

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
05	13.02.2025	<p>Today is fixed for response of the complainant on the report of Regional Manager, Regional Business Office Agartala South SBI, Amatali Branch, Agartala dated 13.01.2025. Today complainant appears and submits that the premium of Rs.5,900.00/- that was deducted from his SBI account has been refunded. According to their mutual understanding with SBI General Insurance Department which includes cancellation of the policy and refund of the money, all of the demand have been fulfilled by the department and as such complainant has no grievance and wants to withdraw the complaint.</p> <p>On the report dated 13.01.2025 it was clearly mentioned by the SBI that the customer has submitted one letter to Amtali, SBI Branch on 31.12.2024. Regarding the acceptance of the fact that annual premium would be returned to the customer and the policy would be cancelled and accordingly the complainant also gave in writing for withdrawal of the complaint against the Bank.</p>	

So the Bank advised the branches to explain the product benefits to all their customers before on boarding into any scheme.

Since the complainant was satisfied as the premium of Rs.5,900.00/- which was deducted from his account, had been refunded to his account, this Commission considers that there is no justification of further continuance of this proceeding, hence further inquiry of this proceeding is stopped. This case is thus disposed of as the claim of the complainant has been satisfied by the SBI Bank.

Hence the complaint is disposed of.

Inform accordingly to the complainant and also to SBI, Amtali Branch and publication the order in the respective website.


(U. CHOUDHURI)
MEMBER