



HIGH COURT OF JUDICATURE FOR RAJASTHAN
BENCH AT JAIPUR

S.B. Civil Writ Petition No. 6828/2026

Mohit Kumar S/o Shri Vinod, aged about 33 Years, R/o Old City, Ward No.8, Adhyavalawala Mohalla, Joriya, P.O. Joriya, District Alwar, Rajasthan through special power of attorney holder Mrs. Sunita Yadav W/o Vinod Kumar, R/o Ward No.8, Adhyavalawala Mohalla, Joriya, P.O. Joriya, District Alwar, Rajasthan

----Petitioner

Versus

1. HDFC Bank through its Branch Manager, Plot No. SP54, Ashiana Arcade RIICO Industrial Area, District Bhiwadi, Rajasthan 301019.
2. Director General of Police, Cyber Crime Police Station, Near Pani Pech, Nehru Nagar, Jaipur. (Raj)
3. Station House Officer, Cyber Crime Police Station, Barrackpore Police Commissionerate, 26 SN Banerjee Road, Near New Court, Barrackpore, Kolkata, West Bengal. Pin Code - 700120.

----Respondents

For Petitioner(s)	:	Mr. Gourav Dhiwan
For Respondent(s)	:	Mr. Naman Yadav Mr. Somitra Chaturvedi, Dy. GC with Mr. Munendra Singh Fouzdar

HON'BLE MR. JUSTICE MANEESH SHARMA

Order

20/05/2026

1. Learned counsel for the petitioner instead of pressing the matter on merits, at the very outset, seeks liberty to approach the concerned bank for redressal of petitioner's grievance, more particularly, in light of **Clause 10 – Grievance Redressal Mechanism of Section III of the Standard Operating Procedure (SOP) dated 02.01.2026 issued by the Ministry of Home Affairs.**



2. Taking note of the above limited submission, liberty as prayed for is granted to the petitioner.

3. In the event, the petitioner approaches the competent authorities in terms of the said SOP, the concerned authorities of the State and the Bank are directed to ensure that the grievance of the petitioner is duly considered strictly in accordance with the terms as provided in the SOP and within the time-frame prescribed therein.

The timeline stipulated under the said SOP shall be mandatorily and strictly adhered to by the concerned authorities.

4. It is made clear that the aforesaid direction has been issued only on the request of the petitioner. The same shall not be construed as an order to address the petitioner's grievance in any particular manner, and the concerned State and Bank authorities shall address the grievance of the petitioner, independently and strictly in accordance with law.

5. With the aforesaid liberty and directions, the writ petition stands disposed of.

6. Pending application(s), if any, also stands disposed of.

7. However, if even after availing the remedies as provided under the Grievance Redressal Mechanism of the said SOP before the competent authorities, the petitioner's grievance or cause of action still survives, the petitioner shall be at liberty to avail appropriate legal remedies in accordance with law, if so advised.

(MANEESH SHARMA),J