**BEFORE THE CONSUMER DISPUTES REDRESSAL DISTRICT FORUM AT LATEHAR, JHARKHAND**

**CC.No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_/20\_\_**

Roshan Peter Xaxa

S/o William Xaxa

R/o Village Ambatoli

PO- Mahuadanr, Dist- Latehar, Pin- 822119

Phone- 123456789

Age: [Enter Age]

Occupation: [Enter Occupation] Complainant

Versus

Branch Manager

State Bank of India

Mahuadanr Branch

Latehar, Jharkhand- 822119 … Opposite Party

This complaint under section 35 of the Consumer Protection Act, 2019, is presented on the grounds stated herein under:-

1. That the Complainant is a citizen on India residing in Village Ambatoli, PO- Mahuadanr, Dist- Latehar, Jharkhand and the Opposite Party abovenamed, is a bank having its office at Mahuadanr Branch, Latehar, Jharkhand.

2. This complaint is about the non-payment of the family pension that the complainant is entitled to.

3. The complainant’s late mother Tarcilla Kujur was a government teacher at St. Teresa Middle School, Mahuadanr, Dist- Latehar. She retired from the service on 30.09.2003, after which she started getting a pension vide Pension Payment Order No. PLMEDN 5697 dated 18.11.2004. The PPO is attached as Annexure A.

4. The complainant’s mother died on 24.05.2008, and as per the Pension Payment Order, the complainant’s father became entitled to receive a family pension. However, he has not been given the family pension by you for the period between 24.05.2008 to 30.06.2016. The death certificate of the complainant’s mother is attached as Annexure B.

5. The complainant’s father approached the Central Pension Processing Centre which referred the complainant to the Opposite Party. However, no payment was made by you towards the family pension.

6. The opposite party, involved in the business of banking and disbursing the pension amount, has a responsibility to process valid pension claims. The opposite party has been deficient in offering this service. The complainant is entitled to the pension amount due.

7. The total consideration due to the Complainant is Rs. 6,06,582/- which is less than Rs. 50 lakhs. The complainant resides in, the opposite party carries on business in and the cause of action arises in Latehar. Hence the district forum has the jurisdiction to try and entertain this complaint.

8. The complainant has not filed any complaint having the same cause of action in any other forum or court.

9. The cause of action arose on 30.06.2016 which is within the limitation period prescribed under the Act. Hence, the claim in the complaint is not barred by the law of limitation.

10. The Complainant is complying with the Court Fees Mandated under Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020.

11. In the circumstances, the Complainant therefore prays that:

a. the opposite party be directed to process the pending family pension of the Complainant and pay the sum of Rs. 6,06,582/-;

b. the Opposite Party be directed to pay to the Complainant the sum of Rs. \_\_\_\_\_\_\_\_/- being the cost of the legal expenses borne by the Complainant;

c. the opposite party be directed to pay to the complainant the sum of Rs. \_\_\_\_\_\_\_\_/- being the cost of visiting the opposite party, phone calls, follow up and mental agony and harassment suffered by the Complainant due to negligence and deficiency in service by the opposite party.

d. any other relief deemed fit and proper in the circumstances of the case.

Dated this day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**COMPLAINANT**

**VERIFICATION**

I, Roshan Peter Xaxa, s/o William Xaxa, r/o Village Ambatoli, PO- Mahuadanr, Dist- Latehar, do hereby solemnly declare and state that what is stated in paragraphs no.1 to 11 of the above complaint is true to my own knowledge and what is stated in the remaining paragraphs is stated on information and belief and I believe the same to be true.

Solemnly declared at Latehar.

this day of \_\_\_\_\_\_ 2024

Complainant