

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

Complaint No. :235/2024 (arising out of Dy.No.2712024)

Date : 22nd November, 2024.

Coram : **Shri Justice A. M. Khanwilkar**
Chairperson

Shri Justice L. Narayana Swamy
Judicial Member

Shri Justice Sanjay Yadav
Judicial Member

Shri Sushil Chandra
Member

Shri Justice Ritu Raj Awasthi
Judicial Member

Shri Pankaj Kumar
Member

Shri Ajay Tirkey
Member

ORDER

1. The complaint has been placed before us along with Scrutiny Report which points out following defects.

- (i) The complainant has not furnished *the name of the public servant(s) complained against (S.No. 1 of part C of the complaint form)*.



- (ii) *The complainant has not furnished the present designation of the public servant(s) complained against (S.No. 2 of part C of the complaint form).*
- (iii) *The complainant has not furnished the post held by the public servant(s) at the time of commission of alleged offence (S.No. 8 of part C of the complaint form).*
- (iv) *A signed statement of allegations has not been enclosed.*
- (v) *The complaint has been received through LokpalOnline portal, however, the physical copy of the same has not been received (Due date- 24.11.2024). Since the parts of the complaint form are generated by the Lokpal Online Portal, the same are unsigned.*

2. The Complainant has alleged that an unauthorized transaction of Rs. 35,579.23 has taken place from his ICICI Bank Credit Card, which he claims was not made by him. It is stated that despite notifying ICICI Bank Customer Care Service and filing a complaint with the Cyber Crime Branch, neither the Bank has responded nor investigation has been done in the matter. The Bank is now making a demand for the payment of the said amount.

3. First of all, the Complainant has not made any allegation against any individual public servant. For, he has not named the public servant nor has given designation or post held by the public servant. The complaint has been made against the ICICI Bank without there being any allegation of corruption.



4. Since there is no allegation of corruption, which unless pleaded and substantiated with cogent evidence, will not attract the jurisdiction of Lokpal.
5. In view of above, no fruitful purpose will be served by giving opportunity to the Complainant to cure the defects.
6. The complaint is disposed of with liberty to the Complainant to pursue other appropriate legal remedy as may be available to him under law.

Sd/-
(Justice A.M. Khanwilkar)
Chairperson

Sd/-
(Justice L Narayana Swamy)
Judicial Member

Sd/-
(Justice Sanjay Yadav)
Judicial Member

Sd/-
(Sushil Chandra)
Member

Sd/-
(Justice Ritu Raj Awasthi)
Judicial Member

Sd/-
(Pankaj Kumar)
Member

Sd/-
(Ajay Tirkey)
Member


(Court Master)