

**Social Media Agency-wise Data (15th Oct 2021 - 11th May 2023) 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                              | 394                              | 272  | (69%)        | 122  | (31%)        |
| 2      | DSIIDC                           | 10                               | 8  | (80%)        | 2  | (20%)        |
| 3      | DMRC                             | 43                               | 17   | (40%)        | 26   | (60%)        |
| 4      | DDA                              | 204                              | 88   | (43%)        | 116  | (57%)        |
| 5      | Irrigation & Flood Control deptt | 88                               | 50   | (57%)        | 38   | (43%)        |
| 6      | Delhi Jal Board                  | 440                              | 162  | (37%)        | 278  | (63%)        |
| 7      | Delhi Trpt Dept                  | 116                              | 114  | (98%)        | 2  | (2%)         |
| 8      | DPCC                             | 76                               | 45   | (59%)        | 31   | (41%)        |
| 9      | EDMC                             | 278                              | 28   | (10%)        | 250  | (90%)        |
| 10     | North DMC                        | 764                              | 58   | (8%)         | 706  | (92%)        |
| 11     | NEW DELHI DMC                    | 7                                | 0  | (0%)         | 7  | (100%)       |
| 12     | SDMC                             | 1081                             | 252  | (23%)        | 829  | (77%)        |
| 13     | Delhi Traffic Police             | 412                              | 385  | (93%)        | 27   | (7%)         |
| 14     | RO_Ghaziabad                     | 139                              | 121  | (87%)        | 18   | (13%)        |
| 15     | MC_Ghaziabad                     | 255                              | 63   | (25%)        | 192  | (75%)        |
| 16     | RO_GrNoida                       | 76                               | 67   | (88%)        | 9  | (12%)        |
| 17     | Greater Noida Authority          | 224                              | 144  | (64%)        | 80   | (36%)        |
| 18     | RO_Noida                         | 123                              | 90   | (73%)        | 33   | (27%)        |
| 19     | Noida Authority                  | 1333                             | 598  | (45%)        | 735  | (55%)        |
| 20     | GMDA                             | 88                               | 22   | (25%)        | 66   | (75%)        |
| 21     | RO Faridabad                     | 42                               | 8  | (19%)        | 34   | (81%)        |
| 22     | MC_Faridabad                     | 255                              | 68   | (27%)        | 187  | (73%)        |
| 23     | Mun Corp Gurugram                | 1128                             | 564  | (50%)        | 564  | (50%)        |
| 24     | HSPCBS Gurugram                  | 27                               | 15   | (56%)        | 12   | (44%)        |
| 25     | HSPCBN Gurugram                  | 27                               | 26   | (96%)        | 1  | (4%)         |
| 26     | Ballabhgarh                      | 6                                | 4  | (67%)        | 2  | (33%)        |
| 27     | RSPCB                            | 14                               | 0  | (0%)         | 14   | (100%)       |
| 28     | NHAI                             | 44                               | 5  | (11%)        | 39   | (89%)        |
|        | <b>Total</b>                     | <b>7694</b>                      | <b>3274</b>                                  | <b>(43%)</b> | <b>4420</b>  | <b>(57%)</b> |