

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

Complaint No. : 50 / 2024

Date : 10th April, 2024

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

Shri Justice L Narayana Swamy
Judicial Member

Shri Sushil Chandra
Member

Shri Justice Ritu Raj Awasthi
Judicial Member

Shri Pankaj Kumar
Member

Shri Ajay Tirkey
Member

ORDER

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

2. Perused the Scrutiny Report and gone through the records.
3. The complaint is against a Sales Officer of Kotak Mahindra Bank Ltd., Surat, Gujarat. The complainant has alleged that the aforementioned bank employee secured a job by misusing the personal documents and forging the signature of the complainant.



He has also stated that the said bank employee has enclosed documents along with his application which were not attested and that the said bank employee was therefore appointed without any certification. It was only when the complainant received information regarding the alleged illegal appointment, the complainant has filed this complaint. The complainant has alleged that :-

- (i) the appointee is a candidate belonging to SC; however he has mentioned that he belongs to OBC category;
- (ii) the appointee is already married. The date of his marriage is 05.05.2023 whereas he has wrongfully stated that he is unmarried;
- (iii) The residential address which has been stated in his application is actually the residential address of the complainant. The appointee has used the documents of the complainant's residential address unlawfully;
- (iv) The appointee has similarly given wrong details regarding members of his family stating the details of his mother only; whereas his father and wife are also with him;
- (v) The appointee has stated and given details of work experience at the complainant's office. However, the complainant alleges that the appointee was never employed in his office;
- (vi) As for the witnesses, the appointee has given the names and addresses of the complainant and his brother, forging the signatures of the complainant as well as that of his brother.

4. The complainant alleges that despite reporting the matter to the employee's superior, no action was taken allowing the employee to continue in his position. Furthermore, the complainant states that he has suffered financial and mental losses due to the employee's actions. The complainant has requested the Banking Ombudsman



that the appointment of the aforesaid bank employee be cancelled and that the salary and emoluments received by the employee be recovered from him and disciplinary action be taken against the concerned.

5. After going through the complaint, it appears that the complaint does not contain any allegation of corruption against the named public servants as such. In other words, action by the Lokpal of India under the provisions of the Lokpal and Lokayuktas Act, 2013, is not warranted. Therefore, no order needs to be passed in the matter.

6. Accordingly, the complaint is disposed of, granting liberty to the complainant to approach the appropriate forum, if he so desires.


COURT MASTER
LOKPAL OF INDIA