

राष्ट्रीय इलेक्ट्रॉनिकी एवं सूचना प्रौद्योगिकी संस्थान (रा.इ.सू.प्रौ.सं.)
National Institute of Electronics and Information Technology (NIELIT)

इलेक्ट्रॉनिकी एवं सूचना प्रौद्योगिकी विभाग, संचार एवं सूचना प्रौद्योगिकी मंत्रालय, भारत सरकार
Department of Electronics and Information Technology (DeitY)
Ministry of Communications and Information Technology, Government of India

Ref. No. 21(90)2016/NIELIT

September 12, 2016

OFFICE MEMORANDUM

In line with the vision of Government of India, NIELIT has made efforts to make its presence through Social Media platforms. In this regard, the official twitter account of NIELIT @NIELITIndia which is operational since May 2016 has been well received amongst stakeholders and as on date @NIELITIndia has a base of about 1,170 followers comprising mainly of students undergoing various courses.

It is also pertinent to mention here that Government of India, in general, and MeitY in particular has laid emphasis on addressing stakeholders through social media which includes a suitable mechanism for redressal of grievances and reply to queries.

In this regard, it has been decided that comments/queries received at @NIELITIndia shall be carefully monitored by all concerned and it will be the responsibility of the concerned Officer/Centre to ensure that such queries are addressed/replied in an appropriate manner to the satisfaction of the person who have posted the query. At the same time prudence needs to be maintained to avoid trolls.

It has been also decided that all officers in the rank of Deputy Director and above, in their own interest, shall monitor the comments/queries received at @NIELITIndia on a daily basis and ensure that the same is addressed in a time-bound manner. In such cases efforts should also be made to seek the email Id of the concerned commenter or querist so that deliberation and replies can be handled in email mode rather than the social media mode.

This issues with the approval of Director General, NIELIT.


(Janak Raj)
Registrar

Copy to:

1. Executive Directors/Directors/Directors-InCharge - *with a request to display on Notice Board and distribute copies to all officers in the ranks of Deputy Director and above in the Centre*
2. All officers at HQ (Deputy Director & above)

Copy for kind information to:

TSO to DG