

LOKPAL OF INDIA
Plot No.6, Institutional Area, Phase-II
Vasant Kunj
New Delhi - 110070

Complaint No(s). : 113/2023

Date : 31st May, 2023.

Coram : **Shri Justice Pradip Kumar Mohanty**
Acting Chairperson

Smt. Justice Abhilasha Kumari
Judicial Member

Shri Dinesh Kumar Jain
Member

Smt. Archana Ramasundaram
Member

Shri Mahender Singh
Member

ORDER

Perused the complaint.

2. The complaint has been received from the 'lokpalonline' portal. Along with the complaint, a letter addressed to the Lokpal of India has been enclosed. The said letter does not bear any signature. It is also seen that the online complaint has been filed by the complainant on behalf of his mother.

3. The complaint is against officials of the State Bank of India (SBI) and the allegation is that the said officials have prevented his mother from withdrawing money from her SBI bank account by blocking her debit card without her permission. It has also been alleged that some complaints have been raised in the name of the mother of the complainant, although she has not filed any complaint. The complainant's mother also appears to have been prevented from withdrawing money using her cheque book.

4. The mother of the complainant has demanded departmental proceedings and action against the concerned officials of the bank.



5. We have gone through the complaint and the letter annexed with the complaint and we are of the view that the subject matter of the complaint is not covered by the mandate provided to the Lokpal under the Lokpal and Lokayuktas Act, 2013. Therefore, there is no need to pass any order in this case. However, the complainant is at liberty to approach appropriate authorities like Banking Ombudsman, etc.

6. With these remarks, the complaint is disposed of.


Court Master
Lokpal of India

/RR/