

**Department-wise Status of COVID-19 issue related Grievances with effect from 30-03-2020 to 02-12-2021**

Ministry/Department	Receipt	Disposal		Pending			
		Number	Percent(%)	Total	0-3 Days	04-10 Days	More than 10 Days
Administrative Reforms and Public Grievances	229	221	96.51	8	5	0	3
Agriculture and Farmers Welfare	7174	7166	99.89	8	0	0	8
Agriculture Research and Education	88	88	100	0	0	0	0
Animal Husbandry, Dairying	177	174	98.31	3	0	1	2
Atomic Energy	90	88	97.78	2	0	0	2
Ayush	2083	2078	99.76	5	2	1	2
Bio Technology	322	321	99.69	1	0	0	1
BSES Rajdhani Power Ltd.	4	3	75	1	0	0	1
Cabinet Secretariat,Secretary(R)	6	1	16.67	5	0	0	5
Central Board of Direct Taxes (Income Tax)	1381	1261	91.31	120	5	14	101
Central Board of Excise and Customs	665	651	97.89	14	3	1	10
Chemicals and Petrochemicals	28	27	96.43	1	0	0	1
Civil Aviation	10469	10140	96.86	329	49	31	249
Coal	256	254	99.22	2	0	0	2
Commerce	288	281	97.57	7	0	3	4
Committee on Petitions Rajya Sabha	5	3	60	2	0	0	2
Consumer Affairs	684	663	96.93	21	1	3	17
Cooperation	32	0	0	32	23	5	4
Corporate Affairs	1919	1910	99.53	9	1	3	5
Culture	174	173	99.43	1	0	0	1
Defence	672	655	97.47	17	0	3	14
Defence Finance	69	62	89.86	7	2	0	5
Defence Production	75	75	100	0	0	0	0
Defence Research and Development	73	72	98.63	1	0	0	1
Delhi Development Authority	8	7	87.5	1	0	0	1
Delhi Police	358	351	98.04	7	0	0	7
Delhi Transport Corporation	1	1	100	0	0	0	0
Development of North Eastern Region	21	20	95.24	1	0	0	1

Drinking Water and Sanitation	49	47	95.92	2	0	0	2
Earth Sciences	29	28	96.55	1	0	0	1
Economic Affairs	529	527	99.62	2	0	0	2
Election Commission	1	0	0	1	0	0	1
Election Commission	9	1	11.11	8	0	0	8
Electronics & Information Technology	776	767	98.84	9	1	1	7
Empowerment of Persons with Disabilities	176	168	95.45	8	0	0	8
Environment, Forest and Climate Change	184	183	99.46	1	1	0	0
ESIC Headquarters	413	413	100	0	0	0	0
Ex Servicemen Welfare	137	132	96.35	5	1	0	4
Expenditure	143	141	98.6	2	0	0	2
External Affairs	13758	13751	99.95	7	2	1	4
Fertilizers	25	25	100	0	0	0	0
Financial Services (Banking Division)	20164	19963	99	201	71	48	82
Financial Services (Insurance Division)	2831	2799	98.87	32	13	13	6
Financial Services (Pension Reforms)	56	56	100	0	0	0	0
Fisheries	38	37	97.37	1	0	0	1
Food and Public Distribution	448	445	99.33	3	0	0	3
Food Processing Industries	30	30	100	0	0	0	0
Health & Family Welfare	11064	9058	81.87	2006	51	59	1896
Health Research	3322	3305	99.49	17	1	0	16
Heavy Industry	79	77	97.47	2	1	0	1
Higher Education	4293	4192	97.65	101	9	20	72
Home Affairs	4225	4114	97.37	111	1	1	109
Housing and Urban Affairs	435	432	99.31	3	2	0	1
Information and Broadcasting	828	826	99.76	2	0	0	2
Internal Security	2	2	100	0	0	0	0
Investment & Public Asset Management	24	24	100	0	0	0	0
Justice	683	674	98.68	9	0	1	8
Labour and Employment	17344	17086	98.51	258	160	36	62
Land Resources	24	23	95.83	1	0	0	1
Legal Affairs	214	214	100	0	0	0	0
Legislative Department	195	191	97.95	4	0	0	4
Lok Sabha Secretariat	3	0	0	3	0	0	3

Micro Small and Medium Enterprises	475	462	97.26	13	1	2	10
Military Affairs	357	352	98.6	5	0	0	5
Mines	1433	1406	98.12	27	26	0	1
Minority Affairs	126	123	97.62	3	0	0	3
My Gov.	1291	1290	99.92	1	0	0	1
National Human Rights Commission	1	1	100	0	0	0	0
New and Renewable Energy	26	24	92.31	2	0	0	2
New Delhi Municipal Council	8	8	100	0	0	0	0
NITI Aayog	553	553	100	0	0	0	0
O/o the Comptroller & Auditor General of India	105	103	98.1	2	0	0	2
Official Language	14	12	85.71	2	0	0	2
Panchayati Raj	47	45	95.74	2	0	0	2
Parliamentary Affairs	168	168	100	0	0	0	0
Pensions and Pensioners Welfare	14	13	92.86	1	0	0	1
Performance Management Division, Cabinet Sectt.	5	0	0	5	0	0	5
Personnel and Training	1693	1571	92.79	122	21	11	90
Petroleum and Natural Gas	708	699	98.73	9	4	3	2
Pharmaceutical	439	436	99.32	3	0	0	3
President's Secretariat	6	6	100	0	0	0	0
Prime Ministers Office	28878	28543	98.84	335	0	3	332
Promotion of Industry and Internal Trade	134	131	97.76	3	0	0	3
Public Enterprises	48	46	95.83	2	0	0	2
Railways, ( Railway Board)	1877	1865	99.36	12	4	0	8
Rajya Sabha Secretariat	1	0	0	1	0	0	1
Reserve Bank of India	14	14	100	0	0	0	0
Revenue	765	739	96.6	26	2	1	23
Road Transport and Highways	372	362	97.31	10	2	2	6
Rural Development	151	147	97.35	4	0	1	3
School Education and Literacy	3314	3254	98.19	60	14	21	25
Science and Technology	248	247	99.6	1	1	0	0
Scientific & Industrial Research	141	137	97.16	4	0	0	4
Securities and Exchange Board of India	73	73	100	0	0	0	0
Shipping	531	522	98.31	9	1	0	8
Skill Development and Entrepreneurship	90	87	96.67	3	0	0	3

Social Justice and Empowerment	152	126	82.89	26	1	0	25
Space	58	57	98.28	1	0	0	1
Sports	54	53	98.15	1	0	0	1
Statistics and Programme Implementation	74	74	100	0	0	0	0
Steel	155	154	99.35	1	0	0	1
Telecommunications	2609	2597	99.54	12	6	1	5
Textiles	120	118	98.33	2	0	0	2
Tourism	668	666	99.7	2	0	0	2
Tribal Affairs	57	56	98.25	1	0	0	1
Unique Identification Authority of India	348	341	97.99	7	2	1	4
Water Resources, River Development & Ganga Rejuvena	77	74	96.1	3	0	0	3
Women and Child Development	299	297	99.33	2	1	0	1
Youth Affairs	28	27	96.43	1	0	0	1
<b>Total</b>	<b>160854</b>	<b>156710</b>	<b>97.42</b>	<b>4144</b>	<b>499</b>	<b>291</b>	<b>3354</b>

**State/UT-wise Status of COVID-19 issue related Grievances with effect from 30-03-2020 to 02-12-2021**

Ministry/Department	Receipt	Disposal		Pending			
		Number	Percent(%)	Total	0-3 Days	04-10 Days	More than 10 Days
Andaman & Nicobar	150	149	99.33	1	0	0	1
Andhra Pradesh	1556	177	11.38	1379	1	4	1374
Arunachal Pradesh	137	32	23.36	105	0	0	105
Assam	1239	106	8.56	1133	0	0	1133
Bihar	5947	2915	49.02	3032	3	4	3025
Chattisgarh	1191	1182	99.24	9	1	1	7
Goa	492	485	98.58	7	0	0	7
Gujarat	7304	7087	97.03	217	7	2	208
Haryana	5516	5271	95.56	245	6	4	235
Himachal Pradesh	757	747	98.68	10	0	0	10
Jammu and Kashmir	543	520	95.76	23	0	0	23
Jharkhand	1335	1102	82.55	233	1	4	228
Karnataka	6121	3816	62.34	2305	7	4	2294
Kerala	2705	1947	71.98	758	1	1	756
Ladakh	21	15	71.43	6	0	0	6
Madhya Pradesh	3713	2372	63.88	1341	6	10	1325
Maharashtra	11135	8060	72.38	3075	11	16	3048
Manipur	58	38	65.52	20	0	0	20
Meghalaya	134	133	99.25	1	0	0	1
Mizoram	25	25	100	0	0	0	0
Nagaland	107	86	80.37	21	0	0	21
NCT of Delhi	5077	4597	90.55	480	4	8	468
Odisha	1137	590	51.89	547	0	0	547
Puducherry	115	110	95.65	5	0	0	5
Punjab	2120	786	37.08	1334	1	1	1332
Rajasthan	3479	3379	97.13	100	2	5	93
Sikkim	59	57	96.61	2	0	0	2
Tamil Nadu	4722	3655	77.4	1067	9	4	1054
Telangana	1748	1746	99.89	2	0	0	2

Tripura	212	212	100	0	0	0	0
Union Territory of Chandigarh	482	454	94.19	28	1	0	27
Union Territory of Dadra & Nagar Haveli	134	133	99.25	1	0	0	1
Union Territory of Daman & Diu	108	106	98.15	2	0	0	2
Union Territory of Lakshadweep	29	28	96.55	1	0	0	1
Uttar Pradesh	9554	8545	89.44	1009	10	29	970
Uttarakhand	1396	1362	97.56	34	2	2	30
West Bengal	3029	65	2.15	2964	0	1	2963
<b>Total</b>	<b>83587</b>	<b>62090</b>	<b>74.28</b>	<b>21497</b>	<b>73</b>	<b>100</b>	<b>21324</b>