

LOKPAL OF INDIA

**Plot No. 6, Institutional Area, Phase- II
Vasant Kunj
New Delhi - 110070**

Complaint No. : 52/2023

Date : 1st March, 2023

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

Justice Abhilasha Kumari
Judicial Member

Shri Dinesh Kumar Jain
Member

Smt. Archana Ramasundaram
Member

Shri Mahender Singh
Member

Dr. Indrajeet Prasad Gautam
Member

ORDER

The complaint has been filed by an ex-service man of Indian Navy. He has levelled allegations against the Manager, Bank of India, Sumandal Branch, District Ganjam, Odisha for having connived with his younger brother who is a High School teacher in Ganjam district of Odisha.

2. The complainant has alleged that after the death of his father in the year 2012, who was also an ex-service man, gross irregularities and fraud have been committed in the disbursement of family pension to his mother till her death in the year 2021. He has provided a statement giving the period for which pension was not credited to his mother's account.

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3. He has further alleged that the said Bank Manager was making cash payments in connivance with his younger brother against the withdrawal slips containing thumb impression of his mother, while his mother was bed-ridden and was not in a position to go to the bank personally to withdraw money. This, he alleges, was in violation of the procedures and the guidelines issued by RBI, relating to facility for withdrawal of pension by old/sick/disabled/incapacitated pensioners. The complainant has enclosed a copy of the letter received by him from the Bank of India, enclosing copies of bank statements, in reply to his complaint. It has also been alleged that the said Bank Manager had also not properly verified the documents required for awarding family pension as he had endorsed the date of birth of his mother based on an inaccurate Aadhaar Card.

4. The complainant has further alleged that his younger brother, who was the nominee of his mother's pension account, had submitted a forged death certificate to the bank as this death certificate showed the place of her death at 'hospital' whereas his mother had died at home. The complainant has stated that he had sent several complaints to the Birth and Death Section of the Health Department but did not receive any reply.

5. The complainant has also alleged that his younger brother had taken 180 grams of gold and 2 kgs. of silver from the body of his mother soon after her demise. His brother has also filed a partition case before the Hon'ble Court of Civil Judge (Senior Division), Kodala.

6. The complainant had approached the bank concerned, Banking Ombudsman and had also filed RTI appeals online but the complaints were closed. The complainant has requested the Lokpal to intervene.

7. Having perused the complaint and the enclosed documents, we gather the impression that it appears to be more of a dispute between the complainant and

his younger brother who appears to be the nominee of their late mother in the bank records. As the recipient of the family pension, i.e. the mother of the complainant has passed away, no proper enquiry appears to be feasible to prove the authenticity of his claim. Regarding the partition suit filed by the complainant's brother, the matter appears to be pending before the Hon'ble Civil Court, Kodala.

8. In view of the above, the Full Bench is not inclined to intervene in the matter.

9. Accordingly, the complaint is disposed of, granting liberty to the complainant to pursue the matter with the authorities / Court concerned.

by

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