ROZNAMA

BEFORE THE ADJUDICATING OFFICER

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

Case No: 08/2019

Date of hearing: 22.10.2026

Time of hearing: 3: 00 PM Onwards

A. Rex Polyextrusion Pvt. Ltd.
B. Marketing REX Proprietorship : Complainant

V

State Bank of India & Anr. : Respondent

Documents Submitted	Hearing Order
1. Written submissions are placed on record by the Respondent.	Petitioner has placed on record additional evidences in the favor of petition. The Complainant has placed a reliance on: 1.) Reserve Bank of India, RBI Master Direction on Frauds Circular DBS.CO.CFMC.BC.No.1/23.04.001/2016 – 17 dated 01.07.2016 – Classification and Reporting by Commercial Bank and FIs, 2016. 2.) Reserve Bank of India, RBI's Security and Risk Mitigation Measures for Electronic Payment Transactions, RBI/ 2012-13/ 424 dated 28.02.2013. 3.) Reserve Bank of India, RBI Circular DBS.CO/CSITE/BC.11/3.01.001/2015-16 dated 02.06.2016 "Cyber Security Frameworks in Bank".

	4.) Reserve Bank of India, RBI Master Direction on Know Your Customers (KYC) Directions, 2016.
	Respondent (State Bank of India) stated on record that they have received the mail within 72 hrs from the complainant, they tried to freeze the amount but they failed to do the same.
	The Police Inspector has reported that a financial fraud has indeed occurred. Furthermore, as per the Chargesheet mentioning "A" Summary Report, the investigating agency has been unable to trace or apprehend the alleged fraudster despite due diligence.
	In the course of proceedings, the Adjudicating Officer raised a query regarding whether the present matter is pending for any civil or criminal proceedings before any other courts. The complainant prayed for time to furnish a reply.
	Time granted by the Adjudicating Officer; the said reply shall be submitted by both the parties in writing to the office of the Adjudicating Officer. After receiving the Affidavit, the matter will be reserved for Final Order.

Appearances:

1. Adv. Sachin P. Kumar o/b/o. Complainant;
2. Adv. Rakesh Mali, o/b/o. Respondent No. 1, State Bank of India,
3. Inspector Eknath B. Patil, Sangli Police, were present.