

From

Director General Higher Education, Haryana  
Shiksha Sadan, Sector-5, Panchkula

To

Principals,  
All Government Colleges of Haryana  
All Government Aided Colleges of Haryana  
All Self Finance Colleges of Haryana  
All State Universities of Haryana  
All Private Universities of Haryana

Memo No: 8/19-2025 IT(1)

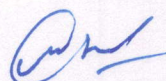
Dated, Panchkula, the 23.12.2025

**Subject: Instructions regarding Facebook and X (Twitter) ids and Passwords of all official Social Media accounts/handles of the Government of Haryana.**

Respected Sir/Madam

I am directed to invite your attention towards Government letter of even number dated 15.09.2025 and 16.09.2025 (copy attached) to submit that IDs and passwords of the official social media accounts/handles of the Government of Haryana should be updated and accounts should be secured through two step authentication /other authentication methods so that no onward incident takes place and it is to be ensured that all information/communication to be shared on these platforms be checked and verified by an officer designated for the purpose before updating on these official platforms. In the future, if any discrepancy occurs, the stake holders themselves will be responsible for the same.

This is for your kind perusal please.

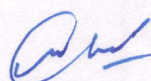


Superintendent-IT  
for Director General Higher Education, Haryana  
Shiksha Sadan, Sector-5, Panchkula

Endst. No. – Even –

Dated, Panchkula, the 23.12.2025

A copy of the above is forwarded to Superintendent Grievances (Grievances Department) for information.



Superintendent- IT  
for Director General Higher Education, Haryana  
Shiksha Sadan, Sector-5, Panchkula



No: 6/2/MISC/2025-1D.G  
Haryana Government  
Grievances Department

**REMINDER-I**  
**MOST IMPORTANT**

To

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 16.09.2025

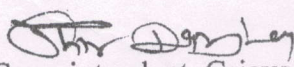
Subject: Instructions regarding Facebook and X (Twitter) ids and Passwords of all official Social Media accounts/handles of the Government of Haryana.

R/Sir/Madam,

I am directed to invite your attention towards Government letter of even number dated 10.05.2025 and to again submit that IDs and passwords of the official social media accounts/handles of the Government of Haryana should be updated and accounts should be secured through two step authentication /other authentication methods so that no onward incident takes place and it is to be ensured that all information/communication to be shared on these platforms be checked and verified by an officer designated for the purpose before updating on these official platforms.

These instructions should be complied with meticulously.

Your faithfully,

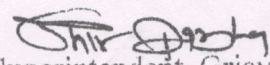
  
Superintendent, Grievances

For Chief Secretary to Government Haryana  
Grievances Department.

Dated: 16.09.2025

Endst. No. 6/2/MISC/2025-1D.G

A copy is forwarded to Sh. Dhruv Majumdar, Senior IT Consultant to Chief Minister, Haryana for information.

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

Internal distribution:-

- PS/CS Haryana.

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PUC may be sent  
to IT cell.

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S. IT Cell 26/9/25



**REMINDER-II**  
**MOST IMPORTANT**

To

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 15.09.2025

Subject: Instructions regarding the creation of Social Media accounts of districts/ department for promotion of schemes/services and resolution of Citizen Grievances on Social Media.

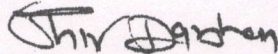
R/Sir/Madam,

I am directed to invite your attention towards Government letters of even number dated 09.05.2025 & 22.05.2025 and to again submit that Social media is an important tool to disseminate citizen centric information about schemes and services to the public. The following may be done for dissemination of important information and resolution of grievances online:

1. All districts and departments to have verified (blue tick) social media accounts:- Face book and X (Twitter). Social media accounts should respond to grievances posted by citizens along with the resolution of the grievances through these accounts (received directly as well as through SMGT).
2. Departments should post new schemes, progress made, guidelines and re-tweet/share the CMO Haryana's posts on their accounts.
3. Each department to have a social media team - a graphic designer and content writer.
4. Language of the responses / ATRs against each complaint has to be thoroughly checked and vetted properly before posting from the district/department handle.
5. Report on the number of posts published may be shared each month with Chief Secretary office.

In view of the above, it is again requested to intimate whether social media account of your department has been made/verified or not. If yes, then send detail of the said account in this office with in 15 days positively. Further some departments have not shared report regarding point no -5 above, therefore, it is again requested that the requisite report may please be shared immediately with the C.S office.

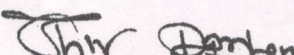
Yours Faithfully

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

Endst. No. 6/1/MISC/2025-1D.G

dated: 15.09.2025

A copy is forwarded to Sh. Dhruv Majumdar, Senior IT Consultant to Chief Minister, Haryana for information.

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

Internal distribution:-

PS/CS Haryana.

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This PUC related  
to IT cell. Hence  
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