



**भारतीय राश्ट्रीय राजमार्ग प्राधिकरण**  
(सड़क परिवहन और राजमार्ग मंत्रालय)  
**National Highways Authority of India**  
(Ministry of Road Transport and Highways)  
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No.11041/217/2007-Admn

13<sup>th</sup> June, 2012

**POLICY MATTERS-ADMN/FTN (80/2012)**  
**(Decision taken on File No. NHAI/11041/287/2009-HR-I)**

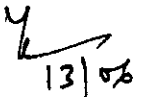
**Subject: -Moderation of comments/remarks/opinions made by users on NHAI Facebook.**

NHAI have introduced Facebook account on its website for the noble cause of having interaction with the general public and redressal of grievances of road users.

2. However, it has been observed that some mischievous and unscrupulous persons in the guise of fake and fictitious identity have been defaming and maligning the reputation of officers and NHAI as well by publishing the defamatory articles on the NHAI Facebook, which has been viewed seriously.

3. It has, therefore, been decided that any article published by any user on the NHAI Facebook, which contains abusive/intemperate/ defamatory/ derogatory/ objectionable language/personalized remarks or comments or opinions against any individual officer or NHAI shall be suo moto removed/deleted by the Administrator of NHAI Facebook immediately.

4. In case any officer still has objections against any content posted on NHAI Facebook, he may approach the Facebook Helpdesk at Phone No. 011-25074100 Extn 1707 or send an e-mail at [rgrms@nhai.org](mailto:rgrms@nhai.org) or contact Shri P.K. Mohapatra, GM(P&IS) at Phone No. 011-25074100 Extn. 1272 or send e-mail at [pramod@nhai.org](mailto:pramod@nhai.org).

  
13/06

(V.K.Sharma)

Chief General Manager (Coord./LA)

To,

**All officers and employees of HQ/ZO/ROs/PIUs/CMUs/Site Offices**