

Citizens'/Clients Charter

Ministry of Home Affairs
Department of Official Language
NDCC-II Building, Jai Singh Road,
New Delhi-110001.

Our commitments to you


No.	Our Services and Transactions	How we measure our performance in this area	Our service standard
1.	General complaints regarding violation of the Official Languages Act, 1963, the Official Languages Rules, 1976 and other instructions etc.	Examination of the complaints with reference to relevant rules and referring complaints to Ministry/Department concerned for taking remedial measures	30 days
2.	Matters/clarifications relating to Official Languages Act, 1963, the Official Languages Rules, 1976 and Official Language Policy	Average time taken from the date of receipt for furnishing Clarifications.	30 days
3.	Matters/clarifications/assurance required by different Offices/ members of public relating to Technical Cell: i) I.T. Tools ii) Computer Training iii) Conversion from Non-Unicode to Unicode iv) DOL's Website	Average time taken from the date of receipt for furnishing Clarifications.	15 Days
4.	Approval for constitution of the Hindi Sahakar Samities of various Ministries/ Departments.	Average time taken for furnishing Clarifications, if any	21 Days
5.	Matters/clarifications/complaints relating to: Central Hindi Training Institute(CHTI), Central Translation Bureau, Secretariat of Committee of Parliament on Official Language and Regional Implementation Offices.	i) Matter for which information is available in DOL. ii) Matters requiring consultation with concerned Subordinate office.	30 days 45 Days

No.	Our Services and Transactions	How we measure our performance in this area	Our service standard
7.	Matters relating to : a) implementation of Official Language Policy by concerned Central Govt. offices. b) Various Rajbhasha Awards. c) Regional Felicitation Functions and Colloquia. d) Hindi Diwas. e) Central Official Language Implementation Committee (COLIC) f) Town Official Language Implementation Committee (TOLIC)	i) Matter for which information is available in DOL. ii) Matters requiring consultation with concerned organization.	30 days 60 days

For more details on the procedure, documents required and contact person, please visit our website at: rajbhasha.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer Shri A.K. Singh, Director (Administration), Phone No. 23438129
- B. Register your grievance on the following portal: <http://pgportal.gov.in>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in


(अजय कु. सिं.)
(AJAY K. SINGH)
निदेशक
Director
गृह मंत्रालय/MHA



Citizens'/Clients' Charter
of
The Department of Official Language
Ministry of Home Affairs

NDCC-II Building, 'B' Wing, 4th Floor,
Jai Singh Road, New Delhi-110001

www.rajbhasha.gov.in

www.rajbhasha.nic.in

October, 2012

Preface

The Department of Official Language was set up in June, 1975 as an independent Department of Ministry of Home Affairs, with the objective of monitoring and reviewing compliance of the Constitutional and statutory provisions regarding Official Language, and of promoting the use of Hindi for the official purposes of the Union. The Department endeavours to achieve the progressive use of Hindi for the official purposes of the Union through various mechanisms such as (i) imparting training to Central Government Officers/employees in Hindi Language, Hindi typing, Hindi Stenography, computer training, and English- Hindi Translation skills (ii) constitution of Hindi Salahkar Samitis (iii) constitution of Town Official Language Implementation Committees (TOLIC) and ensuring their regular meetings (iv) administering incentive schemes to encourage work in Hindi. (v) fixing targets for working in Hindi.

2. It may be observed that this Department does not deal directly with the citizens. The major part of the activities and the services rendered by this Department are for Government agencies or/for government employees. The activities/services of this Department are meant to promote use of Hindi by various Government agencies. Use of Hindi by various Government agencies in imparting their services will increase transparency and ultimately benefit the citizens. Accordingly, the Charter prepared by this Department has been named as “Citizens’/Clients’ Charter” (CCC).

3. We endeavour to look into the complaints, and welcome suggestions for improvement in the implementation of the Official Language Policy. Looking into the complaints regarding violation of the policy, and taking remedial measure is part of our mandate. Accordingly, the Charter contains mechanism for sending the suggestions and, making complaints. Complaints can also be made on-line through the Centralised Public Grievance Redressal and Monitoring System (CPGRAMS) of the Department of Administrative Reforms and Public Grievances for which a link under “public grievances” has been provided in the website as well as in the Citizens’ Charter. Timelines have been prescribed for consideration of suggestions and disposal of the complaints.

Our Vision

To create an enabling environment for the progressive use of Hindi for official purposes of the Union in accordance with constitutional and statutory provisions regarding official Language, so that it may serve as a medium of expression for all the elements of the composite culture of the country.

Our Mission

1. To promote the progressive use of Hindi in the Central Government offices through persuasion, incentives and motivation.
2. To provide directions and guidance to all the Central Government offices for use of Hindi.
3. To create awareness and to develop sensitization through dissemination of information about OL Policy, Programmes and activities.
4. To undertake capacity building of the personnel at various levels of seniority in different areas of expertise.
5. To meet its share of statutory obligation of bilingual functioning in the Central Government offices.
6. To build synergy with Ministries/Departments/Organizations which share Department of Official Language's mandate to a certain extent.
7. To maximize public satisfaction primarily with regard to the functioning of DOL and its sub-ordinate offices viz. Central Hindi Training Institute, Central Translation Bureau, Regional Implementation Offices, Committee of Parliament on Official Language.
8. To develop dynamic framework of personnel management of Central Secretariat Official Language Service, officers and staff of Central Hindi Training Institute, Central Translation Bureau, Regional Implementation Offices.
9. To monitor and review the extent of compliance of Official Language Policy.
10. To promote culture of transparency, accountability and zero tolerance of corruption.
11. To have continuous interface with stake-holders.
12. To create a healthy and eco -friendly environment, duly sensitized with the values of energy conservation and aesthetics.

Our users:-

1. Ministries, Departments and subordinate/attached offices, and Autonomous entities of Central Government.
2. Offices of Public Sector Corporations/Companies.
3. Banks, Financial Institutions.
4. General Public.
5. Officers and officials of Central Secretariat Official Language Service (CSOLS), Central Hindi Training Institute (CHTI), Central Translation Bureau (CTB), and Regional Implementation Offices (RIOs).
6. Authors of Hindi.
7. Trainees of various Hindi training programmes.
8. Suppliers of goods and services

Services rendered by Department of Official Language

1. To impart training to Central Government officers/employees in Hindi language, Hindi typing, Hindi stenography and English-Hindi translation, and computer and I.T. tools.
2. To obtain Presidential Orders on the Reports of Committee of Parliament on Official Language and issue instructions to Central Government offices for their implementation.
3. To constitute and convene meeting of Kendriya Hindi Samiti (KHS).
4. To convene Kendriya Rajbhasha Karyavayan Samiti (KRKS).
5. To constitute Hindi Salahkar Samitis (HSS) of various Ministries.
6. To fix annual targets for working of Official Language Hindi in Central Govt. Offices.
7. To prepare annual assessment report based on actual achievements viz.-a-viz. targets fixed and lay it in Parliament.
8. To collect information regarding implementation of official language policy in Central Government offices through quarterly progress reports and inspections of offices.
9. Cadre Management of Central Secretariat Official Language Service.
10. Control and supervision of the functioning of the Departments' subordinate offices namely CHTI, CTB, RIOs and Secretariat of Committee of Parliament on Official Language.
11. To prepare and distribute official language publications including quarterly magazine "Rajbhasha Bharti".
12. To Monitor and review compliance of the instructions to make Unicode supported computers, key boards, printers & software etc. available.
13. To translate non-statutory manuals, codes and other procedural literature and forms connected therewith relating to Central Government offices.
14. To issue instructions/directions on the policy related suggestions/proposals about constitutional provisions on official language, The Official Languages Acts 1963, The Official Languages Rules, 1976.
15. To administer incentive schemes to encourage the Central Govt. Employees to work in Hindi.
16. To organise Regional Felicitation Functions and Colloquia.

Service Standards

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
1.	Policy related matters : i) The Official Languages Act, 1963 ii) The Official Languages Rules, 1976 iii) Official Language Policy	1-3 Months**	1. Shri Harinder Kumar Director (Tech/Policy) Telefax: 23438127 E mail: dir.tech@nic.in 2. Shri Ratti Ram Under Secretary (Policy/CTB) Tele : 23438150 E mail: uspolicy-dol@nic.in	Request for clarifications /suggestions will be considered with reference to the relevant provisions of the Act/ policy in vogue, in consultation with concerned authorities, if necessary.	Requests can be made on a plain paper with Specific details on which clarification is required, and suggestions may be made with copies of all relevant documents, if any.
2.	Matters relating to Technical Cell : I) I.T. Tools II) Computer Training III) Conversion of non-Unicode to Unicode IV) DOL's website V) C-DAC, DIT and NIC-related matters	1-2 Months 1-2 Months 1 Month 1 Month 1-2 Months	1. Shri Harinder Kumar Director (Tech/ Policy) Telefax: 23438127 2. Sh. Kewal Krishan, Sr. Technical Director (NIC) Tele: 23438178 E mail: kewal.krishan@nic.in	Examining the requests with reference to relevant provisions in consultation with concerned authorities, if necessary.	Requests can be made on a plain paper with detailed information and copies of all relevant documents, if any.
3	Budget related matters of DOL/Subordinate offices	1-2 Months	Sh. S.K Malhotra, Director(Admn./Budget/Ser vices/Complaints) Ph: 23438126 Email: sudhir.malhotra@nic.in	--do--	--do--
4.	Request for nomination to the Kendriya Hindi Samiti (KHS) and matters relating		1. Shri Harinder Kumar Director (Tech/Policy) Telefax: 23438127	Examining the requests based on Qualifications, Experience and the	Request can be made on a plain paper with detailed authenticated Curriculum Vitae and relevant documents in support of

Service Standards

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
	to nominations to Hindi Salahkar Samities(HSS) of various Ministries.		E mail: dir.tech@nic.in 2. Shri Ratti Ram Under Secretary (Policy/CTB) Tele : 23438150 E mail: uspolicy-dol@nic.in	guidelines on the subject.	qualifications, experience etc.
5.	Cadre Management of CSOLS a) Cadre Structure. b) Service matters relating to individual employees such as posting transfer etc. c) Representations relating to seniority / promotion.	1-3 Months	Sh. S.K Malhotra, Director (Admn./Budget/Services/ Complaints) Ph: 23438126 Email: sudhir.malhotra@nic.in 2.Sh. Dharam Singh, Under Secretary (Service) Email: service-ol@nic.in Ph: 23438137	Examining the requests in consultation with concerned organisation such as DOPT, M/o Law, M/o Finance, UPSC etc. as may be necessary	Request can be made on a plain paper with specific details and copies of all relevant documents
6.	Matters relating to Central Hindi Training Institute (CHTI), New Delhi raised/submitted by an officer,/officials of CHTI, referred to DOL .	2 Months	Sh. Suraj Bhan, Deputy Secretary (Trg./CTB) Ph: 23438155 Email: dstrg-dol@nic.in 2.Dr.Saroj Kumar Tripathi, Deputy Director (Training), Email: ddtrg-dol@nic.in Ph: 23438125	Examining the request w.r.t. relevant rules and in consultation with concerned organisation such as CHTI, DOPT, and UPSC etc.	Request can be made on a plain paper with specific details and copies of relevant documents

Service Standards

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
7.	Matters relating to Central Translation Bureau,(CTB), New Delhi raised/submitted by an officer,/officials of CTB, referred to DOL.	2-Months	Sh. Suraj Bhan, Deputy Secretary (Trg./CTB) Ph: 23438155 Email: dstrg-dol@nic.in 2.Shri Ratti Ram Under Secretary (Policy/ CTB) Tele : 23438150 E mail: uspolicy-dol@nic.in	Examining the request w.r.t. relevant rules and in consultation with concerned organisation such as CTB, DOPT, UPSC etc.	Request can be made on a plain paper with specific details and copies of all relevant documents
8.	Matters relating to Regional Implementation Offices (RIOs)Situating at Mumbai, Kolkata, Bengaluru, Guwahati, Ghaziabad, Bhopal, Kochi and Delhi raised/submitted by an officer/officials of (RIOs).	2-Months	Dr. J.P.Kardam, Director (Implementation/Research) Ph: 23438129 Email: dirimp-ol@nic.in 2.Shri Raj Krishan Bhoria, Under Secretary(Impl) Ph:23438148 E Mail: bhoria@nic.in	Examining the request w.r.t. relevant rules and in consultation with concerned organisation.	do
9.	General complaints for violation of the Official Language Policy	2 -3Months	Sh. S.K Malhotra, Director (Admn./Budget/Services/ Complaints) Ph: 23438126 Email: sudhir.malhotra@nic.in Smt.Rajinder Paul, Assist.Director (Compl.)	Examining the complaints w.r.t. relevant rules and advising the concerned organisation to take remedial measures.	Request can be made on a plain paper with verifiable facts, copies of all relevant documents in support of the allegations.

Service Standards

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
			Ph: 23438150 Email: adcomp-dol@nic.in		
10.	Matters relating to : a) Implementation of Official Language Policy. b) Various Rajbhasha Awards. c) Regional Felicitation Functions and Colloquia d) Hindi Divas e) Central Official Language Implementation Committees(COLIC) f) Town Official Language Implementation Committees {TOLIC}	1-2 Month 1-2 Month 1-2 Month 1-2 Month 1-2 Month 2-3 Months	Dr. J.P.Kardam, Director (Implementation/Research) Ph: 23438129 Email: dirimp-ol@nic.in Smt.Bindu P.V., Deputy Director (Impl.), Ph:23438143 Email:dd-impl02-dol@nic.in	Examining the requests w.r.t. rules and in consultation with organisations, where necessary.	Request can be made on a plain paper with specific details and copies of all relevant documents.
11.	Matters relating to Annual Programme, Annual Report, Publication of quarterly Magazine Rajbhasha Bharti, List of Standard	1 Month	Dr. J.P.Kardam, Director (Implementation/Research) Ph: 23438129 Email: dirimp-ol@nic.in	-do-	-do-

Service Standards

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
	books.		Sh. K.C.Bhatt, Assistant Director, Ph: 23438143 Email: adimp-dol@nic.in		
12.	Annual Assessment Report	1-2 Months	Dr. J.P.Kardam, Director (Implementation/Research) Ph: 23438129 Email: dirimp-ol@nic.in Assistant Director (Res.), Ph: 23438143 Email: ro-dol@nic.in	-do-	-do-
13.	Matters relating to publicity of Official Language Policy	1-2 Months	Dr. J.P.Kardam, Director (Implementation/Research) Ph: 23438129 Email: dirimp-ol@nic.in Sh. K.C.Bhatt, Assistant Director, Ph: 23438143 Email: adimp-dol@nic.in	-do-	-do-
14.	Matters relating to : a) Coordination and Administration of DOL, b) Central Translation Bureau, which have been referred to DOL.	1 Month	Sh. S.K Malhotra, Director (Admn./Budget/Services/ Complaints) Ph: 23438126 Email: sudhir.malhotra@nic.in Sh. Suraj Bhan, Deputy Secretary (Trg./CTB)	-do-	-do-

Service Standards

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
	<p>c) General Maintenance within DOL.</p> <p>d) Library of DOL /Staff Meetings</p>		<p>Ph: 23438155 Email: dstrq-dol@nic.in</p> <p>Smt. Anita Bhardwaj, Section Officer (Budget/Admn.) Ph: 23438150 Email: soadmin-dol@nic.in</p> <p>Shri Suboroto Hajra, Section Officer (Impl.) Ph: 23438148 Email: soimp-dol@nic.in</p>		
15.	<p>Matters relating to Central Hindi Training Institute, (CHTI), Organising:</p> <p>a) Various training programmes for Hindi Language, typing, Stenography.</p> <p>b) Matters relating to Hindi Teaching Scheme in different regions.</p> <p>c) Matters relating to Central Hindi Training Institute,(CHTI), New Delhi raised/submitted by an officer/officials of CHTI.</p> <p>d) Complaints against the</p>	1-2 Months	<p>Dr.J.P.Kardam, Director, Central Hindi Training Institute Paryavaran Bhavan, 7th Floor, CGO Complex, Lodhi Road, New Delhi. Telefax: 24361852 Email: dirchti-dol@nic.in</p>	-do-	<p>i) Requests for clarification/ suggestions for Improvement / service matters can be made on plain paper with specific details and all other relevant documents.</p> <p>ii) Complaints can be made on a plain paper with specific verifiable details with documentary evidence, if any, in the possession of the complainant.</p>

Service Standards

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
	officials working in the said organisation. e) Complaint of goods and services suppliers. f) Examination/result related matters.		Sh. Prithvi Singh, (for 'f' only) Deputy Director, Level -6,East Block-7, R.K.Puram, Sector-1, New Delhi –110 066. Email: ddhts-exam-dol@nic.in Ph: 011-26175176 Fax No. 011-26162093		
16.	Matters relating to Central Translation Bureau, 8 th Floor, Paryavaran Bhavan, CGO Complex, New Delhi:- a) Translation work and translation training programmes. b) Matters relating to Central Translation Bureau,(CTB),New Delhi raised/submitted by an officer/officials of CTB. c) Complaints against working of CTB offices and its field offices. d) Examination and result related matters. e) Complaints of goods and services suppliers.	1-2 Months	Dr. S.N. Singh, Director (CTB), Ph: 24362025 Paryavaran Bhavan, 8 th Floor, CGO Complex, Lodhi Road, New Delhi. Email: directb-dol@nic.in Ms. Janki Nair, Dy. Director, Telefax: 24362151 Email: dd2ctb-dol@nic.in Dr.(Mrs.) Kusum Aggarwal, Dy. Director, Ph: 24364203 Email: dd1ctb-dol@nic.in	-do-	-do-
17.	Matters relating to Secretariat of Committee of Parliament on Official	1-2 Months	Shri Shyam Sunder, Secretary, 11, Teen Murti Marg,	-do-	-do-

Service Standards

Sl. No.	Services	Service/ performance Standards*	Contact details of responsible officer	Processes	Documents required
	Language		New Delhi Telefax:- 2301-2933 E-mail:shyam.sunder@nic.in		

***Range of timelines is given in view of the fact that nature of request/ suggestions/Complaints may vary in complexity and dimensions .**

****Requests requiring amendment of the Act/Policy/Rules and those requiring consultation with other Departments may require more time.**

Service Standards

(A) Central Hindi Training Institute/Hindi Teaching Scheme

S. No.	Responsibility's Centres	Name of Officer	Address	States Covered
1.	Examination	Sh . Prithvi Singh, Dy. Director Email:ddhts-exam-dol@nic.in Ph: 011-26175176 Fax No.011-26162093	Level-6, East Block-7, R.K. Puram, Sector-1, New Delhi-110066.	All
2.	Central-North	Sh. Ram Milan Vyas, Dy. Director, E mail : ddhts-nc-dol@nic.in Ph: 26175246 Fax No.011-26191572	Level-6, East Block-7, R.K. Puram, Sector-1, New Delhi-110066.	Delhi, Punjab, Haryana, Himachal Pradesh, Rajasthan, J & K, Madhya Pradesh, Uttar Pradesh, Utrtrakhand, Chattisgarh and Chandigarh.
3.	Southern	Sh. Nav Nath Kamble, Dy. Director, E mail : ddhts-south-dol@nic.in Ph: 044-2491 9096 Fax No.044-24915466	E- Wing, C-Block, Kendriya Sadan, Basant Nagar, Chennai-600090.	Tamil Nadu, Kerala, Andhra Pradesh, Lakhshdeep and Pondicherry
4.	East	Sh. Ram Narayan Saroj, Dy. Director, E mail : ddhts-east-dol@nic.in Ph: 033-2287 0793 Fax No-033-22874053	18 th Floor, 234/4 Nizam Palace Complex, J.C. Bose Road, Kolkata-700020.	West Bengal, Orissa, Bihar, Jharkhand and Andaman & Nicobar.
5.	Western	Sh. Rajinder Singh, Dy. Director, E mail : ddhts-west-dol@nic.in Ph: 022-2765417 Fax No.022-27565417	Kendriya Sada, 'C' Wing, 6 th Floor, CBD, Belapur, Navi Mumbai-400614.	Maharashtra, Gujarat, Karnataka, Goa, Dadra and Nagar Haveli, Daman & Diu
6.	North-Eastern	Sh. S. L. S. Purti ,	Hindi Teaching Scheme,	Assam, Meghalaya,

Service Standards

S. No.	Responsibility's Centres	Name of Officer	Address	States Covered
		Dy. Director (Language) Hindi Teaching Scheme E mail : ddhts-ne-dol@nic.in Ph: 0361-2675661 Fax No.0361-2676879.	N.F. Railway Headquarters, Maligaon, Guwahati-781011.	Mizoram, Tripura, Manipur, Sikkim, Nagaland and Arunachal Pradesh.

(B) Regional Implementation Offices of DOL.

S. No.	Responsibility's Centres	Name of Officer	Address	States covered
1.	Eastern	Dr. B.N.Pandey, Deputy Director (Impl.) Ph:033-22875305, 22800356 E mail:	Regional Implementation Office (East),18 th Floor, Nizam Palace Complex, 234/4, Acharya J.C. Bose Road, Kolkatta-700030.	West Bengal , Bihar, Orissa and Jharkhand
2.	North-Eastern	Sh. Ashok Kumar Mishra, Asstt. Director (Impl.), Ph: 0361: 24643622 Email: ashokhindirajbhasha@gmail.com	Regional Implementation Office (North East), Rajgarh Road, Y Lane-1, Post Shilpukhari, Guwahati-781003.	Assam, Manipur, Nagaland, Tripura, Mizoram, Arunachal Pradesh Meghalaya and Sikkim
3.	South	Sh. Ajay Kumar Srivastava, Dy. Director (Implementation), Email: meena67ajay@yahoo.com Ph: 080-25536232	Regional Implementation Office (South) , D-Wing, 5 th Floor, Kendriya Sadan, Kormangla, Bengaluru-560034.	Karnataka and Andhra Pradesh.
4.	North Zone-I	Sh. Shailesh Kumar Singh, Dy. Director (Implementation),	Regional Implementation Office A-149, Sarojini Nagar, New Delhi-110023.	Delhi , Himachal Pradesh, Punjab, Chandigarh, J & K

Service Standards

S. No.	Responsibility's Centres	Name of Officer	Address	States covered
		Email: sksingh@yahoo.com Ph: 011-24674674.		
5.	North Zone-II	Sh. Rakesh Kumar, Dy. Director (Implementation), Mail : rktext@hotmail.com Ph:0120-2719356.	Regional Implementation Office (North), Room No.302, 3 rd Floor, CGO Bhavan, Kamla Nehru Nagar, Ghaziabad-201001.(U.P.)	Uttar Pradesh and Utrakhand
6.	Western	Shri Vinod Kumar Sharma, Dy. Director (Implementation), Email : ddimpol-mum@nic.in Ph:022-27560225.	Regional Implementation Office (West), Kendriya Sadan, Room No.601-A, Sector-10, 6 th Floor, CBD, Belapur, Navi Mumbai-400614	Maharashtra, Gujarat, Goa , Daman and Diu.
7.	South Western	Shri P.Vijay Kumar, Assistant Director (Implementation), E mail: dd.riochn@nic.in Ph: 0484-2427792.	Regional Implementation Office (South Western), Kendriya Bhavan, Block-C, 7 th Floor, Ses P.O. Kochi-682037 (Kerala).	Kerala, Tamil Nadu, Puducherry and Lakshdweep
8.	Central	Ms.Sadhna Tripathi, Assistant Director (Implementation), E mail: riacentrolbhopal@yahoo.in Ph:0755-2553149.	Regional Implementation Office (Central), Nirman Sadan, Room No.208, CGO Complex, 52-A, Arera Hills , Bhopal-462011.	Madhya Pradesh, Rajasthan, Chhattisgarh

Service Standards

C. Responsibility Centres of CTB.*

SI. No.	Responsibility's Centres	Name of Officer	Address	States covered
1.	Southern	Sh. I.C. Mishra, Asstt. Director, E mail : m_ishwarchandra@yahoo.com Telefax: 080-25531946.	Translation Training Centre, 5 th Floor, Kendriya Sadan, D-Block, Kormangla, Bengaluru-560034.	Karnataka, Tamil Nadu, Kerala, Andhra Pradesh, Puducherry, Lakshdweep
2.	Eastern	Sh. Satish Pandey, Asstt. Director, E mail : pandey.satish@gmail.com Telfax: 033-22876044.	Translation Training Centre, Central Translation Bureau, 67-B, Bali Ganj Park Tower, B-Block, 10 th Floor, Circular Road, Kolkatta-700019.	West Bengal, Bihar, Orissa, Jharkhand, Sikkim, Assam, Arunachal Pradesh, Meghalaya, Tripura, Manipur, Nagaland, Mizoram, Andman and Nicobar Islands
3.	Western	Sh. Naresh Kumar, Asstt. Director, E mail : ctbmumbai@gmail.com Telfax.022-22611823.	Translation Training Centre, Central Translation Bureau, Kendriya Sadan,6th Floor, Sector-10A, CBD, Belapur, Navi Mumbai - 400614	Maharashtra, Goa, Madhya Pradesh, Chhatisgarh, Gujarat, Daman & Diu

*Remaining States/UTs are looked after by CTB, Headquarter, New Delhi

D. Committee of Parliament on Official Language

Secretariat of the Committee of Parliament on Official Language.	Shri Shyam Sunder, Secretary Ph: 2301-2933 E mail: shyam.sunder@nic.in	11, Teen Murti Marg,, New Delhi.
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Redressal of Grievances

In case of non-compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officers for redressal of their grievances:-

1.Sh. D.K. Pandey, Joint Secretary (OL-I), Department of Official Language, 2 nd Floor, Lok Nayak Bhavan, Khan Market, New Delhi. Telefax : 24611031 E mail : jsol@nic.in	In respect of matters relating to Policy, Administration/Budget, Technical, common complaints, Publicity & Monitoring.
2. Sh. R.K. Kalia, Joint Secretary(OL-II), Department of Official Language, NDCC-II Building, 'B' wing, 4th Floor, Jai Singh Road, New Delhi. Telefax 23438130 E mail : jslo2@nic.in	In respect of matters relating to Implementation, Central Translation Bureau, Central Hindi Training Institute.

3. The Grievances can also be lodged on-line on the following link of the Department of Administrative Reforms & Public Grievances <http://pgportal.gov.in> for which a link is also given on the web-site of the Department of Official Language viz. www.rajbhasha.nic.in. under the heading “**Public Grievances**”

Service Standards**Escalation of Grievance**

In case the grievance is not redressed finally, the same can be taken up at highest level with the following authority:

Shri Sharad Gupta,
Secretary (OL),
Department of Official Language,
2nd Floor, Lok Nayak Bhavan, Khan Market,
New Delhi-110 003
Tele: 24631573
Tele fax: 24648559
E mail : secy-ol@nic.in

Indicative expectations from Service Seekers /Stakeholders:

1. Requests for clarifications/suggestions are to be submitted in the manner mentioned herein.
2. Complaints may be submitted with detailed verifiable facts with documentary evidence, if any, with all relevant documents.
3. Service Seekers/Stakeholders should give their complete address, Contact Nos., e-mail addresses and fax Nos.
4. Grievances in respect of service(s) included in the Citizens'/Clients' Charter can also be lodged at :

Service Standards

5. Central Public Grievance Redress and Monitoring System (CPGRAMS) of Deptt. of Administrative Reforms and Public Grievances on-line at the following address at internet:

<http://pgportal.gov.in>

Month and Year for the next Review of the Charter - **September, 2013**