



**Government of Nepal**  
**Ministry of Physical Infrastructure & Transport**  
**DEPARTMENT OF ROADS**

Grievance List By Date Range From: 2014/10/01 To: 2014/12/31

S.No	Office Name	Total Received	Resolved	Yet to Resolve	Resolved Percentage
1	Head Office	6	5	1	83 %
<b>Grand Total</b>		<b>6</b>	<b>5</b>	<b>1</b>	<b>83 %</b>



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Quarterly Report From: 2014/10/01 To: 2014/12/31

S.No	Receiving Office Details	
<b>1</b>	<b>Grievances received within the report period</b>	<b>Numbers</b>
	Web	6
<b>2</b>	<b>Grievances received based on office category</b>	<b>Numbers</b>
	Head Office	6
<b>3</b>	<b>Received Grievsances and its Category</b>	<b>Numbers</b>
	Demand for construction, improvement and maintenance of roads and bridges	1
	Poor conditions of road facilities	3
	Inferior quality of work	1
	other types of complains and complains need to be addressed by department	1
<b>4</b>	<b>Resolved/Accomplished Grievances and its Category</b>	<b>Numbers</b>
	Demand for construction, improvement and maintenance of roads and bridges	1
	Poor conditions of road facilities	2
	Inferior quality of work	1
	other types of complains and complains need to be addressed by department	1
<b>5</b>	<b>Number of not Resolved/Accomplished Grievances and its Category</b>	<b>Numbers</b>
	Poor conditions of road facilities	1
<b>6</b>	<b>Average time taken to Resolve/Accomplish the grievances (Categorywise)</b>	<b>Days</b>
	Demand for construction, improvement and maintenance of roads and bridges	32
	Poor conditions of road facilities	50
	Inferior quality of work	17
	Corruption / financial irregularities	58
	Deprivation of facilities or services caused by department	21
	feedback on the past, present and planned activities of DoR	0
	other types of complains and complains need to be addressed by department	15
<b>7</b>	<b>Cumalative Number of public users accessing the GRS webpage of DOR</b>	<b>Numbers</b>
		78
<b>8</b>	<b>Percentage Of Public User accessing the GRS increasing/decreasing based on</b>	<b>Percentage</b>
		%