



Citizen's/Client's Charter of
CENTRAL HINDI TRAINING INSTITUTE
Department of Official Language
Ministry of Home Affairs
Govt. of India

7th Floor, Pandit Deen Dyal Antyoday Bhawan
(Paryavaran Bhawan),
C.G.O. Complex, Lodhi Road, New Delhi-110003
<http://www.chti.rajbhasha.gov.in>

CENTRAL HINDI TRAINING INSTITUTE/HINDI TEACHING SCHEME

INCEPTION

- In compliance with the constitutional provisions, the task of teaching Hindi to those employees of central government, who do not possess the knowledge of Hindi, was initiated by the Ministry of Education in July, 1952.
- In pursuance of the action taken on the suggestions contained in the President's letter dated 12th June, 1955 addressed to the Minister of Home Affairs, it was decided that the work regarding teaching Hindi to the Central Government Employees be entrusted to the Ministry of Home Affairs. Accordingly, since 1955 Hindi classes under the Hindi Teaching Scheme are being conducted during office hours under the aegis of Ministry of Home Affairs.
- Since 1974, in addition to the employees of the Ministries of the Central Government and its attached and subordinate offices, training in Hindi, Hindi Typing and Hindi Stenography has also been made compulsory for the employees of the Corporations, Bodies, Companies, Undertakings, Banks etc. owned or controlled by the Central Government.
- Central Hindi Training Institute was established in 1985 with the objective of imparting in-service intensive training of Hindi Language/ Hindi Typing / Hindi Word Processing & Hindi Stenography to the newly recruited officials immediately after they join Government service.

Vision

- To train all the personnel of the Central Government & the Undertakings, Corporations, Statutory Bodies and Nationalize Banks owned & controlled by the Central Government so that they can achieve proficiency in Hindi Language, Hindi Typing (Manual)/Hindi Word Processing (Computer) & Hindi Stenography and all the Official work can be done in Hindi, in compliance with the provisions of the Constitution.

Mission

1. To impart training of Hindi Language, Hindi Word Processing (Computer)/Hindi Typing (Manual) & Hindi Stenography by the year 2015 to those Central Government Employees and its Undertakings, Statutory Bodies, Corporations and Banks, who do not possess the working knowledge of Hindi.
2. To conduct 5 full day workshops for those officers/employees who hesitate to use Hindi in Official work.
3. To conduct 5 full day training programmes to impart knowledge about the latest techniques of teaching to the instructors of training institutes.
4. To arrange refresher training courses for Hindi Officers and Translators included in the Central Secretariat Official Language Service.
5. To organise refresher programmes for Deputy Directors, Assistant Directors, Hindi Pradhyapak and clerical staff of CHTI under the National Training Policy.
6. To acquaint senior officers, Deputy Secretaries and Directors etc. with O.L policy and statutory requirements etc.

7. To organize seminars of Chairmen of O.L. implementation committees who are of the status of Joint Secretary in various Ministries/Departments of Govt. of India.
8. To organise seminars of 2-3 days duration for the Chairman of T.O.L.I.Cs.
9. To organise training programmes on the various Hindi IT softwares developed by the Department Of Official Language.

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OUR COMMITMENTS

S.No.	Our Services & particulars of work	How do we assess our work performance in this field?	Our Service Standards
1	Policy matters relating to Training of Hindi Language (PRABODH/PRAVEEN/PRAGYA/PARANGAT)	(i) If the matter is w.r.t. established policy. (ii) If consultation is required from the Ministry, then (iii) If the matter is related to Regional Office, then	15 days 30 days 30 days
2	Policy matters relating to HINDI WORD PROCESSING/ HINDI TYPING & HINDI STENOGRAPHY training	(i) If the matter is w.r.t. established policy. (ii) If consultation is required from the Ministry, then (iii) If the matter is related to Regional Office, then	15 days 30 days 30 days
3	(i) Matters relating to Administration & Budget. (ii) Matters related to Complaint against staff (iii) Complaints of goods and services suppliers	Average time from the date of receipt of letter for sending clarification. Information is available in CHTI If the matter is related to the Regional Offices.	15 days 15 days 30 days
4	(i) Matters relating to Computer Training Programme (ii) Matters relating to updation of CHTI related information on website. (iii) intrachti matters	Average time from the date of receipt of letter for sending clarification.	15 days

Citizen's/Client's Charter

S. No.	Services	Service/ Performance Standards	Contact details of responsible Officer	Process	Documents required
1.	(i) Matters relating to administration (ii) Complaints relating to employees (iii) Complaints of suppliers of goods and services	15 days, if related to regional offices then 30 days	Shri Ram Niwas, Administrative Officer PH. 011-24365089 E-mail – admoffrcti-dol@nic.in	To examine the request received in terms of the relevant provisions by consulting the authorities as required. The request made for clarification/suggestion shall be considered under the existing provisions.	The request can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may be made with copies of all relevant documents.
2.	(i) Matters relating to Accounts	15 days, if related to regional offices then 30 days	Shri Karan Singh, Assistant Director (Headquarter/Account) PH. 011-24366794 E-mail – adhqcti-dol@nic.in	To examine the request received in terms of the relevant provisions by consulting the authorities as required. The request made for clarification/suggestion shall be considered under the existing provisions.	The request can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may

					be made with copies of all relevant documents.
3.	Hindi Language (PRABODH/PRAVEEN/PRAGYA/PARANGAT) (Long term Training)	5 months January to May and July to November every year	As per circular, concerned Hindi Pradhyapak posted at the Training Centre and Regional Deputy Director (North-Central/East/South/ West/North-East) as applicable. Note: Please refer to the list given in the last page for the jurisdiction, address, telephone no. etc. of the Regional Deputy Director.	These are regular training programmes for which circulars are issued in due course. Ministries/Departments/Offices may send nominations of their employees by a letter or E-mail to Training Centres/Training Programmes based in their regions. Training is imparted to these employees within the prescribed period and at the end of the training, exam. is conducted . The result is made available on the DOL website and also sent by post and certificates are also given. <u>Examination Fee</u> No fee is payable by Central Government Employees and Rs.100/- per exam is payable by the employees of Banks/ Undertakings/Corporations/Bodies etc. under the control of Central Government.	The request can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may be made with copies of all relevant documents.
4.	Hindi Language Short-term intensive training	Prabodh-25 full working days. Praveen-20 full working days. Pragya-15 full working days.	As per circular, concerned Assistant Director (Language) posted at the Training Centre and Regional Deputy Director (North-central/ East/South/West/ North-East) as applicable.	These are regular training programmes for which circulars are issued in due course. Ministries/Departments/Offices may send nominations of their employees by a letter or E-mail to Training Centres/Training Programmes based in their regions. Training is imparted to these employees within the prescribed period and at the	The request can be made on a plain paper giving specific details on which clarification

			<p>Note: Please refer to the list given in the last page for the jurisdiction, address, telephone no. etc. of the Regional Deputy Director.</p>	<p>end of the training, exam. is conducted . The result is made available on the DOL website and also sent by post and certificates are also given.</p> <p><u>Examination Fee</u></p> <p>No fee is payable by Central Government Employees and Rs.100/- per exam is payable by the employees of Banks/ Undertakings/Corporations/Bodies etc. under the control of Central Government.</p>	<p>is sought and suggestions, if any ,may be made with copies of all relevant documents</p>
5.	Hindi Word Processing/Hindi Typing (Long – term Training)	6 months (01 hr daily) Two sessions in a year. February- July and August- January	<p>As per circular, concerned Assistant Director (Typing/Stenography) posted at the Training Centre and Regional Deputy Director (North-Central/ East/ South/West/ North-East) as applicable.</p> <p>Note: Please refer to the list given in the last page for the jurisdiction, address, telephone no. etc. of the Regional Deputy Director.</p>	<p>These are regular training programmes for which circulars are issued in due course. Ministries/Departments/Offices may send nominations of their employees by a letter or E-mail to Training Centres/Training Programmes based in their regions. Training is imparted to these employees within the prescribed period and at the end of the training examination is conducted. The result is made available on the DOL website and also sent by post and certificates are also given.</p> <p><u>Examination Fee</u></p> <p>No fee is payable by Central Government Employee and Rs.100/- per exam is payable by the employees of Banks/ Undertakings/Corporations/Bodies etc. under the control of Central Government.</p>	<p>The request can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may be made with copies of all relevant documents.</p>
6.	Hindi Word	Duration- 40 full	As per circular, concerned	These are regular training programmes for	The request

	Processing/Hindi Typing (Short– term Intensive training)	working days Session : Five in a year	Assistant Director (Typing/Stenography) posted at the Training Centre and Regional Deputy Director (North-Central/East/South/West/ North-East) as applicable. Note: Please refer to the list given in the last page for the jurisdiction, address, telephone no. etc. of the Regional Deputy Director.	which circulars are issued in due course. Ministries/Departments/Offices may send nominations of their employees by a letter or E-mail to Training Centres/Training Programmes based in their regions. Training is imparted to these employees within the prescribed period and at the end of the training examination is conducted. The result is made available on the DOL website and also sent by post and certificates are also given. <u>Examination Fee</u> No fee is payable by Central Government Employee and Rs.100/- per exam is payable by the employees of Banks/ Undertakings/Corporations/Bodies etc. under the control of Central Government.	can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may be made with copies of all relevant documents.
7.	Hindi Stenography (Long-term Training)	Duration : 1 year (One hour daily) Session : February- January and August- July	As per circular, concerned Assistant Director (Typing/Stenography) posted at the Training Centre and Regional Deputy Director (North-Central/ East/South/West/North-East) as applicable. Note: Please refer to the list given in the last page for the jurisdiction, address, telephone no. etc. of the Regional Deputy Director.	These are regular training programmes for which circulars are issued in due course. Ministries/Departments/Offices may send nominations of their employees by a letter or E-mail to Training Centres/Training Programmes based in their regions. Training is imparted to these employees within the prescribed period and at the end of the training examination is conducted. The result is made available on the DOL website and also sent by post and certificates are also given. <u>Examination Fee</u>	The request can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may be made with copies of all relevant

				No fee is payable by Central Government Employee and Rs.100/- per exam is payable by the employees of Banks/Undertakings/Corporations/Bodies etc. under the control of Central Government.	documents.
8.	Hindi Stenography (Short - term Intensive Training)	80 full working days Session : Two in a year	As per circular, concerned Assistant Director (Typing/Stenography) posted at the Training Centre and Regional Deputy Director (North - Central/ East/ South/West/ North-East) as applicable. Note: Please refer to the list given in the last page for the jurisdiction, address, telephone no. etc. of the Regional Deputy Director.	These are regular training programmes for which circulars are issued in due course. Ministries/Departments/Offices may send nominations of their employees by a letter or E-mail to Training Centres/Training Programmes based in their regions. Training is imparted to these employees within the prescribed period and at the end of the training examination is conducted. The result is made available on the DOL website and also sent by post and certificates are also given. <u>Examination Fee</u> No fee is payable by Central Government Employee and Rs.100/- per exam is payable by the employees of Banks/ Undertakings/Corporations/Bodies etc. under the control of Central Government.	The request can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may be made with copies of all relevant documents.

9.	Hindi Language (Prabodh/Pravin/Pragya) Correspondence course	1 year July to May	Concerned Assistant Director (Language) and Ms. Poonam Oswal, Dy. Director (Sansthan) Central Hindi Training Institute 2-A Prithviraj Road New Delhi- 110011 Ph. 01123018740 e-mail- ddtc-cthi-dol@nic.in	These are regular training programmes for which circulars are issued in due course. Ministries /Departments/Offices may send nominations of their employees by a letter or E-mail to Training Centres/Training Programmes based in their regions. Training is imparted to these employees within the prescribed period and at the end of the training examination is conducted. The result is made available on the DOL website and also sent by post and certificates are also given. <u>Examination Fee</u> No fee is payable by Central Government Employee and Rs.100/- per exam is payable by the employees of Banks/ Undertakings /Corporations/Bodies etc. under the control of Central Government.	The request can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may be made with copies of all relevant documents.
10.	Hindi Word Processing/Hindi Typing correspondence course	06 Months Session : Two in a year February – July and August - January	Ms. Poonam Oswal, Deputy Director (Typing Correspondence) Central Hindi Training Institute 2-A Prithviraj Road, New Delhi- 110011 Ph. 01123018196 E-mail- ddtc-cthi-dol@nic.in	These are regular training programmes for which circulars are issued in due course. Ministries /Departments/Offices may send nominations of their employees by a letter or E-mail to Training Centres/Training Programmes based in their regions. Training is imparted to these employees within the prescribed period and at the end of the training, examination is conducted. The result is made available on the DOL website and also sent by post and	The request can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may

				<p>certificates are also given.</p> <p><u>Examination Fee</u></p> <p>No fee is payable by Central Government Employee and Rs.100/- per exam is payable by the employees of Banks/ Undertakings /Corporations/ Bodies etc. under the control of Central Government.</p>	<p>be made with copies of all relevant documents.</p>
11.	<p>(i) Hindi Language (PRABODH/PRAVEEN/PRA GYA/PARANGAT) and Hindi Word Processing/ Hindi Typing & Hindi stenography examination.</p> <p>(ii) Examination Result</p> <p>(iii) Matters relating to examination</p>	<p>At the end of each training programme.</p> <p>45 days after examination</p> <p>15 days</p>	<p>Mrs. Suman Lal Deputy Director (Examinations) Hindi Teaching Scheme , Department of Official Language, Ministry of Home Affairs, Level-6, East Block-7, Sector-1, R.K.Puram, New Delhi -110066 PH. 01126175176 ddhts-exam-dol@nic.in</p>	<p>To examine the request received in terms of the relevant provisions by consulting the authorities as required. The request made for clarification/ suggestion shall be considered under the existing provisions.</p>	<p>The request can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may be made with copies of all relevant documents.</p>
12.	Matters relating to Training	15 days	<p>Assistant Director in-charge(language)/ Assistant Director in –charge (Typing/Stenography)/ Hindi Pradhyapak of the concerned training centres and Regional Deputy Director (region-</p>	<p>To examine the request received in terms of the relevant provisions by consulting the authorities as required. The request made for clarification/suggestion shall be considered under the existing provisions.</p>	<p>The request can be made on a plain paper giving specific details on which clarification</p>

			wise in the list given at the last page)		is sought and suggestions, if any, may be made with copies of all relevant documents.
13.	(ii) Policy matters relating to language training (iii) Matters relating to setting of annual target	15 days, if consultation of the Ministry is required in the matter then 30 days 15 days	Joint Director (Headquarter) PH. 011-24364120 E-mail – jdlang-cthi-dol@nic.in	To examine the request received in terms of the relevant provisions by consulting the authorities as required. The request made for clarification/suggestion shall be considered under the existing provisions.	The request can be made on a plain paper giving specific details on which clarification is sought and suggestions, if any, may be made with copies of all relevant documents.
14.	(i) Policy matters relating to Hindi Word Processing/ Hindi Typing and Hindi Stenography Training. (ii) Matters relating to Computer Training. (iii) Updating of the information relating to the Central Hindi	15 days, if consultation of the Ministry is required in the matter then 30 days. 15 days 15 days	Shri Narender Kumar Prasad, Assistant Director (Typing/Stenography) Central Hindi Training Institute PH. 011-24366821 E-mail- adratschti-dol@nic.in	To examine the request received in terms of the relevant provisions by consulting the authorities as required. The request made for clarification/suggestion shall be considered under the existing provisions.	The request can be made on a plain paper giving specific details on which clarification is sought and suggestions,

	Training Institute on the website (iv) Matters regarding intrachti.				if any, may be made with copies of all relevant documents.
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Redressal of grievances

In case of non-compliance with the service standards, the service recipients/stakeholders can contact the following officers for Redressal of their grievances:-

Name and Addresses of Officers of Central Hindi Training Institute and Hindi Teaching Scheme's Offices

CENTRAL HINDI TRAINING INSTITUTE

Department of Official Language, Ministry of Home Affairs,
7th Floor, Pandit Deen Dyal Antyoday Bhawan (Paryavaran Bhawan),
C.G.O. Complex, Lodhi Road, New Delhi-110003

Sl No	Name and Designation	Telephone/ Fax No.	Telephone/Mobile Residence	Email-id
1	Ms. Manjula Saxena, Director	011-24361852 Fax - 011-24361852	011-26169715	dirchti-dol[at]nic[dot]in
2	Post Vacant Joint Director	011-24361852 Fax - 011-24361852		jdlang[dash]chti[dash]dol[at]nic[dot]in
3	Shri Ram Niwas Administrative Officer	Telefax - 011- 24365089 011-24364119	9650216756 7860681703	admoffrcti-dol[at]nic[dot]in
4	Ms. Poonam Oswal Dy. Director (Sansthaan) and (Typing Correspondence)	011-23018740 फैक्स- 011- 23018740	9540675338 8826546844	ddtc-chti-dol[at]nic[dot]in
5	Shri Narender Kumar Prasad, Assistant Director (Typing/ Stenography)	011-24366821 011-24364119	9910710827	adratschti-dol[at]nic[dot]in
6	Shri Karan Singh, Assistant Director (Language) (Headquarter/Accounts)	011-24366794 011-24364119	9716101069	adhqchti-dol[at]nic[dot]in
7	Post Vacant Accounts Officer	011-24366821 011-24364119		acctsoffrcti-dol[at]nic[dot]in

HINDI TEACHING SCHEME (CENTRAL-NORTH)
Department of Official Language, Ministry of Home Affairs,
Level-6, East Block-7, Sector-1,
R.K.Puram, New Delhi-110003

Sl No.	Name and Designation	Telephone/ Fax No.	Telephone/Mobile Residence	Email-id
1	Smt. Veena Sharma, Deputy Director	011- 26175246 Fax- 011- 26191572	9868347330	ddhts-nc-dol[at]nic[dot]in
2	Shri Sant Ram, Deputy Director (Typing/Stenography)	011- 26173775	8860402261	ddts[dash]hts[dash]nc[dash]dol[at]nic[dot]in

HINDI TEACHING SCHEME (WEST)

Department of Official Language, Ministry of Home Affairs,
Kendriya Sadan, C-Wing, 6th Floor, Sec-10, C.B.D., Belapur,
Navi Mumbai-400614

Sl No.	Name and Designation	Telephone/ Fax No.	Telephone/Mobile Residence	Email-id
1	Dr. B.N. Jha, Deputy Director	9522- 27572705 फैक्स- 9522- 27565417	9769367026	ddhts[dash]west[dash]dol[at]nic[dot]in

HINDI TEACHING SCHEME (EAST)

Department of Official Language, Ministry of Home Affairs,
234/4, Nijam Palace Complex,
18th floor, Acharya Jagdish Chandra Bose Road,
Kolkata-700020

Sl No.	Name and Designation	Telephone/ Fax No.	Telephone/Mobile Residence	Email-id
1	Sh. Vasudev Singh Deputy Director	033-22870793 Fax - 033-22874053	9013496567	ddhts-east-dol[at]nic[dot]in

HINDI TEACHING SCHEME (SOUTH)

Department of Official Language, Ministry of Home Affairs,
E-Wing, C-Block, Besent Nagar, Chennai-600090

Sl No.	Name and Designation	Telephone/ Fax No.	Telephone/Mobile Residence	Email-id
1	Dr. B.N. Jha, Deputy Director	044-24919096 Fax- 24915466	9769367026	ddhts-south-dol[at]nic[dot]in

HINDI TEACHING SCHEME (NORTH-EAST)

Department of Official Language, Ministry of Home Affairs,
N.F. Railway Hqs. Complex, Maligaon, Guwahati-781011

SI No.	Name and Designation	Telephone/ Fax No.	Telephone/Mobile Residence	Email-id
1	Smt. Kamlesh Bajaj Deputy Director	0361-2675661 Fax - 0361-2676879	9868833938	ddhts-ne-dol[at]nic[dot]in

HINDI TEACHING SCHEME (EXAM.)

Department of Official Language, Ministry of Home Affairs,
Level-6, East Block-7, Sector-1, R.K.Puram, New Delhi-110066

SI No.	Name and Designation	Telephone/ Fax No.	Telephone/Mobile Residence	Email-id
1	Smt. Suman Lal, Deputy Director	011-26175176 Fax - 011-26162093	9868105035	ddhts-exam-dol[at]nic[dot]in

Citizen's /Client's Charter

Service Standards

Taking the grievances up to the highest level.

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

Ms. Manjula Saxena,
Director
Central Hindi Training Institute
Department of Official Language
Ministry of Home Affairs, Govt. Of India
7th Floor, Paryavaran Bhavan,
C.G.O. Complex
New Delhi -110003
PH. 011-24361852
Fax- 011-24361852
Email: dircht-dol@nic.in

Indicative expectations from Service Seekers/ Stakeholders:

- Request for clarifications/suggestions are to be submitted in the manner mentioned herein.
- Complaints may be submitted with detailed, verifiable facts along with all the relevant documents and documentary evidence, if any.
- Service Seekers/ Stakeholders should give their complete address, contact nos., Email address and Fax nos.
- Grievances in respect of services included in the Citizen's/Client's Charter can also be lodged online at <http://pgportal.gov.in> portal of Central Public Grievance Redressal and Monitoring System (CPGRAMS) of Department of Administrative Reforms and Public Grievances.
- Month and Year for the next review of the Charter is - December, 2016.