

ROZNAMA

BEFORE THE ADJUDICATING OFFICER
(Secretary, Electronics, Information Technology &
Artificial Intelligence Department, Mantralaya, Mumbai-32.)

Case No: 14/2019

Date of hearing: 03.08.2026

Time of hearing: 3:10 PM

M/s. Abhijat Equipements Pvt. Ltd. : Complainant

V

M/s. IDBI Bank Ltd. & Ors. : Respondent

Documents Submitted	Hearing Order	Next Hearing Date
1. Complainant submitted the Vakalatnama of SSB Legal & Advisory. 2. Respondent No. 1 submitted their Authority Letter through SI Joshi & Co. for Adv. Anand Poojari. 3. Case brief/synopsis of arguments submitted on behalf of the complainant.	The Petitioner has placed on record the facts and circumstances pertaining to the present matter.	Matter adjourned. Next date – 10 th August, 2026 at 15:00 hrs.
	The Respondent No. 1 & 2 has placed on record their replies pertaining to the present matter.	
	Respondent Nos. 3 and 3A sought certified copies of the case records, prayed for an adjournment, and requested time to file their Written Statement. Certified copies furnished after the hearing.	
	The Hon'ble Adjudicating Officer posed the following queries to be answered by Respondent Nos. 1 and 2 on the next date of hearing:	

	• The exact duration required for a beneficiary to be successfully added. • The mandatory waiting period before transactions can be initiated following beneficiary addition. • The permissible transaction limit under NEFT.	
	The Hon'ble Adjudicating Officer posed a query for Respondent Nos. 3 and 3A to answer on the next date of hearing concerning the exact time period during which OTPs and text messages are not received following a SIM replacement request.	
	For seeking clarifications on the aforesaid queries and for Respondent No. 3 & 3A, the matter stands adjourned.	

Appearances:

1. Adv. Sanika Thakare, i/b. SSB Legal & Advisory, o/b/o. Complainant;
2. Adv. Anand Poojari, i/b. SI Joshi & Co, o/b/o. Respondent No. 1 & 2, IDBI Bank Ltd.;
3. Adv. Nikita Abhyankar, i/b. Gravitas Legal, o/b/o. Respondent No. 3 & 3A, Bharati Airtel Ltd., were present.