

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

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OFFICE MEMORANDUM

Dated the 26<sup>th</sup> March, 2021

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

In present scenario social media platforms like Facebook, twitter, instagramme 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. In 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 compulsorily create their accounts on social media platforms like Facebook, Twitter, Instagram etc. and intimate the same on mail ids given in para 3 .
3. Media team at MoRTH HQ will send the issues raised by citizens to respective ROs/EDs and response thereof is to be sent by them on an email id, i) morth.grievance@nic.in and ii) morth.grievance2@nic.in.
4. This issues with the approval of Secretary RTH.

*Bhupendar Singh*  
26/03/2021  
(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.