

**QUARTERLY PROGRESS REPORT ON REDRESSAL OF PUBLIC GRIEVANCES**

Name of the Ministry/Department : **National Water Development Agency**

Quarter ending **January to March 2018**

| Sl. No. | Name of the Offices     | No. of grievances outstanding at the beginning of the quarter | No. of grievances received during the quarter with broad categorizations |  |                |        |       | No. of grievances disposed of |              |       | No. of grievances cases outstanding at the end of the Quarter |                                     |                                      |   |                  |
|---------|-------------------------|---|--|--|----------------|--------|-------|-------------------------------|--------------|-------|---|-------------------------------------|--------------------------------------|---|------------------|
|         |                         |   | (a)  | (b)  | (c)            | (d)    | (e)   | (a)                           | (b)          | (c)   | No. of cases pending for less than 3 month                    | No. of cases pending for 3-6 months | No. of cases pending for 6-12 months | No. of cases pending for more than a year | Total of 4,5,6,7 |
|         |                         |   | Procedural delay   | Misbehavior of unsympathetic behavior of staff | Service matter | Others | Total | In favour of complainant      | In rejection | Total | 4   | 5                                   | 6                                    | 7   | 8                |
| 1       | CE (North)              | NIL   | NIL  | NIL  | NIL            | NIL    | NIL   | NIL                           | NIL          | NIL   | NIL   | NIL                                 | NIL                                  | NIL                                       | NIL              |
| 2       | CE (South)              | NIL   | NIL  | NIL  | NIL            | NIL    | NIL   | NIL                           | NIL          | NIL   | NIL   | NIL                                 | NIL                                  | NIL                                       | NIL              |
| 3       | SE (Valsad)             | NIL   | NIL  | NIL  | NIL            | NIL    | NIL   | NIL                           | NIL          | NIL   | NIL   | NIL                                 | NIL                                  | NIL                                       | NIL              |
| 4       | SE (Hyderabad)          | NIL   | NIL  | NIL  | NIL            | NIL    | NIL   | NIL                           | NIL          | NIL   | NIL   | NIL                                 | NIL                                  | NIL                                       | NIL              |
| 5       | SE (Gwalior)            | NIL   | NIL  | NIL  | NIL            | NIL    | NIL   | NIL                           | NIL          | NIL   | NIL   | NIL                                 | NIL                                  | NIL                                       | NIL              |
| 6       | SE Bhubaneswar          | NIL   | NIL  | NIL  | NIL            | NIL    | NIL   | NIL                           | NIL          | NIL   | NIL   | NIL                                 | NIL                                  | NIL                                       | NIL              |
| 7       | SE (Patna)              | NIL   | NIL  | NIL  | NIL            | NIL    | NIL   | NIL                           | NIL          | NIL   | NIL   | NIL                                 | NIL                                  | NIL                                       | NIL              |
| 8       | Deputy Director (Admn.) | 02  | NIL  | NIL  | 03             | Nil    | 03    | 01                            | 02           | 03    | 01  | NIL                                 | 01                                   | NIL                                       | 02               |
|         | <b>TOTAL</b>            | 02  | NIL  | NIL  | 03             | Nil    | 03    | 01                            | 02           | 03    | 01  | NIL                                 | 01                                   | NIL                                       | 02               |