

IN THE HIGH COURT OF JUDICATURE AT MADRAS

DATED : 07.07.2022

CORAM:

THE HONOURABLE MR.JUSTICE R.SUBRAMANIAN

W.P.NO.33452 OF 2019

AND

W.M.P.NOS.33925 OF 2019, 8410 & 8411 OF 2021

K.Mandanna

... Petitioner

Vs.

1. The Nodal Officer,
SBI Credit Card,
PO Bag 28, GPO, New Delhi - 110001.
(Principalnodalofficer@sbicard.com)
2. The Chargeback Team SBI Credit Card,
Rep. By its Manager,
DLF Infinity Towers, Toner C,
10-12 Floor, Block 2,
Cyber City, Guragaon - 12002.
3. SBI Credit Card,
Rep. By its Manager,
No.141, 10th Floor, TVH Agnitio Park,
Rajiv Gandhi Salai, Kandanchavadi,
Chennai - 600096.
4. The Superintendent of Police,
Nelagiri District, Ooty.

... Respondents

Prayer: Writ Petition filed under Article 226 of the Constitution of India seeking issuance of Writ of Mandamus, directing the 1 to 3 respondents to take action on the petitioner's complaints dated 28.06.2019 and 22.07.2019 and complete the internal enquiry as per procedure as contemplating in Grievance Redressal Policy.

For Petitioner : Mr.P.Subbramanian for
Ms.Kanimozhi Mathi

For Respondents : Mr.K.Mohan Das for R1 to R3
Mr.K.Suresh
Government Advocate for R4

O R D E R

The prayer in the Writ Petition reads as follows:-

directing the 1 to 3 respondents to take action on the petitioner's complaints dated 28.06.2019 and 22.07.2019 and complete the internal enquiry as per procedure as contemplating in Grievance Redressal Policy.

2.The grievance of the petitioner is that the fraud has been perpetrated on him by an unknown hacker, who according to the petitioner has been favoured with some information by the respondents 1 to 3.

3.According to the petitioner, he has made a complaint to the respondents 1 to 3 and a grievance redressal mechanism has been put in place, which deals with such situation and enables the respondents 1 to 3 to redress the grievance of the petitioner. The Grievance Redressal Policy has also been produced.

4.Considering the fact that the petitioner has been deceived of certain money, this Writ Petition is disposed of with a direction to the respondents 1 to 3 to look into the grievance of the petitioner and redress the same in accordance with the grievance redressal policy of the respondents 1 to 3. The said exercise shall be completed within a period of two months from the date of receipt of a copy of this order. No costs. Consequently, connected miscellaneous petitions are closed.

Sd/-
Assistant Registrar(L.A)

//True Copy//

Sub Assistant Registrar

kkn

To:-

1. The Nodal Officer,
SBI Credit Card,
PO Bag 28, GPO,
New Delhi - 110001.
(Principalnodalofficer@sbicard.com)

2. The Manager,
Chargeback Team SBI Credit Card,
DLF Infinity Towers, Toner C,
10-12 Floor, Block 2,
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3. The Manager,
SBI Credit Card,
No.141, 10th Floor, TVH Agnitio Park,
Rajiv Gandhi Salai, Kandanchavadi,
Chennai - 600096.
4. The Superintendent of Police,
Nelagiri District, Ooty.

+1cc to M/s.Kanimozhi Mathi, Advocate, S.R.No.43909

+1cc to the Government Pleader, S.R.No.44936

W.P.No.33452 of 2019
and
W.M.P.Nos.33925 of 2019, 8410 & 8411 of 2021

MG(CO)
RLP(27/07/2022)