



# 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' Cp'v'f kuetko kpcv'kqp"  
cpf "T gvcnk'v'kqp' Cev'qh'4224õ\*P q' HGCT' Cev' Cppwcn' T gr qt'v'ht' Hkuecn'  
[ gct' \*H] +42390"



Vj g'P q' HGCT' Cev' Rwdrie' Ncy '329/396. 'tgs wktgu'vj cv'hgf gtcn'ci gpekgu'dg"  
r wdren{ "ceeqwpv'cdrg' hqt' xkqnc'v'kqp' qh' cp'v'f kuetko kpcv'kqp' rcy u'cpf "  
r qnk'kgu'0' Hgf gtcn'ci gpekgu'o wuv' r quv's wctv'gt' { "cpf "cppwcn' uvc'v'kuecn'f cvc "  
tgr'v'kpi "vq' hgf gtcn'ugev'qt' Gs wcn'Go r m{ o gpv'Qr r qt'w'pkv{ " \*GGQ+ "  
eqo r n'k'p'u' q'p' vj gk' r wdrie' y gduk'g. 't'gko dwtug' vj g' Lwf i o gpv' Hw'p'f' hqt "  
r c{ o gpw' o cf g. "cpf "pq'v'h'f' "go r m{ ggu' cpf "cr r n'k'cpw' hqt "go r m{ o gpv'  
cdq'w' vj gk' t'ki j w'v'p'f' gt' vj g' hgf gtcn' cp'v'f kuetko kpcv'kqp' cpf "y j k'w'g'd'ry' gt' rcy u'0"

Vj ku'tgr qt'v'uo o ct'k' gu'vj g'o quv'uki p'k'k'ecp'v'cee'eqo r r'kuj o gpw'y' k'j' k'p' vj g'F gr ctvo gpv'u' GGQ "  
r tqi tco 'lp' lo r rgo 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'eg'ukpi '0'  
K'g'x'k'f' p'pegu' vj g'F gr ctvo gpv'u' ut'q'pi 'eqo o ko gpv'v'q' c'd'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'kqp' h'qo 'r t'q'j' k'k'g'f' 'r g'tu'q'p'p'gn' r' t'c'v'k'eg'u. "cpf "r t'q'o q'v'g' c'ee'q'w'p'v'cd'k'k'v{ "qp' vj g' r' ct'v'q'h'ku "  
ng'cf' g'tuj' k'r' 0"

Rwtu'w'cp'v'v'q' Ugev'kqp' 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'f' "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' c'd'ng' Q't' t'k'p' 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' c'd'ng' T'q'p' L'q'j' p'u'q'p' "**  
Ej' c'k'to' cp. "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'f' "c'p'f' "I' q'x'g't'p'o' g'p'v'c'n' C'h'k'k'u"

**Vj g'J q'p'q't' c'd'ng' E'nc'k' g' O' e' E'c'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'f' "c'p'f' "I' q'x'g't'p'o' g'p'v'c'n' C'h'k'k'u"

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

**Vj g'J q'p'q't' c'd'ng' F' k'c'p'p'g' H'g'k'p'ug'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' l'ek'et' { "

**Vj g'J q'p'q't' c'd'ng' R'c'w'if' 0' T' { c'p' "**  
U' r' g'c'n'g't' "q'h' vj g' J' q'w'ug. "WUOJ' q'w'ug' q'h' T' g'r' t'g'ug'p'v'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 "

"

Rwtuwpv'v'vj g'P q'HGCT'Cev'vj ku'tgr qtv'ku'cnuq'dgkpi 'r tqxf gf 'v'vj g'Ej ck'qh'vj g'WUO'Gs wcn' Go r m{ o gpv'Qr r qtwpkv{ 'Ego o kuqap'\*GGQE+.'vj g'C wqtppg{ 'I gpgtci'qh'vj g'WUOF gr ctvo gpv'qh' Lwnkg'\*WUF QL+.'cpf 'vj g'F kgewt'qh'vj g'WUO'Qhkg'qh'Rgtuqppgn'O cpci go gpv'\*QRO +0'

"

Vj g'F gr ctvo gpv'u'Qhkg'hqt 'Ekki'Tki j u'cpf 'Ekki'Nldgt'vku'\*ETEN+'uwr r qtv'vj g'F gr ctvo gpv'u' o kuqap'v'ugewt'vj g'P cvkqp'y j kg'r tguqtxkpi 'kpf kxf wcn'kdgt v{ . 'hctpguu.'cpf 'gs wcrkv{ 'wvf gt'vj g' rny 0'ETEN'u'o kuqap'kpenmf gu'rgcf kpi 'vj g'F gr ctvo gpv'u'GGQ'r tqi tco u'cpf 'r tqo qvki " y qtnhqtg'f kxgtukv{ 0'Vj g'F gr ctvo gpv'uweeggf u'kp'ku'o kuqap'v'r tqvge'vj g'j qo grcpf . 'kp'r ctv.'d{ " gpuwtkpi 'vj cv'cm'qh'ku'y qtnr meg'f gekukpu'ctg'gs wkcdrng. '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 'v'f go qpwtcvg'c'utqpi 'cpf 'eqmcdqtcvkg'r ctvpgtuj k' co qpi 'ETEN'cpf 'vj g'F gr ctvo gpv'u'Ego r qpqpw'f wtkpi 'Hj "42390"Vj g'GGQ'Utcvigi ke'Rrcp" hquvgtgf 'o cp{ 'qh'vj g'lqkpv'ghqtu'wvf gt'vngp'vj tqwi j qw'vj g'g{ gct'gxgp'cu'Ego r qpqpw' utgpi vj gpgf 'vj gk'kpf kxf wcn'r tqi tco u0'Cm'qh'vj qug'ghqtu'eqpvkdwgf 'v'vj g'q'xgcm' 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'v'dqj 'cp'gzegmgpv' y qtnhqtg'eqo o kwgf 'v's wcrkv{ 'y qtn'cpf 'gzegmgpv'ewuqo gt'ugt'xleg. 'kpenmf g<'"

"

- P kpgv{ /hkg'r gtegpv'qh'tgs wguu'hqt 'GGQ'eqwpugrki '\*4.5: 9'qh'4.739+'y gtg'eqo r rvgf " vko gn{ =vj ku'eqpukwgu'vj g'j ki j guv'pwo dgt'qh'eqwpugrki u'cpf 'dguv'vko gkpguu'tcvg'qh'cm' tgr qt'vki "{ gctu0'"
- Vj g'pwo dgt'qh'GGQ'kpxguki cvkpu'eqo r rvgf 'kp'Hj "4239"\*3.357+kpetgcugf 'htqo 'vj g' 3.344'eqo r rvgf 'kp'Hj "42380"Uxgpv{/w q'r gtegpv\*: 34'qh'3.357+'qh'kpxguki cvkpu'y gtg"

"

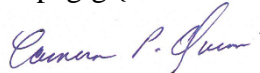
eqo r ngvgf 'y kj kp'tgi wrcvt { 'ko ghtco gu.'y j lej 'ku'c'uki pkhecpv'kpetgcug'htqo 'vj g'68"  
r gtegpv\*744"qh'3.344+"qh'lxguxki cvkpu'ko gn{ 'eqo r ngvgf 'kp'Hl '42380"

"

- Vj g'pwo dgt'qh'Hkpcn'Ci gpe { 'F gekukqp'\*HCF +'kuwcpegu'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 lecvf '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 { 'Cf o 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'ugv'o  
"

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 wkp"

Qhleg. 'Qhleg'ht'Ekxki'Tki j u'cpf 'Ekxki'Nldgt vku

"



Hkæcnl[ gct"4239"  
P q'HGCT"Cev'Cppwcn'Tgr qt v'

Vcdng"qh'Eqpvgpw

GZGEWV&G'UWO OCT[ (.....)03  
K0 NGI KUNCV&G'TGS WKTGO GP V(.....)06  
K0 DCEMI TQWP F (.....)07  
K0 TGUWNVUCP F 'F C VC (.....)08  
C0 GGQ'Ecugu'Hkgf 'lp'Hgf gtcnF kntkev'Eqwv(.....)08  
D0 Tgko dwugo gpv'uq'Lwf i o gpv'Hwpf (.....)08  
E0 F kækr rkpct { 'Cevkpu(.....)09  
F0 GGQ'Ego r rækpv'F cæ'(.....)09  
K0 CPCN[ UKU'QH'VTGP F U'CPF 'ECWUCNKV[ (.....)09  
C0 GGQ'Ego r rækpv'Cevkxk(.....)09  
D0 Dcugu'qh'F kuetko kpcvkp'lp'GGQ'Ego r rækpw(.....):  
E0 Kuwgu'lp'GGQ'Ego r rækpw(.....)32  
X0 EQORNC& V'RTQEGUUR I 'CPF 'CFLWF K&CVKQP 'F C VC (.....)33  
C0 GGQ'Eqpugrki (.....)33  
D0 GGQ'kpxgwk cvkpu(.....)34  
E0 Rtqegf wcnF kuo kuçnu(.....)35  
F0 Hkp f ki u'qh'F kuetko kpcvkp'(.....)36  
30 Rtqgevçf 'Dcugu(.....)37  
40 Kuwgu'(.....)38

XK RTCEVIECN'MP QY NGFI G'I C R P GF "VJ TQWI J "GZ RGT KGP EG."CPF "CEV KQP U" RNC P P GF "QT"VCMGP "VQ"K R T Q X G"VJ G'E Q O RNC R V U'CPF "EKXKN'TK J VU" RTQI TCO

039
C0 K r tqxgo gpw'lp'vj g'F gr ctvo gpw'GGQ'Rtqi tco
30 Kuwpeg'qh'O gtk'HCF u
40 Cf xcpekpi 'Lqkp'Qr r qtwpk\ 'k k k v x g u'cpf 'K r r go gpv'k q p'q h'c'F gr ctvo gpv'y k f g" Utcvgi le'Rxp'
42
50 Eqm d q t c v k p i 'c p f "N g c f k p i 'v j g'F gr ctvo gpw'E q o r q p g p w'
44
D0 Vj g'F gr ctvo gpw'E q o r q p g p v'G G Q'c p f "E k x k i'T k i j u'Q h k e g u'
45
30 H g f g t c n'G o g t i g p e { 'O c p c i g o g p v'C i g p e {
45
40 V j g'H g f g t c n'N e y 'G p h q t e g o g p v'V t c k p k p i 'E g p v g t u'
46
50 F J U'J g c f s w e t v g t u'G G Q'Q h k e g
48
60 V t c p u r q t v e k p "U g e w k \ 'C f o k p k u t c v k p
49
70 W U O E k k g p u j k r 'c p f "K o k i t c v k p "U g t x l e g u'
4:
80 W U O E q c u v'I w c t f
52
90 W U O E w u q o u'c p f "D q t f g t 'R t q v e k p
54
: 0 W U O'K o k i t c v k p'c p f "E w u q o u'G p h q t e g o g p v'
56
; 0 W U O'U g e t g v'U g t x l e g'
58
EQPENWUKQP
59

Crr gpf legu'

"
Crr gpf kz'3<"Vj g'F gr ctvo gpw'P q'HGCT'Cev'Hgf gtcn'F kntlev'Eqwtv'F c v'hqt'H' "4239"
Crr gpf kz'4<"Vj g'F gr ctvo gpw'P q'HGCT'Hpcn[ gct'Gpf 'GGQ'F c v'hqt'H' u'4234/4239, "
"
, F w g'v'v j g'hqto c w k p i 'q h'v j g'v c d r g u'l p'C r r g p f k z'4.'v j g'v c d r g u'o c { 'p q v'd g'e q o r r g v n \ 'k p"
eqo r r k e p e g'y k j 'U g e v k p'72: 'q h'v j g'T g j c d k k c v k p'C e v'R i g c u g'e q p v c e v'E T E N'h'c p { 'c u k u c p e g'k u'
p g g f g f 0'
"

# GZGE WVKXG'UWO O CT[ "

"

Vj g'r wtr qug'qh'vj g'ōP qvecvqp"cpf "Hgf gtcnGo r m{ gg"Cpvk/f kuetko kpcvqp"cpf "T gvrkcvqp"Cev' qh'4224ö" \*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 gekecm{ 'tgs vkt gu'vj cv'gcej 'hgf gtcn'ci gpe{ 'uwo k'vq'egtvcip" Eqpi tguakpnc'eqo o kwggu"cpf "o go dgtu. "pqv'rcvgt'vj cp'3: 2'f c{ u'chgt'vj g'gpf "qh'gcej 'hkuecn"{ 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'cevkvk{ "kpenf kpi "Hgf gtcn'F kvtkev' Eqwt'v'ecugu+: "cpf "tguwvki "f kvek rkpct{ "cevqpu="cuuqekcvf "Lwf i o gpv'Hwpf "t'gko dwtugo gpw'cpf " cf lwwo gpw'vq'ci gpe{ "dwi gw'vq"o ggvt'gko dwtugo gpv'tgs vkt go gpw="cpf "cp"cpnc{ uku'qh'v'gpf u. " ecwucvqp. "cpf "r tcevecn'hpqy rgi i g'i ckpgf "vj tqwi j "gZR gkgep0"Vj ku'tgr qt'v'eqxgtu"HI "4239" \*Qevqdtg'3. "4238. "vq"Ugr vgo dgt'52. "4239+0""

"

Cv'vj g'WUOF gr ctvo gpv'qh'J qo gncpf "Ugewtk{ " \*F J U'qt'vj g'F gr ctvo gpv+: "ugpkqt "rgcf gtu" f go qpwtcv'c'utqpi "eqo o ko gpv'vq'r tqo qv'gs wcn'go r m{ o gpv'qr r qtwpkv{ . "cdkf g'd{ "o gtk" u{ vgo "r tkpek rgu. "r tqxkf g'r tqvgevqp'htqo "r tqj kdkgf "r gtuqppgnr tceveku. "cpf "r tqo qvg" ceeqwpvcdkx{ 0"Vj g'F gr ctvo gpw'v'Qheg'ht' "Ekxki'Tki j u'cpf "Ekxki'Nkdgt'vku" \*ETEN+r' tqxkf gu" r qile{ "cpf "v'ej plecn'cf xleg'vq'ugpkqt "F gr ctvo gpv'rgcf gtuj kr "qp'ekxki'tki j u'cpf "ekxki'kdgt'vku" kuwgu. "cpf "f k'gew'vj g'F gr ctvo gpw'v'Gs wcn'Go r m{ o gpv'Qr r qtwpkv{ " \*GGQ+"cpf "F kxgtuk{ " O cpci go gpv'r tqi tco u0""

"

F wtkpi "HI "4239. "ETEN"eqpvkpwgf "vq'r ctvpgt'y kj "vj g'F gr ctvo gpw'v'O cpci go gpv'F k'gewt'cvg. " vj g'F gr ctvo gpw'v'Qheg'qh'vj g'Ej kgh'J wo cp' "Ecr kcn'Qhegt " \*QEJ EQ+ "vj g'F gr ctvo gpw'v' Eqo r qpgpv'GGQ"qhegu. "cpf "vq'j gt' "kpvgtpcn'cpf "gzvgtpcn'lvncngj qrf gtu. "kp'qt'f gt'vq'r tqo qvg" gs wcrkv{ . "hcktpguu. "f kxgtuk{ . "cpf "ghekpe{ "y kj kp'vj g'F gr ctvo gpw'v'y qtnhqteg0"Vj g'ETEN" F gr wv{ "Qhegt " \*F gr wv{ "Qhegt+ "y j q'ugtxgu'cu'vj g'F gr ctvo gpw'v'F k'gewt' "ht' "GGQ"cpf " F kxgtuk{ . "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'v'HI "4239. "ETEN"o ckpvckpgf "emug'y qtnkpi " tgrcvkpuj kr u'y kj "cm'Eqo r qpgpv'GGQ"qhegu0"Vj g'F gr wv{ "Qhegt "ej cku'vj g'GGQ" "F k'gewt'u0" Eqwpeki" \*vj g'GGQ"Eqwpekn+: "qp'y j lej "cm'Eqo r qpgpv'GGQ"cpf "Ekxki'Tki j u'F k'gewt'u'r ct'v'ekr cvg0" Ghevkxg'eqo o wplecvqp"cpf "eqmcdqtcvqp"j cu'eqpvkpwgf "vq'utgpi vj gp'r ctvpgt'uj kr u'y kj "vj g' Eqo r qpgpv'vj tqwi j qw'v'HI "42390""

"

F wtkpi "HI "4239. "vj g'GGQ"Eqwpeki'eqpvkpwgf "vq'gzgewg'ku'hkxg/{ gct' "Utcvgi ke'Rncp" \*Rncp+ "y j lej " y cu'rcwpej gf "kp'HI "42370"Vj g'Rncp'ku'c'ko gf "cv'cej kxkpi "c'wkv{ "qh'ghht'v'cetquu'vj g' " F gr ctvo gpw'v'GGQ"cpf "F kxgtuk{ "eqo o wpkvku. "cpf "vj g'i qcnu'f tcy "vj gkt' "kpur k'cvkqp'htqo "vj g'ukz" grgo gpw'v'qh'c' o qf gn'GGQ"r tqi tco . "cu'f gnrpgcvf "kp'vj g'Gs wcn'Go r m{ o gpv'Qr r qtwpkv{ " Eqo o kuakp'v' \*GGQEau' "O cpci go gpv'F k'gewkxg' \*OF +9370"Vj g'tg'ctg'y qtnkpi "i tqwr u" cuuqekcvf "y kj "gcej "i qcn'y j lej "ctg'f k'uewuugf "kp' i tgcvt'f gr vj "kp'ugevqp"XKqh'vj g'tgr qt'v'Vj g' " y qtnkpi "i tqwr u0"HI "4239"ceeqo r rkuj o gpw'v'kpenf g->" \*3+r wdrkuj kpi "cpf "ektewrcvki "c'tgr qt'v'vq" ugpkqt'rgcf gtu"j ki j rki j vki "vj g'F gr ctvo gpw'v'ceeqo r rkuj o gpw'v'kp'cf xcpkpi "f kxgtuk{ "cpf " kpenukp=" \*4+tg'hkpi "vj g'cy ctf u'r tqi tco "vq'dgwgt'tgeqi pk'g'eqpvkdwkqpu'vq'GGQ"cpf "f kxgtuk{ "

"

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 guqnwkq" \*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 wrk{ "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 wctvgn{ " hggf dcem" qp" vj g" s wrk{ " \*g{ 0" gi cn" uwhkkgpe{ . " qti cpl{ 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 gtegpvci 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" pkklecpv" 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 gtegpvci 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 gekkicm{ . " 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 gekkqp" \*HCF u" kuwgf " 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" kuwgf " y cu" cej kxgf " d{ " wkkk" kpi " cf f kkp" cn" t gkgy 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" pkklecpv" kpetgcug" kp" vj g" pwo dgt" qh" HCF u" kuwgf " f wtkpi " vj g" { gct. " vj g" F gr ctvo gpv" gzt" gkpggf " c" ugvdcem" y kj " tgr ge" v" vq" vj g" r gtegpvci g" qh" tgi wrcvt{ " vko" gn{ / kuwgf " 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 kiewuugf " dgmqy " kp" ugevkqp" XKqh" vj ku" tgr qt v. " cmqi " y kj " r qukkxg" 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'kuuugf "36'hpf kpi u'qh'f kuetko kpcvkap."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 kpcvkap"  
cpf "kuuugu'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'k'f . 'hqmqy gf "d{ "ci g.'ugz.'tceg.'cpf "  
pvc'k'p'cn'qtki kp0"Vj g'o quv'htgs wgpw{ 'h'k'f "kuuugu'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/ugz'wcn'cpf "cuuki po gpv'qh'f wkgu0"  
"

F wtkpi "Hl "4239.'y j gt g'y gt g'3; 2'ekxki'cevkapu"ci clpuv'y j g'F gr ctvo gpv'y cv'y gt g'r gpf kpi "qt"  
tguq'k'gf "kp'Hgf gtcn'F kutlev'Eqwv'kpxq'k'kpi "y j g'xctk'qwa'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'ugw'gf "d{ "y j g'r ctv'kgu0"Vgp"ecugu'y gt g'f kur qugf "qh'y j tqwi j "ctdk'c'v'k'p'lo gf k'v'k'p'0"  
"

Eqo r qppgw'tgr qtvgf "y j cv'y j g'F gr ctvo gpv'u'tgko 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"Cffkk'q'p'cm{ . "& .: 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'rk'p'gf "hqt"  
f kuetko kpcvkap."tgv'k'c'v'k'p'."j ctcuuo gpv."qt"qy j gt "k'p'ht'cev'k'p'u'qh'r tqxk'k'q'p'u'qh'rcy "eqxgtgf "d{ "y j g"  
P q"HCCT"Cex0"Vj ku'k'p'q'to cv'k'p'ku'hwt'y j gt "f k'uew'ugf "kp"U'gev'k'p'kk'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'cv'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'  
uwo kv'vq'vj g'Ur gcngt'qh'vj g'J qvug'qh'Tgr t'gugp'v'kx'gu.'vj g'Rt'gukf gpv'r tq'vgo r qtg'qh'vj g'  
Ugpc'v'g.'vj g'Eqo o kv'gg'qp'I qxgtpo g'pvcn'Ch'cktu'qh'vj g'Ugpc'v'g.'vj g'Eqo o kv'gg'qp"  
I qxgtpo g'pv'Tgh'qto 'qh'vj g'J qvug'qh'Tgr t'gugp'v'kx'gu.'gcej 'eqo o kv'gg'qh'Eqpi t'guu'y kj "  
lwt'kuf lev'kqp't'gr'v'kpi 'vq'vj g'ci gpe{ . 'vj g'Gs wcn'Go r m{ o g'pv'Qr r qt'w'p'k'v' 'Eqo o kv'k'k'qp.'cpf "  
vj g'C'w'qtpg{ 'I g'p'g'cni'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 "  
ô ""

"

\*3+'vj g'p'wo dgt'qh'ecugu'ct'k'k'pi 'wpf gt'gcej 'qh'vj g't'gur gev'v'g'r t'q'x'k'k'q'pu'qh'rcy "  
eqxg't'gf 'd{ 'r c'tci t'cr j u'\*3+'cpf '\*4+'qh'ugev'kqp'423\*c+'kp'y j kej 'f'k'uetko k'p'cv'kqp'qp"  
vj g'r ctv'qh'u'we'j 'ci gpe{ 'y cu'c'm'gi gf="

"

\*4+'vj g'v'c'w'u'qt'f'kur qu'k'k'qp'qh'ecugu'f'g'uet'k'd'gf 'kp'r c'tci t'cr j '\*3+="

"

\*5+'vj g'co q'wpv'qh'o q'pg{ 't'gs wkt'gf 'vq'dg't'g'ko dwt'ugf 'd{ 'u'we'j 'ci gpe{ 'wpf gt'ugev'kqp"  
423'kp'eq'pp'ge'v'kqp'y kj 'gcej 'qh'u'we'j 'ecugu.'ugr c'tc'v'gn'f'k'p'v'k'h'k'pi 'vj g'ci i t'gi c'v'g"  
co q'wpv'qh'u'we'j 't'g'ko dwt'ugo g'pw'c'w't'k'd'w'c'd'ng'vq'vj g'r c{ o g'pv'qh'c'w'qtpg{ u'õ'g'gu.'k'h'  
cp{="

"

\*6+'vj g'p'wo dgt'qh'go r m{ g'gu'f'kuek'rk'p'gf 'h'qt'f'k'uetko k'p'cv'kqp.'t'gvc'rk'cv'kqp."  
j c'tcuo g'pv'qt'cp{ 'q'v'j gt'k'p'h'c'ev'kqp'qh'cp{ 'r t'q'x'k'k'q'pu'qh'rcy 't'gh'gt'gf 'vq'kp"  
r c'tci t'cr j '\*3+="

"

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

"

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

\*C+'vj g'r'q'rk'f{ 'ko r ngo g'p'v'g'f 'd{ 'vj c'v'ci gpe{ 't'gr'v'k'pi 'vq'cr r t'qr t'k'v'g'  
f'kuek'rk'p'ct{ 'c'ev'k'q'pu'ci c'k'p'uv'c'Hgf gtcn'go r m{ gg'y j q'ö "

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

\*k'e'qo o kv'g'f'cp'q'v'j gt'r t'q'j k'k'v'g'f'r'g'tu'q'pp'gn'r'c'ev'k'g'v'j c'v'y cu'  
t'g'x'g'c'ng'f'kp'vj g'p'x'g'ur'ki c'v'k'qp'qh'c'eqo r r'c'k'p'v'c'ng'gi k'pi 'c'x'k'q'rc'v'k'qp'qh'  
cp{ 'qh'vj g'rcy u'ek'v'g'f'wpf 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'kuek'rk'p'gf 'kp'c'ee'q't'f'c'p'eg'y kj 'u'we'j 'r'q'rk'f{ 'cpf 'vj g'ur g'ek'h'e'p'c'w't'g'  
qh'vj g'f'kuek'rk'p'ct{ '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'cvc'r tqxkf gf 'vq'vj g'Gs wcnGo r nq{ 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 gtlgpeg=" "  
\*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{ œ'tgr qt vpi 'qdri cvkpu'ku'r tqxkf gf 'kp'7'ECHO'E'946524."  
y j lej 'cnuq'tgs wktgu'vj g'uwo kuukqp'qh'vj g'c'ppwcn'tgr qt v'vq'vj g'F kgevt'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'rkpgu0'

## KKO DCEMI TQWPF "

"

Vj g'F gr ctvo gpv'u'o kuukqp'ku'vq'g'p'w'g'c'j qo g'rcpf 'vj cv'ku'uchg.'ugewtg.'cpf 't'guk'g'p'v'ci ckpu'  
v'gtt'k'uo 'cpf 'q'vj g't'j c' ctf u'y j g'g'Co g'lecp'k'p'v'g'guu.'cur k'cv'k'pu.'cpf 'y c{ 'qh'rk'g'ecp'vj t'k'g'0"  
Vj ku'o kuukqp'ku'go dqf k'gf 'kp'vj g'F J U'o q'wq'<'Y kj 'j' q'p'q' 'c'p'f 'k'p'v'g' i'k'f . 'y g'y k'v'v'c'g' i'g' w'c'f 'vj g'  
Co g'lecp'r'g'q'r'g.'q'w' 'j' q'o g'rcpf . 'c'p'f 'q'w' 'x'c'm'g'u'0'Vj g'F gr ctvo gpv'y cu'g'w'c'd'ri'k'j gf 'vj tqwi j 'vj g'  
J qo g'rcpf 'U'g'ew'k'f 'C'ev'q'h'4224.'R'w'd'0'N'0'P' q'0'3'2'9'6'4; 8.'c'p'f 'U'g'ev'k'p'3'2'5'f '+'7+'q'h'vj g'C'ev'r' t'q'x'k'f' g'u'  
h'q't' 'vj g'r' t'g'uk'f' g'p'v'c'n'c'r r' q'k'p'w' g'p'v'q'h'c'p'Q'h'h'eg't' h'q't' 'E'k'x'k'i'T'k'i j u'c'p'f 'E'k'x'k'i'N'k'd'g't'v'g'u'Q'h'h'eg't'+0'Q'p'  
Q'ev'q'd'g't'48.'4'2'3'4.'v'j g'U'g'et'g'v'c't{ 'h'q't' 'vj g'F gr ctvo gpv'ku'uw'g'f 'F' g'ng'i cv'k'q'p'P' w'o d'g't'3; 2'2'5.'y j lej "  
f'g'ng'i cv'g'f 'vq'vj g'Q'h'h'eg't' h'q't' 'E'T'E'N'v'j g'c'w'j q't'k'f 'vq' 't'g'p'f' g't' h'k'p'c'n'f' g'ek'uk'q'p'u'q'p' d'g'j' c'h'q'h'vj g'  
U'g'et'g'v'c't{ 'k'p'G'G'Q' 'eqo r r'k'p'w.'r' w't'w'c'p'v'v'q'4; 'E'c'h'o't'e'3'8'3'6'0'3'2.'q't' r' w't'w'c'p'v'v'q'v'j g'F gr ctvo g'p'v'c'n'  
G'G'Q' 'Eqo r r'k'p'v'R't'q'eg'f' w'g'u.'y j g'p'v'v'j cv't'g'i w'v'k'q'p'ku'p'q'v'c'r r' r'k'c'd'g'0'F' g'ng'i cv'k'q'p'P' w'o d'g't'3; 2'2'5'  
u'w'r' g't'ug'f' g'f 'F' g'ng'i cv'k'q'p'P' w'o d'g't'u'5'2; 7'c'p'f '3; 2'2'4'0

"

ETEN't'g'uk'f' g'u'y kj k'p'vj g'Q'h'h'eg'q'h'vj g'U'g'et'g'v'c't{ . 'c'p'f 'r' t'q'x'k'f' g'u'v'g'ej' p'k'c'n'c'p'f 'r' q'r'k'e{ 'c'f' x'k'eg'v'q'  
F' g'r' ctvo g'p'v'g'c'f' g't'uj k'r 'q'p' 'e'k'x'k'i't'k'i j u'c'p'f 'e'k'x'k'i'k'd'g't'v'g'u'ku'uw'g'u'0'Vj g'Q'h'h'eg't.'d{ 'u'c'w'w'g.'t'g'r' q't'w'  
f'k'g'ev'w'f 'vq'vj g'U'g'et'g'v'c't{ 'c'p'f 'c'u'k'k'u'u'g'p'k'q't' h'c'f' g't'uj k'r 'k'p' 'u'j' c'r' k'p'i 'r' q'r'k'e{ 'k'p' 'y' c{ 'u'v'j' c'v'r' t'q'v'g'ev'vj g'  
e'k'x'k'i'k'd'g't'v'g'u'q'h'c'm'i'r' g't'u'q'p'u'r' t'q'v'g'ev'g'f' "d{ 'q'w' 'r'c'y' u'0'k'p' "c'ee'q't'f' c'p'eg'y' kj '8'W'U'U'E'0'E'5'6'7'c'p'f "  
6'4'W'U'U'E'0'E'4'2'2'2'g'g/3.'E'T'E'N'v'j' o' kuukqp'ku'vq'uw'r r' q't'v'vj g'F gr ctvo g'p'v.'vq'g'p'w'g' 'eqo o ko g'p'v'v'q'  
q'w't' 'x'c'm'g'u.'c'u'k'v'g'ew't'g'u'v'j g'P' cv'k'q'p'y j k'g'r' t'g'ug't'x'k'p'i 'k'p'f' k'k'f' w'c'n'k'd'g't'v'f . 'h'c'k'p'g'u.'c'p'f 'g's' w'c'r'k'v'f "  
w'p'f' g't' 'vj g'r'c'y' 0'E'T'E'N'r' g't'h'q'to u'h'q'w' 'n'g'f 'h'w'p'v'k'q'p'u'v'q' k'p'v'g'i' t'c'v'g' 'e'k'x'k'i't'k'i j u'c'p'f 'e'k'x'k'i'k'd'g't'v'g'u'k'p'q'  
c'm'q'h'vj g'F gr ctvo g'p'v'u'o kuukqpu'c'p'f 'c'ev'k'k'g'u'<

"

30 Cf xkupi 'F gr ctvo g'p'v'g'c'f' g't'uj k'r . 'r' g't'u'q'p'p'g'n'c'p'f 'r' c't'v'p'g't'u'c'd'q'w'e'k'x'k'i't'k'i j u'c'p'f 'e'k'x'k'i'  
k'd'g't'v'g'u'ku'uw'g'u.'c'p'f 'g'p'w'v'k'p'i 't'g'ur' g'ev'h'q't' 'e'k'x'k'i't'k'i j u'c'p'f 'e'k'x'k'i'k'd'g't'v'g'u'k'p' 'r' q'r'k'e{ 'f' g'ek'uk'q'p'u'  
c'p'f 'ko r ngo g'p'v'k'q'p'q'h'vj q'ug'f' g'ek'uk'q'p'u'

40 Eqo o wplecvpi 'y kj 'k'p'f' k'k'f' w'c'n'c'p'f 'eqo o w'p'k'g'u'y j q'ug' 'e'k'x'k'i't'k'i j u'c'p'f 'e'k'x'k'i'k'd'g't'v'g'u'  
o c{ 'd'g'c'h'g'ev'g'f' d{ 'F' g'r' ctvo g'p'v'c'ev'k'k'g'u.'k'p'q'to' k'p'i 'vj go 'c'd'q'w'r' q'r'k'e'g'u'c'p'f 'c'x'g'p'w'g'u'q'h'

"

tgf tguu."cpf "r tqo qvkpi "cr r tqr tlcvg"cwgpvkqp"y kj kp"vj g'F gr ctvo gpv"vq"vj gk"gzr gtlgpegu"  
cpf "eqpegtpu0"

50 kpxgukl cvkpi "cpf "tguqrkpi "ekxkntki j u"cpf "ekxkntkdg tku"eqo r rcpwuhkrgf "d{ "vj g'r wdike"  
tgi ctf kpi "F gr ctvo gpvr qnleku"qt"cevxxkku. "qt"cevdkpu"vcngp"d{ "F gr ctvo gpvr gtupppgf0"

60 Ngcf kpi "vj g'F gr ctvo gpwu'GGQ"r tqi tco u"cpf "r tqo qvkpi "y qtnhtqteg"fkxgtukf "cpf "o gtkv"  
u{ ugo "r tkpekr ngu0"

"

Vq"o czko k g'ku"ghgevkxgpguu."vj g'F gr ctvo gpv'uggmu"vq"o ckpvc"cp"gz go r rct { "GGQ"r tqi tco "  
y kj "vj g'i qcn'qh'gnto kpcvkpi "f kuetko kpcvkqp"kp"vj g'y qtmr rneg0"ETEN"r tqxf gu"r gr ctvo gpvci"  
i wkf cpeg"cpf "ucpf ctf u"ht "guvdrkuj kpi "cpf "o ckpvc"ghgevkxg"r tqi tco u"ht"GGQ."cu'tgs vkt gf "  
wvf gt"dqj "Vkrq"XKK"qh"vj g"Ekxkntki j u"Cev'qh3; 86\*"Vkrq"XKK;"64"WUUE0EÈ"4222\*g+"/"4222\*g/  
39+."cpf "Ugevkqp"723"qh"vj g"tgj cdkkcvkqp"Cev'qh3; 95\*"tgj cdkkcvkqp"Ce+."4; "WUUE0EÈ'9; 30"  
ETEN"cuq"y qtm"vq"cf xcpeg"vj g"cpvkf kuetko kpcvkqp"r tqgevkpu"ugv"ht"vj "wvf gt"vj g"Ci g"  
Fkuetko kpcvkqp"kp"Go r riq{ o gpv"Cev'qh3; 89\*"CF GC+."4; "WUUE0EÈ'843/856\*"4237+."vj g"Gs wri"  
Rc{ "Cev'qh3; 85\*"GRC+."4; "WUUE0EÈ'428\*"f +\*3+."cpf "vj g"l gpgvke "kphqto cvkqp"ppf kuetko kpcvkqp"  
Cev'qh422: "\*" KC+."64"WUUE0EÈ'4222\*hh/4222\*hh/33+0"Vq"o gg"vj g"ug"qdlgevkxg."vj g'F gr wv"  
Qhkegt"ht"ETEN"cpf "vj g"uchhf gxgnr "r kuelgu"cpf "r rpu."f grxgt"tcklpi ".eqpf wev'qxgtuki j v."  
cf lwlkcyg"GGQ"eqo r rcpw. "cpf "uwo k/cppwntgr qt u"vq"ucngj qrf gt u"lpenf kpi "Eqpi tguu."vj g"  
Y j kg"J qwug"kpkkcvkxgu"Qhkegu."vj g"WUOF gr ctvo gpv"qh"lwxveg"v"FL+. "GGQE."cpf "QRO 0"

## KKO TGUNVU'CP F 'F CVC "

"

C0 GGQ"Ecugu"hrkf "kp"Hgf gtcnF kntlevEqwv"

"

F wtkpi "Hl "4239."vj g'F gr ctvo gpv'j cf "3; 2"r gpf kpi "qt"tguqrkpf "ekxkntcevdkpu"kp"Hgf gtcnF kntlev"  
Eqwv"wpf gt"vj g"ry u"eqxgtgf "kp"vj g"P q"HCCT"Cev0"Vj g'o clqtkv"qh"vj g"ug"Hgf gtcnF kntlevEqwv"  
hkpki u"ctqg"wpf gt"Vkrq"XKK\*343+."hmqy gf "d{ "hkpki u"wpf gt"vj g"CF GC"\*55+."vj g"tgj cdkkcvkqp"  
Cev\*52+."vj g"Y j kuvgrny gt "Rt qgevkqp"Cev'qh3; :. ; ."7"WUUE0EÈ3423\*7+."cpf "vj g"Gs wriRc{ "Cev."  
\*3+0"

"

F wtkpi "Hl "4239.". 4"ecugu"y g"t"gr"q"qh"kp"Hgf gtcnF kntlevEqwv"<"75"y g"t"gr"q"gekf gf "kp"hcxt"  
qh"vj g'F gr ctvo gpv."3; "y g"t"gr"tguqrkpf "d{ "ugwgo gpv."cpf "32"y g"t"gr"tguqrkpf "vj tqwi j "ctdkkcvkqp"l"  
o gf kcvkqp0"ht"ht"vj gt"phqto cvkqp"tgi ctf kpi "Hl "4239"go r riq{ o gpv"v" kuetko kpcvkqp"cpf "  
y j kuvgrny gt"ecugu"hrkf "ci ckpu"vj g'F gr ctvo gpv"kp"Hgf gtcnF kntlevEqwv."ugg"Cr r gpf kz "30"  
"

D0 Tgko dtwugo gpw"vq"lwi o gpv"hwf "

"

F wtkpi "Hl "4239."cu"tgr qtvgf "d{ "vj g'F gr ctvo gpwu"Eqo r qpgpw."vj g'F gr ctvo gpv'tgko dtwugf "c"  
vqcn'qh'838.9; 3.722022"vq"vj g"lwi o gpv"hwf 0"Vj g"co qwpv'tgko dtwugf "tguwngf"htqo "ecugu"hrkf "  
wpf gt"Vkrq"XKK"CF GC."cpf "vj g"tgj cdkkcvkqp"Cev0""Tgko dtwugo gpw"eco g"htqo "vj g"hqmy kpi "  
Eqo r qpgpw"kp"qtf gt"qh'rti guv"vq"uo cmguv"co qwpv"Vtcpu"qt cvkqp"Ugewt"v"CF o kpkntcvkqp"  
.....

<sup>3</sup>"kp"uqo g"ecugu."cm"vj tgg"qh"vj g"lf gpv"hrkf "ucwngu"y g"t"gr"tguqrkpf "kp"vj g"cmgi cvkpu0"

"

\*VUC+<sup>4</sup>"WUUEwuxo u'cpf 'Dqtf gt 'Rtqvgekqp"\*EDR+:"WUUK o ki tcvkqp'cpf 'Ewuxo u'  
Gphqtego gpv"\*EG+:"y j g'Hgf gtcrlGo gti gpe{ 'O cpci go gpv'Ci gpe{ "\*"HGO C+:"WUUEkk| gpuj kr "cpf "  
K o ki tcvkqp'Ugtxlegu"\*WUEKU+:"cpf 'y j g'Wpkwgf 'Ucvgu'Ugetgv'Ugtxleg"\*WUU+0"Kp'cf f kxqp."  
& .: 7; .22202'y cu'tgko dwtugf 'v'j g'lwfi o gpv'Hwpf 'hqt'cwqtpg{ au'hggud{ "WUU.'y j lej "  
ungo o gf 'Hqo "Vkrqg'XKK'cpf "Tgj cdkkcvkqp'Cev'ecugu'  
"

E0 F kuer nkpt { 'Cevkqpu'

"

Cv'y j g'F gr ctvo gpv."gcej 'Eqo r qpgpv'tgvckpu'kpf gr gpf gpv'cwj qtkv{ 'v'kuuwg'r gtuqppgn'cev'kqpu'  
ci ckpuv'ku'qy p'go r m{ ggu0"Vj ku'kpenw'gu'y j g'ko r qukkqp'qh'f kuer nkpt { 'cev'kqpu'ci ckpuv'  
kpf kxkf wcu'y j q'j' cxg'dggp'hqwpf 'v'j' cxg'gpi ci gf 'kp'f kuetko kpcvt { .t'gvckvqt { .qt'j' ctcuikpi "  
eqpf wex.'cu'ugv'hqt v'j 'kp'hkpf kpi u'qh'f kuetko kpcv'kqpu0'Cu'r ctv'qh'cp { 't'grkgh'qtf gtgf .Eqo r qpgpv'ctg"  
tgs wktgf 'v'j'eqpukf gt'f kuer nkpt { 'cev'kqpu'ci ckpuv'cp { 'kpf kxkf wcu'hqwpf 'v'j' cxg'dggp'tgur qpukdrg'hqt"  
c'f kuetko kpcvt { 'cev0"Kp'f gekf kpi 'y j gyj gt'f kuer nkpt { 'cev'kqpu'ku'er r tqr tlcw'kp'c'f kxgp'ecug."  
Eqo r qpgpv'eqpukf gt'v'j g'ur gekk'hcwu'cpf 'ekewo ucpegu'cv'kuuwg'kp'v'j g'ecug0"Kf'f kuer nkpt { "  
cev'kqpu'ku'ko r qugf .y j cv'kphqto cvkqp'ku'tgr qtvgf 'v'j'ETEN'hqt'kpenw'kqp'kp'v'j g'F gr ctvo gpv'u'P q"  
HGCT'Cev'Tgr qt'v'0"Kf'f kuer nkpt { 'cev'kqpu'ku'eqpukf gtgf .dw'pqv'ko r qugf .y j cv'kphqto cvkqp'ku'cuq"  
tgr qtvgf 'v'j'ETEN.'cmqi 'y kj 'qvj gt'o cwgtu'qh'eqo r rckpeg'y kj 'v'j g'qtf gtgf 't'grkgh0'F wtkpi 'Hl "  
4239.'c'v'qcn'qh'33'go r m{ ggu\*5'Hqo 'EDR'cpf ': 'Hqo 'EG+y gtg'f kuer nkptgf 'cu'c'eqpugs wpeg"  
qh'hkpf kpi u'qh'f kuetko kpcvt { .t'gvckvqt { .qt'j' ctcuikpi 'eqpf wex0'Vj ku'ku'cp'kpetgcug'Hqo 'v'j g"  
ugxgp'go r m{ ggu'f kuer nkptgf 'kp'Hl '4238.'cpf 'c'uki pkk'ecpv'kpetgcug'Hqo 'v'j g'qp'go r m{ gg"  
f kuer nkptgf 'kp'Hl '42370"  
"

F0 GGQ'Eqo r nkpv'F cvc"

"

Ugg'Cr r gpf kz '4'hqt'v'j g'F gr ctvo gpv'u'P q'HGCT'Cev'f cvc'hqt'Hl '4239.'y j lej 'ku'cuq'r quqgf "  
qprkpg"<sup>4</sup>[j wr <ly y y f j u f q x lj qo g r p f / u g e w k v / p q / h g c t / c e v / t g r q t v k p i +0](#)

## XX0 CP CN[ UKU'QH'VTGP F U'CP F 'ECWUCNKV[ "

"

C0 GGQ'Eqo r nkpv'Cevkxk{ "

"

Ugekqp'425\*c+9+'qh'v'j g'P q'HGCT'Cev'tgs wktgu'hgf gtcrl'ci gpekgu'v'gzco kpg'v'gpf u'cpf 'ecwugu"  
dgj kpf 'v'j g'f cvc'kp'v'j gk'tgr qtwa'qxgt'v'j g'r cu'v'hxg'g'gctu0'Hk' wtg'3'uj qy u'v'j g'pwo dgt'qh"  
eqo r nkpv'u'hkpf 'F gr ctvo gpv'y kf g'gcej "{ gct'hqt'v'j g'r cu'v'hxg'g'gctu'cpf 'v'j g'xctkpeg'hqo 'v'j g"  
r tqt "{ gct'au'hkpi 0"  
"

Vj g'F gr ctvo gpv'u'y qtnhqtg'r qr wcvkqp'j cu'hwewcv'q'xgt'v'j g'gctu0'Vj g'F gr ctvo gpv'u'  
y qtnhqtg'y cu'cv'ku'j ki j guv'kp'Hl '4234'y kj '422.77; 'go r m{ ggu0'Vj ku'y cu'hqmqy gf 'd{ 'c'r gtkqf "  
qh'cppwcnlf getgcugu'kp'r qr wcvkqp'Hqo 'Hl '4235'y tqwi j 'Hl '42370'J qy gxgt.'kp'Hl '4238'cpf "  
Hl '4239.'v'j g'y qtnhqtg'kpetgcugf 'o ctmgf n'.uwej 'v'j cv'd{ 'v'j g'gpf 'qh'Hl '4239.'9.384'go r m{ ggu"  
j cf 'dggp'cf f gf .v'qcnkpi '3; 9.7; 5'go r m{ ggu0'Vj g'w'wxi g'tgh'gew'y qtnhqtg'kpetgcugu'cv'cm'  
\*\*\*\*\*

<sup>4</sup>VUC'au'tgeqtf u'hqt'tgko dwtugo gpv'f q'pqv'f kwpki wuj 'dgy ggp'r c{ o gpv'v'q'r nkpv'khu'cpf 'cwqtpg{ au'hggud'

"

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'hkrf "gcej '{ gct'htqo 'H' '4236" yj tqwi j 'H' '4238.'yj g'pwo dgt'qh'hqto cn'GGQ'eqo r nkpw'hkrf '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'hkrf .'y j kg'yj g'qyj gt" ugxgp'Ego r qpgpw"\*VUC.'EDR.'WUUU.'HGO C.'J gcf s wctvgtu'GGQ"\*J S 'GGQ+'WUOE qcu'V wctf " \*WUEI +.'cpf "WUEKU+'gZR gtlgpegf 'f getgcugu'kp'eqo r nkpw'hkrf 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'hkrf u'htqo " { gct'vq" { gct0'Ugg'Hki wtg'30' "

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

	2012	2013	2014	2015	2016	2017
<b>Fgr ctwo 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 ctwo 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 kpcvkp'kp'GGQ'Ego r nkpw''

Fwtkpi 'H' '4239.'yj g'F gr ctwo gpw'u'o quv'htgswgpv'f 'cmgi gf "dcugu'qh'f kuetko kpcvkp'kp'hqto cn' GGQ'eqo r nkpw'y gtg.'kp'qtf gt'qh'htgswgpe { <"tgr tkucn'ugz.'cpf 'f kucdkrk'0' Cmj qwi j 'yj g'pwo dgtu' j cxg'hmwewv'f 'htqo "{ gct'vq" { gct.'tgr tkucn'cpf 'ugz'j cxg'dggp'yj g'o quv'htgswgpv'f 'cmgi gf "dcugu" ukpeg'H' '42340'Hqt'H' '4237'cpf 'H' '4238.'tceg'y cu'yj g'yj kf 'o quv'htgswgpv'f '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'htgswgpv'f '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'f 'cmgi gf "dcuku'qh'f kuetko kpcvkp'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 "kpenmf 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'wpvgf "hqt"  
vj g'o quv'hts wgpv' "tckugf "dcuku. "y kj "526"eqo r nkp'w"O cngu'cmgi kpi "f kuetko kpcvkqp"  
dcugf "qp"ugz "tckugf "vj ku'dcuku"kp"383"eqo r nkp'w. "cpf "ugz wcn'qt kpcvkqp"y cu'tckugf "kp"33"  
eqo r nkp'w"K'ku'pqvcdng'vj cv'y qo gp'o cng'wr "qpn{ "55"r gtegpv'qh'vj g'v'cn'FJ 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'pcmf . "vj ku'ku'vj g'ugeqpf "{ gct "kp"c'tqy "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'h'kuecn' "{ 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 tkqt "{ gct"y j gp" f kucd'k'k'v' "y cu'tckugf "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'wtr cu'gf "tceg"qt "ci g"  
eqo r nkp'w"v' "d'geqo g'q'p'g'qh'vj g'v'qr "vj tgg"dcugu'cmgi gf "kp"htqo cn'eqo r nkp'w. "cpf "vj gtg"  
j cu'dggp"c"ugcf { "k'petgcug'kp" f kucd'k'k'v' "ernko u'ukpeg"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'pn{ "vj g't'gu'wn'qh'uki p'k'k'ecpv'  
k'petgcugu'kp" f kucd'k'k'v' "cmgi cv'k'pu"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' "78"kp"Hl "42390" WUEKU" f'k'f "p'qv'  
r q'k'p'v'q" c'r ct'v'w'rt "t'g'cu'qp"ht' "vj g'k'petgcug="j qy gxgt. "WUEKU"tgr qt'v'gf "vj cv'k'ku"  
eqp'v'k'p'k'pi "v'q"cp'cn{ | g'vj g'f cv'kp"Hl "423: 0" H'k'pcmf . "KEG"gzr g't'k'p'egf "c"77"r gtegpv'  
k'petgcug'kp" f kucd'k'k'v' "ernko u-"htqo "69"kp"Hl "4238"v' "95"kp"Hl "42390"KEG" c'w't'k'd'w'gf "vj ku"  
k'petgcug'v'q"ej cpi gu'v'go o kpi "htqo "vj g'et'g'cv'k'p'qh'c"egp't'crk' gf "cee'qo o qf cv'k'p' "h'wpf "kp"  
KEGau'Q'h'leg'qh'F k'x'gt'uk'v' "cpf "E'k'x'k'i'T'k'j wu" \*QFET+ "y j lej "y cu'h'q'm'y gf "d{ "cp" k'petgcug"  
kp"t'gs w'gu'u'ht' "t'g'cu'q'p'cd'ng" cee'qo o qf cv'k'pu"KEG"gzr n'k'p'gf "vj cv'y j gp"cp" k'p'f'k'k'f w'cn'ku"  
f g'p'k'gf "cp" cee'qo o qf cv'k'p. "QFET"ugpf u'f g'p'k'cn'g'w'gtu"vj cv'k'penmf g'k'p'htqo cv'k'p"cd'q'w'j qy "  
v'q" h'kg" c"eqo r nkp'w="vj wu"KEG"eq'penmf gf "vj cv'vj g'k'petgcug'kp"r ct'v'k'r cv'k'p'kp"vj g't'g'cu'q'p'cd'ng"  
cee'qo o qf cv'k'p"r t'q'egu. "cm'pi "y kj "cp" k'petgcug'kp" f g'p'k'cn'g'w'gtu. "y gtg"eqp't'k'd'w'k'pi "  
h'c'v'qtu"v'q"vj g'k'petgcug'kp"eqo r nkp'w'h'k'k'pi u"0"

"

Kp'Hl "4239. "vj gtg'y gtg"q'vj gt'uki p'k'k'ecpv'h'k'p'f kpi u'y kj "tgi ctf "v'f kuetko kpcvkqp"qp"vj g'dcugu'qh"  
tceg"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 cple l'N'cv'k'p'q"0"Vj ku'ku'f kur tqr qt'v'k'p'c'v'g"v'q"vj g'44"r gtegpv'qh"  
J kur cple l'N'cv'k'p'q"go r m{ ggu'y j q"o cng'wr "vj g'FJ U'y qtn'hteg"0"Uko k'ctn{ . "kp"Hl "4239. "vj gtg'y gtg"  
5; 3"eqo r nkp'w'h'kgf "dcugf "qp"tceg. "cpf "89"r gtegpv\*"483+"y gtg"dcugf "qp"Dir'em'Ch'le'cp/  
Co g't'le'cp"0"Ci c'k'p. "vj ku'r gtegp'v'ci g'ku'f kur tqr qt'v'k'p'c'v'g"v'q"vj g'38/r gtegpv'y qtn'hteg"r ct'v'k'r cv'k'p"  
t'c'v'g'ht' "Dir'em'Ch'le'cp"Co g't'le'cp"go r m{ ggu"0"

"

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<sup>5</sup> "j wr <ly y y Qgqe0 qx l'hf gtcn'gr qt'w'hr 4236 l'pf gz'el' 0" \*Vj g"4236"tgr qt'v'ku'vj g'o quv't'gegpv'ku'w'gf "d{ "vj g"GGQE-0"  
<sup>6</sup> "Vj g'v'go "of kucd'k'k'v' o'k'penmf gu'r j { u'le'cn'cpf "o gp'v'cn'f kucd'k'k'v'ku"0"Kp'Hl "4239. "vj gtg'y gtg"364"cmgi cv'k'pu'qh"  
f kuetko kpcvkqp"dcugf "qp"o gp'v'cn'f kucd'k'k'v' "cpf "4: 4"cmgi cv'k'pu'qh'f kuetko kpcvkqp"dcugf "qp"r j { u'le'cn'f kucd'k'k'v' 0"

;

"

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

"

	2012	2013	2014	2015	2016	2017
<b>Tgr tkcnl'</b>	74: "	77: "	754"	798"	889"	7; 8"
<b>Ugz''</b>	648"	664"	5; 6"	652"	675"	698"
<b>F kcdkklw{''</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'kpenwf g'r ctgpcn'ucwu'cpf 'ugz wcn'qtkpvcvkqp0'

"

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

"

Vj g'o quv'htgs wgpwn' 'tckugf 'kuwgu'kp'GGQ'ego 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'ego r nkpwu'kpxqrxkpi 'pqp/ugz wcn' j ctcuuo gpv'htgo 'Hl '4238'\*7: 6+'v'q' 'Hl '4239'\*724+0''''Vj g'dcuku'qh'ugz. 'kq0'i gpf gt. 'y cu'vj g'dcuku' o quv'htgs wgpwn' 'tckugf 'dcuku'kp'pqp/ugz wcn'j ctcuuo gpv'ego r nkpwu'\*3; : 'ego r nkpwu+: 'cpf '92' r gtegpv'qh'vj qug'3; : 'ego 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'ego r nkpwu'cv'vj g'F gr ctvo gpv'qxgt 'yj 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'ernko 'qh'f kuetko kpcvkqp'dcugf 'qp'ugz wcn'qtkpvcvkqp'pgeguactkn' 'ucv'gu'c'ernko 'qh' ugz 'f kuetko kpcvkqp'wpf gt 'Vkrq'XKK'Ci gpeku'uj qwf 'tgcv'ernko u'qh'ugz wcn'qtkpvcvkqp'f kuetko kpcvkqp'cu'ugz " f kuetko kpcvkqp'ernko u'wpf gt 'Vkrq'XKK'cpf 'r tqegu'uwej 'ego r nkpwu'r wtucpv'v'q'4; 'E(HO'0E'3836. 'wprguu'c' eqo r nkpvcpv'tgs wguu'vj cv'vj g'Ci gpe { au'cngt'pvc'xg'ego r nkpvr' tqegu. 'k'i'qpg'gz kuw. 'dg'wugf 0'Dc'rf y kp'xOF gr w'qhl' Vic'pur 0'GGQE'Cr r gcn'P q023423552: 2''Lwn' '37. '4237+0'CV'vj g'F gr ctvo gpv'c'ego r nkpvcpv'o c { 'g'ge'v'v'q'j cxg'c' ugz wcn'qtkpvcvkqp'ernko 'r tqeguugf 'wpf gt 'Gz'gew'k'g'Qt'f gt'352: 9. 'cpf 'vj qug'ernko u'ctg'kpenwf gf 'kp'vj g'0P qp/ Ucwwqt { 0'ecv'gi qt { 0''

8''Vj g'P q'HGCT' Cev'tgs wkgu'tgr qt'kpi 'qh'eqo r nkpwu'kpxqrxkpi 'ugz wcn'j ctcuuo gpv'kq0'ugz/dcugf 'ernko u'kpxqrxkpi " cevkqpcdng'wpy greqo g'eqpf wev'qh'c'ugz wcn'pcwtg+cpf 'pqp/ugz wcn'j ctcuuo gpv'kq0'ernko u'kpxqrxkpi 'cevkqpcdng' wpy greqo g'eqpf wev'pqv'qh'c'ugz wcn'pcwtg. 'g'f 0'dcugf 'kpu'gcf 'qp'tceg. 'ugz. 'pvcvkpcn'qtki kp. 'eqmt. 'tgrki kqp. 'ci g. " f kcdkklw{. 'qt'tgr tkcnl0'

9''[w<ly y y Qe'ge'f qx l'hf gtcn'gr qt'vul'ur 4236 kpf gz'0ho 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 ulEqpf kxqpu' qh'Go r m{ o gpv'</b>	342"	327"	; ; "	327"	369"	37: "
<b>Cuili po gpv'qhi' F wlgv'</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; "ECHOE"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. "wprguv'yj g'ci i tkxgf 'r gtuqp"ci tggv'vq"gzv'pf 'yj g'eqwpugrki " r g'kqf "wr "vq"cp'cf f kxqpcn'82"ecngpf ct'f c { u0'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" Cmj 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'qcdn'."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'v'g'j ki j guv'qh'cmlr tkqt'tgr qt'vpi " { gctuo"Ugg'Hli wt g'60""

.....  
[: 'j wr <ly y Qggq0 qx lhf gtenlgr qtwlur 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 "ceeqo 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'hkrgf "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" htqo "vj g'3.344'kpxguki cvkqpu'eqo r rvgf "kp'Hl "42380"Uki p'khecpv'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 quv'uki p'khecpv'vko r tqxgo gpw'kp'vko grl "eqo r rvgf "kpxguki cvkqpu'qxgt'vj g'ruv" h'kuecn'f gct 0"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'f kt gev'tguwn'qh'VUC'kpetgcugf "u'ch'kpi "cpf "dcemqi "grko kpcv'kp'kpkc'v'xgu'kp'Hl "42380""

"

.....

: "Y g'pqvg."j qy gxgt. "vj cv'eqo r rckpw'hkrgf "kp'qpg'h'kuecn'f gct'bo c { "pqv'cny c { u'dg'kpxguki cvgf "f wtkpi "vj g'uco g'h'kuecn' { gct 0"

"

Qxgtcm 'FJ U'j cu'uj qy p'o ctngf 'ko r tqxgo gpv'f wtkpi 'Hl '4239'lp'kpetgculpi 'ko gn' 'GGQ' kpxgunki cvkqpu'cpf 'kp'f getgculpi 'vj g'cxgtci g'pwo dgt'qh'f c{ u'v'eqo r ngv'vj qug'kpxgunki cvkqpu'0' Ugg'Hki wtg'70'"

**Hli wtg'7'<'GGQ' kpxgunki cvkqpu'v'vj g'F gr ctwo gpv.'Hl '4234'6'Hl '4239'"**

	2012	2013	2014	2015	2016	2017
<b>VqvenHqto cni' Ego r rclpw'Hkgf <sup>32</sup>"</b>	3.3; : "	3.3; 4"	3.435"	3.484"	3.537"	3.467"
<b>Vqven'kpxgunki cvkqpu'"</b>	3.268"	: 93"	; 62"	: 87"	3.344"	3.357"
<b>Vlo gn' 'kpxgunki cvkqpu'"</b>	7; 8"	873"	87: "	757"	744"	: 34"
<b>Rgtegpwci g'Vlo gn' "</b>	79"	97"	92"	84"	68"	94"
<b>Cxgtci g'F c{ u'</b>	452"	449"	468"	475"	4; 8"	45: "

Qvj gt'pqwdrng'kphqto cvkqpu'tgi ctf lpi 'Eqo r qpqpwu'kpxgunki cvkqpu'f cv'kpenw'f gu'<"

- HNGVE'j cu'ko gn' 'eqo r ngv'f '322'r gtegpv'qh'vj gk'GGQ'kpxgunki cvkqpu'gxgt { " { gct'ukpeg" Hl '42350'"

- Vy q'Eqo r qpqpwu'j cf 'pqwdrng'f getgcugu'kp'vj g'r gtegpwci g'qh'ko gn' 'eqo r ngv'f " kpxgunki cvkqpu'dgecwug'qh'tguqweg\*"uchl'kpi +ej cmgpi gu'0'J S 'GGQ'au'ko gn' 'kpxgunki cvkqpu' f getgcugf 'd{ '5: 'r gtegpv.'htqo '96'r gtegpv'\*45'qh'53+'lp'Hl '4238.'vq'58'r gtegpv\*: 'qh'44+' lp'Hl '42390'Vj g'f getgcug'y cu'f wg'vq'uchl'kpi 'ej cmgpi gu'J S 'GGQ'hceg'f 'vj tqwi j qw'Hl " 42390'J S 'GGQ'ku'ewtgpw'f 'y qtnkpi 'vq'hkn'vj qug'xcecpekgu'0'WUUAu'ko gn' " kpxgunki cvkqpu'hgm'd{ '49'r gtegpv.'htqo '96'r gtegpv'\*36'qh'3; +'lp'Hl '4238.'vq'69'r gtegpv' \*38'qh'56+'lp'Hl '42390'Uko kctn'f . 'vj tgg'Eqo r qpqpwu'uj qy gf 'c'urki j v'f getgcug'kp'vj g' r gtegpwci g'qh'ko gn' 'eqo r ngv'f 'kpxgunki cvkqpu'0'WUEI au'ko gn' 'kpxgunki cvkqpu'f getgcugf " d{ 'vgp'r gtegpv=EDR'au'ko gn' 'kpxgunki cvkqpu'f getgcugf 'd{ 'ukz'r gtegpv=cpf 'WUEKU'au' ko gn' 'kpxgunki cvkqpu'f getgcugf 'd{ 'vy q'r gtegpv'0'"

- Cnj qwi j 'FJ U'uj qy gf 'cp'qxgtcm'f getgcug'kp'vj g'cxgtci g'pwo dgt'qh'r tqeguulpi 'f c{ u'htq' GGQ'kpxgunki cvkqpu.'vj g'o clqt'kv{ 'qh'Eqo r qpqpwu'g'zr gtlkpeg'f 'cp'kpetgcug'kp'vj g'cxgtci g' pwo dgt'qh'r tqeguulpi 'f c{ u'htq'eqo r ngv'kp'qh'GGQ'kpxgunki cvkqpu'0'Vj g'F gr ctwo gpwu' f getgcug'y cu'htci gn' 'f tkxgp'd{ 'VUC.'i kxgp'vj g'j ki j 'pwo dgt'qh'eqo r rclpw'kpxgunki cvkqpu' cpf 'kp'xkgy 'qh'VUC'au'cdl'k'k'v{ 'vq'f getgcug'vj g'pwo dgt'qh'f c{ u'v'kpxgunki cvkqpu'd{ '56' r gtegpv'\*436'f c{ u+'lp'Hl '4239.'eqo r ctgf 'vq'Hl '4238'y j gp'VUC'au'cxgtci g'pwo dgt'qh' r tqeguulpi 'f c{ u'y cu'5460'

E0 Rtqegf wcrn'F kuo ku'cni'"

32" kpxgunki cvkqpu'ctg'pqv'eqo r ngv'f 'htq'cm'htqto cni'eqo r rclpw=luqo g'eqo r rclpw'ctg'f kuo ku'g'f . 'ugwng'f . 'qt'y kj f tcy p' dgh'gt'cp'kpxgunki cvkqpu'ku'eqo r ngv'f 0'

P qv'cm'hqto cn'eqo r n'kp'u't'guwn'lp'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'q'pu.'k'p'nm'f'k'pi.'d'w'p'q'v'iko'k'gf'v'q'<'h'k'nm't'g'v'q'" u'c'v'g'c'c'ern'ko.'v'p'ko'gn'f'k'p'k'c'n'ie'q'p'v'ev'y'k'j'cp'GGQ'eq'w'p'ug'm't.'h'k'k'pi'v'j'g'k'f'g'p'v'k'ec'n'ie'rn'ko'k'p'H'gf'g't'c'n' F'k'ut'k'ev'E'q'w't'v.'q't'h'k'nm't'g'v'q'r't'q'x'k'f'g'p'g'eg'ua'c't{''k'p'hq'to'c'v'k'p'v'q'v'j'g'c'i'g'p'e{''0'U'gg'4;'E'c'H'0'f'0'E'" 38360829\*c+0"C'v'F'J'U.'E'q'o'r'q'p'g'p'u'ug'p'f'ETEN't'g's'w'g'u'u'ht'f'k'uo'k'u'c'n'q'h'eqo r n'kp'v'u'v'j'c'v.'d'c'ug'f'" q'p'E'q'o'r'q'p'g'p'w'o'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't'o'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'ua'0'k'p'H' 4239.'ETEN't'g'eg'k'x'g'f'39:" t'g's'w'g'u'u'ht'f'k'uo'k'u'c'n'c'p'f'f'k'uo'k'u'g'f'333'ht'o'c'n'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'w'o'd'g't'q'h'f'k'uo'k'u'c'n'u'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'ua'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'ua'k'p'i'f'c'{'u'k'p'H' 4239.'eq'o'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'ua'f'w't'k'p'i'H' 423:0"U'gg'H'k'i'w't'g'80"

**H'i'w't'g'8<'R't'q'eg'f'w't'c'n'f'k'uo'k'u'c'n'u'H' 4234'6'H' 4239"**

"	2012	2013	2014	2015	2016	2017
V'q'v'c'n'P'w'o'd'g't'"	386"	353"	347"	;4"	83"	333"
C'x'g't'c'i'g'P'w'o'd'g't'q'h' R't'q'eg'ua'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'"

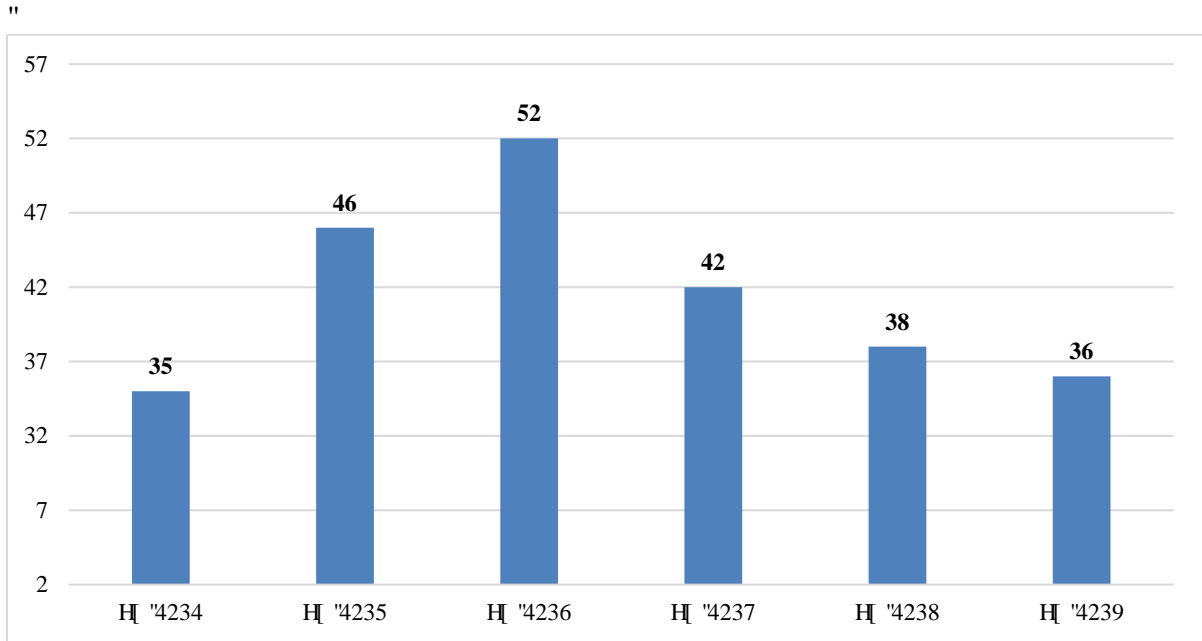
V'j'g'h'q'm'y'k'p'i'v'c'm'f'q'h'v'j'g'F'g'r'c't'v'o'g'p'v'u'h'k'p'f'k'p'i'u'q'h'f'k'uet'ko'k'p'c'v'k'p'ht'q'o'H' 4234'v'q'H' 4239." k'n'w'w't'c'v'g'u'v'j'g'r't'q'v'g'v'g'f'd'c'ug'u'w'r'q'p'y'j'k'ej'v'j'g'h'k'p'f'k'p'i'u'y'g't'g'o'c'f'g.'c'p'f'v'j'g'ur'g'ek'h'e'k'u'w'g'u'" k'p'x'q'r'k'g'f'k'p'v'j'g'h'k'p'f'k'p'i'u'f'w't'k'p'i'v'j'k'u'r'g't'k'q'f'0'

C'u'uj'q'y'p'k'p'H'k'i'w't'g'9.'ht'q'o'H' 4234'v'q'H' 4239.'v'j'g'F'g'r'c't'v'o'g'p'v'r't'q'eg'ua'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'i'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'c'p'GGQE'" C'f'o'k'p'k'ut'c'v'x'g'L'w'f'i'g'a'u'\*C'L'f'g'ek'uk'q'p'0'k'p'H' 4239.'v'j'g'F'g'r'c't'v'o'g'p'v'r't'q'eg'ua'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'ug'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'uk'q'p'+v'j't'g'g'GGQE'CL'f'g'ek'uk'q'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'h'w'm'f'" k'o'r'g'o'g'p'v'g'f.'c'p'f'q'p'g'GGQE'CL'f'g'ek'uk'q'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'gf'g't'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'w'uj'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'eq'o'r'n'kp'u'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'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'w'k'i'p'k'h'k'ec'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'ht'q'o'H' 4234'v'q'H' 4239.'uj'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'k'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'k'ew'r'c't'E'q'o'r'q'p'g'p'0"U'gg'H'k'i'w't'g'90"

<sup>33</sup> [w'r<ly y o q'eg'g'e'0 q'x'k'g'f'g't'c'n't'g'r'q't'v'ul'ur'4236'k'p'f'g'z'0'ho'0'](#)

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



30 Rtqygevgf "Dcugu"

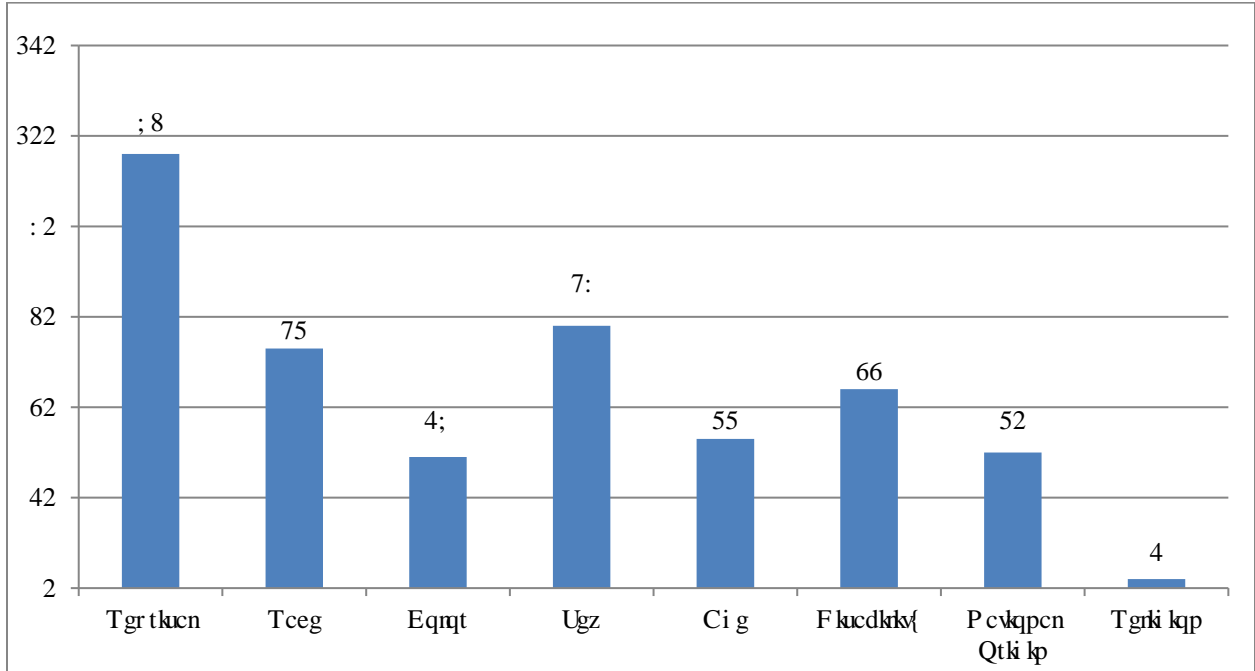
Kp'Hl '4239.'o quv'hpf lpi u'qh'f kuetlo kpcvqp''hpf lpi u'kuwgf 'kpenw gf 'y g'dcugu'qh'tgr tkuci\*,' +  
 r j { ulecnf kucdkw\ '\*; +.'cpf 'ci g'\*9+0"Vj g'p'pg'hpf lpi u'dcugf "qp'f kucdkw\ 'kp'Hl '4239'ctg'urki j v\ "  
 j ki j gt'y cp'y g'gki j v'f kucdkw\ 'hpf lpi u'lp'Hl '4237'cpf 'Hl '42380"Vj 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=] qy gxgt.'y gtg'y gtg'33'hpf lpi u'dcugf "qp'ci g'lp'Hl '42370"K'ku'ko r qvcpv'v'p'qvg"  
 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'pvc'qpcn'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 'pvc'qpcn'  
 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 v'ewrct "t'gpf 0"

Vj g'vqen'pwo dgt'qh'hpf lpi u'd{ 'dcuku'htq'y g'r g'kqf 'Itqo 'Hl '4234'v'q'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 kpcpv' { 'kpxqrxgf' j' ctcuo 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' ctcuo gpv' \*pqp/ugz wcn' kp' H '4239' \*33+ 'cu' eqo r ctgf 'v' H '4238' \*32+0' Vj gtg' y cu' c' nq' c' o' qtg' f tco v' k' kpetgcug' kp' 'y g' pwo dgt' qh' hpf lpi u' kp' 'y g' ctgc' qh' cuuki po gpv' qh' f wlgv' = p' kg' kp' H '4239'. 'eqo r ctgf 'v' j' tgg' kp' H '42380' "

Cf f k' kqpcm' { . 'y g' F gr ctvo gpv' ucy 'hpf lpi u' tgrv' lpi 'v' 'v' gto uleqpf k' kqpu' qh' go r m' { o' gpv' \*uwej 'cu' qxgtn' { 'uetw' k' k' lpi 'y qtm' qh' h' eg' ur ceg. 'f co ci g' v' tgr wcvkqp' + \*6+ . 'gzco kpcvkqp' lgv' \*4+ . 'o' gf k' cni' gzco kpcvkqp' \*4+ . 'pqp/ugz wcn' l' qp/ r tqo qv' k' \*4+ . 'cpf' 'tgcupcdng' ceeqo o' qf cvkqp' \*4+ . 'v' ko g' c' pf' " c' wgp' f p' eg' \*4+ . 'cpf' 'r c' { l' qxgt v' ko g' \*3+0' kp' H '4239'. 'hqt' 'y g' h' t' uv' v' ko g' 'kp' 'cv' r' gcuv' h' xg' { gctu. 'y g' gtg' y gtg' hpf lpi u' qp' 'y g' kuwgu' qh' gzco kpcvkqp' lgv' . 'o' gf k' cni' gzco kpcvkqp' . 'cpf' 'r c' { l' qxgt v' ko g' 0' Cu' y kj' " r tqv' g' v' g' 'dcugu. 'y g' v' q' cni' pwo dgt' qh' kuwgu' y kj' kp' 'y g' hpf lpi u' qh' f kuetko kpcvkqp' o' c' { 'gzeggf' 'y g' v' q' cni' pwo dgt' qh' hpf lpi u' kuwgf . 'i' k' xgp' 'y g' cv' q' pg' f' gekukqp' o' c' { 'hpf' 'f' kuetko kpcvkqp' y kj' 'tgi' ctf' 'v' " o' w' k' r' g' kuwgu' 0' kp' H '4239'. 'y g' gtg' y gtg' o' qf' g' uv' h' w' e' w' cv' k' pu' kp' kuwgu' h' tqo' 'r' t' k' t' " { gctu = j' qy' g' xgt. " yj' gug' f' q' p' q' v' c' r' r' gct' v' q' u' ki' p' kh' { 'cp' { 'r' ct' v' e' w' r' t' t' g' pf' 0' Ugg' H' ki' 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 wlgv'	5"	5"	4"	4"	5"	;	44"
Cy ctf u'	2"	2"	2"	2"	3"	2"	3"
Fkuekrlpct{ 'cevkqp"	5"	7"	3"	3"	3"	2"	33"
Fwv' j qwt u'	3"	2"	2"	3"	2"	2"	4"
Gxncwvklpkr r t cluci'	4"	3"	4"	4"	2"	2"	9"
Gzco lpcvkqplgvv'	2"	2"	2"	2"	2"	4"	4"
Jctcuo gpv'pqp/ ugzwcn'	5"	3: "	3: "	: "	32"	33"	8: "
Ogf leciGzco lpcvkqp"	2"	2"	2"	2"	2"	4"	4"
Pqp/ugrgevkqplqp/ rtqo qvqp"	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"
Vgto lpcvkqp"	4"	4"	6"	5"	2"	2"	33"
Vgto uleqpf lkpqu'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"

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

C0 K6 r t q x g o g p w ' l p ' y j g ' F g r c t w o g p w a i ' 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 a i ' 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 l p i ' f k u e t l o l 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 v ' 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 l o l 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 v ' o c { ' d g "

o cf g'd { 'y g'eqo r nkpvcv' o c { 'tguwn'htqo 'y g' hkp' qh'c' o k z g f 'ecug.<sup>34</sup>qt' o c { 'dg'tgs wguvf 'd { " y g'Eqo 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 gekhlecml . 'y g'GGQE'tgi wrcvkpu.'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'v'o 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 guv'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 wrcvt { 'v'o grkpgu.'kpuvcf'cej kxkpi 'c'48'r gtegpv'\*327'qh' 627+'v'o grkpgu'tcvg.'y g'y tqwi j r w'qh'HCF u'y cu'c'uki pkklecpv'cej kxgo gp'0'Hki wtg'32'uj qy u' ETENau'ukz/ { gct'v'gpf 'lp' o gtlv'HCF 'kuwpegu0""

**Hki 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'tg'ctg'ugxgtc'ntgcuqpu'ht'v'j g'f getgcug'lp'y g'r gtegpvi g'qh'v'o gn' 'HCF 'kuwpegu'lp'Hl " 42390'Hktuv.'cu'ucv'gf 'cdq'xg.'ETEN'kpetgcugf 'ku'qxgtcm'HCF 'kuwpegu'd { '68'r gtegpv'qxgt'Hl " 4238= y wu.'gxgp'y qwi j 'y g'pwo dgt'qh'v'o gn' 'HCF u'kpetgcugf 'urki j w' . 'y g'qxgtcm'r gtegpvi g'qh' v'o gn' 'HCF u'f getgcugf 0'Vj g'pqvy qt vj { 'kpetgcug'lp'kuwpegu'y cu'ceeqo r rkuj gf 'd { 'f gf kecvpi " cf f kkpvcn'tguwtegu'v'q'y g'ecug'tgxkgy 'hwpevkqp.'y j lej 'uki pkklecpv' 'g'zr gf k'gf 'y cv'r tqegu0""

ETENau'cf lwf kecvkp'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 'v'o gn' 'o gtlv'HCF 'kuwpegu'lp'Hl "4237" cpf 'Hl "4238'eqpv'kpwgf 'v'q'ko r cev'ETEN'lp'42390'Ur gekhlecml . 'cnj qwi j 'y q'r t'gxlq'wun' 'x'cecpv' cf lwf kecvkpu'uchh'r qukkkpu'y g'tg'hkngf 'lp'Hl "4238.'gctn' 'Hl "4239'ucy 'y q'pgy 'x'cecpelgu'lp'y g' cf lwf kecvkpu'r tqi tco " \*qpg'f w'g'v'q'cp'lpv'gt'pcn'r tqo q'v'kp'v'q'cpqj gt'ETEN'r qukkkqp.'cpf 'y g' ugeqpf 'f w'g'v'q'cp'w'i gpv'pggf 'hqt'c'tguwtegu'v'q'dg'f gv'ck'gf 'v'q'cpqj gt'et'k'kecn'ETEN'r tqi tco " ctgc-0' Cnj qwi j 'dqj 'cf lwf kecvkpu'r qukkkpu'y g'tg'ci clp'uchh'gf 'd { 'r'v'g'Hl "4239.'y g'p'gi cv'xg" ko r cev'qp'ETENau'cf lwf kecvkpu'r tqi tco 'y cu'engct'lp'y g'lp'cd'k'k'v' 'v'q'nggr 'w' y kj 'y g'x'qno g' qh'kpego kpi 'HCF 'tgs wguu'0'Cu'c'tguwn.'y g'lp'x'gpv'qt { 'qh'w'pcu'uki pgf 'HCF 'tgs wguu'kpetgcugf " 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'pegf 'c'ulz" r gtegpv'kpetgcug'lp'kpego kpi 'HCF 'tgs wguu'f wtkpi 'Hl "4239'\*656+.'qxgt'y qug't'gegk'gf 'lp'Hl " 4238'\*633+0'Y kj 'cp'c'rt'gcf { 'r'gcp'cf lwf kecvkpu'uchh'eqwr r'gf 'y kj 'y q'o ku'kpi 't'guwtegu'gxgp' y ku'o qf guv'kpetgcug'lp'kpego kpi 'tgs wguu'y cu'w'p'cd'rg'v'q'dg'cdu'qtd'gf 0'

34' C' o k z g f 'ecug'ku'c'eqo r nkpvcv'qh'go r mq { o gpv'f kuetko lpcvkqp'y cv'ungo u'htqo 'cp'cev'kqp'y cv'ecp'dg'crr g'crgf 'v'q'y g' O gtlv'U'f ungo u'Rt'q'v'g'v'kqp'Dqctf 0'kp'cee'q'f'c'peg'y kj '4; 'EHOORctv'3836624'f +\*4+.'y g'ci gpe { 'o wu'kuwgf'c'HCF " y kj lp'67'f c { u'qh'leqo r r'g'v'kqp'qh'y g'lp'x'guki 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 tkqtklgu-'kuuwkpi 'o gtk/HCF u'y kj kp'vj g'tgi wrcvt { '82/f c { 'lko g'r g'rkf " cpf 'kuuwkpi 'o gtk/HCF u'y cvj cf 'ctgcf { 'uwr cuugf 'y cv'tgi wrcvt { 'lko g'r g'rkf 0"Vj wu.'ETEN'y cu' eqo r gmgf 'vq'cf qr v'c'utcvgi ke'HCF 'cuuki po gpv'cr r tqcej . 'utkiki 'c'dmcepeg'dgy ggp'kuuwkpi " tgi wrcvt { 'lko 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'j cf 'dggp'r gpf kpi 'hqt'c'hqpi gt'r g'rkf 'qh'lko g0"

Cnuq'eqpvtkwkpi 'vq'vj g'o gtk/HCF 'lko g'rkpgu'kuuwg.'ETEN'f qgu'pqv'cny c { u'tgeglxg'HCF " tgs wguu'kp'lko g'vq'r tgr ctg'cpf 'kuuwg'f gekukpu'y kj kp'vj g'82/f c { 'tgi wrcvt { 'lko g'r g'rkf "cu" g'zr m'kpgf 'm'vgt 'kp'vj ku'ugevkap-0"K'ku'ko r q'vcv'vq'wpf gtucpf 'y cv'vj g'F gr ctvo gpwu'Eqo r qpgpv' GGQ'qh'legu'r m { 'c'ng { 'targ'kp'ETENau'cdkikv' 'vq'lko 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 { 'lko g'rko k'hqt'o gtk/HCF " kuuwcegu'eqo o gpegu'qp'vj g'f cvg'c'eqo r m'kpcpv'tgs wguu'c'HCF . 'qt'kh'vj g'eqo r m'kpcpv'f qgu'pqv' tgs wguu'c'HCF . 'y j g'lko g'rko k'eqo o gpegu'52'f c { u'ltqo 'y j g'f cvg'vj g'eqo r m'kpcpv'tgeglxg'f 'pqv'leg' qh'vj g'tki j v'vq'tgs wguu'c'HCF 0"Vj g'tghqtg.'ETENau'lko gn' 'cf lwf lecvkqp'r tqegu'tg'rgu'dqv 'w'qp" y j g'Eqo r qpgpv'w'r tqeguukpi 'gh'legpe { 'cpf 'pqv'lecvkqp'vq'ETEN.'cu'y g'm'cu'j cxkpi 'y j g'ETEN' tguq'wtegu'vq'cf f tguu'vj g'kpego kpi 'y qtn<sup>5</sup>'Qpg'y c { 'ETEN'r m'pu'vq'cf f tguu'f g'c { u'ltqo 'y j gp" y j g'HCF 'ku'g'gevgf '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'vj g'f 'y k'm'co gpf 'y j g'r quv'kpxg'vki cvkqp'pqv'leg'vq'eqo r m'kpcpw'vq" tgs w'kt'g'vj cv'eqo r m'kpcpw'f kt'gevn' 'pqv'kh' 'ETEN'qh'HCF 'tgs wguu'<sup>6</sup>'Vj g'pqv'leg.'y j lej 'cnuq' v'c'puo ku'vj g'k'p'xg'vki cv'xg'H'krg.'kphqto u'eqo r m'kpcpw'qh'vj g'k'tki j v'vq'tgs wguu'cp'GGQE'j g'ctkpi " qt'c'HCF 0"Vj g'co gpf g'f 'pqv'leg'y k'm'p'ust w'v'eqo r m'kpcpw'vq'ugpf 'y j g'k'HCF 'tgs wguu'f kt'gevn' 'vq" ETEN.'cu'y g'm'cu'vq'vj g'Eqo r qpgpv'w'r GGQ'qh'legu'0"Vj ku'p'gy 'cr r tqcej 'ku'g'zr g'evgf 'vq'k'pet'g'cug' ETENau'cdkikv' 'vq'o q'xg'ecugu'hqty ctf 'vq'cuuki po gpv'o qtg's w'emm' . 'cpf 'kuuwg'cp'k'pet'g'cug'f " pwo dgt'qh'lko gn' 'o gtk/HCF u'kp'H' 423: 0"Cnuq.'y j ku'f go q'p'ut'cv'gu'cp'q'vj g't'qh'ETENau'w'pkv' 'qh" gh'htv'k'p'k'c'v'x'gu'y kj 'qwt'Eqo r qpgpv'r ctv'p'gtu.'cm'qh'y j lej 'eqp'v'pwg'vq'ut'gpi y j gp'vj g'GGQ" r tqi tco 'cpf 'd'w'uk'p'guu'h'k'p'gu'c'et'quu'vj g'F gr ctvo gpv.'y j krg'lko w'nc'p'g'q'w'w' 'j cxkpi 'c'r qu'k'k'xg" ko r cev'qp'ewu'qo gt'ugt'x'leg0"''

F gur k'g'vj g'ug'ej cm'gpi gu.'ETEN'k'pet'g'cug'f 'd { '68'r g'tegp'v'vj g'p'wo 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' { 'H' 4239.'y j cv'vj g'w'eqo kpi " ej cpi g'kp'c'f o k'p'ut'cv'kqp'y q'w'f 't'g'u'w'v'kp'vj g'cuuki po gpv'qh'vj g'F gr w'w' 'Q'h'leg'vq'vj g'r qu'k'k'p'qh' Cev'kpi 'Q'h'leg' 'hqt'ETEN0'Cu'c't'g'u'w'v'qh'vj cv'f go cpf kpi 'cuuki po gpv.'ETEN't'k'ung'f 'c'd'q'w'g'p'gem' kp'vj g'cf lwf lecvkqp'u'r tqegu'cv'vj g'HCF 't'g'x'g'y 'u'vci g'cpf 'r w'cf f k'k'q'p'cn't'g'u'q'w'tegu'kp'r m'eg'vq" h'q'ewu'qp'HCF 't'g'x'g'y u0"Vj ku'gh'htv'r tq'x'g'f 'u'w'ee'g'u'w'v'k'p'g'p'w'v'kpi 'y j cv'ecugu'o q'x'g'f 'gh'leg'p'v'w' { 'h'qty ctf 'hqt'cr r tq'x'cn'cpf 'kuuwcepeg0"''

Kp'cp'gh'htv'v'vq'cf f tguu'vj g'i tqy kpi 'lpxgpvt { 'qh'r gpf kpi 'HCF 'tgs wguu.'ETEN'f g'f lecv'g'f 'h'w'p'f kpi " vq'g'uc'd'rkuj 'cp'g'z'v'g't'p'cn'eq'p't'cev'y 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'g'u'q'w'tegu'0'D'ge'c'w'ug'v'j g'eq'p't'cev'y cu'cy ctf g'f 'cv'vj g'x'gt { 'g'p'f 'qh'H' 4239." y q't'm'f k'f 'p'q'v'd'gi kp'f w'kpi 'y j g'h'k'ue'cn' { gct.'cpf 'y j g'lko r cev'qh'vj ku'cf f g'f 't'g'u'q'w'eg'ku'g'z'r g'evgf 'vq'dg" h'w'w' { 't'g'crk'f g'f 'kp'H' 423: 0"

35'Vj g'F J UGGQ'eqo r m'kpcpv'r tqegf w'gu't'gs w'kt'g'Eqo r qpgpv'vq'u'wdo k'HCF 'tgs wguu'y kj kp'h'x'g'ec'rg'p'f ct'f c { u'qh' t'gegl'v'qh'c'HCF 'tgs wguu'ltqo 'c'eqo r m'kpcpv'qt'v'g'p'ec'rg'p'f ct'f c { u'qh'vj g'z'r k'c'v'k'p'qh'vj g'eqo r m'kpcpv'w'r g'ev'k'p'p' r g'rkf 'vq'tgs wguu'c'HCF 'qt'GGQE'j g'ctkpi 0

36'Vj g'pqv'leg'ku'tgs w'kt'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 'h'ewugf "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.'w'pf gtvqamlo gcuwcdrg" cevkpu'kp'hw'v'gtcpeg'qh'y gkt 't'gur gev'xg'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'kuewugf 'd'grny 0'

"

Ci clk.'w'pf gt'y g'f'k'gevkqp'qh'y g'GGQ'Eqwpekn'y ku'y qtnkpi 'i tqw 'f'gxgrgf gf 'cp'cppwcn' qr gtevkqpcnr rcp'hqt'Hl "423: . 'cpf 'y g'i tqw 'y kn'eqpvkpwg'vq'v'ceni'y g'r tqi tguu'qh'qy gt'y qtnkpi " i tqw u0'k'p't'gur qpug'vq'eqpegtpu'cdqwy'v'g'tgcf cdkk\ 'qh'y g'Rrcp.'y g'y qtnkpi 'i tqw 'cnuq" f'gxgrgf gf 'c'o qtg'tgcf gt'it'k'epf n\ 'xgtukp0'Vj g'Rrcpau'it'uv'i qcn'ku'ugev'kpi 'cpf 'uwvckkpi " eqo o ko gpv'd\ 'h'gcf 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'k'gevkqp'qh'y g'GGQ'Eqwpekn'guv'cdrg'gf 'cp'cppwcn'qr gtevkqpcnr rcp'hqt'Hl "4239'cpf " v'cengf 'y g'r tqi tguu'qh'qy gt'y qtnkpi 'i tqw u'k'p'eqo r r'v'kpi 'y gkt 't'gur gev'xg'cevkp'kgo u0'"

"

k'p'v'gi tev'kpi 'GGQ'cpf 'F kxgtuk\ 'k'p'v'F gr ctvo gpv'cn'cpf 'Eqo r qpgpu'v'utcvgi ke'r r'cpu'ku'y g'ugeqpf " i qcn'qh'y g'Rrcp0'k'p'Hl "4239.'I qcn'4au'Utcvgi ke'Eqo o wplecvkpu'y qtnkpi 'i tqw 'r'v'cdrg'gf 'c" tgr qtv.'ektew'v'gf 'co qpi 'ugpkqt'h'gcf gt'u'cpf 'cxck'cdrg'hqt'cm'go r m\ { ggu.'j k j rki j v'kpi 'y g" F gr ctvo gpvu'cee'qo r rkuj o gpvu'k'p'cf xcpelpi 'f'kxgtuk\ 'cpf 'k'penwukp0'k'p'Hl "423: . 'y g'y qtnkpi " i tqw 'y kn'cnuq'h'ewu'qp'f'gxgrgf kpi 'c'y tkw'p'i w'k'g'hqt'ugpkqt'h'gcf gt'u'v'q'f'gxgrgf 'cpf 'f'grkxg" GGQ'cpf 'f'kxgtuk\ /t'gr'v'gf "eqo o wplecvkpu0'"

"

k'p'Hl "4239.'y g'Cy ctf u'y qtnkpi 'i tqw 'y cv'y cu'hqto gf 'r wtuwcpv'v'q'I qcn'4.'cpf 'k'p't'gur qpug'vq" h'g'f'dceni'itqo 'y g'k'p'wi w'cn'F gr ctvo gpv'y kf g'GGQ'cpf 'F kxgtuk\ 'cy ctf u'egtgo qp\ { 'k'p'Hl "4238." t'gh'k'p'gf 'y g'cy ctf u'r tqi tco 'v'q'd'gw'gt't'geqi p'k'g'gzegm'p'v'eqpv'k'dw'k'p'u'v'q'ko r tqxkpi 'GGQ'cpf " f'kxgtuk\ 'h'itqo 'cetqui'y g'F gr ctvo gpv0'Vj g'i tqw 'cnuq'f'gxgrgf gf 'c'r tqr qucn'v'q't'gecu'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 cng'uki p'h'ecp'v'eqpv'k'dw'k'p'u'v'qy ctf 'GGQ.'cu'y gm'cu'y qug'y j q" o cng'x'cn'cdrg'eqpv'k'dw'k'p'u'v'qy ctf 'F kxgtuk\ . 'ecp't'ge'g'xg'y ku'r t'g'v'ki k'qu't'geqi p'k'k'p'0'ETENau" F gr w\ 'Q'h'k'eg't'cpf 'F k'ge'v'qt 'hqt'GGQ'cpf 'F kxgtuk\ 'y kn'r t'g'ug'p'v'y g'r tqr qucn'cv'cp'w'r eqo kpi " Ugetgvt\ { au'Cy ctf u'Eqo o k'w'gg'o g'v'kpi 0'k'p'Hl "423: . 'y g'Cy ctf u'y qtnkpi 'i tqw 'y kn'ci clk" cf o k'p'k'v'gt'y g'F gr ctvo gpv'y kf g'GGQ'cpf 'F kxgtuk\ 'cy ctf u'r tqi tco 0'Cy ctf 't'ge'k'k'p'v'u." f'g'v'gto k'p'gf 'd\ { 'y g'GGQ'Eqwpekn'y kn'idg't'geqi p'k'gf 'cv'y g'F gr ctvo gpvu'423: 'GGQ'cpf 'F kxgtuk\ " Eqphgt'p'eg.'ewt'gpw\ 'r'p'p'p'gf 'hqt'O c\ { '423: 0'"

"

Vj g'y kf 'i qcn'qh'y g'Rrcp'ku'i getgf 'v'qy ctf u'r tqo q'v'kpi 'x'q'np'v'ct\ { 't'gu'q'w'k'p'qh'y qtnr'ceg" f'kur w'gu0'k'p'F gego dgt'4238.'y g'Ugetgvt\ { 'ku'w'gf 'c'f'gr ctvo gpv'cn'f'k'ge'v'xg'o cpf cv'kpi 'y cv' o cpci gt'u'cpf 'u'w'r gtx'ku'qtu'r ct'v'ekr cv'g'k'p'CF T'gh'qt'u'v'y j gp'cp'go r m\ { gg'g'rgew'v'q'f'q'uq0'Vj g" r wtr qug'qh'y g'f'k'ge'v'xg'ku'v'q'gp'w'gt'f'gr ctvo gpv'cn'eqo r r'k'c'peg'y kj 'y g'GGQE'au'OF/332.'y j k'ej " t'gs'w'k'gu'o cpci go gpv'r ct'v'ekr cv'k'p'k'p'CF T'gh'qt'u'v'q't'gu'q'x'g'GGQ'eqo r r'k'p'w'0'k'p'cf f'k'k'p'k'p' Hl "4239.'y g'F gr ctvo gpvu'CF T'Uj ct'gf 'P'g'w'tcn'u'Rtqi tco 'cf f'gf '64'p'gy 'eqn'v'g't'cn'f'w\ "

"

"

o gf kcvqtu'v'j g'Uj ctgf 'P gwtcni'Tquvgt. 'dtkpi kpi 'j g'vqcn'vq'; 9'o gf kcvqtu'0'k'p'Hl '4239." Ego r qpgpv'u'wugf 'b gf kcvqtu'ltqo 'j g'Uj ctgf 'P gwtcni'Tquvgt'k'p'97'ecugu. 'y kj 'c'ugwgo gpv'tcv'g' qh'54'r gtegp'0'k'p'cf f kkp. 'Ego r qpgpv'y cv'wkk gf 'o gf kcvqtu'ltqo 'j g'tquvgt. 'kpugcf 'qh' eqpvtcev'bo gf kcvqtu. 'tgcni gf 'c'eqmgev'xg'ucxkpi u'qh'q'xgt'84.222'k'p'Hl '4239. 'y j gp'eqo r ctgf 'v' hwpf u'y cv'Ego r qpgpv'y qwf 'j cxg'g'zr gpf gf 'qp'eqpvtcev'bo gf kcvkp'ugt'x'legu'0'C'dt'gcnf qy p'qh' y j g'equ'ucxkpi u'd{ 'Ego r qpgpv'ku'uj qy p'dgm'y 'cv'Hki wtg'330

**Hl wt g'33<'Hl '4239'Equv'Ucxkpi u'lt qo 'Uj ctgf 'P gwtcni'O gf kcvqt u'd{ 'Ego r qpgpv'**

	%lo gu'wugf "	"	Equv'
	uj ctgf "	Ugwgo gpw'	Ucxkpi u' <sup>37</sup> "
	pgwtcni'	"	
WUE KU"	3: "	9"	&36.622"
EDR"	9"	4"	&7.: 46"
HGO C"	7"	4"	&6.382"
WUEI <sup>38</sup> "	/"	/"	/"
ÆG"	48"	8"	&46.34: "
VUC"	4"	2"	&6.372"
HNGVE"	5"	3"	&5.822"
J S "	"	"	"
GGQ"	36"	8"	&33.422 <sup>39</sup> "
WUU"	/"	/"	/"

Vj g'Rrcp'u'hwv'j 'i qcn'eqpegtpu'v'j g'j ctpgu'kpi 'qh'f cv'v'q'r t'x'gpv'w'p'ry hwi'f kuetko kpc'v'kp'0'k'p'Hl " 4239. 'y ku'i tqw 'cpcn{ | gf 'f cv'ltqo 'j g'F gr ctvo gpv'u'GGQE'Hqto '684'cpf 'O F/937'T gr qt'u'v'q' kf gp'v'h{ 'r quukdng'y qtm'rc'eg'dctt'kgtu'v'q'GGQ'y cv'ctg'eqo o qp'cetqu'u'bo wmk'rg'Ego r qpgpv'u'0'k'p'Hl "423: . 'y g'i tqw 'y knlf gp'v'h{ 'dgu'v'r tce'v'legu'hq'cf f t'gu'kpi 'y qug'r quukdng'dctt'kgtu." u{pv'j gu'k kpi 'y go 'k'v'q'c'eqo r tgj gp'uk'x'g't'gr qt'v'0'"

Vj g'Hh'j 'i qcn'qh'v'j g'Rrcp'ku'v'q'gpw'ug'eqqtf kpc'v'kp. 'gh'gev'x'gp'guu. 'cpf 'gh'k'ep'e{ 'qh'F gr ctvo gpv'ni' cpf 'Ego r qpgpv'GGQ'cpf 'f kxgtuk{ 'r tqi tco u'0'k'p'Hl "4239. 'y ku'y qtm'kpi 'i tqw 'f gxgnr gf 'cp' cf x'c'pegf 'dctt'kgt'cpcn{ uku'eqwtug'v'q'cm'y 'dctt'kgt'cpcn{ uku'r tce'v'k'kp'gtu'v'q'o qtg'gh'gev'x'gn{ " eqpf we'v'j gk'r tqi tco u'0'O go dgtu'qh'v'j g'GGQ'Eqw'pek'ni'ugt'x'gf 'cu'k'put'we'v'qtu'hq't'v'j g'y q/f c{ " eqwtug. 'r tqx'kf kpi 'k'put'we'v'kp'v'q'pgctn{ '52'r tce'v'k'kp'gtu'ltqo 'cetqu'u'v'j g'F gr ctvo gpv'0'k'p'ki j v'qh' y j g'r qu'k'x'g'h'ggf d'ceni'v' cv'v'j g'eqwtug't'ge'g'x'gf. 'y j g'y qtm'kpi 'i tqw 'y knlf gxgnr 'c'h'm'y /w' " eqwtug'hq't'Hl "423: 0'

Vj g'I qcn'7'y qtm'kpi 'i tqw 'cnu'eqp'v'kw'gf 'kf gp'v'h{ kpi 'cpf 'cf x'gt'v'kpi 'f gxgnr o gpv'ni'f g'v'kni' cu'ki po gpv'u'cx'k'c'rdng'y kj kp'v'j g'F gr ctvo gpv'u'GGQ'cpf 'f kxgtuk{ 'r tqi tco u.'f gu'ki pgf 'v'q'gp'j c'peg' r tce'v'k'kp'gtu'v'r tq'h'gu'k'q'pcn'eqo r g'v'p'ek'gu'0'Vj g'f g'v'knu. 't'cpi kpi 'ltqo '82'v'q'342'f c{ u. 'k'p'eni'f g'y qtm'ni'

<sup>37</sup>'Equv'ucxkpi u'ku'ec'ew'v'v'g'f 'wukpi 'y j g'pwo dgt'qh'bo gf kcvkp'u'eqpf we'v'g'f 'd{ 'y j g'Uj ctgf 'P gwtcni'Rtqi tco 'o wmk'rg'f " d{ 'y j g'f qm't'co q'p'v'c'Ego r qpgpv'y qwf 'j cxg'r c'k'c'c'eqpvtcev'bo gf kcvqt'0'

<sup>38</sup>'WUEI 'cpf 'WUU'f'q'pq'v'w'k'k'g'y j g'Uj ctgf 'P gwtcni'tquvgt'cu'r ctv'qh'v'j gk'CF'T'r tqi tco 0'

<sup>39</sup>'J S 'GGQ'p'q'h'qpi g't'w'gu'eqpvtcev'bo gf kcvqtu. 'u'q'v'j ku'ku'cp'g'uko cv'g'd'cu'gf 'q'p'y j cv'k'w'ugf 'v'q'ur gpf 'qp'eqpvtcev' o gf kcvqtu'0'"

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 knieqpvkpwg" kf gpvkh{ kpi 'cpf 'cf xgtvukpi 'vj gug'qr r qtwpkkgu'kp'Hl "423: 0"

Cf fklqpcn{.'kp'Hl "423: . 'I qcn7au'y qtnkpi 'i tqwr 'y knluwr r qt v'vj g'GGQ"cpf 'F kxgtukv{ 'Vtcklpi " Eqphgtgpeg'Uvggtkpi 'Eqo o kvgg'kp'r nppkpi 'cpf 'gzgewkpi 'vj g'hqmy /wr 'vq'vj g'F gr ctvo gpvu" 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'hqewgf . 'ewwki /gf i g'vcklpi 'qp'GGQ"cpf 'f kxgtukv{ " vqr leu0"Nknng'vj g'4238"eqphgtgpeg. 'vj g'423: "eqphgtgpeg'y knir tqxkf g'vj g'F gr ctvo gpvu"GGQ" Eqwpuqntu'cpf 'kpxguki cvqtu'y kj 'vj g'vcklpi 'pgeguuct { 'vq'ucvuh{ 'vj gk'cppwcnleqpvkpwkpi " vcklpi 'tgs wkt go gpv0"

Vj g'Rrcpau'ukz vj 'cpf 'hpcnli qcnku'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 qcn8au'y qtnkpi 'i tqwr 'gzco kpgf " Eqo r qpgpvu0'err r tqcej gu'vq'cf f tguulpi 'cmgi cvkpu'qh'y qtnr nceg'j ctcuuo gpv0'I kxgp'vj g" uki pknecpv'qti cpk cvkpcn'cpf 'qr gtcv'kpcn'f khtgpegu'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'wplhqt o . 'F gr ctvo gpv'y kf g'r tqegf wt g'ht" cf f tguulpi 'j ctcuuo gpv'cmgi cvkpu0"J qy gxgt. 'vj g'i tqwr 'cnuq'f vgtto kpgf 'vj cv'vj g'tg'y cu'c'pggf . " cetquu'Eqo r qpgpvu. 'hqt'o qtg'ghgevkxg'cpv'k'j ctcuuo gpv'vcklpi 0"Vj g'i tqwr 'y knly 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 gpvu'Eqo r qpgpvu"

ETEN'ngf . 'cpf 'qj gty kug'r ctvckr cvgf 'kp. 'c'pwo dgt'qh'eqmcdqtcvkg'kpkkcvkxgu'kp'Hl "4239. 'y kj " vj g'i qcn'qh'utgpi vj gpki 'r ctv'gtuj kr u'y kj 'Eqo r qpgpvu0'F wtkpi 'Hl "4239. 'ETEN'r tqxkf gf " s wctvgt n' 'hggf dcm'vq'F J U'Eqo r qpgpvu'tgi ctf kpi 'vj g's wcrk{ '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'q'p'y kj 'Eqo r qpgpvu. 'y cu'r kn'v'gf 'cpf 'rcwpej gf 'kp'Hl "4238. 'cpf 'cmqy u'ETEN" Cf lwf kcvkpu'cpcn{ uuv'vq'vcv'vj g's wcrk{ 'qh'TQKu'vj g{ 'tgxky 'f wtkpi 'vj g'r tgr ctcv'q'qh'HCF u0" Vj g'Hggf dcm'Vqqnleqpvkpu'ugxgtcn'ecv'gi qtkgu'vq' y j kej 'pwo gtlecni's wcrk{ 'vckpi u'ctg'cuuki pgf 0" Cf fklqpcn{ . 'pcttcvkg'kphqto cvkqp'ku'r tqxkf gf . 'khp'ggf gf . 'vq'hw'vj gt'g'zr nkp'pwo gtlecni'cvkpi u0" Eqo r qpgpvu'eqpvkpwgf 'vq'y greqo g'vj ku'f gvckrf 'hggf dcm'vj tqwi j qw'Hl "42390"kp'ncev. 'f wtkpi " vj g'rcu'v's wctvgt'qh'Hl "4239. 'Eqo r qpgpvu0'Eqo r nkp'v0 cpci gtu'vq'qml'c'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 wguv'q'pu'Eqo r nkp'v" O cpci gtu'y g't'cungf 'kpenw'gf 'j qy 'vj g'f 'kuugo kpcv'vj g'kphqto cvkqp'vq'vj gk 'u'chh. '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'gegkxkpi 'vj g'kphqto cvkqp. 'cpf 'y j kej 'r ctw'qh'vj g'Vqqn'vj g{ " hpf 'vj g'o quv'cpf 'ngcu'v'ghgevkxg0"Vj ku'kphqto cvkqp'y knidg'gxcn'cv'gf 'vq'ugg'kh'cp{ "cmgtcvkpu'kp" vj g'Vqqn'qt'vj g'r tqegu'ctg'pggf gf . 'cpf 'y knidg'kpenw'gf 'kp'c'eqo r tgi gpukxg'tgr qt v'kp'Hl "423: 0" P qvcdn{ . 'vj g'GGQE 'kpenw'gf 'vj g'Hggf dcm'Vqqn'kp'ku'Hl "4239"kp'p'q'cvkxg'cpf 'P qvgy qt vj { " Ceeqo r rkuj o gpw'T gr qt v. 'w'pf gt'vj g'ugev'q'p'ht'ghgevkxg'cpf 'gh'ke'epv'eqo r nkp'vr tqeguulpi 0"

ETEN'eqpvkpwgf 'vq'ngcf 's wctvgt n' 'o ggkpi u'qh'vj g'F J U'GGQ'Eqo r nkp'v0 cpci gtu. 'y j g't'g'vqr leu" qh'f kuewukqp'kpenw'gf 'wr f cvgf 'i w'f cpeg'qp'GGQ'eqo r nkp'v0 cpci go gpv'cpf 'tgr qt v'kpi . 'vcklpi " qp'vj g'F J U'gpvgr tkug'GGQ'f cvdcug'cpf 'f qewo gpv'o cpci go gpv'u'f u'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'Eqwpeku'Utcvgi ke 'Rncp0"  
ETEN'cnuq'j quvgf 'y q'y gdlpctu<"Ui phkcpv/Hgf gt cn/Ugevq' F gxrqr o gpw"\*Cr tln'4239+'cpf "  
Vgrgy qtnl'cpf 'Ngcxg'cu'c'Tgcuqpcdr'g'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 wvgf 'ugxgtcn'y qtmij qr u'cpf 'j grf 'kpf kxkf wcn'Ego r qpgpv'tckkpi 'tgi ctf kpi 'r tgr ctevkqp'qh'  
y g'cppwcn'ucvku'kccnt'gr qtv'qh'eqo r m'kp'v'cevkxk'f '\*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 kcnl'kpkcvkxgu'y kj 'Ego r qpgpw'kp'H' "4239.'ETEN"  
y qtn'gf 'emugn' 'y kj "VUC"\*y g'eqp'tcev'qy pgt'qh'y g'FJ U'g'p'v'g'tr tkug'eqo r m'kp'u'o cpci go gpv'  
f cv'u'f u'vgo + 'y tqw'j qw'v'g'r tqeguu'qh'r tgr ctkpi 'c'tgs wguv'hqt'eqo r gv'kxg'dkf u'cpf 'hqt'y g'  
ugr'gevkqp'qh'c'xgpf qt'hqt'y g'F gr ctvo gpwü'gpv'tr tkug'eqo r m'kp'u'o cpci go gpv'f cv'u'f u'vgo 0"  
Cn'p'i 'y kj 'y g'p'gy 'eqp'tcev'cy ctf.'h'w'p'v'k'p'c'k'v' 'vq'et'g'c'w'c'r r tqzko cvgn' "52'p'gy 'ewu'qo 'tgr qtw'  
y cu'cf'f'gf 'vq'y g'u'f u'vgo 0'ETEN'cuukuv'f 'kp'y g't'g'x'k'gy 'cpf 'v'g'u'k'p'i 'qh'y gug'tgr qtw'cpf 'f'g'u'k'i p'gf "  
ugxgtcn'tgr qtw'ur gek'k'ecmf 'hqt'Ego r qpgpw'cpf 'hqt'ETEN'u'w'p'k'v'g'f'cv'cd'cug'cf o k'p'k'v'c'v'k'p'p'  
pggf u0"  
"  
"

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

Ego r qpgpw'eqp'v'p'w'gf 'vq'o q'x'g'h'q'ty ctf 'y kj 'r tqeguu'gh'he'k'p'e{ 'k'p'k'v'c'v'k'g'u'f'v't'k'p'i 'c'{'g'c't'q'h'o'c'p'{'  
u'c'h'k'p'i 'c'p'f 't'g'u'q'w'teg'ej c'm'g'p'i g'u0"Y kj 'y g'eg'p't'c'k'k'v'k'p'q'h'GGQ'k'p'h'q'to'c'v'k'p'p'c'p'f 'f'q'ewo'g'p'w'  
k'p'v'q'y g'F gr ctvo gpwü'gpv'tr tkug'f'cv'cd'cug'u'f u'vgo . 'Ego r qpgpv'q'h'he'gu'j'c'x'g'g'x'g't'c'i'g'f 'y g'd'g'p'g'h'ku'  
qh'eq'p'uk'v'g'p'e{ 'c'p'f 'y g't'g'k'c'd'k'k'v'f 'q'h'j'c'x'k'p'i 'c't'q'd'w'u'v'g'p'v'tr tkug'f'cv'u'f u'vgo 0"  
"

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

**Infrastructure**

HGO C'au'Qh'he'g'q'h'Gs wcn'Tki j w'\*QGT+'r tqxkf gu'Gs wcn'Go r m'j o gpv'Qr r qt'w'p'k'f 'c'p'f 'Ekxki'  
Tki j w'ugt'x'k'eg'u'vq'HGO C'au'38.453'go r m'j g'g'u0"QGT'eqo r t'k'g'u'ug'x'g'p'h'w'p'v'k'p'c'n'c't'g'c'u'<'D'w'k'p'g'u'  
O cpci go gpv'W'p'k'.'k'p'h'q'to'c'n'Ego r m'kp'u'W'p'k'.'H'q'to'c'n'Ego r m'kp'u'W'p'k'.'k'p'x'g'u'k'i'c'v'k'p'p'W'p'k'.'E'k'x'k'i'  
Tki j w'W'p'k'.'C'h'k'o'c'v'k'g'Go r m'j o gpv'W'p'k'.'c'p'f 'T'g'c'u'q'p'c'd'r'g'C'ee'q'o'q'f'c'v'k'p'u'W'p'k'0'  
"

**Complaint Processing**

k'p'H' "4239.'HGO C'v'k'o'g'n'f'eq'w'p'ug'ng'f' : ; 'r'g't'eg'p'v'q'h'ku'ec'ug'u'\*388'q'h'3: 8+'o'q't'g'y'c'p'y'g': 2"  
r'g't'eg'p'v'\*366'q'h'3: 2+'q'h'v'k'o'g'n'f'ec'ug'u'eq'w'p'ug'ng'f'k'p'H' "42380"J'q'y'g'x'g't.'k'p'H' "4239.'HGO C"  
eq'p'v'k'p'w'g'f'v'q'g'z'r'g't'k'p'eg'f'g'r'c'{'u'k'p'y'g'v'k'o'g'n'f'r't'q'eg'u'k'p'i'q'h'h'q'to'c'n'eqo'r'm'k'p'u.'ur'g'ek'h'ec'm'f'k'p'y'g'  
c't'g'c'q'h'k'p'x'g'u'k'i'c'v'k'p'u0'k'p'H' "4239.'9; 'h'q'to'c'n'eqo'r'm'k'p'u'y'g't'g'h'ng'f'cu'eqo'r'c't'g'f'v'q': 4'h'q'to'c'n'  
eqo'r'm'k'p'u'h'ng'f'k'p'H' "4238.'c'ur'k'i'j'v'f'g'et'g'c'g'q'h'y'g't'g'r'g't'eg'p'v'k'p'h'q'to'c'n'eqo'r'm'k'p'u'h'k'p'i'u0"  
HGO C'v'k'o'g'n'f'k'p'x'g'u'k'i'c'v'g'f'y'q'ec'ug'u'q'h'y'g'49'eqo'r'ng'v'f'k'p'x'g'u'k'i'c'v'k'p'u'k'p'H' "42390'K'k'u'p'q'v'g'f' "  
y'c'v'HGO C'h'ce'g'f'ej'c'm'g'p'i'g'u'k'p'x'g'v'k'p'i'eq'p't'cev'k'p'x'g'u'k'i'c'v'k'p'u.'c'm'p'i'y'k'j'f'k'uc'v'g't'f'g'r'm'j'o'g'p'w.' "  
y'j'lej'eq'p't'k'd'w'g'f'v'q'y'g'p'w'o'd'g't'q'h'v'p'v'k'o'g'n'f'k'p'x'g'u'k'i'c'v'k'p'u0'Cu'c't'g'u'w'u'q'h'y'gug'ej'c'm'g'p'i'g'u.' "  
HGO C'g'u'v'c'd'r'k'j'g'f'y'g'k'p'x'g'u'k'i'c'v'k'p'u'W'p'k'v'q'cu'k'v'k'p't'g'f'w'el'p'i'ku'k'p'x'g'p'v'q't'{'q'h'd'c'c'c'm'j'i'g'f' "  
k'p'x'g'u'k'i'c'v'k'p'u0'k'p'f'q'k'p'i'uq.'HGO C'w'k'k'g'f'y'g'ugt'x'k'eg'u'q'h'c'E'q'p't'cev'k'p'i'Q'h'he'g't'g'r't'g'g'p'v'c'v'k'g'f' "  
"

\*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'uwg' eqo r rckpeg0"Cf f kkpccm{ ."HGO C"gpvgtgf "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'k'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'k'pi "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 g'g'cu'ki p'gf "v'j CF T/QEE0"Cf f kkpccm{ ."cp"o'CF T"Cm'U'ct'o'dqctf "y cu'et'g'cv'gf "v'j k'peg'v'k'k' g'HGO C" go r m'j { ggu'cpf "v'j r tqo q'v'g'v'j g'wug'qh'CF T"cu'c'o g'cpu'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 "q'p'g'qh'eqo r rckpv'r tq'egu'k'pi "v'j q'p'g'qh'r tq'ce'v'k'g'r tg'x'gp'v'k'p'0"

**Services and Proactive Engagement**

Kp'Hl "4239."HGO C"gpj c'pegf "ku'y qtm'hteg'vtckl'kpi "r tqi tco "d { "f'guki p'cv'kpi "c"Vtckl'kpi " Eqqt'f k'p'cv'qt "v'j f'g'x'gn'r "c't'q'd'w'u'vtckl'kpi "u'ej g'f w'g'0"Vj tqwi j "v'j g'g'ghhqtu."HGO C"vtckl'p'gf "ku" y qtm'hteg'v'j tqwi j "c"o'Nw'pej "cpf"Ngct'p'o'ugt'k'gu."cf "j qe"vtckl'kpi ."cpf"vtckl'kpi "k'f g'p'v'k'k'g'cu" p'ge'gu'ct { "k'p't'gur q'p'ug'v'j eqo r rckpv'ce'v'k'k'k'gu0"t'g'cu'q'p'cd'ng"Ceeqo o qf cv'k'q'p"\*TC+o'Nw'pej "cpf" Ngct'p'o'ug'u'k'q'pu'y g'g'j g'f "v'j g'f w'ec'v'g'v'j g'y qtm'hteg'qp"v'j k'eu'w'ej "cu'r tq'egu'k'pi "TC"t'gs w'gu'u." ugt'x'leg"cpf "go q'v'k'p'cn'lw'r r q't'v'c'p'k'o cni'lp'v'j g'y qtm'r m'eg."cpf "TC"cpf "f'k'cd'k'k'v'f "r'y u'cpf " t'gi w'c'v'k'q'pu0"HGO C"cnq'j" qu'v'gf "q'v'j g't'vtckl'kpi u'v'j k'p'cn'f g<"GGQ"Q'x'g't'x'k'g'y "h'q't'O c'pci g'tu'cpf " U'w'r g't'x'k'q'ut'u."GGQ"Q'x'g't'x'k'g'y "vtckl'kpi "h'q't"go r m'j { ggu."E'k'k'i'Vt'g'c'v'o gp'v'ht'q't'O c'pci g'tu'cpf " Go r m'j { ggu."cpf "v'j g'P'gy "k'p'cn'w'k'q'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'cn'o cpf cv'qt { " vtckl'kpi "h'q't"o c'pci g'tu'cpf "go r m'j { ggu."y j k'ej "eq'x'g't'gf "v'j g'GGQ"eqo r rckpv'r tq'egu'u."t'q'ngu'cpf " t'gur q'p'uk'k'k'k'k'gu."cpf "f'k'x'g't'uk'v'f "cpf "k'p'cn'w'k'q'p'0""

40 Vj g'Hgf g'tcn'Ncy "G'ph'q'tego gpv'Vtckl'kpi "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'j { 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'u'O 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 "q'p'g"U'c'h'i'C'u'uk'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'f "Rt'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'ig'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'h'q't'g'c'cu'q'p'cd'ng"cee'q'o o qf cv'k'q'p'f'w'g'v'j f'k'cd'k'k'v'f " cpf "t'g'ri k'q'p."cpf "r tq'egu'gu't'g'c'cu'q'p'cd'ng"cee'q'o o qf cv'k'q'p'u'h'q't'r t'gi p'c'p'e { /t'g'r'c'v'g'f "k'u'w'gu'0" ""

**Complaint Processing**

F'w'k'pi "Hl "4239."HNGVE"v'ko g'n'f "eqo r r'gv'gf "c'm'ug'x'gp'h'q'to cni'GGQ"eqo r rckpv'kpxgunki cvkqpu" y kj k'p'v'j g't'gi w'c'v'qt { "v'ko g'h't'co g0"P'q'c'd'n'f ."HNGVE"j cu'eq'p'uk'w'g'p'v'v'f "v'ko g'n'f "eqo r r'gv'gf "c'm'q'h'v'j g" GGQ"kpxgunki cvkqpu'h'q't"v'j g'r cu'v'h'k'x'g'h'k'ue'cn'f { g'c'tu."cpf "t'go c'k'p'u'eqo o k'v'g'f "v'j g'p'uw't'k'pi "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"K'p'c'p'g'h'q't'v'v'q'h'w'k'k'v'j k'u'i q'cn"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'k'p'x'g'unki cvqtu."t'gur q'p'f'k'pi "o c'pci go gpv'q'h'h'ek'c'nu."v'j g'J wo 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"K'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'lev'q'h'k'p'v'g't'gu'v'ecugu'h'q't"q'v'j g't'F J U"Eqo r qp'gp'w'0"



"

50 F J U'J gcf s wctvgtu'GGQ'Qhleg"

"

**Infrastructure**

Vj g'FJ U'J gcf s wctvgtu'GGQ'Qhleg\*"J S 'GGQ+r tqxkf gu'GGQ'ugt xlegu'v'q'xgt' : .322'F J U' J gcf s wctvgtu'go r m{ ggu'\*9.99: 'r gto cpgpv\*0'F wtkpi 'Hl '4239.'J S 'GGQ'gxr gkpepf 'c'uchhpi " uj qtvi g.'y kj 'xceppeku'lp'y q'qh'ku'ukz 'r qukkqpu'o'y g'Hqto cnEqo r mlpv'O cpci gt'cpf 'cp'GGQ" Ur gekrkno"Vj g'xceppeku'lp'y gug'etklecni'r qukkqpu'r qugf 'ej cmgpi gu'hqt'y j'J S 'GGQ'r tqi tco =" ceeqtf lpi n'."htqo 'Hgdwtct{'y tqwi j 'y g'gpf 'qh'y g'huenci' { gct.'ETEN'r tqxkf gf "c'f gvxkrgg'v'ugt xg' cu'y g'Hqto cnEqo r mlpv'O cpci gt'v'go r qtctkn' {dtkf i g'y cv'tguqwtg'i cr 0'k'cf f kkp.'J S 'GGQ' tgeglxgf 'hwpf lpi 'cpf 'cr r tqxcn'v' hkn'y gug'xcepvr qukkqpu'vq ctf 'y g'gpf 'qh'Hl '4239.'cpf 'J S " GGQ'gxr gew'v'y graqo g'pgy 'go r m{ ggu'lp'y gug'r qukkqpu'lp'Hl '423: 0'Y kj 'y g'cf f kkp'cn' uchhpi .'J S 'GGQ'cpv'ekr cvgu'c'o ctngf 'ko r tqxgo gpv'lp'ku'eqo r mlpv'r tqegu'kpi 0"\*\*\*\*\*

**Complaint Processing**

k'p'Hl '4239.'J S 'GGQ'ko gn' 'eqo r ngvf '85'r gtegpv\*62'qh'85+'qh'eqwpugrki u.'y j lej 'ku'c'pqvdrng' f getgcug'eqo r ctgf 'v'ko gn' 'eqo r ngvpi " : 3'r gtegpv\*7; 'qh'94+'qh'eqwpugrki 'lp'Hl '42380'k'p' cf f kkp.'J S 'GGQ'uj qy gf 'c'f getgcug'lp'y g'ko gn' 'eqo r ngvf 'kpxguki cvkpu'xgt'y j' r cv'huenci' { gct0'k'p'Hl '4239.'J S 'GGQ'ko gn' 'eqo r ngvf "; 'r gtegpv\*4'qh'44+'qh'kpxguki cvkpu.'y j gtgcu'96" r gtegpv\*45'qh'53+'qh'kpxguki cvkpu'y gtg'ko gn' 'eqo r ngvf 'lp'Hl '42380'Vj gug'f getgcugu'ctg" cwtkdwdng'v'y j'g'uchhpi 'uj qtvi g'cv'J S 'GGQ'Vj g'o qu'eqo o qpn' 'cmgi gf 'dcugu'hqt'J S 'GGQ' eqo r mlpv'f wtkpi 'Hl '4239'y gtg'tgr tkcn'f kucdkk'v'.'ci g.'ugz.'cpf 'tceg.'tgur gev'xgn' 0'Vj g'o quv' eqo o qpn' 'cmgi gf 'kuu'gu'y gtg'pqp/ugz'wcn'j ctcuuo gpv.'r gthqto cpeg'lgxcn'cvkpu.'r tqo qv'kp'pqp/ ugr'ev'kp'+'cuuki po gpv'qh'f wkgu.'cpf 'cr r qlpvo gpv'j ktg.'tgur gev'xgn' 0'"

**Services and Proactive Engagement**

k'p'Hl '4239.'J S 'GGQ'uchh'o go dgtu'eqpv'kwgf 'v'r' tgu'gpv'GGQ'v'cl'kpi 'cu'r ctv'qh'J S w'P gy " Go r m{ gg'Qt'k'p'v'k'p'v'cl'kpi . 'tgs wktgf 'hqt'cm'pgy 'J S 'go r m{ ggu.'cpf 'y j'g'J wo cp'T'gu'qwt'egu' Gu'gpv'k'cn'v'cl'kpi 'eqwtug'hqt'pgy 'J S 'uwr gtx'ku'qtu'0'C'f f kkp'pcm'.'J S 'GGQ'eqpf w'ev'f "o qpv'j n' " k'p'v'gt'pcn'GGQ'Eq'wpugr'qt'o ggv'kpi u'v'f'f'kue'wuu'y g'uc'wuu'qh'ecugu'cpf 'r tqxkf g'v'ej plecni'tgh'g'uj gt' v'cl'kpi 0'k'p'Hl '4239.'J S 'GGQ'eqpv'kwgf 'v'kuu'wg'ku's wctv'gt'n' 'pgy ur'gwgt'v'v'J S 'go r m{ ggu." y j lej 'hgcw'v'gf 'kph'qto cvk'p'qp'ur gek'cn'go r j cuku'q'dugt'xc'pegu'cpf 'q'v'j gt'r g'v'k'p'gpv'GGQ" k'p'hqto cvk'p'0'

J S 'GGQ'eqpv'kwgf 'v'f'g'x'gr'qr 'ku't'gcu'q'pcdrng'cee'qo o qf cvk'p'r tqi tco 0'k'p'Hl '4239.'k'p'cf f kkp'" v'j' cpf n'kpi 'f'ckn' 'eqpv'cew'htqo 'go r m{ ggu'cpf "o cpci gtu'uggn'kpi 'cf xleg'cpf 'i w'kf c'peg'qp'y g" t'gcu'q'pcdrng'cee'qo o qf cvk'p'r tqegu'cpf 'f'kucdkk'v' 'tki j w'cpf 't'gur qpukdkk'v'kgu.'J S 'GGQ'eqo r ngvf " t'gcu'q'pcdrng'cee'qo o qf cvk'p'tgs w'gu'u'o cf g'd{ '343'go r m{ ggu.'cr r r'k'cepv'ht'go r m{ o gpv.'cpf " eqpv't'cev'qtu.'eqpv'k'w'kpi '45: "cee'qo o qf cvk'p'tgs w'gu'u'0'D{ 'y j'g'g'p'f 'qh'Hl '4239.'J S 'GGQ' uwe'gu'hw'm' 'v'cp'uk'k'p'p'gf 'v'c'r cr gtr'gu'u'u' u'vgo 'hqt'v'c'cn'kpi 'cpf "o cpci kpi 't'gcu'q'pcdrng" cee'qo o qf cvk'p'tgs w'gu'u'0'J S 'GGQ'p'qy "o q'p'k'qtu'l'pe'qo kpi 'tgs w'gu'u'y tqwi j 'cp'go ckn'dqz" ur gek'k'ecm' 'f'guki p'cv'gf 'hqt't'gcu'q'pcdrng'cee'qo o qf cvk'p'o cv'gtu'0'

"

"



**Infrastructure**

VUCai'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{ ggu0"ETF 'ku'qti cpl gf 'kpv'y q' o clp'dtcepej gu<"vj g'GGQ'O cpci go gpv'Dtcepej "cpf "vj g' Chtto 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 'uk'eqvtcev'cf o lpkntcvkxg'go r m{ ggu0'k'p'Hl "4239.'ETF ai'GGQ" O cpci go gpv'Dtcepej 'eqpvkpwgf 'vq'tghkpg'ku'tgati cpl gf 'cpf 'eqpuqrf cvgf 'eqo r rkpwi'r tqegu0'k'p' Hl "4239.'vj g'GGQ'O cpci go gpv'Dtcepej 'j kfg 'c'pgy "Ugewkqp'Ej kgh 'vpg'GGQ'I gpgtcrkuu."cpf " y q'GGQ'Cuukwcpw0'I qlpi 'kpv'Hl "423: . 'ETF 'uwnj cu'xcecpeku'hqt'c'Dtcepej 'Ej kgh'cpf " Eqo r rkcpeg'O cpci gt'r qukqpu. 'y j lej 'vj g{ 'ctg'ewtgpv' 'y qtnkpi 'vq'hkn0'k'p'cf f kkp'vq'ku" hgf gtcn'GGQ'uwhh'o go dgtu.'ETF 'y cu'cnuq'uwr r qtvgf 'd{ 'y q'eqvtcev'kpxguki cvkxg'ht o u'k'p'Hl " 42390"

**Complaint Processing**

k'p'Hl "4239.'VUC"eqo r rvgf "3.232'r tg/eqo r rkpveqwpugrki u0"Qh'vj g'3.232'r tg/eqo r rkpwu."; 5" r gtegpv\*; 65+y gtegr' tqeguugf 'y kj kp'vj g'tgs wkt gf 'tgi wvvt { 'vko ghtco gu.'cu'eqo r rctgf 'vq"; 3" r gtegpv\*; : 9'qh'3.2: 2+k'p'Hl "42380'k'p'Hl "4239.'CFT'y cu'qhtgtgf 'k"; 94'r tg/eqo r rkpwu="qh" vj qug"; 94'r tg/eqo r rkpwu.'759\*77'r gtegpv'y gtegr'vq'k'p'vj g'CF T'r tqi tco 0"VUC'uj qy gf " c'o qf gtcv'f getgcug'k'p'vj g'pwo dgt'qh'hqto cn'eqo r rkpvhkpi u'htqo '6; 3'k'p'Hl "4238'vq'697'k'p" Hl "42390'Qh'vj g'697'eqo r rkpwhrgf 'k'p'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 rkpvy cu'tgi ctf kpi 'c'r cuugpi gt/ tgrv'gf 'o cvgt0'Hqt'vj g'Hl "4239'eqo r rkpwu.'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 k'. 3'Gs wcn' Rc { 'Cev.'362'ci g.'334'f kucdkkx{ . 4'i gpgv'k'p'hqto cvkqp.'cpf '77'pqp'ucwwqt { 'dcugu'ugz wcn' qtkpvcvkqp'cpf 'r ctgpcn'ucwu+0: "k'p'cf f kkp.'VUC'uj qy gf 'c'uki ptkcpcv'ko r tqxgo gpv'k'p'vj g" pwo dgt'qh'vko gn' 'kpxguki cvkqpu0'k'p'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 rkvpi '49'r gtegpv\*373'qh'773+'qh'ku'kpxguki cvkqpu'k'p" Hl "4238'y j lej 'ku'cwtkdwgf 'vq'ku'wug'qh'y q'eqvtcev'kpxguki cvkxg'ht 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 "qhllegu.'ckr qtw'pvcvkpy kf g.'cpf 'VUC'J S 0'ETF ai'k'p/r gtuqp'vtcklpi 'y cu" uwr r ngo gpv'gf 'd{ 'VUCai'Qprkpg'Ngctplki 'Egpgv'at'P q'HGCT'Cev'vtcklpi . 'y j lej 'cni'go r m{ ggu" ctg'tgs wkt gf 'vq'eqo r rvg'gxt { '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'VUCai'y ggnimpi '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'hquvt'cy ctgpgu'cpf " kpetgcug'w'pf gtuw'cpf kpi 'qh'GGQ'kuwgu'cpf 'vqr leu'vj cv'j cxg'c'f k'ge'vko r cev'qp'vj g's wcrkx{ 'qh" go r m{ ggu'v' qtm'rc'eg'zr gtlkpegu0"VUC'ETF 'j quvgf 'vj tgg'o'cum'vj g'Gzr gtw'o'ugtku'k'p'Hl " 4239.'qp'vj g'vqr leu'qh'o'Ekklkx{ 'k'p'vj g'Y qtni'Rrc'eg.ö'öO kpf ugu' ( 'O kpf 'I co gu.ö'cpf "öGo qvkpcn'

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3: 'Eqo r rkpwu'o c { 'j cxg'o qtg'vj cp'qpg'dcuku=y gtegr'htqg.'y g'vqcn'pwo dgt'qh'dcugu'y kn'gzeggf 'vj g'vqcn'pwo dgt'qh' eqo r rkpwu0'

cpf "UqekniKpvgmki gpeg.ö'y kj 'ngcf kpi 'gZR gtw'lp'vj qug'hgrf u0"ETF "cnuq"j quvgf "VUCau'kpcwi wcn' ðÖgo 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.'kpenf 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" ceeqo o qf cvkqp.'cpf "kpvgtpcnr tqeguukpi "kuuwgu0"

Kp'Hl "4239.'ETF'rcwpej gf 'Ekxki'Tki j w'F kxgtukv{ ( 'Kpenukqp'Wpkxgtukv{ '\*ETF KW+0'ETF KW' qhhtu'c'pwo dgt'qh'vtcklpi "encuugu'r tguqpvf "d{ 'uwlgevo cwgt'gZR gtw'qp'ekxki'tki j w.'GGQ'rcy u." cpf "f kxgtukv{ "cpf "kpenukqp0"Vj g'eqwtug'qhhtkpi u'eqxgt'c'dtqcf "tapi g'qh'vqr keu.'kpenf kpi " ghhevxg'eqo o wplecvkqp.'eqphrev'o cpci go gpv'unkmu.'cpf "vej pls wgu'vq'hquvt'f kxgtukv{ "cpf " kpenukqp0'ETF'ucvhh'eqpf wevgf "36'ugukqpu'kpenf kpi <ðEtwekniEqpxgtucvqpu.ö'ðF kucdkrv{ " Gvks wgw.ö'ðF kxgtukv{ "cpf "kpenukqpau'P gy "kpenukqp'S wqkpv.ö'ðT gni kqwa'Ceeqo o qf cvkqp'kp" yj g'Y qtnr nceg.ö'cpf "ðO letq/Kpgs wklgu0"Vj g'vtcklpi "y cu'r tqxkf gf . 'kp/r gtuq.'vq'cr r tqzko cvgn{ " 472'go r m{ ggu0'Dcuqf "qp'eqwtug'tgs wguu.'ETF'cpvlekr cvgu'c'vgr'r gtegpv'kpetgcug'kp'ETF KW" r ctvlekr cvkqp'hqt'Hl "423: 0'C f f kxqpcmf . 'eqwtug'gxcnvcvqpu'ctg'ugpv'vq'r ctvlekr cpw'vj tqwi j " VUCau'Qprik'Ngctkpi "U{ ugo 'chvgt'c'eqwtug'ku'eqo r rvgf 0'ETF'ku'ewttgpvn{ 'y qtnkpi "y kj "y g" Qhleg"qh'vtcklpi "cpf "F gxgnr o gpv'vq'eqmgev'cpf "cpcn{ | g'eqwtug'gxcnvcvqpu'hqt'Hl "42390 "

Vj g'VUC'Ekxki'Tki j w'F kxkukp'CF T'Rtqi tco '\*ETF/CF T'+f gxgnr gf "c'\$P qy "Y j cv\$'h{ gt" f guki pgf "vq'cuukv'o cpci gtu'lp'r tgr ctkpi "hqt'o gf kcvf "f luewukqpu0'ETF/CF T'eq/ur qpuqtgf "y g" f gxgnr o gpv'qh'cp'kphqto cn'VUC'CF T'eqwpekn'y j lej "kpkcvf "eqmcdqtcvqpp'cpf "uj ctkpi "qh'dguv" r tcevegu'cetquu'VUC'u'xctkfg "f kur wgt'guqnwqk'p'r tqi tco u0'F wtkpi "c'HCO U/ J S "qr gp'j qwug." ETF/CF T'cevkvgn{ "gpi ci gf "qxgt'72"o cpci gtu'cpf "go r m{ ggu.'y j krg'gf wecvkpi "cpf "r tqo qvki " yj g'dgpgkhu'qh'CF T'kp'vj g'GGQ'eqo r rckpv'r tqegu0'Kp'Hl "4239.'ETF/CF T'uw r qtvgf "y g" F gr ctvo gpv'u'Uj ctgf "P gwtcni'kpkcvxg'd{ "ugpf kpi "ugxgp'ETF'go r m{ ggu'vq'pgy "o gf kcvqt" vtcklpi . 'y j lej "dtqwi j v'vj g'pwo dgt'qh'VUC"o gf kcvqtu'qp'vj g'Uj ctgf "P gwtcni'tquvt'vq'550'ETF/ CF T'cnuq'f gxgnr gf "cpf "rcwpej gf "c'pgy "CF T'r knv'clo gf "cv'gZR cpf kpi "r qvqpvkcn'tguqnwqk" qr vqpu0'Kp'Hl "423: . 'ETF/CF T'y kni'kvtqf weg'vj g'ugeqpf "vgt'qh'vj g'CF T'r knv'gpeqo r cuukpi " yj g'wug'qh'c'tguqnwqk'tgeqo o gpf cvkqp'r cpgn'k'ecugu'y j gtg'o gf kcvkqp"j cu'tgej gf "cp'ko r cuug0"

F wtkpi "Hl "4239.'ETF/CF T'eqpf wevgf "442'r tg/eqo r rckpv'CF T'ugukqpu."3: 7"o gf kcvkqpu.'cpf " 57'hcekkcvkqpu0"Y j gp'c'r tg/eqo r rckpv'CF T'gxgpv'y cu'j grf . 'tguqnwqk'qeewtgf "77'r gtegpv'qh" yj g'vko g'\*57'ugwrgo gpw'cpf "342'f gekukqpu'vq'y kj f tcy "htqo "y g'GGQ'r tqegu'chvgt'vj g'CF T" gxgpv'0'Kp'cf f kxqp.'ETF/CF T'eqpf wevgf "34'CF T'gxgpv'f wtkpi "y g'hqto cn'eqo r rckpv'uoci g." tguwvki "kp'hxg'ugwrgo gpw'cpf "y q'y kj f tcy cu'htqo "y g'GGQ'r tqegu'\*7: 'r gtegpv'tguqnwqk" tcvg+0"

70 WUOEkkj gpui kr "cpf "k o ki tcvkqp"Ugtxlegu"

**Infrastructure**

Vj g'WUEKUau'Qhleg"qh'Gs wcn'Qr r qtwpkv{ "cpf "kpenukqp"\*QGQK'r tqxkf gu'GGQ'ugt xlegu'vq" 38.865'go r m{ ggu'cv'qxgt'442'qhlegu'y qtnf y kf g0'Vj g'Ej kgh'qh'QGQK'gr qt w'f ktgevn{ "vq'vj g" F gr wv{ 'F ktgevqt'qh'WUEKU.'wvf gtueqtkpi "y g'ci gpe{ au'eqo o ko gpv'vq'vj g'ko r qtcpeg'qh'GGQ"cu" cp'kpvgi tcnr ctv'qh'vj g'WUEKU'o kuukp'vq'gpwvt'g'c'y qtnr nceg'htgg'htqo "f kuetko kpcvqpp0'QGQKku" qti cpk{ gf "kpv'vj tgg'f kxkukqpu-<"y g'Eqo r rckpv'T guqnwqk'F kxkukp'\*ETF +=vj g'F kxgtukv{ " O cpci go gpv'Qr gtcvqpu'\*F O Q'+F kxkukp=cpf "y g'Rqrk{ . 'Rrppkpi . 'cpf "T guqwtegu"\*RRT+" F kxkukp0'QGQK'vch'ewttgpvn{ "eqpukv'qh'46'hwv'vko g'go r m{ ggu0'C f f kxqpcmf . '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 tqeguokpi . "vj g'pwo dgt'qh'eqo r ngvgf "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+lpkgvki cvkqpu'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'qxtcm'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 ckp'gf "j k j "cv'52'r gtegpv'kp'Hl "42390"htv j gto qtg. "vj g'CF T"r ctv'ekr cvkqp'tcvg'kp'r tg/  
eqo r mcpv'u'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'ht'3: "o gf kcvkqpu'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 pcv'gf "O cpci go gpv'Qhhekcni"FO Qu+cetquu"  
WUEKU'cpf "cf "j qe "vgr j qple "vtcklpi "v'62'lpf kxk wcn'qt "uo cmi' tqw u'qh'FO Qu'y j q'y gtg"  
lpqxk'gf "kp'r gpf kpi "o gf kcvkqpu'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 kwewu'vj g'i qcn'cpf "dgpghku'qh'o gf kcvkqp. "cpf "hco kktk'g'vj go "y kj "vj g"  
o gf kcvkqp"r tqegu0"Vj tqwi j "ku'ghhtw'lp'vj gug'ctgeu. "WUEKU"j qr gu'v'htv 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'kp'y kj "vj g'GGQE"v'3.3: ; "uwr gtxkqtu"cpf "o cpci gtu0"O qtg'vj cp'7.522"  
o cpci gtu'cpf "uwr gtxkqtu'tgegk'gf "vtcklpi "ukpeg'vj ku'lpk'k'v'xg'y cu'lpvtqf wegf "kp'Hl "42330"  
Cf f kxkpcm { . "QGQK'eqpf wevgf "pwo gtqwu'vtcklpi "uguukqpu'kp'Hl "4239"ht'q'xgt'3.659"go r m { ggu"  
cetquu'vj g'ci gpe { . "kp'r gtuqp'cpf "d { "xkf gq "vgrgeqphgt'gpeg. "qp"GGQ/tgr'vgf "vqr keu'uwej "cu"  
j ctcuuo gpv. "tgr tkucn'cpf "hquvgtkpi "cp'lpenuk'xg'cpf "tgr ge'wri'y qtnr meg0"Cu'c'tguwn'qh'vj ku"  
vtcklpi "ghhtv."cr r tqzko cvgn { "plpg'r gtegpv'qh'vj g'WUEKU'y qtnhtqeg'tgegk'gf "kp'f gr vj "vtcklpi "qp"  
j ctcuuo gpv0"WUEKU'eqpvkpwgf "v'wug'ku'cpv'k'j ctcuuo gpv'j qv'kp'g'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 cvkqpu'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'ekpi "94"eqpv'cew. "  
eqo r ctgf "v'q'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 qtnhtqeg'qp"j ctcuuo gpv'kp'Hl "4239"cpf "vj g'ko r ngo gpv'cvkqp'qh'cp'CPv'  
J ctcuuo gpv'O 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'v'q'qxgt"; .: 22'ekxkrcp'go r m{ ggu0: ""  
Vj g'EkkniTki j w'F ktgevqt 'tgr qtu'v'v'j g'Ego o cpf cpv'qh'v'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 'kpv'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'kphqto 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'k'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 gt. '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'kphctutwewtg'cee qo r rkuj o gpw'cej kxgf 'k'p'Hl "4239-<

- Dcug'J qpqnw'eqo r rvgf 'ur ceg'tgpqxcv'kqpu'qh'v'j g'ETF 'hgrf 'qhhleg.'y j lej 'ugt xgu'  
r gtuqppgn'lp'J cy ckk'I wco . 'cpf 'v'j g'Rcekhe'tgi kqp0'C'egpvtcrk' gf "qhhleg'k'p'J qpqnw'y cu'  
qtki kpcmf 'r tqr qugf 'k'p'4234=] qy gxgt. 'f grc { u'y gtg'ecwugf 'd { 'tguqweg'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 gtghqg.'r tqxkf kpi 'equv'ghgev'xg'cpf 'ceeguikdg'GGQ'IGQ'ugt xlegu'v'q'WUEI "  
r gtuqppgn'y kj k'p'v'v'j gqi tcr j k'e'tgi kqp0"

- Kp'Hl "4235.'ETF 'rcwpej gf 'v'j g'utcvgi k'Rncp'qh'Cev'kqp'4238'\*RQC'4238+'y j lej 'ugv'  
hqt'v'j g'htco gy qtnl'ht'cej kxkpi 'ETF a'u'o kuukqp0'ETF 'gzv'p'gf gf 'RQC'4238'v'j tqwi j "  
Hl "4239.'cpf 'eqo r rvgf 'c'p'gy 'utcvgi k'r rcp'hqt'42440'ETF 'tgxkgy gf 'v'j g'55'o gcuwt'gu'  
eqpv'k'p'gf 'k'p'RQC'4238.'cpf 'o cf g'o qf k'hecv'kqpu'v'q'o clpv'k'p'qt'ko r tqxg'r gthqto cpeg"  
qxgt'v'j g'p'gzv'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 'qdlgev'x'gu.'f gur kxg'  
uki p'hecv'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 'k'p'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't'cv'g'qh'73'r gtegpv'0"  
Vj ku'gzeg'gf gf 'v'j g'ETF 'utcvgi k'r rcp'i qcn'qh'72'r gtegpv.'cpf 'tgr tgugpv'u'c'h'xg/r qkpv'k'petgcug'  
ht'qo "c't'guq'w'k'p't'cv'g'qh'68'r gtegpv'k'p'Hl "42380""

Hqto cn'eqo r rcpv'u'<"Vj gtg'y gtg'64'hqto cn'eqo r rcpv'u'h'grf 'k'p'Hl "4239.'y j lej 'ku'c'urki j v'  
f getgcug'ht'qo 'v'j g'67'eqo r rcpv'u'h'grf 'k'p'Hl "42380"WUEI 'eqo r rvgf "; 2'r gtegpv'\*58'qh'62+'qh'ku'  
k'pxguki cvkqpu'y kj k'p'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'k'p'Hl "42380"J qy gxgt.'WUEI 'gzr gtl'p'eg'f 'c'65'r gtegpv'  
k'petgcug'k'p'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'pk' { '\*GQ+'ugt xlegu'v'q'qxgt'67.222'o k'kxct { '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 kpcvkqp0"Y kj 'tgi ctf 'v'q'kuu'gu/'j ctcuuo gpv.'v'gto uleqpf k'k'qpu'qh' go r m{ o gpv.'cpf 'r gthqto cpeg'gxcnvcvkp lcr r tclucn'kgo u'y gtg'yj g'o quv'htgs wgpv' 'tckugf 'k'p' eqo r n'k'p'u0""

CF T<"k'p'cp"ghqtv'v'q't'guq'x'g'kuu'gu'cv'yj g'gctr'k'guv'qr r qt w'p'k'v'. 'WUEI "qh'gtg'f 'CF T'v'q'322" r gte'gpv'qh'k'p'f k'k'f wcn'l'k'p'k'c'v'k'p'i 'r t'g'eqo r n'k'p'u'k'p'Hl "42390"Qh'yj g'; 'r t'g'eqo r n'k'p'u.'76" k'p'f k'k'f wcn'ceegr v'g'f 'r ct'v'k'k'r c'v'k'p'k'p'yj g'r tqi tco 0"Vj ku't'guwngf 'k'p'c'83'r gte'gpv'r ct'v'k'k'r c'v'k'p' t'c'v'g'0"Qh'yj g'76"k'p'f k'k'f wcn'yj q'r ct'v'k'k'r c'v'g'f 'k'p'CF T.'ugw'ngo gpv'y cu'cej k'g'x'g'f 'k'p'65'r gte'gpv'\*45+' qh'yj g'ecugu0"WUEI au'CF T'r ct'v'k'k'r c'v'k'p'k'p'c'v'g'f 'k'p'CF T.'ugw'ngo gpv't'c'v'g'ct'g'yj g'j k'j guv'WUEI 'j cu' g'zr g't'k'g'p'eg'f 'k'p'c'f g'ec'f g'0"

T'gcu'q'p'cd'ng'Ceeqo o qf c'v'k'q'pu<"WUEI 'i t'c'p'v'g'f "; 6'r gte'gpv'\*424+'qh'yj g'437't'gs w'gu'u'ht'q" t'gcu'q'p'cd'ng'ceeqo o qf c'v'k'q'pu0"Vj ku'l'p'cn'f'gu. 'dw'ku'p'q'v'ht'o k'g'f 'v'q.'g'ng'ext'q'p'k'e'gs w'k'r o gpv." g'ti q'p'q'o k'e'ej c'k'u. 'v'g'ng'y q't'm'c'ng't'p'c'v'k'x'g'y q't'n'l'uej g'f w'gu.'o q'v'q't'k' g'f 'ue'q'q'v'g'tu.'y j g'g'rej c'k'u.'cpf " u'k'i p'r'c'p'i w'c'i g'l'p'v'g'r t'g'v'g'tu0"WUEI 'eq'p'v'k'p'w'g'f 'ku't'g'nc'v'k'p'uj k'r 'y k'j 'y j g'F g'r c't'v'o gpv'q'h' V't'c'p'ur q't'c'v'k'q'p'F QV+F k'ucdkrkv' 'T'g'u'q'w't'eg'E'g'p'v'g't'F TE+0'F TE'r t'q'x'k'f g'u'WUEI 'y k'j 'c'eg'p't'c'm'f " h'w'p'f g'f 't'g'u'q'w't'eg'v'q'r t'q'x'k'f g't'g'c'u'q'p'cd'ng'ceeqo o qf c'v'k'q'p'ug't'x'legu.'r g't'u'q'p'c'n'c'u'k'k'nc'p'eg'ug't'x'legu." v'g'ej p'le'c'n'c'u'k'k'nc'p'eg.'t'c'k'p'k'p'i.'cpf "q'w't'g'c'ej 'v'q'c'm'f'o c'p'c'i g't'u.'u'w'r g't'x'k'q'q't'u.'go r m{ g'g'u'c'p'f 'l'q'd" c'r r n'ec'p'v'u0""

O q'd'k'k'v' 'R't'q'i t'c'o <"Vj g'WUEI 'J g'c'f s'w'c't'v'g'tu'o q'd'k'k'v' 'r t'q'i t'c'o 'r t'q'x'k'f g'u'f g'x'legu.'u'w'ej "cu" o q'v'q't'k' g'f 'ue'q'q'v'g'tu'c'p'f 'y j g'g'rej c'k'u.'v'q'WUEI "go r m{ g'g'u.'c'r r n'ec'p'v'u.'c'p'f 'x'k'k'q't'u0"K'p'Hl "4239." y j g'r t'q'i t'c'o 't'g'eg'k'x'g'f "4; 't'gs w'gu'u.'y j k'ej 'r t'q'x'k'f g'f 'v'g'o r q't'c't' { 'ceeqo o qf c'v'k'q'pu'ht'48"k'p'f k'k'f w'c'n' y k'j 'o q'd'k'k'v' 'p'g'g'f u0"F t'c'y k'p'i 'q'p'yj g'u'w'ee'g'u'g'u'q'h'yj g'J g'c'f s'w'c't'v'g'tu'r t'q'i t'c'o . 'y j g'WUEI " g'zr c'p'f g'f 'y j g'r t'q'i t'c'o 'v'q'ku'ETF 'q'h'h'eg'u'p'c'v'k'q'p'y k'f g'c'p'f 'v'q'ug'r'g'e'v'r'c't'i g'v'p'k'u'k'p'Hl "42390"

**Services and Proactive Engagement**

WUEI 'r g't'h'q't'o u'c'p'p'w'c'n'c'u'g'u'o gpv'u'v'q'f g'v'g't'o k'p'g'k'h'c'p' { 'r g't'eg'r v'k'q'pu'q'h'd'k'u'q't'v't'k'i i g't'u'g'z'k'u'v'yj c'v' c'h'h'g'e'v'yj g'GGQ'erk'o c'v'g'0"WUEI 'c'ej k'g'x'g'u'yj ku'yj t'q'w'i j 'GGQ'erk'o c'v'g'c'u'g'u'o gpv'c'p'f 'u'w't'x'g'f u0"K'p'Hl "4239.'WUEI 'eq'p'f w'ev'g'f "44"q'p'/'u'k'g'erk'o c'v'g'c'u'g'u'o 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' 'y j g'39't'g'x'k'g'y u'eq'p'f w'ev'g'f 'k'p'Hl "42380"WUEI 'c'n'q'w'ug'u'yj g'u'w't'x'g'f 'c'p'f 't'g'r q't'v'k'p'i " u'g't'x'legu'q'h'yj g'F g'h'g'p'ug'G's w'c'n'Q'r r q't'w'p'k'v' 'O c'p'c'i g'o gpv'k'p'uk'w'w'g'F GQO K'0"Vj g'F GQO K' Q't'i c'p'k' c'v'k'q'p'c'n'Erko c'v'g'U'w't'x'g'f "F GQEU+c'u'g'u'g'u'y q't'n'h'q't'eg'r g't'eg'r v'k'q'pu'q'h'f k'uet'ko k'p'c'v'k'q'p." j c't'c'u'o gpv.'g's w'c'n'q'r r q't'w'p'k'v'.'c'p'f "q'v'j g't'q't'i c'p'k' c'v'k'q'p'c'n'g'h'h'g'e'v'k'g'p'g'u'u'o g'c'u'w't'g'u0"Vj g'u'w't'x'g'f " t'g'r q't'u'r t'q'x'k'f g'v'p'k'/'h'g'c'f g't'uj k'r 'y k'j 'y j g'c'd'k'k'v' 'v'q'd'g'w'g't'c'p'c'n' | g'yj g'y q't'n'ierko c'v'g'0"WUEI 'v'p'k' eqo o c'p'f k'p'i 'q'h'h'eg't'u'c'p'f 'u'w'r g't'x'k'q'q't'u'c't'g't'g's w'k'g'f 'v'q'c'm'q'y 'y j g'k't'go r m{ g'g'u'c'p'q'r r q't'w'p'k'v' 'v'q' r ct'v'k'k'r c'v'g'k'p'c'p'c'p'p'w'c'n'erk'o c'v'g'c'u'g'u'o gpv'u'w't'x'g'f 0"K'p'c'f f'k'k'q'p.'y j g'f "o w'u'v'ij c't'g'yj g'u'w't'x'g'f " t'g'u'w'u'yj k'j 'y j g'k't' 'u'w'r g't'x'k'q'q't'u'c'p'f 'et'g'c'v'g'c'p'c'v'k'q'p'r m'p'v'q' 'h'q'u'v'g't'r q'u'k'k'x'g'd'g'j c'x'k'q't'u'c'p'f 'c'f f't'g'u'u' c'p'f { 'eq'p'eg't'p'u0"Vj g'ug'c'v'k'q'p'r m'p'u'ec'p'd'g'et'g'c'v'g'f 'w'uk'p'i 'F GQO K'u'0c'u'g'u'o gpv'u'v'q'U'q'n'w'k'q'p'u0" y g'd'uk'g'0"K'p'Hl "4239.'44.526"WUEI "go r m{ g'g'u'r ct'v'k'k'r c'v'g'f 'k'p'yj g'F GQEU'c'p'p'w'c'n'erk'o c'v'g' c'u'g'u'o gpv'u'w't'x'g'f u0"

WUEI 'eq'p'v'k'p'w'g'f 'ku't'g's w'k't'go gpv'ht'q't'k'g'p'p'k'c'n'GGQ'cy c't'g'p'g'u'u't'c'k'p'k'p'i 'h'q't'c'm'f'o k'k'k'c't' { 'c'p'f " e'k'k'k'c'p'o go d'g't'u'q'h'yj g'y q't'n'h'q't'eg'0"F w'k'p'i 'Hl "4239.'ETF 'r t'g'ug'p'v'g'f 'c'p'f 'h'c'ek'k'c'v'g'f 'f'k'ue'w'uk'q'pu"

f wtkpi 'kp/r gtuqp'vtckpki 'uguukapu'htq'44.747'lpf kxf wcu. 'lpenwf kpi '3.496'uwg gtxluqtu0'Vj ku' tgr tgugpvu'cp'3: 'r gtegpv'kpetgcug'qxgt'yj g'pwo dgt'r tgugpvf 'kp'Hl '4238'\*3; .335-0

ETF 'eqpvkpwgf 'vq'r wdrku' 'yj g'o qpvy n' 'pgy ungwgt'Ekkl'Tki j w'Qp'F gem'y j lej 'ku'vcti gygf 'vq' kpvgtpcn'cpf 'gzvgtpcntgcf gtu0'Vj g'pgy ungwgt'r tqxkf gu'cp'ko r qtvcpv'cxgpwg'yj tqwi j 'y j lej 'yj g' ci gpe' 'gf wecvu'yj g'y qtnhqtg'cpf 'ng' 'uvcngj qrf gtu'qp'GGQ'ecugu.'i gpgtcl'GGQ'IGQ'eqo r m'kpv' r tqegu'kphqto cvkqp.'dguv'r tcevegu.'GGQ'IGQ'cy ctf u.'cpf 'ur gekn'qdugt'xcpegu0

90 WUUEwuxgo u'cpf 'Dqtf gt'Rtqyevkqp"

### Infrastructure

EDR'u'Rtkxce' { 'cpf 'F kxgtuk' { 'QHk'eg\*'RF Q+'ku't gur qpukdng'htq'f gxgrqr kpi 'cpf 'cf o kpvkgtkpi 'cni' r qrlkgu'cpf 'f k'gevxgu'tgrv'gf 'vq'gpuwtkpi 'hwn'eqo r nkpeg'y kj 'yj g'Rtkxce' { 'Cev.'Htggf qo 'qh' kphqto cvkqp' 'Cev\*'HQK+' 'hgf gtcn'f kxgtuk' { 'cpf 'lpenwukqp'r qrlkgu.'GGQ'rcy u.'cpf 'ekxk'itki j w' cpf 'ekxk'itk'gdgt'vku'rcy u0'RF Q'u'F kxgtuk' { 'cpf 'GGQ'F kxkukqp'r tqxkf gu'GGQ'cpf 'f kxgtuk' { 'cpf ' lpenwukqp'ugtxk'egu'vq'qxgt'7; .222'EDR'go r m' { ggu0'Vj g'F kxgtuk' { 'cpf 'GGQ'F kxkukqp'ku' eqo r qugf 'qh'c'F k'gevtq.' 'y j q'ku'uwg r qtv'gf 'd' { 'c'F gr w'w' 'F k'gevtq'cpf 'Cuuk'vcpv'F k'gevtu0"

### Complaint Processing

Hqt'yj g'ukz'yj '{ gct'kp'c'tqy . 'EDR'vko gn' 'eqo r r'v'gf '322'r gtegpv'qh'ku'GGQ'eqwpugr'kpi 0'k'p'Hl ' 4239.'EDR'vko gn' 'eqo r r'v'gf '859'GGQ'eqwpugr'kpi u.'c'38'r gtegpv'kpetgcug'qxgt'yj g'76; 'vko gn' " eqwpugr'kpi u'eqo r r'v'gf 'kp'Hl '42380'k'p'Hl '4239.'488<sup>42</sup>'hqt'o cne'eqo r m'kpv'u'yj g'tg'hk'gf . " tgr tgugpv'kpi 'c'36'r gtegpv'f getgcug'htqo 'Hl '4238'yj g'p'52; 'eqo r m'kpv'u'yj g'tg'hk'gf 0'EDR' eqo r r'v'gf '453'kpxguki cvkqpu'kp'Hl '4239.'eqo r ctgf 'vq'387'kpxguki cvkqpu'eqo r r'v'gf 'kp'Hl ' 4238.'c'62'r gtegpv'kpetgcug0'Vj g'pwo dgt'qh'kpxguki cvkqpu'eqo r r'v'gf 'y kj kp'yj g'tgi w'v'qt { " vko ght'co gu'f getgcug'htqo " ; ; 'r gtegpv'\*385+'kp'Hl '4238.'vq"; 5'r gtegpv'\*436+'kp'Hl '42390'EDR' j cf 'yj tgg'hk'pf kpi u'qh'f kuetko k'pcv'kqp.'qpg'qh'y j lej 'kpxq'rg'f 'wuk'pi 'u'qekn'o gf k'cu'c'r m'v'ht'o 'hqt' etgc'v'kpi 'c'j qu'k'g'y qtm'g'p'x'k'q'po gpv0'k'p'yj cv'ecug.'go r m' { ggu'w'ugf 'c'r t'lx'cv'g'u'qekn'o gf k'i t'qwr " r ci g'v'q'r qu'v'f kuetko k'pcv'qt { "eqo o gpw'cpf 'q'v'j g't'j ctcu'kpi 'eqpv'gpv0'Vj ku'f gekuk'qp'ku'uki p'k'k'ecpv' dgecv'ug'k'v'go r j c'uk' gu'v'j g'ko r qtv'c'peg'qh'o c'pci gtu'v'cn'kpi 'eqo r m'kpv'u'qh'q'p'rk'p'g'j' ctc'cuo gpv' ugt'k'q'w'nt' . 'cpf 't'geqi p'k' kpi 'yj cv'v'j g'y qtmr m'eg'gz'v'p'f u'd'g' { q'p'f 'r j { u'k'ec'n'd'q'w'p'f c't'kgu.'cpf 'ku'f gh'k'p'gf " d' { 'y qtm'kpi 't'gr'v'k'p'uj k'r u.'y j g'p'g'x'g't'cpf 'y j g't'g'x'g't'yj g' { 'q'ee'w'0'EDR'j cu'w'ugf 'yj ku'cu'cp' qr r q'w'p'k'v' { 'vq'gz'co k'p'g'ku'r qrlkgu'cpf 'g'pi ci g'o c'pci gtu'cpf 'uwg gtxluqtu'qp't'geqi p'k' kpi 'yj g' eqpp'g'ev'k'qp'd'gyy g'gp'd'g'j c'x'k'q't'qp'u'qekn'o gf k'cu'cpf 'kp'yj g'y qtmr m'eg0"

k'p'cp'gh'ht'v'v'q'r t'qo q'v'g'cpf 'u'vko w'v'v'g'rg'ct'p'kpi 'yj tqwi j 'gz'co k'p'kpi 'd'guv'r t'cevegu'cpf 'r tqegu' ko r tqx'go gpw.'EDR'f gxgrqr gf 't'q'w'p'f v'cd'ng'ht'w'o u'htq'k'p'x'g'uki cvkqpu.'r t'g'/'eqo r m'kpv.'cpf " f kxgtuk' { 'cpf 'lpenwukqp'v'g'co u0'Vj g'ht'w'o u'g'p'cd'ng'f 'u'v'cl'h'o go d'gtu'v'q'uj c't'g'cpf 'rg'ct'p'cd'q'w' k'pv'gt'g'uk'pi 'ecugu.'t'g'ug'ct'ej 'cee'eqo r r'k'uj o gpw.'cpf 'f k'ue'w'u'x'c't'k'q'w'u'f kxgtuk' { 'v'q'r k'eu0'Vj g'ht'w'o u' y g't'g'c'nu'q'w'ugf 'cu'cp'qr r q'w'p'k'v' { 'hqt'q'v'j gtu'v'q'r t'g'ug'p'v'f k'h'gt'gp'v'v'g'ej p'k' w'gu'ht'q'eq'p'f v'ev'k'pi " k'p'x'g'uki cvkqpu'cpf 'GGQ'eqwpugr'kpi . 'cu'y g'n'cu'g'pi ci kpi 'kp'f kxgtuk' { 'cpf 'lpenwukqp'c'ev'x'k'k'gu0'Vj g' hqt'w'o u'c'nu'q'r tqx'gf 'vq'd'g'c'r q'y g't'h'w'lg'ct'p'kpi 'v'q'q'n'ht' 'l'w'p'k'q't' 'u'v'cl'h'o go d'gtu'cpf 'g'p'cd'ng'f 'yj go 'vq' d'ge'qo g'gz'r qu'gf 'vq'f k'h'gt'gp'v'y c' { u'q'h'c'ee'eqo r r'k'uj kpi 'yj g't'f 'w'k'gu.'cpf 'ko r tqx'kpi 'yj g't' r g't'h'q'to c'p'eg.'y j k'rg'ht'ct'p'kpi 'ht'qo 'yj g't' r g'gtu0"

.....

<sup>42</sup>'Vj ku'pwo dgt 'lpenwf gu'ppg'eqph'ev'qh'kpv'gt'gu'eqo r m'kpv'yj cv'ku'ew't'gp'v' { 'd'g'kpi 'r tqegu'gf 'ht'cp'q'j g't'Eqo r q'p'gp'w'

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' etgcvg'f "c'vtcklpi 'eqwtug'ecmgf "oY j cv'O cpci gtu'cpf 'Uwr gtxkuqtu'Ecp'Gzr gev'f wtkpi 'O gf kcvqp'o' qp'F J Uu'RCNO U'grgestqple'rgctplpi 'u{ ugo 0"Vj g'vtcklpi 'uwr 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'ut gco r kpgf "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' { 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'c'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'vckvqp'tgs wkt go gpw0"kp'cf f kkp. 'o gf kcvqt" tgegt'vckvqp'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'kpgf "qt" y j q'j cf 'h'ckng'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 UCF T'CF xkuqt { 'Eqwpek'n'r tqx'kf kpi " i w'kf cpeg'cpf 'kpr w.'cpf 'cuuk'v'kpi 'lp'Eqo r qpgp'v'y kf g'vtcklpi 0'Vj ku'eqm'cdqtcv'kqp'cnuq'r tqx'kf gf " vj g'qr r qtwp'k'f 'hqt'EDR'vq'dg"o qtg'emqng'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'kpwq'wun'f "ut'kxg'u'vq'kpeqtr qtcv'g'GGQ'lp'vq'g'xgt { f c { 'r tce'v'leg'cpf "o cngu'f kxgtuk'f { 'cpf " kpen'v'kqp'r tkpek'ngu'hwp'f co gpv'cn'r ctw'qh'EDR'au'qti cpk' cvkqpcn'eww'wt g0'F wtkpi 'Hl "4239.'EDR' eqp'v'kpw'gf "lo r ngo gpv'v'kqp'qh'ku'F kxgtuk'f { 'cpf "kpen'v'kqp'U'v'cv'gi ke'R'rcp'Hl "4238"o'Hl "42420"Vj g' R'rcp'kpeqtr qtcv'gu'c'eqo r tgj gpuk'xg'cpf 'lp'v'gi tcv'gf "cr r tqcej 'vq'f kxgtuk'f { 'cpf "kpen'v'kqp'y kj kp" EDRA'j wo cp'tguq'wte'g'ut'cv'gi kgu.'y j kg'c'rk'p'kpi 'EDRA'ut'cv'gi ke'i qcn'u'y kj 'GGQ'r tkpek'ngu'vq" cf xcpeg'vj g'i qcn'qh'dw'kf kpi "cpf "o cl'p'v'cklpi "c"o qf gn'y qtm' r'ceg0' "

F wtkpi 'Hl "4239.'EDR'au'lo r ngo gpv'v'kqp'qh'vj g'R'rcp'ur c'pp'gf "cet'quu'v'y q"o cl'qt'ct'gcu'vj cv'j cxg" r ct'v'ew'ct't'g'p'xcpeg'y kj "tgi ct'f "vq'GGQ'eqo r m'kpw'<"vtcklpi "cpf "kf gp'v'kh'f kpi "t'gp'f u'vj tqwi j "f'cv" c'pcn'f uku0""

- 30 Vtcklpi 'o'EDR'gpi ci gf "lp"o wnk'rg'vtcklpi "ce'v'x'k'k'gu'cet'quu'x'ct'k'q'w'u'r m'v'hqto u'\*qp/ukg." y gdl'pct.'cpf "eqo r wgt/dcug'f +vq'hwt'vj gt'ut'gpi vj gp'ku'GGQ'r tqi tco 0'Vtcklpi "kpen'v'f gf <"
  - o Uwr gtxkuqt { 'Ngcf gtuj kr "Vtcklpi <"Vq'gpwtg'uwr gtxkuqtu'ctg'cy ctg'qh'vj gk" qdri cvkqpu'vq'j gr "gpwtg'c'y qtm'gp'x'k'q'po gpv'ht'gg'qh'f kuetko kpcv'kqp'cpf " t'g'v'ck'v'kqp.'cm'p'gy 'uwr gtxkuqtu'ctg't'gs wkt gf "vq'eqo r rvg'f'Uwr gtxkuqt { 'Ngcf gtuj kr " Vtcklpi .o'y j lej 'kpen'v'f gu'o qf wngu'qp'f kxgtuk'f { 'cpf "GGQ'cy ctg'p'guu0'F wtkpi 'Hl " 4239.'939'pgy 'uwr gtxkuqtu'eqo r rvg'f 'Uwr gtxkuqt { 'Ngcf gtuj kr "Vtcklpi 0""

- GGQ'Cy ctgpguu'cpf 'Tgcuqpcdng'Ceeqo o qf cvkqp'Vtcklpi <'EDRau'RF Q' eqpf wevgf "762"öGGQ'Cy ctgpguuö'cpf "öTgcuqpcdng'Ceeqo o qf cvkqpö'tcklpi " uguukqpu'v'f w'f 'ucvku'pu'cetquu'y j g'pcvku'p0"Vj gug'tcklpi 'uguukqpu'y gtg'f grkxgtgf " vq'9.6; 8'uw' r gtxkuqtu'cpf "go r m'j { ggu.'r tqxkf lpi "cp'qxgtxkgy "qh'EDRau'cpw' f kuetko kpcvku'p'r qrlk { "cpf "eqo o ko gpv'v'f kxgtukv'f "c'tgxkgy "qh'GGQ'rcy u'cpf " Gzgewkxg'Qtf gtu=f kuewuukqpu'qh'y j cv'eqpukw'g'f kuetko kpcvku'p' { "dgi cxlqt'cpf " j ctcuo gpv'cpf "cp'qxgtxkgy "qh'y j g'tgcuqpcdng'cee'qo o qf cvkqp'r tqegu0"
- F J U'P q'HGCT'Cev'cpf 'Cpv'J ctcuo gpv'Vtcklpi <'EDR'go r m'j { ggu'cpf " uw' r gtxkuqtu'y gtg'cnu'q'r tqxkf gf "y kj "F J U'ur gekhe'P q'HGCT'Cev'cpf 'Cpv' J ctcuo gpv'Vtcklpi . 'y j lej 'kf gpv'k'gu'Ci gpe { 't'gur qpuk'k'k'gu'cpf "go r m'j { gg' t'gur qpuk'k'k'g'ur tq'ge'v'ku'p'w'p'f gt' h'gf g'c'n'rcy "cpf "F J U'r qrlk { 0'F w'k'pi "H' "4239." 39.446'EDR'go r m'j { ggu'eqo r r'ev'gf "y ku'tcklpi 0"

40 Kf gpv'k'k' lpi "Vt'gpf u'ö'EDR'eqpf wevgf "ugxgtcn'cpcn'f ugu'v'q'r tqce'v'k'gn'f 'kf gpv'k'k' { "go gti lpi " vt'gpf u'ht'q' g'c'n'f { "k'p'v'g'x'g'p'v'k'p'0"Vj gug'c'p'c'n'f ugu'k'p'c'n'f gf <"

- Ugzwn'J ctcuo gpv'<'RF Q'eqpf wevgf "cp'cuuguo gpv'qh'ugzwn'j ctcuo gpv'GGQ" eqo r r'ck'p'u'k'g'f 'ht'qo "H' "4234'y tqwi j "H' "4238.'y j lej 'k'p'c'n'f gf "c'tgxkgy "qh' ugzwn'j ctcuo gpv'eqo r r'ck'p'u. 'd { "m'ec'v'k'p. 'h'q' t'gpf u'0'k'c'nu'q'k'p'c'n'f gf "c'tgxkgy "qh' r qrlk'gu'cpf "r tqegf w'g'u't'g'rc'v'f "v'q't'g'r q't'v'k'pi "ugzwn'j ctcuo gpv'v'q'g'puw't'g' eqo r r'ck'p'eg'y kj "y j g'GGQE'au'G'p'ht'ego gpv'I w'k'f c'p'eg'q'p'X'k'ect'k'q'u'Go r r'q'f gt " N'k'd'k'k'v'f 'h'q' 'W'p'r'c'y h'w'i'J ctcuo gpv'd'f { "U'w' r g't'x'k'q't'u'0"EDR'c'nu'q' t'gxkgy gf "y j g' t'ge'qo o g'p'f c'v'k'p'u'k'f gpv'k'k'f { "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'ev' V'c'u'n'H'q't'eg'q'p'v'j g'U'w'f { 'q'h'J ctcuo gpv'k'p'v'j g'Y'q't'm'r'ev'g'v'q' h'w'v'j g't'w't'g'p'i v'j gp' EDRAu'gh'ht'w'k'p'o c'k'p'v'k'p'pi "c'y q't'm'r'ev'g'ht'gg'q'h'f kuetko kpcvku'p' { "j ctcuo gpv'0"
- F k'ue'k'r n'p'g'<'RF Q'eqpf wevgf "cp'c'p'c'n'f u'ku'q'h'f k'ue'k'r n'p'g'ht'qo "H' "4236'y tqwi j "H' " 4238.'v'q'k'f gpv'k'k' { "r q'v'p'v'c'n'v'g'p'f u'c'p'f "y j g'v'j g't'c'p' { 'i' t'q'w'r "q'h'go r m'j { ggu'y cu'd'g'k'pi " c'f x'g't'ug'n'f 'k'o r c'ev'gf "d { "o c'p'c'i go gpv'w'r qrlk'gu'cpf l'q't' r t'c'ev'k'gu't'g'rc'v'f "v'q' f k'ue'k'r n'p'g'0"
- Y q't'n'h'q't'eg'F k'x'g't'uk'v'f <'EDRAu'y q't'n'h'q't'eg'r c't'v'k'ek' c'v'k'p't'c'v'g'u'y g't'g't'gxkgy gf "q'p'c" o q'p'y n'f "d'c'uku'v'q'k'f gpv'k'k' { "v'g'p'f u'c'et'quu'o c'l'q't'q'ee'w'r c'v'k'p'u.'p'gy "j k'g'u.'cpf "y j g' q'x'g't'c'm'y q't'n'h'q't'eg'0"

"

: 0 WUUKö o ki tcvkqp'cpf 'Ewuwqo u'G'p'ht'q'ego gpv'

"

**Infrastructure "**

Vj g'KEG'Q'ht'eg'q'h'f k'x'g't'uk'v'f { "cpf 'E'k'k'i'N'd'g't'v'k'g'u'ug't'x'k'eg'u'v'q'o q't'g'y cp'3; .222'r g'to c'p'g'p'v'KEG'go r m'j { ggu.'qx'gt'82" v'go r q't'c't { "KEG'go r m'j { ggu.'cu'y g'm'c'u'j w'p'f t'g'f u'q'h'f g'v'k'p'g'gu.'y k'p'g'u'gu.'x'k'ev'ko u'q'h'et'ko g.'cpf "y j g' r w'd'k'e'0'Vj g'KEG'Q'F'ET'Cu'uk'nc'p'v'F'k'g'ev'q't' \*CF +r tqxkf gu'ng'c'f g't'uj k'r "cpf "q'x'g't'uki j v'ht'q'v'j g'KEG' GGQ.'F k'x'g't'uk'v'f { "cpf 'k'p'c'n'f k'p'c'n'f 'C'h'k't'o c'v'k'x'g'Go r m'j { o gpv.'cpf 'E'k'k'i'N'd'g't'v'k'g'u'r t'q'i t'co u'0"Vj g'CF " q'x'g't'ug'gu'v'j g'E'qo r r'ck'p'u'cpf "T'g'u'q'n'w'k'p'F'k'k'uk'q'p' \*E'F' +. 'y j lej 'k'u't'g'ur q'p'uk'd'ng'ht'q'c'm'c'ur g'ew'q'h' GGQ'eqo r r'ck'p'v'o c'p'c'i go gpv.'k'p'c'n'f k'p'c'n'f 'k'p'c'ng.'r tq'egu'k'pi . 'eq'w'p'ug'r'k'pi . 'o g'f k'c'v'k'p.'cpf " k'p'x'g'u'ki c'v'k'p.'cu'y g'm'c'u'v'j g'KEG'CF T'r t'q'i t'co 0"Vj gug'h'w'p'ev'k'p'u'c't'g'eg'p'w'c'm'f 'm'ec'v'gf "cpf " o c'p'c'i g'f "c'v'v'j g'j g'c'f s'w'c't'v'g'u'q'h'ht'eg'k'p'Y'c'uj k'pi v'q'p.'F'E' =j q'y g'x'g't.'y j g'CF T'r t'q'i t'co 'k'u'm'ec'v'gf "k'p' D'w't'r'k'pi v'q'p.'X'g'to 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'kphqto cni'cpf "hqtto cni'GGQ"eqo r nkp' vgo u0"Vj gug'cf f kkpccn'tguqwtegu'gpj cpegf "vj g'hqtto cni'GGQ"eqo r nkp'vgo u'y qtm'vqy ctf " vko gn' 'cpf "ghgevkxg"ecug"o cpci go gp0"Cnuq'f wtkpi "Hl "4239."QFET"j ktf "c'pgy "Cp'k J ctcuuo gpv'Rtqi tco "O cpci gt IEqqt'f kpcvqt "vq'tghtguj "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'hc'pgy "eqpvtcevkpi " hto "vq"eqpf wev'GGQ"lpxgunki cvkpu0"QFET"hw'p'f "vj cv'ugxgtcni'q'vj g'eqpvtcevh'to u'vj g' { "y gtg" wtkpi "y gtg"utwi i npi "vq"nggr "r ceg"y kj "vj g'eqo r ngzk' { "cpf "pwo dgt "q'h'lpxgunki cvkpu'pggf gf "d { " KEG0"Cu"t'guwv."QFET"lpxgunki cvkpu'pggf "c'pgy "k'p'gt/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"rcti g'cpf "y gm'gucdrkuj gf "lpxgunki cvkxg'r tqi tco " y kj "WURU"l'p" "Hl "423: ."KEG'y kn'lpxgunki cvkpu'pggf "c'pgy "Drcp'ngv'Rwtej cug"Ci tggo gpv'vq"eqpvtcevk'vq" gzr mtg'cpf "qdvclp"cf f kkpccn'GGQ"lpxgunki cvkxg"cpf "q'vj gt "eqo r nkp'v'tgr'vq'f "ugtxlegu0"

### Complaint Processing "

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

k'p" "Hl "4239."449"htqo cni'eqo r nkp'u'y gtg'hk'gf ."c'ugxgp'r gtegpv'kpetgcug"qxgt"vj g"435"htqo cni' eqo r nkp'u'hk'gf "kp" "Hl "42380"KEG"eqo r ngv'f "365"lpxgunki cvkpu'f wtkpi "Hl "4239."c"43'r gtegpv' f getgcug'htqo "vj g"3: 4'lpxgunki cvkpu'eqo r ngv'f "kp" "Hl "42380"J qy gxgt."vj gtg'y cu'c'urki j v" kpetgcug'kp"vj g'r gtegpvc' g'q'h'lpxgunki cvkpu'vko gn' "eqo r ngv'f <"58'r gtegpv\*73'qh'365+"kp" "Hl " 4239."eqo r c'tgf "vq"55'r gtegpv\*82'qh'3: 4+"kp" "Hl "42380" Cf f kkpccn' ."vj g'cxgtci g'pwo dgt "q'h" r tqegu'kpi "f c { u'vq"eqo r ngv'f "lpxgunki cvkpu'f getgcug'f "htqo "4; 2'f c { u'kp" "Hl "4238"vq"494" f c { u'kp" "Hl "42390"

Vj g'vqr "5"dcugu'cmgi gf "kp"KEG'u'GGQ"eqo r nkp'u'y gtg'tgr tkucn'ci g."cpf "tceg."tgr gevkxgn'0"Cu" r t'gxlq'wun' "f k'uewugf ."KEG"gzr gt'kpegf "c"77'r gtegpv'kpetgcug'kp"vj g'pwo dgt "q'h'cmgi cvkpu'dcugf " qp" f kucdrk' { ."htqo "69"cmgi cvkpu'o cf g'kp" "Hl "4238."vq"95"cmgi cvkpu'o cf g'kp" "Hl "42390"Vj ku" uki p'hk'cpv'kpetgcug'eqpvtkdwgf "vq"vj g'F gr ctvo gpv'u'qxgtcni'kpetgcug'q'h'f kucdrk' { "cmgi cvkpu0" P qvcdn' ."j qy gxgt."f kucdrk' { "y cu'vj g'hk'vj "o quv'htgs wgpv' { "cmgi gf "dcuku'htq' "KEG0"Vj g'vqr "kuwgu" cmgi gf "Hl "4239"y gtg'j ctcuuo gpv'pqp/ugzwcn: "r tqo qv'k'p'pqp/ugr'gevk'p."cpf "v'gto u'cpf " eqpf kkp'u'qh'go r mq { o gpv'0"

KEG'eqpvtcevk'vq"o czko k' g'vj g'wug'q'h'vj g'CF T"r tqi tco 0"kp" "Hl "4239."KEG"q'h'gtgf "CF T"kp"4; : " qh'vj g'52; "kphqto cni'eqo r nkp'u."cp"q'h'gt' "tcv'q'h"; 8'r gtegpv'cpf "cp"kpetgcug'qxgt"vj g"; 5'r gtegpv" \*53; "qh'564+"q'h'gt' "tcv'q'h"kp" "Hl "42380"Vj g'CF T"ceegr v'peg' "tcv'q'h"cuq'kpetgcugf "htqo "65'r gtegpv'vq" 82'r gtegpv\*3: 5'qh'52; +"qxgt' "ruv" { gct0"kp"qt'f gt "vq"gpj cpeg'vj g'wug'q'h'CF T"cv'vj g'htqo cni' eqo r nkp'v'r'j cug."KEG"QFET"ku'r ctv'p'gt'kpi "y kj "vj g'KEG"Q'h'leg'q'h'Rwdrke" T gr'v'k'pu'vq"uwr r qt'v'c" eqp'h'v'tguq'nw'k'p"eco r cki p'kp" "Hl "423: 0"

k'p" "Hl "4239."t'gcu'p'cdrg"ceeqo o qf cvk'p'tgs wguu'kpetgcugf "d { "64'r gtegpv'htqo "Hl "42380"Vj gtg" y gtg"; 23'tgs wguu'o cf g'htqo "6; 7'kp'f kxk' wcn'kp" "Hl "42390"kp"eqo r ctku'qp."kp" "Hl "4238."vj gtg" y gtg"856'tgs wguu't'ge'g'k'gf "htqo "573'kp'f kxk' wcn'go r mq { ggu0"

**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'hqt'vj g'F gr ctvo gpvu'gpvgr tkug'GGQ'f cvdcug0"Vj ku" ej cpi g'cmqy u"KEG'vq'ecvqi qtk g'ku'uwd/qhhegu'y kj kp'vj g'f cvdcug.'tcvj gt'vj cp'hwm' 'tgm kpi "qp" vj g'ETEN'f cvdcug'cf o kpkwtcvqt 'v'ko r ngo gpv'pgeguuct { 'ej cpi gu0"Cu'c't guwn'qh'vj ku'pgy " ceegu."QF ET'ku'pqy "cdng'vq'dgwgt'o cpci g'vj g'qti cpk cvkpcn'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 'vtcklpi '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 'vtcklpi 'r rcpu'ht'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'cee'eqo o qf cvkpu.'cu'y gm'cu'qy gt'r gt'v'kpgpv'kphqto cvkqp.'cpf "kf gp'v'k'gf "ekkgu'y kj "c" rcti g'KEG'r t'gugpeg'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'q'hcekkcv'g'cp'gpxktqpo gpv'qh'f kxgtukv' "cpf "kpenwukp'cetquu" KEG0"Vj gug'xkuku'eqpukv'gf 'qh'kp/r gtuaq'go r m { gg'cpf "o cpci gt'vtcklpi ."rgef gtuj kr "dt'ghkpi u." cpf "o gg'vpi u'y kj "hcekn'w'k'q'qhhekn0"

Cv'c'o kpk wo ."gxgt { 'y q" { gctu."KEG'r tqxkf gu'P q'HGCT"Cev'vtcklpi '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 kuv'g'mqy gt'r tq'v'ek'qp" rny u0"Cu'qh'Ugr vgo dgt'52."4239."KEG'j cf 'vtcklpgf " ; 'r gtegpv\*39.87: +'qh'ku'go r m { ggu.'y j lej " i tgcw'f 'uwr cuugu'vj g'72'r gtegpv'vtcklpi 'i qcn'KEG'ug'v'ht'Hl "42390"Kp'cf f k'k'qp."qp'c's wctv'grn' " dcuku."KEG'r quu'c'uwo o ct { 'qh'uc'v'k'uecn'f c'v'r gt'v'k'k'pi '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'ncedng'ekxk'it'ki j w'ny u.'tgi w'v'k'p'u.'r q'k'elgu.'cpf "i w'k' c'peg'v'j cv'r tqj k'k'v'f kuetko kpcv'k'p'kp'v'j g" hgf 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'q' o q'pk'qtu'eqo r r'k'p'v'r tqegu'k'pi . 'kuw'gu'i w'k' c'peg'cpf "rgef gtuj kr "qp'GGQ'r q'k'e { 'v'q" WUUU'rgef gtuj kr "cpf "uwr gtx'k'qtu.'cpf "q'x'gt'uggu'v'j g'r tqf w'v'k'p'q'h'ug'x'g'tc'n't'gr q't'u.'uwej "cu'v'j g" O F/937'tgr qt'v'cpf "vj g'684'tgr qt'v0"Kp'cf f k'k'qp'v'v'j g'GGQ'F k'gevt.'vj g'GF K'v'ch'i'k'penw'gu'c" F gr w'f "GGQ'F k'gevt.'c'Eqo r r'k'p'u'O cpci gt.'c'Rt'g/Eqo r r'k'p'u'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' Cuuk'v'p'v'y q'GGQ'Ur gek'k'kuu.'cpf "y q'Rtqi tco "C'p'cn'f u'u0"Vj g'r tqi tco "cnu'k'penw'gu'45" eqm'v'g'tc'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'k'p'u'y g'g'eqo r r'ng'v'f 0"Qh'vj gug'55'r tg/eqo r r'k'p'u."; 9'r gtegpv' \*54+'y g'g'eq'w'p'ug'ng'f 'y kj kp'v'j g'tgi w'v'v'qt { 'v'o g'ht'co gu0"WUUU'j cf "45'hqto c'n'eqo r r'k'p'u'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'yj 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'yj 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 wcn'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' c'f f' t'guu'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'yj g'i' g'p'g'tcn'y q'tn'hteg'cpf 'vq'go r m'f' g'gu'f wtkpi 'y g'eqo r nckpw'k'p'v'c'ng'r tqeguu0''Vj ku' k'ph'qto cvkqp'ku'cnu'q'o c'f g'cx'ck'rd'ng'vq'c'm'go r m'f' g'gu'f wtkpi 'y g'p'gy 'go r m'f' g'g'q't'k'p'v'k'qp'v't'cl'k'p'i " cpf 'q'v'j 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'w' 'f' kur m'f' g'f' 'q'p'yj g'j' g'c'f' s'w'ct'v'g'tu'd'w'k'f' k'p'i " o' c'k'p'nk'qun'vq't'ck'ug'cy ct'g'p'guu'qh'yj g' cx'ck'rd'k'k'f' 'qh'o' gf k'v'kqp0''

**Services and Proactive Engagement**

GF K'eqpv'kwpgf 'ku'r ctv'p'gtuj k'r 'y k'j 'y g'Q'ht'eg'qh'Ej k'gh'E'q'w'p'ug'n'vq'r t'q'x'k'f' g'g'f' w'ec'v'k'p' 'cpf 'v't'cl'k'p'i " vq'g'p'w'w'g'yj g'y q'tn'hteg'ku'k'ph'qto gf 'q'p'yj g'eqo r nckpw'r tqeguu.'t'g'cu'q'p'cd'ng'ceeqo o q'f' cv'k'q'p' r t'q'i t'co . 'cpf 'yj g'c'p'w'k'j ctcuuo gpv'r q'nt' { 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'qh'v't'cl'k'p'i 0''F wtkpi 'y g'f' g'ct. '89'' p'gy 'u'w' g't'x'k'q'ut' 'cpf 'o' c'p'ci' gtu'y g't'g'v't'cl'k'p'f' 'q'p'yj g'GGQ'r tqeguu'd' { 'r ctv'ekr cvkpi 'kp'yj g' o' c'p'f' c'v'q't' { 'y q/f c' { 'P gy 'U'w' g't'x'k'q'ut'v't'cl'k'p'i 'Rtqi tco 0''k'p'c'f' f' k'k'q'p.'788''go r m'f' g'gu'y g't'g' v't'cl'k'p'f' 'q'p'yj g'GGQ'r tqeguu'f' wtkpi 'y g'p'gy 'go r m'f' g'g'q't'k'p'v'k'qp'r t'q'i t'co . 'y j lej 'k'p'en'w'f' g'u' k'ph'qto cvkqp'q'p'yj g'P q'HGCT'Cev'v't'cl'k'p'i 't'g's'w'k'go gp'w0''G'cej 'go r m'f' g'g'ku't'g's'w'k'gf 'vq'eqo r ngvg' 'yj g'k' 'k'p'k'cn'P q'HGCT'Cev'v't'cl'k'p'i 'y k'j k'p'52''f' c' { u'q'h'yj g'k' 'c'tt'k'x'cn'cv'yj g'WUUU'k'p'c'f' f' k'k'q'p.'522'' U'g'el'cn'Ci' g'p'v'v't'cl'k'p'g'gu'y g't'g'v't'cl'k'p'f' 'q'p'yj g'GGQ'r tqeguu'cu'r ctv'q'h'yj g'k' 'u'r' g'el'cn'k'f' g'f' 'v't'cl'k'p'i " r t'q'i t'co 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' 'GGQ'E'q'w'p'ug'nt'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'nt'u't'g'eg'k'x'g'f' 'e'g't'w'k'ec'v'k'p'0''GF K'cnu'q'j' q'ung'f' " k'ph'qto cvkqp'y g'd'k'p'c'tu'q'p'yj g'GGQ'r tqeguu'cpf 'yj g't'q'ng'qh'yj g'GGQ'E'q'w'p'ug'nt'0''

**EQP ENWUKQP "**

Vj g'k'ph'qto cvkqp'kp'yj ku't'gr q't'v'j k'j n'k'j w'v'yj 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 t'q'i t'co 'kp'Hl '42390''k'p'r ctv'ek'w'rt.'eq'm'cd'q't'cv'k'q'p'c'et'q'u'u'yj g'F gr ctvo gp'w'u'GGQ'cpf " F k'x'g't'uk'f' 'Rtqi tco 't'g'cej gf 'c'p'c'm'v'ko' g'j' k'j 'd'g'ec'w'ug'q'h'k'p'k'c'v'k'gu'w'ej 'cu'yj 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' u.'yj g'CF T'Uj ctgf 'P g'w't'cnu'Rtqi tco . 'cpf 'eqpv'kwpgf 'w'ug'q'h'yj g' H'gg'f' d'c'eni'V'q'q'r0''Vj g'ug'g'h'ht'v'w'cpf 'c'ej k'x'g'go gp'w'f' go q'p'ut'c'v'g'f' 'c' 'u't'q'p'i 'w'p'k'f' 'q'h'g'h'ht'v'yj t'q'w'j q'w' yj g'r t'q'i t'co 'cpf 'j' c'x'g'r c'x'g'f' 'yj g'y c' { 'h'q't'eqpv'kwpgf' 'eq'q'r g't'c'v'k'q'p' 'cpf 'u'w'ee'g'u'g'u'kp' 'h'w'w't'g' { g'c't'u'0''

GGQ"eqo r rckpv'r tqeguikpi 'j cu'dggp'gzco kpgf 'kp'vgo u'qh'vj g'pwo dgt'qh'r tg/eqo r rckpw'cpf " hqto crieqo r rckpw'hkrgf . 'vj g'v'r gu'qh'enclo u'tckugf . 'vj g'pwo dgt'cpf "vko grkpguu'qh'kpxguki cvkqpu" eqo r rvgvf . 'vj g'pwo dgt'cpf "vko grkpguu'qh'o gtk'HCf u'kuuwgf . 'cpf 'vj g'pwo dgt'cpf "v'r gu'qh' hkp'kpi u'qh'f kuetko kpcvkqp'kuuwgf 0"Vj g'F gr ctvo gpv'u'r tqi tco "ku."qh'eqwtug."ko r cevgf "uvckvkecm{ " d{ "hvwewcvkqpu'kp'vj g'pwo dgt'qh'eqo r rckpw'hkrgf . 'tguqkrgf . 'cpf 'kpxguki cvgf "y kj kp'kpf kxf wcn' Eqo r qpgpv'u'r tqi tco u0"Vj ku'tgr qtv'y gpv'f ggr gt "vq'cnuq'gzco kpg'gcej "Eqo r qpgpv'u'eqo r rckpv' r tqi tco "cpf 'wvf gtuwcpf "vj g'tgcuqpu'dgj kpf "vj g'o qtg'uki pkklecpv'pwo gtlecn'uj kku."y j gj gt'vj g{ " tguwngf "Hqo "r qukkxg'ej cpi gu'htqo "vj g'r tkqt "{ gct \*u+"qt "kpxqkrgf "o cvgtu'vj cv'pgi cvkxgn{ " ko r cevgf "Eqo r qpgpv'u'cpf lqt'vj g'F gr ctvo gpv'u'r tqeguikpi "vko grkpgu0"GGQ"eqwpugikpi 'tgs wguu" y gtg'vj g'j ki j guv'kp'cp{ "{ gct. "{ gv'f gur kg'vj ku."ghhlekpgpe{ 'y cu'cnuq'cv'cp'cm'vko g'j ki j "kp'ugxgtcn' Eqo r qpgpvu."y j lej "eqpvtkdwgf "vq'vj g'F gr ctvo gpv'u'qxgtcm'uweguu0"kp'vj g'htqo crieqo r rckpv' r tqegu."vj g'F gr ctvo gpv'cej kxgf "c'f tco cvk'ko r tqxgo gpv'kp'vj g'vko grkpguu'qh'ku'kpxguki cvkqpu." y kj "c'78'r gtegpv'kpetgcug'kp'vj g'pwo dgt'qh'kpxguki cvkqpu'vko gn{ "eqo r rvgvf . 'cpf "c'7: /f c{ " f getgcug'kp'vj g'pwo dgt'qh'cxgtci g'r tqeguikpi "f c{ u0'

Vj ku'tgr qtv'cnuq'r tqxkf gf "cp"qxgtxkgy "qh'gcej "kpf kxf wcn'Eqo r qpgpv'u'GGQ"cpf "EkxkiTki j w" r tqi tco 0"Y j kg'vj g'F gr ctvo gpv'r wu'htvj 'pwo gtqwu'eqmcdqtcvkg'cpf "eqmgevkxg'ghhtvu."gcej " Eqo r qpgpv'o wuv'cnuq'r tqxkf g'f gf kcvgf "cvgpvkqp'vq'ku'kpf kxf wcn'ngcf gtuj kr "kpkkc'vkgu." go r m{ gg'r qr wcvkqp."cpf "ku'qy p'wpls wg'pvgf u'cpf "i qcnu=kv'ku'c'r ngcuwt g'vq'tgr qtv'qp'vj g'xctkqwu" ceeqo r rkujo g'p'gcej "Eqo r qpgpv'GGQ'r tqi tco "cej kxgf "f wtkpi "Hl "42390"Vj g'F gr ctvo gpv'u" qxgtcm'GGQ'r tqi tco "j cf "cp"cevkxg'cpf "gpi ci gf "y qtnhtqteg"cpf "eqpvkpwgf "vq'cej kxgf"o gcplpi hwi' i qcnu'vj tqwi j qw'Hl "42390"Vj tqwi j "wtqpi "ngcf gtuj kr "uwr r qtv'cpf "gpeqwtci go gpv.'vj ku'r tqi tco " y kn'eqpvkpwg'vq'ecr kcnk g'qp'r tqi tguu'o cf g'f wtkpi "Hl "4239"cpf "hquvgt'eqmcdqtcvkg'ghhtvu"cpf " ghgevkxgpguu'f wtkpi "Hl "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 wplk{ 'F cve''

## Rquwgf

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

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

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

Ugr vgo dgt '52.'4239

Eqo r rclpv'Cevk{k{	Eqo r ct cvk{g'F cve					
	Rt gxlqwu'Hkuecl[ gct 'F cve					4239Vj t w2; /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 cvk{g'F cve					
	Rt gxlqwu'Hkuecl[ gct 'F cve					4239Vj t w2; /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>	4234	4235	4236	4237	4238	52
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 rclpw'd{ 'Kuwg</b>	<b>Ego r r t c v l x g 'F c v c</b>					<b>4239Vj t w2; / 52</b>
	<b>Rt g x l q w u' H l u e c n l[ g e t 'F c v c</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 l u e k r i p c t { 'C e v l q p</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 c 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'Hlqf lp'' Rt gxlqwu'Hluecl[ gct u'd{ 'Ucwwu</b>	<b>Eqo r tcvkxg'F cvc</b>						<b>4239Vj tw2; / 52</b>					
	<b>Rt gxlqwu'Hluecl[ 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'r 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