

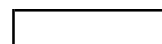
Department-wise Status of COVID-19 issue related Grievances with effect from 30-03-2020 to 26-05-2022

Ministry/Department	Receipt	Disposal		Pending			
		Number	Percent(%)	Total	0-3 Days	04-10 Days	More than 10 Days
Administrative Reforms and Public Grievances	244	235	96.31	9	3	1	5
Agriculture and Farmers Welfare	7207	7197	99.86	10	1	0	9
Agriculture Research and Education	105	100	95.24	5	0	1	4
Animal Husbandry, Dairying	181	180	99.45	1	0	0	1
Atomic Energy	99	97	97.98	2	0	0	2
Ayush	2094	2093	99.95	1	0	0	1
Bio Technology	326	325	99.69	1	0	0	1
Cabinet Secretariat,Secretary(R)	5	5	100	0	0	0	0
Central Board of Direct Taxes (Income Tax)	1654	1545	93.41	109	5	3	101
Central Board of Excise and Customs	697	691	99.14	6	0	0	6
Chemicals and Petrochemicals	28	27	96.43	1	0	0	1
Civil Aviation	11398	11267	98.85	131	16	11	104
Coal	281	278	98.93	3	1	0	2
Commerce	300	295	98.33	5	0	0	5
Committee on Petitions Rajya Sabha	5	3	60	2	0	0	2
Consumer Affairs	763	748	98.03	15	1	2	12
Cooperation	357	2	0.56	355	2	7	346
Corporate Affairs	1978	1976	99.9	2	0	0	2
Culture	179	178	99.44	1	0	0	1
Defence	698	682	97.71	16	2	0	14
Defence Finance	87	82	94.25	5	0	1	4
Defence Production	79	79	100	0	0	0	0
Defence Research and Development	77	76	98.7	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	50	49	98	1	0	0	1

Earth Sciences	29	28	96.55	1	0	0	1
Economic Affairs	543	539	99.26	4	0	0	4
Election Commission	4	0	0	4	0	0	4
Election Commission	9	1	11.11	8	0	0	8
Electronics & Information Technology	838	832	99.28	6	0	1	5
Empowerment of Persons with Disabilities	193	188	97.41	5	0	0	5
Environment, Forest and Climate Change	207	205	99.03	2	1	1	0
ESIC Headquarters	457	454	99.34	3	2	1	0
Ex Servicemen Welfare	160	158	98.75	2	0	0	2
Expenditure	151	148	98.01	3	0	0	3
External Affairs	13835	13831	99.97	4	0	1	3
Fertilizers	25	25	100	0	0	0	0
Financial Services (Banking Division)	22541	22427	99.49	114	27	23	64
Financial Services (Insurance Division)	3330	3325	99.85	5	3	0	2
Financial Services (Pension Reforms)	61	61	100	0	0	0	0
Fisheries	39	38	97.44	1	0	0	1
Food and Public Distribution	509	506	99.41	3	0	0	3
Food Processing Industries	30	30	100	0	0	0	0
Health & Family Welfare	12823	11084	86.44	1739	27	17	1695
Health Research	3336	3328	99.76	8	0	0	8
Heavy Industry	85	84	98.82	1	0	0	1
Higher Education	4679	4611	98.55	68	4	4	60
Home Affairs	4290	4200	97.9	90	0	0	90
Housing and Urban Affairs	480	479	99.79	1	0	0	1
Information and Broadcasting	847	847	100	0	0	0	0
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	0	0	1
Justice	720	711	98.75	9	0	1	8
Labour and Employment	23913	23780	99.44	133	102	25	6
Land Resources	25	24	96	1	0	0	1
Legal Affairs	231	231	100	0	0	0	0
Legislative Department	198	193	97.47	5	0	0	5
Lok Sabha Secretariat	3	0	0	3	0	0	3

Micro Small and Medium Enterprises	493	484	98.17	9	0	0	9
Military Affairs	371	365	98.38	6	0	0	6
Mines	2370	2370	100	0	0	0	0
Minority Affairs	130	129	99.23	1	0	0	1
My Gov.	1308	1307	99.92	1	0	0	1
National Commission for Scheduled Caste	1	0	0	1	0	0	1
National Human Rights Commission	1	1	100	0	0	0	0
New and Renewable Energy	29	28	96.55	1	0	0	1
New Delhi Municipal Council	8	8	100	0	0	0	0
NITI Aayog	559	559	100	0	0	0	0
O/o the Comptroller & Auditor General of India	113	112	99.12	1	0	0	1
Official Language	15	14	93.33	1	0	0	1
Panchayati Raj	52	51	98.08	1	0	0	1
Parliamentary Affairs	202	200	99.01	2	0	0	2
Pensions and Pensioners Welfare	15	14	93.33	1	0	0	1
Performance Management Division, Cabinet Sectt.	8	0	0	8	0	0	8
Personnel and Training	2050	1980	96.59	70	4	0	66
Petroleum and Natural Gas	870	863	99.2	7	3	1	3
Power	92	89	96.74	3	0	0	3
President's Secretariat	11	6	54.55	5	0	0	5
Prime Ministers Office	29988	28830	96.14	1158	0	0	1158
Promotion of Industry and Internal Trade	138	136	98.55	2	0	0	2
Public Enterprises	52	50	96.15	2	0	0	2
Railways, (Railway Board)	2085	2069	99.23	16	3	0	13
Rajya Sabha Secretariat	1	0	0	1	0	0	1
Reserve Bank of India	21	20	95.24	1	0	0	1
Revenue	804	776	96.52	28	1	0	27
Road Transport and Highways	398	393	98.74	5	1	1	3
Rural Development	195	191	97.95	4	0	2	2
School Education and Literacy	3576	3548	99.22	28	6	1	21
Science and Technology	254	254	100	0	0	0	0
Scientific & Industrial Research	149	149	100	0	0	0	0
Securities and Exchange Board of India	73	73	100	0	0	0	0
Shipping	540	536	99.26	4	0	0	4

Skill Development and Entrepreneurship	109	106	97.25	3	0	0	3
Social Justice and Empowerment	170	126	74.12	44	0	0	44
Space	62	61	98.39	1	0	0	1
Sports	56	56	100	0	0	0	0
Statistics and Programme Implementation	74	74	100	0	0	0	0
Steel	159	159	100	0	0	0	0
Telecommunications	3034	3028	99.8	6	4	0	2
Textiles	126	125	99.21	1	0	0	1
Tourism	746	745	99.87	1	0	0	1
Tribal Affairs	59	58	98.31	1	0	0	1
Unique Identification Authority of India	460	453	98.48	7	3	1	3
Water Resources, River Development & Ganga Rejuvena	81	79	97.53	2	0	0	2
Women and Child Development	327	326	99.69	1	0	0	1
Youth Affairs	30	30	100	0	0	0	0
Total	179163	174810		4353	226	106	4021



State/UT-wise Status of COVID-19 issue related Grievances with effect from 30-03-2020 to 26-05-2022

Ministry/Department	Receipt	Disposal		Pending			
		Number	Percent(%)	Total	0-3 Days	04-10 Days	More than 10 Days
Andaman & Nicobar	158	158	100	0	0	0	0
Andhra Pradesh	1618	182	11.25	1436	1	1	1434
Arunachal Pradesh	136	93	68.38	43	0	0	43
Assam	1273	309	24.27	964	3	1	960
Bihar	5902	3130	53.03	2772	2	3	2767
BSES Rajdhani Power Ltd.	4	4	100	0	0	0	0
Chattisgarh	1266	1256	99.21	10	0	1	9
Goa	501	495	98.8	6	0	0	6
Gujarat	7598	7329	96.46	269	8	6	255
Haryana	5657	5448	96.31	209	2	1	206
Himachal Pradesh	768	760	98.96	8	0	0	8
Jammu and Kashmir	569	538	94.55	31	1	0	30
Jharkhand	1403	1338	95.37	65	0	0	65
Karnataka	6260	5677	90.69	583	1	0	582
Kerala	2745	2669	97.23	76	0	0	76
Ladakh	47	19	40.43	28	0	0	28
Madhya Pradesh	3056	2543	83.21	513	2	2	509
Maharashtra	11387	8522	74.84	2865	5	2	2858
Manipur	61	39	63.93	22	0	0	22
Meghalaya	136	133	97.79	3	0	0	3
Mizoram	25	25	100	0	0	0	0
Nagaland	118	90	76.27	28	0	0	28
NCT of Delhi	5267	5000	94.93	267	1	4	262
Odisha	1174	598	50.94	576	0	0	576
Puducherry	125	123	98.4	2	0	0	2
Punjab	2160	789	36.53	1371	0	0	1371
Rajasthan	3568	3508	98.32	60	1	1	58
Sikkim	61	61	100	0	0	0	0

Tamil Nadu	4899	4092	83.53	807	1	2	804
Telangana	1801	1800	99.94	1	0	0	1
Tripura	219	219	100	0	0	0	0
Union Territory of Chandigarh	498	469	94.18	29	0	0	29
Union Territory of Dadra & Nagar Haveli	140	135	96.43	5	0	0	5
Union Territory of Daman & Diu	112	108	96.43	4	0	0	4
Union Territory of Lakshadweep	29	29	100	0	0	0	0
Uttar Pradesh	10091	9704	96.16	387	11	12	364
Uttarakhand	1439	1411	98.05	28	0	1	27
West Bengal	3104	68	2.19	3036	0	0	3036
Total	85375	68871	80.67	16504	39	37	16428