

# LETTA FI WAH DIGNIFAI TRIITMENT TUH DIH CITIZEN

Wid dih intenshan fi establis wah dairek integrieshan wid dih komiunity, fih garantii dem, kanstitionah ah ligial raits, dih speshal administrativ poblik sorvis UAESP deh ingiej fih watch, ah mek shuur dat dih triitment tuh dih citizen biih ikual ah rispekful witout enih kain ah distinsan.

Fih dis objektif, dih entiti kount wid inof tuuls ah chanils ebl fih prisaav ah strentin dih stransparensi wit in dih administrativ step, fih aten dih rikuayament ah dih citizen



## DIH CITIZEN RAITSDE

- Get good triitment, wid rispek, ah kansidarieshan wid prapa digniti.
- Fih get informieshan, ah gaidans bout dih tiims weh dih UAESP tek kier ah gah competens fih duh.
- Present yuh verbal oh raitin petishan, oh struu eni adah komunikieshan midia witout sopuort ah wah laaya.
- Fih nuoh seh yuh sief, from eni ligal expreshan, dih kandishan ah eni akshan o procidiour fih get capy pah yuh oon expens ah dih dakuiment dem weh yuh aks fah.
- Fih get gud ansa on taim, akaadn tuh dih petishan dem ah dih laa.
- Risiiv speshal ah preferenshal atenshan, if dih porsn inah disabl situeshan, dih chail, adolescent, wuman weh pregnant, adolt, ah ova iej tuh, ah in ginerah dih persn weh kya difend deh self ah deh fisikali bad, akaadn tuh artkle13 ah dih Colombian politikal kanstitiushan.
- Dimaan dih komplayans ah dih rispansabiliti ah dih poblik ah pravit sorvis, weh kiariout administrativ fongshan.
- Ah eni wan els ah yuh rait, weh inah dih kanstitiushan, ah dih laa dem.



## DIH CITIZEN DIUTI

- Rispek dih kanstitiushan, ah dih laa.
- Bijiev akaadn ah dih principl ah gud fiet, rijektin fih yuus rang diis, inah eni akshan weh yuh about fih duh oh kantribiut ah noing fih noh mek fals dakuiment oh diclarieshan ah strentin amound adah bihievyva.
- Eksacise wid respansabiliti yuh raits akaadn tuh abstiening tuh reiterate rikuest.
- Luk out fih wah rispekful triiment tuhaads dih poblik workars.
- Keep aktualais yuh informieshan fram yuh kantik, oh ah dih new tinks weh kome op inah dih haat ah dih famaly.
- Tek kier ah dih instalieshan, ah dih elements spansa fih dih sorvise, kanfort ah wel fier ah dih pipl.



## DIH PATWAY ATENSHAN:



### PRESENTIAL ATENSHAN:

Dih clayent kya mek yuus ah dis patway, deh present im rikuayament baih dih registrieshan winda ah dih UAESP, baih dih fallaing dairekshan: Avenida Caracas No.53-80 piso 1, fah mondeh tuh fraide fah 7:00 a.m.tuh 4:00pm.



### ATENSHAN BAIH TELIFUON:

Dis deh tuh dih disposishan truu dih konmutador sorvice No. 6013580400 opshan 1,2,3,4,5,6,7 ah 8 weh deh wih atend yuh dih difarent informieshan rikuest, komplien ah kliem fah mondeh tuh fraide.



### ATENSHAN BAIH RAITIN

Dih citizen dem kya mek rikuest deh aks fih informieshan ah present piepa baih raitin dah dih registrieshan winda ah dih uaesp ah dih falaing dairekshan avenida caracas no.53-80 piso 1, fah mondeh tuh fraide fah 7:00 a.m. tuh 4:00pm



### VIRTUAL ATENSHAN

#### TRUU DIS WEB PIEG WWW.UAESP.GOV.CO

- Truu wah petishan farm dih 24 howa atenshan
- Truu wah virtual shat fah 7:00 am tuh 4:00 pm

#### TRUU DIH INSTITUSHIONAL SOSHAL NET WORK

**f Facebook:** @uaesp.bogota

**Instagram:** @uaesp

**YouTube:** UAESP

**Twitter:** @Uaesp

**in LinkedIn:** Unidad Administrativa Especial de Servicios

**Horario:** de 7:30 a.m. a 4:00 p.m.

**Correo electrónico:** uaesp@uaesp.gov.co - las 24 horas.

**Bogotá Te Escucha:** www.bogota.gov.co/sdq/ - las 24 horas.



### DEFENSOR CIUDADANO:

defensorciudadano@uaesp.gov.co – Tel: 358 04 00 opción 8.

Este documento ha sido traducido a lengua Romani

