

**Social Media Agency-wise Data (15th Oct 2021 - 18th June 2024) 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                              | 588                              | 493  | (84%)        | 95   | (16%)        |
| 2      | DSIIDC                           | 19                               | 8  | (42%)        | 11   | (58%)        |
| 3      | DMRC                             | 47                               | 46   | (98%)        | 1  | (2%)         |
| 4      | DDA                              | 279                              | 91   | (33%)        | 188  | (67%)        |
| 5      | Irrigation & Flood Control deptt | 97                               | 76   | (78%)        | 21   | (22%)        |
| 6      | DCB                              | 1                                | 0  | (0%)         | 1  | (100%)       |
| 7      | Delhi Jal Board                  | 731                              | 173  | (24%)        | 558  | (76%)        |
| 8      | Delhi Transport Dept.            | 193                              | 192  | (99%)        | 1  | (1%)         |
| 9      | DPPC                             | 98                               | 52   | (53%)        | 46   | (47%)        |
| 10     | Municipal Corporation of Delhi   | 3041                             | 375  | (12%)        | 2666   | (88%)        |
| 11     | NEW DELHI DMC                    | 11                               | 1  | (9%)         | 10   | (91%)        |
| 12     | Delhi Traffic Police             | 588                              | 579  | (98%)        | 9  | (2%)         |
| 13     | RO_Ghaziabad                     | 201                              | 128  | (64%)        | 73   | (36%)        |
| 14     | MC_Ghaziabad                     | 373                              | 65   | (17%)        | 308  | (83%)        |
| 15     | RO_GrNoida                       | 129                              | 120  | (93%)        | 9  | (7%)         |
| 16     | Greater Noida Authority          | 393                              | 200  | (51%)        | 193  | (49%)        |
| 17     | RO_Noida                         | 147                              | 97   | (66%)        | 50   | (34%)        |
| 18     | Noida Authority                  | 2079                             | 1351   | (65%)        | 728  | (35%)        |
| 19     | GMDA                             | 125                              | 30   | (24%)        | 95   | (76%)        |
| 20     | RO Faridabad                     | 49                               | 27   | (55%)        | 22   | (45%)        |
| 21     | MC_Faridabad                     | 369                              | 71   | (19%)        | 298  | (81%)        |
| 22     | Mun Corp Gurugram                | 1806                             | 731  | (40%)        | 1075   | (60%)        |
| 23     | HSPCBS Gurugram                  | 31                               | 31   | (100%)       | 0  | (0%)         |
| 24     | HSPCBN Gurugram                  | 31                               | 28   | (90%)        | 3  | (10%)        |
| 25     | Ballabgarh                       | 9                                | 7  | (78%)        | 2  | (22%)        |
| 26     | RSPCB                            | 15                               | 1  | (7%)         | 14   | (93%)        |
| 27     | NHAI                             | 105                              | 5  | (5%)         | 100  | (95%)        |
|        | <b>Total</b>                     | <b>11555</b>                     | <b>4978</b>                                  | <b>(43%)</b> | <b>6577</b>  | <b>(57%)</b> |