

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

Complaint No(s). : 118/2023

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 filed on the online portal. Along with the complaint, a letter addressed to the Hon'ble Chief Minister of Uttar Pradesh has been enclosed.

3. In the letter addressed to Hon'ble CM, the complainant has alleged fraudulent withdrawal of money from his bank account in State Bank of India, Neemsar. He has stated that on 06.04.2023 he had gone to withdraw some money from the SBI ATM and when he could not do so, he sought help from another person. From his complaint it appears that the other person exchanged his ATM Card with the complainant's ATM cum debit card and used it further for fraudulent withdrawals and purchases. The complainant has given details of the amount withdrawn as cash from the ATM and the purchases made using his card.



4. The Bench has gone through the documents filed along with the complaint. The Full Bench is of the view that the subject matter is not covered by the mandate provided to Lokpal of India under the Lokpal and Lokayuktas Act, 2013. Hence, there is no need to pass any Order in this matter under the Lokpal and Lokayuktas Act, 2013. However, the complaint may consider approaching authority(ies) having jurisdiction over such matters such as Banking Ombudsman etc.

5. With these observations, the complaint is disposed of.


Court Master
Lokpal of India

/RR/