

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

\*\*\*

Complaint No. : 23/2023

Date : 8<sup>th</sup> February, 2023.

**Coram** : **Justice Pradip Kumar Mohanty**  
**Acting Chairperson**

**Justice Abhilasha Kumari**  
**Judicial Member**

**Smt. Archana Ramasundaram**  
**Member**

**Shri Mahender Singh**  
**Member**

**Dr. Indrajeet P Gautam**  
**Member**

**ORDER**

Perused the complaint.

The complaint is against employees of Jana Small Finance Bank. The complainant has alleged that he was asked to deposit an amount of Rs.2360/- as non-refundable application fee for processing his loan application. Despite the amount having been paid, the said finance bank is not processing his home loan application. The issue involved in the complaint is outside the purview of the Lokpal & Lokayuktas Act, 2013. Hence, no order needs to be passed in the matter. The complainant is, however, at liberty to pursue his complaint with the appropriate authorities.

Contd...2/-

*[Handwritten Signature]*

Accordingly, the complaint stands disposed of.

*Long*

/RK/