



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

Daily Report From: 2014/04/14 To: 2014/08/17

S.No	Receiving Office Details	
1	Grievances received within the report period	Numbers
	Web	34
2	Grievances received based on office category	Numbers
	Head Office	34
3	Received Grievsances and its Category	Numbers
	Demand for construction, improvement and maintenance of roads and bridges	6
	Poor conditions of road facilities	8
	Inferior quality of work	5
	Corruption / financial irregularities	7
	Deprivation of facilities or services caused by department	2
	other types of complains and complains need to be addressed by department	6
4	Resolved/Accomplished Grievances and its Category	Numbers
	Demand for construction, improvement and maintenance of roads and bridges	5
	Poor conditions of road facilities	4
	Inferior quality of work	3
	Corruption / financial irregularities	5
	Deprivation of facilities or services caused by department	2
	other types of complains and complains need to be addressed by department	5
5	Number of not Resolved/Accomplished Grievances and its Category	Numbers
	Demand for construction, improvement and maintenance of roads and bridges	1
	Poor conditions of road facilities	4
	Inferior quality of work	2
	Corruption / financial irregularities	2
	other types of complains and complains need to be addressed by department	1
6	Average time taken to Resolve/Accomplish the grievances (Categorywise)	Days
	Demand for construction, improvement and maintenance of roads and bridges	29
	Poor conditions of road facilities	25
	Inferior quality of work	22
	Corruption / financial irregularities	27
	Deprivation of facilities or services caused by department	21
	other types of complains and complains need to be addressed by department	16
7	Cumalative Number of public users accessing the GRS webpage of DOR	Numbers
		67
8	Percentage Of Public User accessing the GRS increasing/decreasing based on	Percentage
		%