

**THE SECOND ANNUAL REPORT
OF THE INSTITUTION OF
LOKAYUKTA
OF ANDHRA PRADESH
(After Bifurcation)**

**FOR THE PERIOD FROM
01ST JANUARY, 2021 TO 31ST DECEMBER, 2021**

INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH

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ANNUAL REPORT

I have great pleasure and honour of presenting this Second Annual Report on the work done by the Institution of Lokayukta for the period from 01st January-2021 to 31st December-2021, in compliance of Sub-Section 5 of Section 12 of Andhra Pradesh Lokayukta Act, 1983.

**JUSTICE P. LAKSHMANA REDDY
LOKAYUKTA**

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PREFACE

It is a great privilege and honour to submit the Second Annual Report of the Institution of Lokayukta of Andhra Pradesh, after bifurcation, for the period from 01.01.2021 to 31.12.2021. This report is being submitted to His Excellency the Governor of Andhra Pradesh, in compliance of the mandate given in Sub Section 5 of Section 12 of Andhra Pradesh Lokayukta Act, 1983.

For the reason, that during the period under review of the earlier Annual Report submitted, bifurcation of the Institution of Lokayukta of Andhra Pradesh took place, the said report became eventful and significant in the history of Institution of Lokayukta of Andhra Pradesh. The period under review of this Annual Report also is significant, for the reason, that the Principal Seat of Sitting of the Residual Institution of Lokayukta of Andhra Pradesh after bifurcation, has been changed during this period.

Prior to the bifurcation of the State of Andhra Pradesh into the State of Andhra Pradesh and the State of Telangana, its Capital was Hyderabad. The Principal Seat of Sitting of the erstwhile combined Institution of Lokayukta has been fixed as Hyderabad and likewise provided in Rule 12 of The Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984. Since Hyderabad has been fallen to the territory of the State of Telangana after bifurcation, the said place cannot be continued as the Principal Seat of Sitting of the Institution of Lokayukta of Andhra Pradesh. **Thus, by way of effecting amendment to Rule 12 of The Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984, the State Government fixed the Principal Seat of Sitting of this Institution as "Kurnool" which is within the precincts of the Residual State of Andhra Pradesh, after bifurcation.** This amendment took place vide G.O.Ms.No.88 GAD(SC.B)

Department, 24.08.2021. Thus, the Principal Seat of Sitting of the Institution of Lokayukta of Andhra Pradesh became "Kurnool" during the period under review in this Annual Report.

This report is giving insight into the various facets of the Institution of Lokayukta of Andhra Pradesh, its functioning, achievements and also various limitations and challenges it has faced, during the period under review.

This report is also giving insight into the extent of good work rendered by this Institution in redressal of grievances of various Complainants and curing various administrative irregularities and thereby rendering support to the efforts of the Government to achieve good governance and to safeguard public properties and public funds, thereby achieving the goals and objectives of establishment of the Institution of Lokayukta, in spite of various limitations and challenges being faced during this period.

The main challenge faced by this Institution is lack of sufficient staff and infrastructural facilities:

During the bifurcation, the posts as well as staff available for the erstwhile Institution of Lokayukta of Andhra Pradesh, have been apportioned between the two newly formed Institutions. Apportionment of available staff members as per their respective options, is a required action, but apportionment of posts available, is most unreasonable, for the reason that each and every post sanctioned and made available for the erstwhile Institution of Lokayukta is very much necessary for both the newly formed Institutions. Without anyone of these posts, either of these Institutions cannot function smoothly and effectively, for the reason that all these posts are, the posts sanctioned at the time of constitution of the Institution in the year 1983, and when the filing of the complaints was very minimum. Due to the growth of awareness among the public, there is vast increase in filing of complaints before the Institution of Lokayukta

which requires each and every member of the staff to strive very hard to process the same and to bring them to their logical conclusion.

For the above said reason, both the Institutions i.e., the residual Institution of Lokayukta of Andhra Pradesh and the newly formed Institution of Lokayukta of Telangana were constrained to request the respective State Governments, to sanction the posts which these Institutions are deprived off, due to the apportionment of available posts to the erstwhile Institution of Lokayukta, between them.

As far as the Institution Lokayukta of Andhra Pradesh is concerned, out of 61 posts which are deprived to it due to Bifurcation, only 11 posts are sanctioned so far. The remaining 50 posts are yet to be sanctioned. It is not out of place to mention that the Institution of Lokayukta of Telangana has been sanctioned with not only all the posts it lost in Bifurcation, but also some more, by the Government of Telangana.

In this context it is relevant to mention that number of complaints pending and day to day filing of the complaints, before the Institution of Lokayukta of Andhra Pradesh is much more than that of the Institution of Lokayukta of Telangana and therefore services of more number of staff is very much essential for this Institution, to deal with all these complaints. We are hoping that soon the Government of Andhra Pradesh also will sanction the remaining 50 posts to this Institution, which is the minimum requirement, to enable this Institution to function more vigorously and serve the general public, more efficiently.

In spite of the above said great challenge and deprivation, this Institution made every effort to see, that it will not lag behind, in catering to the need of speedy disposal, to the Complainants.

The second important challenge being faced is lack of sufficient infrastructural facilities:

As to the available infrastructural facilities to this Institution are concerned, they are very minimum. At present this Institution is functioning in a portion of an Office Complex Building, made available to the State of Andhra Pradesh by the Government of Telangana, in Hyderabad, awaiting allotment of required accommodation at Kurnool, to enable it be shifted to Kurnool totally and commence functioning from there in full-fledged manner.

Furniture, computers and other articles, which are essential for running of the Institution and are available as on today are outdated, for the reason that they all are inherited from the erstwhile Institution of Lokayukta during bifurcation and most of them have served long years and to the optimum.

One another important challenge faced by this Institution, along with the entire nation and globe is the adverse effects of COVID-19 Pandemic:

During the period under review of this report entire world suffered the Second Wave of Covid-19 Pandemic. Along with all other parts of the community, the officers and staff members of this Institution also got affected by this Pandemic. In spite of it, the Institution strived hard to its optimum, to discharge its duties and is rendering service to the public.

With great regrets, it is to remember that one of the dedicated members of the establishment of this Institution, Sri T.Srinivas, who was rendering services as Section Officer, has lost his life due to Covid-19. He discharged his duties with dedication. He attended to his duties even two days prior to the date of his sad demise. This opportunity is being taken to remember his good services to the Institution.

Even during the Pandemic situation, this Institution received good number of complaints from all corners of the State through E-mail, Post, Courier Service apart from Complainants personally coming and filing the complaints. Some complaints were sent through WhatsApp to the Mobile Phones of the Lokayukta and the Registrar of this Institution and even the said complaints were taken cognizance off.

In spite of several challenges detailed above, the Lokayukta and his establishment have not spared their efforts and strived hard to redress the grievances of various unfortunate Complainants who approached this Institution with their sufferings due to the administrative inaction/maladministration etc. Likewise deep and detailed preliminary verification and investigation has been conducted into various serious allegations made against various Public Servants by Complainants/Whistle Blowers as the case may be and appropriate recommendations have been made to the Government/Competent Authorities concerned, to take appropriate necessary action.

Particulars of some of the grievances so redressed and various administrative irregularities which could be pointed out, after making appropriate verification/investigation, together with recommendations to correct the same, among several other such actions taken up by this Institution, have been stated in this report, for information and appreciation.

The strenuous and onerous functions of this Institution could not have been wholesomely and effectively be discharged, without cooperation from various wings of the Government. The cooperation received from various Officers and Authorities of the State Government in redressal of the grievances of the complainants is appreciable, barring a very few exceptions. I take

this opportunity to appreciate all this cooperation. It is not out of place to expect, considering the fact that the endeavour of this Institution is to support and contribute to the good governance in the State, that all these officials will extend their full cooperation to this Institution, whenever called for, in future.

Last but not the least to mention that but for the wholehearted support of the disciplined workforce of this Institution, though they are not sufficient sanctioned strength and their dedication in discharge of their duties, my task could not have been easy. I hope that with their continued cooperation and also the cooperation of the Government agencies, we shall be able to excel in our task in the coming year.

**JUSTICE P. LAKSHMANA REDDY
LOKAYUKTA**

2. SUBMISSION OF THE FIRST REPORT ON THE FUNCTIONING OF THE INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH AFTER BIFURCATION TO HON'BLE THE GOVERNOR FOR THE STATE OF ANDHRA PRADESH:

As per the duty envisaged under Sub Section-5 of Section-12 of Andhra Pradesh Lokayukta Act, 1983, the Lokayukta of Andhra Pradesh shall submit Annual Report regarding the functioning of the Institution of Lokayukta of Andhra Pradesh pertaining to the given year, to the Hon'ble Governor of State of Andhra Pradesh.

The erstwhile combined Institution of Lokayukta of Andhra Pradesh has been bifurcated and the Institution of Lokayukta of Telangana has been separated from the residual Institution of Lokayukta of Andhra Pradesh during the fag end of the year 2019 and both the Institutions of Lokayukta commenced functioning separately with effect from 01.01.2020.

Hon'ble Sri Justice P.Lakshmana Reddy has been appointed as Lokayukta of Andhra Pradesh while it was combined Institution for both the States of Andhra Pradesh & Telangana and took over functioning in that capacity with effect from 15.09.2019 and His Lordship is the very first Lokayukta of Andhra Pradesh after its bifurcation.

Therefore, Hon'ble Sri Justice P.Lakshmana Reddy, Lokayukta of Andhra Pradesh has submitted the First Report regarding the functioning of Institution of Lokayukta of Andhra Pradesh, after its bifurcation to the Hon'ble Governor of State of Andhra Pradesh on 28.01.2021.

The First Report so submitted to Hon'ble the Governor of Andhra Pradesh by Hon'ble the Lokayukta of Andhra Pradesh after bifurcation of the Institution of Lokayukta of Andhra Pradesh, has been pertaining to the functioning of the Institution of Lokayukta of Andhra Pradesh for the period from 15.09.2019 to 31.12.2020.

3. ESTABLISHMENT/CONSTITUTION OF THE INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH AND ITS AIMS AND OBJECTIVES:

ESTABLISHMENT:

While discussing the topic 'Establishment/Constitution of the Institution of Lokayukta', **one must remember the role played by the then Central Law Minister Sri Ashok Kumar Sen. For the first time in the year 1960, Sri Ashok Kumar Sen, the then Central Law Minister has made a proposal in the Indian Parliament, for establishment of an Institution on the lines of the Institution of Ombudsman.** This proposal has led to the introduction of the concept of Lokpal and Lokayukta in the Indian administration and passing of relevant Bills and enactments, paving path to establish such Institutions, in later years.

The Administrative Reforms Committee headed by Late Sri Morarji Desai, presented its first report on the issues of addressing citizens' grievances against administration and recommending the establishment of Lokayukta and Lokpal Institutions at the State and Central levels respectively to investigate into the grievances/allegations against the Governments and Public Servants. This happened, in the year 1966. The Indian Parliament was unable to come to a conclusion regarding establishment of such Institutions upto the year 2013, and passed The Lokpal & Lokayukta Act, only in the year 2013. But as early as in the year 1971, the State of Maharashtra has taken a decision to introduce a Bill for establishment of Institution of Lokayukta for their State. The said bill was passed in the same year, and the Institution of Lokayukta of Maharashtra could be established in the year 1972. This is the very first Institution of Lokayukta in India.

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

The Institution of Lokayukta of Andhra Pradesh, so constituted in November, 1983, was constrained to be bifurcated, consequent to the bifurcation of the erstwhile combined State of Andhra Pradesh into the State of Andhra Pradesh and State of Telangana. Thus in the lines of G.O.Ms.No.161, General Administration (SR) Department, Government of Andhra Pradesh, dtd.31.12.2019, the erstwhile Institution of Lokayukta of Andhra Pradesh has been bifurcated into the Institution of Lokayukta of Andhra Pradesh and the Institution of Lokayukta of Telangana on the very last day of the year 2019 and both the newly formed institutions commenced functioning, individually, with effect from 01.01.2020.

AIMS & OBJECTIVES:

The Institution of Lokayukta of Andhra Pradesh has been established to ensure accountability on the part of the public officials including peoples' elected representatives, upto the cadre

of Deputy Chief Minister, to ensure responsive and people oriented administration in the State, to combat corruption, embezzlement, inaction, maladministration, favouritism and like other malpractices in the administrative functions and activities in the state, besides redressal of the grievances of citizens who suffered injustice on account of maladministration.

The Institution of Lokayukta, is an independent public authority with powers to investigate into the complaints against various Public Servants connected with the executive affairs of the State. This Institution is empowered to investigate into the allegations of, corruption, maladministration, abuse of power, inaction etc., made against various Public Servants.

The Institution of Lokayukta is responsible for examining and investigating upon a complaint received on the functioning of the administration and submitting recommendations to the Government with regard to all sorts of actions, attitudes and behaviours of the administration, within the framework of an understanding of human rights based justice and in the aspect of legality and conformity with principles of fairness.

This Institution aims to contribute in increasing the service quality of the administration, internalizing principles of good administration, improving human rights standards in administration and forming a transparent and accountable administration and thereby assist the Government in achieving good governance, by giving appropriate recommendations and reports.

Any citizen can approach this Institution by simply filing a complaint without much inconvenience or hardship and paying a minimum fee of Rs.150/- which also can be dispensed with in

appropriate cases by the Lokayukta, in his discretion. The Complainant can be an individual, who is seeking for redressal for his grievance like deprival of Ration Card, Old Age Pension, Widow Pension, etc. He can also be a Whistle Blower, who is inviting the attention and action of this Institution in huge scams involving highest public officials and thousands of crores of rupees of public funds. But the fee payable in either case is only Rs.150/- and the procedure to file complaint is very simple, in either case. This Institution is very much approachable and available to one and all, of the general public.

The Lokayukta can also take up investigation, Suo Moto into any administrative action against a Public Servant, other than on a complaint, if he feels it necessary, to set right the mal-administrative action.

Thus, with a view to provide easy access and cost free relief to the common public against the acts of maladministration, corruption and mala fide action, on the part of the Public Servants, the Institution of Lokayukta of Andhra Pradesh was established and it is striving hard to fulfill the said objectives.

4. ABOUT THE ANDHRA PRADESH LOKAYUKTA ACT, RULES AND AMENDMENTS:

The Institution of Lokayukta has been constituted under “**The Andhra Pradesh Lokayukta And Upa Lokayukta Act, 1983**”, to investigate into the allegations relating to the Public Servants regarding maladministration, inaction, abusing of position, including any omission or commission, in connection with or arising out of such actions.

To provide for procedure for investigation to be made into various complaints received by “**The Institution of Lokayukta, The Andhra Pradesh Lokayukta And Upa Lokayukta (Investigation) Rules, 1984**” have been provided, vide G.O.Ms.No.34 General Administration (SC-D) dated 20.01.1984.

“**The Andhra Pradesh Lokayukta and Upa Lokayukta (Competent Authority) Rules, 1984**” are provided, declaring the Competent Authorities in relation to various Public Servants, vide G.O.Ms.No.159 General Administration (SC-D) dated 13.03.1984.

Further, in connection with the recruitment of the officers and staff to the Office of Institution of Lokayukta and also conditions of their service etc., “**The Andhra Pradesh Lokayukta and Upa Lokayukta (Officers and Employees) Service Rules, 1986**”, have been provided vide G.O.Ms.No.495 General Administration (SC-D) dated 25.09.1986.

Further, regarding the service conditions of Lokayukta and Upa Lokayukta, “**The Andhra Pradesh Lokayukta And Upa Lokayukta (Conditions of Service) Rules, 1987**” have been brought into existence by way of G.O.Ms.No.557 General Administration (SC-D) dated 23.11.1987.

Vide G.O.Rt.No.4281 General Administration (SC-D) dated 26.08.1993, “**Disposal by Destruction of Records in the Institution**

of Andhra Pradesh Lokayukta and Upa Lokayukta Rules, 1993” are provided.

The Andhra Pradesh Lokayukta And Upa Lokayukta Act, 1983 underwent several amendments, thereby the Institution of Lokayukta is more empowered, extending its ambit and enhancing its powers and jurisdiction.

Act-1 of 2001:

By virtue of Amendment Act-1 of 2001, Section-3 of the main Act has been appropriately amended, requiring the Lokayukta to make and subscribe an oath or affirmation before the Governor and to enable the Governor to appoint the Lokayukta to swear-in the Upa Lokayukta. This amended provision came into force with effect from 27.03.2001.

Act-1 of 2007:

Act-1 of 2007 is the Amendment Act, under which several important amendments were effected to the various provisions of The Andhra Pradesh Lokayukta and Upa Lokayukta Act-1983, to widen its ambit and functioning and it came into force with effect from 28.02.2007.

Vide the Amendment Act-1 of 2007, the short title of the act has been amended so as to omit the words “Upa Lokayukta”, since the word Lokayukta, wherever used, includes Upa Lokayukta also. Since then the nomenclature of the Act became **“The Andhra Pradesh Lokayukta Act, 1983”**.

By virtue of the very same Act-1 of 2007, amendment has been effected to Section-2 Clause-A of the Act, widening the ambit of the word “Action” to remove the ambiguity and to bring the action taken by the Public Servants in discharge of their functions also, into the ambit of the jurisdiction of the Lokayukta.

Ambit of the word "Corruption" has been clearly defined by way of effecting relevant amendment to Section-2(d).

Further, originally the Minister, Council of Ministers for the State of Andhra Pradesh, Deputy Chief Minister, Deputy Minister and Parliament Secretary were not in the ambit of the Institution of Lokayukta. They all have been brought into its ambit by bringing them under the purview of the definition of Public Servant, by way of incorporating Clauses-g & k to Section-2 of this Act.

Relevant amendment has been effected to Section-7 of the Act, by which the responsibilities and duties of Vice Chancellor are brought into the purview of The Lokayukta. Earlier, said functions were in the purview of The Upa Lokayukta only.

Further, by effecting relevant amendment to Section-10 of the Act, the Lokayukta and Upa Lokayukta are empowered to complete the investigation within a period of one year from the date of issuance of Form-VII and in case if he feels that he is unable to do so, he shall record his reasons for such inability. This amendment has been effected, observing that in practice, the earlier limitation made in the said provision that every investigation shall be completed within a period of six months but shall not exceed one year, is making it difficult for Lokayukta or Upa Lokayukta to do effective investigation in such period, for several valid reasons.

Act-11 of 2011:

By virtue of Act-11 of 2011, various amendments have been effected to the Andhra Pradesh Lokayukta Act, 1983 and they have come into force with effect from 05.05.2011.

Vide Act-11 of 2011 "the allegations of maladministration against Public Servants and Redressal of Grievances of the Complainants" also have been brought into the purview of the Institution of Lokayukta by way of inserting Clauses (ea) & (fa) in Section-2 of the Act.

The Chair Person, Vice Chair Person, Members of Zilla Parishad, Mandal Praja Parishad, Sarpanch, Upa Sarpanch, Members of Gram Panchayat constituted by or under the Andhra Pradesh Panchayat Raj Act, 1994 and every Mayor and Deputy Mayor and elected Members of Municipal Corporation, every Chairperson and Vice Chairperson and elected members of a Municipal Council or statutory bodies constituted/incorporated under the Central Acts, but functioning in the state and controlled by the State Government and all Cooperative Societies registered or deemed to be registered under Andhra Pradesh Cooperative Societies Act etc., are all also have been brought under the ambit of the jurisdiction of Institution of Lokayukta of Andhra Pradesh, by amending Section 2(k) & (l) of Andhra Pradesh Lokayukta Act, by way of Act-11 of 2011.

Further, Sub Section-2 of Section-8 of the Act is incorporated prescribing limitation for entertaining complaints involving allegations, by Lokayukta and Upa Lokayukta. Thus, the Lokayukta or Upa Lokayukta shall not investigate into any complaint, involving an allegation, if the complaint is made, after expiry of 6 years from the date on which the action complained against is alleged to have taken place or after the expiry of a period of one year from the date on which the action complained against becomes known to the Complainant, whichever is later.

Further, Section 13(A) is enacted, making a provision empowering the Lokayukta or Upa Lokayukta, to impose suitable costs against the Complainant, in case of his making a complaint which is found to be

malicious, vexatious or false and enabling the said costs to be recovered as arrears of land revenue. This is one another important feature of Act-11 of 2011.

Act-22 of 2019:

By virtue of Act-22 of 2019, Section-3 of the Andhra Pradesh Lokayukta Act, 1983 has been amended by substituting the earlier Clause-A of Proviso to Sub Section-1 of Section-3 by the words namely:-

"(a) The person to be appointed as the Lokayukta shall be a retired Chief Justice or a retired Judge of a High Court."

This Amendment Act came into force with effect from 16.08.2019.

By effecting various amendments to the Andhra Pradesh Lokayukta Act, 1983, detailed above, the Institution of Lokayukta is made more empowered by the State and thereby making this Institution more responsible and responsive to the society and citizens.

Further, among various amendments effected to various rules, one amendment effected recently to the Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984 alone is needed to be mentioned here compulsorily owing to its great importance. This amendment effected changing in the Principal Seat of Sitting of the Lokayukta and Upa Lokayukta of Andhra Pradesh and this amendment is constrained to be brought into existence owing to the bifurcation of the erstwhile combined Institution of Lokayukta of Andhra Pradesh. By virtue of G.O.Ms.No.88 GAD(SC.B) Department dated 24.08.2021 which has been published in State Gazette No.642 on 26.08.2021, Rule-12 of Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984 has been amended by repealing the words "wholly either at his principal seat at Hyderabad" substituting the said words with the words "**wholly either at his principal seat at Kurnool**".

Thus, hereafter the Headquarters/Principal Seat of Sitting of The Institution of Lokayukta of Andhra Pradesh is **Kurnool**, which is within the precincts of the residual State of Andhra Pradesh, after bifurcation.

5. OVERVIEW OF THE INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH:

The main function of the Institution of Lokayukta is to make investigation into the complaints received in respect of administrative action taken by or on behalf of Government of the State or certain Local Bodies and Public Authorities in the State, including any omission and commission, in connection with or arising out of such action and to make appropriate recommendations to the Government to take necessary action, to ensure good governance and also to curb malpractices, in such administration.

In such process, the Institution of Lokayukta is to verify and monitor various actions of the administration, to see that they are fulfilled with an understanding of human rights based justice and in conformity with the principle of good governance, such as compliance with laws, prevention of discrimination, proportionality, equality, impartiality, honesty, courtesy, transparency, accountability, compliance with the fair expectation, right to be heard, right of defense, right to be informed, taking decision in a reasonable period, taking justified decisions, indicating remedies against decisions and notifying the decision without delay, protection of personal data etc. It is also to be monitored that there is no abuse of power and protection of vested rights, in the actions of administration.

The aim of the Institution is, to achieve increasing confidence of individual citizens in the public administration and there is good governance. This Institution is serving as a bridge between the administration and citizens, by bringing the grievances of the citizens to the notice of the persons in the administration and see that they are redressed, effectively and in timely manner, by making appropriate recommendations.

Further, this Institution is acting as a guardian of the citizens, by making investigation into the allegations made against the erring officials and maladministration to which they are resorted to and making appropriate recommendations to the Government, for taking up relevant remedial measures to take such officials to task and also to curb such malpractices and maladministration, to ensure good governance to the citizens.

The State of Andhra Pradesh is a densely populated State and its people are not yet fully literate. Most of them are poverty stricken. This State is an agrarian State, as the people of the State are predominantly occupied in cultivation for their livelihood and therefore their landholdings are very dear to their hearts.

It is noticed that there are malpractices/maladministration to a great extent in the area of recording of rights of the citizens in their landholdings, in the concerned Revenue Records. Many complaints are being received in this respect. Government's attention has been constrained to be drawn in this regard time and again.

Further, several complaints are being received in connection with encroachment of Government lands including Water Bodies, Public Roads, Burial Grounds etc., apart from Municipal Lands and also Endowments Lands. Most of the Endowment lands appeared to be under encroachments. It is noticed that though, the encroachers are enjoying such public properties since years together, the Public Servants, who are to supervise and protect the said properties are not taking any action and are allowing the said atrocities. **This is one important area in which the Government is to take strict measures to curb such activities by taking strict actions against the Public Servants who failed to discharge their duties and failed to protect**

the public properties from encroachers. Recommendations have been made to the Government in this connection time and again.

Government is requiring land for several activities of public importance. For that, land is being acquired from private persons by paying substantial compensation. Whereas huge extents of public land is allowed to be held and enjoyed by illegal encroachers. This situation shall be get remedied and in this connection also recommendations have been made to the Government, time and again, so that public properties will be safeguarded against encroachments by unscrupulous persons.

Now a days, we are experiencing serious flood situations in all Towns and Cities in the State, in all rainy seasons. This is mainly due to encroachments made into the water bodies and changing their nature, by raising the ground level of the beds of the said water bodies, and either making constructions on it or cultivating various crops in the said area. These activities are contributing not only to the deprival of usage of the said water bodies by the citizens, but also to decrease in the level of ground water in surrounding areas. Thus, it is a serious problem, which is to be remedied by the Government by taking appropriate and immediate action and protect all water bodies from encroachments. This is one another situation in which this Institution's attention has been drawn in various complaints and after due verification and investigation, appropriate recommendations are being made to the Government, time and again.

The lands like burial grounds etc., which are meant for public usage must be protected from encroachments and see that the public will not suffer due to deprival of the same, by taking appropriate strict measures. In this respect also, this Institution is receiving several complaints and

appropriate recommendations are being made to the Government, time and again.

The Endowment properties shall be protected from encroachments and see that the said properties are utilized for the purpose for which they are endowed, strictly. Strict measures are to be taken by the Government to ensure the same.

It is also noted that there must be transparent mechanism to ensure that the benefits of all public schemes will reach the beneficiaries who are entitled for the same and also that the persons who are not entitled for the same will not be extended such benefit unduly.

This Institution is also receiving complaints regarding inaction and malpractices in connection with the Police Department, Medical Department, Education Department and Service Matters in connection with employees of all departments and also several other areas.

There are several complaints being made against non-implementation of building rules, unauthorized layouts, irregularities in Mining of Minerals, Metals etc.

This Institution is receiving many complaints in all the areas mentioned above and is striving hard to see that such malpractices are curbed, by way of appropriate recommendations, after making due investigation into such complaints.

6. HON'BLE THE LOKAYUKTAS AND HON'BLE THE UPA LOKAYUKTAS PRESIDED OVER THIS INSTITUTION SINCE ITS ESTABLISHMENT:

Between the years 1983 and 2019, the period during which the erstwhile Institution of Lokayukta of Andhra Pradesh served the entire erstwhile combined state of Andhra Pradesh, having jurisdiction over all 23 districts which include the 13 Districts which have fallen to the territory of the present state of Andhra Pradesh and the 10 districts which have fallen to the territory of the State of Telangana, on bifurcation.

Hon'ble Judges mentioned hereunder have functioned as Lokayukta of Andhra Pradesh in the erstwhile combined Institution of Lokayukta of Andhra Pradesh:

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

On bifurcation of the erstwhile combined Institution of Lokayukta of Andhra Pradesh, the separated Institution of Lokayukta of Telangana and the residual Institution of Lokayukta of Andhra Pradesh are formed and they started to function separately with effect from 01.01.2020.

Hon'ble Sri Justice Palleti Lakshmana Reddy is functioning as Lokayukta of Andhra Pradesh since 15.09.2019 onwards and he is the very first Hon'ble Judge functioning as Lokayukta after bifurcation of the Institution.

Hon'ble Judges mentioned hereunder have functioned as Upa Lokayukta of Andhra Pradesh in the erstwhile combined Institution of Lokayukta of Andhra Pradesh:

- 1) Sri M.Mohanarama Reddy (29.10.1991 - 28.10.1996)
- 2) Sri B.Venkateswara Rao (21.11.1996 - 11.05.1997)
- 3) Sri M.Ramakrishna (28.06.1998 - 27.06.2003)
- 4) Sri M.Shivaratna (24.07.2003 - 23.07.2008)
- 5) Sri M.V.S.Krishnaji Rao (21.08.2008 - 20.08.2013)
- 6) Sri T.Gangi Reddy (17.02.2014 - 16.12.2017)

Since 17.12.2017 the post of Upa Lokayukta is remaining vacant.

Even after bifurcation of the Institution, the post of Upa Lokayukta is remaining vacant. **Hon'ble Sri Justice P.Lakshmana Reddy, Lokayukta of Andhra Pradesh is holding the post of Upa Lokayukta as full additional charge and attending to his work also since 15.09.2019.**

7. DUTIES AND POWERS OF LOKAYUKTA & UPA LOKAYUKTA:

Duties and Powers of Lokayukta:

The following are the salient features of the duties and powers of Lokayukta:

- (a) To govern and represent the Institution of Lokayukta.
- (b) To appoint the Registrar and other Officers and Staff Members of the Office and Establishment of Institution of Lokayukta.
- (c) To examine the complaints received from the citizens or through an order of the Hon'ble Governor of the State or also Suo Moto noting the information containing the allegations against any of the Public Servants, take cognizance of the same and allocate to the Benches of Lokayukta and Upa Lokayukta as the case may be, for Preliminary Verification and Investigation.
- (d) To discharge any additional functions in relation to the eradication of corruption in the State, conferred on him by Hon'ble the Governor, specifying the same in a Notification issued in this regard.
- (e) To effect overall supervision/administration of the work of the Institution including the work of Upa Lokayukta.
- (f) To determine and change the allocated work from one Bench to the other, when need arise.
- (g) To request information and documents from administration with regard to the subject matter under examination and investigation, in reference to the complaints.
- (h) To direct confidential probe/investigation into the allegations made in the complaints through the Investigation Wing of the Institution and monitor the investigation as and when necessary.
- (i) To hear witnesses or relevant persons during Preliminary Verification/Final Investigation in the lines of Rule-5, 6 & 7 of A.P. Lokayukta & Upa Lokayukta (Investigation) Rules, 1984.
- (j) To make interim recommendations by way of giving Interim Report to the competent authority in the lines of Rule-16 of A.P. Lokayukta & Upa Lokayukta (Investigation) Rules, 1984 wherever it is found

necessary, recommending grant of interim relief to the Complainant.

- (k) After completion of investigation, giving report in writing, communicating his findings and recommendations to the competent authority in the lines Section-12 of Andhra Pradesh Lokayukta Act, 1983.
- (l) In case of non-compliance of the recommendations made under the report/not being satisfied with the compliance of the recommendations, on the part of the competent authority to whom the report has been made, making a special report to the Governor of the State.
- (m) To give sanction for prosecuting the Complainant in case of finding on enquiry that the complaint made by him is a false complaint made willfully or maliciously against any given person.
- (n) To prepare the Annual Report and submit to the Governor of the State.
- (o) To fix Vacations for the Lokayukta and Upa Lokayukta and Holidays and Vacations for their Office and Establishment.
- (p) To fix and regulate Camp Sitting of the Lokayukta and Upa Lokayukta in various places of the State basing on the requirement and notifying the Camp Sittings of Lokayukta.
- (q) To give required direction in the lines of Rule-22 of A.P. Lokayukta and Upa Lokayukta (Investigation) Rules, 1984 to give effect to the provisions of the Act, Rules and such orders where there is no provision has been made in the rules.
- (r) To delegate powers to Upa Lokayukta/Registrar wherever necessary to ensure effective administration and distribution of powers.
- (s) To fulfill other statutory duties.

Duties and Powers of Upa Lokayukta:

- (a) To assist the Hon'ble the Lokayukta in overall administration/supervision of the work of the Institution.
- (b) To attend to all the complaints made over to him by Hon'ble the Lokayukta.

- (c) To discharge any additional functions in relation to the eradication of corruption in the State, conferred on him by Hon'ble the Governor, specifying the same in a Notification issued in this regard.
- (d) To request information and documents from administration with regard to the subject matter under examination and investigation, in reference to the complaints.
- (e) To direct confidential probe/investigation into the allegations made in the complaints through the Investigation Wing of the Institution and monitor the investigation as and when necessary.
- (f) To hear witnesses or relevant persons during Preliminary Verification/Final Investigation in the lines of Rule-5, 6 & 7 of A.P. Lokayukta & Upa Lokayukta (Investigation) Rules, 1984.
- (g) To make interim recommendations by way of giving Interim Report to the competent authority in the lines of Rule-16 of A.P. Lokayukta & Upa Lokayukta (Investigation) Rules, 1984 wherever it is found necessary, recommending grant of interim relief to the Complainant.
- (h) After completion of investigation, giving report in writing, communicating his findings and recommendations to the competent authority in the lines Section-12 of Andhra Pradesh Lokayukta Act, 1983.
- (i) In case of non-compliance of the recommendations made under the report/not being satisfied with the compliance of the recommendations, on the part of the competent authority to whom the report has been made, making a special report to the Governor of the State.
- (j) To give sanction for prosecuting the Complainant in case of finding on enquiry that the complaint made by him is a false complaint made willfully or maliciously against any given person.
- (k) To fix Camp Sitting of Upa Lokayukta in various places of the state basing on the requirement and notifying the same.

All proceedings before The Lokayukta or The Upa Lokayukta shall be deemed to be judicial proceedings within the meaning of Section 193 of The Indian Penal Code, 1860 (Central Act-45 of 1860) and they are having all the powers of a Civil Court while trying a Suit under the Code of

Civil Procedure 1908 (Central Act-5 of 1908), in respect of the following matters namely:

- (a) Summoning and enforcing the attendance of any person and examining him on oath.
- (b) Requiring the discovery and production of any document.
- (c) Receiving evidence on affidavits.
- (d) Requisitioning any public record or copy thereof from any court or office.
- (e) Issuing commissions for the examination of witnesses or documents.

Section-15 of The Andhra Pradesh Lokayukta Act lays down that the information obtained by Lokayukta or Upa Lokayukta or any member of their staff in the course of or for the purpose of Preliminary Verification made under the Act shall be treated as confidential, subject to certain limitations provided thereunder only.

8. ACCOMMODATION OF THE INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH:

The Institution of Lokayukta of Andhra Pradesh functioned from 1983 to 2019 in the building provided by the Government situated in Basheer Bagh, Hyderabad.

Owing to bifurcation of the state, this Institution also got bifurcated into the Institution of Lokayukta of Andhra Pradesh and the Institution of Lokayukta of Telangana and both the Institutions started functioning separately with effect from 01.01.2020.

By virtue of G.O.Ms.No.123 dated 27.09.2019 the Government of Andhra Pradesh notified that this Institution shall function in Hyderabad till further orders.

Vide O.O.Rt.No.254 dated 12.02.2020, the Government of Andhra Pradesh allocated Room Nos.403, 501, 502 and 505 of Hermitage Building Complex, Aadarsh Nagar, Hyderabad, to accommodate the Institution of Lokayukta of Andhra Pradesh. Thereon, this Institution got shifted to the accommodation so provided in Hermitage Building Complex, Aadarsh Nagar, Hyderabad from the building in Basheer Bagh, Hyderabad and started functioning from that premises.

While so, the Government of Andhra Pradesh has amended Rule 12 of Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984, by repealing the words "wholly either at his principal seat at Hyderabad" substituting the said words with the words "wholly either at his principal seat at Kurnool", vide G.O.Ms.No.88 GAD(SC.B) Department dated 24.08.2021 and the same has been published in the State Gazette bearing No.462.

Thereon, this Institution issued Notification dated 28.08.2021 that this Institution commenced its functioning in Kurnool from 28.08.2021

onwards and accordingly started functioning there from that date onwards by establishing its office temporarily in the premises of 'State Guest House, Dharmapet, Kurnool'. Since then onwards complaints, reports etc., are being received in the said office by the staff members of this Institution, who are made available in the said office during all office hours and this Institution held sittings there, now and then, for making preliminary verification into the complaints and hearing the parties to the complaints.

The premises proposed to be secured by the Government on lease, for locating the Institution of Lokayukta of Andhra Pradesh in Kurnool, vide G.O.Rt.No.1589 dated 25.09.2021 is appearing to be in the process of getting needed alterations be effected, to meet the requirements of this Institution. After it is totally made ready for accommodating this Institution in it and it is officially allotted to this Institution by the Government, this Institution will be shifted there and then onwards, it can start to function in full-fledged manner, from Kurnool as its Headquarters.

9. ORGANIZATIONAL STRUCTURE OF THE OFFICE OF INSTITUTION OF LOKAYUKTA:

Peshi of the Lokayukta:

Peshi of The Lokayukta consists of Personal Secretary to Lokayukta, Personal Assistant to Lokayukta, Driver, Jamedar and Two Attenders.

Peshi of the Upa Lokayukta:

Peshi of The Upa Lokayukta consists of Personal Assistant to Upa Lokayukta, Driver, Jamedar and an Attender.

Registrar:

Overall administration of Office of the Institution of Lokayukta is under the charge of the Registrar, who is declared as the **Head of the Department**, by Order of The Lokayukta.

Salient features of the duties of Registrar are as follows:

The Registrar administers office of the Institution of Lokayukta, taking instructions from Hon'ble The Lokayukta on all policy matters.

All the correspondence of the Institution of Lokayukta of Andhra Pradesh will be conducted in the name of the Registrar.

All the complaints filed before the Institution of Lokayukta also will be addressed to the Registrar only. The Registrar will be scrutinizing the complaints and placing them before Hon'ble The Lokayukta for consideration and taking cognizance.

The Registrar will be assisting Hon'ble The Lokayukta in preparation of the Annual Report to be submitted to The Hon'ble Governor of the State.

The Registrar will be assisting Hon'ble The Lokayukta in recruiting the officers and staff members of the Institution.

The Registrar also will be assisting Hon'ble The Lokayukta in fixing Vacation of Hon'ble the Lokayukta and Hon'ble The Upa Lokayukta and also Public Holidays etc., for the establishment of the Institution.

The Registrar is the overall in-charge of the administration of the Office of the Institution of Lokayukta including financial, budgetary, service matters of the officers and staff members, allocation of duties of officers and staff members and all other related functions for running the Office of the Institution of Lokayukta.

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

Peshi of the Registrar:

Peshi of the Registrar consists of Personal Assistant to Registrar, Driver and an Attender.

Organizational Structure of the Office of the Institution of Lokayukta:

Organizational structure of the Office of the Institution of Lokayukta consists of four wings which can be defined basing on the nature of work being rendered by each of these wings. They are:

- (A) Administration Wing**
- (B) Judicial Wing**
- (C) Legal Wing**
- (D) Investigation Wing**

(A) Administration Wing:

The Registrar with the Assistance of the Deputy Registrar, supervises the Administration Wing, which consists of two sections, which are (i) Establishment Section and (ii) Accounts Section.

The Deputy Registrar:

The Deputy Registrar will be assisting the Registrar in overall supervision of the functioning of the Office of the Institution of Lokayukta.

That apart, the Deputy Registrar is the Drawing and Disbursing Officer of the Institution.

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

(i) Establishment Section:

The Establishment Section is to be headed by an Assistant Registrar, who functions with the assistance of the Section Officer.

The Establishment Section deals with recruitment of staff, service matters of officers and staff members like promotions, salary fixations, increments and other conditions of service and also maintenance of Service Registers and all other required registers. This section also deals with purchase and maintenance of Library, Stores, Furniture, Motor Vehicles, Stationery, Photo Copying Machine(Xerox), etc. Management of the events like Republic Day, Independence Day, etc. are also under the purview of this section. Further, up keeping and maintenance of the premises is also under the purview of this section.

The Inward and Dispatch Sections also work under Establishment Section.

For proper running of this section, apart from the Assistant Registrar and Section Officer, an Assistant Section Officer, Librarian, Stores In-charge, Stenographers, Typists, Assistants, Dispatch Clerk, Inward Clerk, Roneo Operator, Motor Vehicle Messenger, Driver, Attenders, Chowkidars, Gardeners, Sweeper-cum-Scavengers are all required.

(ii) Accounts Section:

The Accounts Section is headed by Assistant Registrar (Accounts) who functions with the assistance of Accounts Officer, Assistant Section Officer, U.D. Accountant, Typist, Assistant, Driver and Attender.

The Accounts Officer is custodian of the Permanent Advance amount of the Office.

The Accounts Section deals with sending budget proposals to the Government, receiving budget, preparation and submitting pay bills and other bills like Medical Bills, Purchase Bills etc., deducting Income Tax at source from the salaries of the officers and staff members and remitting the same to Government account, receiving and remitting the complaint fees & RTIP fees etc., and maintenance of ledgers and other registers pertaining to the financial matters of the office.

(B) Judicial Wing:

Judicial Wing consists of five sections i.e., (i) Complaints Section, (ii) Judicial B-1 Section, (iii) Judicial B-2 Section (iv) Record Room & (v) RTI Section. All these five sections function under the overall supervision of Assistant Registrar (Judicial).

(i) Complaints Section:

A Section Officer with the assistance of an Assistant Section Officer, Stenographer, Typists, Assistants and Attenders run this section. Complaints filed by the Complainants will be processed, scrutinized and registered in this section. During this process, preparation of detailed notes regarding the complaints, for placing before the Lokayukta for consideration, before registration, is needed. Apart from it all required registers are to be maintained by this section.

Basing on the gravity of the allegations/grievances raised in the complaints, they will be segregated and comparatively serious matters are registered as B1 complaints and comparatively less grave are registered as B2 complaints. B1 complaints will be placed before the Lokayukta and B2 complaints will be placed before the Upa Lokayukta for consideration and redressal.

(ii) Judicial B-1 Section:

This section deals with the Bench of the Lokayukta. Two Section Officers, one, for attending the Bench and the other for looking after the section, assisted by Assistant Section Officers, Stenographers, Typists, Assistants, Record Assistants and Attenders run this section.

The complaints segregated basing on the gravity of the allegations/grievances, for being resolved by Lokayukta, are dealt with in B1 section.

The files received from Complaints Section, are attended to in this Section by placing them before the Lokayukta for securing relevant orders on the days of posting of the same. Further, this Section will be processing the orders passed by the Lokayukta by way of calling for reports/comments etc., from the concerned, in the lines of said orders. This Section also will be preparing Cause Lists, maintain the records, files

and relevant registrars in connection with the various complaints received in this Section, till the said complaints reach their logical conclusion/disposal.

After disposal, the files relating to disposed off complaints will be consigned to the record room, by this Section.

(iii) Judicial B-2 Section:

The complaints segregated basing on the gravity of the allegations/grievances, for being resolved by Upa Lokayukta, are dealt with in B2 section.

This section deals with the Bench of the Upa Lokayukta. Two Section Officers, one for attending the Bench and the other for looking after the section, assisted by Assistant Section Officers, Stenographers, Typists, Assistants, Record Assistants and Attenders, run this section.

The files received from Complaints Section, are attended to in this Section by placing them before the Upa Lokayukta for securing relevant orders on the days of posting of the same. Further, this Section will be processing the orders passed by the Upa Lokayukta by way of calling for reports/comments etc., from the concerned, in the lines of said orders. This Section also will be preparing Cause Lists, maintain the records, files and relevant registrars in connection with the various complaints received in this Section, till the said complaints reach their logical conclusion/disposal.

After disposal, the files relating to disposed off complaints will be consigned to the record room, by this Section.

(iv) Record Room:

Record Room is manned by a Section Officer, assisted by an Assistant Section Officer, Assistant, Record Keeper and an Attender.

All the disposed off records, closed registers and files will be kept in the Record Room for safe keeping, after entering into relevant registers. All these documents will be consigned to Record Room by B-1 & B-2 Sections, Establishment Section and other sections, after the complaints are disposed off/registers and files are closed, as the case may be.

In the lines of various rules incorporated in, "**The Disposal by Destructions of Records in the Institution of Andhra Pradesh Lokayukta and Upa Lokayukta Rules, 1993**", the records will be dealt with by the record room, by safe keeping the permanent records and destroying the records which become ripe for destruction, by following the rules and securing appropriate directions.

(v) Right to Information Section:

Several applications are being received from the general public under The Right to Information Act-2005.

As mandated in The Right to Information Act-2005, the officers of Institution are designated in various capacities to deal with the applications received under the said Act.

The Assistant Registrar is designated as Assistant Public Information Officer under The Right to Information Act-2005.

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

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

All these officers are being assisted by an Assistant Section Officer, Assistant and an Attender.

(C) Legal Wing:

This Legal Wing consists of two offices, i.e., (i) The Office of the Director (Legal) & (ii) The Office of the Deputy Director (Legal).

(i) The office of the Director (Legal):

The Director (Legal) is a Category-II Officer. He assists the Lokayukta in dealing with and disposal of the complaints. He will be functioning with the assistance of a Special Category Stenographer, a Typist, an Assistant, a Driver and an Attender.

B-1 Section is dealing with the complaints being placed before the Lokayukta for consideration and disposal. The Director (Legal) assists the Lokayukta in connection with the complaints being processed and dealt with by B-1 Section.

The Director (Legal) assists Lokayukta in day to day dealing of the listed cases in B-1 Section, during call work. He prepares Brief Notes of the various reports received from the Public Servants and others and also various documents which come up for consideration in connection with the complaints, to assist Lokayukta. Further, he gives his Legal Opinions when the matters are referred for the same by the Lokayukta.

The Director (Legal) will be assisting the proceedings during Final Investigation of the complaints 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.

Further, if the Complainant has no legal assistance, during the Final Investigation, the Director (Legal) will be presenting the case of the Complainant before the Lokayukta and also lead the evidence on behalf of the Complainant to assist the proceedings. He will be advancing

arguments also on behalf of the Complainant, if he got no legal assistance.

(ii) The office of the Deputy Director (Legal):

The Deputy Director (Legal) is a Category-III Officer. He assists the Upa Lokayukta in dealing with and disposal of the complaints. He will be functioning with the assistance of a Special Category Stenographer, a Typist, an Assistant, a Driver and an Attender.

B-2 Section is dealing with the complaints being placed before the Upa Lokayukta for consideration and disposal. The Deputy Director (Legal) assists the Upa Lokayukta in connection with the complaints being processed and dealt with by B-2 Section.

The Deputy Director (Legal) assists Upa Lokayukta in day to day dealing of the listed cases in B-2 Section during call work. He prepares Brief Notes of the various reports received from the Public Servants and others and also various documents which come up for consideration in connection with the complaints, to assist Upa Lokayukta. Further, he gives his Legal Opinions when the matters are referred for the same by the Upa Lokayukta.

The Deputy Director (Legal) will be assisting the proceedings during Final Investigation of the complaints 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.

Further, if the Complainant has no legal assistance, during the Final Investigation, the Deputy Director (Legal) will be presenting the case of the Complainant before the Upa Lokayukta and also lead the evidence on behalf of the Complainant to assist the proceedings. He will be advancing

arguments also on behalf of the Complainant, if he got no legal assistance.

(D) Investigation Wing:

There is an Investigation Wing consisting of the Posts of Director(Investigation) and several Investigation Officers. These officers assist the Lokayukta and the Upa Lokayukta in the investigation to be held into the various allegations made against various Public Servants in the complaints filed before this Institution.

The Director (Investigation) who is of the rank of Inspector General of Police is heading the Investigation Wing. He functions with the assistance of Deputy Directors (4 in number), an Investigating Officer, Head Constables(2 in number) and Police Constables (6 in number). Further, a Stenographer, a Typist, a Driver and an Attender will be working in the Investigation Wing.

The Investigation Wing probes in to the allegations referred to them by the Lokayukta or Upa-Lokayukta as the case may be and after making such confidential probe as required, submits report together with any documents or other material collected during such confidential probe. The Investigation Officers will conduct discreet enquiries in connection with the allegations and the reports being submitted by them are immense help to the Lokayukta or Upa-Lokayukta as the case may be, in determining whether the given complaint is a fit case to proceed with further investigation in the allegations, made therein or otherwise.

The Investigation Wing maintains utmost confidentiality and secrecy of information during the discreet enquiry being made by it and conducts probe into the allegations most impartially.

When occasion arises, the office will be entrusting Summons to be served on the witnesses/parties to the complaint and also Warrants to be

executed on such persons, to the Investigation Wing for Service of Summons/Execution of the Warrants as the case may be and they will be discharging the said functions also, most effectively, submit compliance reports and assist the Institution.

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

10. SANCTIONED STRENGTH OF POSTS TO THE OFFICE OF THE INSTITUTION OF LOKAYUKTA – DIVISION OF POSTS ON BIFURCATION – INSUFFICIENCY OF THE POSTS ALLOCATED – STEPS BEING TAKEN:

While establishing the Institution of Lokayukta of Andhra Pradesh, in the year 1983, the posts of Registrar, Director(Legal), Deputy Registrar, Deputy Director (Legal), Secretary to Lokayukta, Assistant Registrars, Director(Investigation), Deputy Directors(Investigation) and other senior officer posts have been provided. The Registrar, Director(Legal), Deputy Director(Legal), Deputy Registrar and Director (Investigation) all will have to have separate establishments within the Institution, with sufficient number of assisting staff, to discharge their separate and distinct duties, to enable the Institution to be run smoothly and also to assist Lokayukta and Upa-Lokayukta. In the circumstances only, 131 posts have been provided to the Institution of Lokayukta while constituting it, originally. Therefore each and every one of these posts is very much essential for smooth running of this Institution.

But while bifurcating the erstwhile Institution of Lokayukta of Andhra Pradesh, as the Institution of Lokayukta of Andhra Pradesh and the Institution of Lokayukta of Telangana, in the lines of G.O.Ms.No.161, General Administration (SR) Department, Government of Andhra Pradesh, dtd.31.12.2019, the 131 posts available have been apportioned between these two Institutions, in the ratio of 58:42 respectively, thereby denying some of the posts to each of the these Institutions, though each and every one of these 131 posts are very much required for running of the Office, as they are minimum posts sanctioned, at the time of constitution of the Institution in the year 1983.

Thus, finding it very much difficult to run the office, without the required posts which are denied to this Institution, due to apportionment of the available posts between the two newly formed Institutions on

bifurcation of the erstwhile Institution of Lokayukta, this Institution was constrained to request the State Government to sanction the 61 posts which it lost in bifurcation, by addressing letters.

Thereon by virtue of G.O.Ms.No.78 of GA(SC.B) Department, dtd.07.08.2020, the State Government has sanctioned only 11 senior officers posts which were available to the Institution earlier and which were denied to it in bifurcation. They include the posts of Registrar, Deputy Registrar, Director(Investigation), Personal Assistants to the Lokayukta, the Upa-Lokayukta and the Registrar, etc.

But the various other posts like Section Officers and Assistant Section Officers, Investigation Officers and supporting staff, which all are very much required for due running of the office, are yet to be sanctioned.

Therefore this Institution again addressed letters to the State Government, seeking for sanctioning of the remaining posts, as they are all essential. This Institution is still awaiting sanction of the same and with much difficulty running the office in absence of the assistance of the said staff.

11. INVESTIGATION WING - NEED FOR STRENGTHENING (PROPOSAL SENT TO GOVERNMENT TO FORM CENTRAL INVESTIGATION TEAM AND THE PROPOSAL IS STILL PENDING WITH THE GOVERNMENT):

The predominant feature/function of the Institution of Lokayukta is conducting investigation into the allegations made against various Public Servants on whom jurisdiction is bestowed on the Lokayukta and Upa Lokayukta, under the provisions of the Andhra Pradesh Lokayukta Act, 1983, to verify the truth or otherwise of the same and to enable them to make appropriate recommendations to the Government, to take action against such Public Servants, if situation requires.

Thus, the assistance of sufficient number of personnel, equipped with due skills of investigation, is very much essential for this Institution. But only a minimum number of such officials are made available to this Institution by way of sanctioning some posts which formed the Investigation Wing of the Office of this Institution. They are not sufficient in number to meet the voluminous investigation required to be made into the thousands of complaints being received in this Institution, day in and day out.

Whereas, Rule 7(7)(i)(a) of Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984 is providing that for the purpose conducting any investigation under the Andhra Pradesh Lokayukta Act, 1983, the Lokayukta or Upa Lokayukta may utilize the services of any Officer or Investigation Agency of the State Government or the Central Government. But it is stated further in this rule that such assistance can be taken only with the concurrence of that Government.

Several complaints received in this Institution have been found to be containing very serious allegations, which amount to serious scams, involving grave injury to public interest, substantial number of acres of public land and crores of rupees of public funds and therefore in need of very detailed, deep and wide probe and

investigation, but for want of required number of Investigation Officers, this Institution is unable to take up such investigation. To meet such contingency, invoking Rule 7(7)(i)(a) of Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984, this Institution addressed several letters to the State Government seeking for providing assistance of a team of efficient officers of CBCID and also to give concurrence. But so far, no such assistance could be provided by the State Government, for various reasons assigned by them.

In such circumstances, this Institution has made a proposal to the Government vide Letter Dis.No.153/Lok/Estt./2021, dated 23.06.2021 for sanctioning of a Central Investigation Team consisting of Investigation Officers of the cadre of Deputy Superintendent of Police (3 Posts), Circle Inspector of Police (6 Posts), Sub Inspector of Police (12 Posts) and Police Constables (24 Posts), so that the Investigation Wing of this Institution will be sufficiently strengthened, to enable this Institution to make effective investigation into the complaints and function in such a manner, which can wholly fulfill the objectives of establishment of this Institution. Required justification for the said proposal has been provided by this Institution, when asked for, as early as in August, 2021.

But the said proposal is still under consideration of State Government. It is the cherished hope of this Institution that soon the said proposal will be accepted and the Central Investigation Team proposed will be sanctioned, so that the Investigation Wing of this Institution is sufficiently strengthened, to enable this Institution, to function more effectively, in fulfilling the objectives of the establishment of this Institution.

12. PLACE OF SITTING OF THE INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH AND CAMP SITTINGS:

Rule 12 of Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984 specifies the place of sitting of Lokayukta and Upa Lokayukta.

Previously Rule 12 of Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984 mandated that the Principal Seat of Sitting of this Institution as "AT HYDERABAD". Owing to the bifurcation of the State of Andhra Pradesh, Hyderabad fell to the precincts of the State of Telangana and therefore Hyderabad can no more be the Principal Seat of Sitting of Institution of Lokayukta of Andhra Pradesh. Therefore, it became necessary to choose a place which is within the precincts of Residuary State of Andhra Pradesh after bifurcation, to fix it as the Principal Seat of Sitting of the Institution of Lokayukta of Andhra Pradesh.

To fulfill the above requirement, the Government of Andhra Pradesh has amended Rule 12 of Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984, by repealing the words "wholly either at his principal seat at Hyderabad" substituting the said words with the words "wholly either at his principal seat at Kurnool", vide G.O.Ms.No.88 GAD(SC.B) Department dated 24.08.2021 and the same has been published in the State Gazette bearing No.462.

Thus, as on now the Principal Seat of Sitting of Institution of Lokayukta of Andhra Pradesh is "KURNOOL".

Further, Rule 12 of Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984 provides for the Lokayukta or Upa Lokayukta to conduct proceedings of any Preliminary Verification or any Investigation under the Act, either partly or wholly, either at his Principal

Seat of Sitting or at such other place or places in the State as may be notified by him from time to time.

During the period under review in this Report, Preliminary Verification and Investigation in various complaints has been conducted mostly at Hyderabad, since the amendment to Rule 12 of Andhra Pradesh Lokayukta and Upa Lokayukta (Investigation) Rules, 1984 has been effected, only in the month of August, 2021, mandating that Kurnool is the Principal Seat of Sitting of Lokayukta & Upa Lokayukta of Andhra Pradesh. For shifting of the Institution, the premises required for locating it at Kurnool has to be chosen and made ready and also all required infrastructure has to be provided. For all this, substantial time is being taken.

Thus, for locating an office of this Institution at Kurnool, a premises has been secured temporarily and complaints, reports etc., are being received there, since August, 2021 and further several sittings have been held there by Hon'ble the Lokayukta, to conduct Preliminary Verification and Investigation into the complaints. Therefore, it is to be noted that functioning of the Institution of Lokayukta commenced at Kurnool, since August, 2021.

That apart, Camp Sittings have been held by Hon'ble The Lokayukta at Vijayawada and Visakhapatnam to conduct Preliminary Verification and Investigation, to facilitate the Complainants and Competent Authorities/Public Servants from the said places and surrounding areas. At the said Camp Sittings, apart from conducting Preliminary Verification/Investigation, this Institution received fresh complaints and reports from the Competent Authorities, in large number. That apart, several complaints have been disposed off by Hon'ble the Lokayukta in

these Camp Sitzings, after due preliminary verification and hearing of all persons concerned.

An important and heartening factor to be noted is, that **after the office of this Institution is located at Kurnool, there is steep increase in filing of complaints by the public hailing from Kurnool and surrounding places which form Rayalaseema Region. It indicates that due to the location of the Institution in Rayalaseema Region, much awareness could have been provoked in the minds of citizens residing in Rayalaseema area also, regarding their rights and liabilities, in connection with the Administrative action in the State.** Previously, most of the complaints were being received by this Institution from the coastal belt of the state of Andhra Pradesh only.

13. VACATIONS, HOLIDAYS AND WORKING HOURS:

Rule 4 of Andhra Pradesh Lokayukta and Upa-Lokayukta (Conditions of Service) Rules 1987 provides that the Vacations, General Holidays and Hours of Work for the Lokayukta and Upa-Lokayukta and for the officers and other employees of the Institution shall be such as may be declared by the Lokayukta from time to time and further that the Lokayukta and Upa-Lokayukta shall have a vacation of 30 working days in each calendar year.

Accordingly, for the year 2021, following Vacations and General Holidays are declared:

VACATIONS

1. Sankranthi Vacation : From 11.01.2021 to 12.01.2021
2. Summer Vacation : From 03.05.2021 to 04.06.2021
3. Dussehra Vacation : From 11.10.2021 to 12.10.2021

GENERAL HOLIDAYS

All Sundays and Second Saturdays and apart from it 26 days falling on important festivals and events, have been declared as General Holidays for the year 2021.

WORKING HOURS

Working hours for the Institution of Lokayukta are from 10.30AM to 5.00PM on all working days.

14. THE PARTICULARS OF ANNUAL BUDGET PROVISION MADE AND THE PARTICULARS OF COMPLAINT FEE RECEIVED:

BUDGET PROVISION

The Budget Provision allocated by the Government of Andhra Pradesh to this Institution for the Financial Year 2021-2022 under various Heads of Accounts is Rs.5,13,62,000/-.

A Sum of Rs.4,42,16,000/- has been allocated under the "Salaries Head" including the Arrears Salaries and Rs.71,46,000/- under the "Non-Salaries Head" in the Budget Provision for the Financial Year 2021-2022. Out of the said Budget Provision, a total sum of Rs.5,26,68,474/- under the Salaries Head including the Arrears Salaries and Rs.33,42,275/- under the Non-Salaries Head has been incurred by the Institution of Lokayukta of Andhra Pradesh till the end of December, 2021 for the Financial Year 2021-2022.

DETAILS OF BUDGET ALLOCATED FOR THE FINANCIAL YEAR 2021-2022 BY THE GOVERNMENT OF ANDHRA PRADESH

Head of Account	Amount (Rs.)
DH - 010 - Salaries	4,42,11,000
DH - 100 - Arrears Salaries	5,000
DH - 110 - Domestic Travel Expenses	
SDH - 111 - Travelling Allowance	5,00,000
SDH - 112 - Bus Warrants	30,000
DH - 130 - Office Expenses	
SDH - 131 - Service Postage & Telegram & Telephone charges	4,50,000
SDH - 133 - Water & Electricity charges	10,00,000
SDH- 135 - Office Expenses - Consumables/Stationery	5,00,000
SDH- 136 - Office Expenses - Maintenance/Minor Repairs	1,00,000
SDH- 137- Office Expenses - Administrative Expenses	2,50,000
SDH- 138 - Office Expenses - Internet Charges	50,000
SDH- 139 - Office Expenses - Mobile Service/Call Charges	1,00,000
DH - 160 - Publications	
SDH - 161 - Publications	50,000
SDH - 162 - Purchase of Books, Magazines and Periodicals	1,00,000
DH - 200 - Other Administrative Expenses	
SDH - 202 - Functions and Events	50,000
SDH - 204 - Protocol Expenditure for Dignitaries	50,000
DH - 210 - Materials and Supplies	
SDH - 213 - Purchase of Office Hardware and Peripherals	50,000
SDH - 215 - AMC Charges - Hardware	2,00,000
SDH - 216 - AMC Charges - Software	1,00,000
SDH - 217 - Purchase of Furniture & Fixtures	3,00,000
SDH - 219 - Software Development	1,00,000
DH - 240 - Petrol, Oil and Lubricants	
SDH - 241 - Charges towards Office Vehicles	2,00,000
DH - 250 - Clothing, Tentage and Store	
SDH - 251 - Clothing	1,00,000
SDH - 253 - Stitching Charges	50,000
SDH - 254 - Shoes & Socks	15,000
DH - 270 - Minor Works	
SDH - 272 - Maintenance	1,00,000
DH - 280 - Professional Services	

SDH - 281 - Pleader Fee	1,00,000
DH - 310 – Grants-in-Aid	
SDH - 318–Obsequies Charges	1,000
DH - 510 - Motor Vehicles	
SDH - 511 - Maintenance Office Vehicles	1,00,000
DH - 520–Machinery and Equipment	
SDH - 521 - Machinery & Equipment	5,00,000
DH - 530 –Major Works	
SDH - 531 – Major Works	20,00,000
	5,13,62,000

COMPLAINT FEES BREAKUP PARTICULARS

Cash, DDs received from 01.01.2021 to 31.12.2021 remitted to the Government Account/Refunded to the Complainants

SL. No.	Month	Receipts		Remittances		Refund
		Cash	DDs	Cash	DDs	
1	Jan'2021	9,900	8,450	9,900	8,450	-
2	Feb'2021	9,750	11,250	-	11,250	-
3	Mar'2021	16,808	5,000	26,658	5,000	-
4	Apr'2021	13,470	4,950	13,770	4,950	-
5	May'2021	4,500	7,680	-	7,680	-
6	June'2021	9,460	10,200	15,760	10,200	-
7	July'2021	20,288	13,650	17,748	13,650	-
8	Aug'2021	20,100	4,950	20,100	4,950	450
9	Sep'2021	11,650	9,250	11,050	9,250	-
10	Oct'2021	11,850	18,350	12,300	18,350	-
11	Nov'2021	27,700	12,350	20,500	12,350	-
12	Dec'2021	25,560	4,300	32,250	4,300	-
	TOTAL	1,80,036	1,10,380	1,80,036	1,10,380	450

**15. STATISTICS OF THE COMPLAINTS FILED,
PENDING AND DISPOSED OFF DURING THE
PERIOD OF THE REPORT:**

**STATEMENT SHOWING THE PARTICULARS OF
COMPLAINTS RECEIVED, DISPOSED OFF AND PENDING
BEFORE THE HON'BLE LOKAYUKTA OF ANDHRA PRADESH
DURING THE PERIOD FROM 01.01.2021 TO 31.12.2021.**

CONSOLIDATED

Sl. No.	PARTICULARS	LOKAYUKTA B-1 Section	UPA- LOKAYUKTA B-2 Section	TOTAL
1	Complaints pending as on 01.01.2021	2380	1968	4348
2	Complaints received during the period from 01.01.2021 to 31.12.2021	1374	1311	2685
3	Total Complaints available for disposal	3754	3279	7033
4	Complaints disposed off during the period from 01.01.2021 to 31.12.2021	1471	836	2307
5	Complaints Pending as on 31.12.2021	2283	2443	4726

16. PARTICULARS OF OFFICERS AND STAFF MEMBERS WORKING IN THE INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH:

NAME	DESIGNATION
<u>Category-I:</u>	
Smt. M.Vijaya Lakshmi, M.A., B.L., District & Sessions Judge (Super Time Scale)	Registrar
<u>Category-II:</u>	
Sri T.Venkateswara Reddy, M.Com., B.L.,	Director (Legal)
<u>Category-III:</u>	
Sri Ch.Polayya, B.Sc, LL.B., Sri P.Murali Mohan Reddy, B.A, B.L Sri M.Amarender Reddy, B.Com	Deputy Registrar Deputy Director (Legal) Secretary to Lokayukta
<u>Category-IV:</u>	
Smt. M.Usha Rani, M.A, LL.B., Sri D.Venugopal Reddy, B.Com, LL.B., Sri V.Lakshmi Kantha Reddy, M.Sc, LL.B.,	Assistant Registrar Assistant Registrar (Judicial) Assistant Registrar (Accounts)
<u>Category-V:</u>	
Smt. Y.Lalitha Kalyani, B.A, B.A.L, LL.B., Sri G.Praveen Kumar Reddy, B.A, LL.B., Vacant Sri R.V.Bhaskar Rao, B.A., LL.B., Sri V.Prasad, B.A., Sri S.Venkateswara Rao, B.A., Smt. D.Sowjanya Mukhi, B.A, B.L.,	Personal Assistant Personal Assistant Personal Assistant Section Officer Section Officer Section Officer Accounts Officer
<u>Non-Gazetted Category-I:</u>	
Smt. K.Latha, B.Com., LL.B., Smt. C.Sarala, B.Com., LL.B.,	Spl.Category Stenographer Spl.Category Stenographer
<u>Non-Gazetted Category-II:</u>	
Sri K.Sasidhar, B.Com., Smt. U.Naga Malleshwari, M.Com.,	U.D.Stenographer U.D.Stenographer

Sri D.V.V.S.N. Raju, B.Com., B.A.L.,	A.S.O
Smt. P.Lalitha, B.A.,	A.S.O
Sri U.Suryanarayana, B.Com.,	A.S.O
Sri S.Vijayanarayana, B.A.,	A.S.O
Smt. M. Nalini Sandhya Devi, B.Com., LL.B.,	A.S.O
Sri P.Nirmal Kumar Reddy, B.Com., LL.B.,	A.S.O
Sri P.Hanumantha Reddy, B.Com., B.A., LL.B.,	Librarian

Non-Gazetted Category-III:

Smt. L.Pallavi, M.Sc., LL.B.,	U.D Accountant
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Non-Gazetted Category-IV:

Smt. P.Mounika, B.Sc., LL.B.,	Steno-Typist
Kum. T.Kamala Sree, M.Sc.,	Steno-Typist
Sri P.Raja Shekhar, PGDMM, PGDEPD, B.Tech	Typist
Vacant	Typist
Vacant	Typist
Sri D.Sukraiah, B.A.,	Assistant
Sri P.Prakasa Rao, B.A.,	Assistant
Sri M.Rama Krishnam Raju, B.A.,	Assistant
Sri G.Srinivas Rao, B.Com., LL.B.,	Assistant
Smt. P.Nirmala Devi, M.A.,	Assistant
Sri S.Vijay Chand, B.Sc., D.Ed.,	Assistant
Smt. B.Pankajakshi, B.A., M.Ed.,	Assistant

Non-Gazetted Category-V:

Sri V.Ram Babu, VIII Class	Senior Driver
Sri G.Murali Krishna, B.Com.,	Driver
Sri S.Naga Babu, B.A.,	Driver
Sri T.R.Shantha Kumar, B.A.,	Driver
Sri S.Rama Chander Rao, X Class	M.C.M

Non-Gazetted Category-VI:

Sri A.Srinivas Raju, X Class,	Record Assistant
Smt. T.Suseela, B.A.,	Record Assistant
Sri P.Naga Prasad, B.Com.,	Roneo Operator
Sri M.Baba Fakruddin, B.A., M.B.A.,	Jamedar

Non-Gazetted Category-VII:

Smt. E.Manjula, V class	Attender
Sri R.Punesh, SSC(Failed)	Attender
Sri J.Mallikarjuna, B.A.,	Attender

Smt. M.Bhoolakshmi, X Class	Attender
Sri A.Dharma Rao, B.A.,	Attender
Sri K.Shivaramudu, X Class	Attender
Sri D.Venu Gopal, M.A.,	Attender
Sri B.Durga Krishna Prasad, B.Com.,	Attender
Smt M.Anusha Devi, X class	Attender
Smt. U.Swapna, B.A.,	Attender
Kum. V.Suma, X Class	Attender
Sri R.Sreenivasulu, B.A.,	Attender
Sri P.V.Manjunatha, X Class	Attender
Sri S.Chandra Babu, B.Sc., B.Ed.,	Attender
Kum. K.Jyothi, VIII Class	Chowkidar
Sri K.Veeresh, SSC	Chowkidar
Smt. V.Sirisha, B.Com.,	Sweeper-cum-Scavenger
Sri A.Naga Raju	Sweeper-cum-Scavenger
Sri B.T.Jammanna, B.Com.,	Gardener

INVESTIGATION WING

Sri K.Narasimha Reddy, IPS	Director (Investigation)
Sri P.Venkata Rama Reddy,	Dy. Director (Invn.)
Sri V.Ganga Raju,	Dy.Director (Invn.)
Sri P.Venkata Subba Reddy	Dy.Director (Invn.)
Sri U.S.Sreekrishnudu	Dy.Director (Invn.)
Sri Kolar Krishnan	Investigating Officer
Sri B.Naga Raju	Head Constable
Sri G.Ram Prasad	Head Constable
Sri K.Mohan Das	Police Constable
Sri L.K.Durga Rao	Police Constable
Sri T.Satyanarayana	Police Constable
Sri M.Ravi Nagendra Babu	Police Constable
Sri K.Subba Rayudu	Police Constable
Sri T.Parjun Reddy	Police Constable

17. NOTES ON SOME OF THE COMPLAINTS, AMONG VARIOUS COMPLAINTS DEALT WITH/DISPOSED OFF BY THE LOKAYUKTA:

The Institution of Lokayukta will be dealing with allegations made in relation to a Public Servant, like corruption, embezzlement, abusing of official position, maladministration, inaction etc. Likewise this Institution deals with grievances of the Complainants like a claim by a person that he sustained injustice or undue hardship and also undue denial of relief to which he is entitled to, in consequence of maladministration.

During the reporting year, due to the intervention of the Institution of Lokayukta, substantial public funds and public properties have been safeguarded. Further, several erring Public Servants have been brought to justice, by launching appropriate enquiries against them and awarding punishments also in the departmental enquiries initiated against them. There are instances in which misappropriated funds have been duly recovered from the delinquent Public Servant. In some appropriate cases, civil and criminal action also has been taken up.

Brief Notes on few among such complaints, where under above referred actions have been taken, are incorporated hereunder.

Further, due to the intervention of the Institution of Lokayukta, grievances of several of the Complainants, regarding which the complaints were filed, have been effectively redressed. Sanction of Disabled Pensions, Old Age Pensions, Widow Pensions, House Site Pattas to the eligible Complainants, sanction of medical reimbursements, conducting survey of lands, providing alternative land to the land acquired, extension of Financial Assistance to the eligible persons under various Government schemes, correction of land records and effecting mutation and several other such reliefs were granted to the various

Complainants and thereby their grievances have been duly redressed, due to the intervention of Lokayukta.

Particulars of some of such complaints wherein grievances have been redressed are presented hereunder in tabular form.

Most part of the illegally distributed amounts towards Input Subsidy to ineligible persons in connection with Hud Hud Cyclone has been recovered under Revenue Recovery Act and against the Public Servant responsible for distribution of Input Subsidy to ineligible persons, appropriate disciplinary action has been initiated - due to the intervention of this Institution.

Complaint No.4632/2014/B1:

From Srikakulam District

One Sri Ravada Thrinadha Rao, R/o.Mungennapadu Village, Srikakulam District, filed this complaint stating to the effect as follows:

The officers of Survey Department illegally included 73 fake farmers in the list of Hud-Hud Cyclone affected persons and thereby caused loss to a tune of Rs.90 Lakhs to the Government exchequer. Similarly, in Neelam and Pylin Cyclones also, fake persons have been shown in affected persons lists prepared and huge amounts are swallowed.

Report has been called for from the District Collector, Srikakulam District. He sent a report stating to the effect as follows:

The enquiry made, revealed that an amount of Rs.4,47,390/- has been found to be recovered from the ineligible persons, who received input subsidy, under RR Act against each of the Mandals i.e., L.N. Peta, Sarubujjili, Amadalavalasa & Etcherla and the recovery responsibility has been entrusted to respective Mandal Tahsildars.

The Revenue Divisional Officer, Srikakulam District has submitted a report stating that the Tahsildars of L.N. Peta & Sarubujjili have found 47 illegal beneficiaries in their respective Mandals and issued Form-I notices under Section 8 of RR Act-11 of 1864 for recovery of the amounts given to them by misusing the process. He further reported that the

Tahsildars, Amadalavalasa & Etcherla have found 5 defaulters and efforts were being made to trace their addresses.

The District Collector, Srikakulam District gave a report dated 24.02.2020 stating to the effect that an amount of Rs.1,93,473/- out of the total amount of Rs.5,14,499/- due from the defaulters has been recovered and the balance amount of Rs.3,20,930/- was under the process of recovery.

A perusal of the above report has shown that steps were being taken only for recovery of the amounts from the defaulters but it is silent as to the action, if any taken against the revenue officials who involved in payment of crop compensation to fake farmers which resulted into loss of funds runs into Lakhs of rupees to the Government exchequer. Therefore, by virtue of order dated 30.09.2020 the District Collector, Srikakulam District has been recommended to take appropriate action and to give detailed report on the following aspects:

- 1) Total number of illegal beneficiaries/ineligible persons, who received input subsidy in the District under the guise of Farmers affected due to Hud-Hud Cyclone.
- 2) Total amount of input subsidy paid to illegal beneficiaries/ineligible persons in the District.
- 3) Names and details of the Public Servants, who are responsible for release of input subsidy during the said period to the illegal beneficiaries/ineligible persons.
- 4) Action taken report against the said public servants, who are responsible for release of input subsidy to the illegal beneficiaries/ineligible persons.
- 5) Total amount recovered from the illegal beneficiaries/ineligible persons, who received input subsidy.
- 6) Balance amount to be recovered and final action taken for recovery of the balance amount.

In response, the District Collector, Srikakulam District submitted report dated 04.03.2021 stating to the effect as follows:

52 ineligible beneficiaries have availed input subsidy due to Hud-Hud Cyclone, without having any landed property in their names. Out of them, 23 persons are from Sarubujjili Mandal and remaining 29 are from L.N.Peta Mandal. An amount of Rs.4,47,390/- has been paid to these 52 ineligible beneficiaries as input subsidy. The then Tahsildar, LN Pet Mandal informed all the Bank Managers on 24.01.2015 to withhold the amount released to the illegal beneficiaries. But the Mandal Agricultural Officer, L.N. Peta informed concerned Bank Managers on 03.03.2015 to release the input subsidy to the illegal beneficiaries, without knowledge of the Tahsildar, L.N. Peta, for the reasons best known to him. The Joint Director, Agriculture has been instructed to take necessary action against the said officer after due enquiry. Out of the total amount of Rs.5,14,499/- (i.e., the Input Subsidy amount of Rs.4,47,390/- + 15% penalty i.e., Rs.67,109/-), an amount of Rs.2,25,108/- has been recovered from the ineligible beneficiaries, by invoking Section 8 of Revenue Recovery Act and efforts are being made to recover the balance amount.

The further report received from the District Collector, Srikakulam District disclosed that another amount of Rs.97,736/- also has been recovered from the ineligible beneficiaries. The Joint Director of Agriculture, Srikakulam submitted that the Commissioner of Agriculture, AP has initiated departmental enquiry against Sri B.Padmanabham, the then Mandal Agriculture Officer, L.N. Peta Mandal, presently working as Mandal Agriculture Officer, Sarubujjili, as per Rule 20 of APCS(CC&A) Rules, 1991.

Thus, most part of the illegally distributed amounts towards Input Subsidy to ineligible persons in connection with Hud-Hud Cyclone has been recovered under Revenue Recovery Act and against the Public

Servant responsible for distribution of Input Subsidy to ineligible persons, appropriate disciplinary action has been initiated, due to the intervention of this Institution.

An amount of Rs.14,85,038/- misappropriated by one Sri A.Someswara Rao from Midday Meals Scheme amount, while he was working as Mandal Educational Officer(FAC), Seethampeta, Srikakulam District, has been fully recovered from him and further appropriate disciplinary action has been taken against him and punishment also has been awarded to him - due to the intervention of this Institution.

[Complaint No.302/2017/B1:](#)

[From Srikakulam District](#)

One Sri Himaraka Babu Rao, R/o.Valagedda Village, Seethampeta Mandal, Srikakulam District, filed this complaint stating to the effect as follows:

While Sri Ambatti Someswara Rao, was working as Headmaster of Government High School, he was given additional charge of the post of Mandal Educational Officer, Seethampeta Mandal on 21.06.2014 and during his tenure in that capacity, he misappropriated funds pertaining to Midday Meals Scheme and Teachers' Non-Government Deductions made from their respective salaries. He further issued a Caste Certificate to his son, forging signature of Sri Dosi Bhushana Rao, The then Mandal Educational Officer.

Report has been called for from the Commissioner of School Education, Andhra Pradesh and the same dated 25.06.2020 has been received with the following averments.

Sri A.Someswara Rao, who has been working as Grade-II Headmaster, Government High School, Hukumpeta, Visakhapatnam as on the date of the said report, worked as Mandal Educational Officer(FAC), Seethampeta, earlier. It has been established that, while he was working in that capacity, an amount of Rs.14,85,038/- under Midday Meals Scheme and an amount of Rs.45,000/- of Government funds, have been misappropriated. By virtue of orders of the Regional Joint Director of

School Education, said Sri A.Someswara Rao has been placed under suspension. The District Educational Officer, Visakhapatnam has been instructed to recover the amount of Rs.14,85,038/- from the said person and also to file a criminal case against him. Sri A.Someswara Rao paid a sum of Rs.9,00,000/- vide Challan No.0000006557 dated 08.12.2017. A Criminal Case under Sections 406 & 409 IPC has been filed against him before the Judicial First Class Magistrate, Palakonda.

It is further reported that the criminal case filed against the above said A.Someswara Rao ended in acquittal.

It is further reported that Disciplinary Enquiry initiated against A.Someswara Rao has been concluded, imposing minor penalty of "withholding of two increments without cumulative effect" has been against him, treating the period of his suspension as eligible leave period of said individual.

Verifying the fact that the report of the Commissioner of School Education, AP is not disclosing that the balance amount of Rs.5,85,038/- out of the misappropriated amount, remained to be recovered, has been recovered or otherwise from A.Someswara Rao, who evidently misappropriated the said amount, an enquiry is made and it was found that such amount was not recovered.

Therefore, a recommendation was made to the Commissioner of School Education, AP to recover the balance amount of Rs.5,85,038/- from A.Someswara Rao, presently working as Grade-II Headmaster, GHS, Hukumpeta, Visakhapatnam.

The District Educational Officer, Visakhapatnam submitted a compliance report stating that an amount of Rs.5,85,038/- has been deposited in to the relevant account of the Department under challans vide CFMS Transaction ID.No.5015013472021 dated 24.12.2021.

Thus, due to the intervention of this Institution, an amount of Rs.14,85,038/- misappropriated by one Sri A.Someswara Rao from Midday Meals Scheme amount, while he was working as Mandal Educational Officer (FAC), Seethampeta, Srikakulam District, has been fully recovered from him and further appropriate disciplinary action has been taken against him and punishment also has been awarded to him.

All required and appropriate measures have been taken to control air pollution and to prevent health hazards to the residents of Gangavaram Village, due to the functioning of Gangavaram Port Limited. Further, the bad condition of the road between Gangavaram to Pedagantyada Mandal has been rectified by effecting required repairs and thus the Complainant's grievances have been duly redressed - due to the intervention of this Institution.

Complaint No.571/2020/B1:

From Visakhapatnam District

One Sri Yona Bondu, R/o.Gangavaram Village, Pedagantyada Mandal, Visakhapatnam District, filed this complaint stating to the effect as follows:

The dust and coal particles emanating from Gangavaram International Port are causing air pollution and health hazards to the locality people.

Report has been called for from the District Collector, Visakhapatnam District and the same dated 06.10.2020 received, whereunder it is stated to the following effect:

Gangavaram Village is a project affected village. Total number of 1580 displaced families due to the construction of Gangavaram Port are rehabilitated in Dibbapalem Rehabilitated colonies developed in two layouts. Gangavaram Port Limited established mechanized systems and equipment for cargo handling operations, so as to minimize dust spillages/emissions during handling and transportation of cargo. Port also established Operating Mechanical Conveyor System for handling coal and iron to prevent the spillage of cargo and provided closed hoods for conveyor system to curb fugitive emissions of coal/iron ore particles into the air. Mechanical Dust Suppression System (MDSS) has been installed for dust suppression by spraying water jets at high pressure to form

blankets of mist on surface of cargo stock to settle the dust. 27 Mobile DSS Tankers are deployed for dust suppression and water sprinklers to mitigate dust emissions on roads and cargo transit areas. Tarpaulin covering is being maintained on all outgoing trucks/railway rakes while transporting the dusty cargo to control fugitive dust. Automatic Truck Washing Facility has been provided. The port is maintaining 50 Mts. width Greenbelt in 10 layers towards Venkannapalem, Kongapalem & Gangavaram Villages and also other directions. Thus, all possible measures have been taken to prevent air pollution in the area.

Complainant has expressed that he is satisfied with the measures taken to prevent the air pollution. He complained about the bad condition of roads between Gangavaram and Pedagantyada.

The District Collector stated in his report dated 13.08.2021 that the road repair work has been taken up and it has been completed as on 25.02.2021.

Whereas Complainant stated that still a portion of the repair work pending.

Thus, the Executive Engineer, Pollution Control Board, the Revenue Divisional Officer, Visakhapatnam and the Complainant were all personally heard.

The Executive Engineer, Pollution Control Board has been recommended to examine the request of the residents of Gangavaram Village, to establish pollution monitoring system.

The Revenue Divisional Officer, Visakhapatnam has been recommended to complete the remaining road repair work.

The Environmental Engineer stated before this Institution that Continuous Ambient Air Quality Monitoring (CAAQM) Station-3 is located

in close proximity to Gangavaram Village and Gangavaram Port Limited is continuously monitoring ambient air quality and as per the monitoring data the PM₁₀ and PM_{2.5} values are within the Board standards.

The Revenue Divisional Officer, Visakhapatnam submitted that he will coordinate with the departments concerned and take appropriate action to complete the remaining road repair works.

Thus, due to the intervention of this Institution, all required and appropriate measures have been taken to control air pollution and to prevent health hazards to the residents of Gangavaram Village, due to the functioning of Gangavaram Port Limited. Further, the bad condition of the road between Gangavaram to Pedagantyada Mandal has been rectified by effecting required repairs and thus the Complainant's grievances have been duly redressed.

The encroachments and damages to public properties made by an irresponsible and ir-reputable resident of G.Sigdham Village have been rectified and appropriate criminal action has been launched against such person - due to the intervention of this Institution.

Complaint No.1159/2018/B2:

From Srikakulam District

One Sri V.V.Narayana Rao, R/o.G.Sigadam, Srikakulam District, filed this complaint stating to the effect as follows:

One Sri Velidi Viswanadham of G.Sigadam Village has made encroachments into Panchayat Roads of G.Sigdham Village, causing substantial hardship and inconvenience to the villagers.

Reports have been called for from the District Collector, Srikakulam District from time to time and the same have been received, in connection with the encroachments found to be made by Sri Velidi Viswanadham on the Panchayat Roads and the action taken regarding the same, to the effect follows:

On verification, it is found that encroachments were made by way of making a construction on to the Panchayat Road by Sri Velidhi Viswanadham of G. Sigdham Village. Part of the said encroachment was removed with the support of Revenue & Police Officials and at that stage the encroacher has requested the officials to give some time to him to remove the remaining encroachment safely without causing damage to the remaining portion of the slab, to facilitate free flow of heavy vehicles on the road. Meanwhile, encroacher filed WP.No.10840/2021 on the file of Hon'ble High Court of Andhra Pradesh against Revenue & Panchayat officials and the court passed an interim order as follows:

“Considering the rival contentions, there shall be direction to the petitioner to submit a reply to the notice dated 20.05.2021, within one week and the Respondents are directed to consider the said reply and pass appropriate orders. Till such time, the Respondents are directed not to undertake any demolition.”

Thereon, the Extension Officer, Mandal Praja Parishad issued proceedings dated 04.08.2021 requiring the encroachers that if they fail to remove the encroachment by way of removing slab portion it would be removed by utilizing modern technology at the cost of encroacher.

Meanwhile, Complainant submitted representation enclosing photograph, stating, that the encroacher, Sri Velidi Viswanadham, intentionally damaged the CC road by digging a pit of 5 feet depth to take vengeance against the villagers and the said damage to the road is causing inconvenience for free passage of vehicles and there is every possibility of school children and others falling into the said pit, dug by the encroacher, illegally. The said photograph is clearly showing the features of the said pit.

Thereon, this Institution has given recommendations to the District Panchayat Officer, Srikakulam District, to examine the contents of the representation of the Complainant, to take immediate action to restore the damaged cement road to its original state, so as to prevent any unforeseen incident to the locality people and further to lodge a complaint before concerned Station House Officer, against the person who caused damage to the cement road and to submit Action Taken Report on or before 23.12.2021.

On 23.12.2021 the District Panchayat Officer, Srikakulam District has appeared before this Institution at its Visakhapatnam Camp Sitting and submitted his detailed report stating to the effect as follows:

G. Siddahm Grampanchayat has resolved to take up the Cement Road repair work and the work has been commenced on 20.12.2021 and it will be completed within a period of 20 days. A Criminal Complaint has been field in the police station to take lawful action against the concerned for damaging the CC Road in the main street of G. Sigdham Village.

Thus, due to the intervention of this Institution, the encroachments and damages to public properties made by an irresponsible and irreputable resident of G. Sigdham Village have been rectified and appropriate criminal action has been launched against such person.

The grave misdeeds committed by the employees of Kadiri Cooperative House Building Society Limited in not accounting the amounts paid by the Complainant towards discharge of housing loan in the accounts of society and AP House Fed, thereby causing substantial injury and hardship to the Complainant, has been brought to light and appropriate action is initiated against them - due to the intervention of this Institution.

Complaint Nos.4666/2016/B1 & 1223/2020/B1:

From Ananthapuram District

One Sri K.China Babaiah, R/o. Kadiri, Ananthapuram District, filed this complaint stating to the effect as follows:

The Complainant is a member of Kadiri Cooperative House Building Society, Kadari, Ananthapuram District. He availed house building loan from AP House Fed, through Kadiri Cooperative House Building Society Limited and repaid the entire loan amount, together with interest accrued thereon to AP House Fed. But the authorities of AP House Fed have not returned the Title Deed pertaining to the house property to the Complainant.

After making some discreet investigation into the matter by this Institution, a Report has been called for from the Commissioner Cooperation & Registrar of Cooperative Societies, AP on the following issues:

- (i) Whether it is reasonable/legal to demand the Complainant to pay the loan amount by the Kadiri Cooperative House Building Society Limited/House Fed, after issuance of "Bebaki Receipt" to the Complainant.
- (ii) The employees of Kadiri Cooperative House Building Society Limited, who are responsible for not accounting amounts paid by the Complainant towards discharge of loan, in the accounts of

society and AP House Fed and appropriate disciplinary and criminal action is to be initiated against them.

- (iii) The Managing Director, AP House Fed is to close the loan account of the Complainant and release the Title Deed of the Complainant and also initiate action independently against Kadiri Cooperative House Building Society Limited, considering the peculiar circumstances of the present case, instead of penalizing Complainant, who honestly discharged the loan amount.

Report has been received from the Commissioner of Cooperative Societies with the following averments.

An enquiry has been initiated and after receipt of enquiry report from the Enquiry Officer, the same will be placed before General Body of the Society and civil & criminal action will be initiated by the Competent Authority as per the findings in the enquiry report. The Managing Director, AP House Fed has given a report stating that since the Complainant has not appeared before them to collect the original documents from the AP House Fed, the same are submitted to the Commissioner of Cooperation & Registrar of Cooperative Societies, AP and that the same are being submitted to this Institution and further that further action will be initiated as per the findings in Section 151 Enquiry Report against the concerned in due course.

The Additional Registrar/Managing Director, AP Housing Societies Federation Limited, Vijayawada passed Release Orders dated 19.07.2021 stating that "The A3(Appropriation) Section in H.O. is directed to close loan account by adjusting LRD amount of Rs.1,25,000/- remitted on 31.03.2006 from LRD Account of the Kadiri CBS Limited, Kadiri to adjust the share capital of Rs.6,300/- to the loan account of Sri K.Chinna Bavaiah and to keep the balance amount due under 'Suspense Due to

accounts of the Kadiri CHBS Limited, Kadiri' recoverable from the society in due course of time."

Thereafter, the Release Deed executed by the Additional Registrar/Managing Director, AP Housing Societies, Vijayawada got registered in the Office of Sub Registrar of Assurance & Registration Kadiri, on the advice of this Institution and the original documents pertaining to the subject mortgage have been furnished to the Complainant under due acknowledgment on 04.08.2021.

The Assistant Registrar, Office of the Sub Divisional Cooperative Society, Kadiri has also sent a letter dated 15.11.2021 stating that as per the instructions of the Additional Registrar/Managing Director, AP, Vijayawada a Registered Release Deed has been executed in favour of the Complainant for resumption of the subject mortgage and the original registered release deed has been handed over to the Complainant under due acknowledgment. Copy of the Registered Release Deed and Acknowledgment of the Complainant are enclosed to the said report.

Furthermore, during investigation of this complaint the misdeeds committed by employees of Kadiri Cooperative House Building Society Limited in not accounting the amounts paid by the Complainant towards discharge of loan, in the accounts of Society and AP House Fed, has been found out. In this regard the Commissioner for Cooperation and Registrar of Cooperative Societies, AP reported that an enquiry has been initiated and after receipt of the report of the Enquiry Officer the same will be placed before the General Body of the Society and civil & criminal action will be initiated against the erred official by the competent authority as per the findings in the enquiry report. This report has been recorded.

Thus, due to the intervention of this Institution, the grave misdeeds committed by the employees of Kadiri Cooperative House Building Society Limited in not accounting the amounts paid by the Complainant towards

discharge of housing loan in the accounts of society and AP House Fed, thereby causing substantial injury and hardship to the Complainant, has been brought to light and appropriate action is initiated against them. Further, the grievance of the Complainant, that in spite of his discharging entire house loan together with interest accrued, to the AP House Fed through Kadiri Cooperative House Building Society Limited, the authorities of AP House Fed have not returned the Title Deed pertaining to the said house property to him, has been effectively got redressed, due to the intervention of this Institution.

The grievances of the Complainant, that though the Endowments Department has sold Plots Nos.60 & 61 in Sy.No.330/2 of Kanneluru Village to her father under public auction which has been conveyed to her later by virtue of a gift deed, has remained in prohibited list under Section 22A(1)(c) and further that NOC has not been issued to her, to enable her to enjoy her land, have been redressed by way of deletion of said plots from the prohibited list and also by way of issuance of NOC to her - due to the intervention of this Institution.

Complaint No.365/2020/B1:

From Guntur District

One Smt.Y.Saraswathi, R/o. Guntur, Guntur District, filed this complaint stating to the effect as follows:

Father of the Complainant purchased Plot Nos.60 & 61 admeasuring Ac.0-05 cents each comprised in Sy.No.330/2 of Kanneluru Village, Jammalamadugu Mandal, Guntur District, in a public auction, conducted by the Endowments Department and the Endowments Department has executed a Sale Deed in this respect in favour of father of the Complainant. After the demise of Complainant's father, her brother executed a Registered Gift Deed dated 07.07.2013 in respect of the said property in favour of the Complainant. Finding that the said property has been in prohibited list under Section 22A(1)(c) and the same is to be deleted from the said list and further No Objection Certificate (NOC) is also required for due enjoyment of the said property, Complainant sought for the same but she is denied of such reliefs. The Complainant sought for issuance of NOC in the lines of such certificate issued by the Assistant Commissioner, Endowments Department, Kadapa in respect of Plot No.20 in Sy.No.330/2 of Kanneluru Village.

Report has been called for from the Special Commissioner, Endowments Department, AP and the same dated 03.02.2021 has been received, whereunder it is stated that since the Plots in Sy.Nos.330/2 of

Kanneluru Village have been sold in public auction, a letter has been addressed to the District Registrar, Proddatur to delete the extents of land sold in said survey number in public auction, which include the plots owned by the Complainant i.e., Plot Nos.60 & 61, from the prohibited list.

The report of the Special Commissioner, Endowments Department, AP further reveals that the Plot Nos.60 & 61 in Sy.No.330/2 of Kanneluru Village have been deleted from the prohibited list and further No Objection Certificate has been directed to be issued to the Complainant in the lines of such certificate issued in respect of Plot No.20, under Proceedings dated 04.02.2021.

Thus, the grievances of the Complainant, that though the Endowments Department has sold Plots Nos.60 & 61 in Sy.No.330/2 of Kanneluru Village to her father, under public auction, which has been conveyed to her later by virtue of a Gift Deed, has remained in Prohibited List under Section 22A(1)(c) and further that NOC has not been issued to her, to enable her to enjoy her land, have been redressed, by way of deletion of said plots from the Prohibited List and also by way of issuance of required NOC to her – due to the intervention of this Institution.

Further damage to the percolation of ground water due to illegal and indiscriminate sand mining by usage of JCBs in Pennar River Bed, have been curbed - due to the intervention of this Institution.

Complaint No.361/2018/B1:

From SPSR Nellore District

One Sri Y.Ajay Kumar Reddy, R/o. Viruvuru Village, Podalakuru Mandal, SPSR Nellore District, filed this complaint stating to the effect as follows:

Due to illegal excavation of the ordinary sand with JCBs in Pennar River Bed in Sy.No.729 of Viruvuru Village, to the depth of 7 to 9 feet, drinking water bores got dried up, causing drinking water scarcity in the village and further there is scarcity of water for farming the lands also as filter points got dried up. Thus, there is every necessity for stalling the illegal sand mining in Pennar River bed at Viruvuru Village.

Report has been called for from District Collector, SPSR Nellore District and the same dated 03.10.2019 has been received, whereunder it is stated to the effect as follows:

As per the instructions of the District Collector, SPSR Nellore District, sand reach was stopped except to allow the local people's needs for construction of houses, toilets etc. As per the revised sand policy dated 04.03.2016, sand is being made available to the public, without charging any fee from 02.03.2016. There is no sand excavation in Pennar River of Viruvuru Village limits, through JCBs. An iron sheet filling is made into the riverbed all along Sangam Barrage by the Construction Agency, in order to avoid seepage of water under the constructed barrage to downstream. The said iron sheet filling is the major cause of hindrance to the free flow of underground water and thereby the movement of ground water from the upstream area of the barrage to the downstream area of the barrage got reduced. There is bore point nearby ZP High

School Viruvuru, which yields sufficient water and the agricultural lands surrounded by said school are being cultivated with crops like paddy, sugarcane etc. with the help of filter points made by drawing ground water with the help of electrical motor pumps.

It is further reported by the District Collector that permission for sand reaches got expired by 28.02.2021 and from that date onwards no sand mining took place. Further due to the heavy rains happened in the month of August, 2020, sand heaps have been formed in the sand reach and further that it is not being permitted to use JCBs for sand mining, after the expiry of the earlier government's permission for sand reaches.

Thus, due to the intervention of this Institution, further damage to the percolation of ground water due to illegal and indiscriminate sand mining by usage of JCBs in Pennar River Bed, have been curbed.

The Complainant, who has been denied disability pension, in spite of her being suffering with 88% physical disability, due to a technical error cropped up in browsing her Disability Certificate, has been sanctioned with such pension, rectifying the technical problem in the systems of the Department - due to the intervention of this Institution.

Complaint No.1266/2021/B2:

From Vizianagaram District

One Smt. Varadi Bhagya Lakshmi, R/o. Nadigattu Village, Vizianagaram District, filed this complaint stating to the effect as follows:

Complainant is a physically handicapped person with 88% disability. She has been issued certificate to that effect by AP Medical Board of Community Health Centre, Bhogapuram, Vizianagaram District. She made an application along with all relevant documents to Panchayat Secretary, Grama Sachivalayam, Ganivada on 09.06.2020, seeking for sanction of Y.S.R. Pension Kanuka. But her application has been returned by the Mandal Parishad Development Officer, L.Kota with objections. She again made an application on 27.05.2021 to the Mandal Parishad Development Officer, L. Kota, seeking for sanction of Y.S.R. Pension Kanuka, but in vain.

A report has been called for, from the District Collector, Vizianagaram District and the reports dated 05.10.2021 and 09.11.2021 have been received. As per the said reports, an enquiry has been made by the District Collector, through Project Director, DRDA, Vizianagaram. Said enquiry revealed that Complainant is suffering 88% disability as per SADARAN Certificate (Authorized certificate by the District Medical Authorities), held by her. But while browsing her SADARAN certificate, the percentage of her disability has been wrongly displayed as 40% instead of 88%. The reason for such wrong displaying of percentage of Complainant's disability has been noticed as a technical problem and there is no manual intervention pertaining to this error. Thereon, the

Project Director, DRDA, Vizianagaram has appraised the SERP on this technical issue and with the assistance of SERP and connecting software support institution, the problem has been resolved and the disabled person i.e., the Complainant, has been sanctioned with the disability pension as per her eligibility, vide ID.No.1020027793 and the pension also has been disbursed to her.

Thus, due to the intervention of this Institution, Complainant, who has been denied Disability Pension, in spite of her being suffering with 88% physical disability, due to a technical error cropped up in browsing her disability certificate, has been sanctioned with such pension, rectifying the technical problem in the systems of the Department.

The irregularity committed while maintaining the revenue records in respect of the land owned by Sri Kashi Visweswara Swamy Temple, Gottipadu Village, by recording the Servicedars/their legal heirs as pattadars instead of said Deity, has been rectified appropriately, showing the said Deity alone as Pattadar and the Servicedars/their legal heirs as enjoyers of the said lands only - due to the intervention of this Institution.

Complaint Nos.1551/20210/B1, 1466/2020/B2 & 1202/2020/B2:

From Guntur District

One Sri Patchala Koteswara Rao, R/o. Gottipadu Village, Prathipadu Mandal, Guntur District, filed the three complaints stating to the effect as follows:

The Mandal Revenue Officer, Prathipadu has illegally mutated the lands of Sri Kashi Visweswara Swamy Temple of Gottipadu Village in the names of Archakas and Bajantris of the said temple.

Report has been called from the District Collector, Guntur District and the same dated 17.03.2021 has been received which is to the effect as follows:

On verification of revenue records pertaining to Sy.Nos.385, 391-2 & 69-B of Gottipadu Village and Sy.Nos.849 & 859 of Prathipadu Village, it is found that the Servicedars have been recorded as pattadars and enjoyers in draft ROR and IB from the inception, which was prepared as per AP Rights in Land & Pattadar Passbook Rules-1989. Trustees of Temple had not applied for Pattadar Passbooks in respect of the lands in the said survey numbers which belong to the Temple and did not raise any objections before Tahsildar, Prathipadu during the "Village Revenue Sadassulu", "Grama Sabhas" & "Mee Intiki Mee Bhoomi" Programmes. Moreover, web land portal was updated basing on LRMIS Master data, which was prepared as per the manual I-B Register. Hence the Servicedars/Legal Heirs of Servicedars who are recorded in Draft ROR and

IB are continuing in present web land and the said survey numbers were noted as patta land (except Sy.No.391 Gottipadu & Sy.No.859 Prathipadu Villages) as per RSR of respective Villages. The Tahsildar has not changed the name of Deity i.e., Sri Kashi Visweswara Swamy by inserting the names of Servicedars in revenue records, as contended by the Complainant.

But when further probe was made in this Institution, in this matter, the Tahsildar, Prathipadu finally reported that I-B and Adangal [10-(1)] of the above Survey Numbers have been now mutated in favour of Sri Kashi Visweswara Swamy and it is approved for issuance of e-Pattadar Passbook as requested by the Complainant and further that through field verification and comparison with Section 38 Register, it was found that no record was mutated inserting the names of Servicedars in the place of the name of the Deity.

Thus, the grievance of the Complainant has been redressed by way of effecting appropriate mutation of the lands in the name of Sri Kashi Visweswara Swamy and further by issuance of e-Pattadar Passbook in the name of the said Deity. The Complainant has expressed that he has no objection to update the web land Adangal with the names of Servicedars/their legal heir as enjoyers while keeping the Deity as Pattadar.

Thus, due to the intervention of this Institution, the irregularity committed while maintaining the revenue records in respect of the land owned by Sri Kashi Visweswara Swamy Temple, Gottipadu Village, by recording the Servicedars/their legal heirs as pattadars instead of said Deity, has been rectified appropriately, showing the said Deity alone as Pattadar and the Servicedars/their legal heirs as enjoyers of the said lands only.

The irregularity committed by the authorities of APSPDCL in denying payment of ex-gratia to which Complainant, has been entitled to, being dependent of a person who died due to electrocution, has been cured and she has been paid the ex-gratia amount, to which she is entitled to - due to the intervention of this Institution.

Complaint No.487/2018/B1:

From Krishna District

One Smt.Darelli Usha Rani, R/o. Harijanawada, Nandigama, Krishna District, filed this complaint stating to the effect as follows:

The Complainant's husband by name Darelli Venkatesh met with a fatal electric accident by coming into contact with Irion Flexi Frame, which was with live electricity wires, in Madhura Road, Harijanawada, Nandigama on 16.09.2015, while trying to erect the said flexi and died on spot, due to electric shock. In respect of the said incident, Crime No.287/2015 under Section 174 Cr.P.C. of PS Nandigama has been registered and investigated into. A Government doctor conducted postmortem examination over the dead body of the deceased and opined that cause of death has been due to "Electrocution". Complainant, who is dependent on the deceased person, is entitled for sanction of statutory minimum compensation, as per the policy of Government issued in APERC Notification in Official Gazette No.241 dated 29.05.2017 and she applied for the same, but she is denied of the same, by way of rejecting her application, on the ground that the accident occurred due to negligence of the deceased person and therefore there are no merits in her claim.

Payment of ex-gratia, in respect of non-departmental electrical accident, is covered by the provisions of regulations notified by Andhra Pradesh Electricity Regulatory Commission from time to time.

Hon'ble The High Court of Andhra Pradesh held, vide judgment in WP.No.511 of 2006 dated 29.07.2007, to the effect that it is not in

dispute that under the scheme of the Corporation, irrespective of whether the death has occurred on account of negligence of the victim or not, the dependents of the victim are entitled for ex-gratia and that the payment of the Ex-gratia amount shall be without prejudice to the rights of the dependents of the victim to claim compensation before the Civil Court.

Further, vide judgment in WP.No.35215/2012, the Hon'ble High Court of Andhra Pradesh held to the effect, that it is also to be noticed that it is not a claim either for compensation or damages and it is ex-gratia fixed to be extended in all cases where there were non-departmental fatal accidents; that such orders are issued by the Government only with a view to rescue the members of victim's family on account of his sudden death and that such kind of payment, namely Ex-gratia, cannot be denied to the victim's dependents, on the ground that the accident occurred due to negligence of victim. It is further held in this judgment, that so far as the ex-gratia amount is concerned, if a person dies on account of electrocution, his family members are entitled for ex-gratia, as fixed by the Government and an affected person may not have any right for claiming ex-gratia, but having issued the proceedings and extending the benefit of ex-gratia in case of fatal accidents, there is no reason for discriminating Petitioner and not acceding to her request for payment of ex-gratia to her.

Evidently, the Petitioners in both the writ petitions cited above appeared to have been placed in the circumstances similar to that of the Complainant herein and in both cases Hon'ble the High Court of Andhra Pradesh ordered the Government to pay Ex-gratia to the dependents of victims, as victims in both the cases have met with death due to electrocution, irrespective of the fact, that the said incidents occurred due to their respective negligence.

Noting that without considering the purport of the above judgments, which are applicable on fours to the present claim, the Complainant's

claim for payment of ex-gratia has been unreasonably denied to her, by the Executive Engineer, Operation Rural, APCPDCL, Vijayawada. Thus, a report has been called for from him, advising him to consider Complainant's claim afresh, in the light of above referred verdicts of Hon'ble High Court, Andhra Pradesh.

Thereon, the Executive Engineer, Operation Rural, APCPDCL, Vijayawada submitted his report dated 07.11.2021, stating that the Chief General Manager, APCPDCL, has sanctioned ex-gratia amount of Rs.2,00,000/- under Memo dated 08.11.2021 and the said amount has been directly credited to the bank account of the Complainant. He also enclosed, e-Pay order details crediting the amount directly to the account of the Complainant, to his report.

Thus, due to the intervention of this Institution, the irregularity committed by the authorities of APSPDCL, in denying payment of ex-gratia to which Complainant has been entitled to, being dependent of a person who died due to electrocution, has been cured and she has been paid the ex-gratia amount, to which she is entitled to.

Help required to the Complainant, has been extended by the Commissioner & Inspector General, Stamps & Registration Department, AP, by way of issuing relevant instructions to the Sub Registrar, Budwel, who was not registering the Sale Deed, presented by the Complainant for registration, due to Complainant's finger prints being found to be mismatched, due to age factor and therefore Bio Metric Device has not retrieved authentication data, which is required for registration of the said Sale Deed, thereby facilitating registration of the said Sale Deed - due to the intervention of this Institution.

Complaint No.1190/2021/B2:

From YSR Kadapa District

One Sri M.Shankar Reddy, R/o.Pendlimarri Village, YSR Kadapa District, filed this complaint stating to the effect as follows:

The Complainant has sold his house site to some others, received consideration from them and presented the Sale Deed for registration to the Sub Registrar, Stamps & Registration Office, Budvel. But on the ground that the Bio Metric System is not accepting Complainant's thumb impression, the Sub Registrar refused to register the Sale Deed. The Complainant approached the Aadhaar Enrolment Centre and they gave a certificate to the effect that due to age factor, his thumb impressions are not clear and therefore not being accepted by the Bio Metric System. But Complainant has to register his Sale Deed and therefore he is to be helped since the Sub Registrar is not registering the Sale Deed.

Report has been called for from the District Registrar, Registration & Stamps, YSR Kadapa District and he submitted his report dated 12.10.2021 stating to the effect that Bio Metric System has not retrieved authentication data due to the mismatch of the finger prints of the Complainant; that it happened due to the age factor of the Complainant and therefore the Sub Registrar was advised to contact Aadhaar Center for getting it resolved and further that vide Memo No.CARD/E-

1362981/2021 dated 05.10.2021, the Commissioner and Inspector General, AP, Vijayawada, issued relevant instructions and basing on the same the Sub Registrar, Budvel registered the Sale Deed presented by the Complainant on 06.10.2021 vide registered Document No.4683/2021 of Sub Registrar's Office, Budvel.

Complainant has addressed a letter to this Institution, expressing his wholehearted gratitude to this Institution stating that due to the intervention of this Institution only, his problem has been solved.

Thus, due to the intervention of this Institution, help required to the Complainant, has been extended by the Commissioner & Inspector General, Stamps & Registration Department, AP, by way of issuing relevant instructions to the Sub Registrar, Budwel, who was not registering the Sale Deed, presented by the Complainant for registration, due to Complainant's finger prints being found to be mismatched, due to age factor and therefore Bio Metric Device has not retrieved authentication data, which is required for registration of the said Sale Deed, thereby facilitating registration of the said Sale Deed.

Required and prompt steps have been taken by the Municipal authorities for recovery of long pending Water Tax and Property Tax dues from the various defaulters in payment of said taxes, in Madanapalli Municipality area - due to the intervention of this Institution.

[Complaint No.938/2021/B1:](#)

[From Chittoor District](#)

One Sri A.Dwarakanath Reddy, R/o.Moravapalli, Marrispadu Village, Gurramkonda Mandal, Chittoor District, filed this complaint stating to the effect as follows:

Several persons residing in Madanapalli Municipality like the resident of House bearing No.3-145-11-1, Prasanth Nagar, Madanapalli, are not paying Water Tax, since long time to the Municipality and that in spite of it the Municipal Authorities are not taking any action against such defaulters.

Report has been called for from the Commissioner & Director of Municipal Administration, Andhra Pradesh. He submitted his report stating to the effect that the Regional Director-cum-Appellate Commissioner of Municipal Administration enquired into the matter and reported that he personally visited house bearing No.3-145-11-1, Prasanth Nagar, Madanapalli Municipality and found that there is a water tap connection to the said house but it is not in use due to pipeline blockage and that the tenants residing in the said house are using water getting it by private tankers. It is further reported that a Notice has been issued to the owner of the said house, demanding for payment of Water Tax dues and likewise notices were issued to various other Property Tax and Water Tax defaulters in the said Municipality and further that instructions have been issued to the concerned Revenue Inspectors for collection of Property Tax and Water Tax, including arrears, duly fixing daily targets.

Thus, due to the intervention of this Institution, required and prompt steps have been taken by the Municipal authorities for recovery of long pending Water Tax and Property Tax dues from the various defaulters in payment of said taxes, in Madanapalli Municipality area.

The grievance of the Complainant that Pathikonda Police have not taken further action in connection with Crime No.153/2020 under Sections 323 & 324 R/w. 34 IPC, against the wrongdoers, has been redressed by way of completing the investigation into the said crime and also laying Charge Sheet against the alleged wrongdoers, basing on which C.C.No.160 of 2021 on the file of JFCM, Pathikonda has been registered - Due to the intervention of this Institution.

Complaint No.1185/2021/B1:

From Kurnool District

One Smt.A.Saraswathi, W/o.A.Mallikarjuna, R/o.Hosuru Village, Kurnool District, Pathikonda Mandal, filed this complaint stating to the effect as follows:

The Complainant's husband was attacked and injured by her brother-in-law Akula Ramudu and members of family of said Akula Ramudu, an year prior to the date of complaint. A report was given against the said persons in Pathikonda Police Station and basing on that a crime has been registered, but no further action has been taken by the police.

Report has been called for from the Superintendent of Police, Kurnool District and he submitted his report dated 11.10.2021 stating to the effect that required further action on the report given on the incident, stated in the complaint, has been taken by the police by way of registering Crime No.153/2020 under Sections 323 & 324 R/w. 34 IPC of Pathikonda PS against Akula Dhanalaxmi and Pala Ramudu, that after issuing Notices under section 41A Cr.P.C. to them both and after completion of investigation, Charge Sheet has been laid against them and that basing on the said Charge Sheet, C.C.No.160/2021 on the file of Judicial First Class Magistrate, Pathikonda has been registered.

Thus, due to the intervention of this Institution the grievance of the Complainant that Pathikonda Police have not taken further action in connection with Crime No.153/2020 under Sections 323 & 324 R/w. 34 IPC, against the wrongdoers, has been redressed by way of completing the investigation into the said crime and also laying Charge Sheet against the alleged wrongdoers, basing on which C.C.No.160 of 2021 on the file of JFCM, Pathikonda has been registered.

Inconvenience caused to the Intermediate students studying in Veeresalingam Theistic (V.T.) Junior College, Innispet, Rajamahendravaram, due to conduction of coaching classes for DSC aspirants in the said college premises by Godavari Coaching Centre, has been rectified, by getting the said Godavari Coaching Centre evicted from the college premises - due to the intervention of this Institution.

[Complaint No.89/2018/B2:](#)

[From East Godavari District](#)

One Sri G.Srinivas, Advocate, R/o.Jaggampet, East Godavari District, filed this complaint stating to the effect as follows:

In Veeresalingam Theistic (V.T.) Junior College, Innispet, Rajamahendravaram, one Godavari Coaching Centre is allowed to conduct classes for DSC aspirants in thousands of number illegally and with corrupt motive. Such classes are being conducted by using loud speakers, causing substantial nuisance and mental torture to the students of Intermediate, studying in the said college which is being run under Endowments Department. The said College authorities have not obtained any permission from Endowments Department to allow the Godavari Coaching Centre to conduct classes in the premises of the said College.

Report has been called for from the Principal, Veeresalingam Theistic (V.T.) Junior College, Innispet, Rajamahendravaram, who submitted his report dated 17.02.2020 wherein he denied the allegations made in the complaint and further claiming that the Assistant Commissioner of Endowments is not a competent authority and further that two rooms in the college premises have been leased out to Godavari Coaching Centre and that the same is not causing any inconvenience to the students.

Thereon, a report has been called for from the Special Commissioner, Endowments and the same dated 16.12.2020 and

02.02.2021 have been received, whereunder it is stated that notice has been issued to the Principal, Veeresalingam Theistic (V.T.) Junior College, Innispet, Rajamahendravaram calling for his explanation and he in turn has evicted Godavari Coaching Centre, Rajamahendravaram from the premises of the said college, explaining that due to financial crises and to meet the expenditure towards salaries of the unaided staff, two rooms of the college premises were given on lease and that at present, there is no such Coaching Centre functioning in the college premises.

Thus, due to the intervention of this Institution, inconvenience caused to the Intermediate students studying in Veeresalingam Theistic (V.T.) Junior College, Innispet, Rajamahendravaram, due to conduction of coaching classes for DSC aspirants in the said college premises by Godavari Coaching Centre, has been rectified, by getting the said Godavari Coaching Centre evicted from the college premises.

The grievance of the Complainant that instructions were not given to all the Commissioners of Municipalities and Municipal Corporations of the State regarding the Government's order for enhancement of remuneration to all Public Health and Non-Public Health category employees have been duly redressed to the satisfaction of the Complainant - due to the intervention of this Institution.

Complaint No.461/2018/B1:

Grievance pertaining to all Districts in the State

One Sri Asula Ranganayakulu, R/o. Vijayawada, Krishna District has filed this complaint stating to the effect as follows:

Since there was no implementation of G.O.Ms.No.151 (Finance) dated 08.08.2016, Complainant has filed C.No.683/2017/B1 earlier and due to the intervention of this Institution, in connection with the said complaint, the Principal Secretary to Government has issued instruction to the Director of Municipal Administration, AP vide Memo No.653473/G1/2017 dated 30.07.2017 and Memo No.835192/G1/2017 dated 27.11.2017 for implementation of the said G.O. Thereon, the said complaint was closed. But the Director of Municipal Administration, Andhra Pradesh has not yet issued any instructions to the Commissioners of all Municipalities and Municipal Corporations of the State to revise/enhance the wages of the Public Health and Non-Public Health Workers in the lines of the GO.

Report has been called for from the Commissioner & Director of Municipal Administration, Andhra Pradesh and he submitted his report dated 23.04.2021, whereunder he stated that Government in G.O.Ms.No.151 Finance (HR-1 Plg. & Policy) Department, dated 08.08.2016, enhanced remuneration of certain outsourcing services in Government Departments and accordingly instructions were issued to all the Commissioners of Municipalities and Municipal Corporations in the

State, vide the Office Circular in ROC.No.7605/2015/M2 dated 04.07.2017 and that subsequently Government has issued G.O.Rt.No.885 MA&UD(G1) Department dated 17.09.2018, extending the revised remuneration mentioned in the GO.Ms.No.151 to all outsourced Public Health and Non-Public Health Workers working in ULBs and requested to meet the expenditure from the general fund of the ULBs and therefore the said GO is circulated to all the Commissioners of ULBs in the State vide the Office endorsement dated ROC.No.12033/8/2018/M2, dated 25.09.2018.

Complainant has expressed his satisfaction before the Institution stating that his grievance has been redressed.

In the given circumstances, the grievance of the Complainant that instructions were not given to all the Commissioners of Municipalities and Municipal Corporations of the State regarding the Government's order for enhancement of remuneration to all Public Health and Non-Public Health category employees have been duly redressed to the satisfaction of the Complainant, due to the intervention of this Institution.

Grievance of the Complainant that the road of Mallayapalem of Prathipadu Mandal, which was filled with pits and in such a condition that usage of the same by the public was very difficult, has been rectified by upgrading the said Road to BT Road and laying the same - due to the intervention of this Institution.

Complaint No.1198/2020/B1:

From Guntur District

One Sri Patchala Koteswara Rao, R/o.Pedda Gottipadu Village, Prathipadu Mandal, Guntur District, filed this complaint stating that the road in Mallayapalem of Prathipadu is with pits and stones and it is being very difficult and inconvenient to the public to pass through the said road and therefore there is every necessity for laying of proper road.

Report has been called for from the Superintending Engineer, R&B Circle, Guntur and the same dated 14.07.2021 received, whereunder it is stated that the road passing through China Kondrupadu, Nadimpalem, Prathipadu, Patha Mallayapalem, Thimmapuram, Vengipuram and Medavaripalem is Non-BT Road for a length of 10.50 Kms, that work was sanctioned under MDR Revenue Scheme for improvement of this road from Non-BT to BT Road and that the road work is started and work is in progress from KM 6/20 to 9/0.

Thus, grievance of the Complainant that the road of Mallayapalem of Prathipadu Mandal, which was filled with pits and in such a condition that usage of the same by the public was very difficult, has been rectified by upgrading the said Road to BT Road and laying the same, due to the intervention of this Institution.

Disciplinary action has been initiated against the then Joint Sub Registrar, Kadapa Rural who violated the rules and regulations while discharging his duty - due to the intervention of this Institution.

[Complaint No.339/2020/B1:](#)

[From YSR Kadapa District](#)

One Dr.M.Sudhakara Reddy, R/o.Bakarapuram, Pulivendula, YSR Kadapa District, filed this complaint stating to the effect as follows:

Complainant's son Dr.M.Sujith Reddy has purchased Ac.6-00 cents of land in Sy.No.808 & 807/2 of Kolumulapalli Village from Shaik Jilani Basha under Registered Sale Deed Dated 27.10.2020. The mutation in revenue records has been effected and Pattadar Passbook has been issued in the name of Dr.M.Sujith Reddy. The Joint Sub Registrar, Sub Registrar's Office, Kadapa Rural, registered a Document bearing No.8648 dated 07.12.2018 illegally which was presented by one Sri Patan Dawood Khan, impersonating himself as Pathan Dadapeer, in violation of Circular Memo dated 17.07.2013 and instructions issued under ROR Act by the Commissioner & Inspector General of Registration & Stamps, AP, in respect of the subject land and in violation of rules and in collusion with Sri Patan Dawood Khan.

Report has been called for from Commissioner & Inspector General of Registration & Stamps, Andhra Pradesh and he submitted his report dated 22.07.2021, whereunder it is stated that Sri G.Subbaraidu, the then Joint Sub Registrar, Kadapa Rural, has violated the Circular Memo No.G1/9732/2013 dated 17.07.2013 and also instructions under ROR Act issued by the Commissioner & Inspector General of Registration & Stamps, from time to time and failed to advise the parties to correct the name on the web land data before registration and therefore disciplinary action will be taken against the above Public Servants for violation of rules.

Further, report of the District Collector, YSR Kadapa District dated 08.06.2021 has been enclosed to the report of the Commissioner & Inspector General of Registration & Stamps Department, AP, whereunder the details of the disciplinary action initiated against the then the Joint Sub Registrar, Kadapa have been incorporated. The information submitted to this Institution, further reveals that the then Joint Sub Registrar, Kadapa Rural has been placed under suspension, pending disciplinary proceedings.

Thus, due to the intervention of this Institution, disciplinary action has been initiated against the then Joint Sub Registrar, Kadapa Rural, who violated the rules and regulations while discharging his duty.

The Assistant Commissioner of Labour, Vijayawada has recovered the Gratuity amount due to the Complainant from M/s. Spoorthy Marketing Private Limited, since long time and paid it to him - due to the intervention of this Institution.

Complaint No.201/2016/B1:

From Krishna District

One Sri J.V.S. Sastry, R/o. Guntur has filed the complaint stating to the effect that his Gratuity has not been paid as required under Gratuity Act by M/s.Spoorthy Marketing Private Limited, Guntur though he worked for 13 years as Assistant & Accounts Officer with the said Institution and in spite of the Assistant Commissioner of Labour, Machilipatam, has passed order requiring the District Collector, Krishna District to see that the Gratuity amount of Rs.56,700/- together with interest @ 12% per annum recovered from the said institution and paid to the Complainant, that when Complainant approached the District Collector, Krishna District, he has been asked to approach the Tahsildar, Vijayawada Urban Mandal, but in spite of doing so, no action has been taken so far to recover the said amount.

Report has been called for and the Tahsildar, Guntur West Mandal submitted his report dated 02.01.2020 to the effect that M/s.Spoorthy Marketing Private Limited, is not in existence in Guntur and therefore no further action is possible. Thereon, Complainant stated that M/s.AGA Publications, Guntur and M/s.Spoorthy Marketing Private Limited are one and the same Institution.

Thereafter, the Commissioner of Labour Employment & Training, Vijayawada has been recommended by this Institution to take further action at his end to recover the gratuity amount awarded by the controlling authority to the Complainant and to pay the same to him and to submit Action Taken Report.

The Additional Commissioner of Labour, Vijayawada has personally appeared before this Institution and submitted that the grievance of the Complainant has been redressed. Complainant also has addressed a letter stating that he received the Gratuity amount in the presence of the Additional Commissioner of Labour, Vijayawada from M/s.Spoorthy Marketing Private Limited.

Thus, due to the intervention of this Institution, the Assistant Commissioner of Labour, Vijayawada has recovered the Gratuity amount due to the Complainant from M/s.Spoorthy Marketing Private Limited, since long time and paid it to him.

The grievance that the CC Roads and drainage facility are not available to the ST Villages of Sikaripalem and Nagirimadugu, has been effectively redressed - due to the intervention of this Institution.

Complaint No.2471/2017/B1:

From Chittoor District

One Sri A.Mohan Rao, R/o.D.No.9-212, DI Road, Chittoor District, has filed the complaint, complaining that the ST Villages i.e., Sikaripalem and Nagirimadugu Panchayat of Vayalpadu Mandal are very much in need of CC Roads and drainage facility, but they are not being provided.

Report was called for from the District Collector, Chittoor District and he submitted his report dated 28.02.2018 stating to the effect that under SDF Grant, work was taken up for formation of Road and construction of Culvert work was completed and provision of BT Road from Mudiyamvaripallie Road to Sikaripalem H/o. of Nagirimaduru is proposed under NABARD-XXIII with an estimated cost of Rs.70,00,000/- and that the work was cleared by NABARD and GO is being awaited and that soon after the Government orders are received, the work will be taken up.

Complainant has informed that the Road work has been completed.

Thus, due to the intervention of this Institution, the grievance that the CC Roads and drainage facility are not available to the ST Villages of Sikaripalem and Nagirimadugu, has been effectively redressed.

The undue encroachments by way of making unauthorized constructions on Ramibatti Canal Bund, Singapuram Village of Srikakulam Mandal, made by some private persons, causing inconvenience to the locality people, including the Complainant, have been effectively removed by the concerned officials - due to the intervention of this Institution.

Complaint No.1371/2019/B1:

From Srikakulam District

One Smt.M.Satyavathi, R/o. Visakha A Colony, Besides Ramigedda Gattu, Srikakulam District, has filed this complaint stating that one Sri.Kinjarapu Chinna Rao has encroached "Ramibatti" Canal Bund at Singapuram Village of Srikakulam Mandal, causing obstructions to the path to reach the house of the Complainant.

Report has been called for from the District Collector, Srikakulam District and the same dated 04.02.2021 received stating to the effect that under supervision of Assistant Engineer Section-I, Irrigation Department, the Tahsildar, Srikakulam has got the encroachments on Ramibatti Canal Bund removed on 21.01.2021.

Thereafter, Complainant has reported to this Institution that the encroachments have been removed by the authorities, clearing pathway to her house, but when the locality people went to remove the debris of the unauthorized constructions demolished and lying on the canal bund Sri.Kinjarapu Chinna Apparao and members of his family have obstructed the work of removal of the said debris and therefore the said debris is to be get cleared by the authorities only.

Thereafter, the Assistant Engineer Section-I, Irrigation Department, Srikakulam has been recommended to get steps to clear the debris of the unauthorized constructions made by the encroachers and lying on Ramibatti Canal Bund site.

The Assistant Executive Engineer, Water Resources Department, Irrigation Section No.1, Srikakulam submitted report dated 29.07.2021 stating that the encroachments on the Ramibatti Canal Bund have been totally removed by clearing the debris of the unauthorized constructions which was lying on the canal bund. He enclosed photographs of the said site to his report.

Complainant has informed to this Institution that the encroachments along with the debris of the constructions have been removed from the canal bund and expressed her gratitude for the action taken.

Thus, due to the intervention of this Institution the undue encroachments by way of making unauthorized constructions on Ramibatti Canal Bund, Singapuram Village of Srikakulam Mandal, made by some private persons, causing inconvenience to the locality people, including the Complainant, have been effectively removed by the concerned officials.

Substantial dues towards Annual Incremental Arrears, Pay Revision Arrears as well as Medical Reimbursement Arrears due to the Complainant, who is an Assistant Professor, working in Guntur Medical College and pending payment since about a decade, have been paid to her by AP Vaidya Vidhana Parishad - due to the intervention of this Institution.

Complaint No.403/2020/B1:

From Guntur District

Dr.K.V.Sri Devi, Assistant Professor in Department of Dermatology, Guntur Medical College, Guntur, filed this complaint, expressing her grievance that her Annual Grade Increments have not been sanctioned and paid to her since June, 2011 and further Pay Revision benefits and other dues also have not been paid to her in spite of her applying for the same and making repeated requests to the officials concerned.

Report has been called for from the Commissioner, AP Vaidya Vidhana Parishad, Vijayawada and the same dated 18.09.2021 has been received from him, whereunder it is reported that Complainant has been paid Rs.6,10,836/- towards Pay Revision Arrears and Incremental Arrears for the period from 04.04.2012 to 31.07.2017 and further a sum of Rs.37,884/- has been paid to her towards her medical reimbursement claim. It is further reported that no more claims of the Complainant are pending and that no dues are there to her from AP Vaidya Vidhana Parishad.

Complainant has informed that she received all the amounts due to her from AP Vaidya Vidhana Parishad.

Thus, due to the intervention of this Institution, substantial dues towards Annual Incremental Arrears, Pay Revision Arrears as well as Medical Reimbursement Arrears due to the Complainant, who is an

Assistant Professor, working in Guntur Medical College and pending payment since about a decade, have been paid to her by AP Vaidya Vidhana Parishad.

Substantial encroachments on to a public road, causing inconvenience and hardship to the general public, have been removed, restoring the public road for usage of the general public - due to the intervention of this Institution.

[Complaint No.850/2017/B1:](#)

[From Prakasam District](#)

One Sri D.Murali Krishna, R/o.Giddalur Village & Mandal of Prakasam District has filed the complaint stating to the effect as follows:

In the neighbourhood of his house, encroaching the main road and also drainage canal sites, several people made constructions, causing serious inconvenience and hardship to the general public and in this regard though several complaints are made to the concerned officials, no action has been taken.

Report has been called for from the District Collector, Prakasam District and the same dated 08.09.2020 has been received from him. This report is revealing that the District Collector, Prakasam District has given instructions to the Commissioner, Giddalur Nagara Panchayat and as per the instructions given in turn by Commissioner, Giddalur Nagara Panchayat, the Tahsildar, Giddalur got conducted survey through Revenue Divisional Officer, Markapur, Town Planning Building Overseer and others in the presence of the Complainant and identified 12 encroachments which include some encroachments made by the Complainant himself, issued notices to all the encroachers under Section 192(3) of AP Municipalities Act.

A letter has been received by this Institution on 02.11.2020 from the encroachers stating that their constructions are old and they are residing in that place since long time and that if the said constructions are removed, they become homeless. Complainant also has stated that for these reasons he is withdrawing the complaint.

But as the report of the District Collector is showing that various encroachments made on to the public road is to the extent of 5 to 6 feet of the road portion and nature of the encroachments are like construction of compound wall, steps, basement of the houses etc., this Institution has recommended to the Commissioner, Giddalur Nagara Panchayt to take action under due process of law against all the 12 encroachments including that of the Complainant.

Thereon, complying with the recommendations made by this Institution, Commissioner, Giddalur Nagara Panchayt has removed all the encroachments made on to the public road and submitted his compliance report dated 06.09.2021, enclosing the photographs showing the removal of encroachments.

Thus, due to the intervention of this Institution substantial encroachments on to a public road, causing inconvenience and hardship to the general public, have been removed, restoring the public road for usage of the general public.

The undue enhancement of Complainant's House Tax has been revised and it has been duly reduced to a reasonable amount - due to the intervention of this Institution.

Complaint No.70/2020/B1:

From Chittoor District

One Smt.M.Krishnaveni, R/o.H.No.25-559/253, 2nd Masjid Street, Chandrababu Naidu Colony, New Prashanth Nagar, Chittoor, filed this complaint stating that she is the owner of the house in which she is residing; that previously the House Tax was Rs.1,044/- per annum but the same is unduly revised to Rs.19,053/- per annum.

Report has been called for from the Commissioner, Chittoor Municipal Corporation and the same dated 06.08.2021 has been received, whereunder it is stated that the dispute raised by the Complainant regarding the House Tax has been resolved and vide Proceedings of the Commissioner, Municipal Corporation, Chittoor in GRP/1008046693 dated 28.05.2020, her House Tax has been reduced to Rs.771/- per half year.

Complainant also has confirmed the said reduction of the House Tax and expressed her gratitude to this Institution for getting justice to her.

Thus, due to the intervention of this Institution the undue enhancement of Complainant's House Tax has been revised and it has been duly reduced to a reasonable amount.

The grievance of the Complainant has been redressed by way of correction of entries in Revenue Records, incorporating the correct details of the land, which is in her possession and enjoyment, by disposing the long pending Appeal before Revenue Divisional Officer, Chittoor - due to the intervention of this Institution.

[Complaint No.1938/2017/B1:](#)

[From Chittoor District](#)

One Smt.N.Nagamma, R/o.Pillarikuppam Village, G.D. Nellore Mandal, Chittoor District, filed this complaint to the effect as follows:

The Complainant and others were in possession of Ac.9-03 cents of land comprised in Sy.No.395 of Thugundram Village, which was originally classified as AWD Land. Revenue Officials recognized the possession of the Complainant and others over the said land, subdivided the said survey number according to the possession and enjoyment of the said persons individually and assigned the said land to them accordingly. Complainant is in possession and enjoyment of Ac.0-28 cents of land in Sy.No.395/6. But the said extent is entered in the D-Form Patta, issued in the name of one Smt.Gaddam Chengamma of the same village, erroneously. Similar errors cropped up in respect of 8 sub divisions entered in D-Form Pattas of the assignees. There is no dispute with regard to actual possession and enjoyment of the land on ground by each individual assignee, but only errors cropped up in D-Form Pattas and the Pattadar Passbooks issued correspondingly. The revenue officials revised D-Form Patta bearing No.106/4/1405 dated 10.05.2005 pertaining to the Complainant, but the said land was already entered in Pattadar Passbook and Title Deed bearing No.430 issued in the name of Smt.Gaddam Chengamma. Complainant filed an Appeal before Revenue Divisional Officer, Chittoor seeking for rectification of the errors, but action is yet to be taken as per rules and there is delay in doing so and the said Appeal i.e. Appeal No.G/4298/2013, is not being disposed off by the Revenue Divisional Officer, Chittoor.

Thus, vide order dated 06.10.2020 this Institution recommended to the Revenue Divisional Officer, Chittoor to dispose of the Appeal No.G/4298/2013, which is pending disposal before him, as per rules expeditiously and to submit Action Taken Report.

In response, the Revenue Divisional Officer, Chittoor submitted his report dated 30.07.2021 stating that the Appeal has been disposed off, issuing orders for cancellation of entries in IB Khatha No.430 of Thugundram Village, G.D. Nellore Mandal, standing in the name of the other person and entering the same in Khatha No.449 of the Complainant, as per guide lines of AP Rights in Land & Pattadar Passbooks Act, 1971.

Thus, the grievance of the Complainant has been redressed by way of correction of entries in Revenue Records, incorporating the correct details of the land, which is in her possession and enjoyment, by disposing the long pending Appeal before Revenue Divisional Officer, Chittoor, due to the intervention of this Institution.

The grievance of the Complainant, that his land has been utilized by the Government to the detriment of his interest, without proper acquisition and payment of compensation, has been redressed and the land has been properly acquired by the Government passing an Award for payment of due compensation and the said compensation has been paid to the Complainant - due to the intervention of this Institution.

Complaint No.1919/2016/B1:

From Chittoor District

One Sri S.Ghouse Basha, a Retired District Judge, has filed this complaint with effect as follows:

Complainant owns land in Sy.No.58/1 of Chippili Revenue Village, Madanapalle Town, Chittoor District. The Government of Andhra Pradesh without resorting to procedure of law, has occupied Complainant's land and excavated the land by employing JCB and dug a channel, detrimental to the Complainant's interest and in disobedience of the orders of Hon'ble High Court.

Report has been called for from the District Collector, Chittoor District and he submitted his reports from time to time regarding the action being taken in connection with the complaint. Finally, the Joint Collector and Special Officer for Irrigation Projects, Chittoor District has submitted his report dated 28.12.2020 stating to the effect that an Award No.30-A/2016 dated 20.09.2016 was passed, awarding an amount of Rs.45,11,867/- towards compensation to the Complainant for acquisition of Ac.0-71 cents of land in Sy.No.58/1 of Ponnutipalem Village, Madanapalli Mandal, belonging to the Complainant and further that bill was raised for such amount on 09.10.2017 towards payment of compensation, so awarded and the payment was made vide Token No.3870 & Voucher No.CTB5794017 and thus the grievance of the Complainant has been redressed.

Thus, due to the intervention of this Institution, the grievance of the Complainant, that his land has been utilized by the Government to the detriment of his interest, without proper acquisition and payment of compensation, has been redressed and the land has been properly acquired by the Government passing an Award for payment of due compensation and the said compensation has been paid to the Complainant.

Employment protection has been effected to all the outsourced employees, working with APSRTC, by way of merging them in APCOS - due to the intervention of this Institution.

Complaint No.1715/2021/B1:

From Kurnool District

One Sri M.Radha Krishna, who is working as Mechanic in APSRTC, has filed this complaint stating to the effect that the outsourcing employees working in APSRTC are to be merged in APCOS, to give employment protection to them, otherwise they will suffer.

Report has been called for from the Additional Commissioner Ex-Officio Executive Director (Admin.), APSRTC and he submitted his report dated 22.11.2021 stating to the effect that through Circular Memo No.GAD01-SUOMISC/31/2019-SU-1 dated 21.07.2021, instructions were issued regarding migration of outsourcing employees to APCOS and payment of remuneration thereof through APCOS and in accordance with the said proceeding, action has been initiated by APSRTC to migrate all the outsourced employees, who have been working at various depots to APCOS Portal, duly obtaining necessary permissions from APCOS authorities and further that facilities to the outsourced employees i.e., Provident Fund, EDLIF & ESI Contribution etc., have been paid to the agencies/contractors by APSRTC, duly.

Thus, due to the intervention of this Institution, employment protection has been effected to all the outsourced employees, working with APSRTC, by way of merging them in APCOS.

The grievance of the Complainant, that his pension has not been revised under UGC 7th Pay Scale and enhanced pension has not been paid to him, has been redressed, effectively, by fixing his enhanced pension under UGC 7th Pay Scale and paying the same to him - due to the intervention of this Institution.

Complaint No.299/2020/B1:

From YSR Kadapa District

One Sri K.Vasudeva Rao, Retired Lecturer, filed the complaint stating that he has not been paid Revised Pension under UGC 7th Pay Scale with effect from 2016.

Report has been called from the Assistant Director, District Treasury Office, Kadapa and he submitted his report dated 21.09.2021 stating to the effect that the Revised Enhanced Pension for the Complainant is fixed under UGC 7th Pay Scale at Rs.59,727/- from 01.01.2016 and the enhanced pension is being paid from 01.05.2020 onwards to the Complainant regularly by crediting the amount to the bank account of the Complainant. It is further reported that the arrears of pension amount for the period from 01.04.2019 to 30.04.2020 will be released soon after receipt of clearance from the Government.

Complainant has informed that he has been receiving his Revised Pension under UGC 7th Pay Scale.

Thus, due to the intervention of this Institution the grievance of the Complainant, that his pension has not been revised under UGC 7th Pay Scale and enhanced pension has not been paid to him, has been redressed, effectively, by fixing his enhanced pension under UGC 7th Pay Scale and paying the same to him.

The encroachments made on the public road by a person, causing inconvenience and injury to all the villagers of Mandavally Village, have been removed and the public road has been restored for public usage - due to the intervention of this Institution.

Complaint No.3663/2017/B2:

From Krishna District

One Sri Addepalli Satyanarayana, R/o.Mandavally Village & Mandal of Krishna District has filed the complaint alleging that one of his neighbours by name Sri Kavitapu Someswara Rao, has closed the public road which is situated to the West of Complainant's house and thereby prevention passage of Tractors, Trailers through the said public road and apart from it he constructed toilets and also dumping waste material on the said road, preventing the Complainant as well as other villagers from using the said road for ingress and egress, but the Panchayt Officials are not taking any action in this regard.

Report has been called for from the Divisional Panchayat Officer, Gudivada and also Deputy Superintendent of Police, Gudivada. The Divisional Panchayat Officer, Gudivada as well as Sub Divisional Police Officer, Gudivada submitted their respective reports to the effect that the encroachments have been cleared by removing the unauthorized structures and public road has been restored to its former state.

Complainant has stated that unauthorized encroachments have been removed from the public road and that his grievance has been redressed.

Thus, due to the intervention of this Institution, the encroachments made on the public road by a person, causing inconvenience and injury to all the villagers of Mandavally Village have been removed and the public road has been restored for public usage.

The liquor shop i.e., Government retail outlet bearing No.3318 located in a sensitive area where the schools, temple, church, mosque and a bus stop were there, thereby the lone women passengers, students and devotees attending to the religious institutions were being subjected to inconvenience due to the behaviour of drunken persons, has been closed - due to the intervention of this Institution.

Complaint No.2784/2017/B1:

From Visakhapatnam District

One Sri S.Appa Rao, President, Sri Swami Vivekananda Swachandha Seeva Samastha, Visakhapatnam filed this complaint stating that two liquor shops are located in Ranigari Bomma in 24th & 25th Wards of Visakhapatnam though the said place is very near to bus stop and also schools, temple and church and mosque are located in the said place and thereby causing inconvenience and hardship to students, women passengers, travelling alone and also the devotees attending to the religious institutions and general public due to the undue conduct of the drunken persons and that in spite of representations made to the concerned officials, no action is being taken to rectify the situation.

Report has been called for from the Prohibition & Excise Superintendent, Prohibition & Excise Department, Visakhapatnam and a report dated 30.11.2020 has been received from the said official, whereunder it is stated to the effect that considering the representations made from the public as well as Sri Swami Vivekananda Swachandha Seeva Samastha and after making due enquiry, the Government retail outlet bearing No.3318 located at Wart No.25, Ranigari Bomma has been closed in the month of July 2020.

The Complainant stated that the grievance has been redressed as the liquor shops have been closed.

Therefore, due to the intervention of this Institution, the liquor shop i.e., Government retail outlet bearing No.3318 located in a sensitive area

where the schools, temple, church, mosque and a bus stop were there, thereby the lone women passengers, students and devotees attending to the religious institutions were being subjected to inconvenience due to the behaviour of drunken persons, has been closed.

Required investigation has been conducted by concerned police in connection with the suspicious death of one N.Chinna Kondaiah by exhuming his dead body, which has been cremated earlier - due to the intervention of this Institution.

[Complaint No.1351/2020/B2:](#)

[From Prakasam District](#)

One Sri N.Peda Kondaiah, R/o.Sunkireddypalem Village, Prakasam District filed this complaint stating to the effect as follows:

Complainant's brother N.Chinna Kondaiah has been married to one Rajani in the year 1998. They got four children through their marriage and they were residing separately from Complainant's family and along with the parents of Rajani, since 10 years. Rajani attacked her husband due to which he has undergone some surgeries. As she mixed poisonous pills in his breakfast, said N.Chinna Kondaiah, suffered vomitings and died on 26.07.2020. Instead of taking him to Government Hospital, she took him to his native place i.e. Sunkireddypalem and performed final rites. Therefore, discrete enquiry is to be made by making postmortem examination on the dead body of the deceased person and necessary action is to be taken against said Rajani and members of her family and further all properties of Complainant's brother are to be mutated in the names of his children only.

A report has been called for from the Superintendent of Police, Prakasam District at Ongole and his report dated 11.01.2021 is received, whereunder it is stated that the matter has been got enquired into by the Sub Divisional Police Officer, Kandukur; that Crime No.120/2020 under Section 174 Cr.P.C. of Ponnalur PS has been registered; that the dead body of the deceased has been exhumed on 04.01.2021 at Sunkireddypalem Village; that inquest as well as postmortem examination over the said dead body has been held and further that viscera which was preserved from the said dead body during postmortem examination has been sent to RFSL, Guntur for chemical analysis and report.

Thus, appropriate action has been taken in this matter by the concerned police due to the intervention of this Institution. The Complainant also has expressed his satisfaction regarding the action taken. Regarding the plea in connection with the mutation of the properties of the deceased person in favour of his children, the Complainant has been advised to approach concerned Revenue Officials.

Thus, due to the intervention of this Institution, required investigation has been conducted by concerned police in connection with the suspicious death of one N.Chinna Kondaiah, by exhuming his dead body, which has been cremated earlier.

The Southern Power Distribution Company of AP Limited (APSPDCL) has paid the Ex-gratia amount of Rs.5,00,000/- in connection with the death of a person due to electric shock, to his dependents - due to the intervention of this Institution.

Complaint No.550/2021/B2:

From Kurnool District

One Smt. Ambati Lakshmidevi, R/o.Bathulapadu Village, Banaganapalli Mandal filed the complaint stating to the effect as follows:

Complainant's husband by name Ambati Ravi Kumar Reddy, met with fatal electrical accident incidentally when he touched a snapped live electrical wire in agricultural field and died instantaneously due to electrical shock in the outskirts of Bathulapadu Village, but the Electricity Department Officials have not sanctioned any Ex-gratia relief to the Complainant, in utter violation of the orders of Hon'ble High Court and the directions issued vide Notification published in the Gazette of Andhra Pradesh No.241 dated 29.05.2017.

Report has been called for from the Chief General Manager, O&M, Vidyuth Nilayam, APSPDCL, Tirupathi and a report dated 04.06.2021 has been received from him whereunder it is stated that the Superintending Engineer, Operation, Kurnool made an enquiry and sent a proposal for payment of Ex-gratia amount of Rs.5,00,000/- to the Complainant and in consideration of the same, such an amount has been credited to the Complainant's account bearing No.005910100232402 of Banaganapalli Branch.

Complainant also has confirmed that she received the Ex-gratia amount of Rs.5,00,000/-.

Thus, due to the intervention of this Institution the Southern Power Distribution Company of AP Limited (APSPDCL) has paid the Ex-gratia amount of Rs.5,00,000/- in connection with the death of a person due to electric shock, to his dependents.

Appropriate action has been taken to prevent spread of Covid due to the huge gatherings of people for taking Ayurveda Medicine, by strictly observing Covid protocol - due to the intervention of this Institution.

Complaint No.713/2021/B1:

From SPSR Nellore District

The Lokayukta of Andhra Pradesh has taken cognizance of the matter Suo Moto, basing on a news item telecasted in TV9 on 17.05.2021, whereunder it is stated that the Revenue and Police Authorities of SPSR Nellore District failed in implementing Corona protocol, in spite of thousands of people gathering in Krishnapatnam Village, Muthukuru Mandal, SPSR Nellore District. It is noted from the said telecast that one Bonigi Anandaiah of the same Village has been distributing medicines to the public claiming they are for prevention as well as treatment for Covid-19 Virus affects and as there was likelihood of several Covid patients being among the crowds gathered there and therefore healthy people, who are there to get Ayurvedic Medicines for prevention of Covid, being infected by them in every likelihood.

The intention of this Institution to take cognizance of the matter was to question the inaction of the officials concerned in not implementing strict Covid protocol at such large gatherings, so that spread of Covid can be checked to the extent possible.

In response to the notices issued by this Institution, the District Collector, SPSR Nellore District submitted a report stating that:

- 1) Sri Bonigi Anandaiah, S/o.Molakaiah, Krishnapatnam Village, Muthukuru Mandal, SPSR Nellore District is an Ex-Sarpanch, Ex-MPTC Member and he is giving local Ayurvedic medicine to the Village people, for the last 30 years without any permission and he started giving Ayurvedic medicine for Covid-19 without any permission from the Authorities concerned.
- 2) Many people of Nellore District and also from other Districts of Andhra Pradesh as well as neighbouring states like Tamil Nadu, Telangana and Karnataka started to come to Krishnapatnam Village for this medicine, resulting heavy gathering at Krishnapatnam Village.

- 3) As they did not observe the rules and protocol of Covid-19, the Sub Inspector of Police, Muthukuru has registered a case in Cr.No.39/2021 under Sections 188, 269, 270 & 271 IPC on 17.05.2021.
- 4) As far as distribution of the said Ayurvedic medicine is concerned, the matter is seized by the Hon'ble High Court in W.P.No.106/2021 and the orders of the Hon'ble High Court will be implemented in letter and spirit.
- 5) The quality tests, efficacy tests, safety tests are underway by both State and Central Government Agencies concerned.
- 6) A permanent Police picket is posted at Krishnapatnam Village round the clock to prevent such gatherings and check posts are established at several places to stop any vehicular movement to Krishnapatnam Village and that the gatherings of crowds was totally controlled.
- 7) Unless expressly permitted by the competent authority, any distribution of local medicine in an epidemic is not permitted.

The Superintendent of Police, SPSR Nellore District submitted his report stating that:

- 1) Having learnt about this medicine through Social Media etc., so many people from Andhra Pradesh, Tamil Nadu and Karnataka started to come to Krishnapatnam Village for this medicine from Bonigi Anandaiah. As he failed to take any precautions under Covid-19 Protocols while distributing his medicine, large crowd is being gathered at Krishnapatnam Village and this may lead to spreading of Corona Virus.
- 2) The Tahsildar, Muthukuru Mandal lodged a report and basing on the report a case has been registered in Cr.No.39/2021 under Sections 188, 269, 270 & 271 IPC on 17.05.2021.

Thus appropriate action has been taken to prevent spread of Covid due to the huge gatherings of people for taking Ayurvedic Medicine, by strictly observing Covid protocol, due to the intervention of this Institution.

The remuneration due to the Complainant, who is a Retired Lecturer, for the period from September, 2015 to February, 2016, has been paid to him by the Education Department of the Government - due to the intervention of this Institution.

[Complaint No.4696/2016/B1:](#)

[From Guntur District](#)

One Sri Kolla Krishna Murthy, Retired Lecturer, R/o. Ambedkar Nagar, Marturu Mandal, Prakasam District has filed the complaint stating that he worked as Guest Faculty for English Subject in Government Junior College, Yeddapanudi, Prakasam District, but the authorities have not released his remuneration amount for the period from September, 2015 to February, 2016.

Report has been called for and the same dated 08.02.2021 received from the Special Commissioner, Intermediate Education, Amaravathi, Guntur, whereunder it is stated that the remuneration due to the Complainant for the period from September, 2015 to February, 2016 has been paid and there are no dues pending, towards remuneration to the Complainant.

The Complainant also informed to the Institution that the remuneration amount due to him from the Education Department has been paid to him, after filing of the complaint and there are no dues pending towards his remuneration. Further, he expressed his sincere thanks for the efforts made by this Institution in resolving his grievance.

Thus, due to the intervention of this Institution, the remuneration due to the Complainant, who is a Retired Lecturer, for the period from September, 2015 to February, 2016, has been paid to him by the Education Department of the Government.

Encroachments made into the tank bed area of "Voora Cheruvu" a village tank situated in RS.No.179 of Rangannagudem Village, Bapulapadu Mandal, Krishna District has been restored to its former state by removing the encroachments and the silt from the tank bed - due to the intervention of this Institution.

Complaint No.1537/2017/B1:

From Krishna District

One Sri N.Manohara Raju, R/o.Rangannagudem Village, Krishna District has filed the complaint stating that the land in Rs.No.179 of Rangannagudem Village is classified in the village records as Voora Cheruvu and that the Sarpanch of the village, Water Management Society President and some other villagers have encroached into the said land and are making illegal constructions.

Report has been called for from the District Collector, Krishna District and the same dated 05.08.2020 received, whereunder it is stated that as per the information given by the Tahsildar, Bapulapadu Mandal, it was found out that there were encroachments made into the land in RS.No.179 of Rangannagudem Village which is classified as Voora Cheruvu i.e., a Tank and that the said encroachments were removed.

Thereon, this Institution has called for report of the District Collector, Krishna District vide order dated 24.11.2020, regarding the aspect whether silt in the said tank has been removed and the tank i.e., Voora Cheruvu of Rangannagudem Village has been restored to its former state.

Thereon, the District Collector, Krishna District submitted report dated 04.01.2021 stating that the silt of the tank was removed and the tank is restored in RS.No.179 of Rangannagudem Village, Bapulapadu Mandal.

Thus due to the intervention of this Institution encroachments made into the tank bed area of "Voora cheruvu" a village tank situated in RS.No.179 of Rangannagudem Village, Bapulapadu Mandal, Krishna District has been restored to its former state by removing the encroachments and the silt from the tank bed.

The Complainant who is a small farmer has been protected by the officials from deprivation of the bore-well which is the only source of irrigation to his land, on humanitarian grounds - due to the intervention of this Institution.

[Complaint No.398/2020/B1:](#)

[From Kurnool District](#)

One Sri Golla Ramanjaneyulu, R/o.Gonegandla Village, Kurnool District has filed the complaint stating that he owns Ac.2-00 cents of land comprised in Sy.No.163/1 of Gonegandla Village and the adjacent land comprised in Sy.No.160/1 has been demarcated by the revenue officials for issuance of house plots, while so Ac.0-05 cents of land belonging to the Complainant, in which Complainant has dug a bore-well also has been included, stating that the said land belongs to the Government.

Report has been called for from the District Collector, Kurnool District and the same dated 21.07.2020 received, whereunder it is stated that enquiry made by the Tahsildar revealed that there is bore-well dug by the Complainant in Ac.0-06 cents of land and he is cultivating his land by utilizing the water drawn from the said bore-well, but the survey revealed that the said Ac.0-06 cents of land is belonging to the Government. It is further reported that considering the fact that the Complainant suffers injury unless the land is exempted from issuance of house sites, it is decided to exempt an extent of Ac.0-06 cents of land surrounding to the bore well, accepting the request of the Complainant and that the remaining land belonging to the Government only has been prepared for making a layout, on humanitarian grounds.

Thus due to the intervention of this Institution, the Complainant, who is a small farmer, has been protected by the officials from deprivation of the bore-well, which is the only source of irrigation to his land, on humanitarian grounds.

The irregularities in payment of remunerations and deprivation of payment of total remuneration due to the Outsourcing Security Guards working for APSPDCL IMFL, Molakala Cheruvu Circle, Chennarayuni Palli T.Sadum, Chittoor District could be cured and the justice is done to the said outsourcing employees - due to the intervention of this Institution.

Complaint Nos.615/2020/B1 & 746/2020/B1: From Chittoor District

The two complaints bearing Nos.615/2020/B1 & 746/2020/B1 have been filed by the out-sourcing employees working as Security Guards in IMFL Depot, Molakala Cheruvu Circle, Chennarayuni Palli, T.Sadum, Chittoor District, stating to the effect that the Security Guards working for IMFL Depot, Molakala Cheruvu Circle, Chennarayuni Palli, T.Sadum were initially paid remuneration @ Rs.15,000/- per month, subsequently their remuneration was reduced to Rs.12,000/- per month and thereafter they were informed that they would be paid Rs.9,000/- per month providing Public Provident Fund and other facilities. They further stated that thereafter the outsourcing contractor has been paying Rs.6,000/- to each of them and when they questioned him regarding such reduction in payment of remuneration, the outsourcing agency has stopped payment of remuneration to them since three months.

Thereon, the Director(Investigation) of this Institution has been asked to make a confidential probe into the allegations about discrepancies in payment of remuneration to the Outsourcing Employees/Security Guards and to submit his report.

The Director(Investigation) of this Institution submitted his Investigation Report dated 26.03.2021 which revealed that there is truth in the allegations mentioned in the complaints, but this report further disclosed that at present Complainants have no grievance, since all the amounts due to the Complainants have been paid to them by the

Outsourcing Agency. The statements of outsourcing Security Guards by name M.Venkataramana, P.Rafi Khan, N.Kadirappa, S.Eswaraiah, B.Anjulappa & M.Obulesh have been enclosed to this report, which are to the effect that they have no grievance against the outsourcing agency at present, as all dues have been paid away to them and further that complete justice has been done to them.

The report of the Director(Investigation) of this Institution reveals further that the outsourcing employees were not paid remuneration properly due to the fault of Sri Gopi Naidu, Depot Manager, APSPDCL IMFL, Madanapalli, who is not discharging his duty to ensure that there is prompt payment of remuneration to the outsourcing employees by the outsourcing contract agency.

Thus, the Depot Manager, APSPDCL IMFL, Madanapalli has been advised to constantly supervise and see that the remuneration and other benefits are properly and promptly paid to the outsourcing employees.

Thus due to the intervention of this Institution the irregularities in payment of remunerations and deprivation of payment of total remuneration due to the Outsourcing Security Guards working for APSPDCL IMFL, Molakala Cheruvu Circle, Chennarayuni Palli, T.Sadum, Chittoor District could be cured and the justice is done to the said outsourcing employees.

The dependents of the person, who met with non-departmental fatal accident of electrocution and expired, have been paid ex-gratia amount to which they are entitled in accordance with Regulation-2 of APERC, 2017, by APCPDCL - due to the intervention of this Institution.

Complaint No.1055/2020/B1:

From Guntur District

One Smt.Shaik Jhanbi, R/o.Chandravaram Village, Nadendla Mandal, Guntur District has filed the complaint stating that Shaik Saida, who was her husband met with a non-departmental fatal accident of electrocution on 18.04.2016 and expired and that she has not been paid any compensation.

Report has been called for from the Chairman & Managing Director, Central Power Distribution Company of AP Limited(APCPDCL), Corporate Office, Vijayawada and the same dated 28.06.2021 received, whereunder it is stated that after receiving communication from this Institution, the designated officers of the Department visited the family members of the Complainant, collected their details and submitted the same before the Appointment Committee headed by the Chairman & Managing Director, APCPDCL and that after verification of the facts and in accordance with Regulation-2 of APERC, 2017, the Committee approved for payment of ex-gratia and an amount of Rs.5,00,000/- has been credited to the bank account of Complainant bearing No.20204105152.

Complainant also has informed to this Institution that she received the ex-gratia amount.

Thus, due to the intervention of this Institution, the dependents of the person, who met with non-departmental fatal accident of electrocution and expired, have been paid ex-gratia amount to which they are entitled in accordance with Regulation-2 of APERC, 2017, by APCPDCL.

The implementation of Circular No.1-20/2018-Credit-I(Part) dated 06.02.2020(Kisan Credit Cards) of Government of India(GOI), relating to PM Kisan Credit Card Scheme, in the state of Andhra Pradesh complies with - due to the intervention of this Institution.

[Complaint No.808/2020/B1:](#)

[From Krishna District](#)

One Sri Jampana Srinivas Goud, R/o.Vuyyuru, Krishna District has filed the complaint stating that there is no implementation of, Circular No.1-20/2018-Credit-I(Part) dated 06.02.2020(Kisan Credit Cards) of Government of India(GOI), relating to PM Kisan Credit Card Scheme, in the state of Andhra Pradesh.

Report has been called for and the same dated 24.11.2020 received from the Commissioner of Agriculture, Andhra Pradesh, at Guntur, whereunder the steps being taken with regard to the implementation of Circular No.1-20/2018-Credit-I(Part) dated 06.02.2020(Kisan Credit Cards) of Government of India(GOI), relating to PM Kisan Credit Card Scheme, in the state of Andhra Pradesh, by the Government. Such steps include conducting of State Level Bankers Committee(SLBC) meeting on 19.02.2020 whereunder the Convener of SLBC, AP has been asked to take up the issue with all the banks to cover more number of farmers duly considering and covering all categories of farmers under KCC Saturation Drive. Further, the said steps include the Commissioner of Agriculture, AP, Guntur requesting District Collectors of all the 13 Districts of State to direct the Revenue Department to initiate the process of issuing the CCRCs at Village Secretariats. This report further states that the Agriculture Department in coordination with Revenue Department has organized awareness camps at village level for giving wide publicity on the Crop Cultivators' Right Act, 2019 and distributed pamphlets with salient features of the Crop Cultivators' Right Act to sensitize both the land owners and tenants. It is further stated in this report that it has been decided to organize special campaign for 15 days from 20th July,

2020 to 07th August, 2020 across the state in all villages in coordination with Bankers, Revenue and Agriculture Departments.

Thus, the Commissioner of Agriculture, Andhra Pradesh submitted compliance report with regard to the implementation of Circular No.1-20/2018-Credit-I(Part) dated 06.02.2020(Kisan Credit Cards) of Government of India(GOI), relating to PM Kisan Credit Card Scheme, in the State of Andhra Pradesh, due to the intervention of this Institution.

The dues pertaining to the bills raised by the contractor, which pertains to execution of certain Godavari Maha Puskarams Works-2015, have been totally cleared by the Government - due to the intervention of this Institution.

Complaint No.1192/2018/B1:

From West Godavari District

One Sri Achanta Satyanarayana Murthy, R/o.Narsapuram, West Godavari District, has filed the complaint stating that he has been entrusted with the Godavari Maha Pushkarams works in 2015 i.e., (1)Providing Footpath and Hand Railing at Necklace Road in Narsapur Municipality & (2)Construction of C.C. Drains both sides to the Josyulavari Street in 10th Ward of Narsapuram Municipality and he completed execution of both the works, but he has not received the bill amounts due to him.

Report has been called for from the Commissioner, Narsapur Municipality and the same dated 16.04.2021 received, whereunder it is admitted that Complainant has been entrusted with such works and he completed execution of the same. It is further reported that the Government of Andhra Pradesh accorded administrative sanction of Rs.44.95 Crores towards Godavari Maha Pushkarams-2015, that the Narsapur Municipality paid a sum of Rs.28.73 Lakhs on 27.05.2015, Rs.4.74 Lakhs on 22.06.2015 and Rs.66,169/- on 05.02.2020 to the Complainant and further that on 10.11.2020 the remaining balance of Rs.3.08 Lakhs has been paid to the Complainant, thus the entire amount due to the contractor, has been paid away and that there are no pending dues pertaining to the subject works to the Complainant from Narsapur Municipality.

Thus, due to the intervention of this Institution, the dues pertaining to the bills raised by the Complainant which pertains to execution of certain Godavari Maha Puskarams Works-2015, have been totally cleared by the Government.

An unauthorized layout has been removed - due to the intervention of this Institution.

Complaint No.203/2020/B1:

From Krishna District

One Sri J.Srinivasa Goud, R/o.Machilipatnam, Krishna District, has filed the complaint stating that:

There are unauthorized layouts formed in the lands comprised in Sy.Nos.405-3 & 405-5 of Krishnapuram Revenue Village, Pamidimukkala Mandal, Krishna District and no action is being taken.

Report has been called for and the same dated 14.07.2021 received from the Commissioner, APCRDA, Vijayawada, whereunder it is stated that under G.O.Ms.No.62 MA&UD(M2) Department dated 27.03.2015, all the Municipal Corporations/Municipalities/Gram Panchayats falling in the purview of APCRDA Region, have been delegated with the powers from AP Capital Region Development Authority and letter has been issued to the Panchayat Secretaries regarding delegation of powers relating to Development Control Group and that accordingly the Panchayat Secretary has been directed to inspect the site and take necessary action in the matter, who in turn has taken action regarding the unauthorized layout, by removing the peg marks and banners in the layout and instructing the layout owners to apply for layout permission to APCRDA. This report further disclosed that the Building Inspector inspected the site, identified that layout has been formed by laying 24'-00" gravel roads and peg marks were erected and thereon orders under Section 115(1) and 116(1) of APCRDA Act, 2014 were issued to the unauthorized layout owner to stop all unauthorized activities and to submit explanation within 7 days, but the unauthorized layout owner Smt.Tirumalasetty Anjamma has not submitted any explanation. This report further discloses that thereafter Demolition Notice was issued to remove the construction/development which is against the act, rules and regulations, invoking Section 115(3) of APCRDA Act, 2014, but the said unauthorized layout owner failed to

demolish/remove the unapproved layout and thereon the officials of APCRDA have demolished the unauthorized layout by removing the stones planted demarcating the boundaries of plots and disturbed the roads, on 03.07.2020.

Thus an unauthorized layout has been removed due to the intervention of this Institution.

Disciplinary Action was taken against a School Assistant, who secured appointment fraudulently by producing false Residence Certificate, claiming false local candidate status and the said person was removed from service, after making due enquiry as per APCS CCA Rules, 1991 – due to the intervention of this Institution.

Complaint No.1540/2018/B2:

From Ananthapuram District

One A.Shanmuka Kumar, R/o.Dwaraka Nagar, Ananthapuram has filed the complaint stating to the effect that one Ms.C.Farjana Begum, who belongs to YSR Kadapa District, appeared and participated in DSC-2001, 2002, 2003 & 2006 in YSR Kadapa District, but was not selected, but enclosing fabricated bogus Residence Certificate obtained from the Tahsildar & Executive Magistrate, Kadiri Mandal, Ananthapuram District, she appeared for DSC-2008 in Ananthapuram District and secured appointment to the post of School Assistant Teacher in Social Studies vide proceedings in Rc.No.3546/A2/DSC/2008 dated 15.10.2009 issued by the District Educational Officer, Penugonda, Ananthapuram District. The Complainant further stated that said Ms.C.Farjana Begum did not study IX Class anywhere and appeared for X Class examination through ZP Girls High School, Kadiri, Ananthapuram District as a private candidate in the year 1991-92 and showing her X Class private study Marks Memorandum, she applied for Residence Certificate before the Tahsildar & Executive Magistrate, Kadiri Mandal, who without proper enquiry, blindly issued Residence Certificate dated 15.09.2009 and that basing on the said certificate, on the very next day said Ms.C.Farjana Begum applied for the post of School Assistant Social Studies vide Application No.507396 and got appointment illegally and that due to the same an eligible and genuine candidate, who is in the merit list, lost appointment and further that though this aspect was brought to the notice of the concerned higher officials, no action has been taken regarding this fraudulent transaction.

A report has been called for and the same dated 06.08.2019 has been received from the District Educational Officer, Ananthapuram District, whereunder it is stated that the study certificate pertaining to Ms.C.Farjana Begum was sent to the District Educational Officer, YSR Kadapa District for verification of its genuineness and in turn the District Educational Officer, YSR Kadapa District gave his report dated 23.07.2019 stating that Ms.C.Farzana Begum is a local candidate of YSR Kadapa District and that her study certificates for Classes-I to V with admission No.357 at MPPS, Chinnamandem Mandal and for Classes-VI to VII with Admission No.4329 at ZPHS(B), Chinnamandem Mandal, are genuine.

Since, the report of District Educational Officer, Ananthapuram District is not clarifying regarding the genuineness or otherwise of the allegations regarding Ms.C.Farjana Begum securing a fake Native Certificate for the purpose of securing the job in Ananthapuram District, a detailed report has been called for, from the District Educational Officer, Ananthapuram District. The said official submitted a detailed report dated 18.01.2021, stating that vide Proceedings Rc.No.1338/A3(A2-2)/2019 dated 25.02.2020, Ms.C.Farjana Begum was placed under suspension and vide proceedings in Rc.No.1338/A2-2(A3)/2019 dated 01.03.2020 Articles of Charges were framed against her with instructions to submit her explanations within 10 days, who in turn submitted her explanation dated 24.03.2020, wherein she admitted that she studied Classes-I to VII at Chinnamandem, YSR Kadapa District residing in her relatives house during the years 1980-81 to 1986-87 and also stated that she has discontinued after VIII Class and after gap of 5 years she appeared for SSC as private candidate in Ananthapuram District. It is further reported that Sri C.Devaraju, Deputy Educational Officer, Ananthapuram has been appointed as Enquiry Officer under Rule-20 APCS CCA Rules, 1991 by the Disciplinary Authority vide proceedings in Rc.No.1338/A3/2019 dated 02.11.2020 to make enquiry into the charges framed against Ms.C.Farjana Begum, School Assistant(Social Studies), ZPHS, Gorantla,

that the said enquiry was concluded giving a finding that Ms.C.Farjana Begum has secured employment submitting a false residence certificate in DSE-2008 under local quota of Ananthapuram District. Thereon, notice was issued to her, vide proceeding dated 09.01.2021 calling upon her to state why major penalty i.e., removal from service shall not be imposed against her, as per AP(CS) CCA Rules, 1991 and AP Conduct Rules, 1964. It is further reported by the District Educational Officer, Ananthapuram District that after hearing her and vide Proceeding in Rc.No.1338/A3(A2-2)/2019 dated 08.03.2021, Major Punishment i.e., removal from service, has been imposed on Ms.C.Farjana Begum, School Assistant (Social Studies), ZPGHS, Gorantla, under Rule-9 of APCS CCA Rules as she purposefully hidden her study particulars and basing on false information produced by her regarding her residence status, she secured job in DSC-2008.

Since, it is clear from the above enquiry, that concerned authorities failed to conduct thorough verification of the certificates produced by the candidates before issuing appointment orders, they are cautioned by Hon'ble the Lokayukta to be more careful in future and avoid such mistakes so that genuine local candidates will not miss valuable chance of getting employment. Further, the District Collector, Ananthapuram District also has been asked to take disciplinary action against the Tahsildar, who issued bogus Residence Certificate, marking copy of the order to the Commissioner/Director of School Education, A.P. for information and for issuance of necessary instructions to all the District Educational Officers in the State and other concerned officers, so that they would be more careful while making verification of certificates, while conducting DSC in future.

Ac.1-58 cents of Government land comprised in Sy.No.79-2 and Ac.2-91 cents of Government land comprised in Sy.No.81 in total Ac.4-49 cents of Government land is protected from land grabbing by a private individual – due to the intervention of this Institution.

Complaint No.3287/2017/B2:

From SPSR Nellore District

One Sri Kumbagiri Nageswara Rao, R/o.Irlapadu Village, Marrispadu Mandal, SPSR Nellore District, has filed the complaint stating to the effect that there is Government land of an extent of Ac.2-90 cents earmarked for playground of the Government School in Irlapadu Village which is just adjacent to the Complainant's land; that Sri Gurram Panchelaiah, the then Sarpanch of Irlapadu Village Panchayat has illegally got the said land registered in the name of his mother in the Adangal and that in spite of taking the said fact to the notice of the District Revenue Officer, the Revenue Divisional Officer and the Mandal Revenue Officer, Marrispadu Mandal, no action has been taken.

A report has been called for from the Revenue Divisional Officer, Atmakur, SPSR Nellore District and he submitted a report dated 31.12.2020, stating that action has been taken to delete the name of Smt. Gurram Ramanamma, W/o.Narasimhulu from the Web Land against the land in Sy.Nos.79/2 & 81 of Irlapadu Village, he also enclosed a statement of the Complainant stating that he is withdrawing the complaint. The Complainant also informed this Institution that the name of the mother of the Sarpanch was removed from the Adangal I-B in respect of Ac.1-58 cents of land comprised in Sy.No.79-2 and Ac.2-91 cents comprised in Sy.No.81 and the said land is shown as Government land.

Thus, due to the intervention of this Institution Ac.1-58 cents of Government land comprised in Sy.No.79-2 and Ac.2-91 cents of Government land comprised in Sy.No.81 in total Ac.4-49 cents of Government land is protected from land grabbing by a private individual.

Disciplinary action has been taken against an erred government servant i.e., the Mandal Educational Officer, Tenali, even after his retirement and punishment of imposing of 5% cut in his pension for a period of one year was effected by the Government – due to the intervention of this Institution.

Complaint No.2931/2013/B2:

From Guntur District

One Ms.Gali Samrajyalaxmi, R/o.Tenali, Guntur District, filed the complaint stating to the effect that Sri Maruthi Vidyaniketan was being run without any permissions in Ramalaya Street, Balaji Rao Pet, Tenali near Railway Station for 30 years and Sri.T.Daniel, Mandal Educational Officer, Tenali, has gave permission to run the school in spite of several lacunae prevailing like rooms in the school building being small and without proper ventilation and there being no playground for the said school and also in spite of several irregularities committed in connection with uniform cloth, books etc. pertaining to the students. Complainant further stated that it is to be enquired how No Objection certificates were issued in connection with Fire, Sanitary and other relevant aspects by the Municipality and R&B Department and disregarding the fact that the children are made to play on 4th Floor in utter disregard to the risk of their falling down from that Floor while playing and also not taking action in connection with maintaining VIII, IX and X Classes, taking permission only to run classes up to VII standard and thereby cheating the students and Government, causing substantial loss and injury to both of them.

The Complainant further stated that though all these aspects were brought to the notice of the District Educational Officer, Guntur District, he failed to take any action.

A report has been called for and the same dated 17.02.2014 has been received from the Commissioner & Director of School Education, Andhra Pradesh, wherein it is stated that on his instructions, Regional Joint Director of School Education verified the matter and gave a report

dated 10.02.2014 stating to the effect that action has been initiated against the management of Sri Maruthi Vidya Niketan and also Sri T.Daniel, Mandal Educational Officer, for violation of rules and articles of charges also were framed. It is further reported that since Sri T.Daniel, the Mandal Educational Officer, Tenali retired from service on 30.04.2013 on attaining the age of superannuation, action is to be initiated against him by the Government as per APRP Rules, 1980.

Thereafter, this Institution called for a detailed report from the Principal Secretary to Government, School Education (SE SER.II) Department, A.P., who inturn got the matter enquired by the concerned authorities and submitted his report dated 06.02.2020 after an elaborate enquiry stating to the effect that Government took action vide G.O.Ms.No.84 Education (SE.Vig) Department dated 13.11.2019, concluding the disciplinary proceedings initiated against Sri T.Daniel, HM(Retd.), ZPHS Burripalem and who worked as Mandal Educational Officer(FAC), Tenali Mandal at the time relevant to this complaint, by imposing penalty of 5% cut in pension for a period of one year.

Thus, due to the intervention of this Institution disciplinary action has been taken against an erred government servant i.e., the Mandal Educational Officer, Tenali, even after his retirement and punishment of imposing of 5% cut in his pension for a period of one year was effected by the Government.

Penal action has been initiated against a person that too who has been holding a public office and made construction of a building deviating from the approved plan, by way of filing a criminal case and further collecting penal charges of Rs.79,900/- for regularization of the same when she sought for such action, by filing an application and after due enquiry – due to the intervention of this Institution.

Complaint No.3476/2017/B2:

From East Godavari District

One G.Satyanarayana, R/o.Edida Road, Mandapeta Mandal, East Godavari District, filed the complaint stating to the effect that the Vice Chairperson, Mandapata Municipality by name Smt.Gadi Satyavathi, has made unauthorized constructions and completed the same in spite of receiving notice under section 228(2) of Municipalities Act from the Municipal Commissioner, Mandapeta.

Report has been called for and received from the Municipal Commissioner, Mandapeta, dated 15.02.2018 where under it is stated that stern action has been initiated regarding unauthorized constructions made by Smt.Gadi Satyavathi by issuing notice under Section 228(1) and also confirmation notice under section 228(2), revoking online building permission granted to her and finally filing a charge sheet against her before the I Class Magistrate, Alamur seeking for orders for collection of penal fee of Rs.1,24,672/- apart from awarding appropriate punishment under penal provisions of the AP Municipalities Act, 1965 and that the said case is pending disposal. It is further reported that on an application made by Smt. Gadi Satyavathi seeking for regularization of the building constructed by her, the said building has been regularized vide Order No.BPS2019/Man/15/02587 dated 12.07.2019 duly collecting a penal charge of Rs.79,900/- from her.

Thus, due to the intervention of this Institution, penal action has been initiated against a person that too who has been holding a public

office and made construction of a building deviating from the approved plan, by way of filing a criminal case and further collecting penal charges of Rs.79,900/- for regularization of the same when she sought for such action, by filing an application and after due enquiry.

Appropriate departmental as well criminal action has been initiated against a person who joined in police service, basing on a false Caste Certificate – due to the intervention of this Institution.

Complaint No.281/2018/B2:

From East Godavari District

One Sri N.Rajesh, R/o.Rajamahendravaram, East Godavari District filed complaint stating to the effect that one Sri Kona Nageswara Rao, H.C.475 working in the office of Superintendent of Police, Kakinada, East Godavari District as Head Constable, has entered into his employment, misrepresenting that he belongs to Scheduled Tribe, by producing a bogus Caste Certificate and he is threatening the public by taking law into his hand and also is involving in several criminal cases, but in spite of bringing these facts to the notice of the District Collector, East Godavari District and authorities of Tribal Welfare Department, no action has been initiated.

A report has been called for from the Superintendent of Police, East Godavari District and the same dated 17.02.2020 has been received where under it is stated that enquiry made into the allegations made in the complaint revealed that Kona Narayana Rao was enlisted in the Police Department in the year 1985 and at that time he produced a Caste Certificate showing that he is from Konda Kapu (ST), issued by the Tahsildar, Yellavaram and now as its correctness is in dispute, it was sent to the District Collector-cum-District Magistrate, East Godavari District with a request to get caste of the said Head Constable be enquired into through revenue authorities. It is further reported that after due enquiry, the District Collector-cum-District Magistrate, East Godavari District stated that the enquiry revealed that Kona Narayana Rao, H.C. belonged to Kapu Community (OC), thus it is proved that he joined in Police Department basing on a bogus caste certificate and therefore he was placed under suspension vide Proceeding in D.No.118/2020 in C.No.1207/A-8/2020 dated 15.02.2020 and further it was ordered to

register a criminal case against him under appropriate sections of law. It is further revealed by the reports that Crime No.44/2020 of II-Town Police Station, Kakinada has been registered against said Kona Narayana Rao.

Thus, due to the intervention of this Institution, appropriate departmental as well criminal action has been initiated against a person who joined in police service, basing on a false Caste Certificate.

Appropriate action has been taken in respect of unauthorized layouts and unauthorized constructions in the lines of G.O.Ms.No.14 MA&UD Department dated 04.01.2019 and also applying LRS Scheme through KUDA and thus injury to the public interest as well as loss to the government exchequer could be arrested – due to the intervention of this Institution.

[Complaint No.3997/2016/B2:](#)

[From Kurnool District](#)

One Sri M.Rama Krishna, R/o.Ekalavya Nagar, Noonepalli, Nandyal, Kurnool District filed the complaint contending that though several unauthorized layouts are formed causing substantial loss to Government exchequer, the Secretary and MPDO, Panyam and the Divisional Panchayat Officer, Nandyal failed to take any action.

Reports have been called for from District Panchayat Officer, Kurnool District and the same dated 03.08.2017 & 25.07.2020 have been received. As per these reports, enquiries made into the allegations in the complaint revealed that certain unauthorized layouts were formed by some realtors and in such layouts 77 unauthorized structures were also constructed during the years 2011 to 2019. Thus, departmental action has been initiated against one Sri Augustine and one Sri Sudarshan Rao, who worked in Panyam Grampanchayat as Panchayat Secretaries, during this period, since they failed to arrest unauthorized layouts and also gave approval for 56 buildings in such layouts. Further, to prevent unauthorized layouts, notices were issued to the owners of the given lands and the boards indicating such layouts and stones which were earmarking the plots etc., were removed. Since, it came to that several persons purchased majority of plots in such unauthorized layouts, and some persons constructed houses also in the plots purchased by them, an opportunity was given to the layout owners and plot owners to regularize unauthorized layouts and unauthorized constructions in the lines of G.O.Ms.No.14 MA&UD Department dated 04.01.2019 by duly collecting

the layout fees, 10% open site contribution, betterment charges etc., and also in the lines of latest LRS Scheme through KUDA.

Thus, due to the intervention of this Institution appropriate action has been taken in respect of unauthorized layouts and unauthorized constructions in the lines of G.O.Ms.No.14 MA&UD Department dated 04.01.2019 and also applying LRS Scheme through KUDA and thus injury to the public interest as well as loss to the government exchequer could be arrested.

Formation of unauthorized layouts in violation of Government rules could be curbed – due to the intervention of this Institution.

Complaint No.793/2018/B2:

From Prakasam District

One Sri Thotakuri Divakar, President, Poor People Welfare & Rural Development Society, R/o.Bestavaripeta Village & Mandal, Prakasam District, filed the complaint stating to the effect that unauthorized layouts were formed in the lands of about Ac.12-00 cents comprised in Sy.Nos.93/1, 93/2 & 95/4 of Pusalapadu Revenue of Chetticherla Grampanchayat of Bestavaripeta Mandal, by some realtors, without even getting the said land, which is an agricultural land, converted into non-agricultural land, in total violation of the Provisions of G.O.Ms.No.67 PR&RD Department, dated 26.02.2002 and without securing permission from the Panchayat Secretary, Necunambad and also not assigning 10% of the land for public purpose, thereby causing huge loss to the Government. The Complainant alleged that all these violations took place due to the illegalities and irregularities committed by the then Panchayat Secretary, Chetticherla Village.

Report has been called for from the District Panchayat Officer, Prakasam District and the same dated 12.04.2019 along with relevant enclosures has been received, which disclosed that the said official got an enquiry conducted through the Divisional Panchayat Officer, Markapur, which revealed that one Smt.Nakka Rama Devi, Sri Kandanuru Ramachandra Reddy & Sri M.Narayana Reddy have formed unauthorized layouts in the Ac.12-00 cents of land comprised in Sy.No.93/1, 93/2 & 95/4. This report further disclosed that action has been initiated by issuing notices to the said land owners in the lines of G.O.Ms.No.67 PR&RD Department, dated 26.02.2002, stating that only after required permissions could be secured and all rules are followed, the plots can be sold and further the layout stones fixed in the said land were removed. It is further reported that no houses were found to be constructed in the

said land and no permissions were given for construction of any houses, as per Grampanchayat records. Further, it is disclosed before this Institution that the Revenue Divisional Officer, Markapur has issued land conversion orders in respect of Ac.8-15 cents comprised in Sy.Nos.93/1 & 93/2B, vide proceedings issued in June, 2016 and 10% of common site or its value as desired by the Government is agreed to be handover to the Government by the land owners, apart from handing over the roads to the Grampanchayat. It is further reported that proposals have been sent to the Town & Country Planning, Ongole through Grampanchayat.

After making further enquiry to know whether there are no irregularities and illegalities took place in connection with forming of layouts in the given land and getting assured that no such things took place, this complaint was closed.

Thus due to the intervention of this Institution, formation of unauthorized layouts in violation of Government rules could be curbed.

Misappropriated public funds could be recovered and disciplinary action has been taken against the Public Servants who are wrongdoers and they are awarded with appropriate punishment – due to the intervention of this Institution.

Complaint No.2085/2016/B2:

From Vizianagaram District

One Sri Ginjeti Suryanarayana, R/o.Kanimeraka Village, Bondapalli Mandal, Vizianagaram District, filed the complaint stating to the effect that the Assistant Engineer, Housing, Bondapalli, Deputy Engineer, Housing, Bondapalli and President & Secretary of Sri Sai Mahila Podupu Sangam, Kanimeraka Village, have misappropriated Government funds pertaining to the scheme of housing for poor, to the tune of Rs.50 Lakhs.

Report has been called for from the District Collector/Executive Director of Housing Corporation, Vizianagaram and the same dated 22.10.2020 has been received. This report disclose that the Managing Director of AP State Housing Corporation got an enquiry conducted through the Superintending Engineer as an Enquiry Officer, appointing one P.Raghuram, Executive Engineer, Housing Corporation, Vizianagaram Division as Presenting Officer and that the said enquiry revealed that an amount to the extent of Rs.5,21,480/- pertaining to 47 houses in Kanimeraka Indiramma Phase-I has been misappropriated. It is further reported that the Managing Director, AP Housing Board made a scrutiny and confirmed that the misappropriation was only to an extent of Rs.2,03,270/- and fixed responsibility of misappropriation to the tune of Rs.1,45,120/- on Sri A.S.Prakash Rao, the Assistant Engineer and Rs.58,150/- on B.Suryanarayana the then Assistant Engineer. It is further reported to this Institution that the said amounts were ordered to be recovered from the said Public Servants respectively with interest @ 12% per annum apart from awarding punishment of stoppage of One Annual Grade Increment with cumulative effect, against these two Public Servants, after conducting appropriate disciplinary enquiry.

Thus, due to the intervention of this Institution, misappropriated public funds could be recovered and disciplinary action has been taken against the two Public Servants who are wrongdoers and they are awarded with appropriate punishment.

Police officials, who failed to take criminal action against the wrongdoers in a marital offence, pertaining which report has been given to them, have taken appropriate criminal action by registering a crime, investigating into it and filed charge sheet against the husband and in-laws of the Complainant's daughter, who were alleged to have been subjecting her to illegal demands and physical & mental harassment – due to the intervention of this Institution.

Complaint No.1329/2019/B1:

From Guntur District

One Sri Patchala Koteswara Rao, R/o.Pedagottipadu Village, Prathipadu Mandal, Guntur District, filed the complaint stating to the effect that he performed marriage of his daughter Smt.Sampoorna Kumari with one Sri Dhulipalla Vijaya Rama Koteswara Rao @ Rambabu and that he at the instigation of his mother and sisters subjecting the Complainant's daughter to harassment and illegal demands for bringing money, by beating her and threatening to kill her and that when complaint is made to the police, being influenced by said Rambabu, police are not at all taking any action against the said wrongdoers on the other hand they are harassing the Complainant's daughter and his family.

Report has been called for from the Superintendent of Police, Guntur Urban District, and the same dated 29.02.2020 has been received. The enquiry made into this complaint revealed before this Institution that due to the intervention of this Institution, police have made efforts to do counseling between Complainant's daughter and son-in-law in the presence of the village elders, but in vain and a crime has been registered against the husband and sister-in-law of Complainant's daughter by the police and investigated into and as a result of the said investigation, charge sheet also has been filed against them.

Thus, due to the intervention of this Institution, police officials, who failed to take criminal action against the wrongdoers in a marital offence,

pertaining which report has been given to them, have taken appropriate criminal action by registering a crime, investigating into it and filed charge sheet against the husband and in-laws of the Complainant's daughter, who were alleged to have been subjecting her to illegal demands and physical & mental harassment.

Preservation of Reserve Forest Land from illegal conversion to other purposes – due to the intervention of this Institution.

Complaint No.419/2020/B2:

From SPSR Nellore District

One M.Srinivasulu, R/o.Chennur Village, Gudur Mandal, SPSR Nellore District filed the complaint stating to the effect that there is a Grazing Poramboke land in an extent of Ac.298-06 cents comprised in Sy.No.40/17 of Krishnareddypalli Village, Sidapuram Mandal, SPSR Nellore District; that in this regard the Village Revenue Officer and Mandal Revenue Officer have sent a false report dated 23.02.2018 where under it is stated that out of the said land, an extent of Ac.154-00 cents is pertaining to Forest Department, but the Forest Department have claimed that they have no land there. In this connection the District Collector, SPSR Nellore District required the Tahsildar, Sidapuram to make an enquiry, vide letter in Rc.E8/2745/2019, but so far no enquiry has been made. Whereas the Adangals are showing that the said land is in the name of a temple but this land does not belong to any temple and therefore this Institution is to make an enquiry and to protect the Government lands and also take action against the concerned Public Servants.

A report has been called for from the District Collector, SPSR Nellore District and the same dated 28.10.2020 has been received. In this report the District Collector stated that his enquiry revealed that as per the village records the total extent of Sy.No.49 of Krishnareddypalli is Ac.340-10 cents which is classified as Grazing Poramboke; that it has been subdivided and new survey numbers i.e., 49/1 to 72/1 were formed and DKT Pattas were issued to beneficiaries for the land of an extent of Ac.71-13 cents and further that for the Faslies 1424, 1425 & 1426, an extent of Ac.298-66 cents in Sy.No.49/17 has been noted as the land belonging to Maha Vishnu Devasthanam which is a clerical mistake and has to be

rectified since it is not an Endowment land. Further, this report shows that as per the records available, an extent of Ac.420-00 cents in Munagala Venkatapuram of Rapur Mandal and Krishnareddypalli of Sidapuram area is a reserve forest as per Gazette dated 18.08.1989 [As per G.O.Ms.No.1714 Food & Agriculture Forest (III) Department dated 18.09.1969] but the same was not entered in revenue records, but it is a Reserve Forest which belongs to Forest Department and that a joint survey has to be conducted to confirm the extent and to handover it to Forest Department and that necessary action has already been commenced in this regard.

The above report has been recorded by this Institution. Thus, due to the errors cropped up in the revenue records regarding the nature of the land and the efforts made for converting the lands illegally to some other purpose, other than the purpose to which the land is meant for, could be curbed due to the intervention of this Institution and reserve forest land could be preserved.

Shifting of solid waste management dumping yard which was located nearby to the Chinnagottigallu village and in a Tank Poramboke, to the land which is at a distance of 1KM from the village and thereby protecting the villagers from the health hazards – due to the intervention of this Institution.

Complaint No.446/2016/B2:

From Chittoor District

One Smt.Tajin, Sri Akbar Khan, Sri P.Kadarvalli, Sri S.Makbul Basha & Sri Shaik Karimulla, who are all residents of Chinnagottigallu Village & Mandal, Chittoor District, filed the complaint, complaining to the effect as follows:

In connection with Swatch Bharath Scheme, the Government sanctioned a solid waste management dumping yard to Chinnagottigallu Village considering the necessity there. Though the Tahsildar has sanctioned appropriate land which is at distance of 1KM from the Village for locating the said dumping yard and handed over the said land to the Mandal Parishad Development Officer, Chinnagottigallu, due to the political pressures, the Mandal Parishad Development Officer decided to construct the solid waste management dumping yard in a Tank-Poramboke land situated, only, at a distance of 50 meters from the village. Since the said land is prone to flooding during rainy season and if the dumping yard is constructed there, the tank water gets polluted with the solid waste which will be dumped in the said yard which will lead to spread of diseases among the villagers, the villagers made a representation to the Mandal Parishad Development Officer, requesting not to make such construction in the tank Poramboke land. But the Mandal Parishad Development Officer, Chinnagottigallu and the Divisional Panchayat Officer, Madanapally are resorting to misuse of their public office and are making efforts to construct the dumping yard in the said land only and therefore this Institution is to intervene, make an enquiry and take necessary action to do justice to the Villagers.

Reports were called for from the Tahsildar, Chinnagottigallu and the District Panchayat Officer, Chittoor District and the reports dated 30.03.2016 & 28.03.2016 respectively were received from them. The District Panchayat Officer, stated in his report that in accordance with instructions of Government of India in connection with Swatch Bharath Mission and as per the resolution of Gramapanchayat the estimation of the work of "Solid Waste Management of Chinnagottigallu" was generated on 21.09.2015 by the Programme Officer MHNREGS and the said work was completed by 19.10.2015 duly following usual procedure and that after completion of the work, Complainants have requested the Tahsildar to stop the work and that their contention that they will be subjected to several diseases, is totally baseless and far from truth and further that General Body of Mandal Prajaparishad, Chinnagottigallu has taken a resolution on 28.10.2015, resolving to stop the work when the work was already completed by 19.10.2015.

Whereas the Tahsildar, Chinnagottigallu Mandal stated in his report dated 30.03.2016 that as per the instructions of the District Collector, Chittoor District and Sub Collector, Madanapalli, the land to an extent of Ac.1-00 cents comprised in Sy.No.1606, has been identified by him for locating the dumping yard in Chinnagottigallu Village and the same has been handed over to Grampanchayat, Chinnagottigallu Village, as it is completely safe, complaint free and acceptable to everybody. But in spite of it the Panchayat decided to use the land comprised in Sy.No.820 of the said village which is classified as Tank Poramboke and which is highly objectionable in nature and in violation of the guidelines and specifications issued by the Hon'ble Supreme Court of India and further that if the said dumping yard is put to use, the same would cause health hazards to the dwellers of the surrounding area in the village and further that the villagers are frequently making complaints and are agitating, demanding for shifting of the said dumping yard to a safer place.

In view of these contradictory reports received from the concerned Public Servants the Director (Investigation) of this Institution has been required to make an inspection of the subject site, through responsible officer not less than the rank of Additional Superintendent of Police and to submit report. The report of the Director (Investigation) dated 31.08.2017 together with the enquiry report of the Deputy Director (Investigation) has been received. As per these reports it could be seen that in spite of the objections and protest from the public, the Mandal Parishad Development Officer, Chinnagottigallu Mandal has decided to construct dumping yard in the land comprised in Sy.No.913 without taking any approval and order from his superiors and yielding to political pressure. Thus, the allegations leveled against him are true.

Thereon, explanation of Smt.A.Radhamma, the then Mandal Parishad Development Officer, Chinnagottigallu has been called for and the same dated 06.06.2020 has been received. As can be seen from the same the dumping yard has been shifted from the land in Sy.No.913 to the land in Sy.No.1606 which is at a distance of 1KM away from the dwelling houses and government offices available in Chinnagottigallu Village.

The Complainants have sent a representation dated 07.05.2021, expressing that due to the intervention of this Institution, prompt action has been taken for shifting of the dumping yard far away from the vicinity of the Village and the purpose of the complaint has been fulfilled and their grievance has been redressed.

The problem of residents of Mallappagudem Village due to lack of proper link road provision to their village from R&B Road has been solved – due to the intervention of this Institution.

Complaint No.2952/2017/B1:

From West Godavari District

One K.Siramaiah, R/o.Mallappagudem, Tirumaladevipeta, T.Narsapuram Mandal, West Godavari District filed the complaint stating to the effect that since the road leading from Tirumaladevipeta Main Road to Mallappagudem has been with deep pits and it is being impossible for people to use it for ingress and egress either as pedestrians or for vehicular traffic and especially during rainy season and that though several times it was applied to the local Member of Legislative Assembly and the Revenue and Panchayat Raj Officials, no action has been taken to lay proper link road of 2KM at this place and solve the problem of the people. It is further stated that due to want of this road, it was being difficult for ambulances to reach Mallappagudem, in case of emergencies and people are suffering.

Report has been called for from the District Collector, West Godavari District and the same dated 14.10.2020 has been received, where under it is stated that the District Collector accorded administrative sanction for Rs.155 Lakhs under MGNREGS Programme for providing BT Surface to the road from R&B Road to Mallappagudem.

Thereafter, the Executive Engineer, KR Puram has reported that the road work grounded and completed gravel sub-ways and wet layer upto Mallappagudem Village limits; that as on 01.04.2020, the road work was physically completed and that there is no problem for public transportation and vehicle movement on the said road.

Thus, due to the intervention of this Institution, provision of proper BT Road to the residents of Mallappagudem Village has been made and their problem has been solved.

Substantial irregularities and illegal activities in connection with laying unauthorized layouts in thousands of acres of land, without even converting the agricultural lands into non-agricultural lands, by certain unscrupulous persons, thereby causing substantial loss to the Government as well as casing loss, inconvenience and hardship to gullible public, who inadvertently purchase plots/buildings in such layouts, could be successfully corrected and curbed – due to the intervention of this Institution.

Complaint No.1187/2019/B1:

From Guntur District

One Sri K.V.R.Shivram Prasad, R/o.Bapuji Road, Sangadigunta, Guntur District, stating to the effect as follows:

- i) In Perecherla, Karernpudi, Bhattprolu, Cherukupalli, Pedanandipadu, Chebrolu, Amaravathi, Pedakakani, Namburu areas of Guntur District agriculture lands were converted into real estate plots. But the conversion fees was not paid and D.T.C.P. Layout permission was not taken by the owners of agriculture lands.
- ii) Unauthorized Layouts are existing in an extent of 5000 acres and as per records all these lands are agricultural lands.
- iii) All these Layouts are against the Rules and Director of Town and Country Planning Department.
- iv) Conversion fees were not paid by the owners of the lands and thereby creating loss to Government. District Panchayat Officer, Guntur did not take any action on unauthorized layouts.

Hence, the Complainant requested this Institution to enquire into the matter and take necessary action.

Report has been called for and received from the Director of Town & Country Planning, Government Andhra Pradesh, Guntur dated 16.09.2020 with the averments as follows:

- i) Number of unauthorized layouts identified in the Mandals of Perecherla, Chebrolu, Amaravathi, Pedakakani area 106.
- ii) The Government have issued orders for regularization of unauthorized Layouts and Plots to bring all unplanned areas into the fold of planned development and to provide basic facilities to these areas so as to promote an overall and integrated area and better quality of life for all citizens under LRS, 2020 vide G.O.Ms.No.10, MA&UD Department dated 08.01.2020 and this scheme is applicable to the areas covered under CRDA (except capital city area), VMRDA, VKPCPIR SDA, all UDAs, all Municipal Corporations, Municipalities, Nagar Panchayats, IALAs and also Gram Panchayats falling outside UDAs and covered by Master Plan/Zonal Development Plan.
- iii) The Government (Revenue Department) have issued instructions for stoppage of Registration of unapproved Layouts/Plots/Buildings with certain guidelines vide Memo.No.Rev.01-REGSORULS (REGR)/2/2019-REGN-1 dated 07.01.2020 with regard to stoppage of registration of unapproved layouts/plots/buildings with certain guidelines.
- iv) The officials of DT&CP Office have conducted awareness meetings at District Level, ULB Level, Panchayat Level by involving Developers, Builders Associations, LTPS, WPRSs, T.P. Staff of all ULBs/UDA and other Stakeholders on LRS Scheme besides conducting Teleconference and Video conferences by explaining the importance of LRS, 2020 and stern action against the defaulters.
- v) In compliance with the Government Memo No.3067957/M1/2019, dated 29.01.2020 of MA&UD Department, this office sent the list of unauthorized layouts identified by ULBs/CRDA of Guntur District containing 174 number of layouts covering a

total extent of Ac.763.552, to the Guntur District Registration through letters vide Lr.Roc.No.17/37/2019/PLG dated 12.02.2020, 11.03.2020, 13.05.2020, 10.06.2020, 22.06.2020, 20.07.2020 and __.08.2020 requesting not to entertain any further registrations in such unauthorized layouts.

- vi) The concerned authority of UDA/ULBs is regularizing the plots under LRS, 2020 duly collecting penal charges, open space charges on submission of land conversion certificate.
- vii) The DTCP is also taking necessary steps to arrest the unauthorized layouts by stopping further activity including registration of plots in such layouts.

The Complainant expressed his satisfaction regarding the action initiated vide his letter dated 01.02.2021, in connection with stoppage of registration of plots/buildings in unapproved layouts and the guidelines issued by the Director of Town & Country Planning, Government of Andhra Pradesh, Guntur.

Thus, due to the intervention of this Institution, substantial irregularities and illegal activities in connection with laying unauthorized layouts in thousands of acres of land, without even converting the agricultural lands into non-agricultural lands, by certain unscrupulous persons, thereby causing substantial loss to the Government as well as causing loss, inconvenience and hardship to gullible public, who inadvertently purchase plots/buildings in such layouts, could be successfully corrected and curbed.

Recovery of long pending dues together with interest due from the Government to the Temple of Lord Sri Seetarama Swamy, Satyawada, Undrajapuram Mandal, West Godavari District – due to the intervention of this Institution.

Complaint No.734/2018/B1:

From West Godavari District

One Sri P.Narsaraju, R/o.Satyawada, Undrajapuram Mandal, West Godavari District, stating to the effect that the State Government acquired an extent of Ac.7-00 cents belonging to Sri Seetarama Swamyvari Temple, Satyawada, Undrajapuram Mandal, West Godavari District, for which an amount of Rs.3,71,000/- was to be paid as compensation @ Rs.53,000/- per acre; that out of the said amount a Cheque bearing No.235892 dated 30.06.1989 for an amount of Rs.37,100/- issued by the District Collector, West Godavari District to the holder of the property, remained unencashed all these years; that when enquiry has been made with the Assistant Commissioner of Endowments, West Godavari District, he is merely stating that cheque was returned, in spite of audit objection taken regarding it, the amount of Rs.37,100/- is yet to be recovered to the temple and that the said amount together with interest @ 12% per annum, is to be recovered from the Public Servants who are responsible for non-payment of the said amount to the temple.

Report has been called for from the Commissioner, Endowments Department, Andhra Pradesh and the same has been received disclosing that since the High Power Committee took a decision on 03.08.1989 to review the decision taken regarding the acquisition of lands belonging to the temples in the West Godavari District and asked the District Collector not to take possession of such lands, by virtue of letter dated 05.08.1989, the Cheque for Rs.37,100/- has been returned to the District Collector under the cover of letter dated 26.08.1989; that thereafter possession of the said land was taken over for the purpose of providing house sites to

weaker sections on 04.03.1993; that in the said circumstances, the amount of Rs.37,100/- remained unpaid to the temple, in spite of much correspondence, though the rest of the amount due was paid away and that since there is lapse on the part of Assistant Commissioner of Endowments, West Godavari District for not taking action to recover the said amount, after due verification an amount of Rs.1,63,984/- has been paid to Lord Sri Seetarama Swamyvari Temple, Satyawada by the Government, calculating the interest @ 12% per annum on Rs.37,100/-, the amount due to be paid, from 02.05.1992 to 01.11.2020.

The Complainant addressed a letter dated 12.11.2020 to this Institution stating that:

"As per the orders of the Hon'ble Lokayukta, the Zilla Parishad, West Godavari, Eluru has paid Rs.1,63,984/- to Lord Sri Seetarama Swamyvari Temple, Satyawada for which all the villagers celebrated by distributing prasadams as they have received amount which is pending for last 30 years. Though the Petitioner is not present personally, the Hon'ble Lokayukta passed an excellent order, in the interest of justice. It is an inspirational victory for the villagers."

Further, noting the fact that such incidents will not recur, if proper inspection is get made by the Commissioner of Endowments, periodically and since several complaints are being frequently received by this Institution alleging irregularities and mismanagement of temple properties and funds, the Lokayukta of Andhra Pradesh has advised the Commissioner, Endowments Department, to see that invoking Section 12 of Andhra Pradesh Charitable and Hindu Religious Institutions and Endowments Act, 1987, inspection and audit of the records, cash books etc., pertaining to temples under the purview of the Endowments Department, be done periodically, by constituting an Inspection Team and also to see that prompt action be initiated, basing on the reports received from such Inspecting Team, to make it certain that mismanagement and misappropriation of temple funds, be averted.

Several problems being faced by the lemon ryots and businessmen in Lemon Market including the social boycott suffered by the Complainant Sri Challa Venkateswarlu, being solved – due to intervention of this Institution.

Complaint No.1500/2016/B2:

From SPSR Nellore District

One Sri Challa Venkateswarlu, R/o.Guduru, SPSR Nellore District, who is doing business in Lemon Market, Guduru, filed the complaint stating to the effect that in the private Lemon Market, situated in Katararaja Street, Guduru, Carbide was being used for getting the lemons ripened quickly; that e-NAM is not being used in the Market; that 10% commission is being collected from the ryots violating the rule that only 4% is to be collected, thereby causing substantial loss to the ryots and that since the Complainant is making complaints to the higher-ups regarding these aspects, he is subjected to social boycott in the market.

Reports were called for from the District Collector, SPSR Nellore District. Time and again several reports are received stating about the various actions taken by the Food Inspector, Vigilance Officials and others to detect and curb the illegal practices. Further, the place of market also has been shifted from Katararaja Street to Balaji Lemon Market to facilitate the ryots and business people.

The Complainant stated in his letter received on 14.12.2020 by this Institution, that after long battle over the issue, finally the Lemon Market has been shifted from Katararaja Street to Balaji Lemon Market and that he is doing business as per the norms of the Government.

Thus, the various problems being faced by the lemon ryots and also inconveniences and hardships being faced by lemon businessmen, all have been solved and illegalities have been curbed, due to the intervention of this Institution.

Provision of basic facilities like road, electricity, water etc., to the Indiramma Colony situated in Division-25, Nellore Municipal Corporation – due to the intervention of the this Institution.

Complaint No.2958/2017/B1:

From SPSR Nellore District

One Sri R.Hrudaya Kumar, R/o.Kallurupalli Housing Board Colony, HG-169, Nellore, SPSR Nellore District has filed a complaint which has been registered as Complaint No.2958/2017/B1 and taken up for verification by this Institution. Report has been called for from the District Collector, SPSR Nellore District.

Reports have been received from time to time by the District Collector, SPSR Nellore District, informing about the steps being taken for providing the basic facilities to the Indiramma Colony situated in Division-25, Nellore Municipal Corporation, wherein predominantly the people belonging to Schedule Caste, Schedule Tribe, Budugu Jangam and Backward Caste community people are residing.

The reports disclose that Kallurupalli Vilalge has been merged into Nellore Municipal Corporation in the year 2013, but the development works and provision of basic facilities have been taken up only after this Institution intervened, pursuant to the complaint received from Sri Hrudaya Kumar.

Finally, as on 22.04.2021 on which a final report has been sent by the District Collector, SPSR Nellore District basing on the information given by the Commissioner, Municipal Corporation, Nellore, the following infrastructural facilities have been provided to Indiramma Colony situated in Division-25, Nellore Municipal Corporation:

- i) 6 Nos IMI' Bore Wells for using water/drinking water.
- ii) Construction of IHHT is undertaken from Swatch Bharat Funds.

- iii) 90% of roads were provided with CC and BT Roads.
- iv) Work of drinking water supply lines were completed.
- v) Construction of 300KL ELSR and compound wall under HUDCO funds.
- vi) Service connection in the Colony is in progress.
- vii) Tow Nos. tankers were engaged for drinking water supply under Municipal General Funds.

Thus, due to the intervention and persuasion of this Institution, basic facilities required for the residents of Indiramma Colony situated in Division-25, Nellore Municipal Corporation have been provided.

Payment of Salary Arrears accrued on Pay Revision and Pension made to a retired School Teacher – due to the intervention of this Institution.

Complaint No.993/2018/B1:

From East Godavari District

One Smt.T.Ramyaratnam a retired Teacher, filed the complaint stating to the effect that, she retired from service as a School Assistant of Whitteker Girls High School, Samalkota, East Godavari District, on 31.05.2017, on attaining age of superannuation; that the said school is a Government aided school and that the Correspondent of the said school has not submitted the pension proposals pertaining to the Complainant on the pretext that some of the entries in her Service Register were tampered with, but the Departmental Officers have found and certified that all entries in the Service Register of the Complainant, as correct and ordered the Correspondent of the School to submit the proposals for payment of retiral benefits to the Complainant, but he failed to do so. The Complainant further stated that she approached the District Collector, East Godavari District, but no action has been taken.

Basing on the complaint made by Smt.T.Ramyaratnam, the Complaint No.993/2018/B1 has been registered and preliminary verification has been taken up by calling for a report from the District Educational Officer, East Godavari District and the District Collector, East Godavari District and the same have been received.

In pursuance of persuasion and intervention made by this Institution, the fixation of salary of the Complainant under RPS-2015 has been completed, pension proposals pertaining to the Complainant have been forwarded to the Accountant General for sanction of pensionary benefits and he released the pensionary benefits vide Letter No.PAG(A&E)/P5/IV/R-715/SP390/2019-07/1482 dated 08.08.2019. Further, the bill for payment of salary arrears due to the Complainant also

has been submitted for clearance. Pension also has been sanctioned to the Complainant.

Thus, the grievance of the Complainant has been redressed due to the intervention of this Institution.

An amount of Rs.1,29,637/- misappropriated by the Panchayat Secretary, Mantada Grampanchayat, recovered – due to the intervention of this Institution.

Complaint No.1644/2017/B1:

From Krishna District

One Sri Jampana Srinivasa Goud, R/o.Machilipatnam, Krishna District, has filed the complaint stating to the effect that one I.V.Narasimha Rao, Panchayat Secretary, who retired from service in the month of August, 2016, has misappropriated an amount of Rs.1,29,086/- while working as Secretary of Mantada, Kapileswarapuram and Gurajada Grampanchayats, by not remitting the said amounts belonging to the said Panchayats, into the relevant Grampanchayat accounts and also he has not handed over the records.

Report was called for from the District Panchayat Officer, Krishna District and the same dated 28.08.2018 has been received, where under it is stated that an amount of Rs.1,29,637/- pertaining to Mantada Grampanchayat and also an amount of Rs.40,229/- pertaining to Kapileswaram Grampanchayat, have been recovered from Sri I.V.Narasimharao, retired Panchayat Secretary and these amounts were credited to respective Grampanchayats and further that a letter has been addressed to The Secretary, Panchayat Raj Department, Government of Andhra Pradesh, for taking necessary action against the said retired Panchayat Secretary.

Thus, due to the intervention of this Institution the Grampanchayat funds misappropriated by Sri I.V.Narsimharao, retired Panchayat Secretary, have been recovered and also action is sought to be initiated against him for his misdeeds.

PARTICULARS OF SOME OF THE COMPLAINTS, AMONG VARIOUS COMPLAINTS, IN WHICH GRIEVANCES WERE REDRESSED, WITH THE INTERVENTION OF THE INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH:

Complaint No.	Name of the Complainant	District	Nature of Grievance Redressed
867/2020/B1	Sri P.Venu Gopal Rao	SPSR Nellore	The encroachments made over the Government drainage canal passing through RS.Nos.52/2, 55/1, 57, 56/1, 59/1 & 58 by the people who are residing on either said of the said canal, by way of laying stones and arranging bunks and thereby obstructing free flow of drain water to the said canal, resulting into flooding of drain water into the residential houses during rainy season, have been duly removed – due to the intervention of this Institution.
2384/2015/B1	Sri K.Eswara Rao	Visakhapatnam	Medical Reimbursement of Rs.2,00,000/- sanctioned to the Complainant who worked as Sub Inspector of Police (CID) – due to the intervention of this Institution.
865/2020/B1	Sri V.Venkata Ramana	Kurnool	Complainant and other legal heirs of Late Vadla Sivamma, have been sanctioned and disbursed with Ex-gratia amount of Rs.5,00,000/-, owing to her death on 02.10.2017, due to drowning in Kundu River Floods in the outskirts of Gadigarevula Village, Kurnool District, thus the grievance of the Complainant has been duly redressed – due to the intervention of this Institution.
1074/2019/B1	Smt.Cheedella Venkata Sudhamani	SPSR Nellore	The act of discriminatory fixing of Property Tax for the Complainant's shop at Rs.9,127/-, whereas the neighbouring shops Tax has been fixed at Rs.3,258/- only, has been rectified by way of reducing the Property Tax of Complainant's shop on par with her neighbouring

			shop – due to the intervention of this Institution.
307/2020/B1	Sri D.Srinu	West Godavari	Crime No.317/2019 under Sections 143, 147, 148, 448, 341, 427, 354, 323 & 506 R/w. Section 149 IPC of Mogalturu PS has been registered basing on the report given by the Complainant, investigated into and Charge Sheet also has been filed against the Accused persons by the concerned police, thus the grievance of the Complainant that action has not been taken on his report, has been duly redressed – due to the intervention of this Institution.
3401/2017/B1	Smt. K.Lakshmi Devi	Kurnool	Complainant has received all the benefits like Provident Fund, Widow Pension etc. to which she became entitled to, consequent to the death of her husband.
973/2020/B1	Sri S.Maddileti	Kurnool	Complainant who has been in possession of Plot No.100 in Sy.No.390 of Kodumur Village, by raising a hut therein, since long time, has been issued with a Possession Certificate and thereby his grievance has been redressed – due to the intervention of this Institution.
151/2021/B1	Sri Adapa Krishna	West Godavari	The legal heirs of Late Smt.Adapa Narasamma, who met with her death due to thunderbolt on 04.10.2015, have been sanctioned with Rs.4,00,000/- Ex-gratia as per Government(DM) under SDRF Norms in terms of G.O.Ms.No.15 Revenue (DM2) Department dated 04.12.2015 – due to the intervention of this Institution.
1165/2021/B1	Sri G.Jagannadharao	Visakhapatnam	Sri Laxmi Aluminum PVC workshop established in a residential colony, without taking permission, license etc., from GVMC, causing air pollution and health hazards to the residents of the locality, has been

			permanently closed – due to the intervention of this Institution.
2018/2017/B1	Sri Bammadi Ramulu	Vizianagaram	Ration Card and Old Age Pension are restored to the Complainant – due to the intervention of this Institution.
876/2020/B1 & 391/2020/B1	Sri J.Subba Rao	YSR Kadapa	Muchi Caste Certificates have been issued to the Complainant and other eligible applicants – due to the intervention of this Institution.
2526/2016/B1	Sri Jampana Srinivasa Goud	Krishna	The Principal Secretary to Government, Social Welfare Department, AP requested the Director of Social Welfare Department to issue directions to concerned District Collectors to take necessary action to constitute new District Level Vigilance Monitoring Committees for SC & ST cases and conduct meetings in terms of POA Act and G.O.Ms.No.99, S.W.(CV.POA) Department, dt.09.12.2015.
535/2020/B1	Smt.S.Sailaja	Visakhapatnam	White Ration Card of the Complainant has been reactivated and the amount under the Scheme of "Jagananna Ammavodi" has been credited to the Complainant's account.
709/2020/B1	Smt.S. Umamaheswari	Kurnool	Children Pensions have been sanctioned to the Complainant's three children, consequent to the death of their father, while working in Yemmiganur Spinning Mills.
765/2020/B1	Sri A.Hampaiah	Kurnool	The Names of wife and daughter of the Complainant have been removed from the Ration Card of the Complainant as per his request, since his wife expired and his daughter secured Government job.
995/2020/B1	Sri Y.R.Ambedkar	Krishna	This Institution advised the Registrar, SVV University to give Pay Protection & Pay Arrears to the Complainant, who worked as

			Assistant Professor, subject to an undertaking to be given by the Complainant for refund of the amount in the event of erroneous pay fixation or negative reply from the government, as the matter is pending before the Government. The Complainant accepted the said condition.
1244/2020/B1	Sri P.Koteswara Rao	Guntur	Repair works have been taken up to all the toilets in the Government Hospitals of Guntur District with the funds of the Government. Specific instructions are also issued to all Private Hospitals of Guntur District for proper maintenance of toilets.
1110/2020/B1	Sri M.Premanadh	Kurnool	Consequent to this complaint, enquiry was made and the Widow Pension granted to one B.Mahadevamma has been cancelled with effect from June, 2020, as she is not a widow.
315/2019/B1	Smt. K.Parvathamma	Vizianagaram	Compensation amount of Rs.4,98,055/- was credited to the bank account of the Complainant as her land of an extent of Ac.0-49 cents comprised in Sy.No.41/3 of Gunanupuram Village has been acquired for Thotapalli Barrage Project, Unit-III, Parvathipuram.
1114/2019/B1	Sri Bunganna Arakatla	Kurnool	The Complainant received an amount of Rs.15,581/- in full and final settlement, on humanitarian grounds, since his services as Social Studies Teacher in SPVM-E/M High School, II Battalion, SAP Camp, Kurnool have been discontinued as he met with an accident and consequently he was unable to attend to the duty.
2558/2015/B1	Sri B.Jogeswara Rao	Krishna	Financial Assistance of Rs.9,09,161/- has been sanctioned to the Complainant from S.C. Service Cooperative Society Limited, Krishna District for

			purchase of a motorcar to eke out his livelihood.
3337/2017/B1	Smt.Pogiri Vijayalaxmi	Srikakulam	The Revenue Divisional Officer, Srikakulam under proceedings Rc.No.688/2020H, dated 10.08.2020 approved the proposal for grant of house site patta in respect of Plot No.855 in RR Colony of Gajula Kollivalasa Village to the Complainant.
1654/2018/B1	Sri Vegi Seeta Rama Murthy	East Godavari	The land of the Complainant has been sub-divided after due survey and the name of the Complainant has been mutated in on line Web Land and also in Revenue Records in Khatha No.631, as the owner of the land of an extent of Ac.0-65 cents in Sy.No.74/1A of Bhimavarapukota Village, Kotananduru Mandal and Pattadar Passbook also has been issued in his name.
266/2020/B1	Sri P.Rajesh Kumar	East Godavari	The Revenue Authorities issued Crop Cultivator Rights Card to the Complainant.
389/2020/B1	Ms.M.Shobha Rani	Guntur	The Revenue Officials issued instructions to all the Aqua Companies of Nizampatnam area to follow the Covid-19 safety measures.
392/2020/B1	Sri M.Rami Reddy	West Godavari	In Akivedu Nagar Panchayat, 13 special teams were appointed for sanitation works. Everyday, sanitation works are being attended by the sanitation workers and salaries are being paid to them.
644/2020/B1	Smt. E.Hymavathi	Krishna	Ex-gratia amount of Rs.5,00,000/- was sanctioned by the Chief General Manager/O&M-1, APCPDCL, Corporate Office, Vijayawada and was paid to the Complainant as her husband died due to Electrocution.

748/2020/B1	Sri B.Naganna	Kurnool	Ex-gratia amount of Rs.5,00,000/- was sanctioned by the authorities of APSPDCL, Tirupati and was paid to the Complainant as her son died due to Electrocution.
1481/2020/B1	Smt. K.Ammoramma	Visakhapatnam	Compensation amount of Rs.1,25,000/- towards R&R Package has been sanctioned and credited into the Complainant's account as she is one of the affected persons, due to laying of Marine outfall pipeline at Pudimakala Village of Atchutapuram Mandal.
1256/2019/B1	Sri C.Vinod Kumar	Kurnool	New Ration Card has been issued to the Complainant as he is eligible for the same.
993/2018/B1	Smt. T.Ramyaratnam	East Godavari	The District Educational Officer released Pay Fixation Arrears of the Complainant and forwarded the Pension Proposals of the Complainant to the Accountant General, who in turn passed Pension Sanction Orders and now the Complainant is receiving pension.
2836/2017/B1	Sri V.Venkataramana Swamy	YSR Kadapa	Anganwadi Helper has been appointed in Moraipalli Village Anganwadi Centre of Chapadu Mandal, Proddatur Rural.
956/2017/B1	Sri V.Malleshwar Rao	Vizianagaram	The District Educational Officer submitted Regular Time Scale bills of the Complainant (who was appointed as a Teacher in DSC-2008 on a monthly stipend of Rs.3,600/-) to the Treasury.
764/2020/B1	Smt. D.Padma Sree	Kurnool	Government sanctioned house to the Complainant in the III Floor of G+3 Houses of Jagananna Nagar, Yemmiganur Town.
07/2020/B1	Sri D.Chalapathi Reddy	YSR Kadapa	The Government vide Memo No.1134921/Pro.B/2020, dated 14.09.2020, constituted a Committee to discuss the issues to

			call for tenders for Canteen of AP Bhavan, New Delhi and also for taking a decision on bifurcation of AP Bhavan, New Delhi.
546/2020/B1	Sri I.Suryanarayana	East Godavari	The Sub Divisional Magistrate Mobile Court, Rampachodavaram, East Godavari District has been advised to dispose off cases as per the Koneru Rangarao Land Committee Recommendations, within a time bound period.
3553/2020/B1	Sri K.C.Malleswaraiiah	Karnataka	Government vide G.O.Rt.No.586, HM&FW(G2) dated 21.10.2020 accorded sanction for payment of an amount of Rs.17,331/- towards Medical Reimbursement due to the complainant.
4595/2016/B1	Sri L.Vijaya Kumar	East Godavari	Anticipatory Gratuity has been paid to the Complainant, who retired as Junior Lecturer.
01/2019/B1	Sri G.Sankaraiah	Ananthapuram	Some of the revised retirement bills of the Complainant, who retired as District Panchayat Officer, were admitted and passed.
304/2019/B1	Sri T.Krishna Rao	Srikakulam	Arrears of Leave Salary, Pension and other retirement benefits have been sanctioned to the Complainant, who retired as Deputy Tahsildar.
879/2019/B1	Sri C.Ramanarayana Reddy	YSR Kadapa	Paidipalem Balancing Reservoir was named as "Sri Chavva Bali Reddy Paidipalem Reservoir" in memory of Late Chavva Bali Reddy, Ex-MLA, who is father of Complainant and Government proposed to construct new big arch, depicting the name of the Reservoir, in fulfillment of the earlier promise made by the Government.
1300/2019/B1	Anonymous Complaint	Prakasam	The Town Planning Officials have removed the encroachments on the drainage and public road in Indira Nagar, Ongole.

1346/2019/B1	Sri K.Sambasiva Rao	Guntur	The information sought by the Complainant relating to the details of house sites issued to the beneficiaries of Venkatapalem Village, Thulluru Mandal pertaining to the year 1980 under RTI Act has been furnished to him.
1072/2018/B1	Smt. K.Nagarathna	Chittoor	House has been allotted to the Complainant under Affordable Housing Programmes (AHP) Scheme in Chittoor Municipality.
1216/2018/B1	Smt. G.Vijaya Lakshmi	Krishna	GPF amount of Rs.4,291/- has been sanctioned to the Complainant in respect of her husband who worked as Luskar in Irrigation Department and died on 21.05.2004.
1224/2018/B1	Sri Madri Lakshmana	Kurnool	The Mandal Agriculture Officer, Nandavaram sanctioned Rs.12,750/- as input subsidy for the damage of crop due to drought during 2016 Kharif in Mugathi Village of Nandavaram Mandal.
1289/2018/B1	Anonymous Complaint	Kurnool	The owner of the house with dilapidated portion, which is adjacent to the road in Mugatipeta, 8 th Ward, Yemmiganur, was made to remove the same by the Commissioner, Yemmiganur Municipality, as there is possibility of danger to the surrounding residents.
1325/2018/B1	Sri P.Nagendra	Visakhapatnam	White Ration Card has been issued to the Complainant as he is eligible for the same.
907/2013/B1	Sri R.Ramasubba Reddy	Ananthapuram	The Government ratified and regularized the services of the Complainant as Work Maistry from 01.12.1998 and accordingly pensionary benefits and monthly pension has been sanctioned to him after his retirement.
3113/2013/B1	Sri K.B.Subhash Chandra	Hyderabad	The Commissioner, Information & Public Relations Department, AP

			was directed to follow the guidelines of the Hon'ble Supreme Court of India while issuing advertisements that pertains to Government policies.
462/2020/B1	Sri Somana Venkatesh Kumar	Chittoor	The Revenue Officials have issued White Ration Card for which the Complainant is eligible and which has been denied to him earlier.
580/2020/B1	Rangoyi Hemasundara Rao	Srikakulam	Complainant has been sanctioned ex-gratia relief of Rs.4,00,000/- as per G.O.Ms.No.15 Revenue(DM-II) Department dated 04.12.2015, consequent to the death of his mother by name Smt. Rangoyi Janakamma due to hit by Thunderbolt, which has been denied to him earlier.
1046/2020/B1	Ms.K.Anuradha	Chittoor	Complainant has been sanctioned with Disabled Pension of Rs.3,000/- per month with effect from 01.11.2020, which has been denied to her earlier, though she is eligible for the same.
1172/2020/B1	Sri Aakula Mallikarjuna	Kurnool	The Complainant has been issued with Pattadar Passbook and his name has been entered in Web Land Adangal, in respect of Ac.2-00 cents of land comprised in Sy.No.433/3 of Hosuru Village, purchased by him under the Registered Sale Deed, which has been denied to him earlier.
461/2020/B1	Sri R.Vijay Kumar	Chittoor	The Revenue Officials have issued White Ration Card for which the Complainant is eligible and which has been denied to him earlier.
725/2021/B1	Smt.C.Nandani	Chittoor	The Cheque for an amount of Rs.3,21,694/-, which has been issued by the Riyadh Embassy, towards ex-gratia, consequent to the death of her husband due to Corona Virus in Riyadh Kingdom of Saudi Arabia on 13.07.2020, has

			been issued to the Complainant by the District Collector, Chittoor District.
814/2018/B1	Sri P.Venkataramana	Vizianagaram	The Complainant has been sanctioned with Weavers' Pension for which he is eligible under "YSR Pension Kanuka", which has been denied to him earlier.
112/2021/B1	Sri P.Koteswara Rao	Guntur	Various shortcomings and problems in the District Hospital, Tenali due to lack of power have been rectified.
164/2021/B1	Kum.M.Narasamma	Kurnool	Complainant who is a leprosy patient and therefore lost her fingers, has been sanctioned with Disabled Pension with effect from 01.08.2021, due to the intervention of this Institution.
997/2018/B1	Smt.C.Drakshayani	Chittoor	Complainant who is eligible for sanction of a house under PMAY-YSR(Urban) BLC-UDA Scheme, has been sanctioned with a House Unit with the cost of Rs.1,80,000/- vide proceedings dated 25.12.2020, due to the intervention of this Institution.
3213/2017/B1	Sri S.Venkatesh	Chittoor	Complainant who is 90% mentally disabled person has been sanctioned with Disabled Pension of Rs.3,000/- per month, in the month of May, 2020, payable from 01.06.2020, due to the intervention of this Institution.
1047/2020/B1	Sri Bramhanapalli Chittoor Mandadi	Chittoor	Complainant who is eligible for Old Age Pension of Rs.2,250/- per month has been sanctioned with the same in June, 2021, payable with effect from 01.07.2021, due to the intervention of this Institution.
166/2021/B1	Smt.Pinjari Bademma	Kurnool	The details of the Complainant, who is eligible for sanction of Financial Assistance under the National Family Benefit

			Scheme(NFBS), have been uploaded online, to enable her to get Financial Assistance under the said Scheme, due to the intervention of this Institution.
1420/2018/B1	Smt.M.Pareda	Kurnool	Complainant who is eligible for sanction of Financial Assistance under Pradhan Mantri Matru Vandana Yojana Scheme, has been sanctioned Financial Assistance of Rs.5,000/- under the said scheme due to the intervention of this Institution.
975/2020/B1	Smt.Katike Meharun	Kurnool	Complainant who is eligible for House Site under Navaratnalu-Pedalandaraki Illu Scheme, has been issued with House Site Patta, due to the intervention of this Institution.
1080/2020/B1	Smt. Gopineni Saraswathi	Kurnool	Complainant who is eligible for sanction of Compensation/Ex-gratia owing to the accidental death of her husband by name Gopineni Chinna Gopalu due to electric shock, an amount of Rs.2,00,000/- Ex-gratia amount has been paid to the Complainant by APCPDCL, Tirupathi, due to the intervention of this Institution.
241/2021/B1	Smt.P.Mani	Chittoor	House site pattas were issued to 16 eligible beneficiaries of Uppanelli Village of Malenatham Gramapanchayat, Ramasamudram Mandal under proper acknowledgment, due to the intervention of this Institution.
1625/2021/B1	Sri D.V. Rama Sanjanna, Retd. Deputy Executive Engineer	Ananthapuram	The GPF Final Payment pertaining to the Complainant, has been settled and the said GPF Final Payment Amount has been credited to the correct bank account of the Complainant by the Water Resources Department, from which he retired from service, due to the intervention of this Institution.

1089/2018/B1	Sri Battula Krishna Murthy	Guntur	Complainant has been paid an amount of Rs.2,98,998/- towards retirement benefits i.e., Gratuity and Earned Leave by the Executive Officer, Narsaraopeta Group-II Temples, Narsaraopeta, due to the intervention of this Institution.
448/2017/B1	Smt.V.Prameela	Chittoor	Complainant has been sanctioned with a house under YSR Rural Housing 2018-19 Scheme, with unit cost of Rs.1,50,000/- and entire payment has been done, facilitating her to complete construction of her house, due to the intervention of this Institution.
1152/2020/B1	Sri K.Madhusudan Sarma	Krishna	An amount of Rs.1,00,000/- has been sanctioned to the Complainant by Dr.YSR Arogyasree Health Care Trust, Guntur under Arogyasree Scheme towards the medical treatment for the wife of the Complainant, due to the intervention of this Institution.
1368/2020/B1	Smt. Hanumakka	Ananthapuram	Complainant who was appointed in DRDA as Sanitary Worker at MPP School, Ramanapalli on 01.12.2015 and worked upto December, 2019 has not been paid remuneration for about 2½ years period, has been paid the consolidation remuneration for that period in March, 2020, due to the intervention of this Institution.
1115/2019/B1	Sri P.Naga Raja	Chittoor	The Complainant's land of an extent of Ac.1-62 cents in Sy.No.605/1C of Kollbylu Village, which has been irregularly included in the list of prohibited properties under Section 22-A(1) of the Registration Act, has been deleted from the said list, due to the intervention of this Institution.
1355/2019/B1	Ms. Gujjarlapudi Ratna Dhanalakshmi	Guntur	Complainant has been given admission in GNM Course in School of Nursing at Government General Hospital, Guntur, following Rule of

			Reservation, due to the intervention of this Institution.
402/2018/B1	Smt. J.Sathyavathi	Guntur	Complainant who is the widow of Late Jammi Venkata Ramana Murthy, Retired Panchayat Secretary, has been sanctioned with the Family Pension and also paid Family Pension dues and Gratuity to which she is entitled to, due to the intervention of this Institution.
4453/2016/B1	Sri Jampana Srinivasa Goud	Krishna	The encroachments made on to the Panchayat Main Road in Mantada Grampanchayat have been duly removed, due to the intervention of this Institution.
3369/2016/B1	Sri A.Mohan Rao	Chittoor	Complainant has been sanctioned with Disabled Pension for which he is entitled to under NTR Bharosa Scheme and he is being paid Disabled Pension regularly with effect from 01.04.2018, due to the intervention of this Institution.
1257/2018/B1	Sri K.Subramanyam	YSR Kadapa	Complainant who is a retired Teacher, has been reimbursed the medical expenses incurred by him, by the concerned authority - due to the intervention of this Institution.
1753/2017/B1	Sri Namburu Srinivasulu	SPSR Nellore	Complainant's land has been surveyed and its boundaries were fixed by the Government Surveyor, which relief, which has been denied to him earlier - due to the intervention of this Institution.
1468/2021/B1	Sri J.Rama Chandra Raju	Vizianagaram	The Pension proposals of the Complainant, who retired from service on 30.06.2021 on attaining the age of superannuation, which have not been forwarded, due to which Complainant is constrained to file this complaint, have been forwarded to the Accountant General, AP - due to the intervention of this Institution.

2199/2017/B1	Smt. S.Subbalakshmi	Vizianagaram	The Mahila Sangam, Jogimpeta Village, who completed repair works to the buildings and construction of new buildings at Sericulture Complex, Jogimpeta, which has been entrusted to them, has been paid the final bill payments, which were denied to them, earlier - due to the intervention of this Institution.
06/2020/B1	Sri M.Chinna Ramanaiah	SPSR Nellore	The pending bill due to the Complainant, a Contractor, towards completion of construction of Anganwadi Center Building of Padugupadu Village, to the tune of Rs.3,22,082/- has been cleared - due to the intervention of this Institution.
1068/2021/B1	Sri B.Prakash Rao	Srikakulam	The GPF Final Payment due to the Complainant, who is a retired Assistant BC Welfare Officer, which has been unduly delayed, has been sanctioned and payment has been made - due to the intervention of this Institution.
1652/2018/B2	Sri Vaidadi Udayasankar	East Godavari	The Tahsildar, Katrenikona Mandal issued Passbook to the Complainant for the land of an extent of Ac.1-00 cts. in Sy.No.267-2 of Kandikuppa Village, Katrenikona Mandal, East Godavari District owned by him by entering his name online.
1175/2018/B2	Sri Chakali Buddanna	Kurnool	The land of Complainant to an extent of Ac.0.46 ½ cents in Sy.No.48/3 of Kothakota Village, C.Belagal Mandal, Kurnool is surveyed and necessary changes are made in online adangal by Public Servants by incorporating the correct details.
884/2018/B2	Sri K.Parasuram	Visakhapatnam	The Complainant who is a Field Assistant of Lotheru Gram Panchayat, Araku Valley Mandal, Visakhapatnam District complained stating that he has been

			wrongfully removed from service. Due to the intervention of this Institution and after due enquiry the said person has been reinstated into service.
364/2018/B2	Sri B.Sanyasi Rao & Sri Ch. Srinu	Srikakulam	Complainants' names were mutated in the revenue records in respect of their lands.
877/2018/B2	Sri M.Kogeswara Rao	Visakhapatnam	The Complainant who is a Field Assistant of Chinalabudu Gram Panchayat, Araku Valley Mandal, Visakhapatnam District complained stating that he has been wrongfully removed from service. Due to the intervention of this Institution and after due enquiry the said person has been reinstated into service.
776/2018/B2	Sri Ponduru Venkatanarayana	Srikakulam	The request of the Complainant for mutation of his ancestral property, has been approved by the Tahsildar, Sompeta Mandal on 04.07.2019 and relevant entries are incorporated in the Webland Portal and the Adangal & e-Pattadar Passbook are issued to the Complainant for the land of an extent of Ac.1.95 cents comprised in Sy.No.193-1 of Birusuvada Revenue Village, vide Khata No.179, owned by him.
1179/2018/B2	Smt. Chakali Munemma	Kurnool	Old Age Pension has been sanctioned to the Complainant, who is eligible for the same.
664/2018/B2	Sri Boya Thikkanna	Kurnool	Complainant's name was corrected from Boya Eeresh to Boya Thikkanna, which is his correct name and consequent corrections were uploaded in the online Ration Card.
4/2018/B2	G.Nacharaiah	Krishna	Education Department released all benefits to the Complainant like Family Pension, GIS, APGLI, Medical Reimbursement, Medical Leave Salary, PRC2005 Arrears

			and Salary for September, 2017 in respect of his deceased wife, who died on 20.10.2017 while working as SGT at Pathakuramaddali, Pamarru Mandal.
1123/2018/B2	Ms.Chakali Rangamma	Kurnool	Pension sanctioned to one of the family members of Complainant.
1095/2018/B2	Sri M.Siva Reddy	Guntur	Requisite information given to the Complainant by Special Deputy Collector, Pulichintala Project Unit-2 under RTI Act.
1025/2017/B2	Sri J.Srinivas Goud	Krishna	Electricity Service Connection has been provided to the agricultural land of Sri K.V.Sivaprasad, S/o. K.Venkateswara Rao.
3694/2017/B2	Smt.Doulat Bee	Kurnool	Old Age Pension has been sanctioned to the Complainant, as she is eligible for the same.
2269/2017/B2	Smt.D.Jaya Venkata Lakshmi Durga Devi	West Godavari	Details of land to an extent of Ac.3-35 cents in Sy.No.207/2, situated at Narayanapuram Village, Dwarakatirumala Mandal are recorded in online revenue records, in favor of the Complainant.
1956/2017/B2	Sri Tanigunta Ramanaiah	SPSR Nellore	Old Age Pension has been sanctioned to the Complainant and 4 others of Isakapalem Village, Buchireddyplem Mandal, SPSR Nellore District.
717/2018/B2	Sri R.Jaya Kumar	Chittoor	Electricity Meter Number has been provided and Power supply was released to the Complainant's house, which were denied and delayed hitherto.
647/2018/B2	Smt. Pragada Sudha Rani	Guntur	Public Servants cancelled the Family Member Certificate of Sri Tadiparthi Anjaneyulu, as he obtained the same fraudulently.
1205/2019/B2	Smt.Uppara Allamma	Kurnool	Old Age Pension has sanctioned to the Complainant.

CMP.No. 19/2020 in C.No. 2897/2017/B2	Sk.Akbar Shariff	SPSR Nellore	The Deputy Surveyor had measured the land of Complainant to an extent of Ac.3-30 cents in Sy.No.347 of Jammalapalem Village of Jaladanki Mandal and demarcated its boundaries.
CMP.No. 21/2020 in C.No. 3951/2015/B2	Smt. Boya Lingamma	Kurnool	Old Age Pension has been sanctioned to the Complainant.
1397/2018/B2	Sri T.Mukunda Rao	Kurnool	Medical Leave availed from 01.03.2018 to 31.05.2018 by the Complainant, who worked as Mandal Revenue Inspector-II was regularized by the Tahsildar, Kosigi and consequent entries were made in the Service Register of the Complainant.
1363/2020/B2	Sri G.Narasimhulu	Chittoor	Old Age Pension sanctioned to the Complainant has been converted into the Disabled Pension as requested by him and as he is eligible for the same.
1315/2020/B2	Smt.Shaik Mahabunnisa Begum	Guntur	All necessary steps have been taken by the Public Servants to grant Medical Leave and Payment of Salary to Complainant's son namely Sk.Jakeer Hussain, who worked as Senior Assistant at Macherla Municipality, which has been denied to him so far though he is eligible for the same and permission has been granted to him to join his duties.
1395/2020/B2	Ms.N.Joshna	Chittoor	Disabled Pension has been sanctioned to the Complainant.
2464/2017/B2	Sri A.Narasimhulu Boyadu	Chittoor	The house site of an extent of 2 cents in Sy.No.844/2 of Guntipalle Revenue Village, Penumur Mandal and regarding which patta has been issued to the Complainant, has been identified and has been handed over to him by removing the encroachments, to enable him to construct a house therein.

87/2021/B2	Smt. P.Savitramma	Kurnool	Widow Pension has been sanctioned to the Complainant.
1081/2018/B2	Smt.N.Anjana	Chittoor	House Flat was sanctioned to Complainant under "Navaratnalu-Pedalandariki Illu" scheme.
967/2018/B2	Smt. Shaik Mahabbi	Kurnool	Single Woman Pension has been sanctioned to the Complainant.
CMP. No.86/17 in C.No. 1519/2016/B2	Sri K.Prakasarao	Vizianagaram	The Commissioner, Municipal Corporation, Srikakulam has paid an amount of Rs.2,593/- towards PRC arrears and Rs.3,868/- towards difference of D.A. arrears in total Rs.6,461/-, to the Complainant, who worked as Senior Assistant of Vizianagaram Municipality which has been denied to him though he is eligible for the same.
1270/2018/B2	Sri P.N.Jayachandra	Chittoor	House has been sanctioned to the Complainant under NTR Housing Scheme, as he is eligible for the same.
1313/2019/B2	Sri Modugula Chiranjeevi	Guntur	Name of the Complainant has been mutated in the Village Web Land as Pattadar for an extent of Ac.0-70 cents comprised in Sy.No.183 of Machayapalem Village, Bellamkonda Mandal and steps have been taken for issuance of Pattadar Passbooks to him.
1235/2018/B2	Smt.K.Munemma	Kurnool	Single Woman Pension has been sanctioned to the Complainant, who is eligible for the same.
717/2020/B2	Sri M.Prabhudasu	Kurnool	Complainant's name was approved as eligible beneficiary for Rythu Bharosa Scheme, since he is eligible for the same.
900/2018/B2	Sri D.Lakshmaiah	YSR Kadapa	The Tahsildar, Pulivendula provided way to the agricultural lands of the Complainant in Ulimela Village.

32/2018/B2	Smt.Chinta Nagendra	Krishna	Pattadar Passbook has been issued in the name of Complainant for the land of an extent of Ac.0-67 cents comprised in RS.No.183/3A and Ac.0-69 cents comprised in RS.No.183/3B of A.Konduru Village & Mandal.
394/2019/B2	Smt. P.Elishamma	Kurnool	Consequent to this complaint, the neighbor of the Complainant, who tried to construct steps on the public road, gave a written commitment that he will construct the steps within his site, without encroaching the public road.
998/2019/B2	Sk.Dharvesha	SPSR Nellore	Treating as a special case on humanitarian grounds, the District Collector, SPSR Nellore District, sanctioned Disabled Pension to Ms.Shaik Sahida, who is a mentally disabled person, through Udayagiri Grama Sachivalayam, Udayagiri Mandal.
1648/2018/B2	Smt.Guduru Mabi	Kurnool	Financial Assistance of Rs.20,000/- has been sanctioned to the Complainant under National Family Benefit Scheme.
CMP.No.9/2020 in C.No. 3509/2016/B2	Smt. Boddapati Annapurna Vishalakshi	Krishna	The Tahsildar, Mudinepally Mandal fixed permanent boundaries to Complainant's house site admeasuring Ac.0-09 ½ cents comprised in R.S.No.50-2 of Pedapalaparru Village.
1432/2017/B2	Sri Koganti Madhu Annapurna Prasad	Krishna	Necessary action has been taken for removal of unauthorized constructions on burial ground situated at Yelamarru Village, Pedaparupudi Mandal and the resolutions have been passed by the Gram Panchayat to take up certain developmental works in the burial ground under MGNREGS Funds and General Funds of the Yelamarru Gram Panchayat.
1830/2018/B2	Sri K.Lokaiah	Guntur	The SC Corporation sanctioned Rs.2,00,000/- loan to the

			Complainant for establishment of welding work shop.
1455/2018/B2	Smt. B.Manohara Lakshmi	Krishna	Necessary action has been taken by the Tahsildar, Movva Mandal; Mandal Surveyor, Movva Mandal & Station House Officer, Kuchipudi to free the land of an extent of Ac.0-25 cents in R.S.No.65-3 comprised in Kosuru Village, Movva Mandal from encroachment and entrusted it to the Complainant who is entitled for the same, by fixing the boundaries to the said land.
936/2020/B2	Sri M.Venkata Ramana	Ananthapuram	The Superintending Engineer, RSW&S Sub-Division, Kadiri, Ananthapuram settled the issue in respect of works done by the Complainant under CPWS Scheme Phase-I & II in Tanakal Mandal.
1276/2020/B2	Sri P.Gangadaram	Chittoor	Old Age Pension sanctioned to the Complainant has been converted into the Disabled Pension as requested by him and as he is eligible for the same.
852/2020/B2	Smt.N.Eswaramma	Prakasam	Pattadar Passbook has been issued in the name of the Complainant for the land of an extent of Ac.0-22 cents & Ac.1-40 cents comprised in Sy.No.986/1 & 937/3 of Sunkireddypalem, H/o.Cherukur Village, Ponnalur Mandal.
16/2018/B2	Sri B.Jangam Jagan	Kurnool	Physically Handicapped Pension has been sanctioned to the Complainant, as he is eligible for the same.
3934/2017/B2	Smt. Katika Maibun Bee	Kurnool	Widow Pension has been sanctioned to the Complainant, as he is eligible for the same.
239/2020/B2	Sri Vissa Uma Sankar	SPSR Nellore	The Tahsildar, Sangam entered Complainant's name in Webland & 1B Katha No.733 as owner of land of an extent Ac.0-61 in Sy.No.104-A and Ac.0-16 in Sy.No.104-B of Duvvuru Village, Sangam Mandal

			and recommended for grant of Pattadar Passbook.
181/2020/B2	Sri V.Nadipi Muneppa	Kurnool	The details of Complainant's land of an extent of Ac.1-50 cents in Sy.No.937 of Gonegandla Village & Mandal entered in Pattadar Column No.12 and Enjoyer Column No.13 of Webland Adangal vide IB Khata No.119.
1206/2019/B2	Sri Golla Somi Reddy	Kurnool	As per the request of the Complainant, his Ration Card has been activated in EPDS Website, which was earlier inactive due to non-drawl of essential commodities for about two years.
1342/2018/B2	Sri N.Nagappa	Kurnool	Old Age Pension has been sanctioned to the Complainant, as he is eligible for the same.
1518/2018/B2	Sri J.Bala Raju	SPSR Nellore	Substantial salary dues were cleared and paid to the Complainant, who worked as Part Time Sweeper at Kavali Fire Station.
520/2020/B2	Smt.Sanagala Parvathi	Krishna	E-Pattadar Passbook has been issued in the name of Complainant for the land of an extent of Ac.5-42 cents in R.S.No.37 of Annavaram Village of Nuzvid Mandal.
176/2018/B2	Sri Kotcherla Pedda Venkatewarlu	Prakasam	Wrong entries were deleted in the Dispute Register in respect of Complainant's land.
883/2018/B2	Sri G.Arjun	Visakhapatnam	The Complainant who is a Field Assistant of Chinalabudu Gram Panchayat, Araku Valley Mandal, Visakhapatnam District complained stating that he has been wrongfully removed from service. Due to the intervention of this Institution and after due enquiry the said person has been reinstated into service.

1821/2018/B2	Sri G.Musalaiah	Guntur	All the necessary information as sought for by the Complainant under RTI Act, which was denied to him earlier, by the PIO & EO(PR&RD), Mandal Praja Parishad, Bellamkonda, has been furnished to him free of cost and also through courier as requested by the Complainant, due to the intervention of this Institution.
1236/2018/B2	Smt.Mangali Saroja	Kurnool	Widow Pension has been sanctioned to the Complainant, as she is eligible for the same.
CMP.No. 105/2017 in C.No. 2348/2014/B2	Sri Gorantla Adisheshaiah and others	Prakasam	Due to the intervention of this Institution, the Tahsildar, Parchur Mandal, issued notices under Sec.6 of A.P. Land Encroachment Act, 1905 to Sri G.Ravindra Babu, who encroached into Ac.0-01 cents of Gramakhantam land comprised in Sy.No.95 of Timmarajupalem Village, Parchur Mandal, which is a Government property, to vacate the same, within 7 days. In furtherance of the said proceedings and as per the directions of the Tahsildar, Parchur Mandal, the Mandal Revenue Inspector, Parchur has taken over possession of the said property from the said encroacher in the presence of Panchanamadaars and handed over the same to the Panchayat Secretary, Timmarajupalem Village, Parchur Mandal and thereby the Government property could be safeguarded from the encroachment.
1562/2018/B2	Smt.Baliya Saraswathamma	Kurnool	Widow Pension has been sanctioned to the Complainant, as she is eligible for the same.
4572/2014/B2	Sri M.Chiranjeevi	Srikakulam	Due to the intervention of this Institution, the District Collector, Srikakulam District has got conducted thorough preliminary enquiry into the allegations made

			against the District Panchayat Officer, Srikakulam District and 6 other Public Servants who are named in the complaint, stating that they have misused and misappropriated Grampanchayat funds and initiated necessary disciplinary action against the said officials through competent authority as per A.P. Civil Services (CCA) Rules, 1991.
168/2021/B2	Smt.D.Meenakshi	East Godavari	The Complainant is eligible for Financial Assistance under "YSR Cheyutha Scheme", but it was denied to him and therefore he approached this Institution. Due to the intervention of this Institution and after due enquiry, his claim was accepted by the Government and his name has been included in the eligibility list and the eligibility list together with the necessary documents were uploaded for approval and release of funds.
CMP.No.7/2020 in C.No. 3011/2016/B2	Smt.K.Vimala	Guntur	Due to the intervention of this Institution, House Site was sanctioned to the daughter-in-law of the Complainant under "NAVARATNALU PEDALANDARIKI ILLU SCHEME", since she was found to be eligible for such benefit and which was denied to her earlier.
947/2020/B2	Sri K.Naga Bhushanam Rao	Kurnool	Due to the intervention of this Institution, E-Pattadar Passbook in respect of his land of Ac.0-71 Gts comprised in Sy.No113-A1 of Soganuru Village, Yemmiganur Mandal has been issued to him by the concerned revenue officials.
1287/2020/B2	Smt. B.Bharathi	Chittoor	Due to the intervention of this Institution, the Complainant's request for sanction of Disabled Pension has been considered by the Tahsildar, Bangarupalyam Mandal.

592/2018/B2	Smt.E.Varalaxmi	Kurnool	Due to the intervention of this Institution, Financial Assistance under NFBS has been sanctioned to the Complainant, who is eligible for the same.
791/2018/B2	Sri T.Divakar	Prakasam	With the intervention of this Institution, Divisional Panchayat Officer, Markapur, removed layout stones in the unauthorized layout formed in an extent of Ac.1-86 cents of land comprised in Sy.No.201/7 & 201/8 of Nekunambad Gram Panchayat, Bestavaripeta Mandal and saw that no constructions were taken up in the said land.
1525/2020/B2	Smt.K.Kanthamma	Chittoor	The Widow Pension payment which was discontinued to the Complainant, due to mistakenly making online recording of her details as "died" instead of "migration", has been restored and she is being paid Widow Pension, after making rectification of the entries in the record, due to the intervention of this Institution.
1236/2020/B2	Smt.K.Shanthi	Visakhapatnam	Complainant has been eligible for allotment of house Site Patta under 'Navaratnalu-Pedalandariki Illu Scheme', but it was denied to her earlier. The same has been sanctioned to her, due to the intervention of this Institution.
3791/2017/B2	Sri B.Lakshmaiah	Kurnool	The Complainant and Smt.Boya Narsamma being owners of Ac.6-76 cents of land in Sy.No.160 of Suguru Village, Mantralayam Mandal and therefore entitled for issuance of Pattadar Passbooks, Web Land Registration, Adangals etc., for the said lands. The same have been denied earlier. Due to the intervention of this Institution, the Tahsildar, Mantralayam had rectified the situation and issued Adangals & Pattadar Passbooks to them and also made Web Land registration.

352/2021/B2	Smt.Murarishetty Kusuma Kumari	SPSR Nellore	Complainant applied for surveying and to fix boundaries of her husband's land of Ac.6-46 cents in Sy.No.201/1 of Dundigam Village, Dagadarthi Mandal, but no action has been taken. Due to the intervention of this Institution, the Mandal Deputy Surveyor, Dagadarthi duly surveyed the said land and fixed boundaries with the help of Field Measurement Book and issued Official Filed Measurement Certified Sketch also as requested for by the Complainant.
463/2021/B2	Sri.T.Sarath	Chittoor	The Complainant is a Disabled Person, entitled for disabled pension and applied for the same, but no action has been taken. Due to the intervention of this Institution Disabled Person has been sanctioned to him vide ID.No.11000078930 and Pension is being paid to him with effect from March, 2021.
1335/2020/B2	Smt.G.Venkateswari	Kurnool	Complainant is eligible for sanction of Financial Assistance under National Family Benefit Scheme and applied for the same, but no action has been taken. Due to the intervention of this Institution, her details have been uploaded in YSR Pension Kanuka Web Site vide I.D.No.13-24682.
270/2021/B2	Smt.U.Eeramma	Kurnool	It is the grievance of the Complainant that the authorities have not issued Death Certificate pertaining to her husband Sri U.Urukundu, who died on 01.07.2019. Due to the intervention of this Institution, Death Certificate pertaining to her husband, has been issued to the Complainant.
39/2021/B2	Smt.Chakali Ramanjinamma	Kurnool	Instead of mutating her name, in respect of Ac.0-50 cents of land in Sy.No.1/1C of Puttapasham

			Village, belonged to the Complainant, it has been shown as Migulu Bhoomi, erroneously. Due to the intervention of this Institution mutation is effected in favour of the Complainant, rectifying the error.
190/2021/B2	Sri Komma Hari Shanker Reddy & Sri Shiva Prasad Reddy	YSR Kadapa	Complainants have been issued with Pattadar Passbooks and Title Deeds in respect of Ac.6-75 cents comprised in several survey numbers of Bonala Village, Lingala Mandal, due to the intervention of this Institution. Earlier the same have been denied to them. Therefore they were constrained to approach this Institution.
203/2021/B2	Smt. B.Ramanamma	Visakhapatnam	Complainant has been paid an amount of Rs.7,500/- under YSR Rythu Bharosa Scheme for the year 2020-2021, for which she is entitled to, due to the intervention of this Institution.
1524/2020/B2	Dr.Lingala Swathi	YSR Kadapa	Necessary action has been effected for mutation of Ac.0-50 cents of land comprised in Sy.No.10 of Jangampalli Village, Vallur Mandal, in the name of Complainant, for which she is entitled to, due to the intervention of this Institution.
432/2020/B2	Sri Valathoti Srinivasulu	Chittoor	Complainant, who is eligible for issuance of Rice Card has been issued with Rice Card bearing No.STATE/ PHH/2821283526, due to the intervention of this Institution.
1210/2020/B2	Smt. M.Saleema	Kurnool	Complainant's name has been duly mutated in the revenue records and on web land and she has been issued with Pattadar Passbook in respect of Ac.1-50 cents of land comprised in Sy.No.76/B of Gangavaram Village of Nandavaram Mandal, for which she is entitled to, due to the intervention of this Institution.

257/2021/B2	Smt.P.Mogilamma	Chittoor	In implementation of the Orders of Joint Collector, Chittoor, dated 10.11.2020, Plot No.6 in Sy.No.169/11 of Malenatham Village has been restored to the Complainant - due to the intervention of this Institution.
712/2020/B2	Sri K.Venkaiah	Guntur	Complainant has been provide with an alternative land for the land which he held under DKT patta earlier and which has been taken over by the Government for providing house sites to the poor - due to the intervention of this Institution.
779/2019/B2	Smt.Nandam Venkatalakshmi	Guntur	Complainant and five others have been provided with house sites under Pedalandariki Illu Scheme in phased manner - due to the intervention of this Institution.
371/2018/B2	Sri G.Bala Swamy	YSR Kadapa	The grievance of the Complainant that his request for surveying the lands and for fixing boundaries, has not been complied with by the concerned officials, has been redressed and the lands which the Complainant has requested to be surveyed, have been duly surveyed and appropriate reports have been given - due to the intervention of this Institution.
178/2021/B2	Smt.Shaik Ayisha Begum	Kurnool	The particulars of the Complainant, who is eligible for Financial Assistance under the National Family Benefit Scheme have been uploaded in National Family Benefit Scheme(NFBS) Website so as to enable her to get the Financial Assistance under that scheme - due to the intervention of this Institution.
298/2021/B2	Sri.E.Bala Krishnamma Naidu	Chittoor	The Complainant, who is eligible for Disabled Pension under OC Category Quota, has been sanctioned with the same - due to the intervention of this Institution.

758/2021/B2	Smt.Gosula Ramana	Guntur	The Complainant has been granted Ex-gratia under YSR Bheema Scheme owing to the road accidental death of her husband, occurred on 20.09.2020 by the Office of Director, DRDA(Institution of Poverty Eradication, Guntur) – due to the intervention of this Institution.
109/2018/B2	Sri P.Subramanyam Reddy	Chittoor	The wrong entries made in respect of Ac.0-13 cents of land in Sy.No.97/4A of Samudayam Village in revenue records, have been rectified paving path to record the name of the Complainant as the owner of the said property, on due verification – due to the intervention of this Institution.
1017/2018/B2	Smt.C.Eramma	Kurnool	Complainant who belonged to B.C. (Chakali Caste) and daily wage earner has been provided with Financial Assistance under NFBS – due to the intervention of this Institution.
1578/2018/B2	Sri Nishan Pedda Khaja	Kurnool	Complainant has been sanctioned with Old Age Pension of Rs.2,250/- per month on 25.01.2020 – due to the intervention of this Institution.
1283/2018/B2	Sri P.Kameswar Rao	Srikakulam	Complainant who is working as Contingent Worker in Primary Health Centre, Budithi Village and who has been denied wages since 6 months, prior to the filing of the complaint, has been paid all arrears of wages and he is being paid wages regularly. Not only the Complainant, but three other such Contingent Works also have been paid the arrears of wages and are being paid wages regularly – due to the intervention of this Institution.
1072/2021/B2	Smt. B.Kanchana	East Godavari	Complainant, who is a poor woman, having three sons has

			been protected from forceful vacation from the thatched house in which she is residing since last 25 years – due to the intervention of this Institution.
1373/2019/B2	Sri Kamasani Changa Reddy and two others	Chittoor	The claims made under Section 6A of ROR Act for mutation and issuance of Title Deeds and e-Passbooks to the Complainants and others as per their respective titles over the immovable properties in Vejjupalli Revenue Village, Gangadhar Nellore Mandal, have been issued to them, after making due enquiry – due to the intervention of this Institution.
92/2018/B2	Sri S.Srirama Prasad	Guntur	The Complainant's land and the adjacent properties have been duly surveyed, boundaries of Complainant's property have been clearly demarcated and he is permitted to raise a fence or construct a compound wall around his property to enable him to protect it from encroachments by an unscrupulous encroacher and also her encroachments over the Government property have been removed – due to the intervention of this Institution.
1043/2021/B2	Sri Kumba Ramaiah	Guntur	Complainant who is an ST Yerukala Caste person has been sanctioned with Old Age Pension vide ID.No.10700062184 through Village Secretariat, Rajupalem – due to the intervention of this Institution.