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Government Grievance Assessment Report

Case Identification

Grievance ID: G-20230228-001

Date of submission: on or around February 28, 2023

Nature of grievance: Complaint

Category: Financial Fraud

Subcategory: Internet Banking Related Fraud

Reported priority: High

Detailed Assessment and Case Study

The grievance in question pertains to a complaint of internet banking related fraud, specifically targeting SBI YONO accounts and fake websites. The complainant has reported receiving suspicious SMS and calls, which is a common tactic used by scammers to trick victims into revealing sensitive information. The grievance has been identified as a critical issue with significant potential consequences, including damage to the company's reputation and financial losses. The urgency level is high due to the immediate impact on the employees and the potential for further escalation. The grievance affects a large number of people (over 100) and has significant potential consequences, including damage to the company's reputation and financial losses. The responsible department is the National Commission for Protection of Child Rights (NCPCR), and the supporting departments are the State Bank of India (SBI) and the Ministry of Electronics and Information Technology (MeitY). The need for immediate action includes verifying the user's location, requesting more specific details about the issue, and taking steps to prevent and report internet banking related fraud. Short-term corrective measures include informing the complainant to regularise the EMI and clear dues, while long-term measures involve implementing robust security measures to prevent similar incidents in the future. The citizen's frustration and trust erosion are evident in the grievance, highlighting the need for prompt and effective resolution.