf 'kp'Hl '42380'Vj g'WUUU' g'zr gtlgpegf 'c'9; 'r gtegpv'kpetgcug'kp'y g'pwo dgt'qh'kpxgunki cvkqpu'eqo r ngvgf 'f wtkpi 'Hl '4239' \*56+.'cu'eqo r ctgf 'vq'Hl '4238'\*3; +0''

Vj g'y tgg'o quv'eqo o qpn' 'tckugf 'dcugu'kp'y g'htqo cn'eqo r nckpw'hrkf 'kp'Hl '4239'y gtg'tgr tkucn " tceg."cpf 'f kucdkrk' 0''Vj g'y tgg'o quv'eqo o qpn' 'tckugf 'kuwgu'y gtg'j' ctcuuo gpv''pqp/ugz wcn:.'pqp/ ugrgevkqp."cpf 'uwur gpukqp0''''

F wtkpi 'Hl '4239.'y g'WUUU'eqpv'kwpgf 'vq'gpeqwtci g'kpf kxkf wcu'vq'r ctv'ekr cvg'kp'y g'Gctn' " F kur wg'T guqmwkqp'Rtqi tco 'vq'tguqrxg'GGQ/tgrv'gf 'f kur wgu0''J qy gxgt.'y g'WUUU'eqpv'kwpgu'vq' h'kpf 'y cv'o gf k'v'kqp'ku'w'p'f gt'w'k'k' gf 'kp'y g'GGQ'eqo r nckpw'r tqeguu'ceeqtf kpi n' . 'kp'cp'gh'htv'vq' cf f'tguu'y g'ncen'qh'r ctv'ekr cvkqp'kp'o gf k'v'kqp.'GF K'j cu'ko r ngo gpv'gf 'ugxg'tcn'k'k'k'cv'k'gu'c'ko gf 'cv' k'petgcukpi 'y g'r ctv'ekr cvkqp'tcv'g0''GF K'f gxg'm'f gf 'k'ph'qto cvkqpcn'dt'qej wt'gu'cpf 'h'f'gtu'vq'f'k'ut'k'd'wg'' vq'y g'i'gp'g'tcn'y q'tn'ht'qeg'cpf 'vq'go r m'f'ggu'f wtkpi 'y g'eqo r nckpw'k'p'v'c'ng'r tqeguu0''Vj ku' k'ph'qto cvkqp'ku'cnu'q'o cf g'ex'ck'rd'ng'vq'cni'go r m'f'ggu'f wtkpi 'y g'p'gy 'go r m'f'gg'qt'k'p'v'k'qp'v't'cl'k'p'i " cpf 'q'y g't'GGQ/tgrv'gf 'v't'cl'k'p'i 0''k'ph'qto cvkqp'cd'q'w'y g'Gctn' 'F kur wg'T guqmwkqp'Rtqi tco 'ku' eqpv'kw'q'w'u' 'f kur m'f'gf 'q'p'y g'j' gcf s'w'ct'v'g'tu'd'w'k'f'k'p'i " o c'k'p'ni'q'uni'vq't'ck'ug'cy ct'g'p'guu'q'h'y g' cx'ck'rd'k'k'f' 'q'h'o gf k'v'k'qp'0''

**Services and Proactive Engagement**

GF K'eqpv'kwpgf 'ku'r ctv'p'gtuj k'r 'y k'j 'y g'Q'ht'eg'q'h'Ej k'gh'E'q'w'p'ug'n'vq'r t'q'x'k'f'g'gf w'ec'v'k'qp'cpf 'v't'cl'k'p'i " vq'g'p'w'g'y g'y q'tn'ht'qeg'ku'k'ph'qto gf 'q'p'y g'eqo r nckpw'r tqeguu.'t'g'cu'q'p'cd'ng'ceeqo o qf cvkqp" r tqi tco . 'cpf 'y g'cp'w'k'j ctcuuo gpv'r q'ne' 0''''

F wtkpi 'Hl '4239.'y g'WUUU'ceeqo r rkuj gf 'c'i' t'g'cv'f'g'cn'lp'y g'ct'g'c'q'h'v't'cl'k'p'i 0''F wtkpi 'y g'f'g'ct.'89" p'gy 'u'w'r g't'x'k'q'ut'cpf 'o c'p'ci g'tu'y g't'g'v't'cl'k'p'f'q'p'y g'GGQ'r tqeguu'd'f' 'r ctv'ekr cvkpi 'kp'y g' o c'p'f'cv'qt'f' 'y q/f'c'f' 'P gy 'U'w'r g't'x'k'q'ut'v't'cl'k'p'i 'Rtqi tco 0''k'p'cf'f'k'k'qp.'788'go r m'f'ggu'y g't'g' v't'cl'k'p'f'q'p'y g'GGQ'r tqeguu'f'wtkpi 'y g'p'gy 'go r m'f'gg'qt'k'p'v'k'qp'r tqi tco . 'y j lej 'k'p'en'w'f'g'u' k'ph'qto cvkqp'q'p'y g'P q'HGCT'Cev'v't'cl'k'p'i 't'g's'w'k'go gp'w'0''G'cej 'go r m'f'gg'ku't'g's'w'k'gf 'vq'eqo r ngvg' 'y g'k't'k'p'k'cn'P q'HGCT'Cev'v't'cl'k'p'i 'y k'j k'p'52'f'c'f'u'q'h'y g'k't'c'tt'k'x'cn'cv'y g'WUUU'k'p'cf'f'k'k'qp.'522" U'r g'ek'cn'Ci g'p'v'v't'cl'k'p'g'gu'y g't'g'v't'cl'k'p'f'q'p'y g'GGQ'r tqeguu'cu'r ctv'q'h'y g'k't'ur g'ek'cn'f'gf 'v't'cl'k'p'i " r tqi tco 0''H'k'p'cm'f' . 'kp'L'w'p'g'4239.'y g'GF K'j q'ung'f'c'54/j q'w't'GGQ'E'q'w'p'ug'n't'v't'cl'k'p'i 'E'q'w't'ug'0''Cu' c't'g'u'w'w'44'p'gy 'e'q'm'v'g't'c'n'f'w'f' 'GGQ'E'q'w'p'ug'n't'u't'g'eg'k'x'gf 'e'g't'w'k'ec'v'k'qp'0''GF K'cnu'q'j' q'ung'f' " k'ph'qto cvkqp'y g'd'k'p'c'tu'q'p'y g'GGQ'r tqeguu'cpf 'y g't'q'ng'q'h'y g'GGQ'E'q'w'p'ug'n't'0''

**EQP ENWUKQP "**

Vj g'k'ph'qto cvkqp'kp'y ku't'gr q'tv'j k'j n'i j w'v'y g'F gr ctvo gp'w'u'p'wo g't'q'w'u'w'ee'g'u'g'u'kp'ku'GGQ" eqo r nckpw'r tqi tco 'kp'Hl '42390''k'p'r ctv'ek'w'rt.'eq'm'cd'q't'cvkqp'cet'quu'y g'F gr ctvo gp'w'u'GGQ'cpf " F k'x'g't'uk'f' 'Rtqi tco 't'g'cej gf 'cp'cm'v'ko g'j' k'j "d'g'ec'w'ug'q'h'k'p'k'c'v'k'gu'w'ej 'cu'y g'GGQ'E'q'w'p'ek'i' U't'c'v'gi k'e'R'w'p'y q'tn'k'p'i 'i t'q'w'r u.'y g'CF T'U'j ctgf 'P g'w't'cnu'Rtqi tco . 'cpf 'eqpv'kwpgf 'w'ug'q'h'y g' H'gg'f'dcem'V'q'q'r0''Vj g'ug'gh'ht'v'w'cpf 'cej k'x'g'go gp'w'f'go q'p'ut'cv'gf 'c'ut'q'pi 'w'p'k'f' 'q'h'gh'ht'v'y t'q'w'i j q'w' y g'r tqi tco 'cpf'j' c'x'g'r c'x'g'f' 'y g'y c'f' 'h'q't'eqpv'kwpgf 'eqqr g't'cv'k'qp'cpf 'u'w'ee'g'u'g'u'kp' 'h'w'w't'g'f' g'ct'u'0''

GGQ"eqo r rēkpvr tēgułpi "j cu'dggp'gzco łpgf "łp'vgo u'qh'vj g'pwo dgt'qh'r tg/eqo r rēkpw'cpf " hqto cñeqo r rēkpw'łkrgf . 'vj g'vr gu'qh'ēnko u'tckugf . 'vj g'pwo dgt'cpf "łko grłpguu'qh'łpxgułki cłkqpu" eqo r rēvgf . 'vj g'pwo dgt'cpf "łko grłpguu'qh'o gtk'HCf u'kuuugf . 'cpf "vj g'pwo dgt'cpf "vr gu'qh' łpf łpi u'qh'f kuetko łpēvłqp'kuuugf 0"Vj g'F gr ctvo gpwł'r tqi tco "ku."qh'eqwtug."ło r cevgf "uvēvłkēcm{ " d{ "łmēwēvłqpu'łp'vj g'pwo dgt'qh'eqo r rēkpw'łkrgf . 'tgułkrgf . 'cpf "łpxgułki cvgf "y kj łp'łpf kłk wēn' Eqo r qpgpvł'r tqi tco u0"Vj ku'tgr qtv'y gpv'f ggr gt "vq'cnuq'gzco łpg'gcej "Eqo r qpgpvł'eqo r rēkp' r tqi tco "cpf "wpf gtuecpf "vj g'tgcułpu'dgj łpf "vj g'o qtg'uki pkkēcpv'pwo gtēcn'uj kłm."y j gj gt'vj g{ " tguwngf "łtqo "r qukkxg'ej cpi gu'łtqo "vj g'r tktq "{ gct \*u+"qt "łpxqłkrgf "o cvgtu'vj cv'pgi cłkxgn{ " ło r cevgf "Eqo r qpgpvł'cpf łq'vj g'F gr ctvo gpwł'r tēgułpi "łko grłpgu0"GGQ"eqwpugłpi "tgs wguu" y gtg'vj g'j ki j guv'łp'cp{ "{ gct. "{ gv'f gur kēg'vj ku."ghhēkēgpe{ "y cu'cnuq'cv'cp'cm'łko g'j ki j "łp'ugxgtēn' Eqo r qpgpvł."y j lej "ēqpv'łdwegf "vq'vj g'F gr ctvo gpwł'qxgtēn'łwēēgu0"łp'vj g'łqto cñeqo r rēkp' r tqēguu."vj g'F gr ctvo gpv'cej kēxgf "c'f tco cłkē"ło r tqxgo gpv'łp'vj g'łko grłpguu'qh'ku'łpxgułki cłkqpu." y kj "c'78'r gtegpv'łpetgcug'łp'vj g'pwo dgt'qh'łpxgułki cłkqpu'łko gn{ "eqo r rēvgf . 'cpf "c'7: /f c{ " f getgcug'łp'vj g'pwo dgt'qh'cxgtēci g'r tqēgułpi "f c{ u0'

Vj ku'tgr qtv'cnuq'r tqxkf gf "cp"qxgtxłgy "qh'gcej "łpf kłk wēnEqo r qpgpvł'GGQ"cpf "EkklTki j w" r tqi tco 0"Y j kēg'vj g'F gr ctvo gpv'r wu'łqt'vj "pwo gtqwu'ēqmēdqtēvłxg'cpf "ēqmēvłxg'ghhqt wu."gcej " Eqo r qpgpv'ło wuv'cnuq'r tqxkf g'f gf kēcvgf "cwgpvłqp'vq'ku'łpf kłk wēn'łgēf gtuj kr "łpkłc vłxgu." go r m{ gg'r qr wēvłqp."cpf "ku'qy p'wpls wg'pggf u'cpf "i qcnē=kv'ku'c'r rēcuwt g'vq'tgr qtv'qp'vj g'xctłqwu" ceeqo r rēuj o gpw'gcej "Eqo r qpgpv'GGQ'r tqi tco "cej kēxgf "f włpi "Hł "42390"Vj g'F gr ctvo gpwł" qxgtēn'GGQ'r tqi tco "j cf "cp"ēvłxg'cpf "gpi ci gf "y qtn'łqteg'cpf "ēqpv'łpwgf "vq'cej kēxg'o gēpl'łi hwi' i qcnē'vj tqwi j qw'Hł "42390"Vj tqwi j "łwtqpi "łgēf gtuj kr "łwr r qtv'cpf "gpeqwtēci go gpv.'vj ku'r tqi tco " y kñ'ēqpv'łpwg'vq'ēcr kēcnł g'qp'r tqi tguu'o cf g'f włpi "Hł "4239"cpf "łquvgt'ēqmēdqtēvłxg'ghhqt wu"cpf " ghhēvłxg'gpwł'f włpi "Hł "423: "cpf "dg{ qpf 0"

# APPENDIX 1

FY17 Annual No FEAR Act Report – Federal Court Cases

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Department of Homeland Security

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*Number of Cases Filed in Federal Court,  
Pending or Resolved Under Section 724.302(a)(1)*

	TITLE VII	ADEA	EPA	REHABILITATION ACT	GINA	WHISTLEBLOWER
Number of cases filed, pending, or resolved	121	33	1	30	0	5

*Number of Cases and Reimbursement by Status  
Under Section 724.302(a)(1-2)*

	TITLE VII	ADEA	EPA	REHABILITATION ACT	GINA	WHISTLEBLOWER
Cases pending hearing	43	13	0	11	0	0
Cases heard/pending decision	25	8	1	7	0	3
Decision issued in favor of the Complainant (either in its entirety or partial)	0	0	0	0	0	0
Decision issued in favor of the Agency	32	9	0	10	0	2
Arbitration/Mediation	7	2	0	1	0	0
Settlement	15	2	0	2	0	0
Appeal	16	4	0	0	0	0
Remand	0	0	0	0	0	0
Amount of Reimbursement	\$1,650,656.20	0	0	\$13,423.00	0	0
Amount of Reimbursement	\$8,859.00			\$9,577.00	0	0

for Attorney Fees						
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***Number of Employees Disciplined in Cases Under Section 724.302(a)(3)***

	TITLE VII	ADEA	EPA	REHABILITATION ACT	GINA	WHISTLEBLOWER
Reprimand	2	0	0	0	0	0
Suspension without pay	2	0	0	1	0	0
Reduction of grade or pay	0	0	0	0	0	0
Removal	1	0	0	1	0	0

***Number of Employees Disciplined, Whether or Not in Connection with Federal Cases Under Section 724.302(a)(5) (i.e. Including EEO Administrative Cases)***

	TITLE VII	ADEA	EPA	REHABILITATION ACT	GINA	WHISTLEBLOWER
Reprimand	1	0	0	2	0	0
Suspension without pay	1	0	0	0	0	0
Reduction of grade or pay	0	0	0	0	0	0
Removal	0	0	0	0	0	0

# APPENDIX 2

# Go r m{ o gpv'Qr r qt wplw{ 'F cve''

## Rquwgf

### Rwt uwcpv'vq'vj g'P q'Hgct Cev<'

### F gr ct wo gpv'qh'J qo grcpf 'Ugewt kw{

### Hqt '6vj 'S wct vgt '4239'hqt 'r gt kwf 'gpf lpi ''

### Ugr vgo dgt '52.'4239

Eqo r rclpv'Cevkw{	Eqo r ct cvkwg'F cve					
	Rt gxlqwu'Huecnl[ gct 'F cve					4239Vj tw2;/52
	4234	4235	4236	4237	4238	
Number of Complaints Filed	1212	1213	1224	1276	1344	1245
Number of Complainants	1169	1159	1187	1229	1295	1176
Repeat Filers	38	50	31	42	42	37
Eqo r rclpw'd{ 'Dcuku	Eqo r ct cvkwg'F cve					
	Rt gxlqwu'Huecnl[ gct 'F cve					4239Vj tw2;/52
	4234	4235	4236	4237	4238	
<i>Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.</i>						
Race	413	456	383	453	461	391
Color	147	156	137	179	175	181
Religion	53	58	64	65	64	57
Reprisal	562	586	580	608	715	596
Sex	452	458	439	465	476	476

PDA	7	8	7	23	23	12
National Origin	223	193	192	194	221	207
Equal Pay Act	2	3	12	8	4	8
Age	402	426	397	413	423	386
Disability	288	275	310	332	354	424
Genetics	2	6	6	5	9	4
Non-EEO	72	80	89	85	79	100
<b>Ego r nelpw'd{ 'Kuwg</b>	<b>Ego r tcvkxg'F cvc</b>					<b>4239Vj tw2; / 52</b>
	<b>Rt gxkqwu'Huecn[ get 'F cvc</b>					
<i>Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.</i>	<b>4234</b>	<b>4235</b>	<b>4236</b>	<b>4237</b>	<b>4238</b>	
Appointment/Hire	67	68	61	85	92	84
Assignment of Duties	104	99	118	143	144	126
Awards	20	21	16	21	27	23
Conversion to Full Time/Perm Status	1	1	2	0	3	1
<b>F hæk r n p c t { 'Cevkqp</b>						
Demotion	18	8	9	7	12	11
Reprimand	73	77	57	69	57	74
Suspension	66	64	66	76	88	82
Removal	34	24	41	55	56	36
Disciplinary Warning	22	28	60	59	74	47
Duty Hours	17	21	20	29	42	24
Perf. Eval./ Appraisal	94	82	82	142	141	136
Examination/Test	4	10	10	6	16	7
<b>J t c u o g p v</b>						

Non-Sexual	474	499	513	512	613	502
Sexual	36	46	39	34	38	42
Medical Examination	12	8	13	22	31	15
Pay including overtime	26	34	47	54	49	61
Promotion/Non-Selection	262	273	171	233	308	280
<b>Tgculi po gpv</b>						
Denied	25	30	23	30	38	29
Directed	40	34	48	35	48	50
Reasonable Accommodation Disability	65	59	68	85	97	95
Reinstatement	11	3	3	6	5	2
Religious Accommodation	0	0	0	0	11	8
Retirement	9	3	3	6	4	6
Sex-Stereotyping	0	0	0	0	2	0
Telework	0	0	0	0	21	18
Termination	86	103	94	91	91	105
Terms/Conditions of Employment	120	106	113	109	138	158
Time and Attendance	56	46	51	74	88	92
Training	36	31	24	29	48	54
<b>Qvj gt</b>						
Workforce transformation	17	3	1	0	0	0
User Defined - Other 2	4	19	29	37	40	0
User Defined - Other 3	1	2	5	5	4	0
User Defined - Other 4	0	0	0	2	0	0

Rt qegulpi 'Vlo g	Eqo rctevkg'F cwc					
	Rt gxlqwu'Huecnl[ get 'F cwc					4239Vj tw2;/ 52
	4234	4235	4236	4237	4238	
Complaints pending during fiscal year						
Average number of days in investigation	232.84	238.07	262.25	259.85	294.21	247.46
Average number of days in final action	86.93	104.97	72.33	77.20	104.72	139.15
Complaint pending during fiscal year where hearing was requested						
Average number of days in investigation	230.83	233.37	255.30	260.04	287.46	235.99
Average number of days in final action	53.46	53.65	38.56	45.19	58.35	69.53
Complaint pending during fiscal year where hearing was not requested						
Average number of days in investigation	237.04	248.77	274.03	260.02	297.15	264.39
Average number of days in final action	137.21	167.01	119.05	113.95	165.11	194.21
Eqo rrlpw'F ku kugf 'd{ " Ci gpe{	Eqo rctevkg'F cwc					
	Rt gxlqwu'Huecnl[ get 'F cwc					4239Vj tw2;/ 52
	4234	4235	4236	4237	4238	
Total Complaints Dismissed by Agency	164	131	125	92	61	111
Average days pending prior to dismissal	129	104	136	163	206	211
Eqo rrlpw'Y kj f tcy p d{ 'Eqo rrlpcpw						
Total Complaints Withdrawn by Complainants	139	102	109	125	129	104





Age	0	0	0	0	4	24	3	100	0	0	2	20
Disability	0	0	5	36	4	24	1	33	2	22	5	50
Genetics	0	0	0	0	0	0	0	0	0	0	0	0
Non-EEO	0	0	0	0	1	6	0	0	1	11	0	0
<b>Hpf lpi u'qhl'</b> <b>F kæt lo lpcvkqp</b> <b>Tgpf gt gf 'h{ 'Kuwg</b>	<b>Eqo rctcvkxg'F cwc</b>											
	<b>Rt gxlqwu'Hæcni[ gct 'F cwc</b>										<b>4239Vj tw2;/</b> <b>52</b>	
	<b>4234</b>		<b>4235</b>		<b>4236</b>		<b>4237</b>		<b>4238</b>			
	%	'	%	'	%	'	%	'	%	'	%	'
<b>VqvcnP wo dgt''</b> <b>Hpf lpi u</b>	8		19		25		14		16		14	
Appointment/Hire	0	0	1	5	2	8	0	0	1	6	0	0
Assignment of Duties	1	13	1	5	2	8	2	14	2	13	4	29
Awards	0	0	0	0	0	0	0	0	1	6	0	0
Conversion to Full Time/Perm Status	0	0	0	0	0	0	0	0	0	0	0	0
<b>Disciplinary Action</b>												
Demotion	0	0	0	0	0	0	0	0	0	0	0	0
Reprimand	0	0	2	11	0	0	1	7	1	6	0	0
Suspension	0	0	1	5	2	8	1	7	0	0	0	0
Removal	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	1	4	0	0	1	6	0	0
Duty Hours	0	0	0	0	0	0	0	0	1	6	0	0
Perf. Eval./ Appraisal	1	13	1	5	1	4	1	7	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	1	7
<b>Harassment</b>												
Non-Sexual	2	25	9	47	11	44	7	50	8	50	6	43
Sexual	0	0	1	5	3	12	1	7	4	25	0	0



<b>Hpf lpi u'Chgt J gct lpi</b>	7		5		8		11		7		4	
Appointment/Hire	0	0	0	0	1	13	0	0	0	0	0	0
Assignment of Duties	1	14	0	0	1	13	2	18	1	14	1	25
Awards	0	0	0	0	0	0	0	0	1	14	0	0
Conversion to Full Time/Perm Status	0	0	0	0	0	0	0	0	0	0	0	0
<b>Disciplinary Action</b>												
Demotion	0	0	0	0	0	0	0	0	0	0	0	0
Reprimand	0	0	1	20	0	0	1	9	1	14	0	0
Suspension	0	0	1	20	1	13	1	9	0	0	0	0
Removal	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	1	13	0	0	1	14	0	0
Duty Hours	0	0	0	0	0	0	0	0	1	14	0	0
Perf. Eval./ Appraisal	1	14	0	0	0	0	1	9	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	0	0
<b>Harassment</b>												
Non-Sexual	1	14	1	20	3	38	6	55	4	57	1	25
Sexual	0	0	1	20	1	13	1	9	2	29	0	0
Medical Examination	0	0	0	0	0	0	0	0	0	0	1	25
Pay including overtime	1	14	0	0	0	0	0	0	0	0	1	25
Promotion/Non-Selection	3	43	0	0	1	13	2	18	3	43	2	50
<b>Reassignment</b>												
Denied	0	0	0	0	0	0	0	0	0	0	0	0
Directed	0	0	2	40	0	0	1	9	0	0	0	0





Sex-Stereotyping	0	0	0	0	0	0	0	0	0	0	0	0
Telework	0	0	0	0	0	0	0	0	0	0	0	0
Termination	0	0	1	7	2	12	0	0	0	0	0	0
Terms/Conditions of Employment	0	0	2	14	2	12	0	0	0	0	3	30
Time and Attendance	0	0	1	7	0	0	1	33	0	0	0	0
Training	0	0	0	0	0	0	2	67	0	0	0	0
Other - User Define												
Workforce transformation	0	0	0	0	0	0	0	0	0	0	0	0
User Defined - Other 2	0	0	1	7	1	6	0	0	0	0	0	0
User Defined - Other 3	0	0	0	0	0	0	0	0	0	0	0	0
User Defined - Other 4	0	0	0	0	0	0	0	0	0	0	0	0
<b>Rgpf lpi 'Eqo r nlpw'Hkgf lp'' Rt gxlqwu'Huecnl[ gct u'd{ 'Ucwwu</b>	<b>Eqo r tcvkxg'F cvc</b>						<b>4239Vj tw2; / 52</b>					
	<b>Rt gxlqwu'Huecnl[ gct 'F cvc</b>											
	<b>4234</b>	<b>4235</b>	<b>4236</b>	<b>4237</b>	<b>4238</b>							
Total complaints from previous Fiscal Years	928	929	1099	1353	1691	2081						
Total Complainants	847	870	1029	1261	1570	1913						
<b>Pwo dgt 'eqo r nlpw't gpf lpi</b>												
Investigation	90	113	101	191	184	666						
ROI issued, pending Complainant's action	6	12	8	9	11	24						
Hearing	664	699	896	1025	1221	1833						
Final Agency Action	154	110	100	136	223	431						
Appeal with EEOC Office of Federal Operations	472	608	736	736	707	813						

Complaint Investigations	Comparative Data					
	Previous Fiscal Year Data					2017Thru09-30
	2012	2013	2014	2015	2016	
Pending Complaints Where Investigations Exceed Required Time Frames	186	206	157	260	207	234