

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

Complaint No. : 4492/2022

Date : 18th January, 2023

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

Smt. Justice Abhilasha Kumari
Judicial Member

Shri Dinesh Kumar Jain
Member

Smt. Archana Ramasundaram
Member

Shri Mahender Singh
Member

Dr. Indrajeet Prasad Gautam
Member

ORDER

1. Perused the complaint.

2. The complainant has filed this complaint against officials of Bank of Baroda. Although some deficiencies were noticed in the complaint filed, it was decided that in the interest of justice, the complaint may be considered and a decision may be taken, on the basis of merits of the case.

3. The complainant has enclosed only a photocopy of a letter that has been addressed to the Banking Ombudsman. No separate letter/request has been addressed to Lokpal of India.

4. From the complaint it is seen that the complainant has done an online transfer of Rs.5,000/- on 15.07.2020 through a mobile App from his State Bank of India account to one lady named in the complaint who is holding an account in Rajasthan Kshetriya Gramin Bank of Baroda, Bharatpur. Due to a wrong IFSC code keyed in, this amount has been credited to the account of someone other than for whom it was intended.

The complainant wants a refund of the amount that has been credited to someone else's account.

5. The Full Bench of the Lokpal of India has considered the contents of the complaint and is of the view that as there are no allegations of corruption, the matter is not covered by the mandate provided to the Lokpal under the Lokpal and Lokayuktas Act, 2013.

6. The complaint is accordingly, disposed of. The complainant is at liberty to pursue his case with appropriate authorities including Banking Ombudsman for redressal.

6/7

/RR/