

LOKPAL OF INDIA
[Plot No. 6, Institutional Area, Phase-II, Vasant Kunj]
New Delhi

Complaint Nos. : 106/2023
Date : 31st May, 2023.
Coram : **Justice Pradip Kumar Mohanty**
Hon'ble Acting Chairperson

Justice Abhilasha Kumari
Judicial Member

Shri Dinesh Kumar Jain
Member

Smt. Archana Ramasundaram
Member

Shri Mahender Singh,
Member.

ORDER

Perused the complaint.

2. This complaint is directed against the Branch Manager of State Bank of India (SBI), referred to in the complaint as "SBI Kum Bank, Alwar Branch" in particular, and the Bank in general. The grievance of the complainant is that an amount of Rs. 26,500/- that was withdrawn/debited from his SBI account by online/cyber fraud on 01.12.2022, has not been returned to his bank account by the SBI. The complainant had also been allegedly defrauded of Rs. 5000/- from his account in the Punjab National Bank (PNB), but that amount has been returned by the Bank.

3. The complainant appears to have addressed a complaint to the "Lokpal, Jaipur" and also filed a police complaint in this regard.



4. Looking to the subject-matter of the complaint, we are of the view that it does not fall under the scope and ambit of the Lokpal and Lokayuktas Act, 2013, therefore, no action is necessary on this complaint.

5. The complainant is, however, at liberty to pursue the remedies already availed of by him, for the redressal of his grievances.

6. Accordingly, the complaint stands disposed of.


COURT MASTER,
LOKPAL OF INDIA.

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