

MOST IMPORTANT

To

No. PS/CA/391
Date: 9.06.2026

CA. HSAME
09.06.26

757
11/6/26

1. All the Administrative Secretaries to Government of Haryana.
2. All Head of the Departments in the State of Haryana.
3. All the Divisional Commissioners in the State of Haryana.
4. All the Managing Directors of Boards and Corporations in Haryana.
5. All the Deputy Commissioners in the State of Haryana.

Dated 02-06-2026

Seng (00)
11/6/2026

* Subject: Reiteration of Instructions regarding the creation of Social Media accounts for promotion of schemes and resolution of Citizen Grievances-reg.

R/Sir/Madam,

I am directed to invite your attention towards this office letter of even number dated 9th May, 2025 on the subject cited above and to inform you that the instructions issued vide letter under reference are not being fully complied with in letter and spirit. Therefore, you are requested to ensure that following instructions/guidelines are complied with immediately to improve administrative efficiency and responsiveness of all departments.

1. Verified Accounts: All districts and departments must maintain verified (blue tick) handles on Facebook and X (formerly Twitter)
2. Grievance Redressal: Accounts must actively respond to and resolve grievances posted directly by citizens or routed through the Social Media Grievance Tracker (SMGT).
3. Content Amplification: Departments are required to post updates on new schemes, progress milestones, guidelines, and regularly re-tweet/share updates from the CMO Haryana handle.
4. Dedicated Teams: Each department must establish an operational social media team, including a graphic designer and a content writer.
5. Quality Control: The language of all official responses and Action Taken Reports (ATRs) must be thoroughly checked and vetted before public posting.
6. Monthly Reporting: A performance report detailing the volume of published posts and resolution metrics must be shared with the Chief Secretary's office on a monthly basis.
7. All the departments are directed to mark a copy of their monthly social media performance data to the Directorate of Public Relations (DGPR) Office for monitoring and hosting on State- Level Portal.

AD-1183
11-6-2026

These instructions must be adhere by all the state entities.

Yours Faithfully

Ashoka Kumar
Superintendent, Grievances
for Chief Secretary to Government Haryana
(Grievances Department).

Cr.No-36

Internal distribution:-
PS/CS Haryana

SDE (IT)
17 June
16/7/26
JE (IT)
16/7/26

Xen (IT)-318
16/07/26

OFFICE OF THE HARYANA STATE AGRIL. MARKETING BOARD, PANCHKULA

Endst. No. GA-I-2026/ 45208-407

Dated: 15.7.26

A copy of the above is forwarded to the following for information and necessary compliance:-

1. All the Z.As., Z.M.E.Os & D.M.E.Os, HSAM Board in the State.
2. The EIC, Chief Engineer, MDO & Sr. A.O., HSAM Board, Panchkula (HQ).
3. All the S.Es & E.Es, HSAM Board in the State.
4. All the SMCs, Market Committee in the State.
5. All the Branch Incharges, HSAM Board, Panchkula (HQ).
6. The E.E. & SDE (IT), HSAM Board, Panchkula.
7. The PA to Chairman, PS to C.A. & Secretary, HSAM Board, Panchkula for information please.

Dy. Supdt. (Gen.)
for Secretary