

**THE FOURTH CONSOLIDATED
ANNUAL REPORT
OF THE INSTITUTION OF
LOKAYUKTA
OF TELANGANA**

FOR THE PERIOD FROM
1st JANUARY, 2023 TO 31st DECEMBER, 2023

INSTITUTION OF LOKAYUKTA OF TELANGANA

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FOURTH CONSOLIDATED ANNUAL REPORT

I feel honoured to present this 4th Consolidated Annual Report on the activities of the Institution of Lokayukta of Telangana for the period from 1st January, 2023 to 31st December, 2023, as mandated 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:

The Lokayukta is the Indian Parliamentary Ombudsman, brought into force, for each of the State Governments in India. In the year 1966, the Administrative Reforms Commission headed by Late Sri Morarji Desai gave its first report on the problems of addressing Citizens' grievances against the administrative actions with recommendations to set up the Institution of Lokayukta in each of the States to investigate grievances against the governments and public servants. The State of Orissa though passed the Lokayukta Bill in 1968, but was able to establish the same only in 1983. The State of Maharashtra introduced the Institution of Lokayukta, having passed the Bill in its Assembly in 1971 and became the first State Government in India to establish Lokayukta Institution in October, 1972, which was subsequently followed by several other States and Union Territories. However, the powers of Lokayukta in each State are different, and efforts are being made to make them uniform.

The Lokayukta of Telangana started functioning with effect from 23rd December, 2019 (after bifurcation of the State of Andhra Pradesh in 2014) on adoption of 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 by the Government of Telangana to control the evils of corruption, administrative misconduct so as to effectively ventilate grievances against the administrative excesses or lapses on the part of the Public Servants. This Institution has completed 4 years successfully and has achieved the preferred results. This Institution is a quasi-judicial body and would act as a watchdog to pinpoint wrong doings in the administration, look into complaints of the general public who

are victims of corrupt elements and suggest measures to improve the effectiveness and efficiency of the Public Servants.

I am much elated in presenting this 4th Consolidated Annual Report of the Institution of Lokayukta of Telangana, Hyderabad, on the functioning of this Institution during the period from 01.01.2023 to 31.12.2023 to Dr.(Smt.) TAMILISAI Soundararajan, the Honourable Governor of Telangana.

During the year under review, i.e., from 01.01.2023 to 31.12.2023 this Institution has received 1530 Complaints and there was a backlog of 3591 complaints, totaling to 5121 Complaints. Out of these complaints, 1516 Complaints have been disposed of during the year under review, leaving a balance of 3605 Complaints. During the year under review in general and in the tenure of 4 years from its commencement, this Institution has helped to generate a feeling of assurance among the public at large, that they have an effective mechanism to fall back upon when faced with indifferent and corrupt public servants and are fearlessly approaching this Institution. The increasing trust of the general public in this Institution is borne out by the fact, that over a period there has been a noticeable rise in the filing of complaints before this Institution and redressal of the same without much hassles to the complainants or the public in general.

As I already stated in my earlier reports, the functions of this Institution are onerous and cannot be discharged effectively without the cooperation of various wings of the Government. In this regard, while expressing my deep appreciation for the prompt response and cooperation received from those officers and authorities, who invariably implemented the orders and recommendations of this Institution communicated to them either as Interim measures or after final adjudication with commendable

promptness, I warn such of those Officers/Authorities who fail to abide by the directions of this Institution and take the orders and recommendations of this Institution in a routine and casual manner. In this regard, I urge the Government of Telangana to incorporate an appropriate provision for initiating action against such Officers/Authorities under the power of Contempt of Courts Act in the Telangana Lokayukta Act for effective adjudication of the grievances of the complainants as otherwise the purpose of enquiry and recommendation of the Institution would be defeated and the Orders of the Lokayukta or the Upa-Lokayukta would be ineffective and the grievances of the complainants may not appropriately be redressed.

I further wish to reiterate that the system of Lokayukta is not uniform in India and it varies from State to State. I strongly urge that Lokayukta needs to be strengthened by making it as the nodal agency for receiving all the corruption related complaints duly conferring the supervisory power over the state-level probe agencies like Anti-Corruption Bureau and Vigilance & Enforcement Department. Further, the officialdom be brought under the domain of Lokayukta and it should be conferred jurisdiction of search and seizure and the powers to initiate contempt proceedings.

Further, I also wish to thank the Government of Telangana for its cooperation and timely response to the proposals sent by this Institution from time to time to a major extent and I hope and trust that the present Government too, will continue to extend its cooperation to further strengthen this Institution keeping in view the increase of workload due to increase in the number of districts in the State, by giving due consideration to the proposals, suggestions, difficulties and problems pointed out and will take appropriate action to resolve them, with particular reference to the

proposal for Additional Vehicles, which is pending with the Government since long.

Further, I feel proud to have the back up of a very hard working and dedicated staff.

I conclude that with the continued cooperation from the staff of this Institution and Authorities of various Government Departments and agencies, this Institution will play a meaningful role in the coming years, to protect the Citizens' right against maladministration, corruption, delay, inefficiency, non-transparency, abuse of position, improper conduct and mismanagement in the public affairs, thus improving the governance and quality of life of citizens in the State.

JUSTICE C.V. RAMULU
LOKAYUKTA OF TELANGANA

2. CONSTITUTION AND ESTABLISHMENT OF THE INSTITUTION OF LOKAYUKTA OF TELANGANA - APPOINTMENT OF LOKAYUKTA & UPA-LOKAYUKTA

The inadequacy of the existing machinery for the redress of citizens' grievances was highlighted by the Administrative Reforms Commission and they stressed in their report of 1966, the need for establishing an Ombudsman like authority with necessary modifications suitable to our country and on its recommendations, the Institutions of Lok Ayukta were established in various States of our country with jurisdiction to deal with complaints not only against elective public servants, but also against the other categories of public servants defined in the Act. Accordingly, the erstwhile A.P. Lokayukta Act 11 of 1983 came into force with effect from 01.11.1983 through State Legislature, having jurisdiction over the entire territory of the erstwhile combined State of Andhra Pradesh.

Thereafter, on bifurcation of the State which took place w.e.f., 2nd June, 2014, 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.

In terms of Amendments and Ordinances 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 Dr. 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 taken oath before the Hon'ble Governor of Telangana, in a State function held at Raj Bhavan, Somajiguda, Hyderabad and

assumed their respective offices on Monday, the 23rd day of December,2019.

Sri Justice C.V.Ramulu was born on 20th February, 1949. He hails from Achanapalli village of Bodhan Town in the combined Nizamabad District. He completed schooling at Government Boys High School, Shakarnagar in Bodhan Town, did his Graduation from Giraj Government Degree College, Nizamabad and prosecuted his Law Degree in 1978 with distinction from Yeswanth Law College of Maratwada University in Aurangabad. He enrolled himself as an Advocate on 10.08.1978 and had a standing of more than 24 years in the erstwhile High Court of Andhra Pradesh. He also served as a Senior Standing Counsel for APSRTC, for a period of 13 years and also as the Senior Central Government Standing Counsel in the erstwhile High Court of Andhra Pradesh from September 2001 till his elevation.

Sri 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 permanent Judge of the High Court on 26th June,2004 and demitted his Office on 19th February,2011.

Dr.Volimineni Niranjan Rao was born on 26.01.1960. He is a native of Karimnagar District. He did his schooling in his own village Rudrangi and later did MA (Sociology) from University of Hyderabad. He pursued Law Degree from Campus Law Centre, Delhi University, did his LLM (Constitutional Law) from Osmania University and Ph.D in Constitutional Policy of Reservation in Public Employment from Osmania University.

He enrolled himself as Advocate in the year 1987 and practiced as such till he joined State Judicial Service in 1994. He served as Law Secretary to Government of Telangana, before opting for voluntary retirement as District Judge in October, 2019.

4. SALIENT FEATURES, MANDATE, AUTHORITY AND ACCESSIBILITY TO THE INSTITUTION:

(i) SALIENT 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 AND AUTHORITY OF THE INSTITUTION:

Under the Telangana Lokayukta Act and Rules made thereunder, the Lokayukta and Upa-Lokayukta are empowered with the authority to investigate complaints against a wide array of Public Servants in respect of any Administrative action on their part, viz., (1) involving abuse of power for personal gain or maladministration or to harm anyone, (2) actions motivated by improper or corrupt motives causing loss to the State or any person and (3) involving in any corruption or lack of integrity in his capacity as 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) WHO CAN HAVE ACCESS TO THE INSTITUTION OF LOKAYUKTA AND HOW TO FILE A COMPLAINT:

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 being aggrieved by maladministration or misuse of power of Public Servants may approach the Institution by filing a complaint in the prescribed Form along with the details of grievance or allegations against the Public Servants. Besides the Lokayukta can 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 a complaint. Further, the Lokayukta can investigate into an allegation on a written reference from the Hon'ble Governor of Telangana.

Any person aggrieved by the action of the Public Servants in relation to official indiscipline, abuse of official position, actuating the personal interest in discharge of official functions, corruption, favouritism, nepotism, lack of integrity, improper or corrupt motives in discharge of duties, omission to act in accordance with the norms

of integrity, unreasonable, unjust, oppressive or improperly discriminative action, willful negligence, undue delay in taking action etc., can approach this Institution by filing a complaint at negligible cost, by paying a nominal fee of Rs.150/- by way of Cash/Money Order/Bankers' Cheque/Demand Draft in the name of the Registrar of the Institution or any Bank having a Branch at Hyderabad. Further, in deserving cases, at the discretion of Lokayukta or the Upa-Lokayukta, even the payment of this fee can be waived, if the circumstances so demand. The complaints can sometimes invite the attention and action of this Institution in respect of 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 the duty and function of Lokayukta to identify such problems which cause 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 and frivolous complaints. The mere existence of an Institution which is freely accessible to common man and which can probe into and pinpoint 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, can also take up suo motu investigation without there being a formal complaint, on coming to know about the malpractices, mal-administrative action or abuse and misuse of power on the part of the Public Servants.

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 Agencies like A.C.B., Vigilance & Enforcement 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 findings and recommending to the Disciplinary Authority of the concerned

Department to impose appropriate punishment depending upon the gravity of the Charge after following the due procedure contemplated under the situation and the rules for initiating disciplinary action.

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6. FUNCTIONING OF THE INSTITUTION OF LOKAYUKTA OF TELANGANA WITH EFFECT FROM 23RD DECEMBER, 2019:

On bifurcation of the erstwhile State of Andhra Pradesh, the State of Andhra Pradesh and the State of Telangana are formed, in accordance with the guidelines issued in G.O.Ms.No.312, G.A.(SR) Department, Government of Andhra Pradesh, dtd.30.10.2014 and on the lines of G.O.Ms.No.161, General Administration (SR) Department, Government of Andhra Pradesh, dtd.31.12.2019, the employees working in the erstwhile Institution of Lokayukta of Andhra Pradesh and the assets available then, were distributed between the Institution of Lokayukta of Andhra Pradesh and the Institution of Lokayukta of Telangana. Accordingly, the newly formed Institution of Lokayukta of Telangana started functioning with effect from 23.12.2019.

This Institution of Lokayukta of Telangana has territorial jurisdiction over the entire 33 districts of the State of Telangana i.e., Adilabad, Bhadradri-Kothagudem, Hanumakonda, 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 Reddy, Siddipet, Suryapet, Vikarabad, Wanaparthy, Warangal 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.

7. STAFF PATTERN OF INSTITUTION OF LOKAYUKTA OF TELANGANA:

On bifurcation of the erstwhile Institution of Lokayukta of Andhra Pradesh in accordance with the guidelines issued in G.O.Ms.No.312, G.A.(SR) Department, Government of Andhra Pradesh, dt.30.10.2014 and on allocating the total number of 131 posts available in the erstwhile Institution of Lokayukta vide G.O.Ms.No.161, dt.31.12.2019, among the Institution of Lokayukta of Andhra Pradesh and Telangana, the Institution of Lokayukta of Telangana was allocated 61 posts, while 70 posts were allocated to the Institution of Andhra Pradesh at the ratio of 58:42. However, considering the increase in number of complaints when compared to earlier periods and also considering the fact that Hon'ble Lokayukta and Hon'ble Upa-Lokayukta are functioning and keeping in view the need of present period, a letter dt.6.1.2020 was addressed to the Government of Telangana for sanction of additional 79 posts in various categories required in various wings of the Institution i.e., Administration, Judicial, Legal, Investigation, Accounts and at the residences of Hon'ble Lokayukta and Hon'ble Upa-Lokayukta.

Adverting to the letter of the Institution, the Government of Telangana, after considering the request made therein, sanctioned 49 additional posts for the Institution, 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 and Assistant Registrar have been filled up by way of re-employment and by promoting a suitable candidate from among the existing staff, while the posts of Typists, Assistants, Drivers, Attenders, Gardener and Sweeper-cum-Scavengers have been filled by direct recruitment through a proper selection process by a duly formed Committee as per rules.

The present Staffing Pattern/Hierarchy of the Institution upto Gazetted level officers is as under:

S.No.	Name (Sri / Smt. / Kum.)	Designation
1	Justice C.V. Ramulu	Hon'ble Lokayukta
2	V. Niranjan Rao	Hon'ble Upa-Lokayukta
3	P.Vijender	Registrar
4	A. Nava Mohan Rao	Director (Legal)
5	C.Venkatesh	Deputy Director (Legal)
6	V.Lakshmi Kantha Reddy	Secretary to Hon'ble Lokayukta
7	A. Somi Reddy	Secretary to Hon'ble Upa-Lokayukta
8	K.Neeraja	Deputy Registrar
9	M. Sarada Prasuna	Assistant Registrar (Accounts)
10	G.Varalakshmi	Assistant Registrar (Judicial)
11	R. Radhika	Assistant Registrar
12	S. Padma Sree	Personal Assistant to Lokayukta

13	V.Anuradha	Personal Assistant to Upa-Lokayukta
14	B. Jyothsna	Personal Assistant to Registrar
15	E. Srinivas	Accounts Officer
16	K. Hima Bindu	Section Officer
17	C. Punya Murthy	Section Officer
18	K. Premila	Section Officer
19	R. Hari	Section Officer
20	N. Venkata Lakshmi	Section Officer
21	K.Babulal	Section Officer

Particulars of other cadre strength in this Institution.

Sl. No.	Name of Posts	No. of Posts
1	Special Category Stenographers	2
2	Assistant Section Officers	4
3	U. D. Stenographers	2
4	Librarian	1
5	Steno-Typists	3
6	Typists	8
7	Assistants	10
8	Drivers	5

9	Motor Cycle Messenger	1
10	Record Assistants	3
11	Roneo Operator	1
12	Jamedars	2
13	Attenders	25
14	Chowkidars	2
15	Sweeper-cum-Scavengers	4
16	Gardener	2

<u>INVESTIGATION WING</u>		
1	Dr. Thirupathi Venkat Rao	Director (Investigation)
2	V.Muchap Rao	Deputy Director (Investigation)
3	Mohd. Tajuddin	Deputy Director (Investigation)
4	B. Janardhan Reddy	Deputy Director (Investigation)
5	Mathew Koshy	Investigating Officer
6	N. Vidyasagar	Investigating Officer
7	Head Constable	1 Post
8	Police Constable	09 Posts

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

The Registrar who is declared as Head of the Department of the Institution is incharge of the entire Administration. Presently Sri P.Vijender, Principal District & Sessions Judge (Retd.) is the Registrar of this Institution. The Administrative Structure of the Institution consists of Four Wings, which are as under:

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

a) ADMINISTRATION WING:

The Registrar, with the assistance of the Deputy Registrar, supervises the entire Administrative Wing, which consists of the Establishment and Accounts Section and will oversee all administrative matters and allocation of work among various Sections of the Institution and also the matters relating to Right to Information Act,2005.

The Establishment Section is headed by an Assistant Registrar assisted by a Section Officer, Assistant Section Officer and other staff. 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 is headed by an Assistant Registrar, assisted by an Accounts Officer and other staff, and deals with financial matters i.e., forwarding 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 Hon'ble Lokayukta is identified as B-1 and that of the Hon'ble 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, functions under the supervision of an Assistant Registrar, assisted by a Section Officer, Assistant Section Officer and other staff members. This Section receives the complaints, scrutinizes the same and registers the complaints for placing them before the Lokayukta.

After registration of complaints and on being allocated, 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 an 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 consigned in Record Room for safe custody after making entry into the relevant Registers. The said documents are 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 retaining the permanent records and destroying the records, which are ripe for destruction under the rules incorporated.

c) LEGAL WING:

Legal Wing consists of Director (Legal) and Deputy Director (Legal). Both these officers assist the Lokayukta and the Upa-Lokayukta respectively, in all legal matters such as processing the reports received and presenting them before the respective Benches and they also render assistance to the complainants in conducting the proceedings. If a complainant is not having the legal assistance, that deficiency is filled up by the Legal Wing in 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 in the form 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. They would also advance arguments on behalf of the complainants during final investigation proceedings, when the complainants are not having any legal assistance.

d) INVESTIGATION WING:

The Investigation Wing is headed by a Director (Investigation), who is presently of the rank of Superintendent of Police, and is assisted by 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 01 Head Constable and 09 Police Constables. This Investigation Wing causes enquiry into 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 the conduct of Preliminary Verification and 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 enquiry impartially.

When occasion arises, the office, on the orders of Lokayukta and Upa-Lokayukta, will be entrusting the Summons, Notices to be served on the witnesses/parties to the complaint, reminders to the Public Servants/Complainant and also Warrants to be executed on such persons, to the Investigation Wing and the Officers of the Wing will be discharging the said functions most effectively and submit compliance reports and assist the Presiding Officers.

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

8. WORKING HOURS, VACATIONS AND HOLIDAYS

The working hours for the Institution of Lokayukta of Telangana are from 10.30 A.M. to 5.00 P.M. on all working days. For the Calendar year 2023, 24 Public Holidays (excluding Sundays and Second Saturdays) and 13 Optional Holidays were declared. For the Hon'ble Lokayukta and Upa-Lokayukta Sankranti Vacation from 12.01.2023 to 17.01.2023 (03) working days, Summer Vacation from 01.05.2023 to 31.05.2023 (23) working days and Dasara Vacation from 25.10.2023 to 27.10.2023 (3) working days availed.

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9. DESIGNATED OFFICERS UNDER RIGHT TO INFORMATION ACT IN THE INSTITUTION OF LOKAYUKTA OF TELANGANA:

The Right to Information Act, 2005 mandates timely response to citizens requests for information. Any citizen can directly file an RTI application for obtaining information from the Institution of Lokayukta of Telangana, which are being received in the Office and the required information is provided as per rules.

The Institution of Lokayukta of Telangana is receiving several Applications under the Right to Information Act, 2005 from the general public. In view of this, as mandated under the provisions of Right to Information Act, 2005, the officers of Institution have been designated to receive and dispose with the Applications/Appeals so received, as under:

The Deputy Registrar is designated as Public Information Officer under Right to Information Act, 2005.

The Registrar is designated as First Appellate Authority under Right to Information Act, 2005.

The above Officers are assisted by Assistant Registrar (Judicial) who is designated as Assistant Public Information Officer under RTI Act, 2005 and supporting staff to provide the requisite information to the Applicants, seeking information under Right to Information Act.

In the year 2023 i.e., from 1.1.2023 to 31.12.2023, in all 165 applications were received seeking information under the Right to Information Act, 2005. Of these 157 applications were disposed of within the time limit prescribed in the Act. Further of the 12 Appeals received during the period under review, 11 Appeals have also been disposed of within the prescribed time limit.

10. BUDGET PROVISION & DETAILS OF BUDGET ALLOCATED FOR THE YEAR 2023-24:

The Budget Provision made available for this Institution for the Financial year 2023-24 under various Heads of Account has been Rs.11,51,80,000/-.

A sum of Rs.10,45,68,000/- has been allocated under the Head, 'Salaries' and Rs.1,06,12,000/- has been allocated under the Head, 'Non-Salaries' for the year 2023-24. Of the total amount allocated under the Head Salaries, an amount of Rs.9,25,27,403/- has been spent and also incurred an expenditure of Rs.56,09,886/- under the Head Non-Salaries, by the end of December,2023.

**DETAILS OF THE BUDGET ALLOCATED BY THE GOVERNMENT
FOR THE YEAR 2023-2024**

Sl. No.	Head of Account	Amount Rs.
1.	010 - Salaries	10,45,68,000
2.	110 - Domestic Travel Expenses	---
3.	111 - Travelling Allowance	7,70,000
4.	112 - Bus Warrants	91,000
5.	130 - Office Expenses	---
6.	131 - Service Postage, Telegram and Telephone Charges	17,30,000
7.	132 - Other Office Expenses	28,60,000
8.	133 - Water Charges	4,53,000
9.	135 - Electricity Charges	10,60,000
10.	200 - Other Administrative Expenses	7,000
11.	240 - Petrol, Oil and Lubricants	18,30,000
12.	270 - Minor Works	---
13.	272 - Maintenance	5,00,000
14.	280 - Professional Services	---
15.	281 - Pleaders Fees	3,03,000
16.	310 - Grants-in-Aid	---
17.	311 - Grants-in-Aid towards salaries	---
18.	410 - Secret Service Expenditure	1,00,000
19.	510 - Motor Vehicles	---
20.	511 - Maintenance Office Vehicles	9,08,000
21.	512 - Purchase of Motor Vehicles	---
22.	521 - Machinery and Equipment	---
	TOTAL	11,51,80,000

11. STATISTICAL DATA OF THE COMPLAINTS FILED, PENDING AND DISPOSED OF DURING THE PERIOD UNDER REVIEW:

STATEMENT SHOWING THE PARTICULARS OF COMPLAINTS RECEIVED, DISPOSED OF AND PENDING BEFORE THE HON'BLE LOKAYUKTA OF TELANGANA DURING THE PERIOD FROM 01.01.2023 TO 31.12.2023. CONSOLIDATED

SL. NO.	PARTICULARS	LOKAYUKTA	UPA-LOKAYUKTA	TOTAL
1	Complaints pending as on 01.01.2023	2280	1311	3591
2	Complaints received during the period from 01.01.2023 to 31.12.2023	932	598	1530
3	Total Complaints available for disposal	3212	1909	5121
4	Complaints disposed of during the period from 01.01.2023 to 31.12.2023	747	769	1516
5	Complaints Pending as on 31.12.2023	2465	1140	3605

12. STATISTICAL DATA OF THE COMPLAINTS REFERRED TO INVESTIGATION WING FOR INVESTIGATION AND REPORTS DURING THE PERIOD UNDER REVIEW

SI.No	Particulars	Lokayukta (B1- Section)	Upa-Lokayukta (B2-Section)	Total
1.	Complaints entrusted for enquiry pending as on 01.01.2023	54	32	86
2.	Complaints received for enquiry from 01.01.2023 to 31.12.2023	39	26	65
3.	Total Complaints as on 31.12.2023	93	58	151
4.	Enquiry Reports submitted in the complaints entrusted, from 01.01.2023 to 31.12.2023	50	25	75
5.	Entrusted complaints pending for enquiry as on 31.12.2023	43	33	76

13. BREAK UP OF COMPLAINTS FEE DETAILS

Cash, DDs received from 01.01.2023 to 31.12.2023
remitted to the Govt. Account/Refunded to Complainants

S.No.	Month	Receipts		Remittances		Refund
		Cash	DDs	Cash	DDs	
1	Jan' 2023	12,850	2,550	9,250	2,550	-
2	Feb'2023	16,100	3,150	21,500	3,150	-
3	March'2023	16,500	2,850	13,950	2,850	-
4	April'2023	14,540	2,725	14,840	2,575	150
5	May'2023	10,210	2,100	9,160	2,100	-
6	June'2023	14,550	3,300	13,200	3,300	-
7	July'2023	18,290	3,300	12,750	3,150	150
8	Aug'2023	16,100	2,550	24,290	2,400	150
9	Sept'2023	14,700	300	13,250	300	-
10	Oct'2023	12,300	3,150	4,800	3,150	-
11	Nov'2023	9,300	1,350	19,050	1,350	-
12	Dec'2023	10,760	2,678	7,800	2,528	150
	TOTAL:	1,66,200	30,003	1,63,840	29,403	600

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

The Institution of Lokayukta of Telangana will be dealing with allegations made in relation to Public Servants, as to their official indiscipline, abuse of official position, actuating the personal interest in discharge of official functions, corruption, favouritism, nepotism, lack of integrity, improper or corrupt motives in discharge of duties, omission to act in accordance with the norms of integrity, unreasonable, unjust, oppressive or improperly discriminative action, willful negligence, undue delay in taking action 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, on the intervention of the Institution of Lokayukta of Telangana, the injustice caused and hardship sustained by the complainants owing to abuse of official position and maladministration etc., on the part of Public Servants have been safe guarded.

The Brief citations on some of such complaints dealt by Hon'ble Lokayukta or Hon'ble Upa-Lokayukta, are detailed hereunder.

Further, the grievances of umpteen number of the Complainants, who approached this Institution, have been redressed and the details of some of such complaints are also integrated hereunder in a tabular form.

Complaint was filed because of failure of the Chief Executive Officer, Telangana State Waqf Board, Hyderabad to release Honorarium to the complainant and on the intervention and continued persuasion by Hon'ble Lokayukta, the honorarium due to the complainant was released by the Chief Executive Officer, Telangana State Waqf Board, Hyderabad.

COMPLAINT No.1005/2021/B1

NIZAMABAD DISTRICT

This complaint was filed by one Sri Syed Ghouse, Resident of Hashmi Colony Nizamabad, stating that he has been appointed as Moazzin of Masjid Bilal, situated at Shanty Nagar, Nizamabad on 01.09.2019 in the place of former Moazzin Shaik Naseer, who was released honorarium against ID:7259. That when the complainant applied for grant of honorarium, vide online ID:6791, the Inspector Auditor of Waqf, Nizamabad District confirmed his appointment and recommended for grant of honorarium by conversion of honorarium form ID from 7259 to 6791, but the Chief Executive Officer, Telangana State Waqf Board, Hyderabad did not release the honorarium for the past two years. Hence, this complaint.

In this complaint, after registering the complaint, on being called for by this Institution, the Chief Executive Officer, Telangana State Waqf Board, Hyderabad has initially filed a report dt.18.12.2021. When the said report was served on the complainant inviting objections, if any, he filed his objections dt.4.2.2022, which was again sent to the Chief Executive Officer, Telangana State Waqf Board, Hyderabad for submitting his comments. Thus after some persuasion, the Chief Executive Officer, Telangana State Waqf Board, Hyderabad filed a report dt. 05.09.2023, wherein it is stated that the Complainant is being paid Rs.5,000/- per month as honorarium, since September, 2022. Further, the Complainant has also filed a letter in Urdu, stating that he is receiving a sum of Rs.5,000/- per month as honorarium and hence, requested to close the case.

Thus, on the intervention and continuous persuasion by the Hon'ble Lokayukta, the Chief Executive Officer, Telangana State Waqf Board, Hyderabad released the honorarium of the complainant. Thus, the grievance of the complainant was redressed and this complaint is closed.

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The Complainant made a complaint for non-issuance of Pattadar Pass Book and Rythu Bandhu amounts and on the intervention and constant persuasion by Hon'ble Lokayukta, the grievance of the complainant is redressed and she was issued the new Pattadar Pass Book and Rythu Bandhu amounts were also credited to her account.

COMPLAINT No.1395/2018/B1

WANAPARTHY DISTRICT

This complaint is filed by one Smt.B.Krishnamma, W/o. Late B.Kista Reddy, R/o. Thatipamula Village, Srirangapuram Mandal, Wanaparthy District stating that her husband is having ancestral property admeasuring Ac.0.30 guntas in Survey No.459/2A/1, Ac.0.36 guntas in Sy.No.459/1/1 and Ac.5.11 guntas in Sy.No.460/A, situated at Thalipamula village, Srirangapur Mandal, Wanaparthy District and after his death, the same was transferred on her name and her name was entered in the ROR in respect of the above landed property and she was also issued Pattadar Pass Book and since then she is in possession of the said land and cultivating the same. But the Tahsildar, Srirangapur Mandal, Wanaparthy District has not issued the New Pattadar Passbook and the Rythu Bandhu cheque in respect of the above land and in spite of her repeated representation, the Revenue Authorities are not initiating any action. Hence this complaint.

In this complaint, on being called for by this Institution and on the persuasion made by Hon'ble Lokayukta, several reports have been filed by the concerned Revenue Authorities. On further persuasion by Hon'ble Lokayukta, the District Collector, Wanaparthy District has filed a report dt.17.11.2022 stating that the matter has been examined by the Tahsildar, Srirangapur Mandal, Wanaparthy District and found that the objection petitioners did not file any valid documentary evidence in support of their claim. It is further stated therein that a Court case bearing O.S.No.183 of 2018 is pending between the complainant and one Sri B.Surender Reddy and 3

others, before the Junior Civil Judge Court, at Wanaparthy, but there are no interim orders in favour of the objection petitioners. It is further stated that New Pattadar Pass Book was issued to the complainant and she was further advised to approach the Agriculture Officer, since cheque NO.534508 dt.1.5.2018 for an amount of Rs.27,700/- was expired and that for the succeeding season onwards i.e., from Yasangi, 2018 to Vanakalam, 2022, the Rythu Bandhu amount is being credited to the account of the complainant.

Thereafter, the complainant appeared before this Institution on 20.2.2023 and stated that new Pattadar Pass Book has been issued to her and the Rythu Bandhu amount has also been credited to her account and that her grievance is redressed.

Therefore, on the intervention and constant persuasion made by Hon'ble Lokayukta, the grievance of the complainant is redressed and this complaint stands closed.

On the intervention of Hon'ble Lokayukta, the grievance of the complainant is redressed and she was paid the pending G.P.F. amount of her late husband.

COMPLAINT No.714/2017/B1

KHAMMAM DISTRICT

Smt.D.Radha, R/o.Godugupeta, Machilipatnam, Krishna District has filed this complaint stating that her husband Devulapalli Venkata Ramana, worked as L.G.Servant (Cook) in the Office of the Superintendent of Police, Khammam District and died in harness on 8.8.2008. She was sanctioned and paid the G.P.F.Final withdrawal amount of her deceased husband, but the G.P.F. subscriptions recovered from August,2007 to August,2008 from the salary of the deceased have not yet been paid to her. She further stated that as per G.O.Ms.No.42, Finance & Planning(Pension-II) Department, dt.29.1.2003, as nominee, she shall be paid Rs.20,000/- under Booster Scheme Social Security cum Provident Fund by the Deputy Director, District Treasury Office, Khammam District.

After registering the above complaint, on being called for by Hon'ble Lokayukta, the Commissioner of Police, Khammam District has filed reports from time to time and the latest report being on 2.9.2023, stating that the pending amounts have been drawn and paid to Smt.D.Radha, the complainant herein. The complainant also confirmed the same by her letter dt.6.9.2023 stating that she was paid the G.P.F. amount of her late husband and requested to close the complaint.

Therefore, on the intervention and constant persuasion made by Hon'ble Lokayukta, the grievance of the complainant is redressed and this complaint stands closed.

At the intervention of Hon'ble Lokayukta, the case of two Public Representatives (an M.L.A. and a Market Committee Chairman) who involved in an act of demanding bribe and accepting bribe, was referred to the Hon'ble Speaker of Telangana State Legislative Assembly.

COMPLAINT No.3384/2017/B1

SANGA REDDY DISTRICT

This complaint is filed by one Sri M. Sanjeevulu, resident of Sangareddy District, alleging that one Sri B. Hanumanthu, Chairman of Narayankhed Market Committee has paid bribe for an amount of Rs.13.00 lakhs to Sri M. Bhupal Reddy, M.L.A., Narayankhed Constituency for helping him to get appointment as Market Committee Chairman and the said fact was also disclosed by Sri B. Hanumanthu before the Media. The complainant further stated that both the above persons are the Public Servants, committed offence for demanding bribe and payment of bribe and hence, requested this Institution to conduct enquiry.

After registering this complaint, after some persuasion, the matter has been referred to the Investigation Wing of this Institution for placing a report after due enquiry. The report filed by the Investigation Wing of this Institution, reveals that there is a money transaction in between B.Hanumanthu, Chairman, Agricultural Market Committee, Narayankhed and Bhupal Reddy, MLA and the press note clippings filed by the complainant shows that MLA demanded Rs.13,00,000/- as bribe to recommend the name of B.Hanumanthu for appointment as Chairman of Agriculture Market Committee, Narayankhed, which fact was further confirmed by Sri B.Hanumanthu in the press note, which is published in Andhra Jyothi Daily. At the same time, the MLA Sri Bhupal Reddy also not disputed the said fact but stated that he received an amount of Rs.10,00,000/- as hand loan. However, they both have settled the matter on the intervention of party elders and have changed their versions contrary to what they have stated earlier.

Thus it is felt that this is a fit case where the conduct of the two Public Representatives involved. They both were inconsistent in their statements made earlier and now during the pendency of the case. This is unbecoming of a Public Servant particularly the Public Representatives.

Therefore, it is decided to refer the matter to the Hon'ble Speaker of Legislative Assembly, Telangana State, Hyderabad.

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The Complainant made a complaint alleging misappropriation of Gram Panchayat funds by the Village Sarpanch and Upa-Sarpanch and on the intervention and persuasion of Hon'ble Lokayukta, the misappropriated amount has been recovered and criminal action has been initiated against the culprits

COMPLAINT No.949/2020/B1

KHAMMAM DISTRICT

This complaint is filed by one Sri Shaik Gosuddin, R/o.Karepally, Singareni Village, Khammam District, stating that in Singareni Gram Panchayat Village, funds to a tune of Rs.27.65 lakhs have been misappropriated by the Village Sarpanch and Upa-Sarpanch and that an enquiry in this regard was conducted by the Divisional Panchayat Officer, Kalluru Division, Khammam District and submitted report to the District Panchayat Officer, Khammam District on 30.06.2020 recommending to take action. But even after lapse of six months, there was no action. Hence the complainant prays this Institution to intervene into the matter and direct the concerned to take stringent action against them.

After registering the above complaint, in compliance to the notice issued by this Institution, the District Panchayat Officer, Khammam District, filed a report stating that basing on the report of the Divisional Panchayat Officer, Kalluru Division, Khammam District and as per the detailed enquiry conducted on 29.07.2020, on examination of the explanations submitted by the individuals and on verification of records, it was noticed that there was irregular drawal of Rs.22,61,598/- (procedural lapse of Rs.9,55,094/- and misappropriation amount was Rs.13,06,504/-) in the Singareni Gram Panchayat Village. Further it was found that the Ex.Panchayat Secretary, Grade-III collected an amount of Rs.96,721/- towards House tax and misappropriated the same without remitting it to Gram Panchayat Account. Accordingly the Sarpanch, Upa-Sarpanch and the Secretary of the Gram Panchayat, Singareni Village were

issued with notices and action was initiated. Further, an amount of Rs.32,000/- was paid towards salaries but the said amount was not actually paid and the signatures were not obtained.

On further persuasion by Hon'ble Lokayukta, Mr. Hari Kishan, District Panchayat Officer, Khammam District is present and stated that the entire amount was recovered and remitted to the Treasury and Criminal case was also initiated against the culprits and also filed a copy of F.I.R. to that effect.

Thus on the intervention and continuous persuasion by Hon'ble Lokayukta, the misappropriated amount has been recovered and criminal action was initiated against the culprits.

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Complainant made this complaint for failure to issue the Death Certificate of her Late father and on the persuasion made by Hon'ble Lokayukta, the Complainant was issued the Death Certificate of her late father.

COMPLAINT NO.1725/2022/B1

SURYAPET DISTRICT

Smt. Vennu Sarojanamma, R/o. Yenubamula Village, Athmakur (S) Mandal, Suryapet District, has filed this complaint stating that her father Munagala Gopaiah died on 15.07.1967 owing to ill health and that for settlement of a land dispute, she applied for the Death Certificate of her father, but the Tahsildar, Athmakur (S) Mandal, failed to act on her application. Hence, this complaint.

After registering the above complaint, the Hon'ble Lokayukta was pleased to call for a report from the Collector, Suryapet District, who accordingly filed a report dt.17.2.2023. Thereupon, the complainant was directed to apply once again for her grievance through Mee Seva so that the matter will be re-enquired by the Tahsildar concerned, with her allies in the village.

Thereafter, on 11.9.2023, the Complainant appeared before this Institution and stated that the Collector and District Magistrate, Suryapet District has issued Death Certificate of her father.

Thus on the intervention and persuasion made by Hon'ble Lokayukta, the grievance of the Complainant has been amicably redressed and this complaint stands closed.

Complaints were made for Non-Allotment of Double Bed Room Houses even after acquiring their land for Construction of Double Bed Room Houses and on the intervention and persuasion made by Hon'ble Lokayukta, the Complainants were allotted Double Bed Room Houses, thereby their grievance has been redressed.

COMPLAINT Nos.1032 & 1033/2021/B1

HYDERABAD DISTRICT

Smt.Malayawalay Srimitha, and Smt.D.Rameshwari Bai, both residents of Kacheguda, Hyderabad have filed these complaints with a sole grievance that they were issued Patta for lands under their possession situated in Ambedkar Nagar, Khairatabad Mandal, Hyderabad, as they are residing in the said landed property since long time. But the Government of Telangana had taken physical possession of the said properties to construct double bed room houses in the said area and assured the complainants that they will be allotted Double Bed Room Houses, soon after their completion. But the names of the complainants were not listed in the Allotment list, as such they became shelter-less. In this regard, though the complainants made representations to the Tahsildar, Khairatabad Mandal, the Revenue Divisional Officer, Secunderabad and the District Collector, Hyderabad, for allotment of Double Bed Room Houses to them, there was no response. Hence this complaint.

After registering the above complaint, on the notice issued by this Institution and on being pursued by the Hon'ble Lokayukta, the District Collector, Hyderabad and the Tahsildar, Khairatabad Mandal, Hyderabad District have filed their respective reports and the Tahsildar, Khairatabad Mandal and other revenue officials have appeared before this Institution on being directed by Hon'ble Lokayukta.

On 3.10.2023, the complainants appeared before this Institution and stated that they have been allotted Double Bedroom Houses at Ambedkar Nagar, Ranigunj, Secunderabad, that they

have already occupied the said houses and that their grievance is redressed.

Thus on the intervention and persuasion made by Hon'ble Lokayukta, the complainants were allotted Double Bed Room Houses thereby their grievance has been redressed and these complaints stand closed.

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The Complainant Society could get the Domestic Water Connection, owing to the intervention and persuasion of Hon'ble Lokayukta.

COMPLAINT No.938/2020/B1

HYDERABAD DISTRICT

Sri Abdul Latif, R/o. VBG Gardens, Gudimalkapur, Mehdiapatnam, Hyderabad, has filed this complaint stating that he is the Joint Secretary of VBG Gardens Apartment Owners Welfare Association, Navodaya Nagar Colony, Mehdiapatnam, Hyderabad and that he is filing this complaint aggrieved by the inaction on the part of the Hyderabad Metro Water Supply and Sewerage Board, in its failure to provide Domestic Water connection to their Society i.e., VBG Gardens Apartments, inspite of their repeated representations and spending a huge sum of Rs.51,44,035/- in January,2020. Hence this complaint.

After registering the complaint, on being pursued by Hon'ble Lokayukta, the General Manager (Engg.), Operation & Maintenance Division No.III, Hyderabad Metro Water Supply and Sewerage Board, Navodaya Colony, Hyderabad has filed a report dt.8.7.2022, which was sent to the complainant inviting objections, if any. Thereafter, the above Public Servant has filed a further report dt.30.1.2023. Further on 19.7.2023, Mr. Prabhakar Reddy, Senior Officer, O&M Division-III, HMWS&SB appeared before this Institution and submitted that the matter has been resolved by converting the commercial connection of the complainant society into domestic one and the amounts have been shown as minus.

Thus, on the intervention of this Institution and on continuous persuasion by Hon'ble Lokayukta, Domestic Water Connection was provided to the complainant Society and his grievance was redressed and hence the complaint was closed.

On the intervention and persuasion made by Hon'ble Lokayukta, the Complainant was issued with new Pattadar passbook duly rectifying the defects.

COMPLAINT No.401/2022/B1

WARANGAL DISTRICT

Sri Somidi Raj Kumar, S/o.Narsinga Rao, R/o.Vanjarapally village, Sangem Mandal, Warangal District has filed this complaint stating that he got land to an extent of Ac.2.12 guntas in Survey No.379/E and Ac.1.20 guntas of land in Sy.No.358/A/2 of Pallaruguda Village Shivar, Sangem Mandal, Warangal District, after the death of his grandfather; that while transferring the same in his name, the land admeasuring Ac.1.20 guntas in Survey No.358/A/2 alone was entered in the Pattadar Passbook and the remaining land to an extent of Ac.2.01 guntas in Sy.No.379/E was shown as gramakantam; that when the complainant reported the same to the Higher authorities, though the Survey was conducted and report is received in respect of the remaining land to an extent of Ac.2.01 guntas in Sy.No.379/E, the same is not entered in the Pattadar Pass Book of the complainant. Hence this complaint.

After registering the above complaint, on being called for a report by the Hon'ble Lokayukta, the District Collector, Warangal District has filed a report dt.4.7.2022, which was furnished to the complainant for filing his objections, if any. Thereafter, on 31.1.2023, the wife of the complainant has appeared before this Institution and stated that the land has been transferred and new Pattadar Pass Book is also issued to them.

Thus, on the intervention and persuasion of Hon'ble Lokayukta, new Pattadar Passbook was issued to the complainant by transferring the land into his name, which was wrongly shown as Gramakantam and the grievance of the complainant is redressed and this complaint stands closed.

On the intervention and persuasion made by Hon'ble Lokayukta, the Complainant was issued with new Pattadar passbook duly entering the remaining land in his name, which was shown wrongly as Gramakantam.

COMPLAINT No.402/2022/B1

WARANGAL DISTRICT

Sri Boragani Rajeshwar Rao, R/o.Vanjarapally village, Sangem Mandal, Warangal District has filed this complaint stating that he inherited land to an extent of Ac.3.08 guntas in Survey No.382 of Pallaruguda Village Shivar, Sangem Mandal, Warangal District, after the death of his grandfather and father; that while transferring the same in his name, the land admeasuring Ac.2.07 guntas only was entered in the Pattadar Passbook, and the remaining land was shown as gramakantam; that when the complainant reported the same to the Higher authorities, though the Survey was conducted and report is received in respect of the said land, the same is not entered in the Pattadar Pass Book of the complainant.

After registering the above complaint, on being called for a report by the Hon'ble Lokayukta, the District Collector, Warangal District has filed a report dt.4.7.2022, which was furnished to the complainant for filing his objections, if any. Thereafter, on 31.1.2023, the son of the complainant has appeared before this Institution and stated that the land has been transferred and new Pattadar Pass Book is also issued to them.

Thus, on the intervention and persuasion of Hon'ble Lokayukta, new Pattadar Passbook was issued to the complainant by transferring the land into his name, which was wrongly shown as Gramakantam and the grievance of the complainant is redressed and this complaint stands closed.

On the intervention and persuasion made by Hon'ble Lokayukta, the grievance of the Complainant is redressed and he was provided employment.

COMPLAINT No.1833/2022/B1

KARIMNAGAR DISTRICT

This complaint is filed by one Sri S.Harshavardhan Reddy, of Ramnagar, Karimnagar District stating that as per seniority list of Land Displaced persons, his name is at Serial No.171, but the posts of Junior Assistant and Office Subordinate as per O.C. Roster Points, were given to the individuals, who are juniors to him as per the List. Hence he prays this Institution to enquire into the matter and direct the Engineer-in-Chief, Irrigation & Command Area Development Department, Government of Telangana, Hyderabad to provide employment to him.

After registering the above complaint, on being called for a report by the Hon'ble Lokayukta and in response to the notice issued by this Institution, the Engineer-in-Chief(Irrigation), LMD Colony, Karimnagar, has filed a report dt.29.9.2023 stating that Appointment Orders have been issued to the complainant appointing him as Office Subordinate vide proceedings dt.6.7.2023 and he has joined as Office Subordinate on 7.7.2023. .

Thus, on the intervention and persuasion of Hon'ble Lokayukta, the grievance of the complainant is redressed and this complaint stands closed.

The grievance of the Senior Citizen for Non-sanction of Old Age Pension was resolved on the intervention and constant persuasion made by Hon'ble Lokayukta and he was sanctioned Old Age Pension.

COMPLAINT No.263/2021/B1

KHAMMAM DISTRICT

This complaint is filed by Sri Thatikonda Venkata Chary, R/o.Viratnagar, Ayyagaripet, Sathupally, Khammam District, stating that he is 72 years old and a poor person; that inspite of his several representations to the concerned authorities for sanction of Old Age Pension to him, no action has been initiated. Hence the complainant prays this Institution to direct the concerned authorities to sanction Old Age Pension to him.

After registering the above complaint, on constant persuasion by the Hon'ble Lokayukta, the Chief Executive Officer, Society for Elimination of Rural Poverty, Government of Telangana, Hyderabad has filed a report stating that Old Age pension has been sanctioned to the complainant with effect from September,2022 and the monthly pension amount of Rs.2,016/- has been credited on 30.9.2022 to the individual Bank account with Union Bank of India, Sathupally Branch. This fact was further confirmed by the Commissioner, Sathupally Municipality, Khammam District by his report dt.10.4.2023, wherein it is stated that the complainant has been sanctioned old age pension from August,2022 and the same has been remitted to his Bank Account.

Thus, on the intervention of this Institution and on the persuasion made by Hon'ble Lokayukta, Old Age Pension was sanctioned to the complainant and his grievance is redressed.

On the intervention and persuasion made by Hon'ble Lokayukta, the Complainant was issued with new Pattadar passbook duly entering the full extent of his land, which was earlier wrongly recorded in some other's name.

COMPLAINT No.671/2022/B1

WARANGAL DISTRICT

This complaint is filed by one Gone Mallesham, S/o.Ramulu, R/o.Vanjarapally village, Sangem Mandal, Machapuram Post, Warangal District stating that he is having agricultural land to an extent of Ac.2.06 guntas in Survey No.414/B of Pallaruguda Village Shivar, Sangem Mandal, Warangal District. But while issuing new Pattadar Pass Book for the land, the Revenue Authorities have recorded an extent of Ac.1.20 guntas only in his name and the remaining land is recorded in the name of one K.Vijaya. In this regard, on a representation made by the complainant, the Revenue Divisional Officer concerned called Smt.K.Vijaya and issued orders to the Tahsildar to record the remaining land in the name of the complainant, but no action has been taken by the concerned Revenue officials, due to new Dharani Act. Hence this complaint.

After registering the above complaint, on being called for a report by the Hon'ble Lokayukta, the District Collector, Warangal District has filed a report dt.17.8.2022, stating that the request of the complainant in Dharani vide No.2200007081 for issuance of Pattadar Pass Book for the remaining land in Survey No.414/A/2/2 situated at Pallarguda village of Sangem Mandal has been approved vide office Proceedings dt.17.8.2022. Thereafter the complainant did not turn up before this Institution inspite of issuing several notices, nor he filed any objections to the above report of the District Collector, Warangal District and hence it is deemed that the complainant has no objection to the said report and that his grievance is redressed.

Thus, on the intervention and persuasion of Hon'ble Lokayukta, the grievance of the complainant is redressed and this complaint stands closed.

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On the intervention and persuasion made by Hon'ble Lokayukta, the Complainant's land was surveyed and fixed boundaries.

COMPLAINT No.234/2021/B1

NIRMAL DISTRICT

This complaint is filed by one Smt.Mirja Fahima Begum, R/o.Pontu Koonuru village, Jafarghad Mandal, Jangaon District, stating that her husband owns assigned patta land admeasuring Ac.5.00 guntas in Survey No.33/11 situated at Arepally Village, Mamada Mandal, Nirmal District and their family is eking out their livelihood by cultivating the said land; that after the death of her husband on 14.7.2016, she made an Application to the concerned Revenue Authorities of Nirmal District requesting to conduct survey with sub divisions, but no action has been taken by them. Hence this complaint.

After registering the above complaint, on constant persuasion by the Hon'ble Lokayukta, the District Collector, Nirmal District has filed a report dt.28.11.2022 stating that the Mandal Surveyor, Mamada Mandal, Nirmal District has conducted survey and identified the Encumbrance free Government land of Ac.5.00 guntas in Survey No.33 situated at Arepally Village, Mamada Mandal, Nirmal District, conducted Panchanama and assigned the said land to Sri Naseerullah Baig, husband of the complainant and after his demise, the same was transferred and mutated in the name of the complainant by way of succession. It is further stated therein, that the Tahsildar, Mamada Mandal, Nirmal District along with Mandal Surveyor has demarcated the aforesaid land fixing the boundaries in the presence of the complainant and handed over the same to her. The complainant also confirmed the said fact, when she appeared before this Institution on 28.2.2023 stating that possession of the aforesaid land has been handed over to her and she has signed the Panchanama to that effect.

Thus, on the intervention and persuasion of Hon'ble Lokayukta, survey was conducted to the land of the complainant and fixed the boundaries and her grievance is redressed.

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Complaint made by a resident of Sai Colony, Shankerpally Mandal, Ranga Reddy District for rectification of RSR in Survey No.1474 of Dhobhipet village, Shankerpally Mandal, Ranga Reddy District and on the intervention and persuasion made by Hon'ble Lokayukta, the lands of the Complainant and other Pattadars were removed from the Prohibitory List and his grievance is redressed.

COMPLAINT No.582/2021/B1

RANGA REDDY DISTRICT

This complaint is filed by one Sri Ch.Narotham Reddy, of Sai Colony, Shankarpally Mandal, Ranga Reddy District stating that due to excess of RSR extent i.e., Ac.70.00 guntas in Survey No.1474 situated at Dhobhipet village, Shankerpally Mandal, Ranga Reddy District, no registrations are being done and approximately 300 files are pending under Section 22-A. Hence he prays this Institution to direct the concerned for rectification of the RSR extent in the aforesaid Survey Number.

After registering the above complaint, on constant persuasion made by Hon'ble Lokayukta, the District Collector, Ranga Reddy District has filed a report dt.23.2.2023 stating that the lands of complainant and other Pattadars in Survey No.1474 situated at Dhobhipet Village, Shankarpally Mandal, Ranga Reddy District were removed from the list of the Prohibitory properties and the complainant also expressed satisfaction.

The complainant who appeared before this Institution on 28.2.2023 also confirmed the above fact stating that his lands and the lands of other Pattadars were removed from Section 22-A category.

Thus, on the intervention and persuasion of Hon'ble Lokayukta, the grievance of the complainant is redressed and this complaint stands closed.

On the intervention of Hon'ble Lokayukta, the grievance of the complainant is redressed and she was issued with e-Pattadar Pass Book in respect of her land.

COMPLAINT No.1097/2022/B1

NIZAMABAD DISTRICT

Smt.Shahanaz Fathima of Islampur, Nizamabad District has filed this complaint stating that she is the absolute owner and possessor of land admeasuring Ac.0.20 guntas in Survey No.937/2 situated at Thanakalan Village of Yedapally Mandal of Nizamabad District and inspite of her application for issuance of new Pattadar Pass Book, no action has been taken. Hence this complaint.

After registering the above complaint, on being called for a report by Hon'ble Lokayukta, the Collector and District Magistrate, Nizamabad has filed a report dt.22.12.2022 stating that on being enquired by the Tahsildar, Yedapally, it is revealed that the complainant's name is recorded as Assignee for the land in Sy.No.937/2 to an extent of Ac.0.20 guntas till 2014-15 pahani. But in the Pahani of 2016-17 in place of complainant's name, it is recorded as "Poramboku" and her name is also there in MARC Register. On verification of Dharani, the same survey number is pushed to Notional Khata No.20000101 due to which the e-Pattadar Pass Book was not issued to the complainant; that thereafter as the complainant filed an application in Dharani under "Notional Khata to Patta" module and proposals have been submitted by the Tahsildar, Yedapally which was approved vide Proceedings dt.20.12.2022 of the District Collector, Nizamabad. The complainant also filed no objection to the said report and when she appeared before this Institution on 3.4.2023, she stated that she has been issued with e-Pattadar Pass Book bearing No.T11260061460 with Khata No.60449.

Thus, on the intervention of Hon'ble Lokayukta, the grievance of the complainant is redressed and this complaint stands closed.

Complaint was made for removal of illegal encroachments on the R&B Road at Thallampadu village, Khammam Mandal and District and on the intervention and constant persuasion made by Hon'ble Lokayukta, the grievance of the complainants is redressed and the illegal encroachments made on the R&B Road have been removed.

COMPLAINT No.542/2022/B1

KHAMMAM DISTRICT

This complaint is filed by one Sri Jonnalagadda Sathyam and other Residents of Thallampadu village, Khammam Mandal and District, stating that the land to an extent of 50 feet of R&B land in front of their houses has been encroached by one Kanaparthi Nagamani and Kanaparthi Sathyam and constructed rooms and that Mission Bhageeratha Pipelines are laid on the said road; that the said illegal construction is causing obstruction to their ingress and egress to their houses and also causing traffic problem. Though the matter was brought to the notice of the concerned authorities, no action has been taken. Hence this complaint.

After registering the above complaint, on constant persuasion by the Hon'ble Lokayukta, the District Collector, Khammam District has filed a report dt.22.12.2022, stating that on being directed, the Project Director, NHAI, Khammam reported that the encroachments were removed and furnished photographs of demolition of encroachments. Thereafter on further persuasion by Hon'ble Lokayukta, the Complainant, the Tahsildar, Khammam Mandal and District and the Project Director, NHAI, Khammam have appeared before this Institution and in one voice they all stated that the illegal constructions on the above R&B Road were removed. The complainant also stated that his grievance is redressed.

Thus, on the intervention and persuasion of Hon'ble Lokayukta, the grievance of the complaints is redressed.

The Complainant has filed the Complaint as the Nizamabad Municipal Corporation had failed to revise his Property Tax by removing the penalty levied and on the intervention of Hon'ble Lokayukta, the grievance of the complainant is redressed as the Commissioner, Nizamabad Municipal Corporation had issued Orders revising his Property tax.

COMPLAINT No.39/2023/B1

NIZAMABAD DISTRICT

This complaint is filed by one Sri Khaja Mahmood Ali of Nizamabad District stating that his wife Late Smt.Muneerunnisa Begum is the absolute owner and possessor of House No.8-4-360/1, Dharugally, Nizamabad District, which was constructed after obtaining necessary approvals and Building permission from the Nizamabad Municipal Corporation. In this regard, the complainant made several representations to the Nizamabad Municipal Corporation, for revision of property tax i.e., to remove the penalty levied for unauthorised construction from the property tax, no action was initiated. Hence this complaint.

After registering the complaint, on being called for a report by Hon'ble Lokayukta, the Commissioner(FAC), Municipal Corporation, Nizamabad has filed a report dt.24.2.2023 stating that during the Bhuvan Survey Phase-II the measurements were re-recorded and Geo-tagged the property with the Consultant team and during the said process the complainant had not submitted the permit orders, which compelled the Corporation to levy UAC penalty to the above property and that the property tax was enhanced to Rs.14,200/- per annum. Subsequently on being issued notices, the Complainant had submitted the permit orders, basing on which and basing on the ground situation, the Corporation has reduced the tax from Rs.14,200/- to Rs.7,576/- per annum with effect from 1.4.2021 as per the rules framed under Telangana Municipalities Act,2019 and issued Property tax Revision Orders to the complainant.

Thus, on the intervention of Hon'ble Lokayukta, the grievance of the complainant is redressed and this complaint stands closed.

The Complainant made this Complaint to reject the Applications filed by the Press Reporters of Shankerpally mandal as per G.O.Ms.No. 58 and 59 and to cancel the House site Patta Certificates issued through G.O.Ms.No.493/2006 in respect of the land in Sy.No.144/2 of Shankarpally Village and Mandal, Ranga Reddy District and on the intervention of Hon'ble Lokayukta, the grievance of the complainant is redressed.

COMPLAINT No.1467/2022/B1

RANGA REDDY DISTRICT

This complaint is filed by one Mr.A.Bal Reddy of Ibrahimpally village, Chevella Mandal, Ranga Reddy District praying this Institution to direct the authorities concerned to reject the Applications filed by the Press Reporters of Shankerpally Mandal as per G.O.Ms.No.58 and 59 and to cancel the House site patta certificates issued through G.O.Ms.No.493/2006 in respect of the land in Survey No.144/2 situated at Shankarpally Village and Mandal, Ranga Reddy District, as the same was allotted to Zilla Parishad High School (Boys), Shankarpally Village and Mandal.

In this complaint, on being called for by this Institution, the Public Servants have filed various reports, the last being by the Revenue Divisional Officer, Chevella Division, Ranga Reddy District stating that the House site pattas issued to the Journalists were cancelled by the then Tahsildar, Shankerpally and the decision was validated by the Government and also the teams constituted by the District Collector, Ranga Reddy District have also rejected the applications filed by the petitioners/Press Reporters for regularisation under G.O.Ms.No.58 and 59 and hence requested to close the complaint. This fact was also confirmed by the complainant stating that on the intervention and persuasion made by this Institution, the Revenue Authorities have rejected the Applications made by the Press Reporters for regularisation under G.O.Ms.No.58 and 59 and the House site pattas issued to them are also cancelled.

Thus, on the intervention of Hon'ble Lokayukta, the grievance of the Complainant has been amicably redressed and this complaint stands closed.

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On the intervention of Hon'ble Lokayukta, the grievance of the complainant is redressed and the illegal layout and compound wall constructed in Government land is removed by the Municipal Authorities.

COMPLAINT No.523/2023/B1

KARIMNAGAR DISTRICT

This complaint is filed by one Sri A.Srinivas, R/o.Karimnagar district stating that some real estate businessmen are trying to encroach the land to an extent of Ac.1.17 guntas in Survey No.807 of Kothapally(Haveli) Municipality, Karimnagar District and another Government land to an extent of Ac.1.20 guntas by constructing a compound wall around the said land in collusion with the Revenue Authorities and trying to dispose the same by making an illegal layout and converting it into plots without any valid permissions. In this regard inspite of his written representations, the Revenue and Municipal Authorities failed to initiate any action to stop the illegal encroachment. Hence this complaint.

After registering the above complaint, on being called for a report by Hon'ble Lokayukta, the Commissioner, Kothapally Municipality has filed a report dt.20.7.2023, stating that permits were not taken for Compound wall and layout in respect of 807/A/C/1/2 situated at Ward No.11 of Kothapally Municipality and that the Municipality has removed the structures and compound wall. The complainant also filed a letter dt.22.9.2023 confirming the above facts.

Thus, on the intervention of Hon'ble Lokayukta, the grievance of the Complainant has been amicably redressed and this complaint stands closed.

On the intervention of Hon'ble Lokayukta, the grievance of the complainant is redressed and he was issued e-Pattadar Pass Book in respect of the land purchased by him.

COMPLAINT No.252/2021/B1

MEDCHAL MALKAJGIRI DISTRICT

This complaint is filed by one Mr. N.V.Subba Raju of Krishna Nagar Colony, Bholakpur, Secunderabad with a sole grievance that he purchased an extent of Ac.1.10 guntas out of Ac.7.30 guntas in Survey No.999 of Upparpally Village, Shamirpet Mandal, Medchal Malkajgiri District from one Mettu Venugopal Reddy under Registered Sale Deed No.18341/2006 dt.18.11.2006 and that the Revenue Authorities are not mutating his name in the Revenue Records and that he was not issued the Pattadar Pass Book for the said land. Hence this complaint.

In this complaint, after some persuasion by Hon'ble Lokayukta and in response to the notice issued by this Institution, the Collector and District Magistrate, Medchal Malkajgiri District has filed a report stating that the issue has been resolved and that the complainant was issued e-Pattadar Pass Book in respect of his above land. This fact was further confirmed by the Tahsildar, Shamirpet Mandal, Medchal Malkajgiri District.

Thus on the intervention of this Institution and on being pursued by Hon'ble Lokayukta, the grievance of the complainant is redressed and hence this complaint stands closed.

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Complainant's grievance of illegal encroachment of road margin by the neighbour was redressed on the intervention of Hon'ble Lokayukta, by removing the same.

COMPLAINT No.575/2022/B1

HYDERABAD DISTRICT

This complaint is filed by one Shaik Mushtaq Ahmed of Bughdad Colony, Langer House, Hyderabad alleging that his neighbour Smt.Ayesha Bee and her husband Mohammed Niranjan Miya in the presence of Greater Hyderabad Municipal Corporation officials, demolished their gate and boundary wall and constructed a new boundary wall illegally by occupying the road up to 8 feet and now the left over road is only 25 feet and that they are parking their vehicles on the road by blocking the entire entrance area which is causing inconvenience to the complainant. In this regard, though the complainant made representations to the Commissioner and other higher officials of Greater Hyderabad Municipal Corporation, no action was taken. Hence this complaint.

In this complaint, on the persuasion made by Hon'ble Lokayukta and on issuance of notice by this Institution, the Commissioner, Greater Hyderabad Municipal Corporation, has filed a report dt.21.11.2023 followed by a further report of the Deputy Commissioner, Circle No.13, Karwan, KZ, GHMC., Hyderabad dt.22.11.2023, which reveals that the encroachment has been removed by the GHMC Authorities. The complainant also appeared before this Institution and confirmed the said fact.

Thus on the intervention of this Institution and on being pursued by Hon'ble Lokayukta, the grievance of the complainant is redressed and hence this complaint stands closed.

On the intervention of Hon'ble Lokayukta, the GHMC authorities removed the illegal encroachments made by the complainant's tenant.

COMPLAINT No.696/2023/B1

HYDERABAD DISTRICT

Smt. C.Venkata Lakshmi, resident of Kishangunj, Hyderabad, has filed this complaint stating that one Sri Gulab Chand who is her tenant is carrying out business of Pan Shop under the name and style of Gulab Pan Shop at the premises bearing H.No. 15-2-314 situated at Kishangunj, Hyderabad. That recently he made illegal constructions in front of the Pan Shop and running tea stall without obtaining any permission from the GHMC authorities by encroaching the public foot path which is causing inconvenience to the pedestrians and the society members. In this regard, the Complainant made representations before the GHMC authorities to demolish the illegal construction, but they are not initiating any action by colluding with Sri Gulab Chand. Hence, this complaint.

After registering the above complaint, on being called for by Hon'ble Lokayukta, the Deputy Commissioner, Circle No. 14, Gosha Mahal Circle, GHMC, Hyderabad has filed report dt. 11.09.2023 stating that they have removed the illegal encroachments made by Sri Gulab Chand and also enclosed photographs to that extent.

Thus, on the intervention of Hon'ble Lokayukta, the grievance of the Complainant has been amicably redressed and this complaint stands closed.

The C.M.P. was filed for the failure of the District Collector, Mahabubnagar to initiate action for sanction of land Compensation to the Complainant despite Orders of this Institution dt.13.6.2017 and on the intervention and persuasion made by the Hon'ble Upa-Lokayukta, the long pending grievance of the complainant has been redressed.

CMP.No.8/2020 IN C.No.3785/2015/B2, MAHABUBNAGAR DISTRICT

This C.M.P. Petition is filed by one Sri Maqbool Ahmed of Bhootpur Village and Mandal, Mahabubnagar District stating that despite orders of this Institution dt.13.6.2017, the District Collector, Mahabubnagar, has not initiated any action for sanction of land compensation to him and also not entered his name in records.

In this petition, on being pursued by Hon'ble Upa-Lokayukta, the District Collector, Mahabubnagar District has filed action taken report stating that as per the Orders of this Institution dt.13.6.2017, the complainant and other affected parties have been called on 6.11.2017 and on the day of hearing, though all of them have agreed to bring the Compromise Deed pertaining to the subject land, but failed to file the same before the District Collector, Mahabubnagar. Again on 28.10.2020, the complainant and other affected parties have been summoned, on which date, they have agreed to file their Compromise Deed before the Tahsildar, Bhoothpur Mandal. Now the Tahsildar, Bhoothpur Mandal stated that the Complainant herein and 3 others have executed a Compromise Deed, basing on which the Tahsildar, Bhoothpur Mandal and Mandal Surveyor have demarcated the land to an extent of Ac.0.10 guntas in Sy.No.3 situated within the limits of Bhoothpur Village and Mandal in their presence and equally divided the same at Ac.0.02 ½ guntas each among the complainant and 3 others and handed over possession to them.

Thus, on the intervention of this Institution and on the persuasion made by Hon'ble Upa-Lokayukta, the long pending grievance of the complainant has been redressed.

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On the persuasion of the Hon'ble Upa-Lokayukta, the Public Servants initiated action and got entered the missing extents of land in complainant's favour through Dharani Portal and issued new Pass Book to him and redressed the grievance of the complainant.

COMPLAINT No.918/2022/B2

SIDDIPET DISTRICT

This complaint is filed by one Sri Yenugula Yellaiah of Pedda Samudrala village, Koheda Mandal, Siddipet District stating that he has purchased the land to an extent of Ac.4.35 guntas covered in different Survey Numbers of Pedda Samudrala village, Koheda Mandal and the same is under his possession. But in the newly issued Pass Books, the land to an extent of Ac.0.34 guntas in Survey No.758 and an extent of Ac.0.17 guntas in Sy.No.837 totaling to Ac.1.11 guntas is not reflected and in this regard though he made several complaints to the concerned Tahsildar and Village Revenue Officers, no action has been taken. Hence this complaint.

In this complaint, after some persuasion by Hon'ble Upa-Lokayukta and on being called for a report, the Revenue Divisional Officer, Husnabad Division, Siddipet District has filed a report stating that the land to an extent of Ac.0.34 guntas in Survey No.758 and an extent of Ac.0.17 guntas in Sy.No.837 totaling to Ac.1.11 guntas has been recorded in favour of the complainant through Dharani Portal and new Pass Book has been issued to him.

Thus, on the persuasion made by Hon'ble Upa-Lokayukta, the grievance of the complainant has been redressed and this complaint stands closed.

The grievance of the complainant was redressed on the intervention of Hon'ble Upa-Lokayukta.

COMPLAINT No.18/2021/B2

NIZAMABAD DISTRICT

This complaint is filed by one Sri Shaik Ahmed of Barkatpura, Nizamabad stating that encroachments have been made over six decades on the Old main drain located beside his house at Barkatpura, Nizamabad and due to construction of a huge structure by a person residing on the northern side of the drain by demolishing his building, the drain has been permanently closed down, which is causing concern to them. The complainant further states that inspite of his representation to the Commissioner, Nizamabad Municipal Corporation requesting to restore the drain in public interest, though he assured of taking action, none have visited the drain and there was no action. Hence this complaint.

After registering the above complaint, on being called for a report by this Institution, the Commissioner, Municipal Corporation, Nizamabad has initially filed a report dt.9.4.2021 to which the complainant filed his objections. Thereafter the above Public Servant has filed another report dt.24.8.2021 stating that after having discussion with the complainant and the neighbours, he has agreed to construct a septic tank behind their houses and promised to complete the same expeditiously. Thereafter, on further persuasion by Hon'ble Upa-Lokayukta, the Commissioner, Municipal Corporation, Nizamabad filed another report dt.10.1.2023 stating that the complainant has filed a representation dt.6.1.2023 stating that his complaint was resolved and that he wants to withdraw his complaint as his grievance is redressed.

Thus, at the intervention of Hon'ble Upa-Lokayukta, the grievance of the complainant is redressed, this complaint stands closed.

The Complainant's grievance has been redressed on the intervention of Hon'ble Upa-Lokayukta and disciplinary action is initiated against the erring Public Servant.

COMPLAINT No.265/2020/B2

BHADRADRI KOTHAGUDEM DISTRICT

This complaint is filed by one Sri V.V.Rama Rao, of Vidya Nagar Colony, Kothagudem, alleging that Smt.P.Sarojini Devi, former District Educational Officer, Bhadradi Kothagudem, while working as District Educational Officer at Nalgonda district, has cancelled the voluntary retirement orders issued in Proceedings Rc.No.550/B1/2019 dt.11.2.2019 in respect of one Sri K.Narasimha Reddy, LFL HM, M.P.P., Mukudapuram and permitted him to join the duty vide her Proceedings Rc..No.550/B1/2019 dt.7.3.2019 and thus misused the powers and violated the rules. Hence this complaint.

On registering the complaint and after some persuasion by Hon'ble Upa-Lokayukta, the Director of School Education, Telangana, Hyderabad filed reports from time to time and the latest dt.9.3.2023 wherein it is stated that as per G.O.Rt.No.92, School Education (Services.I) Department dt.21.8.2021, Articles of charges have been framed against Smt.P.Sarojini Devi, former District Educational Officer, Nalgonda and presently, the Joint Director, Model School, Telangana, Hyderabad for deviating the norms for giving re-appointment to Sri K.Narasimha Reddy, LFL, MH, MPP, Mukudapuram, Nidamanooru, Nalgonda District, which is against the Rule 43 of T.S.Revised Pension Rules,1980 and further the matter is pending before the Government in the said disciplinary proceedings.

Thus, on the intervention of Hon'ble Upa-Lokayukta, the grievance of the complainant has been redressed.

The Long pending grievance of the complainant that alternative land has not been allotted to them in lieu of acquisition of their land for Road Widening has been redressed on the intervention and constant persuasion by Hon'ble Upa-Lokayukta.

COMPLAINT No.805/2007/B2

RANGA REDDY DISTRICT

This long pending complaint was filed by one Sri N.Sathaiah, R/o. Raghavendra Colony, near Hitech City, Kondapur, Hyderabad, stating that the Revenue Authorities of Ranga Reddy District have taken up the road widening work at Kottaguda Junction at KM 11.04 on the Intermediate Ring Road and in that regard they have acquired different extents of land from different people and in lieu thereof, they have allotted alternative Government land/plots to the persons concerned, but the complainant and others have been deprived of allotment of land/plot. Hence this complaint.

After registering this complaint, the Hon'ble Upa-Lokayukta pursued the matter with regard to the grievance of the complainant, having called for reports from different Public Servants, objections from the complainant, hearing the matter at length and having passed orders from time to time for filing final report, in the matter of allotment of alternate land as compensation in lieu of land lost by the complainant and others in road widening work. Finally, the Principal Secretary to Government, Revenue (JA&LA) Department, Hyderabad has filed a report dt.25.2.2023 enclosing G.O.Ms.No.1 Revenue (JA&LA) Dep., dt.2.1.2023, wherein it is stated that vide the above G.O. orders have been issued for allotting alternative land as compensation to the complainant and others in lieu of their land lost under the acquisition for widening of road.

Thus, at the intervention and constant persuasion of Hon'ble Upa-Lokayukta, the grievance of the complainant has been redressed and he and others have been allotted alternate land in lieu of acquiring their land for widening of road.

On the intervention of Hon'ble Upa-Lokayukta, the son of the complainant who was kidnapped and was taken to Jharkhand State was traced and handed over to her by Hussein Alam Police.

COMPLAINT No.1819/2022/B2

HYDERABAD DISTRICT

This complaint was filed by Smt.Ghousia Begum of Fateh Darwaza, Qazipura, Hyderabad, stating that on 14.12.2022 her son Mohammed Naseer @ Rehan left house to bring vegetables from nearby shop in their locality, but did not return. Thereupon she and her husband approached the Hussein Alam Police Station and lodged a complaint, which was registered as Crime No.330/2022 U/s. 363 IPC. Later they came to know that one Mr.Muntaj Ali kidnaped her son and took him to Bengal. Hence she preferred this complaint praying to direct the concerned totake immediate action and to trace out her child and save his life.

After registering the Complaint, on being called for by Hon'ble Upa-Lokayukta, the Assistant Commissioner of Police, Charminar Division, Hyderabad has filed a report dt.14.2.2023 stating that on obtaining and analyzing the CDR of the Accused Phone Number, identified the accused location situated at Kotalpokher, Rajmahal, Sahibganj District, Jharkhand State, on 17.12.2022, Sri G.Naresh Kumar, Inspector of Police, Hussein Alam Police station along with two other Constables proceeded to Jharkhand State and with the assistance of Kotalpokher Police rescued the kidnapped boy Mohammed Naseer @ Rehan, brought him to Hyderabad and handed over to the complainant.

Thus, at the intervention of Hon'ble Upa-Lokayukta, the Complainant's son has been traced out and handed over to her and hence this complaint stands closed.

On the intervention and constant persuasion of Hon'ble Upa-Lokayukta, the land of the complainant is surveyed and fixed boundaries thereby redressing his grievance.

COMPLAINT No.14/2020/B2

YADADRI BHUVANAGIRI DISTRICT

This complaint is filed by one Sri A. Bal Reddy of Renikunta village, Rajapet Mandal, Yadadri Bhuvanagiri District stating that he has patta to a total extent of Ac.16.00 guntas of land in different Survey Numbers in Rajapet Mandal and as physically there is shortage of land, he requested to resume boundaries of the land and made an Application in 2016 in this regard to Revenue Authorities and subsequently as the survey was not conducted, he along with his agnates filed applications on 10.9.2018 and 22.7.2019, for which the Tahsildar, Rajapet stated that opinion of Government pleader is required and even on obtaining the said opinion in the affirmative stating that there is no objection to survey the said land, the Tahsildar demanded bribe of Rs.1,00,000/- for giving Survey Report. Hence this complaint.

In this complaint, on the constant persuasion of Hon'ble Upa-Lokayukta, the Revenue Divisional Officer, Bhuvanagiri Division has filed a report stating that the Tahsildar Office issued notices to the neighbouring land holders and when the Surveyor went to survey the land, the relatives of the complainant were quarreling with each other and also filed a suit vide O.S.No.133 of 2017 before the Senior Civil Judge court, Bhuvanagiri and the same is pending, due to which the survey could not be conducted and subsequently the said Surveyor was transferred. Thereafter, the present Surveyor surveyed the said land, fixed the boundaries and submitted Survey report. However, when a copy of the report is furnished to the complainant to file his objections, if any, he failed to file any objections inspite of several adjournments.

Thus, at the intervention and constant persuasion of Hon'ble Upa-Lokayukta, the land of the Complainant was surveyed and fixed boundaries and hence the complaint is closed, as the grievance of the complainant is redressed.

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On the intervention of Hon'ble Upa-Lokayukta, the grievance of the complainants was redressed and they were paid remuneration for the Election duties attended by them during MPTC/ZPTC Elections,2019 .

COMPLAINT No.402/2021/B2

MAHABUBNAGAR DISTRICT

This complaint is filed by one Sri M.Anjaneyulu and another of Ayodhya Nagar, Christianpally, Mahabubnagar District stating that they have attended election duties during the MPTC/ZPTC Elections, 2019, but were not paid remuneration for the same by the Chief Executive Officer, Zilla Parishad, Mahabubnagar District. Hence this complaint.

After registering the complaint and on being called for by Hon'ble Upa-Lokayukta, the District Collector, Mahabubnagar District has filed a report dt.6.9.2022 stating that the complainant and others who discharged election duty in connection with Elections to MPTC/ZPTC-2019 have been paid remuneration on 3.9.2022. A copy of the said report was sent to the complainant, inviting objections, if any. In response thereto, the Complainant has filed a letter dt.12.7.2023 stating that they have received remuneration amount for the duties they have attended during MPTC/ZPTC Elections in May, 2019.

Thus, on the intervention of Hon'ble Upa-Lokayukta, the grievance of the complainant is redressed and they have received their just remuneration and hence this complaint stands closed.

The grievance of the complainant was redressed, as the Public Servants initiated action and got removed the (8) A.C. Units which were emitting severe noise pollution, on the intervention and persuasion made by Hon'ble Upa-Lokayukta.

COMPLAINT No.1119/2021/B2

HYDERABAD DISTRICT

This complaint is filed by Sri M.Dharma Rao, Retired Government Employee, R/o. Plot No.562/111, Road No.92, Jubilee Hills, Hyderabad, against the severe Public nuisance and noise pollution emanating from the Air Conditioner machines fixed openly on the backside open wall of the house in Plot No.565/A, Road No.92, Jubilee Hills, Hyderabad and inaction on the part of the Pollution Control Board, Police and GHMC officials when he complained of the same. Hence this complaint.

After registering this complaint, the Hon'ble Upa-Lokayukta pursued the matter by having regard to the grievance of the complainant, having called for reports from the Public Servants of Pollution Control Board and Police, hearing the matter at length and having passed orders from time to time. Finally the Deputy Commissioner of Police, West Zone, Hyderabad City has filed a report averring the efforts made by the Police of Banjara Hills along with Pollution Control Board Authorities by issuing notices to the owner of alleged noise emitting premises and concluded that the owner of Plot No.565/A has removed (8) AC Outdoor Units fixed openly backside open wall of their house, which were causing noise pollution as alleged by the complainant and as of now there is no issue with noise.

Thus, on the intervention of this Institution and on the persuasion of Hon'ble Upa-Lokayukta, the grievance of the complainant was redressed and this complaint stands closed.

The grievance of the complainant is redressed and action was initiated against the erring Public Servant on the intervention and directions of Hon'ble Upa-Lokayukta.

COMPLAINT No.89/2021/B2

HYDERABAD DISTRICT

Sri P.Uday Kumar, R/o.Tirumala Nagar, Amberpet, Hyderabad has filed this complaint with a grievance that he is working as Assistant Municipal Commissioner, GHMC and residing at Amberpet, Hyderabad and his immediate neighbour is running a business without any license and without any name of the firm, creating nuisance in the colony, duly shouting and using filthy language. In this regard he made a complaint to the concerned Assistant Medical Officer, Circle No.16, GHMC, Hyderabad. Thereupon the AMOH has inspected the area and sealed the premises duly locking the shop. But on 24.12.2020 at about 12.30 P.M., one Mr.Ashok, Sanitary Supervisor by colluding with the Shop Owner, removed the lock which was sealed by the AMOH. On this, when the complainant made a representation to the Commissioner, GHMC requesting to take action against Mr.Ashok, Sanitary Supervisor for not obeying the orders of the superiors and colluding with the shop owners and removing the lock which was already seized, duly breaking it without taking any permission from the higher authorities, there was no response. Hence this complaint.

After registering the complaint, on the directions of Hon'ble Upa-Lokayukta, the Assistant Medical Officer of Health, Circle No.16, Amberpet, GHMC, Hyderabad has filed a report stating that the matter was enquired into and came to the conclusion that Mr.Ashok, Sanitary Supervisor disobeyed the orders of his Superior Officer, AMOH and also colluded with the shop owners running illegal business without any license and creating nuisance in the residential area and misusing the official position of his job and illegally superseded his superior officer and broke open the seized

property lock and issued Memo dt.8.2.2022 seeking his explanation. Accordingly Mr.Ashok, Sanitary Supervisor submitted his explanation dt.10.2.2022 and on considering the same, the said Mr.Ashok has been transferred from the Enforcement Division to Sanitary Division as Sanitary Jawan and further stated that they would initiate necessary Disciplinary action as per CCA Rules.

Thus, on the intervention of this Institution and on the directions of Hon'ble Upa-Lokayukta, action has been initiated against the erring Public Servant thereby the grievance of the complainant is redressed and this complaint was closed.

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Grievance of the complainant was resolved by conducting Panchanama and fixing boundaries of his land on the intervention and persuasion by Hon'ble Upa-Lokayukta.

COMPLAINT No.540/2022/B2

NIRMAL DISTRICT

This complaint is filed by one Sri Kondela Madhu, R/o.Kanjar village, Dhilawarpur Mandal, Nirmal District stating that he is having land to an extent of Ac.2.2850 guntas in Survey No.92/La in Kanjar village; that he made an application to the Assistant Director of Survey and Land Records, Nirmal District for survey of the said land by paying the requisite fee, but the said Public Servant is not conducting the survey as requested by him and is demanding more money for conducting panchanama and survey of his land. Hence this complaint.

After registering this complaint, on being called for by this Institution, the District Collector, Nirmal District has filed a report dt.Nil.12.2022 stating that as revealed from letter of the Inspector of Survey, Survey & Land Records, Nirmal dt.28.9.2022, he fixed up the boundaries of the said Survey Number and also conducted Panchanama on the spot in the presence of the complainant and adjacent Pattadars and panchas and also the complainant has also signed on the Panchanama after completion of the survey work. It is further stated that the Mandal Surveyor has prepared location map and submitted the same report to the Tahsildar, Laxmanchanda and others and that the complainant also received a copy of Panchanama and Location map. When a copy of the above report of the District Collector, Nirmal was sent to the complainant, inviting objections, if any, he failed to file any objections.

From the above it appears that the above Public servant has conducted panchanama and fixed boundaries and also furnished the copy of said panchanama along with location map to the complainant and that the grievance of the complainant is redressed.

Thus, on the intervention of this Institution and on persuasion by Hon'ble Upa-Lokayukta, the grievance of the complainant has been resolved by conducting Panchanama and Survey of his land and fixing boundaries and hence this complaint stands closed.

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

Sl. No.	Complaint No.	Name of the complainant	District	Nature of Grievance Redressed
Cases on the file of Hon'ble Lokayukta				
1	1577/2011/B1	P. Rajamallu	Khammam	Fish market constructed in the allotted Government land.
2	2030/2016/B1	Sri K. Manjulatha	Hyderabad	Pending arrears of salary and death benefits of the deceased paid to the complainant.
3	3680/2016/B1	Sri T. Venkatesh	Medchal Malkajgiri	Removed the illegal structures raised in the land belonging to public park.
4	4034/2016/B1	Sri C.S. Ramulu	Mahabubnagar	Land compensation amount deposited in the account of the complainant.
5	417/2017/B1	J. Komraiah	Warangal	Decretal charges (LA compensation) deposited in the Court.
6	1714/2017/B1	Smt. Geeda Sowmya	Hanumakonda	Removed illegally constructed shed.
7	497/2020/B1	Ms. Ruhinaz	Warangal	Initiated departmental action against the erring officials for misappropriation of funds.
8	391/2021/B1	Sri Mohd Ghouse Khan	Hyderabad	Competent authority initiated disciplinary action against the Tahsildar, Nizamsagar by cancelling the illegal assignment and restoring the land back to Government duly conducting panchanama.

9	144/2021/B1	Sri T.Ananthaiah	Vikarabad	Sanction of ex-gratia amount for death due to thunderbolt.
10	145/2021/B1	Smt M. Yadamma	Vikarabad	Sanction of ex-gratia amount for death due to thunderbolt.
11	540/2021/B1	SmtChindam Lakshmi	Kamareddy	Sanction of ex-gratia amount for death due to thunderbolt.
12	828/2021/B1	Sri D.Anjaiah	Vikarabad	The Tahsildar, Pargi Mandal furnished the Informationsought for by the Complainant.
13	171/2022/B1	Sri M.A. Naseer	Nizamabad	Parts of unauthorized construction removed by the Municipal Authorities.
14	488/2022/B1	Sri K. Srinivasula Reddy	Secunderabad	Removed the compound wall constructed illegally.
15	387/2022/B1	Sri Syed Rashed	Nizamabad	Cancelled the house numbers allotted illegally.
16	431/2022/B1	Sri Suguna	Kamareddy	Sanction of ex-gratia amount for death due to thunderbolt.
17	846/2022/B1	Sri A.Satyanarayana	Hyderabad	Surveyconductedand demarcation done.
18	1028/2022/B1	Sri B. Srisailam	Wanaparthly	The officials of the Sub Registrar, Registration and Stamps Department Mahabubnagar,handedover the registered documents to complainant.
19	1342/2022/B1	Sri B. Koti Reddy	Narayanpet	Pattadar Pass Book was issued to the complainant with correction of name.
Cases on the file of Hon'ble Upa - Lokayukta				
1	866/2018/B2	B.Arun Kumar	Sangareddy	Instructions issued to the Sub-Registrar, Sadasivpet, Sangareddy District, to stop the registrations of

				illegal plotting and not to register any document without valid permission from the competent authority.
2	299/2020/B2	Sri M. Gopal Reddy	Yadadri Bhongiri District	Joint operation of Irrigation and Revenue Department, TSSPDCL/Electricity Officials along with Police conducted and the motors installed illegally/unauthorizedly at the Asifnagar canal and all the electric connections have been removed.
3	738/2020/B2 & 49/2021/B2	Smt Taha Begum Smt. Zuberia	Hyderabad	The Vigilance & Enforcement Department conducted enquiry, recommended action against the erring officials of GHMC and Registration & Stamps Department as well as the executant of the illegal document and the Deputy Commissioner, Circle-8, GHMC, issued fresh assessment along with PTIN to the complainant by cancelling the property tax receipts issued earlier.
4	350/2020/B2	Sri K.Venkamma	Khammam	Pattadar pass book issued to the complainant after Rectification.
5	488/2021/B2	Sri N.Raju	Warangal Rural	Old age pension sanctioned to the mother of the complainant.
6	610/2021/B2	Sri P.Rama Rao	Khammam	Registered original document with the digital signature of the Tahsildar, Mudigonda issued to the complainant.

7	1256/2021/B2	Sri Onteddu Bal Reddy	Nalgonda	Survey conducted and boundaries have been fixed to the lands of the complainant.
8	1602/2021/B2	Sri T.Ramesh Babu	Rangareddy	Instructions have been issued for cancellation of the family member certificate issued excluding the name of the complainant and to publish the cancellation in District Gazette.
9	1114/2022/B2	Sri Ch.Sarveshwar	Rangareddy	Deleted the land of the complainant from prohibited list.
10	1574/2022/B2	Sri A.Srinivasulu & Another	Mahabubnagar	The Police registered case and filed charge sheet.
11	676//2023/B2	Smt.Irshad Begum	Nizamabad	The medical certificate in respect of the mental status of husband of the complainant has been issued.