

No.12025/18/2021-NHIDCL Cell
Government of India
Ministry of Road Transport & Highways
Transport Bhavan,
Sansad Marg, New Delhi

OFFICE MEMORANDUM

Dated the 16th April, 2021

Subject: Response Management System on Social Media Platforms in MoRT&H-reg

In present scenario social media platforms like Facebook, Twitter, and Instagram are quite popular and has become powerful tool for raising the issues being faced by citizens. Social media platform has also become a mean for quick response on these issues.

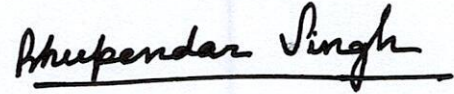
2. With this view, it is decided by the competent authority to introduce Response Mechanism on social media platforms for MoRTH. IN ORDER TO IMPLEMENT THIS MECHANISM IN MORTH ALL REGIONAL OFFICERS/EDs OF MORTH /NHAI & NHIDCL ARE REQUESTED TO COMPULSULORY CREATE THEIR ACCOUNTS ON SOCIAL MEDIA PLATFORMS LIKE FACEBOOK ,TWITTER,INSTAGRAM ETC, AND INTIMATE THE SAME ON THE E-MAIL ID MENTIONED IN PARA 3 WITHIN 7 DAYS OF ISSUE OF THIS O.M.

3. Media team at MoRTH HQ will send the issues raised by citizens to the respective ROs/EDs by direct massaging on their twitter accounts /email of ROs/EDs and response thereof is to be sent by them on the email id i.e. grievance-morth@gov.in ,preferably within 48 hours.

4. This issues with the approval of the Secretary, RTH.

5. This supersedes the O.M. of even No.dated 26/03/2021, issued earlier in the matter.

Note: - Shri Navtan Kumar (9899804182) & Shri Shwetank Binjola (9899192510) of Kanalytics,Media representative of Ministry will speak/co-ordinate with respective ROs/EDs on the subject matter.



(Bhupendar Singh)

Deputy Secretary to the Government of India

Distribution:

Chairman NHAI, MD (NHIDCL), DG (Roads) &SS/Addl Secretary/Joint Secretaries/CEs/Directors/Deputy Secretaries/SEs/All ROs/EDs of MORTH/NHAI & NHIDCL.

Director (NIC), MORTH is also requested to upload on MORTH web site under 'What's New.

Copy to:-Sr. PPS to Secretary, (RT&H)