

CITIZEN CHARTER

S.no	Main Activities/Works	Responsible Dept. / Person	Time frame	Monitoring and Evaluation	Remarks
1	Hanumandhoka palace and palace adjoining heritages conservation and managing activities	Museum chief / Stores Department	Continuous	Museum officer and Office In charge	
2	Managing activities relating to festivals ceremonies and cultural events taking place or conducted inside Hanumandhoka palace.	Museum chief / Stores Department	Continuous	Museum officer and Office In charge	
3	All works relating to day to day museum management	Technical Assistant	Continuous	Museum officer and Office In charge	
4	provide information on exhibited articles	Museum Officer	Continuous	Museum officer and Office In charge	
5	Any other works relating to maintenance and management of museum and it's adjoining court yards.	Museum Gallery In charge / Gallery guards	Continuous	Office In charge	
6	Incoming mail registry and delivery to related dept.	Admin dept. Senior assistant	Continuous	Office In charge	
7	Activities relating to Finance and Accounts	Accounts Dept. Accounts Officer	Continuous	Office In charge	
8	Annual program planning and budget monitoring and evaluation	Museum officer/ Accounts office / Engineer	Continuous	Office In charge	
9	To monitor evaluate and to provide technical advice on undergoing repair and maintenance work of damaged artifacts	Museum officer/ Engineer	Continuous	Office In charge	

10	To ensure that required standard norms are maintained for world heritage conversation as per UNESCO.	Museum officer/ Engineer	Continuous	Office In charge
11	Works relating to Audio Tour, Next Generation Programme and	Museum officer/ Engineer	Continuous	Office In charge

The museum will remain closed on below mentioned days:-

1. Indra Jatra
2. Ghatastaphana
3. Fulpati
4. Maha Astami
5. Maha Nawami
6. Bijay Dashami
7. Akadashi
8. Dasai Chaturdasi
9. Laxmi Puja
10. Govardan Puja (Maha Puja)
11. Bhai Tika
12. Phagun Purnima
13. Chaitra Dasai

12	Works relating to daily opening of museum for outsiders. Opening Time 9.00 AM to 5.00 PM Entrance charges Rs.30 per person (50% student discount only on Friday)	Ticket Counter	Continuous	Office In charge/ Museum Officer
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