

**Social Media Agency-wise Data (15th Oct 2021 - 21st Nov 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) |                |
|--------|----------------------------------|----------------------------------|--|--------------|--|----------------|
|        |                                  |                                  | Resolved                                     | % Resolved   | Not Resolved   | % Not Resolved |
| 1      | PWD                              | 170                              | 136  | (80%)        | 34   | (20%)          |
| 2      | DSIIDC                           | 7                                | 7  | (100%)       | 0  | (0%)           |
| 3      | DMRC                             | 21                               | 13   | (62%)        | 8  | (38%)          |
| 4      | DDA                              | 141                              | 87   | (62%)        | 54   | (38%)          |
| 5      | Irrigation & Flood Control deptt | 51                               | 43   | (84%)        | 8  | (16%)          |
| 6      | Delhi Jal Board                  | 194                              | 149  | (77%)        | 45   | (23%)          |
| 7      | Delhi Trpt Dept                  | 48                               | 46   | (96%)        | 2  | (4%)           |
| 8      | DPCC                             | 46                               | 45   | (98%)        | 1  | (2%)           |
| 9      | EDMC                             | 129                              | 28   | (22%)        | 101  | (78%)          |
| 10     | North DMC                        | 346                              | 56   | (16%)        | 290  | (84%)          |
| 11     | NEW DELHI DMC                    | 3                                | 0  | (0%)         | 3  | (100%)         |
| 12     | SDMC                             | 667                              | 250  | (37%)        | 417  | (63%)          |
| 13     | Delhi Traffic Police             | 185                              | 166  | (90%)        | 19   | (10%)          |
| 14     | RO_Ghaziabad                     | 87                               | 41   | (47%)        | 46   | (53%)          |
| 15     | MC_Ghaziabad                     | 148                              | 61   | (41%)        | 87   | (59%)          |
| 16     | RO_GrNoida                       | 59                               | 59   | (100%)       | 0  | (0%)           |
| 17     | Greater Noida Authority          | 147                              | 132  | (90%)        | 15   | (10%)          |
| 18     | RO_Noida                         | 103                              | 88   | (85%)        | 15   | (15%)          |
| 19     | Noida Authority                  | 637                              | 427  | (67%)        | 210  | (33%)          |
| 20     | GMDA                             | 55                               | 22   | (40%)        | 33   | (60%)          |
| 21     | RO Faridabad                     | 22                               | 8  | (36%)        | 14   | (64%)          |
| 22     | MC_Faridabad                     | 190                              | 68   | (36%)        | 122  | (64%)          |
| 23     | Mun Corp Gurugram                | 736                              | 441  | (60%)        | 295  | (40%)          |
| 24     | HSPCBS Gurugram                  | 15                               | 15   | (100%)       | 0  | (0%)           |
| 25     | HSPCBN Gurugram                  | 22                               | 19   | (86%)        | 3  | (14%)          |
| 26     | Ballabhgarh                      | 4                                | 4  | (100%)       | 0  | (0%)           |
| 27     | RSPCB                            | 10                               | 0  | (0%)         | 10   | (100%)         |
| 28     | NHAI                             | 7                                | 4  | (57%)        | 3  | (43%)          |
|        | <b>Total</b>                     | <b>4250</b>                      | <b>2415</b>                                  | <b>(57%)</b> | <b>1835</b>  | <b>(43%)</b>   |