

GRAHAK SUVIDHA KENDRA
Outreach Activities
(July-September, 2016)

About GSK

- Government has started GSKs in five states and Rajasthan is one of them for West Zone
- Working on four principles: Information, Advice, Advocacy and Complaints Handling.
- Supported by Department of Consumer Affairs, of Ministry of Food and Consumer Affairs, Govt. of India.
- The provisional sanction for the GSK to CUTS was issued by Shri Ram Vilas Paswan, Hon'ble Cabinet Minister for Consumer Affairs, Food & Public Distribution on March 18, 2015 during the National Conference on Consumer Rights organised in Delhi.
- The formal MoU was signed between the Department of Consumer Affairs and CUTS on June 30, 2015.
- The GSK started its functioning on July 01, 2015.
- A formal launch of Grahak Suvidha Kendra was organised on September 15, 2015 Jaipur.

Services Being Provided by GSK

- Functioning as an extended arm of State Helpline and on a common IT platform of National and State Consumer helplines.
- Involving in advising and counseling consumers in redressal of their grievances in English/Hindi from 10.00 AM to 5.30 PM on all working days.
- Assisting consumers in registering their complaints in the appropriate consumer fora, if necessary.
- Facilitating consumers to seek information or register their complaints online after office hours and on holidays also through a dedicated helpline and electronic devices.
- Interlinking with IT Portal of IIPA (www.consumeradvice.in) and DoCA (<http://consumeraffairs.nic.in/>).
- Interfacing to access Grievances Against Misleading Advertisements (GAMA) for lodging grievances of consumers. (<http://gama.gov.in/Default.aspx>).

Advisory Committee Members

1. Shri O.P. Singh Gurjar
President
District Consumer Dispute Redressal Forum,
Jaipur- III, Jaipur 302 016
2. Dr. Geeta Pareek
Member
District Consumer Dispute Redressal Forum,
Jaipur- III, Jaipur 302 016
3. Dr. Seema Joshi,
Maulik Foundation Society
D- 4, Hari Kripa Apartment
Flat No. 503, Meera Marg
Jaipur 302 016

4. Shri Rakesh Parmar,
Samajik Vikas Samiti,
Bus Stand,
VP- Jarga, Distt.-Dholpur
5. Dr Anant Sharma
President, CANS, Jaipur 302 001

Details of Grahak Suvidha Kendra, Jaipur

Coordinator (1)
Counselors (4)
Office Assistant cum Accountant (1)
Data Entry Staff (2)
Messenger/Support Staff (1)

1.	Name of GSK:	Grahak Suvidha Kendra
	City:	Jaipur
	State:	Rajasthan
2.	Complete Postal Address:	Grahak Suvidha Kendra, c/o Consumer Unity & Trust Society D -218A, Bhaskar Marg, Banipark, Jaipur 302 016
3.	Please Provide Following Details for Consumer to Contact GSK:	
I.	Telephone No.:	0141- 4015395
II.	Fax No.:	0141- 4015395
III.	Email ID:	gsk@cuts.org
IV.	Postal Address:	Grahak Suvidha Kendra c/o Consumer Unity & Trust Society D -218A, Bhaskar Marg, Banipark, Jaipur 302 016

4.	Details of the Coordinators/Advisors		
	Name	Mobile No.	Email ID
	1. Deepak Saxena	9351366827	ds@cuts.org
	2. Dharmendra Chaturvedi	9414202868	dc@cuts.org
	3. Renu Beniwal	8764200317	rb@cuts.org
	4. Manisha Joshi	9529261704	mnj@cuts.org
	5. A K Thalia	9414788283	akt@cuts.org
	Details of Other Support Staff		
	1. Manish Pareek, Accountant	9929093100	mpk@cuts.org
	2. Bullesh Kumar, Data Entry Operator	9667603350	
	3. Badri Narain Sharma, Data Entry Operator	9928373909	
	4. Jodhu Adhikari, Messenger	8386097293	

Awareness Activities by GSK Team During the Reporting Period

S.N.	Date	Programme	Participants as Beneficiaries	No. of Participants
1.	08.07.2016	Consumer Awareness Outreach Programme at CUTS CHD, Chittorgarh	Networkers	30
2.	10.07.2016	Ramdev Mandir campus, Ringus (Distt.-Sikar),	Ladies groups	40
3.	19.07.2016	Raza Public School, Ghat Gate, Jaipur	Students and Teachers	60
4.	20.07.2016	Govt. Senior Secondary School, Harmada, Jaipur	Students and Teachers	250
5.	20.07.2016	Chaursiyon ki Dhaani, Village- Bagru, Dist: Jaipur	Ladies groups	40
6.	22.07.2016	Adarsh Vidhya Mandir School, Banipark, Jaipur	Students and Teachers	100
7.	27.07.2016	Vaidik Balika Senior Secondary School, Adarsh Nagar, Jaipur	Students and Teachers (90+16)	106

8.	29.07.2016	Government Patel Senior Secondary School, Beawar, Distt.- Ajmer	Students	100
9.	29.07.2016	Government Girls Senior Secondary School, Chhavani Marg, Beawar, Distt.- Ajmer	Students	82
10.	29.07.2016	Sanatan Dharam Government Senior Secondary School, Delwara Road, Beawar, Distt.- Ajmer	Students and Teachers	50
11.	31.07.2016	GSK Review Meeting at CUTS Centre for Human Development (CUTS CHD), Chittorgarh	Networkers	32
12.	29.08.2016	Govt. Maharani Girls Senior Secondary School, Banipark, Jaipur	Students	60
13.	24.09.2016	Sadachaar public Senior Secondary School, Akad Road- Hathi Babu Marg, Bani Park, Jaipur	Students	60
	Between July-September, 2016	A session on GSK separately in other project activities of CUTS		630
		Total Participants		1640

Glimpses of Few Outreach Activities





Two Back to Back Consultation Meeting for Opening of Jagruk Grahak Kendra on 27th July, 2016

The meeting was chaired by Minister Ram Vilas Paswan. C R Choudhary, State Minister of the department along with Secretary, Hem Kumar Pande, Additional Secretary, Madhulika Sukul; Joint Secretary, P V Ramasastry and many other officials from the department. GSK representatives and few other NGOs were present to discuss exploring possibilities of starting Jagruk Grahak Kendra.

On the same day, a review meeting specifically to discuss GSK was held, where Additional Secretary, Consumer Affairs, chaired a meeting with the representatives of the five Grahak Suvidha Kendras (GSKs).

GSK Initiatives to Open Collection Centres in Other Cities

GSK, Jaipur opened its collection centres in five cities of Rajasthan namely Chittorgarh, Bhilwara, Kota and Sawaimadhopur. Ajmer, Udaipur and Dholpur also have informal collection centres and there are efforts to start these in other cities of Rajasthan as well.

The purpose is to receive consumer complaints from places outside Jaipur with the support of CUTS's own centres and its networkers. Pictures of three such collection centres are as below:



