

**LOKPAL OF INDIA**  
**[Plot No. 6, Institutional Area, Phase-II, Vasant Kunj]**  
**New Delhi**  
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Complaint Nos. : 164/2023  
Date : 29<sup>th</sup> August, 2023.  
**Coram** : **Justice Pradip Kumar Mohanty**  
**Hon'ble Acting Chairperson**  
  
**Justice Abhilasha Kumari**  
**Judicial Member**  
  
**Shri Dinesh Kumar Jain**  
**Member**  
  
**Smt. Archana Ramasundaram**  
**Member**  
  
**Shri Mahender Singh,**  
**Member.**

**ORDER**

Perused the complaint.

2. This complaint is directed against the Manager, Punjab National Bank, Baravni, District Begusarai, Bihar, who has not been named by the complainant. The complainant states that he has wrongly and inadvertently transferred an amount of Rs. 65,000/- [rupees sixty five thousand] from his Savings Bank Account No. 11612597602 on 21.12.2022, into a wrong Bank account while using the application PhonePe. He has lodged a complaint in this regard (CRMID 1996202) but, till date, the issue has not been resolved and the money has not been refunded into his bank account. He has prayed that the amount may be refunded to his account.



3. We have perused the complaint and considered its contents. The grievance of the complainant arises from his wrongly transferring the amount to another account which, at the most, constitutes a flawed banking transaction in which no bank official appears to be involved. There is no element of corruption and no such allegation has been made.
4. The subject-matter of the complaint does not fall within the parameters of the Lokpal and Lokayuktas Act, therefore, the Full Bench of the Lokpal of India is not inclined to take any action in the matter.
5. However, the complainant is at liberty to follow-up the complaint already made by him, with the concerned superior officers of the Bank or the RBI Ombudsman, if he so desires.
6. Accordingly, the complaint stands disposed of.

  
COURT MASTER,  
LOKPAL OF INDIA.