

Lokpal of India
Plot No.6, Vasant Kunj Institutional Area – Phase-II
New Delhi – 110070

Complaint No. : 123/2024 (arising out of Dy.No.1122024)

Date : 24.05.2024.

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

Shri Justice L. Narayana Swamy
Judicial Member

Shri Sushil Chandra
Member

Shri Pankaj Kumar
Member

Shri Ajay Tirkey
Member

ORDER

1. This complaint, submitted on 12.05.2024, is against the Nodal Officer of the Axis Bank, concerning a transaction of Rs. 22,441.02/- done on 17.03.2024 from the credit card of the complainant without receiving any OTP and email in that regard. The complainant desires that the Lokpal do investigate this acts



of commission and omission of the Nodal Officer of the Axis Bank.

2. The complaint, as filed, is defective in the following respects:
 - a. The complainant has mentioned the designation instead of the name of the public servant in Column 1, Part C of the Complaint Form.
 - b. The complainant has mentioned the organisation instead of the designation of the public servant in Column 2, Part C of the Complaint Form.
 - c. Column 6, Part C of the Complaint Form has been left blank (particulars/list of documents relied upon by the Complainant in support of the allegation).
 - d. Although the complainant has marked 'Yes' in this column (Column 7, Part C of the Complaint Form), there is no list provided.
 - e. The complaint has been received through the LokpalOnline portal. The physical copy of the same has not been received (due dated 27.05.2024).

We disregard these defects and proceed to answer the jurisdictional issue in regard to the complaint as filed .

3. As mentioned earlier, the complaint is against the Nodal Officer of the Axis Bank, which is not a Government/ Public Sector undertaking controlled by the Government of India. Resultantly,

the Nodal Officer of the Axis Bank (being a private bank), will not come within the purview of Section 14 of the Lokpal and Lokayuktas Act, 2013 (Act of 2013). For which reason, the Lokpal cannot exercise jurisdiction under the Act of 2013, concerning such complaint. We do not wish to make any further comment including on the merits of the allegation, having noted that the Lokpal does not have jurisdiction in the matter.

4. Accordingly, this complaint is being disposed of as barred by jurisdiction.
5. Ordered accordingly.



(Court Master)