

Citizens/Clients Charter

Ministry of Home Affairs
Department of Official Language
NDCC-II Building, Jai Singh Road,
New Delhi-110001

Our Commitments to you

| No. | Our Services and Transactions | How we measure our performances in this area | Our service standard |
|-----|---|---|----------------------|
| 1. | General complaints regarding violation of the Official Language Act 1963, the Official Languages Rules, 1976 and other instructions etc. | Examination of the complaints with reference to relevant Rules and referring complaints to Ministry/Department concerned for taking remedial measures | 30 Days |
| 2. | Matters/clarifications relating to Official Language Act 1963, the Official Languages Rules, 1976 and Official Language Policy | Average time taken from the date of receipt for furnishing Clarifications. | 30 Days |
| 3. | Matters/clarifications/assurances required by different offices/members of public relating to Technical Cell: i) IT tools ii) Computer Training iii) Conversion from Non-Unicode to Unicode iv) DOL's Website | Average time taken from the date of receipt for furnishing Clarifications. | 15 Days |
| 4. | Approval for constitution of the Hindi Salahkar Samities of various Ministries/Departments. | Average time taken for furnishing Clarifications, if any | 21 Days |
| 5. | Matters/clarifications/complaints relating to: Central Hindi Training Institute (CHTI), Central Translation Bureau (CTB), Secretariat of Committee of Parliament on Official Language and Regional Implementation Offices. | i) Matters for which information is available in DOL. ii) Matters requiring consultation with the concerned subordinate offices. | 30 Days 45 Days |
| 6. | Matters relating to: a) Implementation of Official Language Policy by concerned Central Govt. Offices. b) Various Rajbhasha Awards. c) Regional felicitation functions and Colloquia d) Hindi Diwas | i) Matters for which information is available in DOL. ii) Matters requiring consultation with the concerned organizations. | 30 Days 60 Days |

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| | e) Central Official Language Implementation Committee (COLIC) f) Town Official Language Implementation Committee (TOLIC) | | |
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For more details on the procedure, documents required and contact person, please visit our website at: rajbhasha.gov.in

- a. Inform our Public Grievance Officer Shri Ramakant Singh, Deputy Secretary, Phone No. 23438155
- b. Register your grievance on the following portal: <http://pgportal.gov.in>
- c. Send an email to Performance Management Division, Cabinet Secretariat: ccc-grievance@nic.in



Citizens'/Clients' Charter
of
The Department of Official Language

Ministry of Home Affairs

NDCC-II Building, 'B' Wing, 4th Floor,

Jai Singh Road, New Delhi-110001

www.rajbhasha.gov.in

25 September, 2024

Preface

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 (TOLIC) and ensuring their regular meetings (iv) administering incentive schemes to encourage work in Hindi. (v) fixing targets for working in Hindi.

2. It may be observed that this Department does not deal directly with the citizens. The major part of the activities and the services rendered by this Department are for Government agencies or/for government employees. The activities/services of this Department are meant to promote use of Hindi by various Government agencies. Use of Hindi by various Government agencies in imparting their services will increase transparency and ultimately benefit the citizens. Accordingly, the Charter prepared by this Department has been named as “Citizens’/Clients’ Charter” (CCC).

3. We 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.

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.

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.

Our Users: -

1. Ministries, Departments and Subordinate / Attached offices, Autonomous entities of Central Government.
2. Offices of Public Sector Corporations/Companies.
3. Banks, Financial Institutions.
4. General Public.
5. Officers and Officials of Central Secretariat Official Language Service (CSOLS), Central Hindi Training Institute (CHTI), Central Translation Bureau (CTB), and Regional Implementation Offices (RIOs).
6. Authors of Hindi.
7. Trainees of various Hindi training programmes.
8. Suppliers of goods and services.

Services rendered by Department of Official Language

1. To impart training to Central Government officers/employees in Hindi language, Hindi typing, Hindi stenography and English-Hindi translation, and computer / I.T. tools.
2. To obtain Presidential Orders on the Reports of Committee of Parliament on Official Language and issue instructions to Central Government offices for their implementation.
3. To constitute and convene meeting of Kendriya Hindi Samiti (KHS).
4. To convene meeting of Kendriya Rajbhasha Karyavayan Samiti (KRKS).
5. To constitute Hindi Salahkar Samitis (HSS) of various Ministries.
6. To fix annual targets for working of Official Language Hindi in Central Govt. Offices.
7. To prepare annual assessment report based on actual achievements viz.- a-viz. targets fixed and to lay it in Parliament.
8. To collect information regarding implementation of official language policy in Central Government offices through quarterly progress reports and inspections of offices.
9. Cadre Management of Central Secretariat Official Language Service.
10. Control and supervision of the functioning of the Departments' subordinate offices namely CHTI, CTB, RIOs and Secretariat of Committee of Parliament on Official Language.
11. To prepare and distribute official language publications including quarterly magazine "Rajbhasha Bharti".
12. To Monitor and review compliance of the instructions to make Unicode supported computers, key boards, printers & software etc. available.
13. To translate non-statutory manuals, codes and other procedural literature and forms connected therewith relating to Central Government offices.
14. To issue instructions/directions on the policy related suggestions / proposals about constitutional provisions on official language, The Official Languages Acts 1963, The Official Languages Rules, 1976.
15. To administer incentive schemes to encourage the Central Govt. Employees to work in Hindi.
16. To organise Regional Felicitation Functions and Colloquia.

Citizens' /Clients' Charter DOL

Service Standards

| Sl. No. | Services | Service/ performance Standards | Contact details of responsible officer | Processes | Documents required |
|---------|---|--|--|---|--|
| 1. | Request for nomination to the Kendriya Hindi Samiti (KHS). Policy related matters : i) The Official Languages Act, 1963 ii) The Official Languages Rules, 1976 iii) Official Language Policy | 1-3 Months | Sh. Rajesh Srivastava Joint Director (Policy) Tele: E mail: rajesh.srivastva@nic.in | Examining the requests based on Qualifications, Experience and the guidelines on the subject. Request for clarifications/ suggestions will be considered with reference to the relevant provisions of the Act/ policy in vogue, in consultation with the concerned authorities, if necessary. | Requests can be made on a plain paper with Specific details on which clarification is required, and suggestions may be made with copies of all relevant documents, if any. |
| 2. | Matters relating to Technical Cell : i) I.T. Tools ii) Computer Training iii) Conversion of non- Unicode to Unicode iv) DOLs website v) DIT and NIC-related matters | 1-2 Months 1-2 Months 1 Month 1 Month 1-2 Months | Sh. Anil Kumar, Deputy Secretary (Technical) Tele: 23438129, 23438002 Email: anilkumar-cthi@gov.in | Examining the requests with reference to relevant provisions in consultation with the concerned authorities, if necessary. | Requests can be made on a plain paper with detailed information and copies of all relevant documents, if any. |
| 3. | Budget related matters of DOL / Subordinate offices | 1-2 Months | Sh. Anil Kumar, Deputy Secretary (Budget) Tele: 23438129, 23438002 Email: anilkumar-cthi@gov.in | --do-- | --do-- |
| 4. | Cadre Management of CSOLS: a) Cadre Structure. b) Service matters relating to individual employees such as posting transfer etc. c) Representations relating to seniority/ promotion. | 1-3 Months | Sh. Anil Kumar, Deputy Secretary (Complaint) Tele: 23438129, 23438002 Email: anilkumar-cthi@gov.in | Examining the requests in consultation with concerned organization such as DOPT, M/o Law, M/o Finance, UPSC etc. as may be necessary | Request can be made on a plain paper with specific details and copies of all relevant documents |
| 5. | Matters relating to Central Hindi Training Institute (CHTI), New Delhi | 2 Months | Sh. Anil Kumar, Deputy Secretary (Training) | Examining the request w.r.t. relevant rules and | Request can be made on a plain paper with specific details and copies |

| Sl. No. | Services | Service/ performance Standards | Contact details of responsible officer | Processes | Documents required |
|---------|---|---|--|---|---|
| | and Central Translation Bureau,(CTB), New Delhi raised/submitted by an officer/officials of CHTI/CTB, referred to DOL. | | Tele: 23438129, 23438002 Email: anilkumar-cti@gov.in | in consultation with the concerned organization such as CHTI, DOPT, and UPSC etc. | of relevant documents. |
| 6. | Matters relating to Regional Implementation Offices (RIOs) Situated at Mumbai, Kolkata, Bengaluru, Guwahati, Ghaziabad, Bhopal, Kochi and Delhi raised / submitted by an officers / officials of (RIOs). | 2 Months | Sh. Anil Kumar, Deputy Secretary (Implementation) Tele: 23438129, 23438002 Email: anilkumar-cti@gov.in | Examining the request w.r.t. relevant rules and in consultation with the concerned organisation. | Request can be made on a plain paper with specific details and copies of relevant documents. |
| 7. | General complaints for violation of the Official Language Policy | 2-3 Months | Smt. Satinder Kaur, Deputy Secretary (Complaint) Tele: 23438155 Email: s.kaur68@nic.in | Examining the complaints w.r.t. relevant rules and advising the concerned organisation to take remedial measures. | Request can be made on a plain paper with verifiable facts, copies of all relevant documents in support of the allegations. |
| 8. | Matters relating to : a) Implementation of Official Language Policy. b) Rajbhasha Gaurav Puraskar Yojna (for books). c) Regional Felicitation Functions and Colloquia d) Hindi Divas e) Central Official Language Implementation Committees(COLIC) f) Town Official Language Implementation Committees (TOLIC) | 1-2 Month 1-2 Month 1-2 Month 1-2 Month 1-2 Month 2-3 Months | Sh. Anil Kumar, Deputy Secretary (Implementation) Tele: 23438129, 23438002 Email: anilkumar-cti@gov.in | Examining the requests w.r.t. rules and in consultation with organisations, wherever necessary. | Request can be made on a plain paper with specific details and copies of all relevant documents. |
| 9. | Matters relating to: a) Annual Programme | 1-2 Month | Sh. Anil Kumar, Deputy Secretary (Research) | Examining the requests w.r.t. rules and in | Request can be made on a plain paper with specific details and |

| Sl. No. | Services | Service/ performance Standards | Contact details of responsible officer | Processes | Documents required |
|---------|---|--|--|---|---|
| | b) Annual Report c) Annual Assessment Report. d) Nominations to Hindi Salahkar Samities (HSS) of various Ministries. | | Tele: 23438129, 23438002 Email: anilkumar-hti@gov.in | consultation with organisations, wherever necessary. | copies of all relevant documents. |
| 10. | Matters relating to publicity of Official Language Policy | 1-2 Months | Sh. Rajesh Srivastava Joint Director (Policy) Tele: 23438250 E mail: rajesh.srivastva@nic.in | Examining the requests w.r.t. rules and in consultation with organisations, wherever necessary. | Request can be made on a plain paper with specific details and copies of all relevant documents. |
| 11. | Matters relating to : a) Publication of quarterly magazine Rajbhasha Bharti. b) List of Standard books. c) Rajbahsha Kirti Puraskar Yojna (for grih patrika). d) Rajbhasha Gaurav Puraskar Yojna (for utkrisht lekh) | 1-2 Months 1-2 Months 1-2 Months 1-2 Months | Sh. Anil Kumar, Deputy Secretary (Patrika) Tele: 23438129, 23438002 Email: anilkumar-hti@gov.in | Examining the requests w.r.t. rules and in consultation with organisations, wherever necessary. | Request can be made on a plain paper with specific details and copies of all relevant documents. |
| 12. | Matters relating to : a) Administration and Coordination of DOL | 1 Month | Sh. Anil Kumar, Deputy Secretary (Administration) Tele: 23438129, 23438002 Email: anilkumar-hti@gov.in | Examining the requests w.r.t. rules and in consultation with organisations, wherever necessary. | Request can be made on a plain paper with specific details and copies of all relevant documents. |
| 13. | Matters relating to Central Hindi Training Institute, (CHTI), Organising: a) Various training programmes for Hindi Language, typing, Stenography. b) Matters relating to Hindi Teaching Scheme in different regions. c) Matters relating to Central Hindi Training Institute, (CHTI), New Delhi raised / submitted by an officer/officials of CHTI. | 1-2 Months | Lt. Col. Ramnaresh Sharma Director, Central Hindi Training Institute, Pandit Deen Dayal Antyoday Bhawan, 7 th Floor, CGO Complex, Lodhi Road, New Delhi. Telefax: 24361852 Email: dirhti-dol@nic.in | Examining the requests w.r.t. rules and in consultation with organisations, wherever necessary. | i) Requests for clarification / suggestions for Improvement / service matters can be made on plain paper with specific details and all other relevant documents. ii) Complaints can be made on a plain paper with specific verifiable details with documentary evidence, if any, in the possession of the complainant. |

| Sl. No. | Services | Service/ performance Standards | Contact details of responsible officer | Processes | Documents required |
|---------|---|--------------------------------|---|---|--|
| | <p>d) Complaints against the officials working in the said organisation.</p> <p>e) Complaint of goods and services suppliers.</p> <p>f) Examination / result related matters.</p> | | | | |
| 14. | <p>Matters relating to Central Translation Bureau (CTB), Organising :-</p> <p>a) Translation work and translation training programmes.</p> <p>b) Matters relating to Central Translation Bureau,(CTB),New Delhi raised/submitted by an officer/officials of CTB.</p> <p>c) Complaints against working of CTB offices and its field offices.</p> <p>d) Examination and result related matters.</p> <p>e) Complaints of goods and services by suppliers.</p> | 1-2 Months | <p>Lt. Col. Ramnaresh Sharma Director, Central Translation Bureau, Pandit Deen Dayal Antyoday Bhawan, 8th Floor, CGO Complex, Lodhi Road, New Delhi. Email: dirctb-dol@nic.in Ph: 24362025</p> | Examining the requests w.r.t. rules and in consultation with organisations, wherever necessary. | <p>i) Requests for clarification / suggestions for Improvement / service matters can be made on plain paper with specific details and all other relevant documents.</p> <p>ii) Complaints can be made on a plain paper with specific verifiable details with documentary evidence, if any, in the possession of the complainant.</p> |
| 15. | Matters relating to Secretariat of Committee of Parliament on Official Language | 1-2 Months | <p>Sh. Prem Narain, Secretary, Committee of Parliament on Official Language, 11, Teen Murti Marg, New Delhi Telefax:- 23014187 E-mail: secy-cpol@nic.in</p> | Examining the requests w.r.t. rules and in consultation with organisations, wherever necessary. | <p>i) Requests for clarification / suggestions for Improvement / service matters can be made on plain paper with specific details and all other relevant documents.</p> <p>ii) Complaints can be made on a plain paper with specific verifiable details with documentary evidence, if any, in the possession of the complainant.</p> |

***Range of timelines is given in view of the fact that nature of request/ suggestions/Complaints may vary in complexity and dimensions.**

****Requests requiring amendment of the Act/Policy/Rules and those requiring consultation with other Departments may require more time.**

Redressal of Grievances:

In case of non-compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officers for redressal of their grievances: -

Smt. Satinder Kaur,
Deputy Secretary
Department of Official Language,
NDCC-II Building, 'B' wing,
4th Floor, Jai Singh Road, New Delhi-110001
Tele: 23438155
Email: s.kaur68@nic.in

3. The Grievances can also be lodged on-line on the following link of the Department of Administrative Reforms & Public Grievances <http://pgportal.gov.in> for which a link is also given on the web-site of the Department of Official Language viz. www.rajbhasha.nic.in under the heading "Public Grievances".

Escalation of Grievance

In case the grievance is not redressed finally, the same can be taken up at highest level with the following authority:

Dr. (Smt.) Meenakshi Jolly,
Joint Secretary,
Department of Official Language,
NDCC-II Building, 'A' wing, 3rd Floor, Jai Singh Road,
New Delhi-110001
Tele: 23438130
E mail: jsol@nic.in

Indicative expectations from Service Seekers /Stakeholders:

1. Requests for clarifications/suggestions are to be submitted in the manner mentioned herein.
2. Complaints may be submitted with detailed verifiable facts with documentary evidence, if any, with all relevant documents.
3. Service Seekers/Stakeholders should give their complete address, Contact Nos., e-mail addresses and fax Nos.
4. Grievances in respect of service(s) included in the Citizens'/Clients' Charter can also be lodged at : <http://pgportal.gov.in>
5. Central Public Grievance Redress and Monitoring System (CPGRAMS) of Deptt. of Administrative Reforms and Public Grievances on-line at the following address at internet: <http://pgportal.gov.in>