



Government of Nepal

Ministry of Physical Infrastructure & Transport

DEPARTMENT OF ROADS

Yearly Report From: 2014/02/12 To: 2016/08/31

S.No	Receiving Office Details	
1	Grievances received within the report period	Numbers
	Web	110
	Email	13
	Complain box	1
	Others	2
	Written Letter	27
	Others	1
2	Grievances received based on office category	Numbers
	Head Office	102
3	Received Grievsances and its Category	Numbers
	Demand for construction, improvement and maintenance of roads and bridges	65
	Poor conditions of road facilities	41
	Inferior quality of work	12
	Corruption / financial irregularities	10
	Deprivation of facilities or services caused by department	3
	Flaws in Procurement Process	2
	feedback on the past, present and planned activities of DoR	2
	other types of complains and complains need to be addressed by department	19
4	Resolved/Accomplished Grievances and its Category	Numbers
	Demand for construction, improvement and maintenance of roads and bridges	50
	Poor conditions of road facilities	33
	Inferior quality of work	12
	Corruption / financial irregularities	8
	Deprivation of facilities or services caused by department	3
	Flaws in Procurement Process	1
	feedback on the past, present and planned activities of DoR	2
	other types of complains and complains need to be addressed by department	15
5	Number of not Resolved/Accomplished Grievances and its Category	Numbers
	Demand for construction, improvement and maintenance of roads and bridges	15
	Poor conditions of road facilities	8
	Corruption / financial irregularities	2
	Flaws in Procurement Process	1
	other types of complains and complains need to be addressed by department	4
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	53
	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
		176
8	Percentage Of Public User accessing the GRS increasing/decreasing based on	Percentage



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