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1. Dist. S.P.C. Bagdogra P.S. Bagdogra Year 2023 FIR No. 241/23 Date 05-06-23  
Sections 406/420/468/471/34 I.P.C.

2. i) Act Sections ..... iv) Others Acts & Sections .....

3. (a) Occurrence of offence : Day ..... Date From Since-2016 Date To 01-06-23

Time Period ..... Time From not noted Time To .....

(b) Information received at P.S. Date 05-06-23 Time 20-25 hr.

(c) General Diary Reference : Entry No (s) 260 Time 20-25 hr.  
Written / Oral

4. Type of Information ..... Beat No. ....

5. Place of Occurrence : (a) Direction and Distance from P.S. ....

(b) Address SBI Kiosk Bank at Bengapuri PS Bagdogra  
Dor Darjeeling

(c) In case outside limit of this Police Station, then the Name of the P.S. .... District .....

6. Complainant / Informant : (a) Name Mr. Rinzing Norbu Bhuta

(b) Father's / Husband's Name H. Pemba Bhutia

(c) Date / Year of Birth 35 yr. (d) Nationality Indian

(e) Passport No. .... Date of Issue : .... Place of Issue .....

(f) Occupation .....

(g) Address S.M. Bose Road No-3, Shosidena More Sh. mardin  
Sikoma, Darjeeling.

7. Details of known / suspected / unknown accused with full particulars  
(Attach separate sheet, if necessary)  
D. Pabitra Roy s/o Ramenath Roy @ Bhatargote,  
Ranidgera GP-Salesh Nizantare Dor Darjeeling.  
and others.

8. Reasons for delay in reporting by the Complainant / Information

9. Particulars of properties stolen / involved (Attach separate sheet, if necessary) :

10. Total value of properties stolen / involved

11. Inquest Report / U.D. Case No. If any

12. FIR Contents (Attach separate sheets, if required) The original complaint of the complainant  
which is treated as FIR reproduced  
overleaf

13. Action Taken : Since the above report reveals commission of offence(s) as mentioned at item No. 2., Registered the case and took up the investigation / directed SI Sibhan Karmakar to take up investigation / refused investigation / transferred to P.S. .... on point of jurisdiction. FIR read over to the Complainant / Informant, admitted to be correctly recorded and a copy given to the Complainant / informant free of cost.

14. Signature / Thumb impression of the Complainant / Informant

15. Date & Time of despatch to the court :

Noted in written complaint

M. No. 9851588129

Signature of the Officer-in-Charge, Police Station  
[Signature]

Name : Debabrata Khan

Rank : No. SI of Police  
05-06-23

Date : - 05<sup>th</sup> June 2023

To,  
PS In Charge / Station Head Officer  
PS -Bagdora,  
Siliguri, Darjiling,  
West Bengal.

Sub:- Request to register FIR against PABITRA ROY and other unknown persons, under relevant sections of Indian Penal Code including Section 420, recovery of money from him and institution of criminal proceeding against them for proper and adequate punishment for penal offences on the basis of information provided herein under.

Dear Sir,

I, Mr. Rinzing Norbu Bhutia, s/o Late. Premba Bhutia aged about 35 years, r/o S.N. Bose Road No 3, Phasidawa More, Sivmandir, Siliguri, Darjeeling-734011, West Bengal do hereby most humbly make the following written complaint:-

1. The instant complaint is being filed against the following accused for criminal misappropriation of bank's account holders' money by their several penal acts of omissions and commissions:-

- a. PABITRA ROY, S/o Ramanath Roy, permanent residence of Bhatanjote, Ranidanga, GP- Jalash-Nizamtara, Dist.- Darjeeling, West Bengal- 734012. Mobile No.8013127163, Email: pabitar.27@gmail.com
- b. Other unknown persons


2. State Bank of India ("SBI") and Drishtee Development and Communication Limited, having its registered office at Innvo8, CP2 Centre, 2<sup>nd</sup> Floor, Property No. 44, Regal Building, Connaught Place, New Delhi -110001 ("DDCL") entered into an agreement ("Agreement") for Business Correspondent services to facilitate Financial inclusion and Business growth on the basis of which DDCL made the accused PABITRA ROY, the CSP, as one of its franchisee in the year 2016 to carry on the works of CSP. Appointed and engagement of the accused as CSP by DDCL was approved by the SBI as latter approved the unique identity number/ code stated below.

3. The accused PABITRA ROY was provided a unique identity number/ code namely CSP KO Code:10022247 by DDCL for the purposes of tracing the money transactions done by the accused as CSP.

4. In general, the services of the accused involved providing Banking and Financial inclusion related services to the local community under his jurisdictional locations as allotted by State Bank of India, under the LINK BRANCH of SBI namely NBU Campus Siliguri (002096) and more particularly as under:-

- a. Instant Account opening.
- b. PMJDY Account opening

Received on  
05-06-23 at -20-25  
W.S. side BDR PS.  
CeDB No-260 dt  
05-06-23 and over  
this started bag-  
dogra PS-Cost  
No-241/23 dt  
05-06-23 U/S 406/  
420/468/471/34  
IPC and evd done  
to SA. Sibden  
Kannan to  
investigate  
the case.

  
05-06-23  
Officer-in-charge  
Bagdogra P.S., SLG  
Siliguri Metropolitan Police

- c. Fixed Deposit Account opening
  - d. Recurring Deposit Account Opening.
  - e. Micro Insurance (PM Jivan Jyoti Bima Yojana and PM SurakhshaBimaYjona)
  - f. Atal Pension Yojana – All known as Social security Schemes
  - g. E. KYC – Mapping with Aadhar Card
  - h. C-KYC for old accounts
  - i. Deposit Receive from customers up to the prescribed limit.
  - j. Withdrawal of Fund from customers account up to prescribed limit
  - k. Fund Transfer/ Money Transfer under remittance service.
  - l. IMPS transfer.
  - m. Aadhar Enabled Payment Services or other transactions.
  - n. Balance Enquiry.
  - o. Mini Statement Generation from the system
  - p. Issuing of system generated receipt for all transactions.
  - q. Identification Card Generation
  - r. Micro ATM Transactions.
  - s. Accepting request for Cheque book issue for non CSP customers.
  - t. Mobile Number ceding.
  - u. Passbook Printing.
  - v. Receive of Loan deposit.
  - w. Issue of ATM Card.
  - x. PIN Generation.
  - y. Blocking of ATM Card
5. The accused as part of his duty and financial obligations was to render all his job with due care, honesty and diligence and was more elaborately laid down in the agreement between the DDCL and the accused (PABITRA ROY).
  6. Accused PABITRA ROY used to conduct his work in his allotted location through his CSP Outlet at the said location of Siliguri from 8:00 AM to 08:00 PM.
  7. That DDCL have noted during regular visit on 1<sup>st</sup> June'2023 by Mr. RinzingNorbuBhutia to the CSP Outlet, the accused is missing from last 24 hours and handed over the keys of the CSP outlet to his CSP cleaning staff stating that he is visiting SBI Zonal office for a meeting called by SBI, whereas there was no such reported meeting called for. Further to this, the accused also switched off his mobile phone and is unreachable. Since he is reported to be missing from 24 hours, accused PABITRA ROY's wife SIMI ROY have filed missing diary of PABITRA ROY at Local Police station (Phansidewa Police Station) vide PD+DPS GDC MO. 24 dated 01<sup>st</sup> June'2023.
  8. As per our process and as an immediate measure, on 1<sup>st</sup> June'2023, we immediately blocked the services of the accused, to ensure that there is no further transactions by the CSP through the Banking system.
  9. Further to this, DDCL received an email dated 03<sup>rd</sup> June,2023 at 05:35 PM, (annexed herein as Annexure 1) from Manager FI, RBO II, Siliguri to our District Incharge, namely Mr. RinzingNorbuBhutia, stating about reported complaint against accused PABITRA ROY citing that Bank have received complaints since 02<sup>nd</sup> June'2023 regarding PABITRA

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ROY citing misappropriation of funds of the customers. The email stated with annexed documents (Annexure A & B) that accused has issued receipts of deposits received to the customers which seems to be fake and are not in the Bank's standard format and are not in tune with the Bank's laid down norms for CSPs.

- 10. We initiated immediate investigation and visited the Bank on 03<sup>rd</sup> June'2023 and noted that the volume of complaints was increasing daily and the investigation needs more time to evaluate the fraud value by the accused herein by matching the Bank Statement against the material facts submitted by the customers as per their complaints. We are carrying out our internal inquiry by conducting camp at the CSP Outlet to ascertain the exact amount of misappropriation done by the accused. We will submit our enquiry report during the course of your investigation.

Therefore in the facts and information stated above, the undersigned on behalf of the company humbly make a request to accept our complaint and file an FIR against the said PABITRA ROY and other unknown persons under appropriate sections of Indian Penal Code including section 420 of the IPC, initiate appropriate investigation and proceeding against the accused and bring them to justice for the offenses committed by them as well as help the Company/SBI recover the money misappropriated by them fraudulently from the customers.

For this we shall be ever obliged.

- We are ready to extend our complete cooperation and provide all other informations may be directed by you now or in future during the investigation of the criminal acts of omissions and commissions committed by the accused.

For Drishtee Development and Communication Ltd.

(Rinzing Norbu Bhutia)  
 Mob No: 9851588129  
 Email: [rinzing\\_b@drishtee.in](mailto:rinzing_b@drishtee.in)  
 Address: Siliguri  
 District: Darjeeling  
 West Bengal  
 Pin Code - 734011

Drishtee Development and Communication Ltd.  
 Rinzing Norbu Bhutia  
 03/06/23