



*Citizens' /Clients' Charter*  
of  
Puducherry Institute of Linguistics and Culture  
( A Government of Puducherry Institution )  
Lawspet  
Puducherry 605 008

**January 2024**

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## **1. Preface**

Puducherry Institute of Linguistics and Culture (PILC) is an autonomous research centre established in the Union Territory of Puducherry in 1986. This institute was originally started in Pondicherry in 1981 as a regional centre of the International School of Dravidian Linguistics (ISDL) with the financial support of the Government of Puducherry. Later, in 1986, the Government of Pondicherry took over the regional centre under its direct fold and registered it with a new name, i.e. Pondicherry Institute of Linguistics and Culture under the Societies Registration Act, 1860. The institute is concerned for Dravidic studies. For realising its concern, this institute intends to formulate Citizen's/Client's Charter to function efficiently.

## **2. Vision**

The institute is established with a view to promote advanced research in the fields of Linguistics and Culture in the Union Territory of Puducherry.

### 3. Mission

**Functions of the Institute:** With a view to promote the objects specified above, the Institute may do or cause to be done the following namely:-

1. To carry out a survey of the dialects in the Union Territory of Puducherry and publish the reports;
2. To prepare a series of language teaching materials for teaching Tamil, Telugu, Malayalam and other languages;
3. To study the impact of French language and culture on the social life of the people of the Union Territory of Puducherry;
4. To undertake the translation of Tamil literary works into English;
5. To carry out studies on history and culture of the people of the Union Territory of Puducherry;
6. To conduct Seminars/Workshops/Conferences/Training Programmes/Summer Courses on Linguistics, Culture and History of Puducherry;
7. To organise a research library with particular emphasis on Linguistics, Anthropology, Folklore and other allied subjects;
8. To award scholarships, studentships and similar grants, remuneration or monetary assistance towards promotion of the above objects;
9. To bring out a research journal of high standard;
10. To undertake such other allied activities which would directly or indirectly help achieve the above objectives;

- 11.To invest and deal with the funds and sources of the institute entrusted or endowed to the institute in such a manner for its development;
- 12.To create administrative, academic and ministerial posts for smooth functioning Annexure 'A' ;
- 13.Apply for, receive, accept and utilise any grants, aids and/or other allowances from any Government Universities or other Institutions /Agencies/Financial Institutions or Individuals, in connection with the institute's works and activities conducted and properties held, by the Institute and to deal with the same in accordance with the terms and conditions thereof, to execute such documents therefor over all or any of the properties of the Institute as may be required;
- 14.Receive, accept, hold, charge and receive from students, pupils, trainees such fees, rates and charges as may be prescribed by the Governing Body from time to time and administer and use any gift, bequest, grant, donation, or foundation, in kind or in money, or any other property as authorised by law;
- 15.Open, operate jointly or separately, accounts of any description with any recognised or Scheduled Banks on such terms and in such manner as the Governing Body may deem fit in respect of the funds belonging to the Institute;
- 16.Invite representatives of Government, Universities and other Organisations in India and other countries to participate in the programmes of the Institution;

17. Co-operate with any linguistic or cultural association in India and arrange for exchange of personnel, material and data;
18. Frame such rules and regulations and bye-laws for the conduct of the business of the Institute for achievement of the objects of the Institute as aforesaid;
19. Appoint and engage a qualified auditor to audit the accounts of the Institute as approved by the Governing Body of the Institute and to pay him such remuneration as the nature of the work warrants;
20. Constitute such committee or committees as it may deem fit for the disposal of any business of the Institute or for tendering advise in any matter pertaining to the Institute;
21. Delegate any of its powers to the Governing Body of the Institute or to any other committee or committees and;
22. Do all such other lawful acts and things either on its own or in conjunction with other organisations or persons as the Institute may consider necessary, incidental or conducive to any or all of the above mentioned objectives.

#### **4. Index of Services**

Undertaking various research programmes in the fields of linguistics, literature, anthropology and folklore is the major focus of PILC. In pursuance of the policy of the promotion and dissemination of knowledge and in keeping with the institute's emblem, "Read with Reasoning", PILC strives hard to share its academic resources in various ways, viz.,

National Seminars

Regional Seminars

Workshops

Training Programmes

Orientation Courses

Tamil Summer School for foreigners

Endowment Programmes

Publication of Research e-Journals (PJDS)

Publication of Working Papers

Publication of Research findings

Conducting of Ph.D./M.Phil. Diploma/Certificate courses in Linguistics, Anthropology, Tamil Literature and Folklore.

## **5. Grievances Redress Mechanism**

### **Redressing of Grievances**

In case of non-compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for redress of their grievance:-

The Director  
Puducherry Institute of Linguistics and Culture  
Lawspet  
Puducherry 605 008.  
Tel. No. 0413 2255817  
0413 2255827  
E.mail: pilc@py.gov.in

**Escalation of Grievance**

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

The Secretary to Government (Art & Culture)  
Vice-Chairman, PILC

E.mail: [secyfy@py.gov.in](mailto:secyfy@py.gov.in)

The Hon'ble Minister for Art & Culture  
Chairman, PILC

E.mail: [cm@py.gov.in](mailto:cm@py.gov.in)

**6. List of Stakeholders**

Sl. No.	Stakeholders
1	General public at large mainly Tamil interested community
2	All non-Tamil Lt. Governor of Puducherry
3	All State Ministries / Departments
4	State Government Departments
5	All non-Tamil Officers of All India Services and Central Secretariat Services (CSS, CSSS)



6	All Central and State Government employees
7	All recognized Secretariat Unions/Associations
8	All non-Tamil foreigners

### **7. List of Responsibility Centres**

The Governing Body is the supreme body of PILC which will meet once in every six months to execute academic and administrative decisions, formulate policies, review the programmes of the Institute and suggest measures for further development.

The Governing Body (Annexure 'B') is constituted with Hon'ble Minister for Art & Culture as Chairman and Secretary to Government (Art & Culture) as Vice-Chairman. The other members are the Secretary to Government (Finance), Secretary to Government (Law), Director of School Education, Director of Art and Culture and three eminent academicians. The Director, PILC will function as Member Secretary.

## **8. Indicative Expectations from Service Recipients**

- Applications/proposals are to be submitted in the format prescribed, if any. Prescribed formats for services relating to payments/reimbursements of claims, etc., can be accessed at the 'institute';
- Relevant documents/enclosures (duly attested, where required) if any, are to be submitted along with the application;
- Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to;
- Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance;
- Release of installment of scholarship is subject to submission of Attendance Certificate;
- Grievances in respect of services(s) included in the Citizen's/ Client's Charter are to be lodged at-

**Puducherry Institute of Linguistics and Culture**

Tolkappiyar Main Road, Lawspet, Puducherry 605 008

## **9. Month & Year for the next Review**

July, 2024

## 10. Conclusion

The aim/purpose of this charter is to work for better quality in public service. Constant feedback/suggestions from the recipients/stakeholders regarding services delivered are most welcome. All complaints will be acknowledged by us within 7 days and final reply on the action taken will be communicated within 30 days. We welcome suggestions from our users. Feedback/suggestions on the Chapter can be sent to --

The Nodal Officer/The Director  
Puducherry Institute of Linguistics and Culture  
Lawspet  
Puducherry 605 008.  
Tel. No. 0413 2255817  
E.mail: pilc@py.gov.in  
Website: <https://pilc.py.gov.in>

## 11. Appendix

Composition of the Task Force for reviewing of Citizen's / Client's Charter of PILC.

The Secretary to Government (Art & Culture)	Vice-Chairman
The Director, PILC	Member

Annexure 'A'

**Puducherry Institute of Linguistics and Culture (PILC)  
Staff Structure**

**Sanctioned posts of PILC**

**Director (1 post)**

Academic		Administration	
	post(s)		post(s)
		JAO (deputation )	1
<u>Dept. of Linguistics Studies</u> Associate/Assistant Professor	3	Library Information Assistant	1
		Data Processing Assistant	1
<u>Dept. of Ethnographic Studies</u> Associate/Assistant Professor	2	Data Entry Operator	1
		Assistant	2
<u>Dept. of Literistics Studies</u> Associate/Assistant Professor	3	UDC	1
		LDC	1
<u>Dept. of Folklore Studies</u> Associate/Assistant Professor	1	Stenographer Gr.II	1
		Driver Gr. I	1
		Multi-Tasking Staff (General)	3
		Multi-Tasking Staff (House Keeping)	2

Annexure 'B'  
**Members of the Governing Body**

Sl. No.	Responsibility Centres and Subordinate Organizations	Address	Landline Number	E.mail
1	Hon'ble Minister for Art & Culture Chairman/PILC	Legislative Assembly, Puducherry		cm@py.gov.in
2	Shri. A. Nedunchezhiyan, I.A.S Secretary to Govt.(A&C) Vice Chairman/PILC	Chief Secretariat, Puducherry	0413—2233281	secyfy@py.gov.in
3	Shri. Ashish Madhaorao More I.A.S. Secretary to Govt.(Finance)	Chief Secretariat, Puducherry	0413-2233202	secyfin@py.gov.in
4	Shri. R. Kesavan Secretary to Govt.(Law)	Chief Secretariat, Puducherry	0413-2227882	secylaw@py.gov.in
5	Smt.P.Priytarshny Director of School Education	Perunthalaivar Kamarajar Valagam Puducherry	0413-2207202	dse-edn@py.gov.in
6	Shri V. Kaliaperumal Director of Art & Culture	Department of Art & Culture, Puducherry	0413-2349716 0413-2336203	art@py.gov.in
7	Non-official academic <b>Nominated member</b>	to be nominated		
8	Non-official academic <b>Nominated member</b>	to be nominated		
9	Non-official academic <b>Nominated member</b>	to be nominated		
10	Shri V. Kaliaperumal Director (i/c)	Puducherry Institute of Linguistics and Culture	0413-2255817 0413-2255827	pilc@py.gov.in

PILC