



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

Quarterly Report From: 2016/03/14 To: 2016/07/14

S.No	Receiving Office Details	
1	Grievances received within the report period	Numbers
	Web	19
	Written Letter	2
2	Grievances received based on office category	Numbers
	Head Office	17
3	Received Grievsances and its Category	Numbers
	Demand for construction, improvement and maintenance of roads and bridges	11
	Poor conditions of road facilities	6
	Inferior quality of work	2
	other types of complains and complains need to be addressed by department	2
4	Resolved/Accomplished Grievances and its Category	Numbers
	Demand for construction, improvement and maintenance of roads and bridges	1
	Poor conditions of road facilities	2
	Inferior quality of work	2
	other types of complains and complains need to be addressed by department	1
5	Number of not Resolved/Accomplished Grievances and its Category	Numbers
	Demand for construction, improvement and maintenance of roads and bridges	10
	Poor conditions of road facilities	4
	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	20
	Poor conditions of road facilities	47
	Inferior quality of work	54
	Corruption / financial irregularities	43
	Deprivation of facilities or services caused by department	21
	Flaws in Procurement Process	52
	Delay or non-receipt of compensations for private land used by government for roads	0
	mis-behavior of DoR officials	0
	feedback on the past, present and planned activities of DoR	1
	other types of complains and complains need to be addressed by department	15
7	Cumalative Number of public users accessing the GRS webpage of DOR	Numbers
		175
8	Percentage Of Public User accessing the GRS increasing/decreasing based on	Percentage
		%