

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

Complaint No. : 115/2024 (arising out of Dy.No.992024)

Date : 17.05.2024

Coram : **Shri Justice A M Khanwilkar**
Chairperson

Shri Justice L Narayana Swamy
Judicial Member

Shri Justice Sanjay Yadav
Judicial Member

Shri Sushil Chandra
Member

Shri Justice Ritu Raj Awasthi
Judicial Member

Shri Ajay Tirkey
Member

ORDER

1. The complaint is placed before the Full Bench for consideration of the Scrutiny Report and to pass appropriate order.

2. This is a second complaint from the complainant on the same matter against the Branch Manager of State Bank of India (SBI), Patan Unnao, Uttar



Pradesh, wherein he has alleged that he was lured and was given a General Insurance named as Arogya Plus Policy.

3. The complainant, in his earlier complaint dated 20.03.2024, had stated that although he had given an application for refund of money citing his financial condition, he has neither received the refund nor any reply in this regard. The only difference is that the earlier complaint was filed prior to the reply dated 15.04.2024 received by the complainant from RBI. The previous complaint, registered as complaint No.61/2024, was disposed of vide Order dated 19.04.2024 of the Hon'ble Full Bench of the Lokpal of India, wherein it was observed that -

"...the complaint does not contain any specific allegation of corruption within the meaning of the Prevention of Corruption Act, 1988. Hence, action by the Lokpal of India under the provisions of the Lokpal and Lokayuktas Act, 2013 is not warranted. Therefore, no order needs to be passed in the matter."

A copy of this Lokpal Order dated 19.04.2024 was forwarded to the Secretary (DFS), Ministry of Finance, Government of India, for information.

4. It is noted that in the instant complaint, the complainant has enclosed a letter dated 15.04.2024 of the RBI addressed to the complainant wherein it has been informed that the SBI has processed the refund and the same shall be credited to his account within 6-7 working days. The complainant has further submitted that despite a lapse of fifteen working days, no refund has been credited by the bank in his account.



5. As an Order has already been passed by the Lokpal of India in Complaint No. 61/2024, no further action is warranted on the basis of the instant complaint.

6. Complaint is thus disposed of. Ordered accordingly.


(Court Master)