

**FORM II**

**TRIPURA HUMAN RIGHTS COMMISSION  
KUNJABAN, AGARTALA**

**ORDER SHEET**

**Complaint No. 87 of 2024**

(Complainant by Sri Niranjan Chakraborty  
against SBI, Amtali Branch)

S.L	DATE	ORDER	NOTE
04	24.01.2025	<p>Today is fixed for response of SBI, Amatali Branch, Agartala in respect of allegation of the complainant. Received a response from SBI submitted Regional Manager, Regional Business Office Agartala South by which the following response have been made from SBI :-</p> <p><i>"With reference to your letter no F.TDRC/6208 dated 24/12/2024, in connection with the complaint no 87 of 2004 by Mr Niranjan Chakraborty against our SBI Amtali Branch, we want to inform the following points,</i></p> <p><i>1. We have taken up the matter with the concern branch for the resolution of the customer grievances accordingly, It was found that the customer Mr Niranjan Chakraborty had availed one Health Insurance policy from our SBI General Insurance Company in online mode as such the first premium and renewal premium for Rs 4100 and Rs 5900/ respectively were deducted as the premium for the FY 2023 and 2024. However, on th request letter</i></p>	

from the customer for the cancellation of the policy and refund of premium the branch has already referred the matter to SBI General Insurance Company which under process at their end. Subsequently, customer has submitted one letter to SBI Amt branch dated 31/12/2024 regarding the acceptance of the fact that the annual premium be returned back to the customer and the policy will be also cancelled and accordingly has also given in written for the withdrawal of the complaint against the branch.

2. Further, we have also advised the branches to explain the product benefits to all customers before on boarding into any scheme.

Considering the above facts we request your office for arranging for the closure of complaint from your end”

Send a copy of the response of the SBI alongwith copy of this order to the complainant to submit his comments or response, if any, on the response submitted by SBI and fixed the next date for submission of any response/comments of the complainant.

Let the matter be fixed after three weeks.

Fix on 13/02/2025

  
( UDIT CHOUDHURI )  
MEMBER