

**Department-wise Status of COVID-19 issue related Grievances with effect from
30-03-2020 to 20-07-2021**

Ministry/Department	Receipt	Disposal		Pending
		Number	Percent(%)	
Administrative Reforms and Public Grievances	219	217	99.09	2
Agriculture and Cooperation	7072	7048	99.66	24
Agriculture Research and Education	81	75	92.59	6
Animal Husbandry, Dairying	167	163	97.6	4
Atomic Energy	87	83	95.4	4
Ayush	2020	1937	95.89	83
Bio Technology	314	311	99.04	3
BSES Rajdhani Power Ltd.	1	1	100	0
Cabinet Secretariat,Secretary(R)	6	1	16.67	5
Central Board of Direct Taxes (Income Tax)	1083	955	88.18	128
Central Board of Excise and Customs	586	573	97.78	13
Chemicals and Petrochemicals	26	25	96.15	1
Civil Aviation	8294	8007	96.54	287
Coal	230	227	98.7	3
Commerce	271	261	96.31	10
Committee on Petitions Rajya Sabha	5	3	60	2
Consumer Affairs	545	513	94.13	32
Corporate Affairs	1858	1847	99.41	11
Culture	162	159	98.15	3
Defence	656	555	84.6	101
Defence Finance	53	47	88.68	6
Defence Production	70	70	100	0
Defence Research and Development	71	70	98.59	1
Delhi Development Authority	7	6	85.71	1
Delhi Police	357	348	97.48	9
Development of North Eastern Region	21	20	95.24	1
Drinking Water and Sanitation	47	45	95.74	2
Earth Sciences	28	27	96.43	1
Economic Affairs	521	509	97.7	12
Election Commission	9	1	11.11	8
Electronics & Information Technology	674	659	97.77	15
Empowerment of Persons with Disabilities	160	105	65.63	55
Environment, Forest and Climate Change	170	168	98.82	2
ESIC Headquarters	301	298	99	3
Ex Servicemen Welfare	106	103	97.17	3
Expenditure	139	136	97.84	3
External Affairs	13490	13473	99.87	17
Fertilizers	24	24	100	0
Financial Services (Banking Division)	16813	16552	98.45	261
Financial Services (Insurance Division)	1932	1883	97.46	49
Financial Services (Pension Reforms)	49	47	95.92	2
Fisheries	38	36	94.74	2

Food and Public Distribution	415	407	98.07	8
Food Processing Industries	30	29	96.67	1
Health & Family Welfare	9159	6075	66.33	3084
Health Research	3236	3179	98.24	57
Heavy Industry	69	69	100	0
Higher Education	3754	3620	96.43	134
Home Affairs	4094	3960	96.73	134
Housing and Urban Affairs	346	343	99.13	3
Industrial Policy & Promotion	129	120	93.02	9
Information and Broadcasting	801	791	98.75	10
Internal Security	2	2	100	0
Investment & Public Asset Management	22	20	90.91	2
Justice	590	574	97.29	16
Labour and Employment	11404	11243	98.59	161
Land Resources	24	23	95.83	1
Legal Affairs	203	202	99.51	1
Legislative Department	187	181	96.79	6
Lok Sabha Secretariat	3	0	0	3
Micro Small and Medium Enterprises	391	371	94.88	20
Military Affairs	336	316	94.05	20
Mines	825	817	99.03	8
Minority Affairs	117	111	94.87	6
My Gov.	1277	1277	100	0
National Human Rights Commission	1	1	100	0
New and Renewable Energy	25	22	88	3
New Delhi Municipal Council	8	8	100	0
NITI Aayog	488	487	99.8	1
O/o the Comptroller & Auditor General of India	99	97	97.98	2
Official Language	13	10	76.92	3
Panchayati Raj	34	33	97.06	1
Parliamentary Affairs	149	141	94.63	8
Pensions and Pensioners Welfare	12	10	83.33	2
Performance Management Division, Cabinet Sectt.	5	0	0	5
Personnel and Training	1334	1260	94.45	74
Petroleum and Natural Gas	609	596	97.87	13
Pharmaceutical	435	423	97.24	12
Posts	1772	1761	99.38	11
Power	72	66	91.67	6
Public Enterprises	45	43	95.56	2
Railways, (Railway Board)	1672	1661	99.34	11
Rajya Sabha Secretariat	1	0	0	1
Reserve Bank of India	8	7	87.5	1
Revenue	718	683	95.13	35
Road Transport and Highways	319	307	96.24	12
Rural Development	141	130	92.2	11
School Education and Literacy	2864	2761	96.4	103
Science and Technology	236	236	100	0

Scientific & Industrial Research	133	131	98.5	2
Securities and Exchange Board of India	73	71	97.26	2
Shipping	517	503	97.29	14
Skill Development and Entrepreneurship	82	78	95.12	4
Social Justice and Empowerment	147	115	78.23	32
Space	56	55	98.21	1
Sports	51	50	98.04	1
Statistics and Programme Implementation	72	72	100	0
Steel	150	148	98.67	2
Telecommunications	1906	1896	99.48	10
Textiles	116	113	97.41	3
Tourism	459	457	99.56	2
Tribal Affairs	48	46	95.83	2
Unique Identification Authority of India	221	217	98.19	4
Water Resources, River Development & Ganga Rejuven	72	69	95.83	3
Women and Child Development	268	266	99.25	2
Youth Affairs	23	23	100	0
Total	140294	134433	95.82	5861

**State/UT-wise Status of COVID-19 issue related Grievances with effect from
30-03-2020 to 20-07-2021**

Ministry/Department	Receipt	Disposal		Pending
		Number	Percent(%)	
Andaman & Nicobar	142	138	97.18	4
Andhra Pradesh	1493	176	11.79	1317
Arunachal Pradesh	135	31	22.96	104
Assam	1216	81	6.66	1135
Bihar	5807	2614	45.01	3193
Chattisgarh	1125	1116	99.2	9
Goa	482	480	99.59	2
Gujarat	7052	6734	95.49	318
Haryana	5311	5054	95.16	257
Himachal Pradesh	744	709	95.3	35
Jammu and Kashmir	515	360	69.9	155
Jharkhand	1283	1053	82.07	230
Karnataka	5848	3813	65.2	2035
Kerala	2502	1632	65.23	870
Ladakh	21	15	71.43	6
Madhya Pradesh	3533	1997	56.52	1536
Maharashtra	10744	7822	72.8	2922
Manipur	51	38	74.51	13
Meghalaya	133	132	99.25	1
Mizoram	31	12	38.71	19
Nagaland	97	75	77.32	22
NCT of Delhi	4801	3862	80.44	939
Odisha	1069	520	48.64	549
Puducherry	102	97	95.1	5
Punjab	2036	782	38.41	1254
Rajasthan	3312	3146	94.99	166
Sikkim	50	36	72	14
Tamil Nadu	4366	3255	74.55	1111
Telangana	1633	1630	99.82	3
Tripura	195	195	100	0
Union Territory of Chandigarh	462	432	93.51	30
Union Territory of Dadra & Nagar Haveli	134	128	95.52	6
Union Territory of Daman & Diu	107	104	97.2	3
Union Territory of Lakshadweep	29	26	89.66	3
Uttar Pradesh	8750	7792	89.05	958
Uttarakhand	1313	1277	97.26	36
West Bengal	2742	63	2.3	2679
Total	79366	57427	72.36	21939