

**Social Media Agency-wise Data (15th Oct 2021 - 12th April 2022) in Delhi-NCR**

| S. No. | Agency                           | Total No. of Complaints Received | Total No. of Complaints Resolved(% Resolved) |              | Total No. of Complaints Not Resolved(% Not Resolved) |              |
|--------|----------------------------------|----------------------------------|--|--------------|--|--------------|
|        |                                  |                                  |  |              |  |              |
| 1      | PWD                              | 114                              | 97   | (85%)        | 17   | (15%)        |
| 2      | DSIIDC                           | 7                                | 7  | (100%)       | 0  | (0%)         |
| 3      | DMRC                             | 14                               | 13   | (93%)        | 1  | (7%)         |
| 4      | DDA                              | 122                              | 63   | (52%)        | 59   | (48%)        |
| 5      | Irrigation & Flood Control deptt | 39                               | 35   | (90%)        | 4  | (10%)        |
| 6      | Delhi Jal Board                  | 150                              | 107  | (71%)        | 43   | (29%)        |
| 7      | Delhi Trpt Dept                  | 45                               | 44   | (98%)        | 1  | (2%)         |
| 8      | DPCC                             | 31                               | 21   | (68%)        | 10   | (32%)        |
| 9      | EDMC                             | 114                              | 28   | (25%)        | 86   | (75%)        |
| 10     | North DMC                        | 278                              | 50   | (18%)        | 228  | (82%)        |
| 11     | NEW DELHI DMC                    | 1                                | 0  | (0%)         | 1  | (100%)       |
| 12     | SDMC                             | 544                              | 213  | (39%)        | 331  | (61%)        |
| 13     | Delhi Traffic Police             | 100                              | 62   | (62%)        | 38   | (38%)        |
| 14     | RO_Ghaziabad                     | 47                               | 42   | (89%)        | 5  | (11%)        |
| 15     | MC_Ghaziabad                     | 114                              | 54   | (47%)        | 60   | (53%)        |
| 16     | RO_GrNoida                       | 41                               | 26   | (63%)        | 15   | (37%)        |
| 17     | Greater Noida Authority          | 125                              | 4  | (3%)         | 121  | (97%)        |
| 18     | RO_Noida                         | 81                               | 0  | (0%)         | 81   | (100%)       |
| 19     | Noida Authority                  | 449                              | 330  | (73%)        | 119  | (27%)        |
| 20     | GMDA                             | 28                               | 13   | (46%)        | 15   | (54%)        |
| 21     | RO Faridabad                     | 12                               | 8  | (67%)        | 4  | (33%)        |
| 22     | MC_Faridabad                     | 166                              | 68   | (41%)        | 98   | (59%)        |
| 23     | Mun Corp Gurugram                | 560                              | 366  | (65%)        | 194  | (35%)        |
| 24     | HSPCBS Gurugram                  | 15                               | 8  | (53%)        | 7  | (47%)        |
| 25     | HSPCBN Gurugram                  | 17                               | 9  | (53%)        | 8  | (47%)        |
| 26     | Ballabhgarh                      | 5                                | 0  | (0%)         | 5  | (100%)       |
| 27     | RSPCB                            | 6                                | 0  | (0%)         | 6  | (100%)       |
| 28     | NHAI                             | 24                               | 4  | (17%)        | 20   | (83%)        |
|        | <b>Total</b>                     | <b>3249</b>                      | <b>1672</b>                                  | <b>(51%)</b> | <b>1577</b>  | <b>(49%)</b> |