

IN THE HIGH COURT OF JUDICATURE AT PATNA
Civil Writ Jurisdiction Case No.6772 of 2017

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Mrs. Bandana Kumari Daughter of Ramanand Singh, Address- Flat No. A-1,
Kunti Villa Apartment, Colony- Ambedkar Path, P.S. Rajeev Nagar, P.O.-
B.B. Collage, Patna, Pin Code- 800014.

... .. Petitioner/s

Versus

1. The Governor, Reserve Bank Of India, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai-400 001
2. The Deputy Governor/Appellate Authority, Reserve Bank of India, Customer Education and Protection Department, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai-400001
3. Banking Ombudsman, Patna Bihar and Jharkhand, C/o Reserve Bank of India, Patna- 800001.
4. The Punjab National Bank, Through Zonal Manager, Zonal Office, R-Block Chanakya Tower, Chankya Place, Patna-800001
5. The Branch Manager, Punjab National Bank, Branch- Raja Bazar, Patna, Bihar.

... .. Respondent/s

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Appearance :

For the Petitioner/s	:	Mr.Sanjay Kumar Ojha, Advocate Mr. Rajeev Ranjan, Advocate Mr. Vikas Kumar, Advocate
For the Respondent/s	:	Mr.K.K. Jha, Advocate
For the P.N.B.	:	Mr. Rohit Raj, Advocate

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CORAM: HONOURABLE MR. JUSTICE MOHIT KUMAR SHAH
ORAL ORDER

4 03-07-2024 The present writ petition has been filed
seeking the following reliefs:-

“1. (I) The respondent no. 2, for the act & abstinence of the respondent whereby respondent no. 2 has been unable to pass any order in the Appeal made under legal provision, dated 02.08.2016, against the order of Banking Ombudsman, Patna-Bihar,



order no. B.L.K.(Paina)/133 /2016-17 dated 08.07.2016.

(II) The respondent no. 3, for the act & abstinence of the respondent whereby respondent no. 3 has failed to appreciate his legally defined duty and had summarily rejected the complaint petition made under Banking Ombudsman Scheme, 2006 and when respondent no. 3 seems to be ignorant or he scrupulously has shown his ignorance to the provisions of the Banking Ombudsman Scheme, 2006, and as per his order he isn't able to read & comprehend the breaking open of locker in violation of the existing provisions and as deficiency in banking including other services, though specifically provided statutorily.

(III) The respondent no. 1, for the act & abstinence of the respondents to initiate inquiry by issuing Show Cause Notice cum explanation notice for the acts, omission & abstinence of the respondents, whereby fixing specific responsibility of the respondents.

(IV) The respondent no. 5 /4, to provide compensation along with interest for delayed period, to the petitioner.”

2. At the outset, the learned counsel for the



petitioner seeks a direction upon the Deputy Governor, Customer Education and Protection Department, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai to dispose off the appeal filed by the petitioner (Annexure-6 to the writ petition) against the order dated 08.07.2016 passed by the Banking Ombudsman, Patna, forthwith. It is directed accordingly.

3. The writ petition stands disposed off.

(Mohit Kumar Shah, J)

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