

Chapter-6

Region-wise evaluation of inspections conducted by the Committee of Parliament on Official Language

6.1 On the basis of the usage of the Official Language Hindi, the country has been divided into three regions, viz., Region 'A', Region 'B' and Region 'C' as provided in the Official Languages rules, 1976 (as amended, 1987). Region 'A' comprises of the States of Bihar, Chattisgarh, Uttranchal, Jharkhand, Haryana, Himachal Pradesh, Madhya Pradesh, Rajasthan and Uttar Pradesh, Delhi and the Union Territories of Andaman Nicobar Islands; Region 'B' comprises of the state of Gujrat, Maharashtra and Punjab and the Union territories of Chandigarh; and Region 'C' comprises of the states and the Union Territories other than those included in Regions 'A' and 'B'. The Committee inspected a total of **2095** offices of the Central Government located in these regions from April 2005 to September 2010. *It is important to mention here that during the above period 869 offices were inspected for the first time and to know about any improvements in the situation, 236 offices out of the above were inspected again after 10 years.* The data obtained by the Committee during inspections of the Central Government offices located in various regions was compiled region-wise and some of the important facts that have emerged are as follows:-

6.2 During the last five years, the Committee inspected a total of **888, 350** and **857** offices in Regions 'A', 'B' and 'C', respectively. There were total of **204086, 104793** and **199470** officers/staff, respectively out of which Hindi knowing were **201208, 97370** and **139567**, respectively, whereas the number of officers/employees, who did more than 75% of their work in Hindi, was **111611, 14067** and **10841**, respectively. If the data collected for the period January 2002 to March 2005 of the offices inspected (eighth part) it is seen that barring region 'A' where it was **55.4 %**, the situation in region 'B' and 'C' have gone down. During the period January 2002 to March 2005 the percentage was **48, 59** and **22** respectively, whereas the presently is now **55.4, 14.4** and **7.78** respectively.

6.3 Compliance of Section 3 (3) of the Official Language Act, 1963 in all the three regions was found to be **85%, 95%** and **88%** respectively whose average comes to **89%**. If compared with the data for the period year 2002-2005, which is **97.39 %** it is found decreasing. The Committee express regret that the Section 3 (3) is not being complied with.

6.4 As per the information received by the Committee reply to Hindi letters issued in Hindi was **99.92%, 99.95%** and **98.66 %** in Regions 'A', 'B' and 'C' respectively which means **0.8%, 0.5%** and **1.44%** letters respectively were issued in English. During 2002-2005 the percentage of the non-compliance was **16%, 81%** and **33%** respectively. Although there is an improvement in the compliance, but the Committee is of the opinion that since the stipulated target in this regard as per the Department of Official Language is **100%, 100%** and **100%**, therefore urgent steps need to taken in this regard to achieve the target.

6.5 It has come to the knowledge of the Committee that the percentage of Hindi work on computers in Central Government offices in Regions 'A', 'B' and 'C' is **59.06, 47.38** and **29.27**, respectively whereas according to the data collected during the period 2002-2005 this percentage was **39%, 34%** and **14%**. The Committee though has expressed its satisfaction over the work being done on the computers and said that situation has though improved but we still are far from the target.

Computers with bilingual software installed, in these offices, were **79785**, **36409** and **56122**, respectively in the above regions.

6.6 As regards the percentage of correspondence is concerned, offices located in Region 'A' sent 72.08%, 56.47% and 47.99% Hindi letters to the offices located in Regions 'A', 'B' and 'C', respectively. Whereas in the Eighth part of the report it was 63%, 50% and 32% respectively.

6.7 Offices located in Region 'B' sent 57.87%, 61.59% and 37.49% letters to the offices located in Regions 'A', 'B' and 'C', respectively. Whereas during 2002-2005 it was 48%, 45% and 28%, respectively.

6.8 Likewise, Offices located in Region 'C' sent 37.09%, 30.32% and 36.39% letters to offices located in Regions 'A', 'B' and 'C', respectively. Whereas from the data collected 2002-2005 the percentage was 30%, 24% and 23% respectively. The Committee is of the opinion that though an improvement is seen in correspondence, but is still far away from the target.

6.9 It would be pertinent to mention here that under Rule 10 (4) of Official Language Rule, 1976, **753 (434)**, **290 (117)** and **287 (112)** offices were found to be notified in all the three regions, respectively. This means that in these offices more than 80 percent of staff have working knowledge of Hindi. If compared with the data in the eighth part of the report (as shown in the bracket) certainly there is an improvement.

6.10 The Committee has found that the total number of registers in Region 'A', 'B' and 'C' was **92671**, **46484** and **68124**, respectively out of which registers with English headings were **7760**, **362** and **3843** in these regions, and entries in **15772**, **11440** and **36844** registers were done in English only. Whereas in **2002-2005** entries were made in English in the Region 'A', 'B' and 'C' were **15172**, **9539** and **22708**, respectively. Similarly, the total number of service records/books in region 'A', 'B' and 'C' is **331517**, **167992** and **346923**, respectively and entries in English are made in **44492**, **32624** and **153472** service books respectively, whereas during the period **2002-2005**, entries are made in English in **41188**, **57001** and **138331** service books respectively. The Committee express regrets and taken it seriously, and recommended that firm steps should be taken in this regard.

6.11 The Committee found that the Training Institutes under offices located in the above three regions where the training syllabus is in English are **1377**, **4379** and **4040**, respectively. The syllabus in mixed medium is **11971**, **18125** and **4080**. Whereas the percentage of bilingual training materials too is **38.3**, **22.52** and **17.22**, respectively, which comes to 26 %. During the preparations of the eighth part of the report the percentage of bilingual training material was **24.3%**. There are minor improvements in this regard. The Committee is of the opinion that the Training Institutes should take serious action in this regard.

6.12 Analysis of the compiled information reveal that the total number of Typists/Stenographers in the offices is **22988**, **12552** and **18384** out of which Hindi-knowing Typists/Stenographers are **16836**, **6171** and **8382**, respectively, and **10985**, **3590** and **2768** do their work in Hindi which comes to **65%**, **58%** and **33%** respectively whereas during **2002-2005** the percentage was **59%**, **52%** and **27%** respectively. Similarly, sanctioned Hindi posts in Region 'A', 'B' and 'C' are **2421**, **1026** and **1215** respectively out of which **342**, **148** and **232** posts are lying vacant.

6.13 The Committee during its inspections in the period 2002-2005 had found that in Region 'A' **205** Hindi posts, in 'B' **139** and in 'C' **191** Hindi posts were lying vacant. Increase in the number of vacant Hindi posts is a very serious matter. The Committee is of the opinion that as long as all the Hindi posts are not filled it is not possible to improve upon the use of Hindi in the offices. Therefore, all these posts should be filled on priority basis.

6.14 It has been found during the inspections that percentage of expenditure incurred on purchase of Hindi books in the offices is **57.98, 52.91** and **48.95**.

6.15 Official Language Implementation Committee have been formed in the offices located in Region 'A' 'B' and 'C' are **699, 341** and **753** respectively. Out of which in **179, 44** and **134** offices located in Region 'A', 'B' and 'C' respectively the meetings are not held on regular basis.

6.16 From the comparative study of data from January 2002 to March 2005 and March 2005 to September 2010 it is seen that the number of Hindi knowing officials in Region 'A' and 'C' has increased whereas in Region 'B' where the Hindi knowing officials were 105214 have now been reduced to 97370. Hence, there is a need of giving a boost to training in this region.

6.17 Similarly, the compliance of Section 3 (3) of the Official Languages Act, 1963 too has seen a downward trend whereas it should be 100 %. Entries in registers have also seen a downward trend.

6.18 From the above comparative study it is learnt that though there is an improvement in the percentage of the correspondence but it still is far from the stipulated target. Similarly, Hindi work on computer too has improved. Availability of bilingual training materials in the training centre in the past five years too has seen minor improvement.

6.19 The Committee has often found that after the announcements of inspection programme, the Ministries/ Headquarters conduct inspections of offices under them in a hurry as they have to submit reports and information in the Ministries/ Headquarters questionnaires with the result. These inspections as a result are reduced to a formality.

6.20 In view of the above, the Committee makes the following recommendations:-

(i) According to the above data **98.5%, 92.9%** and **69.9%** staffs in Region 'A', 'B' and 'C', respectively have knowledge of Hindi but the percentage of staffs (out of total staffs) doing more than **75%** of their work in Hindi is **54.6%, 13.4%** and **5.43%**. Imparting training to Hindi-knowing staffs for doing their official works in Hindi should be emphasized. 'Desk Training' could be very effective in this regard where the person concerned is trained that how could he can use Hindi in his official work and could be informed about Official Language Policy. This need to be intensified especially in the 'A' and 'B' Regions. In Region 'C' staff should first be sent for the Hindi training under time-bound programme.

(ii) As the Committee in its earlier part of the Report had given its recommendations regarding use of Hindi in computers, the Department of Official Language should outline a programme of imparting training with the help of Hindi Teaching Scheme.

(iii) As specified in the Annual Program issued every year by the Department of Official Language no office is attaining the stipulated target regarding Hindi correspondence. The Committee is of the opinion that seniormost officers in offices should be made responsible for their office for attaining the stipulated target of Hindi correspondence. They should review the work of all the subordinate officers in any day in the last week of the month and should fix the target of Hindi work for the next month. They should give directions regarding the works that need to be done in Hindi.

(iv) Regarding the posts of Official Language lying vacant in various offices the Committee recommends that these should be filled up immediately as the Hindi work in the offices is getting hampered.

(v) The Committee is of the opinion that extensive action needs to be taken for making training materials bilingual in the training centers.

(vi) The Committee also recommends that the Official Language Implementation Committee in the offices should improve their performance and by reviewing all the items regarding Official Language should remove all the shortcomings. The Department of Official Language should obtain compliance report in this regard from all the offices at the end of every quarter.

(vii) The Committee also recommends that following two columns should be added to the Annual Confidential Report of all the officers/ employees irrespective of any cadre-

(a) The target fixed for the Officers/Staffs for working in Hindi.

(b) The reviewing officers should give comments upto which extent the officers/employees have been successful in achieving their target.
