

Use of Hindi in Public sector Banks

Use of Hindi in Public Sector Banks is governed by the Official Languages Act (OLA), 1963 (as amended in 1967) and the Official Language Rules (OLR), 1976 (framed under the Act by the Ministry of Home Affairs, Department of Official language (DOL), Government of India (GOI).

Monitoring the progress in use of Hindi in Public Sector Banks is done by the Department of Banking Operations and Development (DBOD), Central Office, Reserve Bank of India (RBI).

As per paragraph No. 42.I of Master Circular DBOD No. Rajbhasha BC.25 /06.11.04/2012-13 dated 2nd July, 2012, the Reserve Bank of India, DBOD, Central Office has consolidated instructions /guidelines issued to banks from time to time on use of computers to increase the work in Hindi to improve customer service through Hindi and other Indian languages. The guidelines covered the following areas and banks should follow these instructions scrupulously.

- a) Use of Hindi and other Indian Languages in Customer Service
- b) Internal work on Computers
- c) Computer Training through Hindi medium
- d) Necessary Infrastructure / arrangements
- e) List of 33 items of work which could be done on computers in Hindi.

Following are the list of 33 items of work which could be done on computers in Hindi language:

1. Correspondence
2. Various items of Management Information System
3. Name boards /plates
4. Various items of Section 3 (3) of the Official Languages Act
5. Training material (including presentation in Power Point)
6. Salary slips and salary sheets
7. Welcome letter to new account holders
8. Letter of thanks to introducer of new account holders
9. Entries in pass books
10. Statement of account to customers
11. Work related to payment of various bills and allowances
12. Meeting advices, agenda and minutes
13. All the works relating to Establishment and Staff
14. Advices relating to Group Insurance
15. Policy Guidelines

16. All types of publicity material
17. Periodical reports
18. Returns
19. Branch Banking
20. Reminder for loan recovery
21. Provident Fund and Pension details
22. Loan sanction advices
23. Banker cheques and drafts
24. Payment orders/ deposit orders
25. Fixed Deposit Receipts
26. Deposit maturity advices
27. Preparation of cheque list
28. All written works regarding branch officers meeting with customers