

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

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Complaint No. : 135/2021.  
Date : 1st June, 2023.  
**Coram** : **Justice Abhilasha Kumari**  
**Judicial Member**  
**Smt. Archana Ramasundaram**  
**Member**  
**Shri Mahender Singh**  
**Member**

**ORDER**

This complaint against 31 public servants of the Bank of India (the Bank), was heard extensively by the Division Bench and, after following the procedure delineated in the Lokpal and Lokayuktas Act, 2013, the complaint was finally disposed of vide Judgement dated 14<sup>th</sup> February, 2023. While disposing of the said complaint, certain directions were issued in respect of the concerned public servants and certain systemic improvements were suggested to the Bank.

2. Thereafter, the Registry of the Lokpal of India has put up the matter, after it received an Action Taken Report dated 20<sup>th</sup> May, 2023 from the Bank, wherein the action taken pursuant to the directions issued by the Division Bench vide Judgement dated 14.02.2023, as well as systemic improvements, have been explained.

3. The Action Taken Report has been perused and taken on record. The concerns expressed by us have been adequately



addressed. We hope that the directions and systemic improvements will be strictly adhered to by the authorities/officers of the Bank.

4. A copy of this Action Taken Report will be shared with the Central Vigilance Commission (CVC) also to ensure that such system improvement measures are replicated in other banks/related financial bodies also.

5. With these observations, the matter is closed.



COURT MASTER,  
LOKPAL OF INDIA.

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