

THE FIRST ANNUAL REPORT
OF THE INSTITUTION OF
LOKAYUKTA
OF TELANGANA
(After Bifurcation)

FOR THE PERIOD FROM
1ST JANUARY, 2020 TO 31ST DECEMBER, 2020

INSTITUTION OF LOKAYUKTA OF TELANGANA

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ANNUAL REPORT

I feel it a great pleasure and honour in presenting this 1st Annual Report on the work done by the Institution of Lokayukta of Telangana for the period from 1st January,2020 to 31st December,2020, under Sub-Section (5) of Section 12 of Telangana Lokayukta Act, 1983.

**JUSTICE C.V. RAMULU
LOKAYUKTA OF TELANGANA**

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INSTITUTION OF LOKAYUKTA OF TELANGANA: HYDERABAD

1. PREFACE:

In order to deal with complaints of maladministration, favoritism, misuse and abuse of power and position and to improve the efficiency in Public Services, the Government of Telangana had adopted the A.P. Lokayukta and Upa-Lokayukta Act XI of 1983 as "The Telangana Lokayukta Act, 1983" vide G.O.Ms.No. 45 Law (F) Department dated 01-06-2016 and the Institution of Lokayukta of Telangana started functioning from 23rd December, 2019 onwards (after bifurcation of the State of Andhra Pradesh in 2014).

Now, I am much elated and privileged to submit this 1st Consolidated Annual Report of the Institution of Lokayukta of Telangana, Hyderabad, on the work done by this Institution during the year 2020 i.e. for the period from 01.01.2020 to 31.12.2020 to Her Excellency Dr.(Smt.) TAMILISAI Soundararajan, the Governor of Telangana.

Coming to the year under review, I am to state that inspite of engulfment of COVID-19 Pandemic all over the world resulting in imposition of lock down in the entire country in particular and in the State of Telangana in general, this Institution has received 1155 complaints from 1.1.2020 to 31.12.2020, totalling to 3955 Complaints, including 2800 backlog complaints. Out of these complaints, 846 complaints were disposed of during the year under review, leaving a balance of 3109 Complaints.

Further, I also appreciate the response and cooperation received from various Officers and authorities of Government Departments for the communications and recommendations of this Institution and also thank the Government of Telangana for its response to the proposals sent by this Institution for sanction of various additional posts.

I am also fortunate to have hard working staff, who perform their duty with honesty, sincerity and objectivity and have extended their generous cooperation to make my task easy.

I am confident that with the continued cooperation of my staff and that of the Authorities of various Government Departments and agencies, this Institution can perform much better in future.

**JUSTICE C.V. RAMULU
LOKAYUKTA OF TELANGANA**

2. ERSTWHILE INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH

The erstwhile Institution of Lokayukta of Andhra Pradesh, was constituted in November, 1983 through a State Legislature i.e., Andhra Pradesh Lokayukta & Upa-Lokayukta Act 11, 1983, having jurisdiction over the entire territory of erstwhile combined State of Andhra Pradesh having jurisdiction over all 23 Districts, which are now divided as the territory of Andhra Pradesh and that of Telangana. Out of the said 23 Districts, 13 Districts have fallen to the territory of the State of Andhra Pradesh and the remaining 10 Districts had fallen to the territory of State of Telangana, during bifurcation of the State which took place w.e.f., 28th June, 2014. But the erstwhile Institution of Lokayukta of Andhra Pradesh continued to serve all these 23 Districts till the end of year 2019, having jurisdiction over this entire territory. Thus, in total, for 36 years the erstwhile combined Institution of Lokayukta of Andhra Pradesh has functioned.

Consequent to the bifurcation of the erstwhile combined State of Andhra Pradesh into the State of Andhra Pradesh and the State of Telangana, which took place in the year 2014, the erstwhile Institution of Lokayukta of Andhra Pradesh, in the lines of G.O.Ms. No.161, General Administration (SR) Department, Government of Andhra Pradesh dated 31.12.2019, bifurcated into the Institution of Lokayukta of Andhra Pradesh and the Institution of Lokayukta of Telangana on the very last day of the year 2019 and both the newly formed Institutions started to function individually with effect from 01.01.2020.

Following the Hon'ble Judges have functioned as Lokayukta of Andhra Pradesh in the erstwhile combined Institution of Lokayukta of Andhra Pradesh.

- 1) Sri Justice A.Sambasiva Rao, from 14.11.1983 to 13.11.1988;
- 2) Sri Justice A.Seetharama Reddy, from 12.03.1990 to 11.03.1995;
- 3) Sri Justice D.J.Jagannadha Raju, from 11.05.1995 to 10.05.2000;
- 4) Sri Justice R.Ramanujam, from 12.07.2002 to 11.07.2007;
- 5) Sri Justice S.Ananda Reddy, from 12.10.2007 to 11.10.2012;
- 6) Sri Justice B.Subhashan Reddy, from 12.10.2012 to 11.10.2017;
- 7) Sri Justice P.Lakshmana Reddy, from 15.09.2019 to 31.12.2019.

In total **90,885** complaints have been received by the erstwhile combined Institution of Lokayukta of Andhra Pradesh and out of them **84,225** complaints have been disposed of by the said Institution.

3. FORMATION OF THE INSTITUTION OF LOKAYUKTA OF TELANGANA, APPOINTMENT OF LOKAYUKTA & UPA-LOKAYUKTA

The Government of Telangana has adapted "The Andhra Pradesh Lokayukta Act, 1983" as "The Telangana Lokayukta Act, 1983 vide G.O.Ms.No.45, Law (F) Department, dated 01.06.2016 and the Institution of Lokayukta of Telangana started functioning from 23rd December, 2019 onwards after bifurcation of the State of Andhra Pradesh.

Thereafter in terms of the Amendments and Ordinances made from time to time, Sri Justice Chintapanti Venkata Ramulu, Retired Judge of High Court has been appointed as Lokayukta of Telangana vide G.O.Ms.No.187 General Administration(Cabinet) Department dt.19.12.2019 and Sri Volimineni Niranjan Rao, Retired District Judge has been appointed as Upa-Lokayukta of Telangana vide G.O.Ms.No.188 General Administration(Cabinet) Department dt.19.12.2019 and they have sworn in and assumed charge w.e.f. 23.12.2019.

Justice C.V.Ramulu was born on 20th February, 1949. He hails from Achanapalli village of Bodhan Town in Nizamabad district. He completed his schooling at Government Boys High School, Shakarnagar in Bodhan Town and did his Graduation from Giraj Government Degree College, Nizamabad.

He completed his Law Degree in the year 1978 from Maratwada University in Aurangabad with distinction. Thereafter, he was enrolled as an Advocate on 10.08.1978 and practiced for more than 24 years in the erstwhile High Court of Andhra Pradesh.

He also worked as a Senior Standing Counsel for APSRTC, in the erstwhile High Court of Andhra Pradesh for 13 years and also as the Senior Central Government Standing Counsel at erstwhile High Court of Andhra Pradesh from September 2001 till his elevation. Justice C.V.Ramulu was sworn in as an Additional Judge of the High Court of Andhra Pradesh on 2nd December, 2002. He was sworn in as a Judge of the High Court on 26th June, 2004 and demitted his Office on 19th February, 2011.

Similarly, Sri Volimineni Niranjan Rao, a former District & Sessions Judge has been appointed as Upa-Lokayukta of Telangana vide G.O.Ms.No.188 General Administration (Cabinet) Department dt.19.12.2019 of Government of Telangana, Hyderabad.

He is a native of Karimnagar district, had his school education in his own village Rudrangi and later did his MA (Sociology) from University of Hyderabad and then Law from Campus Law Centre, Delhi University, did LLM (Constitutional Law) from Osmania University. Enrolled himself as advocate in 1987 and practiced as Advocate till he joined State Judicial Service in 1994. He served as Law Secretary to Government of Telangana, before he took voluntary retirement as District Judge in October, 2019.

Both Sri Justice Chintapanti Venkata Ramulu and Sri Volimineni Niranjan Rao have taken oath and assumed their respective Offices as Lokayukta of Telangana and Upa-Lokayukta of Telangana, on Monday, the 23rd day of December, 2019 before Her Excellency the Governor of Telangana, in a State Function held at Raj Bhavan, Somajiguda, Hyderabad.

4. SALIENT FEATURES, MANDATE AND ACCESS TO THE INSTITUTION:

(i) SAILENT FEATURES OF THE INSTITUTION

The salient features of the Institution of Lokayukta of Telangana are:

- i) Independence from Executive Control;
- ii) Informal procedure and easy accessibility to complaints; and
- iii) Almost free and prompt services to the citizens.

(ii) MANDATE OF THE INSTITUTION:

The Lokayukta and Upa-Lokayukta are empowered under the Act with the authority to investigate complaints against a wide array of officers and authorities in respect of any Administrative action (1) involving abuse of power for personal gain or to harm anyone, (2) actions motivated by improper or corrupt motives causing loss to the State or any member or section of the public, or (3) involving corruption or lack of integrity in his capacity as such public servant.

The public servants who fall within the purview of the Act include all Government Officers of the State holding posts of Ministers, Members of State Legislature, Chairmen of Zilla Parishads, Presidents of Panchayat Samithis, Mayors of Municipal Corporations, Chairmen of Municipal Councils other than those of Second Grade Municipalities, Chairmen or Presidents and Directors of the Governing Body to which management is entrusted in respect of any local authority in the State, any Corporation established under State Act and owned by the Government and any Government Company, any Society registered under Societies

Registration Act and any Co-operative Society. It also includes Vice Chancellor and Registrar of a University in the State.

However, certain authorities and public servants have been specifically excluded from the purview of the Lokayukta. They are: Judiciary, Members of Judicial Service, any Officer or servant of any Court in a State, Accountant General, Chairman or a Member of Telangana Public Service Commission, Chief Election Commissioner, Election Commissioner and Regional Commissioner, Speaker and Deputy Speaker of Legislative Assembly and Chairman and Deputy Chairman of Legislative Council and the Staff of the Legislature Secretariat.

(iii) ACCESS TO THE INSTITUTION OF LOKAYUKTA:

The provisions of Lokayukta Act reveal that a policy of open and free access has been adopted as against the policy of "filtered access". Thus, any citizen or an aggrieved person can make a complaint to the Institution of Lokayukta. Besides the Lokayukta suo motu, i.e. on his own can decide to take up investigation in respect of any administrative action involving misconduct of public servant if such information comes to his notice otherwise than by way of a complaint. Further, the Lokayukta can investigate into an allegation on written reference from Her Excellency the Governor of Telangana.

The Institution is easily approachable and accessible to one and all, the general public. Any citizen can approach by simply filing a complaint without much inconvenience or hardship by paying a nominal fee of Rs.150/-, which can also be dispensed with at the discretion of the Lokayukta or Upa-Lokayukta in appropriate

cases. The complaints can sometimes invite the attention and action of this Institution in huge scams involving public officials and crores of Rupees of public money.

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5. FUNCTIONS OF LOKAYUKTA AND UPA-LOKAYUKTA:

The primary purpose of the Institution of Lokayukta lies in providing impartial investigation on behalf of citizens who feel they have suffered injustice through the actions of Departments, Agencies or Officials in the Government. The Institution can bring the lamp of scrutiny to otherwise dark places in the administrative arena of the Government. Whatever action Government takes to improve or reorganize society always results in increasing the size and power of the executive. Thus, while administration has created a place for itself in every corner and reach of day-to-day life of human beings, a common man has not been allowed comparable access to the administration and a one-sided relationship of little man and big Government has come into existence. In this closed tunnel of administration, the Institution of Lokayukta offers inspection galleries to the common man. While the majority of the action and decisions of the Government Officials may be just and reasonable, however, errors do occur. While undertaking programmes of community welfare and common good, consequences flow causing injury and hardship to individuals out of the actions of the over-zealous administrators exceeding the authority. It is a duty and function of Lokayukta to identify such abuse and misuse of power causing hardship to individuals and find a way to redress them.

It may be pointed out that investigations into complaints by Lokayukta not only result in redressal of injustice or a grievance, but sometimes it can also serve to exonerate the Government Agencies and Civil Servants from unjustified accusations. The mere existence of an Institution which is freely accessible to common

man and which can probe into and pin-point the arbitrary abuse of power in itself promotes restraint and conformity to rules by the Government Agencies. The Institution helps in improving human rights standards and forming a transparent and accountable administration and thereby assisting the Government in achieving good governance, by giving recommendations and reports.

The Lokayukta or Upa-Lokayukta, if coming to know about the maladministrative action on the part of a Public Servants, can also suo motu take up investigation without formal complaint.

On receiving a complaint, the Lokayukta or Upa-Lokayukta, whenever takes up the cases, undertakes preliminary verification by whatever mode suitable to ascertain, if there is a prima facie truth in the allegations. This initial probe and verification may be done by calling for reports from the concerned authorities or by entrusting this to the Investigation Wing of this Institution or to any other Investigative Agency like A.C.B. and C.B.C.I.D., who may conduct a discreet probe and report to the Lokayukta. At this stage, probing or enquiry is confidential to safeguard the identity of the apprehensive complainants and to protect the reputation of the public servants complained against. Once a prima facie case is held to have been made out, a regular enquiry (investigation) is conducted after giving opportunity to the complainant as well as public servant complained against to put forth their versions and adduce their evidence. This enquiry is on the lines of a trial in Court in which parties are permitted to be represented by their lawyers.

On the basis of such evidence if the Lokayukta or Upa-Lokayukta finds that the allegations against the public servant have

been proved, a report has to be made regarding the finding and recommending the punishment to be imposed.

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6. BIFURCATION OF ERSTWHILE ANDHRA PRADESH STATE INTO STATES OF ANDHRA PRADESH AND TELANGANA AND LISTING THE INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH IN SCHEDULE -X OF THE ANDHRA PRADESH STATE REORGANIZATION ACT -2014

Consequent to the bifurcation of the erstwhile State of Andhra Pradesh into the State of Andhra Pradesh and the State of Telangana under Andhra Pradesh State Reorganization Act, 2014, the Institution of Lokayukta of Andhra Pradesh was also constrained to be bifurcated. The Institution of Lokayukta of Andhra Pradesh is included in Schedule-X of Andhra Pradesh State Reorganization Act, 2014. Hence, its division has been taken up, strictly in accordance with the guidelines issued in G.O.Ms.No.312, G.A.(SR) Department, Government of Andhra Pradesh, dtd.30.10.2014.

In the lines of G.O.Ms.No.161, General Administration (SR) Department, Government of Andhra Pradesh, dtd.31.12.2019, the posts available to the erstwhile Institution of Lokayukta of Andhra Pradesh, the employees working in its Office and the assets available to it i.e., Furniture, Computers, Xerox Machines, Motor Vehicles, etc., have been apportioned between the two newly formed Institution of Lokayukta of Andhra Pradesh and the Institution of Lokayukta of Telangana, in the ratio of 58:42, respectively.

The newly formed Institution of Lokayukta of Telangana on bifurcation is separated from it, is started to function in that capacity with effect from 23.12.2020.

The territorial jurisdiction over the 10 Districts, which formed as State of Telangana after bifurcation and subsequently divided into 33 districts, has been conferred on the newly formed Institution of Lokayukta of Telangana. The said 33 districts are Adilabad, Bhadradri-Kothagudem, Hyderabad, Jagtial, Jangaon, Jayashankar Bhupalapally, Jogulamba Gadwal, Kamareddy, Karimnagar, Khammam, Kumarambheem Asifabad, Mahabubabad, Mahabubnagar, Mancherial, Medak, Medchal-Malkajgiri, Mulugu, Nagarkurnool, Narayanpet, Nalgonda, Nirmal, Nizamabad, Peddapally, Rajanna Sircilla, Ranga Reddy, Sanga Redddy, Siddipet, Suryapet, Vikarabad, Wanaparthy, Warangal Rural, Warangal Urban and Yadadri-Bhuvanagiri. The complaints pertaining to the above said 33 Districts pending as on 01.01.2020 and filed thereafter have been taken over for redressal/investigation, by the newly formed Institution of Lokayukta of Telangana.

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7. ALLOCATION OF POSTS, STAFF AND CHATTELS BETWEEN THE NEWLY FORMED INSTITUTIONS OF LOKAYUKTA OF TELANGANA AND THAT OF ANDHRA PRADESH AND SANCTION OF ADDITIONAL POSTS TO THE INSTITUTION OF LOKAYUKTA OF TELANGANA

The Government of Andhra Pradesh finalized the bifurcation of the erstwhile Institution of Lokayukta of Andhra Pradesh and issued G.O.Ms.No.161, dt.31.12.2019 allocating only 61 posts to the Institution of Lokayukta of Telangana, while 70 posts were allocated to the Institution of Lokayukta of Andhra Pradesh, at the ratio of 52:48. A total number of 131 posts available in the Institution of Lokayukta before bifurcation were sanctioned during the beginning period of erstwhile Institution of Lokayukta of Andhra Pradesh between 1983-85. During present days, awareness among litigant public has increased a lot. The number of complaints pending before Lokayukta are (1667), whereas the number of complaints before Upa-Lokayukta are (1137). Only Lokayukta was functioning in the Institution of Lokayukta of Andhra Pradesh when the said (131) posts were sanctioned. Therefore, considering the filing of complaints more in number when compared to earlier periods and the fact that Lokayukta and Upa-Lokayukta are functioning, and the need of present period, a letter vide Dis.No.16/Lok/Estt./2020, dated 06.01.2020 has been addressed to the Government to sanction further (79) posts required in various wings of the Institution, viz, Administration, Judicial, Legal, Investigation, Accounts and at residences of Lokayukta and Upa-Lokayukta, beside (61) posts already allocated to the Institution of Telangana.

Acceding to the request of this Institution, the Government of Telangana vide G.O.Ms.No.73 Finance (HRM-II) dt.19.11.2020 have

sanctioned 49 posts in the Institution of Lokayukta of Telangana which include the posts of Director (Legal), Deputy Director (Legal), Secretary to Hon'ble Lokayukta, Secretary to Hon'ble Upa-Lokayukta, Assistant Registrar, Investigating Officer, Section Officers among other posts of Typists, Assistants, Drivers, Attenders, Gardener and Sweeper-cum-Scavengers.

Of the above posts so sanctioned, the posts of Director(Legal), Deputy Director(Legal), Secretary to Hon'ble Lokayukta, Secretary to Hon'ble Upa-Lokayukta, Investigating Officer, have been filled up by way of Re-employment and drawing suitable candidate on deputation basis, while the post of Assistant Registrar has been filled up by way of promotion to a qualified candidate, the posts of Drivers, Attenders, Gardener and Sweeper-cum-Scavengers have been filled up by following due process of recruitment and in respect of the posts of Typists and Assistants, the recruitment process is under active progress.

8. ADMINISTRATION AND ORGANIZATIONAL STRUCTURE OF THE INSTITUTION OF LOKAYUKTA OF TELANGANA:

The entire administration of the Institution is under the charge of the Registrar, who is declared as the Head of the Department. The organizational structure of the Office of the Institution of Lokayukta consists of four wings which can be defined basing on the nature of work being rendered by each of these wings. They are:

- a) Administration Wing
- b) Judicial Wing
- c) Legal Wing &
- d) Investigation Wing

a) ADMINISTRATION WING:

The Registrar, who is a Category-I Officer with the assistance of the Deputy Registrar, a Category-III Officer supervises the Administrative Wing, which consists of the Establishment and Accounts Section. The Establishment Section is headed by an Assistant Registrar and a Section Officer and it deals with the work relating to Conditions of Service of the Employees, Library, Stores, Furniture, Maintenance of Motor Vehicles, Stationery, Roneo, Inward, Dispatch, etc. The Accounts Section functions under the supervision of an Assistant Registrar, who is assisted by an Assistant Section Officer and other staff, and deals financial matters such as sending budget proposals to the Government, receiving budget, preparation and submitting pay bills and other bills like Medical Bills, Purchase Bills etc., deducting Income Tax at source from the salaries of the officers and staff members and remitting the same to Government account, receiving and remitting the

complaint fees & RTIP fees etc., besides maintenance of ledgers and other registers relating to fiscal matters of the office.

b) JUDICIAL WING:

For the sake of convenience, the Bench of the Lokayukta is identified as B-1 and that of the Upa-Lokayukta as B-2 which are headed by a Section Officer each and duly assisted by Assistant Section Officers and other supporting staff. The complaints Section receives the complaints, scrutinizes the same and registers the complaints for placing them before the Lokayukta. This Section is headed by the Assistant Registrar, who is assisted by a Section Officer and other staff members. After registration of complaints, the complaints are taken up by the staff of the B-1 Section and B-2 Section respectively. Besides, the P.As /Special Category Stenographers would assist in taking down dictation of the orders on Bench of the Lokayukta and Upa-Lokayukta. This apart, there is usual Process Section separately for B-1 and B-2 Sections, which too are headed by a Section Officer each, to process the files as per the orders of the Lokayukta and Upa-Lokayukta and dispatch the letters, notices, orders, memos etc., to the concerned with the support of Dispatching Assistant.

The Record Room is managed by an Assistant Section Officer, assisted by an Assistant and a Record Assistant.

After the complaints are disposed of/registers and files are closed as the case may be, all the disposed of records, closed registers and files etc., will be kept in Record Room for safe custody after making entry into the relevant Registers. The said documents will be consigned to the Record Room by B1 and B2 Sections, Establishment and other Sections. The records will be dealt with by

the Assistant Section Officer and staff in Record Room by keeping the permanent records and destroying the records, which become ripe for destruction under the rules incorporated.

As mandated under the Right to Information Act, the Registrar is designated as First Appellate Authority and the Deputy Registrar is designated as Public Information Officer. All these Officers are assisted by various staff.

c) LEGAL WING:

Legal Wing consists of Director (Legal) a Category-II Officer and Deputy Director (Legal) a Category-III Officer. They both assist the Lokayukta and the Upa-Lokayukta respectively, in all legal matters such as processing the reports received and presenting them before the Court and render assistance to the complainants in conducting the proceedings. Even if a complainant is not having the legal assistance, that deficiency is filled up by the Legal Wing by presenting the case of the complainant. The Director (Legal) and the Deputy Director (Legal) also perform the duties of Presenting Officers in the Courts and would assist in conducting final investigation by the Lokayukta and Upa-Lokayukta by way of submitting Brief Notes, Written Comments etc., during the preliminary verification stage and by preparing the Statement of Allegations against the Public Servants, the list of witnesses to be examined during the Final Investigation and also list of documents to be confronted to the witnesses during recording of the evidence.

d) INVESTIGATION WING:

The Director (Investigation), who is of the rank of Superintendent of Police, is heading this Wing with the assistance of

the 3 Deputy Directors who are of the cadre of Deputy Superintendent of Police, 2 Investigating Officers who are of the cadre of Inspector of Police besides 2 Head Constables and 6 Police Constables. This Agency probes into such of the complaints that are referred to it, by the Lokayukta and Upa-Lokayukta and after collecting the necessary material by conducting discreet enquiries, submit a report, which is of immense help to the Presiding Officers i.e., the Hon'ble Lokayukta or Hon'ble Upa-Lokayukta in determining as to whether it is a fit case to investigate into the allegation levelled in the complaints or otherwise. This agency maintains the confidentiality and secrecy of information during the discreet enquiry and conducts the probe impartially.

When occasion arises, the office will be entrusting the Summons to be served on the witnesses/parties to the complaint and also Warrants to be executed on such persons, to the Investigation Wing and they will be discharging the said functions also, most effectively and submit compliance reports and assist the Institution.

The officers who conduct investigation may sometimes to be required to give their evidence during Final Investigation, in connection with the enquiries made by them and the reports submitted by them.

9. VACATIONS AND HOLIDAYS

During the year 2020, 24 Holidays (excluding Sundays and Second Saturdays) and 16 Optional Holidays were declared and observed as Holidays besides Sankranti Vacation from 13.01.2020 to 17.01.2020 (2) working days, Summer Vacation from 04.05.2020 to 05.06.2020 (27) working days, Dasara Vacation from 22.10.2020 to 29.10.2020 (5) working days.

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10. BUDGET PROVISION:

The Budget Provision made for this Institution for the Financial Year 2020-21 under various Heads of Account has been Rs.12,81,16,650/-.

A Sum of Rs.11,08,90,000/- has been allocated under the Head, 'Salaries' and Rs.1,72,26,650/- under the Head, 'Non-Salaries' for the Year 2020-21. Out of the total amount allocated under the Head Salaries, a sum of Rs.5,44,41,517/- has been spent (No budget restriction for salaries) and incurred an expenditure of Rs.1,00,37,998/- under the Head Non-Salaries, by the end of December, 2020.

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DETAILS OF THE BUDGET ALLOCATED FOR THE YEAR 2020-2021, BY THE GOVERNMENT

A sum of Rs.12,81,16,650/- has been provided for the year 2020-21. Out of the said Budget provision, a total sum of Rs.6,44,79,515/- was spent leaving a balance of Rs.6,36,37,135/- by the end of December 2020.

Sl. No.	Head of Account	Amount Rs.
1.	010 – Salaries	5,44,41,517
2.	110 - Domestic Travel Expenses	--
	111 - Travelling Allowance	3,28,519
	112 - Bus Warrants	913
3.	130 - Office Expenses	
	131 - Service Postage, Telegram and Telephone Charges	1,39,964
	132 - Other Office Expenses	16,67,929
	133 - Water Charges	40,616
	135 - Electricity Charges	5,49,597
4.	240 - Petrol, Oil and Lubricants	4,65,183
5.	270 - Minor Works	--
	272 - Maintenance	--
6.	280 - Professional Services	
	281 - Pleaders Fees	--
7.	510 - Motor Vehicles	
	511 - Maintenance of Office Vehicles	84,277
8.	200 - Other Administrative Expenses	--
9.	310 - Grants-in-Aid	
	318 - Obsequies Charges	--
10.	410 - Secret Service Expenditure	
11.	510 - Motor Vehicles	
	512 - Purchase of Motor Vehicles	67,61,000
12.	520 - Machinery and Equipment	
	521 - Purchases	--
	TOTAL	6,44,79,515

**11. STATISTICAL DATA OF THE COMPLAINTS FILED,
PENDING AND DISPOSED OF DURING THE YEAR
UNDER REPORT:**

**STATEMENT SHOWING THE PARTICULARS OF
COMPLAINTS RECEIVED, DISPOSED OF AND PENDING
BEFORE THE HON'BLE LOKAYUKTA OF TELANGANA
DURING THE PERIOD FROM 01.01.2020 TO 31.12.2020.**

CONSOLIDATED

SL. NO.	PARTICULARS	LOKAYUKTA	UPA- LOKAYUKTA	TOTAL
1	Complaints pending as on 01.01.2020	1676	1124	2800
2	Complaints received during the period from 01.01.2020 to 31.12.2020	613	542	1155
3	Total Complaints available for disposal	2289	1666	3955
4	Complaints disposed of during the period from 01.01.2020 to 31.12.2020	485	361	846
5	Complaints Pending as on 31.12.2020	1804	1305	3109

12. STATISTICAL DATA OF THE COMPLAINTS REFERRED TO INVESTIGATION WING FOR INVESTIGATION REPORT DURING THE YEAR UNDER REVIEW

SI.No	Particulars	Lokayukta (B1- Section)	Upa- Lokayukta (B2-Section)	Total
1.	Complaints entrusted for enquiry pending as on 01.01.2020	05	01	06
2.	Complaints received for enquiry from 01.01.2020 to 31.12.2020	45	05	50
3.	Total Complaints as on 31.12.2020	50	06	56
4.	Enquiry Reports submitted in the complaints entrusted, from 01.01.2020 to 31.12.2020	12	02	14
5.	Entrusted complaints pending for enquiry as on 31.1.2020	38	04	42

13. COMPLAINT FEES BREAKUP PARTICULARS

Cash, DDs received from 01.01.2020 to 31.12.2020
remitted to the Govt. Account/Refunded to Complainants

Sl. No.	Month	Receipts		Remittances		Refund
		Cash	DDs	Cash	DDs	
1	Jan' 2020	7,825	3,475	2,400	3,475	
2	Feb'2020	13,050	1,350	17,775	1,350	
3	March'2020	7,660	1,750	8,850	1,750	
4	April'2020	-	-	-	-	
5	May'2020	2,250	1,350	3,910	1,350	
6	June'2020	9,600	2,100	-	2,100	
7	July'2020	8,400	1,050	9,000	1,050	
8	Aug'2020	12,150	2,900	19,650	2,900	
9	Sept'2020	12,150	4,950	6,300	4,950	
10	Oct'2020	12,750	3,150	12,000	3,150	
11	Nov'2020	15,150	3,900	17,700	3,900	
12	Dec'2020	17,700	1,500	13,740	1,500	
	TOTAL	1,18,685	27,475	1,11,325	27,475	

**14. BRIEF NOTES ON CERTAIN COMPLAINTS DISPOSED BY
HON'BLE LOKAYUKTA & HON'BLE UPA-LOKAYUKTA:**

The Institution of Lokayukta of Telangana will be dealing with allegations made in relation to a Public Servant, like abusing of official position, maladministration etc. Likewise, this Institution deals with grievances of the Complainants like a claim by a person that he sustained injustice or undue hardship in consequence of maladministration.

During the year under review, due to the intervention of the Institution of Lokayukta of Telangana, injustice and hardship sustained by the complainants due to abusing of official position and maladministration etc., have been safe guarded.

Brief Notes on few among such complaints dealt by Hon'ble Lokayukta or Hon'ble Upa-Lokayukta, where under above referred actions have been taken, are incorporated hereunder.

Further, due to the intervention of the Institution of Lokayukta, grievances of several of the Complainants, regarding which the complaints were filed, have been effectively redressed. Particulars of some of such complaints where in grievances have been redressed are incorporated hereunder in tabular form.

COMPLAINT No.4420/2016/B1 JOGULAMBA GADWAL DISTRICT

Smt.K.Munemma and another of Jogulamba Gadwal District have filed this complaint contending that their lands were acquired for the purpose of Priyadarshini Jurala Project and compensation was awarded. But having not satisfied with the same, they filed O.P.Nos.564/1994 and 572/1994 on the file of Senior Civil Judge Court, Gadwal for enhancement of compensation, which were disposed in their favour. The same were further affirmed by Hon'ble High Court in L.A.A.S.Nos.1049/2003 and 1976/2003 filed by Land Acquisition Officer, vide Orders dt.6.12.2004 and 18.11.2002 respectively. But the enhanced compensation was not deposited as directed by the High Court. Hence this complaint.

After some persuasion, on a Notice issued by Hon'ble Lokayukta, the Principal Secretary to Government, Irrigation & Command Area Development Department, Telangana Secretariat, Hyderabad filed a report dt.7.8.2020, stating that the Chief Commissioner of Land Administration, Government of Telangana, Hyderabad vide his proceedings dtg.23.3.2020 has informed that an amount of Rs.1,51,229564/1994 and a sum of Rs.65,703/- was deposited in O.P.No.572/1994 totalling to Rs.2,16,932/- with Senior Civil Judge's Court, at Gadwal through Cheque bearing No.000005 dt.27.7.2020.

Thus, on the intervention of this Institution and on continuous persuasion by the Hon'ble Lokayukta, the enhanced compensation amount due to the complainants was deposited in the Court and hence this complaint was closed accordingly, as the grievance of the complainant was redressed.

COMPLAINT NO.814/2017/B1HYDERABAD DISTRICT

This complaint was registered suo motu, basing on the news item published in Eenadu Telugu Daily dt.15.3.2017 under the Caption "PRANA VAYUVU KHAREEDU Rs.150/-", wherein it is stated that one Mr.Varthye Krishna Naik, a native of Rayaram Camp, of Lingala Mandal, Mahabubnagar District was taken by his wife Mrs.Kavitha to Government Chest Hospital, Erragadda, Hyderabad on 13.3.2017 for treatment of severe Cough and breathlessness. He was admitted in Male Ward-I and the Duty Doctor gave treatment to him and instructed the staff to give Oxygen to him continuously. At about 9 P.M., when his condition turned serious, his wife requested the Duty Nurse Mrs.Rita to give Oxygen to him, who did not respond to her request. Further, the Ward Boy Mr.Nayeem demanded Rs.150/- from Mrs.Kavitha to give Oxygen to her husband, but as she expressed her inability to give money, he too not responded and as a result, Mr.Varthye Krishna Naik died.

After some persuasion, in response to the notice issued by this Institution, the Superintendent, Government General and Chest Hospital filed a report dt.10.3.2020, which reveals that action was initiated and some of the employees were suspended and departmental enquiry is initiated, which is under progress.

On further directions of the Hon'ble Lokayukta, the Managing Director, APEWIDC submitted his compliance report duly enclosing the statement showing the status report on RMSA Phase III works executed in the State of Telangana and also in the State of Andhra Pradesh separately. It is seen from the said two statements that Rs.20,698.94 lakhs has been released and civil works were executed in 3437 Government schools in both the states of Andhra Pradesh and Telangana, out of which 165 schools are located in Anantapuramu District which, includes the Government High School,

Tadipatri, for which, an amount of Rs.53.02 lakhs was sanctioned by the Government.

Thus, on the intervention of this Institution and on persuasion by the Hon'ble Lokayukta, action has been initiated in this Complaint against the erring Public Servants. As the purpose for which this suo-motu complaint was registered has been served, this complaint was closed.

COMPLAINT No.3565/2012/B1ADILABAD DISTRICT

Smt.Kadali Nagamani, W/o.K.Srinivas Ram Prasad, of Chaitanya Nagar, A Zone, Ramakrishnapur, Mandamarri Mandal, Adilabad District has filed this complaint against Sri U.Venkanna, Inspector of police, Khammam District and other senior Superior Police Officers, stating that though she approached the Human Rights Commission and Senior Police Officers for the illegal detention of her and her husband and for pressurizing them to withdraw the Civil Case filed against her mother and brother by Mr.U.Venkanna, no action has been taken and hence prayed this Institution to take necessary action against them.

After registering the complaint, this Institution has pursued the complaint and after going through the reports submitted by the Officers concerned of Police Department and on hearing both the rival parties, this Institution came to a conclusion that there is prima facie material established from the sworn affidavits of 4 witnesses (which are unchallenged by the Public Servant) submitted by the complainant in support of illegal detention of herself and her husband for a period of 10 days from 17.9.2010 to 26.9.2010 and for pressurizing them to withdraw the civil case filed by her against her mother and brother, has been pleased to close the complaint under Rule 5(8) of A.P.Lokayukta and Upa-Lokayukta (Investigation) Rules,1984 with a direction to the Deputy Inspector General of Police, Adilabad District to submit action taken report within six months by affording opportunity to both the parties vide Order dt.10.5.2016.

On 8.2.2017, the complainant submitted that the above directions are not complied with by the Deputy Inspector General of Police, Adilabad District. Hence, a report was called for from the

D.I.G.of Police, Adilabad to explain as to why the orders of this Institution are not complied with. Thereupon, the said D.I.G.of Police, has filed a report dt.6.4.2017 stating that the Departmental action has been initiated against U.Venkanna, former S.I.of Police, Mandamarri of Adilabad district and the Articles of Charges were framed and served on him and the Assistant Commissioner of Police, Karimnagar has been appointed as Enquiry Officer and soon after completion of the enquiry, for which, time is set as 3 months, further action will be taken.

Subsequently, the D.I.G.of Police, Karimnagar has filed his action taken report dt.20.10.2017 stating that the charges leveled against the Charged Officer are partly proved in the oral enquiry and the D.I.G. of Police agreed with the findings of the Enquiry Officer and awarded punishment of "Censure" against the Charged Officer. However, there is no mention whether the Censure is made part of the Service Record or not. Therefore the D.I.G.of Police, Karimnagar Range is directed to make an entry in the Service Record of Charged Officer Mr.U.Venkanna and he is further directed to consider the granting of any compensation to the complainant.

Thus, on the intervention of this Institution and on continuous persuasion by the Hon'ble Lokayukta, punishment was given to the delinquent Public Servant besides directing the D.I.G.of Police, Karimnagar Range to consider the granting of compensation to the complainant.

COMPLAINT NO.93/2016/B1MAHABUBNAGAR DISTRICT.

This complaint is filed by one Smt.Muddamma of Pagunta village of Dharoor Mandal, stating that they are claimants in O.P.No.4/1997 & batch on the file of Senior Civil Judge, Gadwal and that their lands have been acquired for the purpose of providing house sites to weaker sections, wherein the Hon'ble Court has enhanced compensation amount to their lands on 27.3.2006. Aggrieved by the same, the Land Acquisition Officer preferred appeal before the Hon'ble High Court vide L.A.A.S.No.422/2009 and Batch, which, by its Orders dt.30.4.2014 has confirmed the Order of Senior Civil Judge, Gadwal. In spite of above orders, the remaining compensation amount was not paid to them. Hence, the complainant prays this Institution to direct the Public Servants to issue G.O. immediately for payment of the remaining compensation amount along with upto date interest to safeguard her rights.

After registering the complaint and on continuous persuasion by Hon'ble Lokayukta, the Chief Commissioner of Land Administration, Telangana State, Hyderabad has filed several reports from time to time and on 30.6.2020, Mr.B.Maheswar Reddy, the learned Counsel for the complainant has stated that the Public Servant has complied with the directions of this Institution and paid full compensation.

Thus, on the intervention of this Institution and on persistent persuasion by Hon'ble Lokayukta, the enhanced compensation amount was paid to the complainant and hence this complaint is closed as nothing survives for further adjudication.

COMPLAINT NO.2331/2017/B1 MEDCHAL MALKAJGIRI DISTRICT

This complaint is filed by one Sri Dharmasanam Bhanu Murthy, R/o.Bhavani Nagar, near Raghavendra Nagar, Parvathapur, Peerzadiguda, Ghatkesar Mandal, Medchal District, against the Panchayat Secretary, Chowdharygudem Village, Ghatkesar Mandal, Medchal District and others contending that he received information under Right to Information Act from the Public Servants that there are nearly 93 illegal constructions existing in Chowdhary Gudem Village under HMDA limits, which are in violation of LRS, BRS and other relevant G.Os of Telangana Government and inspite of several representations to the Public Servants, no action has been taken by them to dismantle the said illegal constructions.

After registering the complaint, the Hon'ble Lokayukta called for a report from the District Panchayat Officer, Medchal Malkajgiri District, who after some persuasion filed a report dt.6.10.2020 stating that the Special Demolition Team constituted by the authorities has dismantled 20 houses and 7 Compound walls constructed illegally in Chowdariguda Gram Panchayat and that the former Panchayat Secretary Smt.M.Jyothi has been suspended from service and charges were framed against her for failure to stop the above illegal constructions. It is further stated that charges were framed under CCA Rules 1991 against Smt.Rajya Lakshmi and Sri Shashidhar Reddy, the then Panchayat Secretaries for giving illegal permissions in Chowdariguda Gram Panchayat and that Smt.Nakka Varalakshmi, Sarpanch, Chowdariguda Gram Panchayat was placed under suspension for granting illegal permissions.

Thus, on the intervention of this Institution and as per the directions of the Hon'ble Lokayukta, action has been taken against the erring officials and hence this complaint is closed with a

direction to the District Panchayat Officer, Medchal Malkajgiri District to keep a watch on the illegal constructions and take appropriate action by instructing the responsible persons periodically.

COMPLAINT No.364/2017/B1HYDERABAD DISTRICT

This complaint was taken suo motu, basing on the news item that appeared in Namaste Telangana Telugu Newspaper regarding parking of sharing autos and plying of RTC Buses in a disorganized manner, blocking the roads resulting in hardship and inconvenience to the locality public of Borabanda, Mothi Nagar, Rahamath Nagar, Rajivnagar, Erragadda etc. It is further reported in the said news item that when the people were trying to question the rude Drivers, they are trying to attack the locality people.

After some persuasion, in response to the notice issued by this Institution, the Joint Commissioner of Police, Traffic, Hyderabad has filed a report dt.6.11.2017 stating that usually the private Setwin services and TSRTC Buses are going regularly to Borabanda Site-III, from there the buses taking 'U' turn and coming back towards Borabanda bus stop. The Site-III area does not have proper bus bay and hence the Bus drivers park their buses at side of the road, which was so congested to park. Further, the people are also engaging private vehicles and sharing Autos. It was further stated therein that, specific instructions were given to the Inspector of Police, Traffic Police Station, S.R.Nagar to visit the above places regularly to control irregular movement of autos and restrict them to the extreme edge of the road and whoever park their Autos at middle of the road and create traffic jams, be booked under various provisions of Motor Vehicle Act. It is further stated in the said report that around 360 Autos were also seized and sent to RTA with Check reports, where RTA officials are imposing heavy fines and regular drive being conducted against the illegal parking of the said autos at Site-III Borabanda.

Thus, on the intervention of this Institution and on persuasion by the Hon'ble Lokayukta, action has been initiated in this

Complaint against the vehicles indulging in traffic violations, causing traffic jam at Site-III, Borabanda and other areas and thereby causing lot of hardship and inconvenience to the local people.

As the purpose for which this suo-motu complaint was taken has been served, this complaint was closed with a direction to the Joint Commissioner of Police, Traffic, Hyderabad to instruct the concerned officers to monitor the traffic continuously in the above said areas.

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COMPLAINT NO.270/2020/B1

HYDERABAD DISTRICT.

This complaint is by one Mr.Pyarelal Kedia of Bahadurpura, Hyderabad, stating that during 1998 he came across a Survey Plan, where one land was shown in the shape of a Boat/Ship, adjacent to their land. Then he approached the Tahsildar, Bahadurpura Mandal and the Deputy Director, Survey and Land Records, Hyderabad and got the details of the land. When he applied for TSLR of TS 22, 23 and 33, Block-F, Ward No.241 and was replied by Memo dt.20.3.1999 stating that the TSLR No.22, Block F, Ward No.241 is a Government Burial Ground to the extent of 416 Sq.metres and thereafter another Memo was issued on 30.4.1999 stating that there is a Government Burial Ground in TSLR.No.22, Block-F, Ward 241, Bahadurpura. The complainant stated that a portion of the burial ground was encroached by Bajranglal Radheshyam Dall Mill and Shivnarayan Bajrang Dal Mill and accordingly the complainant made a complaint to the R.D.O., Charminar and the Joint Collector, but there was no action. Hence, he preferred a complaint before this Institution.

After registering the complaint, the Hon'ble Lokayukta issued notice calling for a report from the Joint Collector, Hyderabad, who accordingly submitted a report dt.29.8.2020 stating that the matter was got enquired by Tahsildar, Bahadurpura Mandal, which reveals that the subject land falls in TSLR No.22, Block-F, Ward No.241 and in TSL.Records under Coloumn No.20, recorded as "G.Grave Yard" with an extent of 416.00 Sq.metres on ground and an extent of 180.44 Sq.metres is under encroachment and further a land of an extent of 167.16 Sq.metres is covered by road. Based on the said report, Notices under Section 7 of Telangana State Land Encroachment Act 1905 were issued to the encroachers Mr.Radheshyam Kedia and Hariram Kedia, who submitted their

separate explanations on 10.7.2006 and 2.8.2006 respectively and on verification of the record, it is found that the said persons are encroachers of Govt.Grave Yard and accordingly a Speaking Order for eviction under Section 6 of T.S.Land Encroachment Act,1905 was passed on 30.6.2006. Aggrieved by the said orders, the above encroachers had preferred an Appeal under Section 10 of T.S.Land Encroachment Act,1905, which was dismissed by the R.D.O. vide his Order dt.22.3.2013 directing the Tahsildar, Bahadurpura Mandal to remove the encroachment. Accordingly, a Survey and demarcation has been conducted in the presence of the petitioners and found that they are in illegal occupation of Govt.Grave Yard, which falls in TS.No.22, Block-F, Ward No.241 of Bahadurpura village. Aggrieved by the same, the encroacher Mr.Radheshyam Kedia preferred an Appeal under section 10(1) of T.S.Land Encroachment Act,1905 before the Joint Collector, Hyderabad, who directed the Tahsildar, Bahadurpura Mandal for fresh consideration by initiating necessary action as per T.S.Land Encroachment Act,1905. Then the Tahsildar, Bahadurpura Mandal, issued a fresh notice under Section 7 of T.S.L.E.Act,1905, directing the petitioners(Encroachers) to appear either in person or through a counsel on 28.6.2017 along with connected records in support of their claim and after verification of documents and the records available, the Tahsildar, Bahadurpura Mandal passed Orders dt.17.1.2018, confirming the encroachment and authorised the then Tahsildar, Bahadurpura Mandal to evict the encroachers from the land. But as the encroachers refused to take the orders, the same was affixed on the wall and taken over possession of Government Grave yard under Panchanama dt.27.7.2020 and erected a Government sign board in the said land.

Thus, on the intervention of this Institution and on continued persuasion of Hon'ble Lokayukta, action was initiated and the Government Grave Yard was taken into possession by evicting the encroachers and accordingly this complaint was closed.

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COMPLAINT No.461/2017/B1

SANGAREDDY DISTRICT

This complaint was registered suo motu, basing on the news item published in Eenadu Telugu Daily dt.11.2.2017 under the Caption "CHITIMANTALU KANIPINCHAKUNNA VASANA TAPPADAMLEDU....!" regarding the nuisance and pollution caused to the students in Government Junior College(Girls), Sangareddy, by the funeral activities at burial ground, which is located adjacent to the College.

On a notice issued by Hon'ble Lokayukta, the District Intermediate Educational Officer, Sangareddy, the Environmental Engineer, Telangana State Pollution Control Board, Sangareddy and the Principal, Government Junior College(Girls), Sangareddy have filed several interim reports reporting the status and steps taken to contain the pollution caused due to the funeral activities going on adjacent to Class rooms of the College.

However, on continuous persuasion by Hon'ble Lokayukta, the Principal Government Junior College(Girls) Sangareddy has filed report dt.16.6.2017 stating that after dismantling of Old compound Wall of their college, construction of new compound wall is under progress. Further, the District Educational Officer, Sangareddy has filed a report dt.27.2.2017 stating that he has arranged to close the windows with cardboard and that the Executive Engineer, TSEWIDC, Sangareddy has physically verified and sent a detailed estimate for construction of compound wall with an estimated cost of Rs.25.60 Lakhs. The proposals were sent to the Commissioner of Intermediate Education, Telangana State, Hyderabad for consideration and necessary sanction.

Thereafter, the Principal Government Junior College (Girls), Sangareddy has filed a report dt.2.2.2019 stating that the new compound wall work is completed between the Grave yard and College Building and also enclosed photographs.

Thus, on the intervention of this Institution and on persuasion by the Hon'ble Lokayukta, appropriate steps have been taken to contain the nuisance and the pollution caused due to the funeral activities that are going on at burial ground located adjacent to the Classrooms of the Government Junior College(Girls), Sangareddy).

As the purpose for which this suo-motu complaint was registered has been served, this complaint was closed.

COMPLAINT No.296/2017/B1NALGONDA DISTRICT

This complaint was registered suo motu, basing on the news item published in Andhra Jyothi Telugu Daily News Paper dt.31.1.2017 to the effect that one Smt.Anasuyamma of Kondabheemanapalli Village of Devarakonda Mandal of Nalgonda District has been neglected by her children after getting partitioned the family property and she has petitioned the Revenue Divisional Officer, Devarakonda of Nalgonda District, but no action was taken.

On a notice issued by this Institution and on the persuasion of Hon'ble Lokayukta, the Revenue Divisional Officer, Devarakonda, Nalgonda District submitted a report dt.24.12.2018 by enclosing a copy of Order dt.14.2.2017 stating that he has examined the complainant and her two sons and also discussed with Senior Citizens Welfare Associations, Devarakonda Mandal and passed an order of maintenance against each of the two sons of Smt.Anasuyamma to pay to her Rs.5,000/- each per month, for her food, clothing, residence and treatment etc. under the provisions of Maintenance and Welfare of Parents and Senior Citizens Act,2007. The said amount was to be remitted by them to her Bank Account every month.

Thereafter, on a further notice by this Institution, the Revenue Divisional Officer, Devarakonda, Nalgonda District submitted report dt.4.7.2020 stating that as per his directions, Smt.Anasuyamma, the complainant was getting an amount of Rs.10,000/- every month from March,2017 to November,2019 and unfortunately on 22.11.2019, the said Smt.Anasuyamma passed away owing to ill health. It appears that the matter was also enquired in the village and Village people have stated that

Smt.Anasuyamma was receiving the amount as directed by the Revenue Divisional Officer from her children.

Thus, on the intervention of this Institution and on persuasion by the Hon'ble Lokayukta, the Old aged woman, who was deserted by her children, was given maintenance. As the purpose for which this suo-motu complaint was registered has been served and as the said old aged woman is no more, this complaint was closed.

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COMPLAINT No.4633/2013/B1KHAMMAM DISTRICT

This complaint is filed by one Sri Challa Pullayya, S/o.Gopayya of Annapureddypalli Village, Chandrugonda Mandal, Khammam District, alleging that there are 300 families in their village and the Government sanctioned 1075 houses under Indiramma Housing Construction Scheme for SC, ST Community people, of which only 400 houses were constructed. But the officials concerned in collusion with local political leaders have drawn the amounts and involved in corrupt practices. Though the same was brought to the notice of the Collector, Khammam District and the Commissioner, A.P.Housing Corporation Limited, no action has been taken. Hence he preferred this complaint before this Institution.

After some persuasion, on the Notice issued by Hon'ble Lokayukta, the Collector, Khammam District and the Managing Director, Telangana Housing Corporation Limited, have submitted their periodical reports. The Collector, Khammam district has filed a report dt.8.4.2015 along with a copy of letter dt.18.9.2015 of the Superintending Engineer(FAC), P.R.Circle, which shows that the project Director, Housing Department, Khammam has enquired into the matter and submitted a report dt.12.3.2015 stating that one Sri Ch.Veera Reddy, Assistant Engineer and the Mandal Housing Officer, Panchayat Raj Department, were held responsible for irregular release of Rs.82,200/- to three benami beneficiaries and recommended for recovery of amounts from the concerned and to take disciplinary action against the said Asst.Engineer. Thereafter, it is further informed that the said Asst.Engineer Sri Ch.Veera Reddy is transferred to M.P.P., Macherla of Guntur District and is working under the Andhra Pradesh State Government after bifurcation of the State. Subsequently it was also informed that the present District Unit of Housing Corporation at Bhadradri-Kothagudem was closed.

Under the above circumstances, the Chief Secretaries of Telangana State Government and the Andhra Pradesh State Government, are directed to take appropriate action and initiate steps to recover the said amount from Sri Ch.Veera Reddy, the then Assistant Engineer, Panchayat Raj, Khammam, who is presently working under the control of Andhra Pradesh Government within a period of six months.

Thus, on the intervention of this Institution and on continuous persuasion by the Hon'ble Lokayukta, enquiry was conducted and the corrupt Public Servant, who was responsible for irregular release of Rs.82,200/- was detected and a direction was given to both the uppermost Administrative Heads of Telangana and Andhra Pradesh Governments, to recover the said amount from him and hence closed this complaint.

COMPLAINT NO.1002/2019/B2JOGULAMBA GADWAL DISTRICT

Sri Galla Hanumanth of Bheempura village, Dharoor Mandal, Jogulamba Gadwal District has filed this complaint leveling allegations against the Sub Inspector of Police, Dharoor Police Station, Dharoor, Jogulamba Gadwal District stating that one Sudhakar of his village and his brother came to him, abused him in filthy language stating that he is a blind person and he would kill him with tractor and when the complainant reported the same to Dharoor Police Station, they did not act and he further stated that on 6.10.2019 again one G.Damodar, paternal uncle of Mr.Sudhakar came and abused him and when he reported the same to the authorities of Dharoor Police Station, they did not act upon his complaint and hence, having lost faith in Police, he preferred this complaint before this Institution.

After registering the complaint by duly dispensing with payment of Complaint Fee, on being called for by Hon'ble Upa-Lokayukta, the S.D.P.O., Jogulamba Gadwal District filed a report dt.13.4.2020 after duly causing discreet enquiry into the contents of the complaint, stating that he gave suitable instructions to the Sub-Inspector of Police, Dharoor to look into the disability certificate of the complainant, who lodged the report and invoke the appropriate sections under the Rights of Persons with Disabilities Act,2016.

Thus, on the intervention of this Institution, the S.D.P.O., Jogulamba Gadwal District acted quickly and after due discreet enquiry, gave suitable instructions to the S.I.of Police, Dharoor Police Station to investigate by invoking the appropriate sections under the rights of Persons with Disabilities Act,2016 and thus the main grievance of the complainant is redressed.

COMPLAINT No.322/2020/B2NALGONDA DISTRICT

Sri Lokasani Krishnaiah, Ex.Sarpanch, Kothapally Village, Neredgomma, Nalgonda District has filed this complaint stating that the present Sarpanch of Kothapalli village has not paid his honorarium of Rs.5,000/- p.m. for seven months i.e., Rs.5,000/- x 7 = Rs.35,000/- from 1.1.2018 to 31.7.2018, though he has drawn the same from Sub Treasury Office, Devarkonda.

After registering the complaint, on being called for a report by Hon'ble Upa-Lokayukta, the District Panchayat Officer, Nalgonda has submitted a report dt.28.9.2020 stating that the Mandal Panchayat Officer, Neredugommu has submitted that honorarium for 7 months i.e., from 1.1.2018 to 31.7.2018 for an amount of Rs.35,000/- (Rs.5,000/- x 7) has been paid to the complainant vide Cheque No.1322286 dt.22.9.2020 duly obtaining acknowledgment.

When a copy of the said report was served on the complainant, he appeared before this Institution on 10.12.2020 and filed a letter confirming the payment of honorarium that was due to him.

Thus, on the intervention of this Institution, the honorarium that was due to the complainant has been paid to him.

COMPLAINT No.3430/2017/B2PEDDAPALLI DISTRICT

Sri Sk.Tajuddin Baba, S/o.Sk.Nazeem, of Prasanth Nagar, Godavarikhani Mandal, Peddapalli District has filed this complaint stating that in order to get a Government Job, he made a representation before the Tahsildar, Ramagundam Mandal, Peddapally District for issuance of BC.E Caste Certificate by producing all the relevant documents, but the latter has not issued the same till date and harassing him for want of illegal gratification.

On registering the complaint, when the Hon'ble Upa-Lokayukta has called for a report from the Revenue Divisional Officer, Peddapally, who, in turn, filed a report dt.16.4.2018 stating that the Applicant has to apply for caste certificate in the Mee-seva Centre and that he need not go to Tahsildar Office for the same and as and when the Application for caste certificate is received in the Tahsildar's Office, the same will be accepted by Digital key of the Tahsildar.

Thereafter, the complainant submitted letters dt.22.6.2020 and 16.9.2020 stating that the Tahsildar, Ramagundam Mandal has agreed to do the needful to him and that he has no grievance against the Public Servant and requested to close the complaint.

Thus, at the intervention of this Institution, the Tahsildar, Ramagundam has agreed to do the needful to the complainant in redressing his grievance.

COMPLAINT NO.561/2020/B2NIZAMABAD DISTRICT

Smt.Nuzhath Nasreen, W/o.Mohd.Abdul Waheed, Hajjam Colony, Nizamabad has filed this complaint against the Municipal Commissioner, Nizamabad Municipal Corporation, Nizamabad alleging imposition of huge amount of Rs.43,988/- as property tax without any inspection of her house and levying huge amount of penalty on the pretext of unauthorized construction etc.

After registering the complaint, the Hon'ble Upa-Lokayukta has called for a report from the Municipal Commissioner, Nizamabad.

In the meanwhile, the complainant sent a letter dt.29.9.2020 stating that after filing complaint before this Institution, the Officers under the control of the Public Servant inspected her house and resolved the grievance. Hence the complainant requested this Institution to close the complaint.

Thus, on the intervention of this Institution, the grievance of the complainant has been redressed and hence this complaint is closed.

COMPLAINT No.3788/2017/B2

KARIMNAGAR DISTRICT

Sri Sudhagoini Thirupathi Goud, S/o.Lingaiah of Chenjarla Village, Manakondur Mandal, Karimnagar District has filed this complaint alleging inaction against the District Panchayat Officer, Karimnagar District stating that he failed to take any action, on the complaint made by him and other Ward Members against the Sarpanch of Chenjerla Village, who along with one Janardhan, Asst.Engineer, Panchayat Raj and Extension Officer of Manakondur misused Rs.30.00 lakhs in respect of 23 items.

After registering the complaint, the Hon'ble Upa-Lokayukta called for a report from the District Panchayat Officer, Karimnagar, who accordingly filed detailed and comprehensive reports dt.6.3.2019, 20.6.2019 and 13.8.2019 stating that enquiry has been ordered against the Sarpanch and the Extension Officer concerned, who worked during the relevant period i.e., from August,2012 to September,2017 and on receipt of enquiry report, disciplinary action has been initiated against the delinquent by framing articles of charges. It was further stated in the said reports that the Ex-Sarpanch has submitted his explanation on 15.2.2019 without any evidence regarding the expenditure he made and in this regard a letter has been addressed to the Commissioner(PR&RE) on 6.3.2019 for issuing recovery notice to the Sarpanch under Section 283(1) of Panchayati Raj Act.

Thus, on the intervention of this Institution, enquiry has been ordered against the Extension Officer and disciplinary action being taken against the delinquent and action has also been initiated against the Sarpanch as per Panchayati Raj Act.

COMPLAINT No.154/2020/B2HYDERABAD DISTRICT

This complaint is filed by one Sri Arif Faheem Qureshi, R/o.Khursheed Jah Dewdi, Hyderabad, against the General Manager, Division-I, HMWS&SB, Gosha Mahal, Hyderabad, on levying bills under Commercial Category to his house without there being any commercial activity and inspite of his repeated persuasion for changing the Category from Commercial to Domestic, there was no response from the above Public Servant.

After registering the Complaint, the Hon'ble Lokayukta called for a report from the General Manager, Division-I, Hyderabad Metropolitan Water Supply & Sewerage Board, Gosha Mahal, Hyderabad, who, in turn, submitted his report dt.1.7.2020. A copy of the said report was served on the complainant, for filing his objections, if any.

Thereupon, the complainant filed a letter dt.8.9.2020, stating that after issuance of Notice by this Institution to the General Manager (Engg.), O&M, Division-I, Charminar at Gosha Mahal, Hyderabad, the authorities have settled the issue and directed him to pay an amount of Rs.25,196/- towards final settlement and accordingly he paid the said amount and thereafter the Hyderabad Metropolitan Water Supply & Sewerage Board authorities have cleared the wrongly generated bills and also converted the commercial category to domestic category and his grievance has been redressed.

Thus, at the intervention of this Institution, the grievance of the complainant has been redressed and the complaint was closed.

COMPLAINT No.818/2018/B2 BHADRADRI KOTHAGUDEM DISTRICT

Smt.Y.Suguna Kumar, W/o.Suresh, R/o.Nagineniprolu Reddypalem village, Burgampadu Mandal, Bhadradi Kothagudem District has filed this complaint against the Station House Officer, Burgampadu Police Station, Bhadradi Kothagudem District stating that she got married to one Yeluri Suresh in 2008, they lived happily till 2013, thereafter her husband developed illegal relationship with one E.Bagyalaxmi and since then, himself and his family members started harassing her for additional dowry and though she lodged a complaint to the Station House Officer, Burgampadu Police Station, no action has been taken.

In this complaint, a report has been called for, from the Superintendent of Police, Bhadradi Kothagudem District, who accordingly submitted his report dt.27.3.2019 stating that on a complaint of harassment preferred by the complainant against her husband, the S.I.of Police, Burgampahad Police Station, after following due procedure obtained a petition dt.5.2.2019 from the complainant and registered the same as Crime No.38/2019 under Section 498(A) IPC and under Section 3 and 4 of Dowry Prohibition Act and took up investigation.

A copy of the said report was sent to the complainant for filing her objections, if any.

On 10.3.2020, the complainant appeared before this Institution and expressed her satisfaction with the action initiated by the Public Servant.

Thus, on the intervention of this Institution, the grievance of the complainant is redressed and the complaint is closed.

COMPLAINT No.749/2018/B2KARIMNAGAR DISTRICT

Sri B.Rama Chandram, S/o.Gattaiah of Gattubhoothkur Village, Gangadhara Mandal, Karimnagar District has filed this complaint leveling allegations of irregularities against the Sarpanch and Village Secretary of Gattubhoothkur village, Gangadhara Mandal, Karimnagar District stating that an amount of Rs.4,75,00,000/- was sanctioned by the Government under Seignorage Grant and the above Public Servants have not utilized the said grant properly with 22.5% for development of SC.Colony and construction of boundary wall of Grave yard and other civic amenities and executed the works with substandard material.

After some persuasion, on being called for by this Institution, the District Panchayat Officer, Karimnagar District has filed his report dt.31.1.2020 stating that the Divisional Engineer has inspected the works executed by the above Public Servants and instructed them to complete the works with good quality and later the said works have been completed in all respects duly rectifying the defects and the complainant expressed his satisfaction in the matter of works. A copy of Withdrawal letter dt.29.11.2019 of the complainant was enclosed to the above report, which fact was also got clarified from the complainant by this Institution.

Thus, on the intervention of this Institution and as per the directions of Hon'ble Upa-Lokayukta, the Engineering officials of Panchayati Raj Department have inspected the works and ensured that the same are executed with good quality and accordingly this complaint was closed as the grievance of the complainant has been redressed.

COMPLAINT No.1805/2018/B2RANGA REDDY DISTRICT

This complaint is filed by Smt. Yasani Saritha, W/o.Y.Papi Reddy, of Reddy Colony, Champapet, Hyderabad-500 059, Telangana State stating that she inherited certain Agricultural land admeasuring Ac.2.32 guntas in Sy.Nos.131/2LU and Sy.No.131/2VU of Karkal Pahad village, Kadthal Mandal, Ranga Reddy from her ancestors by way of Registered Will Deed dt.3.2.20215. When she applied to the Tahsildar, Kadthal Mandal for issuance of Pattedar Pass Books under ROR Act, the same was denied on the pretext that a civil case is pending in respect of said land. Further, even though the complainant is possessing all relevant legal documents in respect of said land, the above Public Servant without issuing any notice to the complainant, implemented ROR in respect of the said land to Khata No.60018 of one Sammidi Jaipal Reddy, S/o.Yadi Reddy, who does not possess any document. Hence the complainant preferred this complaint before this Institution praying to cancel the illegal ROR and for issuance Pattedar Pass Book in her favour.

After registering the complaint, the Hon'ble Upa-Lokayukta was pleased to issue notice to the Tahsildar, Kadthal Mandal, Ranga Reddy District, who, accordingly filed his report dt.24.2.2020 stating that the request of the complainant to delete the irregular entries made in the Revenue records in respect of her land and for issuance of e-Pass Book has been considered vide Office Proceedings No.MUT/05/10/ 00353/2020 dt.19.2.2020. It was also mentioned in the said report that the complainant has given a consent letter for withdrawal of her complaint as her request has been considered by the Revenue Authorities. When questioned, the complainant also stated that she is not pressing her complaint as her grievance has been redressed.

Thus, on the intervention of this Institution and on the continued persuasion of Hon'ble Upa-Lokayukta, the grievance of the complainant was redressed by way of issuing e-pass Book to her in respect of her lands and hence this complaint was closed.

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COMPLAINT No.578/2018/B2SIDDIPET DISTRICT

This complaint is filed by one Mr.G.Rajulu, S/o.Papaiah, R/o.Siddipet District stating that he purchased land of an extent of Ac.0.13½ guntas in Sy.No.165 of Maheshwaram Mandal, under a Registered Sale Deed from one M.Yadamma after enquiry and duly verifying the documents and related records. Thereafter he made an Application to the Tahsildar, Maheshwaram Mandal, Ranga Reddy District for incorporating his name in the Revenue records in place of his vendor Smt.M.Yadamma. But as the said Tahsildar, failed to take any action on his Application for change of name in the Revenue records, he preferred this complaint before this Institution.

After some persuasion, on a Notice issued by Hon'ble Upa-Lokayukta, the District Collector, Ranga Reddy District has filed a report dt.10.2.2020, enclosing the report dt.8.2.2020 of the Tahsildar, Maheshwaram Mandal. From the said report, it is revealed that one Smt.Mogireddy Yadamma was the original Pattedar of the land to an extent of Ac.0.27 guntas covered in Sy.No.165 of Nagaram village, Maheshwaram Mandal, Ranga Reddy District. She sold the land to an extent of Ac.0.27 guntas vide Document No.8455/2005 dt.20.12.2005 to one Sri Sudarshan Reddy, from whom, the complainant purchased land to an extent of Ac.0.1350 guntas covered in Survey No.165. The Encumbrance Certificate of Registration Department also confirms the fact that Sri Sudarshan Reddy sold the said land to Sri Rajulu(Complainant) vide Sale Deed Document No.11119/2006 dt.21.7.2006 of Sub Registrar Office, Maheshwaram. On verification of revenue records and online pahani of Nagaram village, it is found that the name of the complainant is recorded as Pattedar to an extent of Ac.0.1350 guntas with Khata No.60010 and that the complainant was already

granted mutation and his name was also recorded in the revenue record of Nagaram Village.

Further, the complainant also filed a representation dt.10.3.2020, corroborating the facts stated in the above report and stated that no further action is required in this matter since the relief, as requested, is granted.

Thus, on the intervention of this Institution and on continued persuasion by Hon'ble Upa-Lokayukta, the relief sought for by the complainant is granted and hence this complaint was closed.

15. Particulars of some of the complaints, among various complaints, wherein the grievance of the Complainants have been redressed due to the intervention of Lokayukta & Upa-Lokayukta.

SI. No.	Complaint No.	Name of the Complainant	District	Nature of Grievance Redressed
<i>Cases on the file of Hon'ble Lokayukta</i>				
1	866/2016/B1	Vangooru Venkat Ranga Reddy	Mahabubnagar	Pattadar pass book issued.
2	1216/2017/B1	Damma Anjaiah	Rajanna Sircialla	Action taken regarding irregularities in medical shops in the District.
3	1720/2018/B1	S. Venkatesham	Karimnagar	Reposting of the Complainant after illegal transfer.
4	1223/2017/B1	K. Umapathi	Jogulamba Gadwal	Adequate operations of bus services for the purpose of general public and students.
5	2397/2017/B1	B. Prasad	Jogulamba Gadwal	Tap connections restored.
6	4080/2015/B1	Sanjeeva Naidu	Mahbubnagar	Compensation amount in Land Acquisition matter paid.
7	100/2016/B1	C. Ramsagar	Mahabubnagar	-do-
8	114/2016/B1	Abdulla	Mahbubnagar	-do-

9	1604/2017/B1	K.Gajanan	Adilabad	Direction to give seniority in the cadre.
10	1307/2016/B1	P. Sampath	Bhadradri Kothagudem	Regularization of services of the NMR Employees by TS Housing Corporation Limited.
11	1684/2016/B1	Sambaraju Chakrapani	Warangal	Report regarding quality of construction of reservoir accepted by the Complainant.
12	958/2017/B1	G. Laxmi Narayana	Wanaparthi	Compensation amount in Land Acquisition matter paid.
13	957/2017/B1	P. Ugandhar Reddy	Wanaparthi	-do-
14	675/2017/B1	Mohd Ziauddin	Hyderabad	Increment released by the Accountant General.
15	1630/2017/B1	M. Karunakar	Secunderabad	Mutation and issuance of pattadar passbooks.
16	459/2018/B1	S. Kishore Kumar	Hyderabad	Sanction of monetary relief towards ex-gratia.
17	666/2018/B1	Fazlur Rahman	Hyderabad	Registration of Case in PS Mir Chowk.

18	3370/2017/B1	N. Srinivas	Karimnagar	On intervention the illegal amounts collected by A. Mallaiah were recovered.
19	462/2013/B1	P. Damodar Reddy	Hyderabad	Maintenance of schools and providing amenities to the poor children, down trodden and weaker sections.
20	2344/2016/B1	Keesara Janaki	Medak	Sanction of ex-gratia.
21	967/2017/B1	Smt. Kakarla Laxmi Devi	Mahbubnagar	Sanction of ex-gratia towards death due to Electric shock.
22	1904/2016/B1	Suo Moto	Hyderabad	On intervention desilting and bush clearance of the entry channels to facilitate smooth inflows into the reservoirs.
23	2066/2010/B1	P. Murali Krishna	Secunderabad	Fresh water connections and regular payment of water bills.
24	2954/2017/B1	Nasreen Begum	Hyderabad	Payment of pension to disabled.
25	1316/2017/B1	Anjanamma	Wanaparthy	Compensation amount in Land Acquisition matter paid.

26	825/2018/B1	A.Venkata Vijay Kumar	Ranga Reddy	Completion of investigation and filing of Charge Sheet in Crime.
27	716/2018/B1	Mohd Mohsinuddin	Hyderabad	Compassionate appointment.
28	5224/2015/B1	B. Venkat Reddy	Mahaboobnagar	Permission for installation of stone crushing unit.
29	515/2020/B1	Genepally Ravinder Reddy	Bhongiri	Reformation of road and fixing the boundaries.
30	409/2019/B1	Polisetty Bala Krishna	Wanaparthi	Monitoring and Restricting the usage of plastic bags and plates in the District.
31	66/2020/B1	Smt. Ravuth Vanitha	Kumarum Bheem	Sanction of disaster response fund to thunderbolt victim.
32	693/2019/B1	K. Linga Swamy	Nagarkurnool	Repatriation of a Medical Officer due to irregular transfer.
33	2855/2016/B1	N. Satyanarayana	Nizambad	Sanction of medical reimbursement.
34	4073/2015/B1	Mangali Naga Raju	Mahabubnagar	Enhancement and payment of compensation pertaining to Land Acquisition matter.
35	4079/2015/B1	K.Venkata Swamy	-do-	-do-
36	96/2016/B1	Golla Nagaraju	-do-	-do-
37	4072/2015/B1	Balaswamy	-do-	-do-

38	4083/2015/B1	G. Verma Reddy	-do-	-do-
39	4074/2015/B1	Mutta Ramudu	-do-	-do-
40	4067/2015/B1	K.Basi Reddy	-do-	-do-
41	4064/2015/B1	Golla Manyam	-do-	-do-
42	4070/2015/B1	Pedda Buchanna	-do-	-do-
43	101/2016/B1	B. Veeraiah	-do-	-do-
44	98/2016/B1	M. Mohan Reddy	-do-	-do-
45	99/2016/B1	D. Ashi Reddy	-do-	-do-
46	102/2016/B1	U. Ramulu	-do-	-do-
47	94/2016/B1	Kurva Pedda Jammanna	-do-	-do-
48	92/2016/B1	Yerukali Masanna	-do-	-do-
49	93/2016/B1	Muddamma	-do-	-do-
50	3158/2017/B1	A.Gangaram	Nizambad	Sanction of ex-gratia amount for death due to electrocution.
51	2570/2017/B1	Kumboji Vinoda	Warangal	Sanction of ex-gratia for agricultural suicide.
52	3286/2016/B1	Susheelamma	Gadwal-Jogulamba	Payment of enhanced compensation for Land acquired.
53	3281/2016/B1	Shanthaiah	Wanaparthi	-do-
54	4059/2015/B1	Pedda Nagi Reddy	Mahbubnagar	-do-
55	4056/2015/B1	Boya Venkataiah	-do-	-do-
56	4078/2015/B1	Golla Naganna	-do-	-do-
57	4061/2015/B1	Telugu Naganna	-do-	-do-

58	1543/2012/B1	P. Sai Krishna	Hyderabad	Instructions issued to conduct raids periodically for payment of Service Tax.
59	4062/2013/B1	V. Suresh Kumar Reddy	Hyderabad	Compensation paid to the complainant by GHMC for his property affected in Metro Rail Project.
60	4061/2013/B1	V Venkat Ramana Reddy	-do-	-do-
61	4060/2012/B1	V Upender Reddy	-do-	-do-
62	3728/2013/B1	V Janardhan	RR District	An amount of Rs.82,000/- was sanctioned to provide amenities to the colony of Complainant.
63	4059/2013/B1	V Swaroop Reddy	Hyderabad	-do-
64	462/2013/B1	P. Damodar Reddy	Hyderabad	Amenities to the students of School provided by Municipal authorities.
65	2451/2013/B1	Lingam Goud	RR District	The master plan regarding widening of road of Gachibowli Junction to Hafeezpet etc has been implemented.

66	1510/2013/B1	KK B Prasad & others	Hyderabad	Membership of the complainants in the society restored.
67	1338/2013/B1	Ashok Rai	Medchal	Patta Certificate is agreed to be issued by Tahsildar to the complainant.
68	2066/2010/B1	P. Murali Krishna	Secunderabad	Maintenance of quarters is taken up by the EE (R&B) Assembly Building Division.
<i>Cases on the file of Hon'ble Upa- Lokayukta</i>				
1	01/2018/B2	Smt. Kunta Ramulamma	Hyderabad	Retirement benefits of the complainant released by the Commissioner of Endowments Department.
2	487/2020/B2	Smt. S. Rama Devi	Khammam	Property dispute between complainant and his brother settled by the RDO.
3	3842/2017/B2	Sri Venkata Swamy	Gadwal	Superintendent Engineer, PJP has placed the list of displaced persons to the Selected Committee.

4	123/2018/B2	Smt. Y. Bharathi	Medchal	ACP, Kushaiguda agreed to give protection to the complainant, in case of threat.
5	1805/2018/B2	Smt. Y. Saritha	Hyderabad	E-Pass Book issued to the Complainant.
6	3318/2017/B2	Mohd Feroz Khan	Hyderabad	Police Officials of PS Bahadurpura registered case on the complaint of Complainant.
7	3386/2017/B2	Mohd Ghouse Khan	Hyderabad	-do-
8	153/2020/B2	Arif Faheem Qureshi	Hyderabad	Hyderabad Water Works & Sewerage Board converted water connection from Commercial category to Domestic.
9	154/2020/B2	-do-	Hyderabad	-do-
10	561/2020/B2	Smt Nuzhath Nasreen	Nizambad	The Municipal Commissioner, Nizambad has taken action for Re-measurement of complainant building and reduced the huge penalties imposed on the complainant.

11	3788/2017/B2	S. Tirupathi Goud	Karimnagar	The DPO, Karimnagar has taken disciplinary action against the Sarpanch & Extension Officer as per the Panchayath Raj Act.
12	1440/2018/B2	R. Venkatesh	Secunderabad	The Regional Transport Officer, Secunderabad corrected RC book and issued to the Complainant.
13	1002/2019/B2	G. Hanumanth	Gadwal	The SDPO has taken action with regard to the disability certificates invoking the provisions of Rights of person with Disability Act, 2016.
14	3430/2017/B2	Sk Tajuddin Baba	Peddapali	The Tashildar of Ramagundam agreed to do needful with regard to issuance of caste certificate.
15	1293/2018/B2	P. Sampath	Jayshankar Bhupalpally	The District Collector updated the LRUP Site and new PPB has been issued to the Complainant.

16	376/2020/B2	S. Ramu	Karimnagar	The matter regarding illegal construction was rectified by the Panchayath Authorities.
17	749/2018/B2	B. Rama Chandram	Karimnagar	The DPO informed that the Engineers have inspected seignorage works and instructions given to complete the work with good material.
18	1433/2018/B2	J. Premananda Chowdary	Warangal	Revenue Authorities granted pattas to an extent of 60 yards to complainant, who is poor and land less.
19	818/2018/B2	Y. Suguna Kumari	Badradi Kothagudem	The Superintendent of Police has taken action and there upon case is registered by police concerned.
20	489/2020/B2	R. Jayamma	Khammam	The RDO resolved the property disputes of the Complainant and her son.
21	322/2020/B2	Lokasani Krishnaiah	Nalgonda	The honorarium for the post of Sarpanch has been paid to the Complainant.

