

Department-wise Status of COVID-19 issue related Grievances with effect from 30-03-2020 to 21-12-2021

Ministry/Department	Receipt	Disposal		Pending			
		Number	Percent(%)	Total	0-3 Days	04-10 Days	More than 10 Days
Administrative Reforms and Public Grievances	226	222	98.23	4	1	0	3
Agriculture and Farmers Welfare	7181	7173	99.89	8	1	0	7
Agriculture Research and Education	88	88	100	0	0	0	0
Animal Husbandry, Dairying	177	175	98.87	2	0	0	2
Atomic Energy	91	89	97.8	2	1	0	1
Ayush	2083	2081	99.9	2	0	0	2
Bio Technology	323	321	99.38	2	1	0	1
BSES Rajdhani Power Ltd.	4	3	75	1	0	0	1
Cabinet Secretariat,Secretary(R)	6	2	33.33	4	0	0	4
Central Board of Direct Taxes (Income Tax)	1404	1287	91.67	117	10	6	101
Central Board of Excise and Customs	671	659	98.21	12	0	0	12
Chemicals and Petrochemicals	28	27	96.43	1	0	0	1
Civil Aviation	10615	10277	96.82	338	29	31	278
Coal	258	254	98.45	4	0	2	2
Commerce	289	282	97.58	7	0	1	6
Committee on Petitions Rajya Sabha	5	3	60	2	0	0	2
Consumer Affairs	695	671	96.55	24	3	1	20
Cooperation	50	0	0	50	2	3	45
Corporate Affairs	1924	1920	99.79	4	0	1	3
Culture	175	174	99.43	1	0	0	1
Defence	675	660	97.78	15	0	1	14
Defence Finance	69	66	95.65	3	0	0	3
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	352	98.32	6	0	0	6
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	531	528	99.44	3	0	0	3
Election Commission	1	0	0	1	0	0	1
Election Commission	9	1	11.11	8	0	0	8
Electronics & Information Technology	776	770	99.23	6	0	1	5
Empowerment of Persons with Disabilities	178	169	94.94	9	0	1	8
Environment, Forest and Climate Change	187	186	99.47	1	1	0	0
ESIC Headquarters	415	415	100	0	0	0	0
Ex Servicemen Welfare	138	134	97.1	4	1	0	3
Expenditure	143	141	98.6	2	0	0	2
External Affairs	13770	13762	99.94	8	2	0	6
Fertilizers	25	25	100	0	0	0	0
Financial Services (Banking Division)	20411	20227	99.1	184	36	39	109
Financial Services (Insurance Division)	2888	2859	99	29	5	17	7
Financial Services (Pension Reforms)	57	56	98.25	1	1	0	0
Fisheries	38	37	97.37	1	0	0	1
Food and Public Distribution	451	448	99.33	3	0	0	3
Food Processing Industries	30	30	100	0	0	0	0
Health & Family Welfare	11294	9483	83.96	1811	54	37	1720
Health Research	3328	3312	99.52	16	1	2	13
Heavy Industry	79	78	98.73	1	0	0	1
Higher Education	4353	4250	97.63	103	9	18	76
Home Affairs	4229	4119	97.4	110	1	0	109
Housing and Urban Affairs	444	439	98.87	5	2	1	2
Information and Broadcasting	830	826	99.52	4	0	1	3
Internal Security	2	2	100	0	0	0	0
Investment & Public Asset Management	24	24	100	0	0	0	0
Justice	686	678	98.83	8	0	0	8
Labour and Employment	17978	17754	98.75	224	121	85	18
Land Resources	24	23	95.83	1	0	0	1
Legal Affairs	220	217	98.64	3	1	2	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	476	467	98.11	9	0	0	9
Military Affairs	358	352	98.32	6	0	0	6
Mines	1478	1475	99.8	3	0	2	1
Minority Affairs	126	123	97.62	3	0	0	3
My Gov.	1292	1291	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	49	48	97.96	1	0	0	1
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	1735	1594	91.87	141	7	32	102
Petroleum and Natural Gas	730	707	96.85	23	1	0	22
Pharmaceutical	439	437	99.54	2	0	0	2
President's Secretariat	6	6	100	0	0	0	0
Prime Ministers Office	28897	28589	98.93	308	1	0	307
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)	1893	1880	99.31	13	1	3	9
Rajya Sabha Secretariat	1	0	0	1	0	0	1
Reserve Bank of India	14	14	100	0	0	0	0
Revenue	766	740	96.61	26	0	2	24
Road Transport and Highways	376	366	97.34	10	0	1	9
Rural Development	152	148	97.37	4	0	1	3
School Education and Literacy	3349	3297	98.45	52	5	10	37
Science and Technology	248	248	100	0	0	0	0
Scientific & Industrial Research	143	140	97.9	3	0	1	2
Securities and Exchange Board of India	73	73	100	0	0	0	0
Shipping	533	525	98.5	8	1	0	7
Skill Development and Entrepreneurship	91	88	96.7	3	0	0	3

Social Justice and Empowerment	153	126	82.35	27	0	0	27
Space	58	57	98.28	1	0	0	1
Sports	57	55	96.49	2	0	0	2
Statistics and Programme Implementation	74	74	100	0	0	0	0
Steel	156	155	99.36	1	1	0	0
Telecommunications	2655	2647	99.7	8	2	3	3
Textiles	120	118	98.33	2	0	0	2
Tourism	678	675	99.56	3	2	0	1
Tribal Affairs	58	57	98.28	1	0	0	1
Unique Identification Authority of India	357	352	98.6	5	1	2	2
Water Resources, River Development & Ganga Rejuvena	79	76	96.2	3	0	0	3
Women and Child Development	303	300	99.01	3	1	0	2
Youth Affairs	28	27	96.43	1	0	0	1
Total	162658	158794	97.62	3864	306	307	3251

State/UT-wise Status of COVID-19 issue related Grievances with effect from 30-03-2020 to 21-12-2021

Ministry/Department	Receipt	Disposal		Pending			
		Number	Percent(%)	Total	0-3 Days	04-10 Days	More than 10 Days
Andaman & Nicobar	151	149	98.68	2	0	0	2
Andhra Pradesh	1570	177	11.27	1393	2	10	1381
Arunachal Pradesh	137	43	31.39	94	0	0	94
Assam	1242	111	8.94	1131	1	1	1129
Bihar	5960	2955	49.58	3005	6	6	2993
Chattisgarh	1215	1209	99.51	6	0	0	6
Goa	493	486	98.58	7	0	0	7
Gujarat	7332	7118	97.08	214	3	11	200
Haryana	5532	5299	95.79	233	2	4	227
Himachal Pradesh	757	750	99.08	7	0	0	7
Jammu and Kashmir	546	521	95.42	25	2	0	23
Jharkhand	1341	1296	96.64	45	3	2	40
Karnataka	6141	3817	62.16	2324	1	9	2314
Kerala	2709	2609	96.31	100	0	1	99
Ladakh	21	15	71.43	6	0	0	6
Madhya Pradesh	3743	2375	63.45	1368	5	11	1352
Maharashtra	11161	8209	73.55	2952	4	9	2939
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	5094	4692	92.11	402	1	4	397
Odisha	1142	592	51.84	550	3	1	546
Puducherry	115	114	99.13	1	0	0	1
Punjab	2125	787	37.04	1338	1	3	1334
Rajasthan	3491	3401	97.42	90	1	6	83
Sikkim	59	58	98.31	1	0	0	1
Tamil Nadu	4746	3708	78.13	1038	3	10	1025
Telangana	1751	1750	99.94	1	1	0	0

Tripura	213	213	100	0	0	0	0
Union Territory of Chandigarh	482	457	94.81	25	0	0	25
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	9613	8563	89.08	1050	6	28	1016
Uttarakhand	1396	1369	98.07	27	0	0	27
West Bengal	3035	65	2.14	2970	1	2	2967
Total	83910	63461	75.63	20449	46	118	20285