

Manual 1

Particulars of organization, functions and duties [Section 4(1)(b)(i)]

1. Brief History and background: The Department of Official Language (DOL) was set up in June, 1975 as an independent Department of Ministry of Home Affairs, with the objective of monitoring and reviewing compliance of the Constitutional and statutory provisions regarding Official Language and of promoting the use of Hindi for the official purposes of the Union. The Department endeavours to achieve the progressive use of Hindi for the official purposes of the Union through various mechanisms such as (i) imparting training to Central Government Officers/employees in Hindi Language, Hindi typing, Hindi Stenography, computer training, and English- Hindi Translation skills (ii) constitution of Hindi Salahkar Samitis (iii) constitution of Town Official Language Implementation Committees (TOLI C) and ensuring their regular meetings (iv) administering incentive schemes to encourage work in Hindi. (v) fixing targets for working in Hindi endeavour to look into the complaints, and welcome suggestions for improvement in the implementation of the Official Language Policy. Looking into the complaints regarding violation of the policy and taking remedial measure is part of our mandate. Accordingly, the Charter contains mechanism for sending the suggestions and making complaints. Complaints can also be made on-line through the Centralised Public Grievance Redressal and Monitoring System (CPGRAMS) of the Department of Administrative Reforms and Public Grievances for which a link under “Public Grievances” has been provided in the website as well as in the Citizens’ Charter. Timelines have been prescribed for consideration of suggestions and disposal of the complaints.

2. Aims and objectives of the organization:

With a view to ensuring compliance of the constitutional and legal provisions regarding official language and to promote the use of Hindi for the official purposes of the Union, the Department of Official Language was set up in June 1975 as an independent Department of the Ministry of Home Affairs. Since then, this Department has been making efforts for accelerating the progressive use of Hindi for the official purposes of the Union. In accordance with the Government of India (Allocation of Business) Rules, 1961, this Department has been entrusted with the following items of work:-

- i. Implementing the provisions of the Constitution relating to the Official Language and the provisions of the Official Languages Act, 1963 (19 of 1963), except to the extent such implementation has been assigned to any other Department.
- ii. Prior approval of the President for authorising the limited use of a language, other than English, in the proceedings in the High Court of a State.
- iii. Nodal responsibility for all matters relating to the progressive use of Hindi as the Official Language of the Union including Hindi Teaching Scheme for

Central Government Employees and publication of magazines, journals & other literature related thereto.

- iv. Co-ordination in all matters relating to the progressive use of Hindi as the Official Language of the Union, including administrative terminology, syllabi, textbooks, training courses and equipment (with standardised script) required therefore.
- v. Constitution and cadre-management of the Central Secretariat Official Language Service.
- vi. Matters relating to the Kendriya Hindi Samiti.
- vii. Co-ordination of work relating to the Hindi Salahkar Samities set up by the various Ministries/Departments.
- viii. Matters relating to the Central Translation Bureau.
- ix. Matters relating to the Central Hindi Training Institute including Hindi Teaching Scheme.
- x. Matters relating to the Regional Implementation Offices.
- xi. Matters relating to the Committee of Parliament on Official Language.

3. Organization Chart:

[Organizational Chart of Rajbhasha Vibhag](#)

4. Our Vision: To create an enabling environment for the progressive use of Hindi for official purposes of the Union in accordance with constitutional and statutory provisions regarding Official Language, so that it may serve as a medium of expression for all the elements of the composite culture of the country.

5. Our Mission:

1. To promote the progressive use of Hindi in the Central Government offices through persuasion, incentives and motivation.
2. To provide directions and guidance to all the Central Government offices for use of Hindi.
3. To create awareness and to develop sensitization through dissemination of information about Official Language Policy, Programmes and Activities.
4. To undertake capacity building of the personnel at various levels of seniority in different areas of expertise.
5. To meet its share of statutory obligation of bilingual functioning in the Central Government offices.
6. To build synergy with Ministries/Departments/Organizations which share Department of Official Language's mandate to a certain extent.

7. To maximize public satisfaction primarily with regard to the functioning of DOL and its sub-ordinate offices viz. Central Hindi Training Institute, Central Translation Bureau, Regional Implementation Offices, Committee of Parliament on Official Language.
8. To develop dynamic framework of personnel management of Central Secretariat Official Language Service, officers and staff of Central Hindi Training Institute, Central Translation Bureau, Regional Implementation Offices.
9. To monitor and review the extent of compliance of Official Language Policy.
10. To promote culture of transparency, accountability and zero tolerance of corruption.
11. To have continuous interface with stake-holders.
12. To create a healthy and eco -friendly environment, duly sensitized with the values of energy conservation and aesthetics.

6. Citizens interaction: [A Citizen Charter](#) laying down broad guidelines for citizens is regularly published.

7. Postal address of the Headquarter :

**Department of Official Language,
Ministry of Home Affairs,
Government of India**
NDCC-II Bhawan, 'B' Wing 4th Floor,
Jai Singh Road New Delhi – 110001

8. Working Hours

The Official Language Department
Home Ministry
Office hours: 09:00 AM - 5:30 PM (Monday To Friday)
Lunch break: 01:00 PM – 01:30 PM
Public Relations: 03:00 PM – 04:00 PM

9. Map of the office location

10. [Grievance Redressal Mechanism:](#)