



IN THE HIGH COURT OF PUNJAB AND HARYANA
AT CHANDIGARH

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CWP-21167-2025(O&M)
DATE OF DECISION : 30th July, 2025

Aeren IT Solutions Pvt. Ltd.

.... Petitioner

Versus

Union of India and others

.... Respondents

**CORAM : HON'BLE MR. JUSTICE SHEEL NAGU, CHIEF JUSTICE
HON'BLE MR. JUSTICE SANJIV BERRY**

* * *

Present : Mr.Vineet Kumar Jakhar, Advocate (arguing counsel) with
Mr.Mohit Thakur, Advocate for the petitioner.

Mr.Nitin Jain, Advocate (arguing counsel) with
Ms.Vanshika Sharma, Advocate for respondents No.2 and 3.

* * *

SHEEL NAGU, CJ. (Oral)

1. Challenge in this petition is to the Award dated 31.03.2025 (Annexure P-11) passed by the Ombudsman, Reserve Bank of India.
2. The sole ground raised in this petition is that sufficient opportunity for responding to the e-mail dated 29.03.2025 of the Ombudsman, was not afforded to the petitioner – complainant. It is submitted by learned counsel for the petitioner – complainant that the



complaint was made to the Ombudsman on 19.03.2025 (Annexure P-8) in response to which, an e-mail was sent by the office of Ombudsman on 29.03.2025 at 4.53 PM (Annexure P-9) to the petitioner-complainant at e-mail id 'unni@aerenlpo.com', and, thereafter, the impugned Award was passed on 31.03.2025, without affording ample opportunity to the petitioner to respond.

2.1 It is pointed out that 29.03.2025 was a Saturday, followed by 30th March – a Sunday and 31st March was Holiday on account of 'Id-u'l-Fitr' festival. It is submitted that on all these three days, the office of the petitioner- complainant was closed.

3. In view of the above, it appears that in order to respond to the e-mail dated 29.03.2025 sent by the Ombudsman, due and sufficient opportunity was not afforded to the petitioner-complainant, before the Award closing his complaint was passed by the Ombudsman.

4. Mr.Nitin Jain, Advocate, on the directions of this Court, has appeared for respondent No.2 and 3 and is heard.

5. We hasten to add here that we are not commenting on any point raised in the complaint dated 19.03.2025 made by the petitioner and the Ombudsman is free to decide the matter on either side on merits, but after affording due and sufficient opportunity to the petitioner-complainant.

6. In view of the above, the present petition is allowed to the extent that the Award dated 31.03.2025 (Annexure P-11) is set aside with liberty to the Ombudsman to proceed in the matter, after affording due and sufficient opportunity to the petitioner-complainant to respond to the



contentions of the Bank and/or to file rejoinder to the complaint and, thereafter, pass Award, in accordance with law, as expeditiously as possible, preferably within 60 days from receipt of a copy of this order.

7. Petition stands disposed of accordingly.

(SHEEL NAGU)
CHIEF JUSTICE

30th July, 2025
‘gian’

(SANJIV BERRY)
JUDGE

<i>Whether speaking/reasoned:</i>	<i>Yes</i>	<i>No</i>
<i>Whether Reportable:</i>	<i>Yes</i>	<i>No</i>