

## Department-wise Status of COVID-19 issue related Grievances with effect from 30-03-2020 to 17-01-2022

Ministry/Department	Receipt	Disposal		Pending			
		Number	Percent(%)	Total	0-3 Days	04-10 Days	More than 10 Days
Administrative Reforms and Public Grievances	232	225	96.98	7	2	0	5
Agriculture and Farmers Welfare	7184	7175	99.87	9	1	0	8
Agriculture Research and Education	93	88	94.62	5	2	1	2
Animal Husbandry, Dairying	180	175	97.22	5	2	1	2
Atomic Energy	91	90	98.9	1	0	0	1
Ayush	2088	2083	99.76	5	2	0	3
Bio Technology	323	322	99.69	1	0	0	1
BSES Rajdhani Power Ltd.	4	4	100	0	0	0	0
Cabinet Secretariat,Secretary(R)	5	5	100	0	0	0	0
Central Board of Direct Taxes (Income Tax)	1451	1320	90.97	131	3	18	110
Central Board of Excise and Customs	675	663	98.22	12	1	1	10
Chemicals and Petrochemicals	28	27	96.43	1	0	0	1
Civil Aviation	10787	10538	97.69	249	19	44	186
Coal	260	255	98.08	5	0	1	4
Commerce	291	284	97.59	7	0	1	6
Committee on Petitions Rajya Sabha	5	3	60	2	0	0	2
Consumer Affairs	709	688	97.04	21	3	2	16
Cooperation	73	0	0	73	1	1	71
Corporate Affairs	1929	1924	99.74	5	1	0	4
Culture	175	174	99.43	1	0	0	1
Defence	684	661	96.64	23	2	2	19
Defence Finance	75	68	90.67	7	1	1	5
Defence Production	78	78	100	0	0	0	0
Defence Research and Development	74	73	98.65	1	0	0	1
Delhi Development Authority	8	7	87.5	1	0	0	1
Delhi Police	358	353	98.6	5	0	0	5
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	535	529	98.88	6	1	0	5
Election Commission	3	0	0	3	0	0	3
Election Commission	9	1	11.11	8	0	0	8
Electronics & Information Technology	788	780	98.98	8	2	0	6
Empowerment of Persons with Disabilities	181	172	95.03	9	0	0	9
Environment, Forest and Climate Change	194	189	97.42	5	2	1	2
ESIC Headquarters	426	424	99.53	2	1	1	0
Ex Servicemen Welfare	141	140	99.29	1	0	0	1
Expenditure	144	142	98.61	2	1	0	1
External Affairs	13778	13775	99.98	3	0	0	3
Fertilizers	25	25	100	0	0	0	0
Financial Services (Banking Division)	20863	20580	98.64	283	81	68	134
Financial Services (Insurance Division)	2969	2942	99.09	27	9	8	10
Financial Services (Pension Reforms)	56	56	100	0	0	0	0
Fisheries	38	37	97.37	1	0	0	1
Food and Public Distribution	462	457	98.92	5	1	1	3
Food Processing Industries	30	30	100	0	0	0	0
Health & Family Welfare	11734	10000	85.22	1734	72	154	1508
Health Research	3334	3315	99.43	19	2	3	14
Heavy Industry	80	79	98.75	1	0	0	1
Higher Education	4462	4327	96.97	135	13	24	98
Home Affairs	4240	4128	97.36	112	0	1	111
Housing and Urban Affairs	455	454	99.78	1	0	0	1
Information and Broadcasting	837	832	99.4	5	0	2	3
Internal Security	2	2	100	0	0	0	0
Investment & Public Asset Management	24	24	100	0	0	0	0
Investment Grievance Redress Cell	1	0	0	1	1	0	0
Justice	691	681	98.55	10	0	2	8
Labour and Employment	18906	18655	98.67	251	151	77	23
Land Resources	24	23	95.83	1	0	0	1
Legal Affairs	218	218	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	480	468	97.5	12	1	0	11
Military Affairs	362	354	97.79	8	0	1	7
Mines	1549	1542	99.55	7	7	0	0
Minority Affairs	127	124	97.64	3	0	0	3
My Gov.	1297	1295	99.85	2	0	1	1
National Human Rights Commission	1	1	100	0	0	0	0
New and Renewable Energy	27	24	88.89	3	1	0	2
New Delhi Municipal Council	8	8	100	0	0	0	0
NITI Aayog	557	554	99.46	3	1	1	1
O/o the Comptroller & Auditor General of India	107	104	97.2	3	0	1	2
Official Language	14	12	85.71	2	0	0	2
Panchayati Raj	51	49	96.08	2	0	0	2
Parliamentary Affairs	171	170	99.42	1	0	1	0
Pensions and Pensioners Welfare	14	13	92.86	1	0	0	1
Performance Management Division, Cabinet Sectt.	8	0	0	8	0	0	8
Personnel and Training	1883	1633	86.72	250	86	16	148
Petroleum and Natural Gas	758	730	96.31	28	4	5	19
Power	84	78	92.86	6	1	0	5
President's Secretariat	6	6	100	0	0	0	0
Prime Ministers Office	28928	28629	98.97	299	2	3	294
Promotion of Industry and Internal Trade	135	132	97.78	3	0	0	3
Public Enterprises	49	47	95.92	2	0	0	2
Railways, ( Railway Board)	1936	1912	98.76	24	7	3	14
Rajya Sabha Secretariat	1	0	0	1	0	0	1
Reserve Bank of India	14	14	100	0	0	0	0
Revenue	763	745	97.64	18	0	2	16
Road Transport and Highways	376	370	98.4	6	1	0	5
Rural Development	162	158	97.53	4	0	3	1
School Education and Literacy	3389	3334	98.38	55	10	16	29
Science and Technology	250	249	99.6	1	0	1	0
Scientific & Industrial Research	147	142	96.6	5	1	1	3
Securities and Exchange Board of India	73	73	100	0	0	0	0
Shipping	537	528	98.32	9	0	1	8

Skill Development and Entrepreneurship	93	90	96.77	3	0	0	3
Social Justice and Empowerment	167	126	75.45	41	1	6	34
Space	60	57	95	3	0	1	2
Sports	58	56	96.55	2	1	0	1
Statistics and Programme Implementation	74	74	100	0	0	0	0
Steel	157	156	99.36	1	0	0	1
Telecommunications	2736	2721	99.45	15	9	4	2
Textiles	122	119	97.54	3	0	1	2
Tourism	698	692	99.14	6	1	1	4
Tribal Affairs	59	58	98.31	1	0	0	1
Unique Identification Authority of India	373	364	97.59	9	2	2	5
Water Resources, River Development & Ganga Rejuvena	80	77	96.25	3	0	0	3
Women and Child Development	303	302	99.67	1	0	0	1
Youth Affairs	29	27	93.1	2	0	1	1
<b>Total</b>	<b>165661</b>	<b>161581</b>	<b>97.54</b>	<b>4080</b>	<b>515</b>	<b>486</b>	<b>3079</b>

**State/UT-wise Status of COVID-19 issue related Grievances with effect from 30-03-2020 to 17-01-2022**

Ministry/Department	Receipt	Disposal		Pending			
		Number	Percent(%)	Total	0-3 Days	04-10 Days	More than 10 Days
Andaman & Nicobar	154	151	98.05	3	1	1	1
Andhra Pradesh	1583	177	11.18	1406	2	2	1402
Arunachal Pradesh	137	93	67.88	44	0	0	44
Assam	1252	268	21.41	984	0	2	982
Bihar	5976	3019	50.52	2957	4	9	2944
Chattisgarh	1229	1221	99.35	8	1	0	7
Goa	499	488	97.8	11	2	3	6
Gujarat	7378	7130	96.64	248	5	18	225
Haryana	5561	5338	95.99	223	5	6	212
Himachal Pradesh	760	753	99.08	7	1	1	5
Jammu and Kashmir	552	524	94.93	28	0	2	26
Jharkhand	1352	1304	96.45	48	4	1	43
Karnataka	6190	3817	61.66	2373	5	22	2346
Kerala	2716	2615	96.28	101	4	0	97
Ladakh	29	16	55.17	13	0	6	7
Madhya Pradesh	3782	2495	65.97	1287	11	11	1265
Maharashtra	11225	8405	74.88	2820	2	18	2800
Manipur	58	38	65.52	20	0	0	20
Meghalaya	135	133	98.52	2	0	0	2
Mizoram	25	25	100	0	0	0	0
Nagaland	108	88	81.48	20	0	0	20
NCT of Delhi	5151	4795	93.09	356	13	19	324
Odisha	1150	593	51.57	557	1	2	554
Puducherry	120	114	95	6	3	2	1
Punjab	2139	787	36.79	1352	4	5	1343
Rajasthan	3520	3434	97.56	86	2	8	76
Sikkim	60	60	100	0	0	0	0
Tamil Nadu	4781	3788	79.23	993	4	10	979

Telangana	1760	1760	100	0	0	0	0
Tripura	217	215	99.08	2	1	1	0
Union Territory of Chandigarh	491	458	93.28	33	3	4	26
Union Territory of Dadra & Nagar Haveli	134	134	100	0	0	0	0
Union Territory of Daman & Diu	108	107	99.07	1	0	0	1
Union Territory of Lakshadweep	29	28	96.55	1	0	0	1
Uttar Pradesh	9721	8608	88.55	1113	14	34	1065
Uttarakhand	1414	1387	98.09	27	2	3	22
West Bengal	3066	65	2.12	3001	3	11	2987
<b>Total</b>	<b>84562</b>	<b>64431</b>	<b>76.19</b>	<b>20131</b>	<b>97</b>	<b>201</b>	<b>19833</b>