



## IRIS Consultant Agency (ICA) Daim Ntawv Muab Qhab Nia Cov Nqe Lus Uas Nquag Nug

### Lub hom phiaj ntawm Daim Ntawv Muab Qhab Nia yog dab tsi?

Lub hom phiaj ntawm Daim Ntawv Muab Qhab Nia yog pab koj xaiv ib IRIS consultant agency (ICA) raws li feem uas tseem ceeb tshaj plaws rau koj. Daim Ntawv Muab Qhab Nia qhia txog cov neeg mus koom tam sim no qhov kev xav rau ntawm lawv li ICA zoo li cas thiab CIAs puas ua tau raws li cov qauv cai ntawm lub xeev zoo li cas. Daim Ntawv Muab Qhab Nia kuj qhia txog cov ntaub ntawv siv sib txuas lus thiab lwm cov ntaub ntawv hais txog CIAs uas muaj rau koj xaiv los ntawm.

### Cov ntaub ntawv nyob hauv Daim Ntawv Muab Qhab Nia tau los ntawm qhov chaw twg los?

Cov ntaub ntawv nyob hauv daim ntawv muab qhab nia tau los ntawm ntau cov ntaub ntawv:

- **Tshooj ntawv hais txog Tus Neeg Koom Soj Ntsuam** qhia txog qhov ua tau los ntawm kev soj ntsuam kev txaus siab ntawm tus neeg mus koom hauv xyoo 2021
- **Tshooj ntawv hais txog Kev Ua Tau Zoo** qhia txog qhov ua tau los ntawm lub xeev cov ntaub ntawv teev tseg hauv ib lub xyoos puag ncig ntawm IRIS
- **Tshooj ntawv hais txog Cov Yeeb Yam Ntawm Tus Kws Pab Tswv Yim IRIS** thiab tshooj ntawv hais txog Lwm Cov Ntaub Ntawv Ntxiv qhia txog daim ntawv teev num los ntawm CIAs txog lawv lub chaw ua haujlwm.

### Kev Soj Ntsuam Txog Kev Txaus Siab Ntawm Tus Neeg Mus Koom yog dab tsi?

Kev soj ntsuam txog kev txaus siab ntawm tus neeg mus koom yog ib co nqe lus nug txog kev xav tam sim no ntawm cov neeg mus koom txog lawv qhov kev ntsib ntawm ICA rau ntawm txhua lub chaw ICA. Lub xeev suav sau cov ntaub ntawv thiab txheeb xyuas cov nqe lus teb seb cov neeg tuaj koom puas tsaus siab li cas nrog lawv tus kws pab tswv yim IRIS, lawv tau tsim qhov kev npaj pab txhawb thiab saib xyuas rau lawv tus kheej li cas thiab lawv li ICA puas pab tau raws li qhov lawv xav tau.

### Kev Tshuaj Xyuas Cov Ntaub Ntawv Teev Tseg IRIS yog dab tsi?

Kev tshuaj xyuas cov ntaub ntawv teev tseg IRIS yog ib qho kev soj ntsuam xyuas cov qhab nia seb ICA puas muab kev saib xyuas tau raws li cov qauv saib xyuas uas tau tsim los ntawm lub xeev. Ib lub chaw tshuaj xyuas txog qhov ua tau zoo sab nrauv yuav tau tshuaj xyuas txhua lub xyoo, nws yuav kuaj xyuas seb ICA puas muaj cov cai tswj fwm, cov txheej txheem saib xyuas, thiab cov txheej txheem ua haujlwm rau ntawm lub chaw kom muab kev saib xyuas tau zoo rau cov neeg tuaj koom.

### Kev ua haujlwm tsis vam nyiaj paj thiab vam nyiaj paj yog dab tsi?

Tshooj ntawv hais txog Hom Chaw Ua Haujlwm hauv Daim Ntawv Muab Qhab Nia piav qhia txog hom chaw ua haujlwm ntawm txhua lub chaw MCO yog. Ib lub chaw ua haujlwm tsis vam nyiaj paj yog ib pawg kws ua haujlwm rau cov hom phiaj uas tsis tsim cov nyiaj paj thiab yuav tsis muab cov nyiaj khwv tau los faib rau nws cov thawj coj los sis cov neeg ua haujlwm. Ib lub chaw ua haujlwm vam nyiaj paj yog ib lub chaw ua lag luam uas muaj lub hom phiaj khwv kom tau nyiaj paj.

### Vim li cas kev ntaus nqi rau lub hnuv qub thiaj li tsis muaj rau Cov Kev Saib Xyuas Zoo Hauv Zos thiab Cov Kev Saib Xyuas Ncaj Qha Rau Tus Neeg Qhua?

Tsis muaj qee cov ntaus nqi rau cov neeg CIAs vim lawv yog cov neeg tshiab ICAs. Feem Pua Ntawm Tus Kws Pab Tswv Yim rau Tus Neeg Mus Koom tseem tsis tau muaj rau Kev Saib Xyuas Ncaj Qha Rau Tus Neeg Qhua vim ICA nyuam qhuav ua haujlwm rau thawj lub xyoos xwb. Tag nrho ICAs raug pom zoo los muab kev pab txhawb rau IRIS.

**Daim Ntawv Muab Qhab Nia raug kho tshiab zaum tag los yog thaum twg? Nws nquag raug kho tshiab sai npaum li cas?**

Daim npav muab qhab nia raug kho tshiab zaum tag los rau hauv xyoo 2022. Nws raug kho txhua lub xyoos.

**Vim li cas Daim Ntawv Muab Qhab Nia thiaj li tsis muaj lwm cov ntaub ntawv hais txog cov ICAs uas kuv txaus siab rau?**

Daim Ntawv Muab Qhab Nia tsuas nthuav qhia txog cov ntaub ntawv uas raug pom zoo los ntawm lub xeev nkaus xwb. Kev ntaus nqi uas raug muab tso rau hauv Daim Ntawv Muab Qhab Nia yog saib raws li cov ntaub ntawv muaj tseeb tam sim no, kev qhia txog cov hom phiaj rau koj yuav pab koj xaiv koj li ICA tau zoo.

**IRIS Tus Kws Pab Tswv Yim (IRIS Consultant Agency, ICA) Daim Ntawv Muab  
Qhab Nia  
Cov Lus Qhia Ntsuas**

<b>TUS NEEG KOOM SOJ NTSUAM</b>	
<b>Kev Ntsuas</b>	<b>Kev Txaus Siab Tag Nrho</b>
<b>Hauv Paus Ntaub Ntawv</b>	<p>2021 Kev Soj Ntsuamm Txog Kev Txaus Siab—ib tug qhab nia sib tso ua ke raug siv los teb cov nqe lus nug soj ntsuam nram qab no:</p> <ol style="list-style-type: none"> <li>1. Koj puas tuaj yeem hu rau koj tus kws pab tswv yim IRIS thaum koj xav hu?</li> <li>2. Koj nquag tau txais kev pab raws li qhov koj xav tau los ntawm koj tus kws pab tswv yim IRIS ntau npaum li cas?</li> <li>3. Koj tus kws pab tswv yim IRIS piav qhia txog cov haujlwm tau muaj meej npaum li cas rau koj?</li> <li>4. Koj tus kws pab tswv yim IRIS puas ua tib zoo mloov koj li cas?</li> <li>5. Koj tus kws pab tswv yim IRIS puas koj thiab hawm koj zoo li cas?</li> <li>6. Tag nrho, koj nyiam koj tus kws pab tswv yim IRIS ntau npaum li cas?</li> <li>7. Tag nrho, cov kev pab txhawb thiab cov kev saib xyuas uas koj tau txais los ntawm koj tus kheej qhov kev npaj pab txhawb thiab saib xyuas puas tau raws li qhov koj xav tau li cas?</li> <li>8. Koj tus kws pab tswv yim IRIS puas muaj cov ntaub ntawv uas koj xav tau koj los tsim kho koj tus kheej qhov kev npaj pab txhawb thiab saib xyuas tau zoo li cas?</li> <li>9. Koj tus kheej qhov kev npaj pab txhawb thiab saib xyuas uas koj xav ua rau hauv koj lub zos, xws li kev mus ntsib nrog tsev neeg thiab cov phooj ywg, kev ua haujlwm, thiab kev yeem dawb pab raug ua tau zoo npaum li cas?</li> <li>10. Koj tus kheej qhov kev npaj pab txhawb thiab saib xyuas rau ntawm lub chaw koj xaiv mus nyob raug ua tau zoo npaum li cas? Qhov no suav txog koj tus kheej chav tsev los sis lub tsev, tus neeg loj lub tsev, los sis lub chaw saib xyuas cia rau nyob?</li> <li>11. Koj puas xav tias kev tswj kav kev nrhiav neeg ua haujlwm, kev ntiav neeg ua haujlwm, kev cob qhia, kev qhuab qhia, kev rau lub txim, los sis kev tso tseg koj cov neeg ua haujlwm los ntawm koj tus kheej yog ntau npaum li cas?</li> <li>12. Koj puas xav tias kev tswj kav koj pob nyiaj npaj siv them cov kev saib xyuas kom tau raws li qhov koj xav tau, koj tswj kav ntau npaum li cas?</li> </ol>

<p><b>Txheej Txheem Kev Ntaus Nqi</b></p>	<table border="1" data-bbox="467 226 1170 478"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntaus Nqi</th> </tr> </thead> <tbody> <tr> <td>90.0% - 100.0%</td> <td>5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>80.0% - 89.9%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>70.0% - 79.9%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>60.0% - 69.9%</td> <td>2</td> <td>Tau Nyog</td> </tr> <tr> <td>&lt; 60.0%</td> <td>1</td> <td>Tsis Zoo</td> </tr> </tbody> </table> <p>Feem pua ntawm tag nrho cov nqe lus teb tias “Txaus Siab Heev” los sis “Txaus Siab Tshaj Plaws.”</p>	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	90.0% - 100.0%	5	Zoo Tshaj Plaws	80.0% - 89.9%	4	Zoo Heev	70.0% - 79.9%	3	Zoo	60.0% - 69.9%	2	Tau Nyog	< 60.0%	1	Tsis Zoo
Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi																	
90.0% - 100.0%	5	Zoo Tshaj Plaws																	
80.0% - 89.9%	4	Zoo Heev																	
70.0% - 79.9%	3	Zoo																	
60.0% - 69.9%	2	Tau Nyog																	
< 60.0%	1	Tsis Zoo																	
<p><b>Kev Ntsuas</b></p>	<p><b>Tus Kws Pab Tswv Yim IRIS Lub Luag Haujlwm</b></p>																		
<p><b>Hauv Paus Ntaub Ntawv</b></p>	<p>2021 Kev Soj Ntsuamm Txog Kev Txaus Siab—ib tug qhab nia sib tso ua ke raug siv los teb cov nqe lus nug soj ntsuam nram qab no:</p> <ol style="list-style-type: none"> <li>1. Koj puas tuaj yeem hu rau koj tus kws pab tswv yim IRIS thaum koj xav hu?</li> <li>2. Koj nquag tau txais kev pab raws li qhov koj xav tau los ntawm koj tus kws pab tswv yim IRIS ntau npaum li cas?</li> </ol>																		
<p><b>Txheej Txheem Kev Ntaus Nqi</b></p>	<table border="1" data-bbox="467 1039 1170 1291"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntaus Nqi</th> </tr> </thead> <tbody> <tr> <td>90.0% - 100.0%</td> <td>5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>80.0% - 89.9%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>70.0% - 79.9%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>60.0% - 69.9%</td> <td>2</td> <td>Tau Nyog</td> </tr> <tr> <td>&lt; 60.0%</td> <td>1</td> <td>Tsis Zoo</td> </tr> </tbody> </table> <p>Feem pua ntawm cov nqe lus teb tias “Txaus Siab Heev” los sis “Txaus Siab Tshaj Plaws.”</p>	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	90.0% - 100.0%	5	Zoo Tshaj Plaws	80.0% - 89.9%	4	Zoo Heev	70.0% - 79.9%	3	Zoo	60.0% - 69.9%	2	Tau Nyog	< 60.0%	1	Tsis Zoo
Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi																	
90.0% - 100.0%	5	Zoo Tshaj Plaws																	
80.0% - 89.9%	4	Zoo Heev																	
70.0% - 79.9%	3	Zoo																	
60.0% - 69.9%	2	Tau Nyog																	
< 60.0%	1	Tsis Zoo																	
<p><b>Kev Ntsuas</b></p>	<p><b>Kev Sib Txuas Lus Zoo Ntawm Tus Kws Pab Tswv Yim IRIS</b></p>																		
<p><b>Hauv Paus Ntaub Ntawv</b></p>	<p>2021 Kev Soj Ntsuamm Txog Kev Txaus Siab—ib tug qhab nia sib tso ua ke raug siv los teb cov nqe lus nug soj ntsuam nram qab no:</p> <ol style="list-style-type: none"> <li>1. Koj tus Neeg Pab Tswv Yim hauv IRIS piav qhia ub no rau koj meej npaum li cas?</li> <li>2. Koj tus Neeg Pab Tswv Yim hauv IRIS ua tib zoo mloog koj hais npaum li cas?</li> <li>3. Koj tus Neeg Pab Tswv Yim hauv IRIS hwm koj zoo npaum li cas?</li> </ol>																		

<b>Txheej Txheem Kev Ntaus Nqi</b>	<b>Qhab Nia</b>	<b>Cov Hnub Qub</b>	<b>Kev Ntaus Nqi</b>
	90.0% - 100.0%	5	Zoo Tshaj Plaws
	80.0% - 89.9%	4	Zoo Heev
	70.0% - 79.9%	3	Zoo
	60.0% - 69.9%	2	Tau Nyog
	< 60.0%	1	Tsis Zoo
<p>Feem pua ntawm tag nrho cov nqe lus teb tias “Txaus Siab Heev” los sis “Txaus Siab Tshaj Plaws.”</p>			

KEV UA TAU ZOO THIAB UA RAW S TXOJ CAI																			
Kev Ntsuas	Tag Nrho Cov Qauv Saib Xyuas Tau Zoo																		
<b>Hauv Paus Ntaub Ntawv</b>	<p>Kev Tshuaj Xyuas Cov Ntaub Ntawv Teev Tseg ntawm MetaStar IRIS xyoo 2021</p> <p>Tus qhab nia no tau los ntawm kev tshuaj ntsuam xyuas ua ke ntawm lub chaw ICA ntsig txog:</p> <ul style="list-style-type: none"> <li>• <b>Kev Npaj Saib Xyuas Mob Nkeeg:</b> Lub chaw ICA puas ua haujlwm nrog cov neeg los tsim lawv qhov kev npaj saib xyuas mob nkeeg, teb cov nqe lus nug txog qhov kev npaj, thiab qhia txog tej yam pauv hloov tshiab</li> <li>• <b>Kev Saib Xyuas Tau Zoo thiab Ncav Sijhawm:</b> Lub chaw ICA tau siv yam kev tshawb nrhiav thiab cov tswv yim siv zoo tshaj plaws los muab kev saib xyuas rau sawd daws</li> </ul>																		
<b>Txheej Txheem Kev Ntaus Nqi</b>	<table border="1"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntaus Nqi</th> </tr> </thead> <tbody> <tr> <td>90.0% - 100.0%</td> <td>5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>80.0% - 89.9%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>70.0% - 79.9%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>60.0% - 69.9%</td> <td>2</td> <td>Tau Nyog</td> </tr> <tr> <td>&lt; 60.0%</td> <td>1</td> <td>Tsis Zoo</td> </tr> </tbody> </table> <p>Feem pua ntawm yam nyob hauv qhov Kev Tshuaj Xyuas Cov Ntaub Ntawv Teev Tseg uas ua tau raws li cov qauv ntawm “Tau Tag Nrho.”</p>	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	90.0% - 100.0%	5	Zoo Tshaj Plaws	80.0% - 89.9%	4	Zoo Heev	70.0% - 79.9%	3	Zoo	60.0% - 69.9%	2	Tau Nyog	< 60.0%	1	Tsis Zoo
Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi																	
90.0% - 100.0%	5	Zoo Tshaj Plaws																	
80.0% - 89.9%	4	Zoo Heev																	
70.0% - 79.9%	3	Zoo																	
60.0% - 69.9%	2	Tau Nyog																	
< 60.0%	1	Tsis Zoo																	

Kev Ntsuas	Qhov Kev Npaj Saib Xyuas																				
<b>Hauv Paus Ntaub Ntawv</b>	<p>Kev Tshuaj Xyuas Cov Ntaub Ntawv Teev Tseg ntawm MetaStar IRIS xyoo 2021</p> <p>Tshooj Ntawv Hais Txog Qhov Kev Npaj Pab Txhawb thiab Saib Xyuas Rau Tus Kheej</p> <p><b>Lub chaw ICA puas ua haujlwm nrog cov neeg los tsim lawv qhov kev npaj saib xyuas mob nkeeg, teb cov nqe lus nug txog qhov kev npaj, thiab qhia txog tej yam pauv hloov tshiab.</b></p>																				
<b>Txheej Txheem Kev Ntaus Nqi</b>	<table border="1" data-bbox="467 678 1170 926"> <thead> <tr> <th data-bbox="467 678 708 720">Qhab Nia</th> <th data-bbox="712 678 932 720">Cov Hnub Qub</th> <th data-bbox="937 678 1170 720">Kev Ntaus Nqi</th> </tr> </thead> <tbody> <tr> <td data-bbox="467 726 708 758">90.0% - 100.0%</td> <td data-bbox="712 726 932 758">5</td> <td data-bbox="937 726 1170 758">Zoo Tshaj Plaws</td> </tr> <tr> <td data-bbox="467 764 708 795">80.0% - 89.9%</td> <td data-bbox="712 764 932 795">4</td> <td data-bbox="937 764 1170 795">Zoo Heev</td> </tr> <tr> <td data-bbox="467 802 708 833">70.0% - 79.9%</td> <td data-bbox="712 802 932 833">3</td> <td data-bbox="937 802 1170 833">Zoo</td> </tr> <tr> <td data-bbox="467 840 708 871">60.0% - 69.9%</td> <td data-bbox="712 840 932 871">2</td> <td data-bbox="937 840 1170 871">Tau Nyog</td> </tr> <tr> <td data-bbox="467 877 708 909">&lt; 60.0%</td> <td data-bbox="712 877 932 909">1</td> <td data-bbox="937 877 1170 909">Tsis Zoo</td> </tr> </tbody> </table> <p>Feem pua ntawm yam nyob hauv tshooj ntawv hais txog qhov kev npaj pab txhawb thiab saib xyuas ntawm kev tshuaj xyuas cov ntaub ntawv teev tseg uas ua tau raws li cov qauv ntawm “Tau Tag Nrho.”</p>			Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	90.0% - 100.0%	5	Zoo Tshaj Plaws	80.0% - 89.9%	4	Zoo Heev	70.0% - 79.9%	3	Zoo	60.0% - 69.9%	2	Tau Nyog	< 60.0%	1	Tsis Zoo
Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi																			
90.0% - 100.0%	5	Zoo Tshaj Plaws																			
80.0% - 89.9%	4	Zoo Heev																			
70.0% - 79.9%	3	Zoo																			
60.0% - 69.9%	2	Tau Nyog																			
< 60.0%	1	Tsis Zoo																			

Kev Ntsuas	Kev Saib Xyuas Tau Zoo thiab Ncav Sijhawm																		
<p><b>Hauv Paus Ntaub Ntawv</b></p>	<p>Kev Tshuaj Xyuas Cov Ntaub Ntawv Teev Tseg ntawm MetaStar IRIS xyoo 2021 Tshooj Ntawv Hais Txog Kev Nqis Tes Ua Tau Zoo Tshaj Plaws</p> <p><b>Lub chaw ICA tau siv yam kev tshawb nrhiav thiab cov tswv yim siv zoo tshaj plaws los muab kev saib xyuas rau sawd daws.</b></p>																		
<p><b>Txheej Txheem Kev Ntaus Nqi</b></p>	<table border="1" data-bbox="467 575 1170 821"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntaus Nqi</th> </tr> </thead> <tbody> <tr> <td>90.0% - 100.0%</td> <td>5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>80.0% - 89.9%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>70.0% - 79.9%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>60.0% - 69.9%</td> <td>2</td> <td>Tau Nyog</td> </tr> <tr> <td>&lt; 60.0%</td> <td>1</td> <td>Tsis Zoo</td> </tr> </tbody> </table> <p>Feem pua ntawm yam nyob hauv tshooj ntawv hais txog Kev Nqis Tes Ua Tau Zoo Tshaj Plaws ntawm Kev Tshuaj Xyuas Cov Ntaub Ntawv Teev Tseg uas ua tau raws li cov qauv ntawm “Tau Tag Nrho.”</p>	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	90.0% - 100.0%	5	Zoo Tshaj Plaws	80.0% - 89.9%	4	Zoo Heev	70.0% - 79.9%	3	Zoo	60.0% - 69.9%	2	Tau Nyog	< 60.0%	1	Tsis Zoo
Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi																	
90.0% - 100.0%	5	Zoo Tshaj Plaws																	
80.0% - 89.9%	4	Zoo Heev																	
70.0% - 79.9%	3	Zoo																	
60.0% - 69.9%	2	Tau Nyog																	
< 60.0%	1	Tsis Zoo																	



<b>COV YEEB YAM NTAWM TUS KWS PAB TSWV YIM IRIS</b>	
<b>Kev Ntsuas</b>	<b>Feem Pua Ntawm Tus Kws Pab Tswv Yim rau Tus Neeg Mus Koom</b>
<b>Hauv Paus Ntaub Ntawv</b>	<p>Feem pua uas raug hais qhia txij thaum Lub Xya Hli 1, 2022, saib raws li lub sijhawm ua haujlwm puv (FTE) tam sim no thiab kev tso npe. Ib tug IRIS Consultant (IRIS kws pab tswv yim) pab rau pes tsawg tus tswv cuab yog nthuav kev sib piv ntawm pes tsawg tus IRIS Consultants (IRIS cov kws pab tswv yim) hauv ICA rau pes tsawg tus neeg koom kev pab hauv ICA. “1:x” yog txhais tias: Rau txhua 1 tug IRIS Consultant (IRIS kws pab tswv yim), muaj x tus neeg koom kev pab. Pab tsawg tus dua yog qhi-a tias muaj ICA cov neeg koom kev pab tsawg dua rau ib tug IRIS Consultant (IRIS kws pab tswv yim) twg, uas yog pab coob tus dua txhais tau tias muaj ICA cov neeg koom kev pab coob dua rau ib tug IRIS Consultant (IRIS kws pab tswv yim) twg.</p>
<b>Txheej Txheem Kev Ntaus Nqi</b>	<p>Tsis muaj feem pua hais txog tus kws pab tswv yim rau tus neeg mus koom. Tag nrho feem pua ntawm cov kws pab tswv yim IRIS yeej ua raws li cov qauv cai hauv lub xeev.</p>