

THE TWENTY FIFTH
CONSOLIDATED REPORT OF THE
INSTITUTION OF
LOK AYUKTA
OF ANDHRA PRADESH

FOR THE PERIOD FROM
1ST JANUARY, 2009 TO 31ST DECEMBER, 2009

INSTITUTION OF LOK AYUKTA OF ANDHRA PRADESH

5-9-49, Basheerbagh,
Hyderabad-500 063.

ANNUAL REPORT

With the pleasure and honour of presenting this 25th Consolidated Report on the work done by the Lokayukta and Upa Lokayukta for the year 2009, under Sub-Section (5) of Section 12 of A.P. Lokayukta Act, 1983.

**JUSTICE S. ANANDA REDDY,
LOK AYUKTA**

PREFACE

It is a matter of great privilege and honour to submit the 25th Consolidated Annual Report of the Institution of Andhra Pradesh Lok Ayukta & Upa-Lok Ayukta as statutorily required under Sub-Section 5 of Section 12 of the A.P. Lok Ayukta & Upa-Lokayukta Act, 1983.

This Institution has successfully completed 26 years by 15.11.2009, which has received and disposed of the thousands of complaints, redressing the grievances of an equal number of complaints, fulfilling the objectives of the Institution.

It is also gratifying to mention that the Government made necessary budgetary allocations for smooth and effective functioning of this Institution. Proper and necessary steps have been taken to provide facilities, amenities and allowances to the Lok Ayukta and Upa-Lok Ayukta as provided under A.P. Lok Ayukta & Upa-Lok Ayukta (Conditions of Service) Rules, 1987 on par with the Chief Justice of Andhra Pradesh High Court and the Judge of the A.P. High Court respectively. This Institution places on record its appreciation for the prompt action of the Government.

It is proposed to amend the Act to rectify the deficiencies and also to cover all persons working within the State and under its control. The Corporations, which are Statutory Bodies constituted under the Central Acts, are outside the purview of the Lokayukta and Upa-Lokayukta even though they are working under the control of the State which are aided by the State. The Chairman and President of the Statutory Bodies are brought under the Act, but the Members, Councilors, Corporators, etc., who are part of the administration/management of these Statutory Bodies, are not brought under the Act.

The Lokayukta has jurisdiction to entertain complaints against any Corporation not being a local authority established by or under a State Act and owned or controlled by the State Government, and whereas admittedly the A.P. State Road Transport

Corporation was established by a Central Act, therefore, the Lokayukta has no jurisdiction over APSRTC. (*Managing Director, APSRTC, Mushirabad, Hyderabad v. Institution of A.P. Lokayukta and Upa-Lokayukta, Hyderabad.* (2001(5) ALD 492 (DB)=2001(3) LS 114 (DB)).

It is also necessary to provide this Institution the sufficient power including the powers under the provisions of Contempt of Courts Act. It is also necessary to make necessary provisions for imposing costs on the complainant as well as on the non-responsive Public Servants. It is also necessary to sanction the funds from the consolidated funds of the State so as to enable this Institution to run independently. The said amendments are still pending with the Government and Government has to take a decision to amend the same and still it is under the consideration of the Government.

The persons, aggrieved of various types of maladministration, abuse of power and inaction on the part of the authorities, have been approaching this Institution for prompt and adequate relief. The Lok Ayukta/Upa-Lok Ayukta, being independent statutory authorities have been verifying and investigating such complaints arising from administrative actions and inactions by effectively utilizing the services of the Investigation Cell and Legal Cell of the Institution. The services of the Investigation Section of the Institution were effectively utilized for probing into many complaints during the course of preliminary verification. The effect of probe and preliminary verification by the Investigation Section of this Institution has very salutary effect on the Government Departments, Corporations, Directorates, etc. It is heartening to note that when the grievances of the people are redressed through the intervention of this Institution they are writing letters expressing their gratitude and the confidence they are reposing in this Institution.

During the period of this report, i.e., the Calendar Year 2009, as many as 1427 complaints have been received. Most of the grievances of the complainants have been redressed by the concerned Authorities on account of the intervention of this Institution.

Necessary actions are being taken by the Competent Authorities against the Public Servants against whom allegations of corruption, maladministration, abuse of power, inaction, etc., were established in the investigation conducted by this Institution. It is gratifying to mention that the Competent Authorities have been implementing the recommendations of the Lok Ayukta/Upa-Lok Ayukta to the satisfaction of the aggrieved persons, in whose favour the recommendations have been made. Now there is a greater awareness about the role of this Institution both as a punitive and as a curative Institution to curb and mitigate evils of corruption and maladministration.

Every member of the public has got free access to this Institution to ventilate his grievance or to prefer allegations of misconduct or corruption within the scope of the Act.

It is hoped that the authorities will discharge their statutory duties and strengthen the Institution of Lokayukta and thereby promote good governance.

(JUSTICE S.ANANDA REDDY)

JUDICIAL WORK AND CERTAIN STATISTICAL DATA OF INSTITUTION

During the year under report, 1427 complaints were received in addition to the 1393 complaints that were pending. Out of 2820 complaints available for disposal, 1088 complaints were disposed of during 2009 leaving a balance of 1732. Out of the above, in (7) complaints final investigation has to be conducted.

The total collection of complaint fee during the year 2009 is Rs.90,392/- besides last year balance of Rs.41,140/-. Out of which, a sum of Rs.81,102/- was remitted to the Government Account and Rs.3,875/- was returned to the parties. Whereas, orders granting remission were passed in respect of Rs.46,555/-.

Along with this report the following Annexures are enclosed.

Annexure "A" contains a brief resume of some of the cases disposed of by the Hon'ble Lokayukta.

Annexure "B" contains a brief resume of some of the cases disposed of by the Hon'ble Upa Lokayukta.

Annexure "C" shows the total pendency of the complaints and references received and disposed of during the period from 01.01.2009 to 31.12.2009.

Annexure "D" shows the region wise break up of the complaints.

Annexure "E" shows the department wise particulars of the complaints received and disposed of during the year 2009.

Annexure "F" is the statement showing the complaints (Final Investigation) pending, received and disposed of during the year 2009.

Annexure "G" is in respect of the sanctioned strength of the Officers and Staff of this Institution.

ADMINISTRATION

1. OFFICERS AND STAFF:

Annexure-G shows the cadre strength of the Institution. The administration of the Institution is under the charge of the Registrar who is declared as the Head of the Department. During the year under report, Sri A.Shankar Narayana, District Judge continued as the Registrar of this Institution upto 04.04.2009 and thereafter Sri P.Dayakar Reddy, Director (Legal) is working as Registrar from 05.04.2009 onwards. The administrative structure consists of four wings viz., (1) Administration, (2) Judicial, (3) Legal; and (4) Investigation.

2. ADMINISTRATION WING:

The Registrar with the assistance of the Deputy Registrar supervises the Administrative Wing, which consists of the Establishment and Accounts Section. The Establishment Section is headed by a Section Officer and it deals with the work relating to Conditions of Service of the Employees, Library, Stores, Furniture, Maintenance of Motor Vehicles, Stationery, Roneo, Inward, Dispatch, etc. The Accounts Section functions under the supervision of an Assistant Registrar who is assisted by an Accounts Officer and other staff, and deals with financial matters such as budget, salary, T.A., and other related matters.

3. JUDICIAL WING:

For the sake of convenience, the Bench of the Hon'ble Lokayukta is identified as B-1 and that of the Hon'ble Upa-Lokayukta as B-2. The Complaints Section receives the complaints, scrutinizes the same and registers the complaints after placing them before the Hon'ble Lokayukta. This Section is headed by the Assistant Registrar who is assisted by a Section Officer and two other staff members. After registration of complaints, the complaints are taken up by the staff of the B-1 Section and B-2 Section respectively headed by the Section Officers with supporting staff. Besides, the Senior Stenographers would assist in taking down dictation of the orders on Bench of the Hon'ble Lokayukta and Hon'ble Upa-Lokayukta. This apart, there is usual process sections separately for B-1 and B-2 sections so as to dispatch the process and final orders without giving scope of any delay with the support of dispatching Assistant.

4. LEGAL WING:

Legal Wing consists of Sri P.Dayakar Reddy, Director (Legal), (District Judge) from 03.12.2008 to 31.07.2009 and Sri D. Isaac Prabhakar, Deputy Director (Legal) from 01.08.2009 and Smt.S.Praveena, Deputy Director (Legal) from 09.04.2008. Both assist the Hon'ble Lokayukta and the Hon'ble Upa-Lokayukta respectively, in all legal matters such as processing the reports received and presenting them before the Bench and render assistance to the complainants in conducting the proceedings. Even if a complainant is not having the legal assistance, that deficiency is filled up by the Legal Wing. The Director (Legal) and the Deputy Director (Legal) also perform the duties of Presenting Officers in the Courts and would assist in conducting final investigations by the Hon'ble Lokayukta and Hon'ble Upa-Lokayukta by way of submitting Written Comments and Written Brief and during the preliminary verification stage and draft statement of facts and allegations when it reaches the investigation stage.

5. **INVESTIGATION WING:**

The Director (Investigation), who is of the rank of Special Inspector General of Police, is heading this wing with the assistance of (4) Deputy Directors, (5) Investigating Officers and (13) Police Constables. Sri A.Shankar Narayana, continued as Director (Investigation) while holding the post as Registrar from 03.12.2008 to 04.04.2009. Sri P.Dayakar Reddy continued as Director (Investigation) while holding the post as Director (Legal) from 05.04.2009 to 02.09.2009, and Sri. C.Ratna Reddy, I.P.S., (Retd) continued as Director (Investigation) from 03.09.2009. This Agency probes into such of the complaints that are referred to it, by the Hon'ble Lokayukta and Hon'ble Upa-Lokayukta and after collecting the necessary material by conducting discreet enquiries, submit a report which is of immense help in determining as to whether it is a fit case to investigate into the allegation levelled in the complaints or otherwise. This agency maintains the confidentiality and secrecy of information during the discreet enquiry and conducts the probe impartially.

ACCOMMODATION

The Institution of Lokayukta is presently accommodated in the Government Building bearing Door No.5-9-49, Basheerbagh, Hyderabad. It is submitted that the building consists of two parts. Nearly half of the built up area consists of heritage structure and the remaining is subsequently constructed. Maintenance of the building and attending to its repairs at regular intervals, is essential so as to up keep the majesty and glory of the building. This is not possible without the involvement of the R & B Authorities. The Government has been addressed to entrust the responsibility of maintenance of the building to R&B Department and the matter is still pending. Expeditious orders in the matter are solicited.

In addition to the above, the present accommodation is not sufficient to accommodate all the Officers and staff and inconvenience is being caused to them. Therefore, the Government may consider the feasibility of either constructing an additional floor on the existing newly constructed structure, which consists of 1 + 1 or in the alternative new construction, can be taken up in the open land available.

VACATIONS AND HOLIDAYS

During the year 2009, 23 holidays (excluding Sundays and Second Saturdays) and 17 Optional Holidays were declared and observed as Holidays besides Sankranti Vacation from 05.01.2009 to 16.01.2009 (5) working days, Summer Vacation from 04.05.2009 to 29.05.2009 (22) days and Dasara Vacation from 22.09.2009 to 25.09.2009 (4) working days.

DESTRUCTION OF RECORDS

The records ripe for destruction of the cases disposed of till the year 2002 have been identified and the work for subsequent years is under progress.

BUDGET PROVISION

For the financial year 2008-09 the budget provision for this Institution under various Heads of Account was Rs.3,40,24,000/-. While the total expenditure incurred during the year was Rs.3,60,85,000/- excluding the expenditure booked through book adjustment by the Accountant General, Andhra Pradesh, Hyderabad, from time to time towards Railway Warrants.

A sum of Rs.3,78,93,000/- has been provided for the year 2009-10. Out of the said Budget provision, a total sum of Rs.2,95,63,656/- was spent leaving a balance of Rs.83,29,344/- by the end of December, 2009.

S.No.	Head of Account	Amount
1	010 – Salaries	2,73,93,047
	020 - Wages	
	110 - Domestic Travel Expenses	
	111 - Travelling Allowance	2,87,223
	112 -Bus Warrants	11,340
	130 - Office Expenses: UTILITY PAYMENTS:	
(a)	131 – Service Postage & Telegram and Telephone charges	3,55,224
(b)	132 - Other Office Expenses	6,26,606
(c)	133 - Water Charges and Electricity Charges	2,71,836
	200 - Other Administrative Expenses	2,500
	240 - Petrol, Oil and Lubricants	4,82,882
	270 - Minor Works	--
	272 – Maintenance	--
	280 - Professional Service:	--
	281 - Pleaders fee	67,500
	284 - Other Payments	--
	310 - Grants-in-Aid	--
	311 - Grants-in-Aid towards salaries	--
	312 - Obsequies charges, Grants in Aid towards interim relief	--
	410 - Secret Service Expenditure	--
	500 - Other Charges	
	503 - Other Expenditure	
	510 - Motor Vehicles	65,498
		2,95,63,656

INSTITUTION OF LOKAYUKTA OF ANDHRA PRADESH
HYDERABAD

Sl. No.	Particulars	Amounts Rs.
1	Total amount received towards complaint fee for the year - 2009	90,392.00
2	Last year balance B/f. (as on 31-12-2006)	41,140.00
3	Amount of complaint fee remitted to State Funds	81,102.00
4	Amount of complaint fee returned to the Parties	3,875.00
5	Amount of complaint fee pending as on 31.12.2009	46,555.00

ANNEXURE - A

**BRIEF NOTE ON CERTAIN IMPORTANT
CASES DISPOSED OF BY
HON'BLE LOKAYUKTA**

Smt. A.Padma, R/o.5-5-25 to 27, Vinod Vihar, Rani Gunj, Secunderabad-500 003 has filed this complaint. The complainant retired from service on 28.2.2007 on superannuation having worked as Headmistress of Saraswathi Kanya Vidyalaya High School, R.P.Road, Secunderabad. The complainant is having 211 days of Earned Leave at her credit on the date of her retirement and she is entitled for leave encashment. She submitted an application to the Headmistress of S.K.V.High School, R.P.Road, Secunderabad on 13.2.2008, who in turn prepared a bill for Rs.1,91,229/- and sent the same to the District Educational Officer, Hyderabad through the Deputy Educational Officer, Secunderabad. Pay fixation arrears for the months of November and December, 2006 for Rs.2,430/- was also prepared and sent to the District Educational Officer, Hyderabad. Since the said bill was misplaced, another bill was prepared and sent in the month of February, 2008. In March, 2008, only an amount of Rs.2,162/- was passed and she received the cheque to that effect. The remaining two bills i.e., Earned Leave Encashment bill for Rs.1,91,229/- and Pay fixation arrears bill for Rs.2,430/- have not been passed. She complained that the Assistants i.e., the Public Servants (Senior Assistant and Auditor, O/o. District Educational Officer, Hyderabad) demanded 5% of the total amount for passing the said bills. Since the complainant is unable to pay the same, the said bills were kept with them without passing. The complainant is put to lot of harassment and mental agony for not settling her claims. Hence, the complainant requested this Institution to issue directions to the concerned authorities for initiating action against the Public Servants and also for payment of the Leave Encashment claim of Rs.1,91,229/- and the pay fixation arrears amount of Rs.2,430/- and do justice to her.

Report has been called for from the District Educational Officer, Hyderabad. He has submitted report dt.18.4.2009 stating that the two amounts were paid to the complainant by way of cheque No.462634, dt.31.3.2009 for Rs.1,91,229/- and Cheque No.462636, dt.31.3.2009 for Rs.2,430/-. The complainant also filed a letter dt.3.7.2009 stating that she received the above amounts. Due to the initiation of proceedings by the Institution, the Public Servants acted immediately and redressed the grievance of the complainant. As the inaction on the part of the Public Servants is redressed and as there is no incident to evaluate the demand of illegal gratification by the Public Servants, the complaint is closed.

Smt. Andelli Narsavva, Medak District has sent this complaint stating that the complainants are the owners and possessors of land bearing Sy. No.611 & 439/A admeasuring Ac.4.04 gts., and Ac.0.14 gts., of Marpadaga Village, Kondapaka Mandal and the said lands are in possession of their family since 100 years without any interruption. Some private individuals are trying to encroach into the said land and the complainant requested this Institution to enquire into the matter and for issue of certified copies of Khasra Pahani, certified copy of ROR and certified copy of Pahanies in respect of the said land.

Due to intervention of this Institution, a report dt.05.08.2009 is submitted by the Tahsildar, Kondapaka Mandal, Medak District stating that pattadar pass book and title deeds in respect of Ac.0.21 gts., of Government land in Sy. No.611/136 has been prepared and handed over to the complainant. Apart from that, in respect of Ac.1.01 gts., in Sy. No.611/140 also, which was assigned to the complainant's son, pattadar pass book and title deeds were issued by the then Tahsildar. In view of the timely action taken by this Institution, the grievance of the complainant as well as the grievance of her son was redressed. As the grievance of the complainant was redressed, the complaint was closed by the Hon'ble Lokayukta on 27.08.2009.

This complaint filed by one Sri Oggu Sesha Ratnam from Chodavaram of Visakhapatnam District against the Vice-Chairman & Managing Director of A.P. State Handloom Weavers' Co-operative Society and the Divisional Marketing Officer, APCO Bhavan, Vizianagaram. The complainant submits that her husband worked as Sales Manager of APCO Sales Emporium and died on 01.10.2001 while he was in service. He has not received any pensionery benefits like GSLIS, ECLIS and FBF, etc. Though the complainant made several representations, her grievance was not redressed. Hence, she filed this complaint.

The Hon'ble Lokayukta intervened into the matter and called for certain reports from the concerned Public Servants and accordingly, the complainant was paid an amount of Rs.50,000/- towards GSLIS, the G.I. as well as FBF and the Employee Death Linked Insurance Scheme have already been paid. Due to intervention of the Institution, the long pending grievance of the complainant was redressed. As the grievance of the complainant is fully redressed, the complaint was closed.

Sri M.Guru Mahalaxmi, Shetty Complex, Rajendranagar, Mahaboobnagar has sent this complaint against the Accountant General, A.P., Hyderabad, stating that the complainant's mother expired on 25.11.1981 while working as Superintendent, Children Home, Atmakur of Mahaboobnagar District. The family pension was sanctioned to her Son through the Guardian till he attained the age of 25 years. The complainant alone is entitled for getting the family pension from 22.04.2001 till she completes the age of 25 years or till she gets married. She got married on 16.04.2005. The complainant made several representations to the concerned authorities for sanction of family pension in accordance with the Rules as per Revised Pension Rules, 1980, but her efforts did not yield any result. The complainant prays this Institution to issue necessary directions for redressal of her grievance.

The Hon'ble Lokayukta intervened into the matter and reports were called for from the concerned Project Director, District Women and Child Development Agency, Mahaboobnagar. After long correspondence with the authorities, it was ultimately reported that the Accountant General, A.P., Hyderabad released the Pension Payment Order in favour of the complainant and directed the complainant to approach the Treasury Officer, Mahabubnagar to receive the family pension. Hence, the complaint was closed by the Hon'ble Lokayukta on 16.06.2008 as the grievance of the complainant was redressed.

This complaint filed by one Smt. Chilka Aruna Kumari of Nidubrolu and Kum. Matlapudi Lakshmi Prasanna Kumari of Ponnuru, Guntur District against (1) the Commissioner, Ponnuru Municipality, (2) the Regional Director-cum-Appellate Commissioner of Municipal Administration, Guntur and (3) the Commissioner & Director of Municipal Administration, A.P., Hyderabad. The complainants in C.No.152/2009 were appointed as Community Organizers on contract basis for a period of one year at the rate of Rs.1,950/- per month towards their salary. The complainant in C.No.502/2009 was appointed as Community Organizer on contract basis for a period of one year at the rate of Rs.1,990/- per month towards her salary. Though, further proceedings were not issued by the Public Servant, they are being continued in service and they performed their duties, but they were not paid salary because the concerned authorities have not issued the continuity orders. Though the complainants approached the third Public Servant, necessary proceedings were not issued with regard to their continuity as Community Organizers for the period they worked till February, 2008. During the said period, they are entitled for an amount of Rs.56,550/- i.e., the complainants in C.No.152/2009 and Rs.60,000/- i.e., complainant in C.No.502/2009.

The Hon'ble Lokayukta intervened into the matter. On verifying the records and reports, it was established that their services were availed by the Ponnuru Municipality and liable to pay the stipulated amounts either as remuneration or otherwise to the complainants. Accordingly, directions were issued to the Municipal Authorities for payment of their remuneration during the aforesaid period. In obedience to the directions, a report was received from the

concerned authorities stating that the two Community Organizers in C.No.152/2009 were paid at Rs.55,640/- each and the Community Organizer in C.No.502/2009 were paid at Rs.58,065/- towards their services availed.

In view of the directions of this Institution, the poor organizers received their amounts from the authorities. As the grievance of the complainants is redressed, the complaints are closed.

Note: The similar grievance of the complainant in Complaint No.481/2009 has also been redressed.

COMPLAINT NOS.1276/2008, 1296/2008,

251/2009, 21/2009, 41/2009, 470/2009

88/2009, 89/2009, 122/2009, 154/2009,

317/2009, 393/2008, 702/2008, 903/2008,

744/2009, 176/2009 & 56/2009/B1

KURNOOL DISTRICT

Smt. Uppara Urukundamma of Kurnool District and some other complainants filed a set of complaints against the Commissioner of Yemmiganuru Municipality, Kurnool District. The complainants applied for various types of pension like widow pension, OAP pension, etc., for the sanction in terms of G.O. Ms. No.196, dt.17.5.2007. On that the Hon'ble Lokayukta called for reports from the Commissioner of Yemmiganuru Municipality, Kurnool District. The said Commissioner appeared in person before the Hon'ble Lokayukta and released the pensions to all the complainants and necessary proceedings were issued.

In view of the intervention of this Institution, the grievances of poor people were redressed. As the grievances of the complainants are redressed, the complaints are closed.

Mr. Nammi Appa Rao, Retd. A.E., R/o. D.No.4-28-7, Gandhinagar, C/o. Srihara Computer Education, Tadepalligudem-534 191, West Godavari District filed this complaint. The Executive Engineer, Special M.I. Division, Rampachodavaram, East Godavari District and the Superintending Engineer, Irrigation Circle, Dowleiswaram, East Godavari District are shown as the Public Servants.

The complainant retired from service on 31.1.2004, while working as Assistant Engineer in the Office of the P.S.1. While sanctioning his pensionary benefits, an amount of Rs.20,000/- was withheld by the Accountant General, vide letter dt.15.7.2004. Though, the complainant made several representations to the Public Servants to take necessary action for payment of the same, so far there is no response from them. Further in spite of making repeated representations, the Public Servants have not refixed the complainant's pay in the Revised Pay Scales of 2005 and not sent the revised pension proposals to the A.G., as such, the pay fixation arrears and the D.A. arrears amount, sanctioned from time to time, are held up, besides refixation of his pension. Hence, the complainant requested this Institution to issue necessary directions to the Public Servants to take necessary action for payment of the withheld gratuity amount of Rs.20,000/- and also for refixation of his pay in the Revised Pay Scales of 2005 and revision of his pension, besides making payment of the refixation arrears and D.A. arrears due to him, at an early date.

Reports were called for from the Public Servants. The Engineer-in-Chief, Irrigation & Command Area Development Department submitted his report

dt.12.06.2009 stating that orders of A.G., A.P., Hyderabad for releasing the revised pensionary benefits to the complainant are awaited and on receipt of the same, further report will be submitted. The complainant himself has submitted a representation dt.16.07.2009 stating that the Accountant General, A.P., Hyderabad has finalized the revised pension vide letter No.5963/2009-06, dt.02.06.2009/19.06.2009 and released the revised pensionary benefits and all pensionary benefits are received through the Sub-Treasury Office, Tadepalligudem, West Godavari District.

Thus, the inaction on the part of the Public Servants is rectified due to intervention of this Institution. As such, this complaint is closed.

One Sri Ravi Jagannadha Rao, S/o. Phalguni Rao, Plot No.15, Mahalakshmi Nagar, Behind Puvvada School, Vizianagaram has sent this complaint against the Commissioner & Inspector General of Registration & Stamps, A.P., Hyderabad, stating that he retired from service as Asst. District Registrar on 29.02.2004 after attaining the age of superannuation but his pensionary benefits like DCRG, commutation of pension, etc., are not released so far under 1980 PRC scales. He was granted only anticipatory pension on the ground that one enquiry is pending against him in view of the disciplinary proceedings initiated against him.

The Hon'ble Lokayukta intervened and directed the Commissioner & Inspector General of Registration & Stamps to submit his report with regard to release of all pensionary benefits. In response, the P.S. submitted his report, which clearly indicates that certain disciplinary proceedings were initiated against the complainant but they were dropped pursuant to the decision of the Government and further it was mentioned that the N.D.C. furnished by the District Registrar, Vizianagaram shows a liability of Rs.16,64,542/-. The Hon'ble Lokayukta directed that if the said amount is due from the complainant as to why action has not been initiated though the complainant has retired on 29.04.2004 and now after four years, no proceedings could be initiated against the complainant. It is further reported by the P.S. that the said amount of Rs.16,64,542/- is said to be the deficit stamp duty to be collected from the concerned authorities who are liable to pay the deficit amount under the documents. It is further reported that necessary steps were taken to release the gratuity, leave encashment and commuted value of pension and accordingly, the Accountant General, A.P., Hyderabad also released the Pensionary benefits and the complainant also present and admitted the same. Thus, the long pending grievance of the complainant was redressed due to intervention of this Institution. As such the complaint was closed.

Mr. P.Subramanyam, R/o. 5-314/1, Gayathri Nagar, S.V.U. Post, Tirupati has filed this complaint against 1) the Principal Chief Conservator of Forests, A.P., Hyderabad and 2) the Principal Secretary, E.F.S. & T Dept., A.P., Hyderabad stating that he retired voluntarily from service on 31.6.2004 while working as Divisional Forest Officer, Flying Squad Division, Kadapa, six months before the actual date of retirement. While forwarding the pension papers to the A.G., A.P., Hyderabad, PS-1 stated that certain allegations were pending against the complainant and requested to issue only pension verification report and not to release pensionary benefits till receipt of the clearance in respect of the above allegations, NOC and the sanction order from the Department. The complainant stated that no allegations were communicated to him while he was in service. It is only after his retirement, P.S.1 has stated that certain allegations were levelled against him and the enquiry is pending. On the representation of the complainant, he was sanctioned provisional pension, but so far the alleged enquiry is not settled and he was not paid the remaining retiral benefits and he requested this Institution to issue necessary directions to the Public Servants for early settlement of the case pending against him and release his pensionary benefits at an early date.

Reports are called for from the Public Servants. Report is received from the PS-1 and another report is received from the Special Chief Secretary to Government, Environment, Forests, Science and Technology (For.IV) Department, A.P., Hyderabad. Though a report was directed to be submitted by the Conservator of Forests, Kurnool Circle as to the payment of pension to the complainant, no report is submitted. But, however, a communication is received from the complainant stating that he has received amounts that are due to him, and no issues are pending. Due to intervention of this Institution the long pending grievance of the complainant was redressed. As such the complaint is closed.

Sri R.Narsimulu, R/o. H.No.4-2-171, Ramaiahguda Road, Vikarabad, R.R.District filed this complaint against the Secretary to Government, Revenue (Ser.III) Department, A.P. Secretariat, Hyderabad, stating that the complainant was appointed as Tahsildar on transfer from the category of Dy. Tahsildar, R.R.District and allotted to Mahaboobnagar District vide Proceedings dt.06.06.2006 issued by the Chief Commissioner of Land Administration, A.P., Hyderabad. Accordingly, the complainant was relieved from the post of Dy. Tahsildar on 07.07.2006 and joined at Collectorate, Mahaboobnagar District on 10.07.2006. For want of vacancy, the complainant was not given any posting orders. Finally, the complainant was posted in Medak District as Divisional Administrative Officer, Siddipet vide Proceedings dt.19.08.2006 and he was asked to waiting compulsorily for posting orders from 10.07.2006 to 18.08.2006 (40 days). The Commissioner of Land Administration submitted proposals to the Secretary to Government, Revenue (Ser.III) Department, A.P. Secretariat, Hyderabad vide letter dt.26.04.2007 to treat the said period of 40 days as compulsory wait period. The Public Servant addressed another letter dt.27.06.2008 to the C.C.L.A. stating that the compulsory wait period pertains to the year 2006 and the proposals were received in the year 2008 and therefore requested to send the reasons and justification for the delay. The complainant stated that actually the said proposals were sent in the year 2007 itself, but no action was taken.

Due to intervention of this Institution, the Principal Secretary to Government, Revenue (Ser.III) Department had issued G.O.Rt.No.860, dt.03.07.2009 treating the said waiting period of complainant as compulsory wait and also considered similar grievances of the other officers in the said G.O. As the grievance of the complainant was redressed, the complaint is closed.

Mr. G.Narasimha Murthy, R/o.99/3 RT, Vijayanagar Colony, Hyderabad-500 057 filed this complaint. Sri L.Umamaheswara Rao, Deputy Engineer in Chief, I&CAD Department, Erramanzil, Hyderabad is shown as the Public Servant.

The complainant retired from service on 31.07.1987 while working as Assistant Engineer in I&CAD Department and he is being paid the pension w.e.f. 1.8.2002. He underwent Angioplasty in Apollo Hospital in September, 2005 and preferred the medical bills for reimbursement of medical expenses of Rs.1,38,548/- and the same have been returned by the Public Servant by Memo dt.17.11.2005 stating that the complainant, who was on deputation to ECIL, has not retired from State Government on 01.08.1987, but was permanently absorbed in ECIL w.e.f. 01.08.1987 as per the orders issued by the Government in G.O. Ms. No.491, I&CAD (Ser.I) Department, dt.11.12.1991, that he is no more an employee of State Government w.e.f. 01.08.1987 and hence the Medical Attendance Rules are not applicable in his case.

Further, when the Public Servant rejected the request of the complainant to restore $1/3^{\text{rd}}$ of the commuted value of pension after 15 years from the date of retirement, the complainant filed O.A. No.4275/2003 before the Hon'ble A.P.Administrative Tribunal and the Hon'ble Tribunal passed orders dt.23.02.2005 directing the Respondents therein to restore the pension of the complainant taking the date of retirement into consideration from 01.08.1987 and calculation of the commuted value of pension from 01.08.1987, without reference to the actual date of payment of commuted value of pension made in the year

1992. Against the orders of the A.P.A.T., the Respondents therein have filed W.P. No.16267/2005 before the Hon'ble High Court and the same was dismissed on merits and as such he is now entitled for reimbursement of medical expenses also as a retired Government employee. In view of his financial position and in view of his old age of 67 years he is not in a position to approach the Courts again for reimbursement of the above medical expenses. The complainant requested this Institution to issue necessary directions to the Public Servant for reimbursement of the medical expenses incurred for his Angioplasty at an early date and do justice to him.

Report was called for from the Public Servant. The Engineer-in-Chief (Admn. Wing), Irrigation & CAD Department, Hyderabad in his letter dt.15.02.2008 informed that sanction has been accorded for payment of Rs.97,200/- to the complainant and same has been paid to him vide cheque bearing No.895997, dt.18.01.2008 and it was withdrawn on 25.01.2008. The complainant in his letter dt.13.02.2008 informed that necessary action has been taken by the Engineer-in-Chief.

Due to persuasion made by this Institution the long pending grievance of the complainant was redressed. Since the grievance of the complainant has been redressed, the complaint is closed.

Sri K.V.Prasad, S/o. Trinadharao Patnaik, Plot No.31, Dwarakanagar Colony, Manguvari Thota, Srikakulam District has sent this complaint against (1) the District Collector, Srikakulam and (2) the District Panchayat Officer, Srikakulam. The complainant's father Sri Trinadha Rao Patnaik while working as Multi Purpose Health Assistant (M), O/o. DM&HO, Srikakulam made an application dt.09.12.1998 to the DM&HO, Srikakulam for retirement on medical invalidation. At the time of retirement, he had only 5 years 5 months 21 days of left over service and is due to retire on 30.06.2004 on superannuation. The DM&HO, Srikakulam referred the case to the Superintendent, Government Headquarters Hospital, Srikakulam. The Medical Board of the District Headquarters Hospital, Srikakulam issued Certificate on 22.06.1999. Due to the delay in DM&HO Office, Srikakulam and the District Headquarters Hospital, Srikakulam, there was only 5 years 8 days left over service for retirement from the date of issue of certificate. Though the certificate is received within the time, the District Collector, Srikakulam convened a District Level Committee after a delay of about 6 months on 20.12.1999 and 27.12.1999 and consequently the complainant could not get the compassionate appointment and the complainant prays this Institution to enquire into the matter and issue directions to the Public Servants to appoint him as Panchayat Secretary on contract basis and do justice.

On persuasion of the Hon'ble Lokayukta, ultimately, the PS-2 referred the matter to the Commissioner of Panchayat Raj for considering the case of the complainant to extend the benefit on par with other similarly placed persons and the Commissioner of Panchayat Raj issued proceedings dt.23.07.2009 appointing the complainant on compassionate grounds. Only on persuasion of this Institution, the grievance of the complainant was redressed. As the grievance of the complainant was redressed, the complaint was closed by the Hon'ble Lokayukta on 28.8.2009.

Smt. Khambhampati Chaya Kumari, W/o. Late Narayana Rao, Near Union Bank, Reddigudem, Krishna District filed this complaint. The Deputy Commissioner, Endowments Department, Kakinada, East Godavari District and the Assistant Commissioner, Endowments Department, Eluru, West Godavari District are shown as the Public Servants.

The complainant's husband, Mr. K.Narayana Rao, died on 17.03.2003 while working as Manager of Chinnayagudem Group Temples of West Godavari District. In view of non-fixation of his pay in the Revised Pay Scales of 1986, 1991 and 1998, in terms of G.O.s, issued from time to time, while he was in service, he submitted representation dt.03.05.2002 to the P.S.1 requesting for fixation of his pay in the Revised Pay Scales. As there was no response from the Public Servants during the life time of the complainant's husband, the complainant made a representation dt.16.04.2005 to the P.S.1, requesting for fixation of the pay of her late husband in the Revised Pay Scales. The P.S.1 forwarded the same to the P.S.2, stating that the complainant's husband was sanctioned 1979 P.R.C., in the time scale of Rs.425-650 and that the salary was drawn and paid to him in the same Scale of Pay until his death, i.e., till 17.03.2003, which itself shows that the Pay of the complainant's husband was not fixed in the Revised Pay Scales of 1986, 1991 and 1998. The complainant requested this Institution to consider her case sympathetically on humanitarian grounds and issue necessary directions to the Public Servants for fixation of the pay of her late husband, Late Mr.K.Narayana Rao, in the Revised Pay Scales of 1986, 1991 and 1998 and also to pay the consequential benefits to her at an early date.

Report was called for from the Commissioner of Endowments Department, A.P., Hyderabad. After repeated persuasion, Sri B.Narasimha Raju, Dy. Commissioner of Endowments personally submitted a report dt.26.11.2008. The report finally discloses that the husband of the complainant was not eligible for time scale extended to the Government employees as per the G.O. Ms. No.288, dt.17.11.1986, G.O.P. No.162, dt.19.01.1994 and G.O. Ms. No.114, dt.11.08.1999 and requested this Institution to direct the Commissioner, Endowments Department, A.P., Hyderabad to take action to grant compassionate gratuity as per Rule 31 of the Rules framed U/s. 35 of the Act vide G.O. Ms. No.888, dt.8.12.2000. This Institution directed the Commissioner, Endowments Department, A.P., Hyderabad to consider the request of the complainant for grant of compassionate gratuity as per the report dt.26.11.2008. Thereupon the Vigilance Officer, O/o. Commissioner, Endowments Department, A.P., Hyderabad submitted a report dt.22.01.2009 stating that the Commissioner of Endowments Department, A.P., Hyderabad permitted the Executive Officer, Sri Janardhana Kanyaka Parameswari Temple, Eluru, West Godavari District to pay the compassionate gratuity of Rs.20,000/- to the complainant. Thereupon, the complainant was directed to give her response basing upon the report dt.21.01.2009 submitted by the Vigilance Officer, O/o. Commissioner of Endowments Department, A.P., Hyderabad. The complainant received the same as per acknowledgement dt.16.02.2009, but no response has been received from her and the complainant has not submitted any material to prove that her husband is entitled for time scale. It is deemed that there is no material or any Government Orders to substantiate her claim, in view of the legal position submitted by the Public Servant. Subsequently, the Commissioner, Endowments Department, A.P., Hyderabad submitted a report dt.09.03.2009 stating that an amount of Rs.20,000/- is paid to the complainant towards compassionate gratuity

through the Executive Officer of the subject temple. So, in view of the above circumstances, as the complainant has not submitted any material to show that her husband is entitled for Time scale, in view of the report submitted by the Public Servant dt.26.11.2008, that the complainant's husband is entitled for Rs.20,000/- as compassionate gratuity and which was paid to her as per report dt.09.03.2009, the grievance of the complainant to the extent of eligibility is redressed. Hence, the complaint is closed as the grievance of the complainant is redressed.

Smt.P.Prabhavathi W/o. Venkata Subba Rao, Chavadi Street, Near Kovur Library, Kovur (PO), Nellore District, 524 137 has filed this complaint against (1) the District Collector & Magistrate, Nellore; (2) the Superintending Engineer, (R & B) Circle Office, A.K.Nagar Post, Nellore; (3) the Superintending Engineer, PWD, I & CAD, Ramalingapuram, Nellore; (4) the Executive Engineer (R & B), (R&B) Divisional Office, Main Road, Kavali, PSR Nellore District, A.P.; and (5) the Deputy Executive Engineer (R & B), (R&B) Sub-Division, I.Bungalow, Kovur, stating that the complainant's mother gifted a house site measuring 202.4 sq.yards in Sy.No.3/4 of Padugupadu Village, Kovur Mandal, Nellore District by way of settlement deed dt.11.02.2008 in her favour. The said house site is situated by the side of Kovur – Utukur (R & B) Road, at KM 0/4 & 0/5. There is an irrigation canal and drain passing between the road and the site of the complainant. The complainant has to cross over the canal to egress to her house site. The entire road margin of said road has been illegally encroached by people, who are all beneficiaries of Government house sites, by constructing houses and also shops, which causes the complainant to suffer a lot. Though the same was brought to the notice of Public Servants, they have not taken any action and she requested this Institution to issue necessary directions to remove the encroachments in the interest of general public.

Report was called for from the PS-5 on 12.06.2009. On 17.7.2009 reminder was issued to PS-5 to submit a report, failing which, he is to appear in person. For failure to submit a report and to appear in person by PS-5, on 20.08.2009 summons were issued to PS-5 to appear in person and submit a report not only on the merits of the matter but also explaining the circumstances under which he failed to submit a report. The PS-5 submitted a report dt.14.09.2009

stating that the revenue authorities are awaiting for voluntary vacation by the encroachers, failing which action will be taken on 22.9.2009 for evicting the encroachers. The Junior Engineer, R & B Section, Kovur and the Superintendent in the O/o the Superintending Engineer, R&B Circle, Nellore have appeared in person on 18.09.2009 and represented that notices have already been issued through the revenue authorities for evicting the encroachers. The Superintending Engineer submitted a report dt.08.10.2009 and the Executive Engineer, R&B Division, Kavali, dt.06.10.2009, stating that the encroachments have been removed. They also enclosed a letter of the complainant reporting that the grievance of her has been redressed as is evident from her letter dt.23.09.2009. The complaint is closed since the grievance of the complainant is redressed.

COMPLAINT NOS. 629/2009, 628/2009,

619/2009, 635/2009, 638/2009, 627/2009/B1

ANANTAPUR DISTRICT

Sri Chandramouli, S/o. Ramanju, Mittameedapalli, Kirukera, Hindupuram Mandal, Anantapur District and some other complainants of Anantapur District have filed their respective complaints against (1) the District Collector, Anantapur; (2) the Mandal Development Officer, Anantapur District, (3) the Village Secretary of concerned village of Anantapur District. These are representations seeking to issue directions to the concerned authorities for sanction of Disabled Pension for their respective disability, OAP pension, widow pension, etc.,

On the intervention of the Hon'ble Lokayukta, reports were called for from the District Collector, Anantapur, who, on persuasion, submitted reports stating that with reference to some complainants, the conversion had effected and paid the pension, in some cases conversion of old age pension into disabled pension had ordered and disbursed from 01.01.2010 and in some other complaints, sanctioned disabled pension w.e.f. 01.01.2010.

Due to the intervention of this Institution, the poor people got their pensions. The complaints are closed as the grievances of the complainants are redressed.

Smt. K. Lakshmi Rajyam, Retd. Grade-I Hindi Pandit, R/o. Door No.12/64, Sivunimanyam Street, Opp. R.T.C. Bus Stand, Mydukur – 516 172, Kadapa District, has filed this complaint against Sri Balasiva Yogendra Maharaj, Correspondent, Sri Balasiva Girls High School, Mydukur – 516 172, Kadapa District stating that she worked as Grade-I Hindi Pandit in the Aided sanctioned post in Sri Balasiva Girls High School, Mydukur, Kadapa District from 01.01.1994 and retired on 31.03.2008 on attainment of superannuation. After retirement, she submitted pension proposals to the Correspondent of the said School on 10.11.2008 marking a copy of the same to the District Educational Officer, Kadapa. The D.E.O., Kadapa, vide Proceedings dt.23.11.2008 directed the PS to forward the pension proposals of the complainant. The P.S. did not handover the Service Register of the complainant till date and also did not submit the pension proposals along with her service register to the D.E.O., Kadapa. Hence, she requested this Institution to issue directions to the P.S. to submit her pension proposals along with Service Register to the District Educational Officer, Kadapa, immediately for necessary action and do justice to her.

On the intervention of the Hon'ble Lokayukta, report was called for from the Public Servant. The Headmaster of Sri Balasiva Girls High School, Mydukur, Kadapa District submitted a report dt.17.02.2009 stating that the pension papers along with service register are handed over to the District Educational Officer personally on 11.02.2009. Then on 4.3.2009, the District Educational Officer, Kadapa is directed to take appropriate action for getting the pension and other terminal benefits to the complainant. After issuing reminder as per orders dt.7.4.2009 and summons as per orders dt.2.6.2009 to the District Educational Officer, Kadapa, a report dt.8.6.2009 was submitted by the District Educational

Officer, Kadapa, stating that the pension proposals of complainant were sent to the Accountant General, A.P., Hyderabad. Thereupon the Accountant General's office, A.P., Hyderabad is directed to pass appropriate orders on the proposals sent by the District Educational Officer, Kadapa in respect of the complainant. Further report submitted by Accountant General's Office stating that the verification report was issued duly requesting to send the sanction order countersigned by the District Educational Officer, Kadapa for release of Pensionary Benefits. After long correspondence to the authorities, a report dt.31.10.2009 is submitted by the District Educational Officer, Kadapa, stating that the pension and other benefits have been drawn and paid to the complainant in the month of October, 2009. The complainant also made a representation dt.30.10.2009 stating that she has received all the amounts that are due to her, therefore, she represented for withdrawal of the complaint.

In view of the intervention of this Institution, the grievance of the complainant was redressed. As the grievance of the complainant is redressed, the complaint is closed.

Sri Barre Kondababu, Ex-Chairman, Standing Committee, Rajamundry Municipal Corporation, D/o.No.67-4-6/1, Subbaraonagar, Ramadasupeta Post, 49th Ward, Rajahmundry, East Godavari District has filed this complaint against 1) Sri Rajendra Prasad, Commissioner, Rajahmundry Municipal Corporation, Rajahmundry, East Godavari District, and 2) the District Collector, East Godavari, stating that the Public Servants irregularly diverted the flood grant of Rs.50 lakhs, sanctioned for the restoration of flood damaged works, without administrative sanction and misused the same. He further stated that he has written a complaint to the Collector of East Godavari District, for the second time, he made petition to the Minister for Municipal Administration and the Principal Secretary of Municipal Administration Department. Though they admitted the transfer of funds on the orders of Collector, but no action was taken so far. Hence, he requested this Institution to issue directions to the authorities concerned to enquire about the illegal transfer of funds to till date where they are going, how much they spent and do justice.

On the intervention of the Hon'ble Lokayukta, report dt.30.10.2009 was submitted by the Director (Investigation). In the report it is stated that the Government had released Rs.1.00 Crore to the Municipal Corporation, Rajahmundry to take up immediate restoration of flood damage works vide G.O.Ms.No.439, M.A., Dt.21.8.2006. The District Collector then gave administrative sanction for 20 works, out of which 18 works were executed at a cost of Rs.68.09 lakhs and balance was kept in the Natural Calamity account to meet the expenditure for on going works. The report also shows that on the then Chief Minister's assurance, the District Collector gave administrative sanction for construction of storm water balancing tank at Aryapuram at an estimate of Rs.125

lakhs which was to be executed by the Public Health Engineering Department for which funds are to be provided by the Municipal Corporation. Therefore, Rs.75.00 lakhs have been paid by the Municipal Commissioner to the Public Health Engineering Department. Meanwhile, Rs.50.00 lakhs was paid by the Municipal Corporation to the Public Health Engineering Department by drawing Rs.38.35 lakhs from the Natural Calamities fund to expedite the flood works on the visit of the then Chief Minister. Subsequently an amount of Rs.28,48,813/- was recouped to the Natural Calamities Funds from the General Fund in February, 2009 and Rs.8.30 lakhs was adjusted, being deductions made from the contractors for execution of earlier works worth Rs.68.09 lakhs towards their income tax and VAT which are deducted at the time of payments itself and the balance Rs.1.5 lakhs was also recouped for the said fund. Hence it was reported that the entire amount of diverted funds from the Natural Calamities fund to the Public Health Engineering Department was recouped. Though notice was issued to the complainant to show cause as to why the complaint cannot be closed in the light of report of Director (Investigation), there is no response, but proof of service of notice was received. It is deemed that there are no objections for the complainant. Hence, the complaint is closed as the grievance of the complainant is redressed.

Mr. Tummathati Chinnaiah, S/o.Narasaiah, R/o. Ramachandrapuram Colony, Gangavaram Village, Kovur Mandal, Nellore District has sent this complaint against 1) the District Collector, Nellore, 2) the Revenue Divisional Officer, Kavali, Nellore District and 3) the Tahsildar, Kovur Mandal, Nellore District stating that the complainant belongs to Scheduled Caste and resident of Ramachandrapuram Weaker Sections Colony of Gangavaram Village, since decades. In the year 1969, the Government have distributed 10 Acres of Government land in Sy.No.123 of Gangavaram Village to the landless labour and Scheduled Caste people and issued D-Form Pattas to the beneficiaries viz. 1. Talari Polaiah; 2. Thummathati Chinnaiah (the complainant herein); 3. Sajja Venkaiah; 4. Kanna Subrahmanyam; 5. Prudvi Ramanaiah; 6. Sajja Subrahmanyam and 7. V.Ananda Rao. In the year 1984 the beneficiary No.1, Talari Polaiah disposed of his land to (1) Birudavolu Rajeswaramma; (2) Vemireddy Ramana Reddy; and (3) Suram Chandra Reddy of Gangavaram Village. Since the land given to the complainant needs water supply channel, he requested the then Tahsildar of Kovur Mandal (PS-3) to provide water supply channel upto his land to proceed with cultivation. Accordingly, 0.6 cents of land was provided to the complainant in Sy.Nos.123/1, 123/2 and 123/4, which pertains to the land of Vemireddy Ramana Reddy, who purchased the same from Talari Polaiah. In 1996, the said Talari Polaiah with a malafide intention approached the Kovur Munsif Court stating that his land was purchased illegally. Then, the water supply channel to the extent of 0.6 cents has one again come into his possession and the canal was filled with earth. Even that extent was resold during 1998 to (1) Rajeswaramma; and (2) Gandavarapu Ramana Reddy. Thus the land given for upliftment of weaker sections was misused several times.

When the matter was reported to the higher authorities i.e., PSs 1, 2 & 3, no action was taken. The appeals made by the complainant were also proved futile. The complainant is unable to cultivate the land given to him due to closure of water supply canal. With utmost difficulty, the complainant purchased the 0.6 ½ cents land from Babasani Krishna Reddy. The Village Servant, Talari Srinivasulu, fraudulently obtained pattadar passbook in the name of his mother, Talari Audishesamma, which was in turn sold to one Padmakar Reddy, R/o. Pothireddipalem Village. The Village Servant, Talari Srinivasulu got old age pensions in the name of his mother and his uncles, for which they are not eligible. The said Village Servant while making the entries in the Adangal, with malafide intention, removed the complainant's name under pattadar, during 1416 Fasli and converted the land in the name of his mother Smt. T. Audishesamma, which is a clear case of tampering the Government records for personal benefit. The Villagers submitted a report to the PSs 1, 2, and 3 and the complainant also reported the matter on 17-3-2008, but in vain. The Village Secretary is totally depending on the Village Servant, who is not capable of handling the revenue records. Though the matter was brought to the notice of the PSs 1,2 and 3, no action was taken against the Village Servant and the Village Secretary. Hence, the complainant requested this Institution to enquire into the matter and issue necessary directions to the Public Servants to take action against the concerned Village Servant and the Village Secretary and his name may be ordered to be incorporated in the Revenue Records, duly deleting the name of Smt. T. Audishesamma, as pattadar of 0.6 ½ cents and the Village Servant, Talari Srinivasulu may be removed in order to help the illiterate people.

After registering it as a complaint, report was called for from the Tahsildar, Kovur Mandal, SPSR Nellore District, who submitted report stating that the

pattadar pass book and title deeds were obtained in favour of Smt.T.Audishesamma, mother of Village Servant, T. Srinivasulu. Similarly, with reference to land assigned in favour of complainant, his name was omitted while computerization and hence his name was included in the Revenue Records as pattadar as well as enjoyer. A report dt.11.03.2009 is submitted by the District Collector, SPSR Nellore district stating that by his proceedings dt.28.2.2009 orders were issued cancelling the pattadar pass books and title deeds issued in favour of Smt.T.Adishesamma in respect of Ac.0-35 cents Sy.No.123/4 of Gangavaram village, Kovur Mandal. To the same effect is the report of the Tahsildar, Kovur Mandal dt.14.03.2009. In view of cancellation of pattadar pass books and title deeds issued in favour of Adishesamma, no further enquiry is required.

In view of the intervention of this Institution, the grievance of the complainant was redressed. As the grievance of the complainant is redressed, the complaint is closed.

ANNEXURE - B

**BRIEF NOTE ON CERTAIN IMPORTANT
CASES DISPOSED OF BY
HON'BLE UPA-LOKAYUKTA**

Sri K.Anandha Rao, Sarangu; A.Venkat Rao, Sarangu; B. Gawrisankaram, Driver; N.Chandra Rao, Sarangu; and M.Bojaraju, Mesthri, of A.P. Port Staff, Mechanical Division, Port Department, Near Port Trial Way Station, Kakinada, East Godavari District have filed this complaint against Sri Thummala Sambasiva Rao, Port Work Charged Employee, Kakinada Port, East Godavari District stating that the Postal Department, Kakinada Port has been collecting amounts officially under Small Savings Scheme (R.D.) since last 15 years. The officials recovered the amounts during the period from 25.04.2001 to 25.04.2006 (5 years) from the salaries of the complainants and the maturity period was completed on 25.04.2006. The complainants claimed Rs.7,585/-, Rs.15,171/-, Rs.7,585/-, Rs.15,171/- and Rs.7,585/- respectively, but the public servant has not paid the above amounts after maturity and has misappropriated the same. In spite of repeated requests to the public servant the amount has not been paid. Hence, they requested this Institution to recover the said amounts along with interest from the public servant as he misappropriated the same and do justice to them.

After registering it as a complaint, report is called for from the Director of State Ports, Port Administrative Building, Kakinada. Subsequently, K. Ananda Rao filed a memo stating that the matter was amicably settled by them and prays this Institution to close the complaint as the Public Servant has paid that amount to them.

Thus, on the intervention of this Institution, the grievance of the complainants is redressed. Hence, the complaint is closed.

Sri G.D.Subba Rao, R/o.D.No.7-1-20, Railway Station Road, Sattenpalli, Guntur District has filed this complaint against the Commissioner, Municipal Corporation, Guntur stating that the complainant was retired on 30.06.2007 as U.D.C. in Municipal Corporation, Guntur and the Public Servant has not paid the total retirement benefits and he is yet to receive the balance amount of Rs.3,23,979/-. As the Public Servant has not paid that amount, he filed this complaint, requesting this Institution to direct the Public Servant to pay the same.

After registering it as a complaint, report was called for from the Commissioner, Municipal Corporation, Guntur, who has submitted a report dt.28.2.2008 stating that the retirement benefits of the retired employees of the Municipal Corporation, Guntur are being paid in a serial order as and when the financial position of the Municipal Corporation permits. His two payments amounting to Rs.1,33,260/- and Rs.1,90,719/- are in serial order and the payments will be made as early as possible when his term comes. Subsequently, the public servant submitted a report dt.22.05.2009 stating that in the encasement of earned leave salary was paid and also by another report dt.26.03.2009, the balance of commuted value of superannuation pension was paid.

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

Alluri. Mangavathi, W/o.Alluri Venkatapathiraju and Rudraraju Purnasai Eswari, W/o. Rudraraju Sathyavenu Gopalaraju, R/o.Valluru Village, Achanta Mandal, West Godavari District has filed this complaint against the Village Secretary, Valluru Village, Achanta Mandal, West Godavari District stating that they purchased Ac.0-03 cents of land in their village. They submitted an application to the Mandal Parishad Development Officer, Achanta Mandal for sanctioning of house under Indiramma Housing Programme. As per the instructions, they raised hand loans with interest and built house in their vacant land. But in the list of beneficiaries prepared by the M.P.D.O., their names were not found. They came to know when approached the Superintendent in the Office of M.P.D.O., that as they did not give commissions to the officials their names were not found. Hence, requested to enquire into the matter and do justice.

The complaint has been registered as suo-motu complaint and referred the same to the Director (Investigation) for discrete probe and report. In the enquiry, it is revealed that the names of the complainants were not included in the list of eligible beneficiaries under Indiramma Housing Programme, even though, they are eligible. But their names were included in the final list of eligible beneficiaries and an amount of Rs.7,000/- was also released to each of the complainants.

Thus, on the intervention of this Institution, the grievance of the complainants is redressed. Hence, the complaint is closed.

Sri Kamatham Srinivasa Rao, S/o. Raghavaiah, R/o. Thammarabandapalem Village, Kodada Mandal, Nalgonda District has filed this complaint against, 1) the Assistant Commissioner, Endowments Department, Nalgoda, 2) the Tahsildar, Kodada Mandal, Nalgonda District, 3) the Temple Manager, Sri Balaji Venkateswara Swamy Temple, Thammarabandapalem Village, Kodada Mandal, Nalgonda District, and 4) the Panchayat Officer, Kodada Gram Panchayat, Nalgonda District stating that Sri Balaji Venkateswara Swamy Devasthanam is having Ac.2.13 cents of land in Sy.Nos.220, 479, 480 and Real Estate people in collusion with the politicians tried to occupy that land and one Kanakala Satyavathi has encroached to some extent of the land in 2002 and constructed a house and in spite of representation made by the complainant the public servants are not taken any action to protect the property. Hence, requested this Institution to intervene and take necessary action against the public servants and to protect the temple lands.

After registering it as a complaint, a report was called for from PS-1. The PS-1 submitted his report dt.02.09.2008 informing the encroachment of land and steps taken by them with the assistance of Police and Revenue officials to remove the encroachments. The Assistant Commissioner of Endowments submitted another report dt.25.10.2008 giving particulars of the land owned by the temple as Ac.2.13 guntas.

Thus, on the intervention of this Institution, the temple authorities protected the entire landed property. Hence, the complaint is closed.

COMPLAINT NO.541/2008/B2

PRAKASAM DISTRICT

Smt.Singaraju Anjana Devi w/o Gara Venkata Krishna Rao, Near Dinala Bavi, Thurpukammalem, Ongole, Prakasam District – 523 001, has filed this complaint against 1) P.Bhaskara Reddy, Former Tahsildar, Ongole Mandal, presently working in Ponnaluru Mandal, Prakasam District and 2) the District Panchayat Officer, Prakasam Bhavan, Ongole, Prakasam District stating that the complainant married Gara Venkata Krishna Rao, Grade-I, Panchayat Secretary on 17.08.1996 after the death of his first wife, who blessed with a male child by name Gara Sanjay Krishna during their wedlock. The complainant blessed with two children by name Rajiv Krishna and Varun Krishna. While so, her husband expired on 21.08.2005 leaving the complainant, her two children and Gara Sanjay Krishna as his legal heirs. After the death of her husband Gara Sanjay Krishna obtained proper person certificate, though the application of the complainant dt.25.10.205 is pending before the M.R.O., Ongole. Having learnt the same, the complainant also filed an application for issue of proper person certificate including herself and her children. The M.R.O. enquired into the matter by keeping the proper person certificate already issued in abeyance. As per the directions of the M.R.O., the complainant and Sanjay Krishna filed notarized affidavits dt.05.09.2006 wherein both of them clearly stated that the complainant and Gara Sanjay Krishna and the complainant's two sons are the only legal heirs to Gara Venkata Krishna Rao. In spite of submitting the sworn affidavits, no proper person certificate was issued to the complainant. But the PS-1 handed over the said affidavits to the District Panchayat Officer, Ongole (PS-2) to provide employment to Gara Sanjay Krishna and issued proceedings validating the proper person certificate in favour of Sanjay Krishna without showing the complainant and her children as legal heirs of her late husband. The complainant

filed objection petition to the Revenue Divisional Officer, Ongole against the orders passed by the PS-1 dt.31.03.2007. On enquiry, the R.D.O. passed orders stating that the proper person certificate issued by the PS-1 on 07.02.2006 requires cancellation and directing the complainant to approach the Civil Court for obtaining the legal heir certificate/succession certificate. But, the M.R.O. did not initiate any action for cancellation of the proper person certificate issued in favour of Gara Sanjay Krishna. The complainant also filed a complaint in C.C.No.158/2007 before the District Consumer Forum, Ongole, which was allowed on 22.09.2007 directing the PS-1 to issue proper person certificate after enquiry showing the complainant and Gara Sanjay Krishna as the legal heirs of her husband, within four weeks. The complainant and her children are suffering for non-issuance of proper person certificate to get death benefits of her husband. Hence, the complainant requested this Institution to enquire in the matter and do justice.

After registering it as a complaint, a report is called for from the Chief Commissioner of Land Administration, A.P., Hyderabad and also from the Principal Secretary to Government, Panchayat Raj and Rural Development Department, A.P., Hyderabad. The Collector and District Magistrate, Prakasam, Ongole District submitted a report dt.07.06.2009 stating that there are clear instructions from the Chief Commissioner of Land Administration, A.P., Hyderabad to the MROs/Tahsildars not issue legal heir on Succession Certificates by Ref.No.X2/827/86, dt.02.04.1986 which have legal complications and that they should leave it to the parties to get them from Civil Courts. Accordingly, the then Mandal Revenue Officer/Tahsildar, Ongole informed the complainant to approach the competent Civil Court to obtain legal heir certificate/succession certificate. The complainant also submitted a letter dt.31.03.2009 stating that the S.A.O.P.7/08 filed before the Principal District Judge, Ongole is posted to

09.04.2009 for evidence of the petitioners. Hence in view of the above circumstances, as the matter is pending before the Competent Civil Court for Legal Heir Certificate/Succession Certificate, the matter is closed with the direction that after obtaining the order from the Principal District Judge, Ongole in S.A.O.P.7/08 she may approach the concerned authority as per the result of S.A.O.P. If they failed to issue the certificate as per the orders of the Hon'ble Court she is at liberty to approach this Institution for getting her grievance redressed.

With the above observation, the complaint is closed.

Sri.K.Ramam, C/o.K.Bala Bhaskar Advocate, R/o.D.No.59-16-4, Srinivasa Oil Mill Compound, Besides Raja Theatre, Rajahmundry, East Godavari District has filed this complaint against Sri Ch.Narasinga Rao, Revenue Divisional Officer, Rampachodavaram, East Godavari District alleging that he retired from service on 31.20.2004 while working as Senior Assistant in the Office of the Revenue Divisional Officer, Rampachodavaram, East Godavari District. He submitted his pension proposals to the Public Servant on 22.10.2005 in full and complete shape for transmitting the same to the Accountant General, A.P., Hyderabad for sanction of pensionery benefits. Though he made several representations to the Public Servant for processing the pension papers, so far he has not taken any action in the matter and the papers are lying in his Office without any action. Hence he requested this Institution to issue necessary directions to the Public Servant to take immediate action for processing his pension papers at an early date.

After registering it as a complaint, report was called for from the public servant. After repeated reminders, D.O. letters, directions to the public servant from time to time and also to the District Collector, East Godavari District, Kakinada as well as to the Accountant General A.P., Hyderabad, the Sub-Collector, Rampachodavaram, who is personally present, submitted a report dt.5.7.2008 giving para-wise remarks as well as the G.O.Ms.No.77, Revenue, dt.22.01.1968 to substantiate their stand. The Sub-Collector, Rampachodavaram submitted a report dt.6.10.2008 stating that the individual was sanctioned Arrear Increments, FBF + Interest, GIS + Interest, Leave Salary and Arrear Increment from 1999 to 2004 in the month of March, 2007; after lapse of 1 month 10 days the individual had attended to their office and received the pay orders on

26.4.2007. The Sub-Collector, Rampachodavaram further submitted a report dt.30.05.2009 stating that the amounts of Rs.3,91,036/- due were paid to the complainant and there are no pending emoluments to be paid to the complainant. It is also stated that there are no administrative lapses on the part of the PS regarding payment of D.C.R.G. and interest on it @ 7.5% as the complainant has not submitted T.T.A. claim within six months of his retirement.

Thus, on the intervention of this Institution, the inaction on the part of the public servant is complied with. Hence, the complaint is closed.

Smt.K.Krishnaveni, W/o.K.V.Subrahmanyam, Opp.Old Police Station, Khasimkota, Visakhapatnam District has filed this complaint against the Executive Engineer, Tribal Welfare Division, Paderu, Visakhapatnam District stating that her husband died on 17.01.1993 while he was in service due to ill health. As per Government Orders, while in service he was contributing Rs.20/- towards A.P.G.L.I. and the authorities have to pay Rs.20,000/- under the above scheme, but they have not paid the same in spite of several requests. Hence, she requested this Institution to intervene and directions for payment of Rs.20,000/- under Group Insurance Scheme and do justice.

The complaint was registered as suo-motu complaint and a report was called for from the Public Servant. On persuasion, the Chief Executive Officer, Zilla Praja Parishad, Visakhapatnam submitted report dt.19.11.2008 stating that basing on the information received from the concerned Drawing Officers, the M.P.D.O. Ananthagiri has been taking steps to reconstruct the Service Register of the individual and also taking steps to prepare the bills for submitting to the District Audit Officer, State Audit, Visakhapatnam for payment of due amounts to the complainant. The M.P.D.O., Ananthagiri, Visakhapatnam District submitted a report dt.14.10.2009 that insurance claim out of GIS for Rs.20,000/-; Savings Fund out of APGIS for Rs.572/- and 100% refund of FBF with interest for Rs.1,531/- were paid to the complainant, by way of Cross Demand Draft.

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

Sri M.Krupa Rao, Retired Teacher, Dondapadu Post, Gudivada (Rural), Krishna District has filed this complaint against the Assistant Treasury Officer, Sub Treasury Office, Gudivada, Krishna District stating that earlier he had filed Complaint No.547/2008/B2 against Mr.Abdul Waheed, Assistant Treasury Officer, Sub Treasury Office, Gudivada, Krishna District alleging that the Family pension payable to him was stopped commencing from the month of July, 2005 without any Notice or reason and the matter was dragged unnecessarily for more than three years and requesting for issue of direction to Public Servant to pay the Family Pension from 01.01.2005. After registering that complaint, a report was called from the Director of Treasuries and Accounts, Hyderabad, who submitted a report enclosing the report of the Deputy Director, District Treasury, Krishna District, which states that the complainant was paid excess amount of enhanced family pension instead of normal Family Pension beyond the time limit and having noticed the said error the payment of Family Pension was stopped temporarily since the excess paid was to the tune of Rs.1.00 Lakh. It is also stated that the present staff calculated the excess paid pension was Rs.95,905/- and the actual eligible pension from the period of stoppage to the present month was Rs.1,15,280/- and the difference of pension Rs.19,975/- is being paid to the pension in the pay Bank Report for the month of July, 2008 payable on 1.8.2008.

It is stated in another representation dt.18.09.2008 that due to the intervention of this Institution, he has received his family pension arrears. He further stated that he has submitted his Pension Order Book No.EDN/KNA/FP002172/92-93 to the Assistant Treasury Officer, Gudivada along with his Application dt.2.7.2007 through his daughter. As per the orders of this Institution, the arrears of pension were credited to his Bank Account, but his

Pension Order Book was not returned so far. On receipt of the Notice from this Institution, the complainant has sent his daughter to the Assistant Treasury Officer, Gudivada, but he told that the Pension Order Book of the complainant was not traced and the same will be returned as and when it was traced. Hence, he requested this Institution to issue directions to the PS to return his Pension Order Book through post.

After registering it as a complaint, report was called for from the District Treasury Officer, Krishna District. The Deputy Director, District Treasury, Krishna District, Machilipatnam submitted a report dt.15.07.2009 stating that the Assistant Treasury Officer, Gudivada has informed their office that he has delivered a duplicate pensioners half in lieu of the untraced original one and he has also obtained acknowledgement from the complainant in token of receiving his pensioners book and he enclosed acknowledgement from the complainant, wherein it was mentioned that the duplicate P.P.O. issued was received by the complainant.

Thus, on the intervention of this Institution, the inaction on the part of the public servant is rectified. Hence, the complaint is closed.

Sri B.Venkatrayalu, Maruthinagar, Tirupathi, Chittoor District has filed this complaint against 1) the officials of Tirupati Urban Development Authority (TUDA), Tirupati, 2) the Officials of Tirupati Municipal Corporation, Tirupati and 3) the Building Inspector, Tirupati Municipal Corporation, Tirupati, Chittoor District alleging that in the Tirupati at Tilak Road, the I.C.I.C.I Bank Building was constructed without leaving set backs as against the approved plan and causing inconvenience to neighbouring Buildings, Similarly in Korlagunta, building bearing D.No.18-2-15B and 15C were also constructed against the Rules, without leaving the set backs and also constructed Cellars thereby it is difficult to pass the transport vehicles on the road and that P.S.3 is collecting money from poor builders in Maruthi Nagar, Tirupati thereby causing hardship to the poor builders. Hence, he requested this Institution to enquire into the matter.

After registering it as a suo-motu complaint, the matter was referred to the Director (Investigation) of this Institution for discreet probe and report. The Director (Investigation) submitted scrutiny report along with enquiry report of the Investigating Officer, which discloses that the owners of D.No.10-14-575, Tilak Road, Tirupati, wherein the ICICI Bank, Tirupati is located and D.No.18-2-15B & 15C, Korlagunta Main Road, Tirupati have constructed those buildings without the approval of Municipal Authorities, for which they were prosecuted and fined by the Court. The P.Ss 1 and 2, though got issued notices to the above owners, failed to prevent the construction of cellars in both the buildings, while construction was going on. Therefore, it is a fit case to refer the matter to the concerned Departmental authorities for appropriate action as contemplated under Rule 5(8) of A.P. Lokayukta & Upa-Lokayukta (Investigation) Rules, 1984 and accordingly the complaint is closed under Rule 5(8) of A.P. Lokayukta & Upa-

Lokayukta (Investigation) Rules, 1984. The office is directed to forward the copy of the complaint, along with its enclosures, if any, and the report of the Investigating Officer dt.6.6.2008 together with material evidence collected by him along with the Scrutiny Report of the Director (Investigation) to the Principal Secretary to Government, Municipal Administration and Urban Development Department, A.P. Secretariat, Hyderabad for taking up necessary departmental enquiry against the PSs 1 and 2 into the said allegation and take action against them, on the result of such enquiry and report the same to this Institution within six months. The report discloses that there is no material to substantiate the allegations against P.S.3. Hence, the complaint is closed with regard to Public Servant No.3 as there are no sufficient grounds for ordering investigation.

Thus, on the intervention of this Institution, the grievance of the complainant is redressed. Hence, the complaint is closed with the above observation.

Smt.D.Bichamma, W/o. Late Sri D.Bichaiah, R/o. H.No.9-1-1/E/23, Hasham Nagar, Langer House, Hyderabad filed this complaint against the District Educational Officer, Mahabubnagar alleging that the Public Servant has not paid the arrears of family pension due to her since 01.03.2000. Hence, she requested this Institution to direct the Public Servant to pay the same.

After registering it as a complaint, report was called for from the Director of School Education Department, A.P., Hyderabad. The Director of School Education Department, A.P., Hyderabad, submitted report dt.17.06.2008 enclosing G.O.Rt.No.365 dt.27.05.2008 under which the Government had accorded administrative sanction for payment of Rs.99,647/- towards undrawn pension arrears in respect of the complainant. The District Educational Officer, Mahabubnagar in the report dt.08.10.2008 informed that as per the instruction of the Joint Director, PPO, Hyderabad, they have already addressed a letter to the Accountant General, A.P., Hyderabad for arranging payment of undrawn pension arrears to the complainant. The complainant filed a memo stating that her family pension arrears from 01.03.2000 up to date has been sanctioned and paid to her by the higher authorities.

Thus, on the intervention of this Institution, the long pending grievance of the complainant is redressed. Hence, the complaint is closed.

Mrs.Pinninti Kasulamma, W/o. Pinninti Samba Murthy, C/o.Bodasingi Appa Rao, Vizag Babu gari Buildings, Anjaneyapuram, Cheepurupalli Post, Vizianagaram District has filed this complaint against the Deputy Commissioner, Endowments Department, Kakinada stating that her husband Late P. Samba Murthy, previously worked in Revenue Department as L.D.Clerk at erstwhile Taluk Office, Salur, Parvathipuram and Bobbili for a period of 11 years. Afterwards he was appointed as L.D.Clerk in the Office of Assistant Commissioner, Endowments Department, Vizianagaram. He was relieved from erstwhile Bobbili on 31.12.1953 and joined in Endowments Department. He died on 13.06.1957. She is the legally wedded wife of the deceased employee and is entitled for Pensionary benefits. Though her husband served the Government continuously for period of 15 years both in Revenue and Endowments Departments, no action was taken by the Public Servant and paid the pensionary benefits and she further stated that she submitted her pension proposals to the Commissioner, Endowments Department. The Accountant General, A.P., Hyderabad without taking into consideration the service rendered by her deceased husband in Revenue Department for a period of 11 years, rejected her claim for family pension and counted the service rendered by her husband in the Endowments Department. Hence, she requested this Institution to direct the Public Servant to settle her family pension.

After registering it as a complaint, a report was called for from the Commissioner of Endowments, A.P., Hyderabad, who, on persuasion, submitted a report dt.20.07.2009 stating that as per the report of the Deputy Commissioner, Endowments Department, Visakhapatnam, the complainant has been drawing an amount of Rs.3,600/- per month towards family pension from Andhra Bank,

Cheepurupalli. The complainant also submitted a letter dt.27.08.2009 stating that she is receiving the pension of Rs.15/- per month with effect from 01.01.1971 and the same is raised to minimum pension from time to time and now she is drawing the pension of Rs.2,080/- plus Relief per month as admissible vide P.P.O.No.24-002166/FP through State Bank of India, Cheepurupalli Branch.

As the complainant herself stated that she is receiving the pension as prayed by her and as the inaction on the part of the Public Servant is rectified, the complaint is closed.

Sri B. Veeraswamy, R/o.D.No.26-2-1266, Sankara Colony, near Ayyappa Temple, Vedayapalem, S.P.S.R. Nellore has filed this complaint against Sri T.S.R.Anjaneyulu, Commissioner, Municipal Corporation, S.P.S.R. Nellore stating that he retired from service as Bill Collector in the office of the Commissioner, Municipal Corporation, S.P.S.R. Nellore and the Public Servant forwarded his pension proposals on 10.04.2008 to the District Audit Officer, Nellore. The District Audit Officer, Nellore recommended to pay pension amount from 01.08.2007 and also gratuity amount. Though the bills were prepared and passed for payment in respect of the pension arrears and Gratuity on 09.05.2008, the said amounts are not paid to him. He has mentioned the amounts due on different heads to a tune of Rs.6,81,330/-. He further stated that in spite of repeated requests, the Public Servant has postponed the payments that are due to him. Hence, he requested this Institution to direct the Public Servant to pay the same.

After registering it as a complaint, a report was called for from the Commissioner, Municipal Corporation, S.P.S.R. Nellore District, who, on persuasion, submitted a report dt.12.10.2009 stating that out of Rs.6,81,350/- the gratuity amount of Rs.1,80,782/- and Provident Fund amount of Rs.31,615/- totally amounting to Rs.2,13,397/- has already been paid to the complainant on 21.07.2009. The Earned Leave amount of Rs.1.38,245/-, Commutation of Pension amount of Rs.2,75,140/- and Pension arrears amount of Rs.54,568/- totally amounting to Rs.4,67,953/- has been paid to the complainant through cheque on 12.10.2009. Hence, he stated that all the entire dues payable to the complainant have been paid to him.

Thus, on the intervention of this Institution, the inaction on the part of the Public Servant is redressed. Hence, the complaint is closed.

ANNEXURE – C

TOTAL PENDENCY STATEMENT OF COMPLAINTS AND REFERENCES RECEIVED AND DISPOSED OF DURING THE PERIOD

UNDER THE REPORT i.e. FROM 01.01.2009 TO 31.12.2009

Sl. No.	DESCRIPTION	TOTAL
01	Complaints carried forward from 2008	1393
02	Complaints received during the year – 2009	1427
03	Total complaints available for disposal	2820
04	Disposed of during the year-2009	1088
05	Pending as on 31.12.2009	1732
06	Grievances Redressed	219

ANNEXURE - D

REGION WISE ETC., BREAK-UP OF COMPLAINTS RECEIVED DURING THE YEAR 2009

Sl. No.	AREA PARTICULARS	TOTAL
01.	Coastal Andhra Area	670
02.	Rayalaseema Area	357
03.	Telangana Area	202
04.	Twin Cities	132
05.	Suo-motu	37
06.	Other States Complaints	04
07.	Anonymous	25
		----- 1,427 -----

ANNEXURE – E

DEPARTMENT WISE PARTICULARS OF COMPLAINTS RECEIVED, DISPOSED OF AND PENDING DURING THE YEAR-2009

Sl. No.	Department Name	Pending As on 31.12.2008	Received During the year 2009	Rejected in limine	Closed after P.V.	Closed after grievance redressed	Closed after F.I.	Pending As on 31.12.2009
1	Agriculture	12	10	NIL	08	01	NIL	13
2	Animal Husbandry	01	06	NIL	02	NIL	NIL	05
3	Boards	13	14	01	03	02	NIL	21
4	Co-Operation	04	20	03	02	02	NIL	17
5	Commercial Taxes	04	01	NIL	01	NIL	NIL	04
6	Corporation	14	23	01	05	02	NIL	29
7	Education	74	79	04	25	14	NIL	110
8	Elected Persons	03	13	NIL	04	NIL	NIL	12
9	Employment & Training	01	04	NIL	03	NIL	NIL	02
10	Endowments	87	26	03	16	04	NIL	90
11	Excise	06	05	NIL	04	NIL	NIL	07
12	Fire Service	01	03	02	01	NIL	NIL	01
13	Fisheries	04	04	NIL	01	NIL	NIL	07
14	Forest	11	10	NIL	06	01	NIL	14
15	Industries	05	26	01	10	NIL	NIL	20
16	Irrigation	81	37	02	39	03	NIL	74
17	Labour	24	02	NIL	07	01	NIL	18
18	Local funds	01	NIL	NIL	NIL	NIL	NIL	01
19	Marketing	02	NIL	NIL	01	NIL	NIL	01
20	Medical & Health	74	58	NIL	33	09	NIL	90

21	Mines & Geology	01	02	01	01	NIL	NIL	01
22	Miscellaneous	138	186	19	116	19	NIL	170
23	Municipal Administration	174	241	09	111	69	NIL	226
24	Panchayat Raj	106	119	04	65	24	NIL	132
25	Police	63	84	11	56	03	NIL	77
26	Printing & Stationery	NIL	02	NIL	01	NIL	NIL	01
27	Public Libraries	04	03	01	02	NIL	NIL	04
28	Revenue	397	376	18	219	52	NIL	484
29	Transport, Roads and Buildings	13	18	NIL	11	02	NIL	18
30	Registration & Stamps	24	17	03	08	02	NIL	28
31	Social Welfare	30	20	02	17	04	NIL	27
32	Technical Education	NIL	01	NIL	NIL	NIL	NIL	01
33	Treasuries and Accounts	15	08	NIL	03	05	NIL	15
34	Tribal Welfare	04	05	NIL	02	NIL	NIL	07
35	Information & Public Relation	02	04	NIL	01	NIL	NIL	05
	TOTAL	1393	1427	85	784	219	NIL	1732

ANNEXURE - F

STATEMENT SHOWING THE NUMBER OF COMPLAINTS (FINAL INVESTIGATION) PENDING, RECEIVED AND DISPOSED OF DURING THE YEAR 2009.

	TOTAL
01. Number of complaints Pending as on 1.1.2009	05
02. No. of complaints in which final Investigation ordered during the Year 2009	02
03. Number of complaints available for disposal during the year - 2009	07
04. No. of complaints disposed off during the year - 2009	Nil
05. No. of complaints pending as on 31.12.2009	07
06. Number of complaints pending in Courts	
i) Stayed by the High Court -	01
ii) Pending in Supreme Court -	01
07. No. of complaints in which punishments Recommended	Nil

ANNEXURE – G

SANCTIONED CADRE STRENGTH OF POSTS

S.No.	Name of the Post	Scale of Pay	No. of Posts
1	Registrar	25600-30765	1
2	Director (Legal)	21550-30765	1
3	Deputy Registrar	16925-30765	1
4	Deputy Director (Legal)	- do -	1
5	Secretary to Lokayukta	- do -	1
6	Director (Investigation)	Cadre Post	1
7	Assistant Registrar	12385-27750	1
8	Assistant Registrar (Judl.)	- do -	1
9	Assistant Registrar (Accounts)	- do -	1
10	Deputy Director (Investigation)	10845-22955	4
11	P.A. to Lokayukta	9285-21550	1
12	P.A. to Upa Lokayukta	- do -	1
13	P.A. to Registrar	- do -	1
14	Section Officer	- do -	5
15	Accounts Officer	- do -	1
16	Investigating Officer	- do -	5
17	Special Category Stenographer	7385-17475	4
18	U.D. Stenographer	6675-15500	4
19	Assistant Section Officer	6675-15500	10
20	Librarian	6195-14175	1

21	U.D. Accountant	6195-14175	1
22	Steno-Typist	5470-12325	4
23	Typist	4825-10845	6
24	Assistant	- do -	12
25	Drivers	4370-9775	7
26	Motor Cycle Messenger	- do -	1
27	Record Assistants	4260-9520	3
28	Roneo Operator	- do -	2
29	Police Constable and Orderly	4825-10845	13
30	Jamedar	4260-9520	2
31	Attender	3850-8600	24
32	Chowkidar	- do -	4
33	Sweeper-cum-Scavenger	- do -	4
34	Gardener	- do -	2
	Total		131

(One hundred and thirty one only)