

Grievance : A person claims a fraudulent transaction from his Bank account. He contacted both his bank account and the Bank where the money was transferred in order to resolve the issue.

After receiving a response from the bank where the money was transferred, the person is requesting his bank to investigate the transaction, recover the stolen funds, and credit them back to his account. He also wants to be informed of the actions taken. **Solution :** The bank has responded to a customer complaint and attached the communication for their reference. They recommend closing the complaint at their end. This implies the customer might not be satisfied with the response but the bank believes the issue is addressed.

Grievance : A person complains about a technician's misbehavior and failure to address his service request for his broadband. The technician allegedly disconnected the service, requested an OTP, and an internal code which the person refused. This incident shows customer dissatisfaction with technician behavior. **Solution :** Customer complained of slow internet and unprofessional technician. While the internet is now fixed, the customer's report about the technician's behavior is being investigated and could lead to action.

Grievance : The user is experiencing persistent call drops and internet outages for several days. They have already reported the issue but haven't received a solution, and are now requesting intervention to resolve the problem. **Solution :** In order to help the user to address the problem, the user is asked to provide the name of ISP of internet connection.

Grievance : Request for cancellation of a ration card due to an incorrect family income listed on the card. **Solution :** The Grievance has been sent to the State Govt.

Grievance : Customer has not received her pension yet.

Solution : The petitioner has been informed and equipped to proceed in a way that addresses the customer's request.

Grievance : Customer claims they submitted a life certificate in a previous month but haven't received their current month pension, implying an issue with processing or crediting the payment. **Solution :** The petitioner has been informed and equipped to proceed in a way that addresses the customer request.

Grievance : The customer is complaining about a hold that was placed on their savings account. The hold was placed due to incomplete signatures on a loan application for a personal loan.

The customer claims that they have since completed the signatures on the loan application, but the hold on their account has not been removed. They have submitted multiple requests to the bank to remove the hold, both in person and through written letters, but their requests have not been acted upon.

The customer is now requesting the intervention of the "Financial Services Department (Banking Division)" to remove the hold on their account. **Solution :** The petitioner has been informed and equipped to proceed in a way that addresses the customer's request.

Grievance : Farmers in Haryana who registered for crop insurance through CSC centers couldn't pay their premiums due to technical issues with the CSC payment service and the "Meri Fasal Mera Bima" portal before the deadline. Farmers in general who registered for crop insurance could not pay their premiums due to technical issues with the CSC payment services. **Solution :** The farmers are asked to report to the respective department.

Grievance : A PM Kisan beneficiary, having received five installments, is facing stopped payments. They believe land seeding is necessary to resume benefits and are requesting assistance with completing the process. This implies potential financial hardship and a lack of awareness or difficulty with land seeding. **Solution :** Asked to report to the respective department.

Grievance : A PM Kisan beneficiary's disbursement has stopped for unknown reasons. They're requesting the authorities to verify their documents and resume the payments, implying potential financial hardship and lack of awareness about the cause or resolution process. The user should contact PM Kisan for further assistance. **Solution :** User is asked to contact the circle office.

Grievance : User sent an inquiry regarding a credit, debit, or ATM card from Punjab National Bank (PNB).It seems the card might not have been issued. **Solution :** A debit card has been successfully issued to the user and is presumably ready for use. A satisfaction letter expressing satisfaction, likely from the issuer or recipient, is attached to the message which is sent to the user.

Grievance: A letter expressing concerns about inadequate train and bus connectivity to Bhadrachalam, a holy town on the Godavari river, making travel difficult for pilgrims and visitors. The author suggests improving train and bus services, and even proposes a government-run boat service. The letter closes with expressions of patriotism and religious sentiments.

Solution: The General Administration Department, responsible for handling such complaints, has forwarded the grievance to the District Collector of Bhadrachalam for further action. This indicates that the department does not directly address such issues but redirects them to the relevant authority, in this case, the District Collector, who is now expected to take appropriate steps to address the grievance.

Grievance : A CGHS beneficiary in Varanasi faced issues with two empanelled hospitals (Galaxy and Popular) during an emergency for their spouse. Both hospitals refused admission and cashless treatment despite a valid CGHS card. The author contacted relevant authorities but received no response initially. They eventually received assistance from another source to recover the cost from one hospital and are requesting action against both hospitals for violating the CGHS scheme. **Solution :** Action will be taken by the concerned Administration Department.

Grievance : An application for a fresh/re-issue passport for Kriyansh Aggarwal was submitted at the Ghaziabad Passport Office. Police verification was completed the next day, but the status currently shows it's still under review. The author expresses concern about the delay and requests an expedited resolution. **Solution :** A missing document (mother's passport copy) is causing a delay in the passport application and requests the applicant to submit it for further processing to proceed.

Grievance : A person is expressing concern about the safety of the temporary railway line crossing near the Madhyamgram station, particularly at the BT end. The stones on the side of the tracks are displaced, posing a danger to trains, passengers, and the public. This person has previously informed the authorities but no action has been taken, and is urging the Railway Board to address the issue and fix the crossing immediately to prevent potential accidents. **Solution :** As per railway record, there is no authorized crossing in the said location. It is unsafe for both public and passengers to cross track unauthorizedly. Because of unauthorized crossings track conditions are disturbed.

Grievance : A person expresses concern about a recurring financial loss due to an unknown cause and requests clarification from the recipient. **Solution** : Complainant has to give account number and exact date of transaction for us to cross verify with our records to solve their concern.