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GOVERNMENT OF INDIA

2014-15

संघ का राजकीय कार्य हिंदी में करने के लिए

वार्षिक कार्यक्रम

ANNUAL PROGRAMME
FOR TRANSACTING THE OFFICIAL WORK OF THE UNION IN HINDI

गृह मंत्रालय
MINISTRY OF HOME AFFAIRS

राजभाषा विभाग
DEPARTMENT OF OFFICIAL LANGUAGE

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Foreword

The Official Language Resolution dated 18th January, 1968 as adopted by both Houses of Parliament states:

“The House resolves that a more intensive and comprehensive programme shall be prepared and implemented by the Government of India for accelerating the spread and development of Hindi and its progressive use for the various official purposes of the Union and an Annual Assessment Report giving details of the measures taken and the progress achieved shall be laid on the Table of both Houses of Parliament.....”

It is in consonance with the provisions of the said Resolution that an Annual Programme for the promotion and progressive use of the Official Language Hindi is prepared every year for implementation by the Central Government Offices, and Public Sector Banks/Undertakings, keeping in view their geographic location in the three Regions, into which the country is divided. The Annual Programme for the year 2014-15 is being issued in the same order. The demarcation of the country into three regions has been made depending on the extent of preponderance to which Hindi is spoken and written in the given region. The details of three Regions viz. A, B and C are as follows:

Region	States/Union Territories falling in the Region
A	States of Bihar, Chhatisgarh, Haryana, Himachal Pradesh, Jharkhand, Madhya Pradesh, Rajasthan, Uttar Pradesh, Uttarakhand, National Capital Territory of Delhi and Andaman & Nicobar Islands Union Territory
B	States of Gujarat, Maharashtra and Punjab and Union Territories of Chandigarh, Daman & Diu and Dadra & Nagar Haveli
C	All other States not included in the A and B Regions or Union Territories

Progress has been made in the progressive use of Hindi in official business. Targets are, however, still to be achieved. While the visibility of Hindi in the Government Offices has increased, substantial business is still being done in English. The objective is that originally Hindi only be used in all Government business. This will be in keeping with the spirit of the Constitution. Needless to say that doing official work in the peoples' Language will speed-up development and also bring transparency in administration.

In present era, no language can survive without being associated with scientific, IT and technical subjects. Hence usage of Hindi needs to be encouraged in scientific, IT and technical subjects to the maximum in Ministries/Departments/Office/ Undertakings. Official language Hindi has a comprehensive dictionary and it is potentially viable to incorporate scientific, IT and technical subjects. For maximum usage of Hindi in scientific and technical subjects, it should be written in easy and simple manner so that common man could gain sufficient knowledge about

the scientific and technical subjects too. It is evident that due to availability of IT facilities including computer, e-mail and websites in the Ministries/Departments/Central Govt. offices/Undertakings, it has become easier to maximize usage of Hindi in scientific and technical subjects.

The following points in the Annual Programme deserve utmost attention:-

- It is necessary that Presidential orders issued on all the eight volumes of the report of Committee of Parliament on Official Language be complied with by the Ministries/Departments/Offices etc.
- Available information technology aids including computers, E-mails, websites may be used to promote the use of Hindi.
- Necessary steps should be taken to get scientific and technical literature prepared in Hindi by the concerned Departments and made available for the use of Public.
- Hindi teaching scheme is proposed to end in calendar year 2015, therefore Hindi, Hindi Typing/ Stenography training may be expedited and all concerned to be trained within stipulated time period so that the targets are achieved within the prescribed time frame.
- Personnel connected with Official Language work should be well versed in activities of the respective departments so that they may discharge their responsibilities more efficiently.
- Ministries/Departments/Offices should conduct seminars relating to their subjects in Hindi medium.
- Maximum number of officers/personal should be nominated for training, Official Language inspections of different Central Govt. Officers/Banks/PSUs offices should be conducted by concerned officers and by senior officers (D.S/Dir./JS) of Department of Official Language.
- Ministries/Departments have to ensure constitution/re-constitution of Hindi Advisory Committees at the earliest and ensure that Hindi Advisory Committee meeting are held regularly. Decisions taken in the meetings are to be complied with fully.
- The meeting of Town Official Language Implementation Committee (TOLIC) should be held on regular basis and the senior officers (DS/Dir./JS) of the Department of Official Language should also participate in these meetings from time to time.
- The Official Language Policy of the Union is based on encouragement and motivation. However, the compliance of the instructions relating to Official Language should be ensured strictly. Ministries/Departments/Offices may consider initiating disciplinary proceedings in case of willful non-compliance of the orders relating to Official Language.

- Ministries/Departments need to give special attention on development of IT system pertaining to Official Language. All the computers to be equipped with necessary facilities so that working in Hindi is possible and E-mail/Electronic messages etc. must contain maximum use of Hindi in the inter-ministerial/inter-departmental correspondences along with correspondences to private parties.
- The Department of Official Language has got developed an online web-based system for receiving Quarterly Progress Report and Annual Assessment Report. Henceforth, all Central Govt. Offices/Undertakings/Banks are required to send the reports to the Department through the online system only The system is available at the Department's website www.rajbhasha.nic.in

The Department of Official Language seeks whole-hearted and volitional support of all Ministries/Departments, and Public Sector Banks and Undertakings in providing greater space to Hindi in their day to day work, consistent with the Constitutional and statutory obligations cast upon each of us and the targets indicated in this Annual Programme for the year 2014-15.

MARCH, 2014

**MINISTER OF STATE(S)
MINISTRY OF HOME AFFAIRS
GOVERNMENT OF INDIA**

IMPORTANT DIRECTIONS REGARDING OFFICIAL LANGUAGE POLICY

1. Under section 3(3) of the Official Language Act, Resolutions, General Orders, Rules, Notifications, Administrative and Other Reports, Press Communiqués, Administrative and Other Reports and Official Papers to be laid before a House or Houses of Parliament, Contract, Agreements, Licenses, Permits, Tender Notices and Forms of Tender should invariably be issued bilingually. For any violation the officer signing such documents will be held responsible.
2. The answers of question papers, except that of the compulsory paper of English, should also be allowed to be written in Hindi in recruitment examinations of subordinate services and such question papers should be made available both in Hindi and English. In interviews too, there should invariably be option to converse in Hindi.

The candidates should have the option to answer the question papers of all the in-service, departmental and promotion examinations (including All India Level Examinations) of all the ministries, departments of the Central Govt. and its attached and subordinate offices and of all corporations, undertakings, banks etc. owned or controlled by the Central Govt. in Hindi. The question papers should compulsorily be set in both the languages (Hindi and English) . Wherever interview is to be held, the candidate should have the option to answer in Hindi.

3. Scientists etc. should be motivated and encouraged to read their research papers in the Official Language Hindi in all the scientific/technical seminars and discussions etc. Research papers should relate to the main subjects of the Ministry/ Department and Office concerned.
4. Every type of training, whether of long-term or of short term, should generally be imparted through Hindi medium in 'A' and 'B' regions. For imparting training in 'C' region the training material should be prepared both in Hindi and in English and made available to the trainees in Hindi or in English as per their requirements.
5. So long as the prescribed targets regarding Hindi typists and Hindi stenographers are not achieved in the Central Govt. offices, only Hindi typists and Hindi stenographers should be appointed.
6. International Treaties and Agreements should invariably be prepared both in Hindi as well as in English. There should be authentic translations of Treaties and Agreements entered into in other countries and they should be kept on file for record.

7. Under rule 10 (4), of the Official Language Rules, 1976, the following items of work should be done in Hindi in the branches of the notified banks-

Demand drafts, payment orders to be issued on the application form filled by the customers in Hindi and on the application forms filled in English with the consent of the customers, all kinds of lists, returns, fixed deposit receipts, communications regarding cheque-book etc., Credit Card, Debit Card entries in daily ledger, muster, despatch book, pass book, entries in log book, work relating to priority areas, security and customer services, opening of new accounts, writing of addresses on envelopes, work relating to travelling allowance, leave, provident fund, house building advance, documents related to medical facilities of the employees, agenda and minutes of the meetings.

8. Stationery items, name plates, notice boards, forms, procedural literature, rubber-stamps, invitation cards etc. of all the Ministries/Departments including Indian offices located abroad, should invariably be got prepared both in Hindi and English.
9. Non-Statutory procedural literature like rules, codes, manuals, standard forms etc. may be sent to the Central Translation Bureau for translation by the concerned Ministries/ Offices, Departments etc.
10. Officers/ employees associated with translation work & implementation of Official Language Policy may be nominated for compulsory Translation Training in the Central Translation Bureau. Such officials whose services are likely to be utilized for such work by the office and having knowledge of Hindi/ English both at degree level may also be nominated for translation training.
11. The officers of IAS and other all India services are imparted compulsory training in Hindi during their training in Lal Bahadur Shastri National Academy of Administration, Mussoorie so that they could make use of it in official work. However, most of the officers do not use Hindi in their official work after joining the service. As such officials/employees working under them do not get the right message. Consequently, Hindi is not used in official work to the extent required. It is the Constitutional obligation of senior officials of Ministries/Departments/ Offices/Undertakings to make progressive use of Hindi in their official work. This in turn will motivate the officials/employees working under them, thereby giving impetus to the compliance of the Official Language Policy.
12. All the Ministries/Departments etc., should widely promote and propagate the various incentive schemes in their respective attached and subordinate offices in order to accelerate the use of Hindi, so that maximum number of officials/employees are benefited by these schemes and Hindi is increasingly used in official work.

13. Quarterly progress reports should be made available to the Official Language Department in the prescribed Performa on E-Mail by the 15th of the month following the expiry of each quarter.
14. With a view to sensitizing the officials/employees about the Official Language Policy of the Govt., it is necessary that the review of progress made in the implementation of Official Language Hindi in Official work is not confined to the meetings of the Official Language Implementation Committees. In order to make its monitoring more efficient and effective, it is necessary to regularly discuss it in detail in every meeting convened by the Administrative Head of the Ministries/Departments/Offices and to include it as a standing item of the agenda.
15. The officers/employees handling Hindi work including training and workshops should also be provided good and sufficient space to sit in the office to facilitate them to discharge their duties properly.
16. Ministries/Departments/Offices etc. should regularly nominate their employees to the different training programmes of the Department of Official Language and direct them to be present in the classes regularly, to take training with sincerity sit in the examination. Any instance of discontinuing training or not writing the examination should be severely dealt with.
17. Translators should be provided with help literature, standard dictionaries (English-Hindi, Hindi-English) and other technical glossaries, so that they may use them in their translation work.
18. All the Ministries/Departments/Offices etc. should make available the facility of computer for the use of "Leela Hindi Prabodh, Praveen and Pragya" software etc. for the benefit of the officers/employees nominated for training in Hindi.
19. All the Ministries/Departments/Offices etc. should encourage original book writing in Hindi on subjects concerning their responsibilities and take necessary steps to enrich their departmental glossaries.
20. All the Ministries/Departments/Offices etc. should direct all their training institutes to make provision of training in Rajbhasha Hindi at the same level as at the Lal Bahadur Shastri National Academy of Administration and generate necessary literature on their subjects so that after training the officers/employees should be able to do their work in Rajbhasha Hindi easily.

21. Ministries/ Departments/ Offices etc. are bringing out Hindi magazines with a view to create an atmosphere for working in Hindi in their respective offices. Mainly articles related to the main functions of the office and the Official Language Hindi should be included in these magazines.
22. The meeting of the Town Official Language Implementation Committees be attended by the Administrative Heads of the member offices compulsorily.
23. Consolidated compliance report, regarding the Annual Programme 2013-2014 may be sent to the Department of Official Language by all the Ministries/ Departments in respect of all their attached/ subordinate offices, latest by 31st May, 2014.
24. All the Ministries/Departments/Offices etc. should make available the facility of computer for the use of 'LILA' i.e. Learning Indian Languages through Artificial Intelligence.
25. Only Unicode encoding may be used for the use of Hindi on computers.

Annual Programme for 2014-15 for use of Hindi

<u>S.NO</u>	<u>DETAILS OF WORKS</u>	<u>'A' REGION</u>	<u>'B' REGION</u>	<u>'C' REGION</u>			
1.	Originating Correspondence in Hindi (including Telegram, Wireless, Telex, Fax, E-mail etc.	1. From A to A	100%	1. From B to A	90%	1. From C to A	55%
		2. From A to B	100%	2. From B to B	90%	2. From C to B	55%
		3. From A to C	65%	3. From B to C	55%	3. From C to C	55%
		4. From Region A to Offices/ Individuals in States / UTs of A & B region	100%	4. From Region B to Offices/ individuals in States / UTs of A & B region	100%	4. From Region C to Offices/ individuals in States / UTs of A & B region	85%
2.	Letters received in Hindi to be answered in Hindi	100%	100%	100%			
3.	Noting in Hindi	75%	50%	30%			
4.	Recruitment of Hindi Typists & Stenographers.	80%	70%	40%			
5.	Dictation in Hindi/ Direct Typing on Key-Board (self or by the Asstt.)	65%	55%	30%			
6.	Hindi Training (Language, Typing/ Stenography)	100%	100%	100%			
7.	Preparation of Bilingual Training Material	100%	100%	100%			
8.	Expenditure for the purchase of Hindi books etc., including digital matters i.e., Hindi e-books, CD/DVD, Pen Drive including amount incurred on Translation in Hindi from English and Regional Languages.out of the total Library grant, excluding journals and standard reference books	50%	50%	50%			
9.	Purchase of all electronic equipments, including computers in bilingual form.	100%	100%	100%			

10. Website.	100% (bilingual)	100% (bilingual)	100% (bilingual)
11. Citizen Charter and display of Public interface information Board	100% (bilingual)	100% (bilingual)	100%(bilingual)
12. {I} Inspection by Ministries/ Departments/ Offices of their offices located outside their Headquarters & by the officers (DS/Dir/JS) of DOL(% of Offices)	25% (minimum)	25% (minimum)	25% (minimum)
{II} Inspections of sections at Headquarters.	25% (minimum)	25% (minimum)	25% (minimum)
{III} Joint inspections by the officers concerned & those of the Deptt. of Official Language of Foreign based Undertakings/Offices etc. owned or controlled by the Central Government.		At least one inspection in a year.	
13. Meetings regarding Official Language			
{A} Hindi Salahakar Samiti		02 meetings in a year (minimum)	
{B} Town Official Language Implementation Committee.		02 meetings in a year (One meeting every 6 months)	
{C} Official Language Implementation Committee.		04 meetings in a year (One meeting every quarter)	
14. Translation of Codes, Manuals, Forms, Procedural literature.	100%		
15. Sections of the Ministries/ Departments/offices/Banks/ Undertakings where entire work to be done in Hindi.		A Region 40%	B Region 30%
			C Region 20%

(Minimum Section)

40% in 'A' Region, 25% in 'B' Region and 15% in 'C' Region work may be done in Hindi for those Public Sector Undertakings/ Corporations where there is no concept of section.

PROGRAMME FOR FOREIGN BASED INDIAN OFFICES

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| (A) | Correspondence in Hindi | 30% |
| (B) | Number of TOLICs constituted and number of meetings held
(A TOLIC is to be constituted in case of presence of 10 offices in a town) | Minimum two meetings in a year |
| (C) | Availability of Unicode supported bilingual computers | 100% |
| (D) | Hindi Typist / Stenographer | Minimum one in each office |
| (E) | Arrangement of Interpreters. | Arrangements of interpreters from local language to Hindi & vice-versa in every Mission/ Embassy. |