

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

Complaint No. : 191/2023.
Date : 22nd December, 2023.
Coram : **Justice Abhilasha Kumari**
Judicial Member

Smt. Archana Ramasundaram
Member

Shri Mahender Singh
Member

ORDER

The complaint was perused by the Full Bench of the Lokpal of India on 8th November, 2023. By an order of that date, the Full Bench had directed that comments of the Chairman & Managing Director (CMD), State Bank of India (SBI), may be called for. It was also directed that a copy of this order may be sent to the Director of Treasury & Accounts, Rajasthan.

2. In compliance with the above mentioned order of the Full Bench, the State Bank of India has submitted a Status Report vide their letter dated 12.12.2023. It has been informed that the complainant has been drawing family pension from the Government of Rajasthan and her pension file up to December, 2021 was maintained at the SBI Gudha Gorji Branch District



Jhunjhunu, being the pension paying branch through SB Account No. 39307537697.

3. In December, 2021, the Directorate of Pension & Pensioners Welfare, Government of Rajasthan vide their letter dated 16.12.2021, advised the SBI regarding migration of facility of pension payment to the Pay-Manager software and thereby facility of pension payment was withdrawn from the Public Sector Bank with effect from December, 2021.

4. Accordingly, the pension of the complainant was migrated from SBI, Gudha Gorji Branch to Treasure Office, Jhunjhunu for payment of pension through Pay-Manager software. Thus, up to November, 2021, payment of pension to the complainant was facilitated through SBI CPPC, Jaipur and at present, she is getting pension from Treasury Office, Jhunjhunu of the Government of Rajasthan.

5. Since the original file of the complainant was lost, the SBI Branch has initiated action for obtaining a duplicate PPOs and a letter dated 17.11.2023 has been sent to the Treasury Officer, Jhunjhunu, in this regard.

6. A letter dated 29.11.2023 has been received from the Directorate of Treasury and Accounts, Jaipur. It has been informed that on the basis of the letter from the concerned Branch of the SBI regarding loss of original papers, duplicate copy copies have been prepared and pension @ 22,000/- [rupees twenty two thousand] per month, is being paid to the complainant since February, 2023 and a payment of arrears of Rs. 38555/- [rupees thirty thousand eight thousand five hundred fifty five] has also

been paid. It is also informed that the action has been completed and the grievance of the complainant has been redressed.

7. In view of the above, since the grievance of the complainant has been redressed and pension is being paid, no further action is required.

8. In view of the above, the complaint is closed and disposed of.


COURT MASTER
LOKPAL OF INDIA