

Manual 11

Citizens' /Clients' Charter DOL

[Section 4(1)(b)(v)]

Service Standards

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
a.	Policy related matters : i) The Official Languages Act, 1963 ii) The Official Languages Rules, 1976 iii) Official Language Policy	1-3 Months**	Dr. Shri Prakash Shukla, Joint Director (Policy/Patrika/CTB/Patrika) Tele: 23438250 E mail: shukla.sp@nic.in	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.
b.	Matters relating to Technical Cell : i) I.T. Tools ii) Computer Training iii) Conversion of non- Unicode to Unicode iv) DOLs website v) C-DAC, DIT and NIC-related matters	1-2 Months 1-2 Months 1 Month 1 Month 1-2 Months	Shri Sandeep Arya, Director (Tech/ Impl/Admn) Telefax: 23438129 Email: dir-tech@nic.in Sh. Kewal Krishan, Sr. Technical Director (NIC) Tele: 23438178 E mail: kewal.krishan@nic.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.
c.	Budget related matters of DOL / Subordinate offices	1-2 Months	Sh. B.L. Meena, Deputy Secretary (Budget/Services) Ph: 23438002 Email: bl.meena81@nic.in	--do--	--do--

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d.	Request for nomination to the Kendriya Hindi Samiti (KHS) and matters relating to nominations to Hindi Salahkar Samities(HSS) of various Ministries.		Smt Manjula Saxena, Deputy Secretary (Complaint/Research) Ph. 23438155 Email: manjula.saxena@nic.in	Examining the requests based on Qualifications, Experience and the guidelines on the subject.	Request can be made on a plain paper with detailed authenticated Curriculum Vitae and relevant documents in Hindi in support of qualifications, experience etc.
e.	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. B.L. Meena, Deputy Secretary (Budget/Services) Ph: 23438002 Email: bl.meena81@nic.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
f.	Matters relating to Central Hindi Training Institute (CHTI), New Delhi raised/submitted by an officer/officials of CHTI, referred to DOL .	2 Months	Dr. Shri Prakash Shukla, Joint Director (Policy/Patrika/CTB/Patrika) Tele: 23438250 E mail: shukla.sp@nic.in	Examining the request w.r.t. relevant rules and in consultation with the concerned organization such as CHTI, DOPT, and UPSC etc.	Request can be made on a plain paper with specific details and copies of relevant documents.
g.	Matters relating to Central Translation Bureau,(CTB), New Delhi raised/submitted by an officer/officials of CTB, referred to DOL.	2 Months	Dr. Shri Prakash Shukla, Joint Director (Policy/Patrika/CTB/Patrika) Tele: 23438250 E mail: shukla.sp@nic.in	Examining the request w.r.t. relevant rules and in consultation with the concerned organisation such as CTB, DOPT, UPSC etc.	Request can be made on a plain paper with specific details and copies of all relevant documents.

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h.	Matters relating to Regional Implementation Offices (RIOs) Situated at Mumbai, Kolkata, Bengaluru, Guwahati, Ghaziabad, Bhopal, Kochi and Delhi raised / submitted by an officer / officials of (RIOs).	2 Months	Shri Sandeep Arya, Director (Tech/ Impl/ Admn) Telefax: 23438129 Email: dir-tech@nic.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.
i.	General complaints for violation of the Official Language Policy	2-3 Months	Smt Manjula Saxena, Deputy Secretary (Complaint/Research) Ph. 23438155 Email: manjula.saxena@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.
j.	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)	1-2 Month 1-2 Month 1-2 Month 1-2 Month 1-2 Month	Shri Sandeep Arya, Director (Tech/ Impl/ Admn) Telefax: 23438129 Email: dir-tech@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.

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
	f) Town Official Language Implementation Committees (TOLIC)	2-3 Months			
k.	Matters relating to Annual Programme, Annual Report and Annual Assessment Report.	1-2 Month	Smt Manjula Saxena, Deputy Secretary (Complaint/Research) Ph. 23438155 Email: manjula.saxena@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.
l.	Matters relating to publicity of Official Language Policy	1-2 Months	Dr. Shri Prakash Shukla, Joint Director (Policy/Patrika/CTB/Patrika) Tele: 23438250 E mail: shukla.sp@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.
m.	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	Dr. Shri Prakash Shukla, Joint Director (Policy/Patrika/CTB/Patrika) Tele: 23438250 E mail: shukla.sp@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.

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
n.	Matters relating to : a) Coordination and Administration of DOL b) General Maintenance within DOL.	1 Month	Shri Sandeep Arya, Director (Tech/ Impl/ Admn) Telefax: 23438129 Email: dir-tech@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.
o.	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. d) Complaints against the officials working in the said organisation. e) Complaint of goods and services suppliers. f) Examination / result related matters.	1-2 Months	Dr. J. P. Kardam, Director, Central Hindi Training Institute, Paryavaran Bhavan, 7 th Floor, CGO Complex, Lodhi Road, New Delhi. Telefax: 24361852 Email: dirchti-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.	Matters relating to Central Translation Bureau, 8th Floor, Paryavaran Bhavan, CGO Complex, New Delhi:- a) Translation work and translation training programmes. b) Matters relating to Central Translation Bureau,(CTB),New Delhi raised/submitted by an officer/officials of CTB. c) Complaints against working of CTB offices and its field offices. d) Examination and result related matters. e) Complaints of goods and services by suppliers.	1-2 Months	Dr. S.N. Singh, Director, Central Translation Bureau Ph: 24362025 Paryavaran Bhavan, 8 th Floor, CGO Complex, Lodhi Road, New Delhi. Email: directb-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.
q.	Matters relating to Secretariat of Committee of Parliament on Official Language	1-2 Months	Shri S.S. Rana, Secretary, 11, Teen Murti Marg, New Delhi Telefax:- 2301-4187 E-mail: secy-cpol@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

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
					made on a plain paper with specific verifiable details with documentary evidence, if any, in the possession of the complainant.

***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.**

A. Central Hindi Training Institute/Hindi Teaching Scheme

S. No.	Responsibility's Centres	Name of Officer	Address	States Covered
1.	Examination	Smt. Suman Lal, Deputy Director Email: ddhts-exam-dol@nic.in Ph: 011-26175176 Fax No.011-26162093	Level-6, East Block-7, Sector-1, R.K. Puram, New Delhi-110066.	All
2.	Central-North	Sh. Bhupinder Singh Deputy Director, E mail : ddhts-nc-dol@nic.in Ph: 26195246 Fax No.011-26191572	Level-6, East Block-7, Sector-1, R.K. Puram, New Delhi-110066.	Delhi, Punjab, Haryana, Himachal Pradesh, Rajasthan, J & K, Madhya Pradesh, Uttar Pradesh, Uttarakhand, Chattisgarh and Chandigarh.
3.	Central-North	Shri Sant Ram Deputy Director (Typing/Stenography) Ph. 26173775 Email: ddhts-hts-nc-dol@nic.in	Level-6, East Block-7, Sector-1, R.K. Puram, New Delhi-110066.	Delhi, Punjab, Haryana, Himachal Pradesh, Rajasthan, J & K, Madhya Pradesh, Uttar Pradesh, Uttarakhand, Chattisgarh and Chandigarh.
4.	Southern	Dr. Shobha Rani, Deputy Director, Ph: 044-2491 9096 Fax No.044-24915466 Email: ddhts-south-dol@nic.in	E- Wing, C-Block, Besent Nagar, Chennai-600090.	Tamil Nadu, Kerala, Andhra Pradesh, Lakshdeep and Pondicherry

5.	East	Sh. Ram Narayan Saroj, Deputy Director, Ph: 033-2287 0793 Fax No-033-22874053 Email: ddhts-east-dol@nic.in	234/4, Nizam Palace Complex, 18 th Floor, Acharya J.C.Bose Road, Kolkata- 700020.	West Bengal, Orissa, Bihar, Jharkhand and Andaman & Nicobar.
6.	Western	Dr. B.N. Jha, Deputy Director, Ph: 022-27572705 Fax No.022-27565417 E mail: ddhts-west-dol@nic.in	Kendriya Sada, 'C' Wing, 6 th Floor, Sector-10, CBD, Belapur, Navi Mumbai-400614.	Maharashtra, Gujarat, Karnataka, Goa, Dadra and Nagar Haveli, Daman & Diu
7.	North-Eastern	Smt. Kamlesh Bajaj Deputy Director Ph. 0361-2675661 Fax. 0361-2676879 Email: ddhts-ne-dol@nic.in	N.F. Railway Headquarters, Maligaon, Guwahati-781011.	Assam, Meghalaya, Mizoram, Tripura, Manipur, Sikkim, Nagaland and Arunachal Pradesh.

B. Regional Implementation Offices of DOL

S. No.	Responsibility's Centers	Name of Officer	Address	States Covered
1.	Eastern	Sh. Nirmal Dubey Deputy Director(impl.) Ph: 033-22875305, 22800356 E mail: ddriokol-dol@nic.in	Regional Implementation Office (East), 18 th Floor, Nizam Palace complex, 234/4, Acharya J.C. Bose Road, Kolkatta-700030	West Bengal, Bihar, Orissa and Jharkhand
2.	North-Eastern	Sh. Badri Yadav Research Officer Ph. 0361-24643622 E mail : ddrioguw-dol@nic.in	Regional Implementation Office (North East), Rajgarh Road, Y Lane-1, Post Shilpukhari, Guwahati-781003	Assam, Mizoram, Tripura, Manipur, Sikkim, Nagaland Arunachal Pradesh and Meghalaya

3.	South	Sh. Tekchand Deputy Director(impl.) E mail : ddriobng-dol@nic.in Ph : 080-25536232	Regional Implementation Office (South), D-Wing, 5 th Floor, Kendriya Sadan Kormangla, Bengaluru-560034	Karnataka and Andhra Pradesh, Telangana
4.	North Zone -1	Sh. Pramod Kumar Sharma Deputy Director(impl.) E mail : ddriodel-dd@nic.in Ph : 011-24674674	Regional Implementation Office (North -1), A-149, Sarojini Nagar, New Delhi – 110023	Delhi, Himachal Pradesh, Punjab, J&K and Haryana.
5.	North Zone-2	Smt. Ajay Malik Deputy Director(impl.) E mail : ddriogzb-dol@nic.in Ph. 0120-2719356	Regional Imlementation Office(North), Room No. 302, 3 rd Floor, CGO Bhavan Kamla Nehru Nagar, Ghaziabad-201001(U.P.)	Uttar Pradesh and Uttrakhand
6.	Western	Smt. Sunita Devi Yadav Deputy Director(impl.) Emal : ddimpol-mum@nic.in Ph.022-27560225	Regional Implementation Office (West), Kendriya Sadan, Room No. 601-A, Sector-10, 6 th Floor, CBD, Belapur , Navi Mumbai- 400614	Maharashtra, Gujarat, Goa, Daman and Diu.
7.	South Western	Sh. Hari Narayan Trivedi Deputy Director(Impl.) E mail : dd.riokoc-dol@nicl.in Ph : 0484-2427792	Regional Implementation Office (South Western), Kendriya Bhavan, Block-C, 7 th Floor, Ses P.O. Kochi-682037	Kerala, Tamil Nadu, Puduchery and Lakshdweep
8.	Central	Sh. Harish Singh Chauhan (Assistant Director) E mail : ddimpolbho-mp@nic.in Ph : 0755-2553149	Regional Implementation Office (Central), Nirman Sadan, Room No. 208, CGO complex, 52-A, Arera Hills, Bhopal – 462011	Madhya Pradesh, Rajasthan, Chhattisgarh

C. Responsibility Centres of CTB.

S. No.	Responsibility's Centers	Name of Officer	Address	States Covered
1.	Southern	Sh. Janki Nair, Jt Director, E mail : jdctb@gmail.com Telefax: 080-25531946.	Translation Training Centre, 5 th Floor, Kendriya Sadan, D-Wing, Kormangla, Bengaluru-560034	Karnataka, Tamil Nadu, Kerala, Andhra Pradesh, Puducherry, Lakshdweep
2.	Eastern	Sh. Rakesh Kumar Pathak, Asstt. Director, E mail : Telfax: 033-22876044.	Translation Training Centre, Central Translation Bureau, 67-B, Bali Ganj Park Tower, B-Block, 10 th Floor, Circular Road, Kolkatta-700019.	West Bengal, Bihar, Orissa, Jharkhand, Sikkim, Assam, Arunachal Pradesh, Meghalaya, Tripura, Manipur, Nagaland, Mizoram, Andman and Nicobar Islands
3.	Western	Sh. Naresh Kumar, Asstt. Director, E mail : ctbmumbai@gmail.com Telfax.022-22611823.	Translation Training Centre, Central Translation Bureau, Kendriya Sadan,6th Floor, Sector-10A, CBD, Belapur, Navi Mumbai - 400614	Maharashtra, Goa, Madhya Pradesh, Chhatisgarh, Gujarat, Daman & Diu

D. Committee of Parliament on Official Language

Secretariat of the Committee of Parliament on Official Language	Shri S.S. Rana, Secretary E mail: shyam.sunder@nic.in Ph: 2301-4187	11, Teen Murti Marg, New Delhi-110011
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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:-

Dr. Bipin Behari
Joint Secretary (OL)
Department of Official Language,
NDCC-II Building, 'B' wing,
4th Floor, Jai Singh Road,
New Delhi-110001
Telefax 23438130
E mail : jsol@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:

Sh. Prabhas Kumar Jha
Secretary (OL)
Department of Official Language,
NDCC-II Building, 'A' wing,
3rd Floor, Jai Singh Road,
New Delhi-110001
Telefax 23438266. 23438267
E mail : secy-ol@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 :
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>