



WEB COPY

W.P.No.14338 of 2023

IN THE HIGH COURT OF JUDICATURE AT MADRAS

DATED: 26.03.2024

CORAM :

THE HONOURABLE DR.JUSTICE ANITA SUMANTH

W.P.No.14338 of 2023

and

W.M.P.No.13844 of 2023 & 3908 of 2024

Radha Exports (India) Pvt Ltd.,
Rep. By its Managing Director,
M.Krishnan,
son of Murugaiyan,
Unit No.201, Sigma Wing,
2nd Floor, Raheja Towers, 177,
Anna Salai, Chennai – 600 002.

.. Petitioner

VS

1.Banking Ombudsman,
C/o. Reserve Bank of India
Fort Glacis, No.16, Rajaji Salai,
Fort St.George, Chennai – 600 001.

2.Standard Chartered Bank,
SME Department, No.59, 1st Floor,
Sagas Amar Court, G.N.Chetty Road,
T.Nagar, Chennai – 600 017.

3.M/s. YES Bank
17/1, LB Road, Arihant Towers,
E Park, 6th Floor, Adyar,
Chennai – 600 020.

.. Respondents

Petition filed under Article 226 of the Constitution of India praying to issue a writ of mandamus directing the first respondent to consider the petitioner's complaint dated 24.04.2023 on record and direct them to dispose of the same within a time span, as directed by this Hon'ble Court and pass such further or other orders as may be fit and proper in the facts and circumstances of the case and thus render justice.



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For Petitioner : Mr.M.Aravind Subramaniam
Senior Counsel
for Mr.N.Manikandan

For Respondents : R1, R2 – No appearance
Mr.R.Sreedhar for R3

ORDER

The petitioner is a senior citizen aged about 75 years. He has preferred a complaint as against R2 bank in respect of the account maintained by him in that bank. This complaint is pending before the Banking Ombudsman of the Reserve Bank of India from 24.04.2023.

2. The receipt of the complaint is not in dispute as it has been acknowledged by the Centralised Receipt and Processing Centre (CRPC) of the Reserve Bank of India on the date of receipt of complaint itself (document placed at page 81 of the compilation accompanying writ affidavit). The Ombudsman of the Reserve Bank of India being a statutory authority has an obligation to address the grievances that are filed in a timely fashion.

3. Both R1 and R2 have been served and their descriptions are printed in the cause-list for the last few hearings, including today, but has elicited no response. Neither R1 nor R2 have shown the slightest concern with the notices received, which is unfortunate.



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4. In light of the aforesaid, mandamus is issued as prayed for, and R1 is directed to issue notice to the petitioner as well as R2, hear them and dispose the petitioner's representation dated 24.04.2023 in accordance with applicable regulations, within a period of four weeks from date of receipt of a copy of this order.

5. This writ petition stands disposed in terms of this order.
No costs. Connected miscellaneous petitions are closed.

26.03.2024

Index:Yes/No
Neutral Citation:Yes
ssm

To

- 1.Banking Ombudsman,
C/o. Reserve Bank of India
Fort Glacis, No.16, Rajaji Salai,
Fort St.George, Chennai – 600 001.
- 2.Standard Chartered Bank,
SME Department, No.59, 1st Floor,
Sagas Amar Court, G.N.Chetty Road,
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- 3.M/s. YES Bank
17/1, LB Road, Arihant Towers,
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DR. ANITA SUMANTH,J.

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