

Lokpal of India
Plot No.6, Vasant Kunj Institutional Area – Phase-II
New Delhi – 110070

Complaint No. : **36/2025 (arising out of Dy.No. 442025)**

Date : **14.02.2025**

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

Shri Justice L. Narayana Swamy
Member

Shri Justice Sanjay Yadav
Member

Shri Sushil Chandra
Member

Shri Justice Ritu Raj Awasthy
Member

Shri Ajay Tirkey
Member

ORDER

1. The complaint dated 06.02.2025 is against the officials of Axis Bank Ltd.
2. The Registry of the Lokpal has pointed out the following defects in its Scrutiny Report dated 07.02.2025.

a. *"The complainant has not provided a signed notarized affidavit on non-judicial stamp paper.*



- b. The complainant has not enclosed a signed statement of allegations.*
- c. The complaint has been received through LokpalOnline portal, however, the physical copy of the same has not been received (Due date 21.02.2025).*
- d. Since the parts of the complaint form are generated by the Lokpal Online Portal, the same are unsigned.*

3. Even if we were to condone the defects mentioned in the Scrutiny Report and proceed further with the complaint, it would be futile for the reason stated hereinafter.

4. The complaint is against the CGM (BO) and GM of Axis Bank Ltd. The exact allegations of corruption cannot be ascertained from Part-C of the complaint form. However, from examination of documents attached with the complaint form, it appears that the complainant had filed a complaint against Axis Bank with the Reserve Bank of India (RBI) Ombudsman, for providing of physical copy of the credit card statement. That complaint has been rejected on 01.02.2025, under Clause 16(2)(a) of Reserve Bank – Integrated Ombudsman Scheme, 2021 (RB-

IOS).

5. Be that as it may. As the allegations are against an official of Axis Bank Ltd., being not covered under Section 14 of the Lokpal and Lokayuktas Act, 2013, the Lokpal has no jurisdiction to look into the allegations in this complaint. Hence, we decline to entertain this complaint.
6. Accordingly, the complaint is disposed of. The complainant is free to pursue the matter before other appropriate forum for redressal of his grievance, if so advised.

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

Sd/-
(Justice L. Narayana Swamy)
Member

Sd/-
(Justice Sanjay Yadav)
Member

Sd/-
(Sushil Chandra)
Member

Sd/-
(Justice Ritu Raj Awasthi)
Member

Sd/-
(Ajay Tirkey)
Member


(Court Master)

//AKI/