

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

Complaint No. :124/2024 (arising out of Dy.No.1132024)

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

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

2. Perused the Scrutiny Report.

3. The complaint dated 14.05.2024 has been filed through the LokpalOnline portal and the physical copy of the complaint has also been received. The scrutiny report has pointed out various deficiencies in Part-A and Part-C of the form of complaint in respect of this complaint.

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4. We deem it appropriate to condone the remarks made in the Scrutiny Report.

5. The complaint is made against an individual (name mentioned in the complaint) who appears to be an SBI Life Insurance Policy Agent in the Panipat Office of Haryana. The complaint appears to be drafted by a third person on behalf of the complainant and is unsigned and it is not known to whom it is addressed. The contents of the letter disclose the complainant to be a 72 year old illiterate lady and has alleged that the said SBI Life Insurance Policy Agent had misrepresented the facts and fraudulently opened an SBI Life Insurance Policy instead of making a Fixed Deposit in her name without her consent and the amount was also debited from her account. It is also informed that despite the promise to terminate the policy and refund her money with interest, the bank is delaying the matter till date. The complainant has prayed for a full refund with interest and to take suitable action against the official(s) in order to prevent such misconduct in the future.

6. The Full Bench having perused the complaint and the document attached with the complaint is of the view that no discernible allegation of commission of an offence of corruption as defined under the Prevention of Corruption Act, 1988.



7. In view of the above, we are not inclined to entertain this complaint. Hence, no order needs to be passed in the matter.

8. Accordingly, the complaint is disposed of with liberty to the complainant to approach the appropriate authority for redressal of her grievance, if she so desires.


(Court Master)