



भारत सरकार  
GOVERNMENT OF INDIA

**2020-21**

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](http://www.rajbhasha.gov.in)

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## Foreword

The Official Language Resolution dated 18<sup>th</sup> January, 1968 as adopted by both the 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 the 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 2020-21 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, 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.

Progress has been made in the progressive use of Hindi in official business. However, targets are still to be achieved. Use of Hindi in the Government Offices have increased, substantial business is still being done in English. The objective 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 peoples’ Language will speed-up development and bring transparency in administration.

In the present era, no language can survive without being associated with scientific, Information Technology and technical subjects. Hence, usage of Hindi needs to be encouraged in scientific, Information Technology 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, Information Technology 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 can gain sufficient knowledge about scientific and technical subjects too. It is evident that due to availability of Information Technology facilities including computers, e-mail and websites in the Ministries/Departments/Central Govt. Offices/Undertakings, it has become easier to maximize the usage of Hindi in scientific and technical subjects.

The following points in the Annual Programme deserve 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 Ministries/ Departments / Offices etc.
- (2) Available Information Technology aids including computers, e-mails and websites may be used to promote the use of Hindi.
- (3) 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.
- (4) Hindi Teaching Scheme is proposed to end in calendar year 2025. Therefore, Hindi language, Hindi Typing/ Stenography training may be expedited and all concerned should be trained within stipulated time period so that the targets are achieved within the prescribed time frame.
- (5) 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 write the examination. Any instance of discontinuing training or not writing the examination should be severely dealt with.
- (6) All the Ministries/Departments/Offices etc. should make available the facility of computer for the use of "LILA (Learning Indian Language Through Artificial Intelligence) Hindi Prabodh, Praveen and Pragya" software etc. for the benefit of the officers/employees nominated for training in Hindi.
- (7) All the Ministries/Departments/Offices etc. 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 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.
- (8) A new training programme "PARANGAT" has been introduced by Central Hindi Training Institute/Hindi Teaching Scheme, Department of Official Language since 2015-16. The classes of training programme "PARANGAT" are being organized by Central Hindi Training Institute/Hindi Teaching Scheme during office working hours. All the employees of Ministries/Departments, its Attached and Subordinate Offices, PSUs/Statutory Bodies/Enterprises/Agencies/Corporations under the control of Central Government and nationalized banks, having working knowledge of Hindi are eligible for training programme "PARANGAT". The syllabus of "PARANGAT" is mainly based on exercise in which 80% of total training period is fixed for exercise and remaining 20% is fixed for discussion on theoretical programme. Central Hindi Training Institute/Hindi Teaching Scheme conducts the training programme "PARANGAT" under two systems:

- (i) In the first system this programme is completed intensively in 20 working days (160 Hours).
- (ii) In the second system this programme is completed in classes of 1 hour daily or 1½ hour every alternate day. Under this system, programme is completed in 5 months.

On completion of the syllabus under the present system an examination is conducted.

(9) Central Hindi Training Institute has started 6 weeks (30 working days) training programme required for the Officers of Central Secretariat Official Language Service at the time of promotion.

(10) All the Officials should be acquainted with the Official Language Policy so that they may discharge their responsibilities more efficiently.

(11) Ministries/Departments/Offices should conduct seminars relating to their subjects in Hindi medium.

(12) Official Language Inspections of different Central Govt. Offices/Banks/PSUs etc. should be conducted by concerned officers and by the senior officers (DS/Dir./JS) of Department of Official Language.

(13) Ministries/Departments have to ensure constitution/re-constitution of Hindi Advisory Committees at the earliest and ensure that Hindi Advisory Committee meetings are held regularly. Decisions taken in the meetings are to be fully complied with. In the meetings of the Hindi Advisory Committee constituted in the Central Ministries / Departments, the checklist of important points submitted by Department of Official Language for the consideration of the honorable members should be kept in view. This is available at the website of the Department of Official Language [www.rajbhasha.gov.in](http://www.rajbhasha.gov.in).

(14) A Joint TOLICS 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 Town Official Language Implementation Committees (TOLIC) is to provide a joint forum for encouraging the use of Official Language in the offices of the Central Government /Public Sector Undertakings /Nationalized Banks across the country and for removing the difficulties being faced in the implementation of the Official Language Policy. In this forum, the officers of the Offices/ Undertakings/Banks through deliberations and exchange of information of the best practices adopted by them for increasing the use of Hindi can improve the level of their respective achievements. In a year, two meetings of the committee are to be organized. First meeting is required to be organized within two months of the formation and the second meeting is to be organized after six months, thereof. The months for the meeting of the committee are earmarked as per the calendar issued by the Department of Official Language. Administrative Heads of the Central Government /Undertakings /Banks located in the particular town are required to personally attend the meetings of the committee as under Rule 12 of the

Official Languages Rules, 1976, the 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 in this regard from time-to-time. Officers of the Department of the Official Language (Hqrs)/ Regional Implementation Offices attend these meetings. The Town Official Language Implementation Committee 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.

(15) The Official Language Policy of the Union is based on encouragement and motivation. However, the compliance of the instructions related 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.

(16) Ministries/Departments need to give special attention on development of IT system pertaining to Official Language. All the computers are to be equipped with necessary facilities so that working in Hindi is possible and E-mail/Electronic messages etc. may be ensured to contain maximum use of Hindi in the Inter-Ministerial/Inter-Departmental correspondences along with correspondences with private parties.

(17) The Quarterly Progress Report should be sent to the Department of Official Language through online system within 30 days from the completion of the quarter. Similarly, Annual Assessment Report should also be made available by 30<sup>th</sup> June. Henceforth, all Central Govt. Offices/Undertakings/Banks etc. 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](http://www.rajbhasha.gov.in).

(18) The advertisements published in English/Regional Languages shall mandatorily be published in Hindi also by the Ministries/ Departments/ Offices/ Undertakings etc. 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. For this complete link should also be provided.

(19) For increasing the use of Official Language Hindi in official work, inter alia, it is necessary to impart training through Hindi medium to all the employees in all the training institutes of the Central Government. At present it has been observed that the employees are imparted training through English medium only despite the availability of training material in Hindi language. As a result, the employees are not able to carry out the official work in Hindi. By imparting induction training and in-service training through Hindi medium, employees and officers will be capable of carrying out the work originally in Hindi. In all the training programmes of the Central Government, 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.

(20) Department of Official Language has developed a Memory based Translation System (Kanthastha-Rajbhasha) of International level for translation of texts from Hindi to English and English to Hindi. In this system the translated work is stored which may be used in future. The system saves the time of translation and Ministry/ Department/ Office will be benefited by using translated work done by them. This translation system is available on the website of Department of Official Language as a web version as well as a Standalone version. The system may be utilized to increase its data base.

The Department of Official Language seeks whole-hearted and voluntary support of all Ministries/ Departments, Public Sector Banks and Undertakings in providing greater space to Hindi in their day to day work, consistent with the Constitutional and statutory obligations casted upon each of us and the targets indicated in this Annual Programme for the year 2020-21.

**APRIL, 2020**

  
**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, 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 interview or oral test the candidates may be allowed the option to answer in Hindi.
3. The candidates should have the option to answer the question papers of all 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). In interviews, the candidates may be allowed to answer the questions in Hindi.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.

9. 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.

10. 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.

11. 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, Banks, Undertakings etc.

12. Officers/ employees associated with translation work & 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 such work by the office may also be nominated for translation training.

13. Translators should be provided with help literature, standard dictionaries (English-Hindi, Hindi-English) and other technical glossaries.

14. Manuscripts of manuals/codes/forms etc. should be prepared bilingually before sending/ accepting for printing.

15. 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 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.

16. All the Ministries/Departments/Offices etc. 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 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.

17. 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.

18. With a view to sensitize the officials/employees about the Official Language Policy of the Government, 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 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.

19. 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.

20. 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.

21. Department of Official Language has developed a new programme namely "LILA Hindi Pravah" to impart advanced knowledge of Hindi language to the employees having working knowledge of Hindi as well as to the general public. This programme has been made available in 14 Indian languages in addition to English language as online web version and as a Mobile App. LILA Hindi Pravah has 20 lessons on different domains. These lessons have been compiled keeping in mind the interests of different categories of readers. This programme may be used intensively.

22. All the Ministries/Departments/Offices etc. should encourage writing of original book 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.

24. Hindi magazines are being published by the Ministries / Departments / Offices / Institutions etc. in their offices to generate working environment in Hindi. General activities and original article pertaining to the particular office should be published in these magazines. Main provisions of Official Language Policy may be mentioned in these magazines.

25. Only Unicode encoding may be used for the use of Hindi on computers.

26. All the Ministries/Departments should ensure that computer systems used therein should have facility of working in Hindi. It should also be ensured that these facilities are being utilized.

27. 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 completely in Hindi.

28. 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.

29. 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 Department of Official Language [www.rajbhasha.gov.in](http://www.rajbhasha.gov.in)

30. All the Ministries /Departments may organize Hindi Seminar.

31. None of the 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 number 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 Offices/Banks /Undertakings etc. 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 at the website of Department of Official Language. Thus, it is not desirable to incur infructuous expenditure from the Government exchequer for participation in Official Language training and workshops organized by such NGOs.

32. 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 official language. "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 intensive schemes is available at the website of Department of Official of Language [www.rajbhasha.gov.in](http://www.rajbhasha.gov.in)

33. 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.

34. 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.

35. 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 since September 2018.

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## Annual Programme for 2020-21 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 2. From A to B 3. From A to C	100% 100% 65%	1. From B to A 2. From B to B 3. From B to C	90% 90% 55%	1. From C to A 2. From C to B 3. From C to C	55% 55% 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	90%	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		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 Billngual 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 Implementation Committee.	02 meetings in a year (One meeting in every 6 months)		
{C} Official Language Implementation Committee.	04 meetings in a year (One meeting in 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<br>(Including offices of Central Government located in India/abroad)   | 50%   |
| (B) | File noting in Hindi   | 50%   |
| (C) | Number of TOLIC meetings<br>(A TOLIC is to be constituted if 10 offices of Central Govt. or more are present in a town)                                      | One meeting in every six months.  |
| (D) | (Number of DOLIC (Departmental Official Language Implementation Committee) meetings.<br>A DOLIC is to be constituted in the chairmanship of head of office.) | One meeting in each quarter.  |
| (E) | Availability of all bilingual electronic equipment 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. |