

**GOVERNMENT OF INDIA  
MINISTRY OF HOME AFFAIRS**

**LOK SABHA  
UNSTARRED QUESTION NO. 4181**

**TO BE ANSWERED ON THE 28<sup>th</sup> MARCH, 2017 / CHAITRA 7, 1939 (SAKA)**

**TWITTER SEVA FORUM TO ADDRESS CITIZENS GRIEVANCES**

**4181. SHRIMATI SANTOSH AHLAWAT:**

**Will the Minister of HOME AFFAIRS be pleased to state:**

**(a) whether the Ministry proposes to launch its own “Twitter Seva” forum to address citizens grievances aired through various social media handles related to the Ministry;**

**(b) if so, the details thereof;**

**(c) whether the initiative will be on the lines of an interface being run by the Foreign Ministry; and**

**(d) if so, the details thereof?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS  
(SHRI KIREN RIJIJU)**

**(a) to (d): With the growth of social media platforms for sharing information, Ministry of Home Affairs has also decided to use these platforms (including Twitter) to the extent relevant to this Ministry.**

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