

F. No. 12025/18/2021- NHIDCL CELL
Government of India
Ministry of Road Transport & Highways
Sansad Marg, New Delhi - 110001

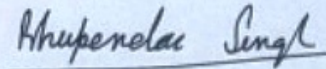
Dated: 16th May, 2023.

OFFICE MEMORANDUM

Subject: Deputing Nodal Officers for Response in Media / Social Media

This is in continuation of earlier OM No 12025/18/2021-NHIDCL Cell (Dated: 26/03/2021, 16/04/2021, 25/11/2022) and DO letter of Shri Suman Prasad Singh, Joint Secretary, MoRTH (Dated 03/06/2021) wherein ROs/EDs of MoRTH, NHAI and NHIDCL were asked to open their respective Social Media accounts like Twitter, Facebook, Instagram and Koo. The Office of the Minister RT&H has also directed to address the grievances expressed by the general public on Social Media through suitable response. As a follow-up to this, the Media Team of 'Kanalytics' at HQ has been sending these grievances / complaints appearing in Social Media and news reports / articles appearing in mainstream Media, which require MoRTH attention, to the respective ROs through email.

2. However, it has been observed that the ROs/EDs are not responding quickly to such grievances / news reports. As a result, the factual status are not getting propagated to public at large and the Media Team is also not able to amplify the factual status further on such grievances / news reports.
3. In view of the above and to make the response system more effective, the ROs/EDs are directed to depute a Nodal Officer for their respective region, who will coordinate with the Media Team at Ministry, check the grievances / complaints / news reports being sent and then share the approved response / action taken etc. with them which may subsequently also be amplified through MoRTH's Social Media handles. The entire exercise is aimed at creating a good image of the Ministry, of being responsive and sensitive towards people's concerns / difficulties. The names, email IDs and mobile / WhatsApp numbers of the Nodal Persons should be shared with this Office within a week.
4. This issues with the approval of the Competent Authority.



(Bhupendar Singh)
Director, MoRTH

To

All ROs of MoRTH / NHAI and EDs of NHIDCL

Copy for kind information & necessary action at their end

(i) MD, NHIDCL

(ii) Chairman, NHAI

(iii) All ADGs of MoRTH

Copy to:

- (i) PS to Hon'ble Minister (RT&H)
- (ii) Sr. PPS to Secretary, MoRTH
- (iii) Sr. PPS to DG (Road) & SS, MoRTH
- (iv) Sr. PPS to AS (H), MoRTH
- (v) Sr. PPS to AS (T), MoRTH
- (vi) Sr. PPS to JS (Coordination)
- (vii) Sr. PPS to JS (Media)
- ✓(viii) Sr. Technical Director, NIC with a request to upload the same on MoRTH website