



राष्ट्रीय वित्तीय शिक्षा केन्द्र

National Centre for Financial Education

एक आर्थिक रूप से जागरूक और सशक्त भारत

A financially aware and empowered India



**CONSUMER PROTECTION**

*Scams and Frauds*



**DELHI PUBLIC SCHOOL,  
JAIPUR**

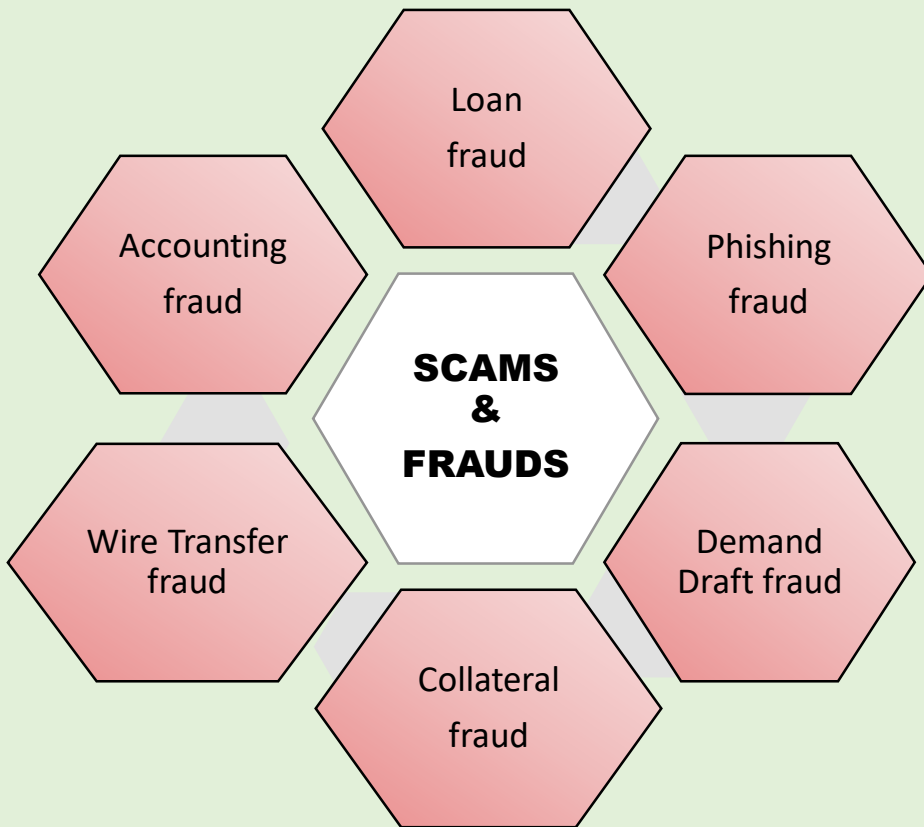
# ACKNOWLEDGEMENT

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# CONSUMER PROTECTION (SCAMS & FRAUDS)

## STORY BOARD

### TYPES OF SCAMS AND FRAUDS



### RBI CHARTER OF CONSUMER RIGHTS

Right to Fair Treatment

Right to Transparency (Fair and Honest Dealing)

Right to Suitability

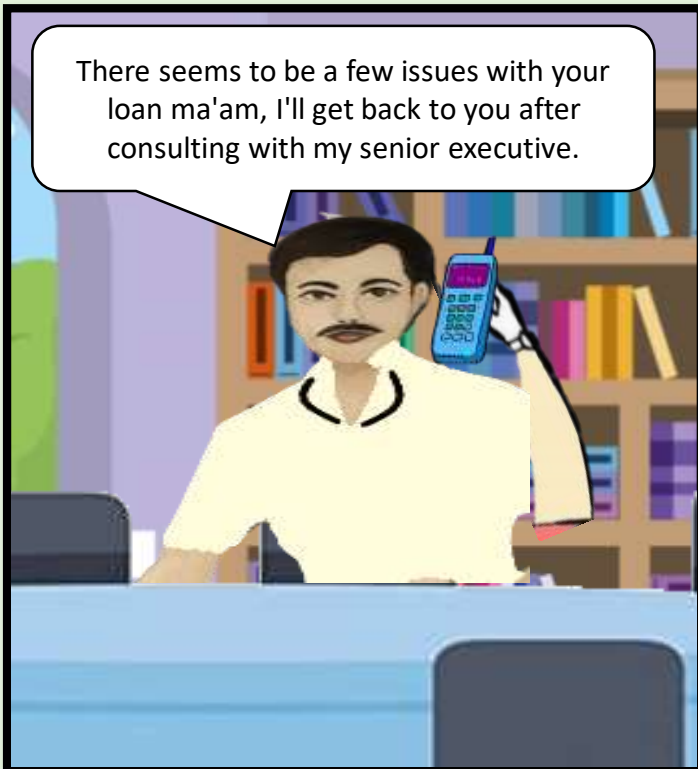
Right to Privacy

Right to Grievance Redress and Compensation

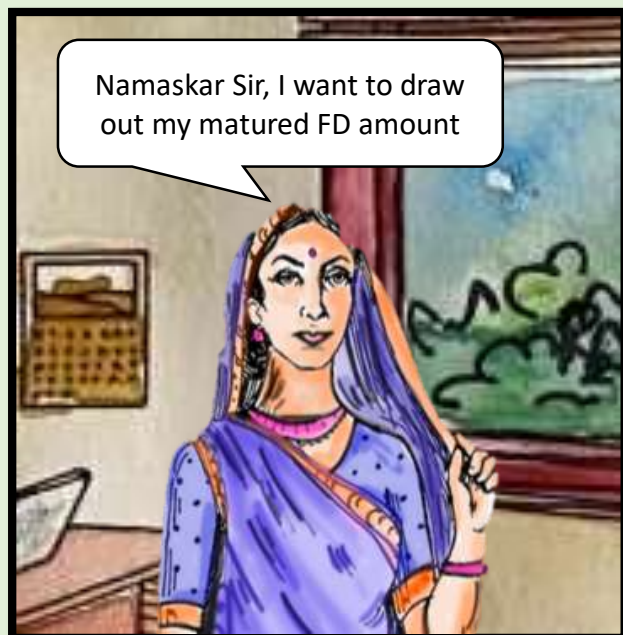
## Conversation between Vandana and Bank Relationship Manager



## Conversation between Vandana and Bank Relationship Manager



Radha, Vandana's maid and domestic help overheard this conversation and remembered what happened with her at the bank few days ago. After Ms. Vandana had hung up the phone, Radha went to her and told her the incidents that happened at the bank the previous week.





Since she needed the money urgently for her daughter's wedding, she decided to take a loan against her FD.





This is my story. Please help me in this matter.

There is some problem with this XYZ bank. But don't worry Radha, I will soon act against it.

**Vandana contacted her lawyer Mr. Krishnan and told him about what happened with her and Radha**



My god, these corrupt officials. We soon must do something about this.



Sir, I will be very thankful, please help us.



Do you have any idea or plan?

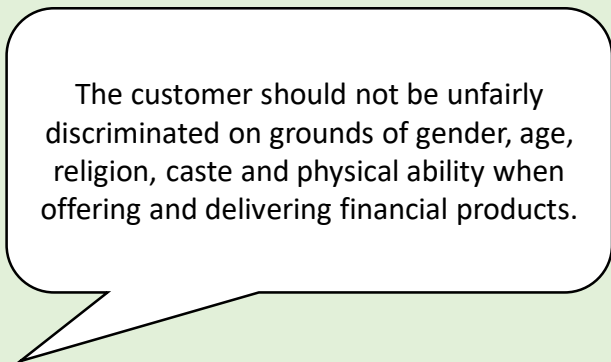
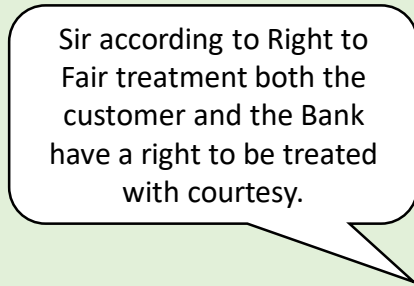
I think we should address your grievance to the court of customer rights under the banking Ombudsman Scheme.









Vandana and Radha hire Mr. Krishnan as their lawyer who would represent them at the court. They soon got their hearing date with Judge Joseph. In the court, Mr. Krishnan explains in detail the scam and injustices that had happened with both the women at the same bank.




A courtroom scene. A judge with a mustache and a black cap sits on a red chair behind a wooden bench. He is looking towards two lawyers who are standing and facing him. The lawyer on the right is speaking. In the foreground, the backs of several audience members' heads are visible, sitting in rows of chairs. The background is a plain yellow wall with a red curtain at the top.

Are you suggesting that this is a case of exploitation of customer rights and potential fraud?

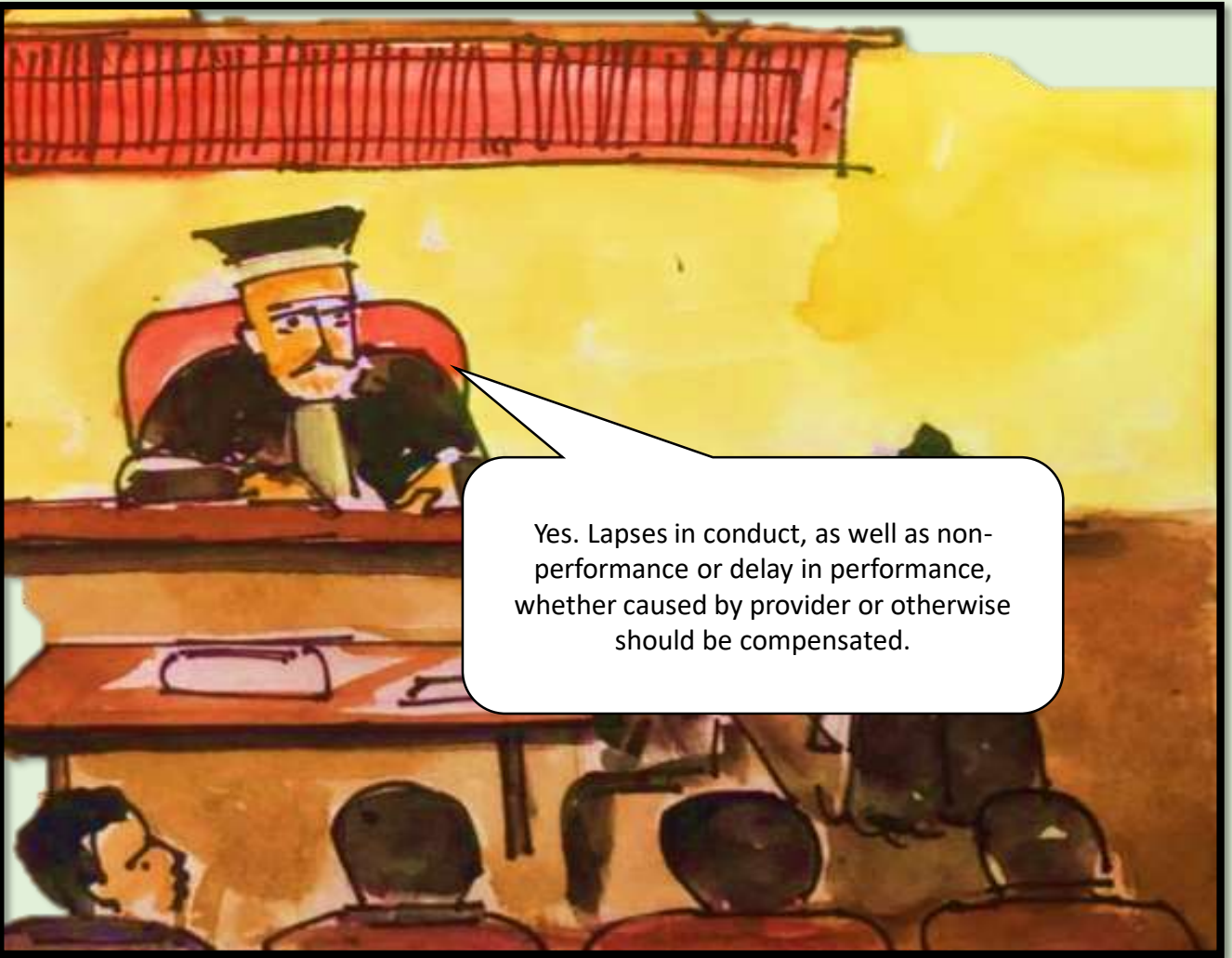
A close-up of a man with dark hair and a mustache, wearing a blue suit jacket, a white shirt, and a green tie. He is looking slightly to the right with a neutral expression. The background is a plain yellow wall.

Yes Sir, the bank should make every effort to ensure that the contracts or agreements framed are transparent.

Agreements should be well communicated to the customers, which is missing in this case.



Radha faced this discrimination in XYZ Bank. XYZ Bank also violated Vandana's right to transparency, fair and honest dealing



Yes. Lapses in conduct, as well as non-performance or delay in performance, whether caused by provider or otherwise should be compensated.

Sir, The policy must lay out the rights and duties of the customer when such events occur.

XYZ bank failed to do this as well. Ms. Vandana and Ms. Radha should be given justice.



After analyzing all the details, I can conclude that the XYZ bank exploited their customer's rights and have not followed proper code of conduct.

Yes Sir

So, they're liable to pay Ms. Vandana and Ms. Radha for the inconvenience caused to them.



Both customers have a right to be treated with courtesy.

The bank is directed to pay FDR amount and compensation by way of interest of 18% per annum.



Thank you so much sir, for doing justice to innocent customers.