

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

Complaint No. :47/2025 (arising out of Dy.No.612025)

Date : 28.02.2025

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

Shri Justice L. Narayana Swamy
Member

Shri Sushil Chandra
Member

Shri Pankaj Kumar
Member

Shri Ajay Tirkey
Member

ORDER

1. The complaint is placed before the Full Bench for consideration of the Scrutiny Report and to pass appropriate order.

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2. Perused the Scrutiny Report. Even if we were to condone the defects, no fruitful purpose would be served for the reasons mentioned hereunder.
3. The complainant has alleged commission of fraud by an insurance company agent in terms of a fraudulent scheme under which the complainant was defrauded into taking up multiple insurance policies. The complainant has further alleged failure of the company i.e. Bharti AXA Life Insurance Company, to take adequate action against the agent. It is observed that the complainant has also approached the Insurance Regulatory and Development Authority of India (IRDAI) in the matter.
4. Having perused the complaint and allegations therein, it is observed that the complaint is not against a public servant within the meaning of Section 14 of the Lokpal and Lokayuktas Act, 2013 (Act). Hence, action by the Lokpal of India under the provisions of the Act is untenable for want of jurisdiction.
5. Accordingly, the complaint is disposed of. The disposal of this complaint will, however, not preclude the complainant to pursue



other appropriate remedies, as may be advised and permissible in law.

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

Sd/-
(Justice L. Narayana Swamy)
Member

Sd/-
(Sushil Chandra)
Member

Sd/-
(Pankaj Kumar)
Member

Sd/-
(Ajay Tirkey)
Member


(Court Master)