

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

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Complaint No(s). : 124//2023

Date : 13<sup>th</sup> June, 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 dated 11.05.2023 has been filed by the complainant through 'lokpalonline'. Although certain deficiencies were noted in the complaint, it was decided to condone these and take a decision on the complaint based upon the details made available and on the merits of the case.

3. The complaint is against officials of the Balasore-Bhadrak Central Cooperative Bank and the Secretary of the Bhatapara Service Cooperative Society Limited. From the papers attached with the complaint, it appears that the complainant had applied for a loan from the Cooperative Society under the Scheme for Promotion of Dairy Entrepreneurship (PDE) in Odisha. It has been alleged that as a pre-condition for the sanction of this loan, he was directed to put some money by way of deposit in the society/ Bank, which he did. The complainant's allegation is that despite the deposit made by him, he got only part of the sanctioned amount as a loan. It also appears that he wanted to encash his deposits to enable him to meet expenses for the treatment of his ailing wife. However, as per his allegation, the



Cooperative Society and the Bank did not help him at all. As a result of this, he has suffered immensely, both mentally and financially.


4. The complainant has approached various authorities including the Managing Director of the Orissa State Cooperative Bank Limited, the Secretary of the General Administration and Public Grievance Department, Govt. of Odisha, the Ombudsman, RBI and the Department handling Cooperative Societies in the Government of Odisha. The complainant's grievance is that the issues raised by him are not getting addressed despite having approached so many authorities.

5. We have carefully perused the complaint and the documents annexed. From the documents annexed, it appears that despite having approached various authorities, the complainant's grievance is not getting redressed. However, the subject matter of the complaint is beyond 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.

6. Taking note of the subject matter of the complainant's grievance and the pain and agony that may have been caused to the complainant, the Bench decided that these papers be referred to the Chief Secretary, Government of Odisha for taking necessary action at his end.

7. Registry, Lokpal of India is directed to take action accordingly.

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

  
Court Master  
Lokpal of India