



OIL & NATURAL GAS COMMISSION (B.O.P.) KARMACHARI SANGHATANA

Reg. No. (By - II - 8268)

Tel. : 2659 9775

Flat No. 102, 1st Floor, Acme Harmony-I, Poonam Nagar, Off JV Link Road, Jogeshwari (E), Mumbai : 400 102.

REF. : ONGC/KS/ 615 /2010

DATE : 26.07.2010

To,
The Chairman,
State Bank of India
Mumbai.

O/c

**Sub : Fraudulent transactions on credit card no.4006661519807874
belonging to Mrs.Renu S Nair, Asst.Suptd.(Steno-English) a
member of ONGC family.**

Respected Sir,

I am always of the principle that as Public Sectors we are like co-brothers and participating to boost each other's business should be the basis of our think tank, but the above issue repeated, is fast ebbing my morale and spirit to encourage my fellow ONGCians to opt for SBI credit cards.

This is not an introduction but being an acquaintance for more than two decades, I am yet to find a single black spot on the white sheet, concerning the integrity of our officer Mrs. Renu. S. Nair presently functioning in our Mumbai office. I quote this, as with conviction I can assure your esteemed self the transaction claimed if denied by Mrs. Nair is true.

It is shocking to know that she is being harassed by your Credit Card division seeking payment against fraudulent transactions against her card no.4006661519807874. The facts of the case were brought to the notice of Head Cards by her through various mails/faxes/dispute forms (copies of the same enclosed for reference).

What is more intriguing is the arrogance expressed and contradictory statements made by the Payment Recovery Cell of SBI cards, Mumbai in resolving the issue though it is understood that the dispute was lodged by Mrs.Renu Nair immediately on 28.6.2010, after knowing about these fraudulent & unauthorised transactions receiving sms on her mobile reading "**Dear Cardholder, we have blocked your SBI Card 7874 as a precautionary measure to prevent misuse. Pls call us at 39020202/18601801290 for details-SBI Card**". She has also lodged the complaint with Kandivali Charkop Police Station on 28.6.2010 itself.

Mrs. Renu S Nair and her family is under continuous stress by this incident for no fault of her, which is effecting her health and work efficiency. I also take the opportunity to enclose a near common case of an ONGCian and the settlement done, expecting your authority will initiate necessary direction to resolve the issue, it is needless to mention that your intervention will prevent any and all damage towards banking relation of every employee as well as ONGC as an organization with SBI.

It is once again requested to **intervene in the matter** by issuing necessary order to Credit Card Services branch to resolve the subject matter in rightful and justified manner and **revert all the fraudulent transaction charges**.

We hope that SBI will act quickly with a professional approach conveying high standards of customer services keeping intact the confidence of large employee base of ONGC for credit card services in line with reputation of other services of SBI.

We strongly believe it's a lifetime privilege remaining attached to SBI.

With Regards,

o/c

Pradeep Mayekar
General Secretary

Copy to :-

1. CMD, ONGC, New Delhi
2. Director (Finance), ONGC, New Delhi
3. Banking Ombudsman, RBI, Mumbai

