

**Social Media Agency-wise Data (15th Oct 2021 - 17th Dec 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                              | 529                              | 442  | (84%)        | 87   | (16%)        |
| 2      | DSIIDC                           | 16                               | 8  | (50%)        | 8  | (50%)        |
| 3      | DMRC                             | 45                               | 43   | (96%)        | 2  | (4%)         |
| 4      | DDA                              | 263                              | 91   | (35%)        | 172  | (65%)        |
| 5      | Irrigation & Flood Control deptt | 99                               | 67   | (68%)        | 32   | (32%)        |
| 6      | DCB                              | 1                                | 0  | (0%)         | 1  | (100%)       |
| 7      | Delhi Jal Board                  | 640                              | 173  | (27%)        | 467  | (73%)        |
| 8      | Delhi Trpt Dept                  | 166                              | 166  | (100%)       | 0  | (0%)         |
| 9      | DPCC                             | 92                               | 49   | (53%)        | 43   | (47%)        |
| 10     | EDMC                             | 399                              | 34   | (9%)         | 365  | (91%)        |
| 11     | North DMC                        | 998                              | 63   | (6%)         | 935  | (94%)        |
| 12     | NEW DELHI DMC                    | 9                                | 1  | (11%)        | 8  | (89%)        |
| 13     | SDMC                             | 1368                             | 267  | (20%)        | 1101   | (80%)        |
| 14     | Delhi Traffic Police             | 566                              | 542  | (96%)        | 24   | (4%)         |
| 15     | RO_Ghaziabad                     | 175                              | 128  | (73%)        | 47   | (27%)        |
| 16     | MC_Ghaziabad                     | 336                              | 65   | (19%)        | 271  | (81%)        |
| 17     | RO_GrNoida                       | 110                              | 107  | (97%)        | 3  | (3%)         |
| 18     | Greater Noida Authority          | 322                              | 167  | (52%)        | 155  | (48%)        |
| 19     | RO_Noida                         | 139                              | 92   | (66%)        | 47   | (34%)        |
| 20     | Noida Authority                  | 1771                             | 1059   | (60%)        | 712  | (40%)        |
| 21     | GMDA                             | 107                              | 25   | (23%)        | 82   | (77%)        |
| 22     | RO Faridabad                     | 48                               | 8  | (17%)        | 40   | (83%)        |
| 23     | MC_Faridabad                     | 314                              | 71   | (23%)        | 243  | (77%)        |
| 24     | Mun Corp Gurugram                | 1521                             | 630  | (41%)        | 891  | (59%)        |
| 25     | HSPCBS Gurugram                  | 30                               | 23   | (77%)        | 7  | (23%)        |
| 26     | HSPCBN Gurugram                  | 28                               | 27   | (96%)        | 1  | (4%)         |
| 27     | Ballabgarh                       | 7                                | 4  | (57%)        | 3  | (43%)        |
| 28     | RSPCB                            | 14                               | 1  | (7%)         | 13   | (93%)        |
| 29     | NHAI                             | 84                               | 5  | (6%)         | 79   | (94%)        |
|        | <b>Total</b>                     | <b>10197</b>                     | <b>4358</b>                                  | <b>(43%)</b> | <b>5839</b>  | <b>(57%)</b> |