

S.No.	Performance parameters	2016
1	Complaints Received	423
2	Pending Complaints as on 31 st December of 2015 & 2016	439
3	Total Complaints	862
4	Complaints Disposed	497
5	Taken up for detailed investigation	134
6	Detailed investigations completed	79
7	Major Penalty Chargesheets issued	22
8	Minor Penalty Chargesheets issued	25
9	Caution memos issued	13
10	Placed under suspension	2
11	CBI/ACB cases registered	14
12	Number of officers prosecution sanction issued	1(AE)
13	Number of officers dismissed from service	1(SE)
14	Orders issued in major penalty cases	15
15	Orders issued in minor penalty cases	25
16	VCC issued for gazetted officers	4907
17	VCC issued for non-gazetted officers	3184
18	Systemic improvements recommended	11
19	Regular inspections conducted	26
20	CTE type inspections conducted	3
21	Surprise inspections	1
22	Training programmes conducted	6
23	Online complaints received	756
24	Online complaints disposed	512

CPWD