



भारत सरकार

GOVERNMENT OF INDIA

2021-22

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

www.rajbhasha.gov.in

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FOREWARD

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

“This 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 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 and sent to all State Governments.”

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 by Department of Official Language every year for implementation by the Central Government Offices. The Annual Programme for the year 2021-22 is being issued in the same context. The demarcation of States/Union Territories of the country into three Regions has been done on the basis of the extent to which Hindi is spoken and written in the given Region. The details of three Regions viz. A, B and C as follows:

Region	States/Union Territories falling in the Region
A	States of Bihar, Chhattisgarh, Haryana, Himachal Pradesh, Jharkhand, Madhya Pradesh, Rajasthan, Uttar Pradesh and Uttarakhand and 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 or Union Territories not included in the ‘A’ and ‘B’ Regions.

The use of Hindi in the Government Offices has increased but substantial business is still being done in English. The objective of Official Language policy is that normally Hindi be used in all Government business to the maximum extent possible. This will be in keeping with the spirit of the Constitution. Needless to say that doing official work in the people's language will speed-up development and bring transparency in administration.

In the present era, no language can survive without being associated with Information and Communication Technology (ICT). It is evident that due to availability of Information Technology facilities including computers, e-mail and websites in the Central Government Offices it has become easier to maximize the usage of Hindi in Scientific and Technical subjects.

The following points in the Annual Programme need to be paid utmost attention:-

1. It is necessary that Presidential Orders issued on all the nine volumes of the Report of the Committee of Parliament on Official Language be complied with by the Central Government Offices.
2. 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.
3. Hindi language / Hindi Typing/ Stenography training may be expedited and all concerned should be trained.
4. Central Government Offices 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 and to complete training with sincerity and write the examination. Any instance of discontinuing training or not writing the examination should be severely dealt with.
5. Central Hindi Training Institute imparts 6 weeks (30 working days) training programme to the Officers of Central Secretariat Official Language Service at the time of promotion.
6. Central Government Offices should at their training institutes for Central Services make arrangements for training in Rajbhasha Hindi at par with the level of arrangements at Lal Bahadur Shastri National Academy of Administration, Mussoorie. They should prepare literature on their subjects in Hindi so that after training the officers/employees may be able to carry out their work in Hindi easily. In all the training programmes of the Central Govt., targets for imparting training through Hindi medium compulsorily, have been fixed for the region A,B,C in this Annual Programme. Necessary guidelines are required to be issued to the respective training centers for compliance in this regard.
7. All the Officials should be acquainted with the Official Language Policy by conducting workshops so that they may discharge their responsibilities effectively.
8. Central Government Offices should organize seminars relating to their subjects in Hindi medium.
9. Periodic Official Language Inspections of the Central Government Offices should be conducted by concerned officers and the Senior Officers (DS/Dir./JS) of Department of Official Language.
10. A Joint Town Official Language Implementation Committees (TOLIC) Website has been created by the Department of Official Language for TOLICs working all over the country (<http://narakas.rajbhasha.gov.in>). This website is totally free of cost. All the TOLICs can share data (information) related to their TOLICs on this website. The objective of formation of TOLICs is to provide a joint forum for encouraging the use of Official Language in the Central Government Offices across the country and for removing the difficulties being faced in the implementation of the Official Language Policy. In this

forum, the members of TOLIC can improve the level of their achievements through deliberations and exchange the information about the best practices adopted by them for increasing the use of Hindi. In a year, two meetings of the committee are to be organized. The Administrative Heads of the Central Government Offices located in the particular town are required to personally attend the meetings of the committee. Under Rule 12 of the Official Languages Rules, 1976, Administrative Head has been entrusted with the responsibility for the implementation of the Official Language Policy of the Union and compliance of the orders issued by Department of Official Language in this regard from time-to-time. Officers of the Department of the Official Language (Hqrs)/ Regional Implementation Offices attend these meetings. The TOLIC which performs the best in increasing the use of Official Language as per the norms fixed by the Department of the Official Language is awarded with "Rajbhasha Kirti Puraskar" at National level and "Rajbhasha Puraskar" at Regional level. In order to conduct the proceedings properly, checklist of the relevant points to be considered in the meetings of the TOLIC is provided at the time of formation of the TOLIC.

11. The Quarterly Progress Report should be sent to the Department of Official Language online within 30 days from the completion of the quarter. Similarly, Annual Assessment Report should also be made available by 30th June. All Central Government Offices are required to send Quarterly Progress Report and Annual Assessment Report online only. The system is available at the Department's website www.rajbhasha.gov.in.
12. Ministries/Departments have to ensure constitution/re-constitution of Hindi Advisory Committees at the earliest and ensure holding of their meetings regularly. In these meetings, the checklist of important points provided by the Department of Official Language for the consideration of the members should be kept in view. This checklist is available on the website of the Department of Official Language at www.rajbhasha.gov.in. Decisions taken in the meetings must be implemented.
13. The Policy of the Govt. with regard to the propagation and spread of the Official Language is that the use of Hindi as Official Language may be increased with motivation, encouragement and goodwill. At the same time, the Rules and Orders should be strictly complied with. In this context it may be mentioned here that under Rule 12 of the Official Language Rules, 1976 it is the responsibility of the Administrative Head of each Central Govt. office to ensure that the directions issued under the O.L. Act and O.L. Rules are adequately complied with. If an officer or Employee knowingly (deliberately) contravenes the provisions regarding the Official Language, action may be taken on the basis of the contravention of the rules and orders relating to the case.
14. The advertisements published by the Central Government Offices in English/Regional Languages shall mandatorily be published in Hindi also. In the Hindi newspapers, advertisement should be given in Hindi only and in English newspapers these should be only in English. When advertisements are given in English newspapers, then at the end of the advertisement, it should be invariably mentioned that the Hindi version of the

Notification/Advertisement/Vacancy related circular is available on the website with complete link.

15. **Central Government Offices should ensure that all the computers have Unicode installed on them so that official work in Hindi is done on them easily and smoothly.**

16. **Under the able guidance and inspirational leadership of Hon'ble Prime Minister – Shri Narendra Modiji and Hon'ble Home Minister – Shri Amit Shahji, Department of Official Language (DoL), Ministry of Home Affairs (MHA), has transformed Covid challenge into an opportunity taking the following initiatives:**

(i) Inspired by our Official Language Policy and Mnemonics used by Hon'ble Prime Minister, a **"12 प्र" framework and strategy** has been crafted whose pillars are:

- प्रेरणा (Inspiration and Motivation)
- प्रोत्साहन (Encouragement)
- प्रेम (Love and affection)
- प्राइज़ अर्थात् पुरस्कार (Rewards)
- प्रशिक्षण (Training)
- प्रयोग (Usage)
- प्रचार (Advocacy)
- प्रसार (Transmission)
- प्रबंधन (Administration and Management)
- प्रमोशन (पदोन्नति) (Promotion)
- प्रतिबद्धता (Commitment)
- प्रयास (Efforts)

The above framework is used by Officers of DoL while participating in various Rajbhasha meetings and workshops organized in different Ministries / Departments / Central Public Sector Undertakings / National Banks and Town Official Language Implementation Committee (TOLIC) meetings.

(ii) The two Training Institutes of DoL – Central Hindi Training Institute (CHTI) and Central Translation Bureau (CTB) have started to impart lessons in Hindi language / Hindi typing / Hindi stenography / Hindi translation through electronic platforms (**e-training**).

(iii) Regional Implementation Offices (RIOs) of DoL have started virtual inspections through digital platforms (**e-inspection**).

(iv) Hindi workshops and Town Official Language Implementation Committee (TOLIC) meetings are being held through Information and Communication Technology (ICT) tools (**e-meetings**).

(v) Launched the **e-Patrika Pustakalaya Platform** at www.rajbhasha.gov.in, the official website of DoL to facilitate seamless and hassle free reading of In-house magazines of various Central Government Organizations.

- (vi) Inspired by Hon'ble Prime Minister's clarion call of **Self Reliant India - 'Be Vocal for Local'**, DoL is leaving no stone unturned to make the indigenous memory based computer application (made in technical collaboration with C-DAC, Pune; (MeitY)) - '**Kantasth**' more popular and broad based in various Government Organizations. Efforts are also being made to bring in more uniformity and excellence in this application through healthy competition and giving away prizes.
- (vii) Efforts are also being made to improve upon '**Lila Rajbhasha**' and '**Lila Pravah**' in collaboration with Central Hindi Institute (CHI) of Ministry of Education and C-DAC, Pune.
- (viii) Expanding the number of TOLICs in India and abroad with plan to set up TOLIC in Port Louis (Mauritius); Durban (South Africa); Port of Spain (Trinidad and Tobago); Dubai (United Arab Emirates); and London (United Kingdom).

The Department of Official Language seeks whole-hearted voluntary support of all Ministries/Departments, Offices, Public Sector Banks and Undertakings etc. in providing greater impetus to Hindi in their day to day work, consistent with the Constitutional and statutory obligations casted upon each one of us and the targets indicated in this Annual Programme for the year 2021-22.

March, 2021

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

IMPORTANT DIRECTIONS REGARDING OFFICIAL LANGUAGE POLICY

1. **Under Section 3(3) of the Official Language Act, 1963**, Resolutions, General Orders, Rules, Notifications, Administrative or Other Reports, Press Communiqués, Administrative and Other Reports and Official Papers to be laid before a House or Houses of Parliament, Contracts, Agreements, Licenses, Permits, Tender Notices and Forms of Tender should invariably be issued bilingually (Hindi-English). **Under Rule 6 of the Official Language Rules, 1976**, it shall be the responsibility of the persons signing such documents to ensure that such documents are made, executed or issued both in Hindi and in English.
2. **As per Rule 5 of Official Language Rules, 1976**, communications received in Hindi are to be replied in Hindi only by the Central Government Offices.
3. **Under Rule 10(4) of Official Language Rules, 1976**, the Central Government Offices are required to notify the names of the offices in the Official Gazette, wherein 80% of the staff have acquired working knowledge of Hindi.
4. **Rule 8 (4) of the Official Language Rules, 1976**, requires the Central Government Offices to issue orders for the employees of the notified offices who have proficiency in Hindi to work only in Hindi for noting, drafting and for such other official purposes as specified in the order.
5. **As per Rule 11 of the Official Language Rules, 1976**, all manuals, codes and Non-Statutory procedural literature, the forms and headings of registers, name plates, sign boards, letter heads and inscriptions on envelopes and other items of stationery shall also be in Hindi and English (in diglot format). Accordingly, the Central Government Offices are required to send all manuals, codes and other procedural literature relating to Non-Statutory procedural literature to Central Translation Bureau for translation.
6. **Rule 12 of the Official Language Rules, 1976**, requires the Administrative Head of each Central Government Office to ensure that the provisions of the Official Language Act, Official Language Rules and directions issued there under are properly complied with and to devise suitable and effective check points for this purpose.
7. 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 interview or oral test, the candidates may be allowed the option to answer in Hindi.

8. The candidates should have the option to answer the question papers of all in-service, departmental and promotion examinations (including All India Level Examinations) conducted by the Central Government Offices, in Hindi. The question papers should compulsorily be set in both the languages, Hindi and English. In interviews, the candidates may be allowed to answer the questions in Hindi.
9. 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.
10. Every type of training, whether of long-term or of short term, generally be imparted through Hindi medium in 'A' and 'B' Regions. To impart training in 'C' Region, the training material be prepared both in Hindi and English and made available to the trainees in Hindi or English as per their requirements.
11. 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 recruited.
12. International Treaties and Agreements should invariably be prepared both in Hindi as well as in English. There should be authentic translation of Treaties and Agreements entered into in other countries and they should be kept on file for record.
13. The following items of work should be done in Hindi in the branches of the banks notified under Rule 10 (4) of the Official Language Rules, 1976:-

Applications filled by customers in Hindi and Demand Drafts issued on applications filled in English with the consent of the customer, Payment Order, Credit Card, Debit Card, all kinds of lists, returns, fixed deposit receipts, communications etc. regarding cheque-book, entries in daily Ledger, Muster Roll, Dispatch Book, Pass Book, entries in Log Book, work relating to priority areas, security and customer services, opening of new accounts, writing addresses on envelopes, work relating to travelling allowance, leave, provident fund, house building advance, documents related to medical facilities for the employees, agenda and minutes of the meetings.
14. In non-Hindi speaking States, respective Regional Language, Hindi and English should be used in this order for boards, sign boards, name plates and directional indicators.
15. Officers/ employees associated with translation work and implementation of Official Language Policy may be nominated for compulsory Translation Training in the Central Translation Bureau. Officers/ employees having knowledge of Hindi and English both at degree level whose services are likely to be utilized for translation work by the office may also be nominated for translation training.

16. Translators should be helped out with aids like standard dictionaries (English-Hindi, Hindi-English) and other technical literature and glossaries.
17. 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 on senior officers of the Central Government Offices 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.
18. All the Central Government Offices should at their training institutes for Central Services, make arrangements for training in Rajbhasha Hindi, at par with the level of arrangements at Lal Bahadur Shastri National Academy of Administration, Mussoorie and prepare literature on their subjects in Hindi so that after training the officers/employees may be able to carry out their work in Official Language Hindi easily. All the training programmes should be prepared in audio-visual form through the use of multimedia projectors, laptops etc.
19. All the Central Government Offices should widely promote and propagate the various incentive schemes in their Offices in order to accelerate the use of Hindi, so that maximum numbers of officials/employees are benefited by these schemes and Hindi is increasingly used in official work.
20. To overcome the difficulties faced by various offices in doing the official work in Hindi, new guidelines have come into effect forthwith to organize Hindi workshops. According to new guidelines, the duration of workshop should be- minimum one working day. Minimum two third of the time of workshop shall be devoted to the actual practice of doing the official work in Hindi on the subjects related to that office.
21. The officers/employees handling Hindi work including training and workshops should also be provided good and sufficient space and other necessary facilities to sit in the office to facilitate them to discharge their duties properly.
22. All the Central Government Offices should encourage writing of original books in Hindi on subjects concerned and take necessary steps to enrich their Departmental Glossaries.

23. Emphasis should be given on the use of popular words in our routine work so that citizens have an access to Government Policies/Programmes in simple Hindi language.
24. Hindi magazines are being published by the Central Government Offices to generate working environment in Hindi. General activities and original articles pertaining to the particular office should be published in these magazines. Main provisions of Official Language Policy may also be mentioned in these magazines. The Central Government Offices are required to bring out e-version of these magazines and to upload them on the '**e-PatrikaPustakalaya**' platform provided by the Department of Official Language at their website: www.rajbhasha.gov.in to facilitate smooth and easy access of the In-house magazines to the readers.
25. The Central Government Offices should have the facility of Unicode on computers so that work on computers may be done in Hindi also.
26. It has been noticed that in the website of many Departments, information in Hindi is not being provided or in some cases it is not available completely in Hindi. Website should therefore be developed and updated in Hindi regularly.
27. The Official Language Cadre should be constituted in the Offices / Undertakings / Banks etc. and it should be in conformity with the total posts. The Hindi officers of the subordinate offices of the Ministries / Departments should be given the same pay scale and designation as the Central Secretariat Official Language Service Cadre.
28. The Department of Official Language, every year conducts Basic Computer Training Programmes in Hindi through Central Hindi Training Institute and the duration of each programme is five days. Maximum number of officers/employees may be nominated for these training programmes. Trainees will be able to work in Hindi on computer after completion of the training programme. Details of the programmes may be seen at the website of the Central Hindi Training Institute at www.chti-rajbhasha.gov.in.
29. The Central Government Offices may organize Hindi Seminars.
30. No Non-Governmental Organization has been authorized to impart training of Official Language to the employees of Central Government Offices by the Department of Official Language, Ministry of Home Affairs. Sufficient numbers of training centers across the country are functioning under the Department of Official Language and they impart various types of training to the officers and employees of the Central Government free of cost and they also organize workshops for deliberations on Official Language. As per the directions of Department of Official Language, all the Central Government Offices organize workshops for encouraging the use of Official Language in their respective offices. Besides English, the facility of imparting online training of Hindi language through 14 Indian languages is available on the website of Department of Official Language. Thus, it is not appropriate to incur infructuous expenditure from

the Government exchequer for participation in Official Language training and workshops organized by such NGOs.

31. The Department of Official Language bestows the '**Rajbhasha Gaurav Puraskar**' with an objective to encourage writing books originally in Hindi in various streams of contemporary knowledge/science and to promote use of official language Hindi. '**Rajbhasha Kirti Puraskar**' are given by the Department of Official Language to Ministry/ Department, Public Sector Undertakings, Boards/Autonomous Bodies/Trusts etc., Nationalized banks, Town Official Language Implementation Committees and in-house Hindi Magazines which register significant progress in the use of Official Language. Information about these two award schemes is available at the website of Department of Official of Language www.rajbhasha.gov.in
32. The Department of Official Language, in its website, has provided the links of various institutions through which one can see the glossary of those institutions. If any office has prepared its own glossary, it may be shared with this Department so that others may also take advantage of it.
33. Hindi translation of the generally used English sentences has been provided by the Department of Official Language on its website under the heading '**E-Saral Hindi Vakyakosh**' so that officers may write noting in Hindi on files easily by using them.
34. On the demand of Central Government offices, Central Hindi Training Institute imparts training for Hindi language, Hindi typing and Hindi Stenography through video conferencing also. Similar arrangements have also been made by Central Translation Bureau for imparting training to translators.
35. The Department of Official Language has reiterated the suggestions given by the Hon'ble Prime Minister in the minutes of the 31st meeting of the Central Hindi Committee – bridging the gap between Official Hindi and the Hindi used by the public; taking measures to further enrich Hindi through other languages of the country; assimilating better words in Hindi from other languages; adding ten good words from each of the other Indian languages into Hindi; ensuring simple translation in Hindi in order to make the official language not a hindrance but a help in the propagation of Hindi.
36. **Department of Official Language, Ministry of Home Affairs, has recently requested all Secretaries to Government of India / Heads of various Government Organizations that when they chair their senior officers' meeting every month they should also review the progress of Government work in Hindi and discuss about the implementation of various provisions of Official Language Act and Rules in their organization. Also the Joint Secretary (Administration) / Administrative Head in the Organization should be entrusted with the responsibility of implementation of official work in Hindi and chair the Official Language Implementation Committee meeting every quarter of the year.**

Annual Programme for 2021-22 for use of Hindi

<u>S.NO</u>	<u>DETAILS OF WORK</u>	<u>'A' REGION</u>	<u>'B' REGION</u>	<u>'C' REGION</u>
1.	Originating Correspondence in Hindi (including E-mail)	1. From A to A 100% 2. From A to B 100% 3. From A to C 65% 4. From Region A 100% to Offices/ Individuals in States / UTs of A & B region	1. From B to A 90% 2. From B to B 90% 3. From B to C 55% 4. From Region B 90% to Offices Individuals in States / UTs of A & B region	1. From C to A 55% 2. From C to B 55% 3. From C to C 55% 4. From Region C to 55% Offices/ Individuals in States / UTs of A & B region
2.	Letters received in Hindi to be answered in Hindi	100%	100%	100%
3.	Noting in Hindi	75%	50%	30%
4.	Training Programme through Hindi Medium	70%	60%	30%
5.	Recruitment of employees utilized for Hindi Typing & Stenographers	80%	70%	40%
6.	Dictation in Hindi/ Direct Typing on Key-Board (self and by the Asstt.)	65%	55%	30%
7.	Hindi Training (Language, Typing/ Stenography)	100%	100%	100%
8.	Preparation of Bilingual Training Material	100%	100%	100%
9.	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%
10.	Purchase of all electronic equipment including computers in bilingual form.	100%	100%	100%

11. Website bilingual	100%	100%	100%
12. Citizen Charter and display of Public interface information Board bilingual	100%	100%	100%
13. {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 Departments of Official Language of Foreign based Undertakings/ Offices etc. owned or controlled by the Central Government.	At least one inspection in a year.		
14. Meetings regarding Official Language			
{A} Hindi Salahakar Samiti	02 meetings in a year		
{B} Town Official Language months) 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)		
15. Translation of Codes, Manuals, Forms, Procedural literature.	100%	100%	100%
16. Sections of the Ministries/ Departments/ Offices/ Banks/ Undertakings where entire work to be done in Hindi.	40%	30%	20%
	(Minimum Sections)		
	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 sections.		

PROGRAMME FOR FOREIGN BASED INDIAN OFFICES

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| (A) | Correspondence in Hindi
(Including offices of Central Government located in India/abroad) | 50% |
| (B) | File noting in Hindi | 50% |
| (C) | Number of TOLIC meetings
(A TOLIC is to be constituted if 10 offices of Central Govt. or more are present in a town) | Minimum two meetings in a year |
| (D) | (Number of DOLIC (Departmental Official Language Implementation Committee) meetings.
A DOLIC is to be constituted in the chairmanship of head of office.) | Minimum 04 meetings in a year |
| (E) | Availability of all bilingual electronic equipment's including computers. | 100% |
| (F) | Employees of Hindi Typing /Stenographer | Minimum one in each office |
| (G) | Arrangement of Interpreters | Arrangements of interpreters be made from local language to Hindi & vice-versa in every Mission/ Embassy. |

वर्ष 2021-22 का वार्षिक कार्यक्रम राजभाषा विभाग के पोर्टल से डाउनलोड
किया जा सकता है ।

The Annual Programme for the year 2021-22 can be downloaded from
Department of Official Language Portal

www.rajbhasha.gov.in

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