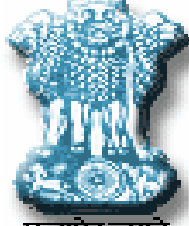


2011-12

भारत सरकार



सत्यमेव जयते

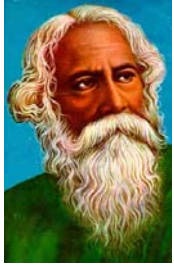
GOVERNMENT OF INDIA

संघ का राजकीय कार्य हिंदी में करने के लिए

वार्षिक कार्यक्रम

ANNUAL PROGRAMME

FOR TRANSACTING THE OFFICIAL WORK OF THE UNION IN HINDI



हम चाहते हैं कि सारी प्रांतीय बोलियां, जिनमें सुंदर साहित्य की सृष्टि हुई है, अपने-अपने घर में (प्रांत में) रानी बनकर रहें और आधुनिक भाषाओं के हार की मध्यमणि हिंदी भारत-भारती होकर विराजती रहे ।

- गुरुदेव रवीन्द्रनाथ टैगोर

गृह मंत्रालय

MINISTRY OF HOME AFFAIRS

राजभाषा विभाग

DEPARTMENT OF OFFICIAL LANGUAGE

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2011-12



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दूरभाष/Telephone 24698054, 24643622

E-mail : ru-ol@mha.nic.in ; dirimp_ol@nic.in ; techcell-ol@nic.in

CONTENTS

<u>S.No.</u>	<u>Subjects</u>	<u>Page No</u>
1.	Preface	1 - 3
2.	Important directions regarding Official Language Policy	4 - 8
3.	Annual Programme for the year 2011-12 for use of Hindi - APPENDIX-I	9 - 11
4.	Appendix-II of Preface	12-14
5.	Appendix-III A to III Q of Preface	15-40
6.	Annexure- I of Important Directions regarding O L Policy	41-43

PREFACE

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

1. "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....."

1.1 It is in consonance with the provisions of the said Resolution that an Annual Programme for the promotion and increased use of the Official Language Hindi is prepared 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 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	Bihar, Chhatisgarh, Haryana, Himachal Pradesh, Jharkhand, Madhya Pradesh, Rajasthan, Uttar Pradesh, Uttarakhand States and Andaman & Nicobar Islands, National Capital Territory of Delhi Union Territories
B	Gujarat, Maharashtra and Punjab States and Chandigarh Union Territory
C	All other States not included in the A and B Regions

An analysis of the performance of work done in Hindi during the year 2009-10 reveals that while there has been a considerable improvement in the percentage of work done in Hindi, there is still a substantial gap between the annual average of the first 20 best performers amongst the Central Government Offices/Undertakings/Banks over the last three years' period (viz. 2006-07 to 2008-09) and the aspirational goals set for them. As for the Region A, the annual average

percentages based on the stated three years' period for the best performing Central Government Ministries/Departments, Undertakings and Banks have been 71.5, 69.9 and 79.6 respectively. These percentages are worked out on the basis of weightages assigned for various activities viz. correspondence, notings and inspections for the purpose of evaluation for the national-level recognition. The Banks have emerged to be in the vanguard in the use of Hindi by reporting 77.1% and 76.7% performance levels for B and C Regions also respectively.

2. Rationalization and realism have emerged as keywords in formulation of the Annual Programme for the year 2011-12. The imperative of logic and rationale dictated that the targets be fixed in terms of a range wherein the best 20 benchmarks in a given category and a given Region may provide the floor-level of compliance, while the aspirational targets remain unaltered and intact.

2.1 The formulation of the Annual Programme has also seen rectification of a few inadvertent inconsistencies in respect of certain targets e.g. percentage fixed for correspondence in Hindi from B Region to States/Union Territories in Regions A and B had been fixed at 100% while the percentage for correspondence from B region with Central Government offices in these two Regions was pegged at 90%. Likewise, in case of C Region, the percentage of correspondence with State Government offices in A and B Regions was kept at 85% whereas with Central Government Offices in the same Region, it was kept at 55%.

3. The targets for dictation work, an activity resorted by the officers, had been uniformly kept at 20% for each of the three Regions. It obviously merited to be rationalized and suitably scaled-up, keeping in view the percentage of target for correspondence and notings in Hindi. The revised targets for dictation in Hindi/direct typing on keyboard have been appropriately scaled-up to 65%, 55% and 30% for Regions A, B and C respectively. The Region-wise differential has been suitably incorporated.

4. The approach of rationalization has been extended to the utilization of budgetary resources to the extent of 50% for books in Hindi for libraries (excluding journals and standard reference books) consistent with the contemporary trends and acknowledged need of the hour. The expression 'purchase of Hindi books' has been augmented to include expenditure incurred on translation work into Hindi from English and Regional Languages, and procurement of digital material viz. Hindi e-books, CDs/DVDs, pen-drives among others.

5. The details of the Annual Programme as approved by the Hon'ble Home Minister are at Appendix-I.

6. The year 2010-11 saw revamping of the website of the Department of Official Language in a comprehensive and imaginative manner; and diligent identification of salient aspects of Official Language Policy as thrust areas. These were conveyed to all Secretaries in the Government of India vide DO letter No. 12019/09/2010-OL(Impl.-2) dated 4th February, 2011. A copy of the letter, and copies of some of the responses received from key Ministries/Departments are at Appendix II, and Appendices III-A to III-Q respectively. It really does not help to lay lop-sided emphasis on scaling-up the percentage of work in Hindi unless the issues are examined in some depth and in all their dimensions, encompassing aspects like creation of posts in Hindi as per norms, their timely filling up and formulation of pyramidal hierarchical cadre structure. And this needs to be done not only for the main Ministry/Department but also for the Subordinate Offices, Attached Offices and Autonomous bodies of a given Ministry/ Department. Other cardinal issues relate to having bilingual and up-dated websites for which the option of assigning work to an external agency may also be one more pragmatic alternative; earnest participation by Heads of Offices in Town Official Language Implementation Committees (TOLICs); sparing staff for training in Hindi in translation skills and typing expertise with use of latest IT tools; and mandatory use of Unicode to facilitate transfer of e-data and e-files.

7. 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 to do so, and the targets indicated in this Annual Programme for the year 2011-12.

Veena Upadhyaya
Secretary, Department of Official Language
Ministry of Home Affairs
Government of India

IMPORTANT DIRECTIONS REGARDING OFFICIAL LANGUAGE POLICY

Important directions regarding Official Language Policy as per the relevant Act, Rules, Presidential Orders and General Orders/Executive Instructions are reiterated for ready recapitulation :

The Official Languages Act, 1963

Under Section 3(3) of The Official Languages Act 1963, Resolutions, General Orders, Rules, Notifications, Administrative & Other Reports, Press Communiques, 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 shall be issued bilingually, both in Hindi and English.

The Official Languages Rules, 1976

- (a) Rule 12 clearly states
 - (1) It shall be the responsibility of the administrative Head of each Central Government Office -
 - (i) to ensure that the provisions of the Act and these Rules and the directions issued under sub-rule (2) are properly complied with; and
 - (ii) to devise suitable and effective check points for this purpose.
 - (2) The Central Government may, from time to time, issue such directions to its employees and officers as may be necessary for the due compliance of the provisions of the Act and these Rules.
- (b) Rule 11 stipulates that all Manuals, Codes and other procedural literature shall be printed and published both in Hindi and English in diglot form. It further requires that all name plates, sign boards, letter heads and inscriptions on envelopes, and other items of stationery shall be both in Hindi and English.
- (c) Rule 5 provides that communications from a Central Government office in reply to communications in Hindi shall be in Hindi.
- (d) Under Rule 10 (4) the names of the Central Government offices whose staff have acquired a working knowledge of Hindi shall be notified in the Gazette. Rule 8(4) provides

that the Central Government may, by order specify the notified offices where Hindi alone shall be used for noting, drafting and for such other official purposes as may be specified in the order by employees who possess proficiency in Hindi.

The Official Language Resolution dated 18th January, 1968

1. The Resolution provides :

(a) Under Article 343 of the Constitution, Hindi shall be the official language of the Union, and under Article 351 thereof it is the duty of the Union to promote the spread of the Hindi Language and to develop it so that it may serve as a medium of expression for all the elements of the composite culture of India.

(b) It is necessary for promoting the sense of unity and facilitating communication between people in different parts of the country that effective steps should be taken for implementing fully in all States the three-language formula evolved by the Government of India in consultation with the State Governments.

(c) Compulsory knowledge of either Hindi or English shall be required at the stage of selection of candidates for recruitment to the Union services or posts except in respect of any special services or posts for which a high standard of knowledge of English alone or Hindi alone, or both as the case may be, is considered essential for the satisfactory performance of the duties or any such service or post.

(d) All the languages included in the Eighth Schedule to the Constitution and English shall be permitted as alternative media for the All India and high Central Services examinations after ascertaining the views of the Union Public Service Commission on the future scheme of the examinations, the procedural aspects and the timing.

Presidential Orders

Based on the recommendations made by the Committee of Parliament on Official Language (CPOL) in the eight Volumes submitted so far, the Presidential Orders have been issued between 1988 to 2008. Some of the salient Presidential Orders are as stated below:

(a) Every type of training, whether of long term or of short term, should generally be imparted through Hindi medium in 'A' & 'B' regions. For imparting training in 'C' region the training material should be got prepared both in Hindi and English and made available to the trainees in Hindi or in English as per their requirement.

- (b) 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.
- (c) Officers/ employees associated with translation work and implementation of Official Language Policy may be nominated for compulsory translation training in CTB. 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.
- (d) 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 and sit in the examination. Any instance of discontinuing training or not writing the examination should be severely dealt with.
- (e) 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.
- (f) 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.
- (g) 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 numbers of officials / employees are benefited by these schemes and Hindi is increasingly used in official work.
- (h) Ministries/ Departments/ Offices etc are bringing out Hindi magazines with a view to creating an atmosphere for working in Hindi in their respective offices. Mainly articles related to the main functions of the office should be included in these magazines to enhance vocabulary in the given professional domain.
- (i) The meeting of the Town Official Language Implementation Committees be attended by the Administrative Heads of the member offices compulsorily.

Regulatory Directions

A number of regulatory directions vis-à-vis the promotional ones have been issued from time to time. The more important ones are as follows:

- (a) Information pertaining to quarterly progress reports should be made available to the Official Language Department in the prescribed Proforma on E-Mail by the 15th of the month following the expiry of each quarter. Signed copy must be sent separately.
- (b) Consolidated compliance report, regarding the Annual Programme 2011-12, 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 succeeding the conclusion of the financial year, in the given case by 31st May, 2012.

Strengthening of Intra-Departmental Coordination

- (a) The Secretary, Department of Official Language addressed a DO letter dated 30.11.2010 (Annexue-I) to Heads of 16 field Offices wherein detailed instructions were given for achieving close coordination and cohesion among one another with the avowed objectives of spreading the network of TOLICs, and accelerating the pace of training in Hindi Language, Typing and Translation Skills. There are directions for them to meet on 2nd of every month and have a standing agenda to discuss the status of database from various offices in respect of potential trainees in the above-listed three areas. They should also discuss issues relating to resource persons, venues and equipment including IT tools for training purposes.

Each of the Heads of offices are directed to address a DO letter to Secretary (OL) on their achievements; and innovation and best practices followed by Central Government offices in their jurisdiction.

Information Technology

- (a) 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.
- (b) Only Unicode encoding may be used for the use of Hindi on computers.

Benefits of the use of Unicode:

- Uniformity
- All works of the offices can be done on computers easily i.e., word processing, data processing, E-mails, website formation etc.
- Files in Hindi can be exchanged easily (in any operating system & browser)

All the offices may prepare their website completely in bilingual form and use Unicode Encoding only for Hindi material.

- (c) Softwares developed by the Department of O.L such as Mantra-Rajbhasha (Machine Translation from computer to Hindi), three modules of LILA namely Prabodh, Praveen and Pragya to learn Hindi, Shrut Lekhan- Rajbhasha (from Hindi Speech to Hindi text), and bidirectional E-Mahashabdakosh may be used. The information about all these softwares is available on the website of the Department of O.L <http://rajbhasha.gov.in>
- (d) There is now an increased emphasis on interface between the developer of software, and users i.e. the Departments concerned who have been asked to designate 'champions' from the Hindi Units so that the developer-user collaboration can overcome the initial problems in refinement of Mantra Software.
- (e) Secretary, Department of Information Technology, and DG, NIC have been requested to designate specific technical IT experts in each Ministry/Department to help users of IT tools in Hindi, and to further strengthen capacity in this field.

Veena Upadhyaya
Secretary, Department of Official Language
Ministry of Home Affairs
Government of India

Annual Programme for 2011-12 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 Telex, Fax, E-mail etc.	1. From A to A 75-100% 2. From A to B 65-100% 3. From A to C 50-65% 4. From Region A to Offices/ Individuals in States / UTs of A & B region A to A 75-100% A to B 65-100%	1. From B to A 75-90% 2. From B to B 65-90% 3. From B to C 45-55% 4. From Region B to Offices/ individuals in States / UTs of A & B region B to A 75-90% B to B 65-90%	1. From C to A 55% 2. From C to B 55% 3. From C to C 55% 4. From Region C to Offices/ individuals in States / UTs of A & B region 55%
2.	Letters received in Hindi to be answered in Hindi	100%	100%	100%
3.	Noting in Hindi	55%-75%	40%-50%	20%-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 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 , B Region and C Region 40% 30% 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 any concept of section.	

PROGRAMME FOR FOREIGN BASED INDIAN OFFICES

- | | | |
|-----|--|--|
| (A) | Correspondence in Hindi | 30% |
| (B) | No. 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. |

वर्ष 2011-12 का वार्षिक कार्यक्रम राजभाषा विभाग के पोर्टल से डाउनलोड किया जा सकता है ।

**The Annual Programme for the Year 2011-12 can be downloaded from
Department of Official Language Portal**

www.rajbhasha.gov.in

राजभाषा विभाग (गृह मंत्रालय), लोकनायक भवन, दूसरा तल, खान मार्केट, नई दिल्ली - 110003 द्वारा प्रकाशित

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