

**IMMEDIATE**

F. No. F-23014/8/2020-Coord.  
Government of India  
Ministry of Jal Shakti  
Department of Water Resources, RD & GR  
(Coordination Section)

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Room No. 5, B Wing, Ground Floor,  
Shastri Bhawan, New Delhi  
Dated 26.08.2020

**OFFICE MEMORANDUM**

**Subject :- Regarding sending email communications to the authorities by the National Human Rights Commission.**

The undersigned is directed to forward herewith a communication (UO No. 17/7/2020-Coord.) dated 04.08.2020 received from the National Human Rights Commission on the subject mentioned above for information and strict compliance.

**(Rajan Bhasin)**

Under Secretary to the Government of India  
Tel. 23074033

Encl : As above

To

1. Head of all Organizations under this Department
2. All Sections/Wings/SMDs of the Department





e-Off. No. 648838 /MoW/Ch

18/08/20

राष्ट्रीय मानव अधिकार आयोग

NATIONAL HUMAN RIGHTS COMMISSION

मानवाधिकार भवन, ब्लॉक-C, आई एन ए, नई दिल्ली-110023 भारत  
Manavadhikar Bhawan, Block-C, INA, New Delhi-110023 INDIA

Fax : 91-011-24651329, Tele No. 24663278

E-mail : covdnhrc@hub.nic.in

Website : [www.nhrc.nic.in](http://www.nhrc.nic.in)Dated: 4<sup>th</sup> August, 2020

Subject: Regarding sending email communications to the authorities by the Commission.

Sir,

The undersigned is directed to state that in order to increase efficiency in the functioning of the Commission and encourage paperless working, the Commission is shifting towards online working. For this purpose, software used in the Complaint Management Information System (CMIS) has been improved and every document is being converted in a digital form, the case files are being maintained and examined in a digital form, and the communications are sent to the public authorities as well as to the complainants through email using email '[nhrc.india@nic.in](mailto:nhrc.india@nic.in)', and earlier practice of sending the Commission's directions and other documents through postal services is being discontinued gradually. The public authorities have also been requested to send their reports using HRC Net portal [www.hrcnet.nic.in](http://www.hrcnet.nic.in)

2. It is, therefore, requested that you may please sensitize the public authorities under your jurisdiction that the email communications received through '[nhrc.india@nic.in](mailto:nhrc.india@nic.in)' should be treated as official and approved communication of the Commission, and these are to be accepted and responded as required under the provisions of the Protection of Human Rights Act, 1993. It is also requested that correct email IDs of all the public authorities may be updated on the official websites, and the communications received from the Commission through email may be transmitted/forwarded to the concerned answerable public servant by the recipient under intimation to the Commission.

Yours faithfully,

(D.M. Tripathy)

Under Secretary (Coord)

Secretary to Govt. of India

M/o Jal Shakti

D/o Water Resources, River, Development of Ganga Rejuvenation

Room No. 412, Sharam Shakti Bhawan,

Rafi Marg, New Delhi - 110001

UO No.17/7/2020-Coord.

Dated: 4<sup>th</sup> August, 2020