

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 2786
TO BE ANSWERED ON: 09.12.2016

USE OF SOCIAL MEDIA FOR GRIEVANCE REDRESSAL

2786 SHRIMATI THOTA SEETHARAMA LAKSHMI:

Will the Minister of Electronics & Information Technology be pleased to state:-

- (a) whether more and more people are using social media to publicise their grievances and Governments have finally taken cognizance of it;
- (b) whether as a part of this initiative, some State Government have organized training programmes for their officials on how to use the platform to communicate with the people; and
- (c) if so, whether the Ministry would make it mandatory for its employees to use this platform?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI P.P. CHAUDHARY)

(a): Government has set up MyGov as a social media platform for enabling greater people participation in matters relating to public policy. MyGov provides opportunities for citizens to do various tasks, discuss issues and disseminate information.

In addition, Government Ministries/ Departments/ Organisations are using various other social media platforms to engage with people. Several people have used these social media platforms to raise their grievances. The Ministry of Information and Broadcasting, through new media wing has initiated a hashtag, #MIBConnect to respond to such grievances. Several other Ministries/ Departments/ Organisations are also responding to public grievances raised on social media platform.

(b): MyGov has not organized any training programs for the State Governments on use of social media.

(c): As per Ministry of Personnel, Public Grievance and Pension, Department of Administrative Reforms & Public Grievance, no guidelines have been issued for use of Social Media as a platform for raising grievances.
