

नागरिक चार्टर
CITIZEN'S CHARTER



सत्यमेव जयते

भारत सरकार
Government of India
गृह मंत्रालय
Ministry of Home Affairs
राजभाषा विभाग
Department of Official Language

Our Vision

To impart training in Hindi language, Hindi typing/stenography, English-Hindi translation to the Central government personnel so as to enable them to work in Hindi in accordance with the Constitutional and legal provisions regarding Official Language .

Our Users

- **Ministries, Department and Offices of the Central Government,**
- **Offices of Commissions, Committees or Tribunals appointed by the Central Government,**
- **Offices of corporations or companies, Banks/ Financial institutions, autonomous institutions owned or controlled by the Central Government.**

Our Activities

- 1. Imparting training to Central Government officers/employees in Hindi language, Hindi typing, Hindi stenography and English-Hindi translation.**
- 2. Translation of non-statutory manuals, codes and other procedural literature and forms connected therewith relating to Central Government offices.**
- 3. To issue instructions/directions on the policy related suggestions/proposals about constitutional provisions on official language, Official Languages Act, Official Language Rules etc.**
- 4. To ensure availability of Devanagari script electronic and mechanical equipment .**
- 5. To ensure Constitution of Hindi Salahkar Samities by the Central Ministries and their regular meetings.**
- 6. Constitution of Town Official Language Implementation Committees and ensure their regular meetings.**
- 7. To organise regional official language conferences.**
- 8. To administer incentive schemes to encourage work in Hindi.**

- 9. To fix annual targets for working in official language Hindi in Central Government offices and prepare Annual Assessment Report based on actual achievements vis-à-vis targets fixed and lay it in Parliament.**
- 10. To collect information regarding implementation of official language policy in Central Government offices through quarterly progress reports and inspection of offices.**
- 11. Preparation and distribution of official language publications including the quarterly magazine "Rajbhasha Bharati" .**
- 12. To obtain Presidential Orders on the Report of Committee of Parliament on Official Language and issue instructions to Central Government offices for their implementation.**
- 13. Cadre Management of Central Secretariat Official Language Service.**

Services rendered by the Department of Official Language:-

- 1. Training to Central Government officers/employees in Hindi language, Hindi typing, Hindi stenography and English-Hindi translation.**
- 2. Translation of non-statutory manuals, codes and other procedural literature and forms connected therewith relating to Central Government offices.**
- 3. Fixation of annual targets for working in official language Hindi in Central Government offices, publication of Annual Assessment Report based on actual achievements.**
- 4. Management of Central Secretariat Official Language Service.**

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Whom to Contact :-

Subject	Designation	Telephone
Information regarding Official Language Policy	Deputy Secretary(Policy & Coordination), Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051	24617 764
-do-	Under Secretary (Policy-1), Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051	24622 930
Hindi Salahakar Samities	Desk Officer(Policy-2), Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051	24622 930
Creation of minimum No. of Hindi posts	Desk Officer (Policy and Coordination) Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051	24622 930

Publications of Department of Official Language	Director (Research) Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051	24618706
	Sub-Editor & Research Officer-I/Research Officer-II Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051	24698054
Information regarding bilingual electronic equipment /codes	Director(Technical & Policy) Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan,KhanMarket, New Delhi-511051	24617695
	Assistant Director(Technical), Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051	24619860

Cadre Management & administrative matters	Director(Service) Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051.	24618706
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Hindi Language, Hindi typing and Hindi stenography training	Director, Central Hindi Training Institute, Department of O. L, 7th floor, Paryavaran Bhavan, CGO complex, Lodhi Road, New Delhi-110003	24361852
Translation- Translation Training	Director, Central Translation Bureau, Department of Official Language, 8th floor, Paryavaran Bhavan, C.G.O. Complex, Lodhi Road, New Delhi-110 003	24362025
Information regarding implementation of Official Language	Director (Implementation) Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051.	24618967
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<p>Complaints & Suggestions regarding implementation of Official Language Policy</p>	<p>Market, New Delhi-511051 Research Officer (Imp.-2) Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051</p> <p>Deputy Director(Complaints) Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051</p> <p>Assistant Director(Complaints) Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051</p>	<p>24617 657</p> <p>2469 0646</p> <p>24690646</p>
<p>Regional Implementation Offices</p>	<p>Director (Implementation) Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051</p> <p>Under Secretary (Implementation) Department of Official Language, Ministry of Home Affairs, Lok Nayak Bhavan, Khan Market, New Delhi-511051</p>	<p>24618 967</p> <p>24617657</p>

Supervision of Implementation of Official Language policy - region-wise	Deputy Director (implementation), Regional Implementation Office (South), Kendriya Sadan, 'D' Wing, 5th Floor, Kormangala, Bangalore-560 034	080-95536232
	Deputy Director (implementation), Regional Implementation Office (East), Nizam Palace Complex, 19th floor, M.S.Complex, 234/4, Acharaya J.C.Basu Road, Kolkata- 700020	033-2800356
	Deputy Director (implementation), Regional Implementation Office (North), C.G.O.Bhavan, Room No. 302, IIIrd Floor, Kamla Nehru Nagar, Ghaziabad-201001 (U.P.)	95120-24719356
	Deputy Director (implementation), Regional Implementation Office (South-West), Villansharil Bhavan, 27/649 B, Mahatma Gandhi Road, Perumanur, Cochin-682015.	0484-2427792

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	Deputy Director (implementation), Regional Implementation Office (Delhi), A-149, Sarojini Nagar, New Delhi-110 023	0-1124674674
	Deputy Director (implementation), Regional Implementation Office (West), 6th Floor, Kendriya Sadan, Sector- 10, Belapur, Navi Mumbai-400 614.	9522-27560225
	Deputy Director (implementation), Regional Implementation Office (North East), Rajgarh Road, Post: Silpukhri, Guwahati – 781003,	0361-2524686