

## **Manual 10**

### **Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(x)]**

#### **Citizens/Clients Charter**

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

Our Commitments to you

<b>No.</b>	<b>Our Services and Transactions</b>	<b>How we measure our performances in this area</b>	<b>Our service standard</b>
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: 1. Implementation of Official Language Policy by concerned Central Govt. Offices. 2. Various Rajbhasha Awards. 3. Regional felicitation functions and Colloquia 4. Hindi Diwas 5. Central Official Language Implementation Committee (COLIC) 6. Town Official Language Implementation Committee (TOLIC)	i) Matters for which information is available in DOL. ii) Matters requiring consultation with the concerned organizations.	30 Days  60 Days
----	--	---	------------------------

For more details on the procedure, documents required and contact person, please visit our website at: <http://rajbhasha.gov.in>

- a. Inform our Public Grievance Officer Shri Sandeep Arya, Director, Phone No. 23438129
- 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](mailto:ccc-grievance@nic.in)