

**Social Media Agency-wise Data (15th Oct 2021 - 30th July 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) |                |
|--------|---|----------------------------------|--|--------------|--|----------------|
|        |   |                                  | Resolved                                     | % Resolved   | Not Resolved   | % Not Resolved |
| 1      | Delhi Pollution Control Committee                                 | 101                              | 52   | (51%)        | 49   | (49%)          |
| 2      | Public Works Department   | 612                              | 496  | (81%)        | 116  | (19%)          |
| 3      | Delhi State Industrial and Infrastructure Development Corporation | 19                               | 8  | (42%)        | 11   | (58%)          |
| 4      | Delhi Metro Rail Corporation                                      | 48                               | 46   | (96%)        | 2  | (4%)           |
| 5      | Delhi Development Authority                                       | 287                              | 91   | (32%)        | 196  | (68%)          |
| 6      | Irrigation and Flood Control Department                           | 103                              | 76   | (74%)        | 27   | (26%)          |
| 7      | Delhi Cantonment Board  | 1                                | 0  | (0%)         | 1  | (100%)         |
| 8      | Delhi Jal Board   | 738                              | 173  | (23%)        | 565  | (77%)          |
| 9      | Delhi Transport Department  | 199                              | 198  | (99%)        | 1  | (1%)           |
| 10     | Municipal Corporation of Delhi                                    | 3107                             | 375  | (12%)        | 2732   | (88%)          |
| 11     | New Delhi Municipal Council                                       | 11                               | 1  | (9%)         | 10   | (91%)          |
| 12     | Traffic Police Department   | 595                              | 583  | (98%)        | 12   | (2%)           |
| 13     | UPPCB - RO Ghaziabad  | 209                              | 128  | (61%)        | 81   | (39%)          |
| 14     | Municipal Corporation Ghaziabad                                   | 377                              | 65   | (17%)        | 312  | (83%)          |
| 15     | UPPCB - RO Greater Noida  | 136                              | 128  | (94%)        | 8  | (6%)           |
| 16     | Greater Noida Authority   | 407                              | 208  | (51%)        | 199  | (49%)          |
| 17     | UPPCB - RO Noida  | 151                              | 97   | (64%)        | 54   | (36%)          |
| 18     | Noida Authority   | 2176                             | 1437   | (66%)        | 739  | (34%)          |
| 19     | Gurugram Metropolitan Development Authority                       | 127                              | 30   | (24%)        | 97   | (76%)          |
| 20     | HSPCB - RO Faridabad  | 48                               | 40   | (83%)        | 8  | (17%)          |
| 21     | Municipal Corporation Faridabad                                   | 381                              | 71   | (19%)        | 310  | (81%)          |
| 22     | Municipal Corporation Gurugram                                    | 1867                             | 731  | (39%)        | 1136   | (61%)          |
| 23     | HSPCB Gurugram South  | 31                               | 31   | (100%)       | 0  | (0%)           |
| 24     | HSPCB Gurugram North  | 28                               | 28   | (100%)       | 0  | (0%)           |
| 25     | HSPCB - RO Ballabhgarh  | 12                               | 9  | (75%)        | 3  | (25%)          |
| 26     | Rajasthan SPCB  | 16                               | 1  | (6%)         | 15   | (94%)          |
| 27     | National Highways Authority of India                              | 111                              | 5  | (5%)         | 106  | (95%)          |
|        | <b>Total</b>  | <b>11898</b>                     | <b>5108</b>                                  | <b>(43%)</b> | <b>6790</b>  | <b>(57%)</b>   |