

DEPARTMENT WISE MONITORING DESK FROM 01-May-2015 To 28-Mar-2017

| Sl.No. | Department Name | Grievance Generated | Response Received | Response %age | Satisfactory Compliance Details | | | | Unsatisfactory Compliance | Compliance Underreview | Compliance Not Received | Pending Compliance | Pending Compliance %age |
|--------|--|---------------------|-------------------|---------------|---------------------------------|--------------------|------------------------------------|------------------------------|---------------------------|------------------------|-------------------------|--------------------|-------------------------|
| | | | | | Resolved Grievance | Solution InProcess | Planning / Policy Matter Grievance | Satisfactory Compliance %age | | | | | |
| 1 | DRINKING WATER AND SANITATION DEPT. | 1421 | 1417 | 99.72 % | 1403 | 8 | 3 | 99.51 % | 3 | 0 | 4 | 7 | 0.49 % |
| 2 | INFORMATION AND PUBLIC RELATIONS DEPT. | 17 | 17 | 100.00 % | 13 | 3 | 0 | 94.12 % | 0 | 1 | 0 | 1 | 5.88 % |
| 3 | AGRICULTURE, ANIMAL HUSBANDRY & CO-OPERATIVE DEPT. | 731 | 693 | 94.80 % | 492 | 148 | 11 | 89.06 % | 39 | 3 | 38 | 80 | 10.94 % |
| 4 | HEALTH, MEDICAL EDUCATION AND FAMILY WELFARE DEPT. | 1241 | 1206 | 97.18 % | 984 | 110 | 10 | 88.96 % | 92 | 10 | 35 | 137 | 11.04 % |
| 5 | CABINET SECRETARIAT & VIGILANCE DEPT. | 101 | 89 | 88.12 % | 89 | 0 | 0 | 88.12 % | 0 | 0 | 12 | 12 | 11.88 % |
| 6 | RURAL DEVELOPMENT DEPT. | 1466 | 1366 | 93.18 % | 1056 | 190 | 34 | 87.31 % | 78 | 8 | 100 | 186 | 12.69 % |
| 7 | TRANSPORT AND CIVIL AVIATION DEPT. | 164 | 157 | 95.73 % | 132 | 10 | 1 | 87.20 % | 13 | 1 | 7 | 21 | 12.80 % |
| 8 | LABOUR EMPLOYMENT, TRAINING & SKILL DEVELOPMENT DE | 374 | 346 | 92.51 % | 288 | 33 | 4 | 86.90 % | 16 | 5 | 28 | 49 | 13.10 % |
| 9 | COMMERCIAL TAX DEPT. | 55 | 51 | 92.73 % | 44 | 2 | 1 | 85.45 % | 3 | 1 | 4 | 8 | 14.55 % |
| 10 | ROAD CONSTRUCTION DEPT. | 442 | 419 | 94.80 % | 268 | 76 | 24 | 83.26 % | 50 | 1 | 23 | 74 | 16.74 % |
| 11 | SCHOOL EDUCATION AND LITERACY DEPT. | 1911 | 1773 | 92.78 % | 1337 | 226 | 27 | 83.20 % | 164 | 19 | 138 | 321 | 16.80 % |

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|--------|--|---------------------|-------------------|---------------|---------------------------------|--------------------|------------------------------------|------------------------------|---------------------------|------------------------|-------------------------|--------------------|-------------------------|
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| 12 | EXCISE & LIQUOR PROHIBITION DEPT. | 119 | 109 | 91.60 % | 97 | 1 | 1 | 83.19 % | 10 | 0 | 10 | 20 | 16.81 % |
| 13 | FOREST, ENVIRONMENT & CLIMATE CHANGE DEPT. | 384 | 359 | 93.49 % | 252 | 63 | 4 | 83.07 % | 38 | 2 | 25 | 65 | 16.93 % |
| 14 | INFORMATION TECHNOLOGY AND E-GOVERNANCE DEPT. | 645 | 621 | 96.28 % | 499 | 20 | 5 | 81.24 % | 96 | 1 | 24 | 121 | 18.76 % |
| 15 | LAW DEPT. | 46 | 41 | 89.13 % | 34 | 3 | 0 | 80.43 % | 3 | 1 | 5 | 9 | 19.57 % |
| 16 | INDUSTRIES MINES AND GEOLOGY DEPT. | 319 | 273 | 85.58 % | 202 | 49 | 4 | 79.94 % | 17 | 1 | 46 | 64 | 20.06 % |
| 17 | HIGHER AND TECHNICAL EDUCATION DEPT. | 520 | 489 | 94.04 % | 323 | 84 | 8 | 79.81 % | 71 | 3 | 31 | 105 | 20.19 % |
| 18 | PERSONNEL, ADMINISTRATIVE REFORMS & RAJBHASHA DEPT | 459 | 393 | 85.62 % | 306 | 44 | 11 | 78.65 % | 29 | 3 | 66 | 98 | 21.35 % |
| 19 | Building Construction Dept. | 124 | 105 | 84.68 % | 70 | 22 | 5 | 78.23 % | 8 | 0 | 19 | 27 | 21.77 % |
| 20 | TOURISM, ARTS, CULTURE, SPORTS AND YOUTH AFFAIRS D | 69 | 56 | 81.16 % | 44 | 6 | 3 | 76.81 % | 2 | 1 | 13 | 16 | 23.19 % |
| 21 | WELFARE DEPT. | 779 | 662 | 84.98 % | 453 | 71 | 69 | 76.12 % | 60 | 9 | 117 | 186 | 23.88 % |
| 22 | FOOD PUBLIC DISTRIBUTION AND CONSUMER AFFAIRS DEPT | 611 | 500 | 81.83 % | 413 | 26 | 5 | 72.67 % | 53 | 3 | 111 | 167 | 27.33 % |
| 23 | PLANNING-CUM-FINANCE DEPT. | 1472 | 1173 | 79.69 % | 983 | 52 | 10 | 70.99 % | 122 | 6 | 299 | 427 | 29.01 % |
| 24 | Water Resource Department | 474 | 431 | 90.93 % | 236 | 83 | 17 | 70.89 % | 93 | 2 | 43 | 138 | 29.11 % |
| 25 | HOME, JAIL AND DISASTER MANAGEMENT DEPT. | 2170 | 1999 | 92.12 % | 1092 | 288 | 25 | 64.75 % | 585 | 9 | 171 | 765 | 35.25 % |

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|--------|--|---------------------|-------------------|----------------|---------------------------------|--------------------|------------------------------------|------------------------------|---------------------------|------------------------|-------------------------|--------------------|-------------------------|
| | | | | | Resolved Grievance | Solution InProcess | Planning / Policy Matter Grievance | Satisfactory Compliance %age | | | | | |
| 26 | Employee State Insurance Corporation | 11 | 8 | 72.73 % | 7 | 0 | 0 | 63.64 % | 1 | 0 | 3 | 4 | 36.36 % |
| 27 | URBAN DEVELOPMENT AND HOUSING DEPT. | 1032 | 730 | 70.74 % | 533 | 74 | 1 | 58.91 % | 120 | 2 | 302 | 424 | 41.09 % |
| 28 | ENERGY DEPT. | 5184 | 3137 | 60.51 % | 2763 | 114 | 16 | 55.81 % | 223 | 21 | 2047 | 2291 | 44.19 % |
| 29 | CABINET ELECTION DEPTT. | 85 | 46 | 54.12 % | 46 | 0 | 0 | 54.12 % | 0 | 0 | 39 | 39 | 45.88 % |
| 30 | REVENUE, REGISTRATION AND LAND REFORMS DEPT. | 747 | 620 | 83.00 % | 272 | 101 | 12 | 51.54 % | 225 | 10 | 127 | 362 | 48.46 % |
| 31 | WOMEN, CHILD DEVELOPMENT AND SOCIAL SECURITY DEPT. | 1267 | 1071 | 84.53 % | 488 | 97 | 24 | 48.07 % | 459 | 3 | 196 | 658 | 51.93 % |
| 32 | Bharat Coking Coal Limited | 26 | 6 | 23.08 % | 6 | 0 | 0 | 23.08 % | 0 | 0 | 20 | 20 | 76.92 % |
| 33 | ANTI CORRUPTION BUREAU | 328 | 35 | 10.67 % | 35 | 0 | 0 | 10.67 % | 0 | 0 | 293 | 293 | 89.33 % |
| 34 | GOI | 137 | 9 | 6.57 % | 8 | 1 | 0 | 6.57 % | 0 | 0 | 128 | 128 | 93.43 % |
| 35 | HEC | 17 | 0 | 0.00 % | 0 | 0 | 0 | 0.00 % | 0 | 0 | 17 | 17 | 100.00 % |
| | GRAND TOTAL | 24948 | 20407 | 81.80 % | 15268 | 2005 | 335 | 70.58 % | 2673 | 126 | 4541 | 7340 | 29.42 % |

**** NOTE :-** Satisfactory Compliance= Resolved Grievance+ Solution InProcess + Planning Policy Matter Grievance
Satisfactory Compliance Percentage = (Total Satisfactory Compliance / Total Grievance Generated) *100
Response Percentage = (Total Response Received / Total Grievance Generated)*100
Pending Compliance= Compliance Not Received + Unsatisfactory Compliance+ ComplianceUnderreview
Pending Percentage= (Total Pending Compliance / Total Grievance Generated)*100