
GSK Activities Annual Report (1st July 2015-30th June 2016)

1. Introduction

Grahaak Suvidha Kendra (GSK) an initiative of the Department of Consumer Affairs (DoCA), Government of India as a ONE STOP CENTRE catering to a spectrum of services for consumer welfare. The portal will function as an extended arm of State Helpline and on a common IT platform of National and State Consumer helplines. It will have local language, English & Hindi service with trained personnel, experienced in counselling, drafting complaints and providing information.



Consumer Unity & Trust Society (CUTS) has been selected for managing one such GSK for the western region based in Jaipur. 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 in connection with the World Consumer Rights Day. The formal MoU was signed between the DoCA and CUTS on June 30, 2015. The GSK started its functioning on July 01, 2015. Consumer Complaint Handling, Information and Advisory services are provided by GSK.



1.1 Completing the formalities and receipt of first instalment of funds

The bond was submitted on July 6, 2015 along with other related documents like stamped duly signed pre-receipt, bank details etc. The same was re-submitted with some minor modifications on July 13, 2015. On the query from the department, had send the revised UCs of earlier grants received from CWF along with the resolution for the signing authority. Regular follow ups were made with DoCA on routine basis for the release of 1st installment funds. The first installment of Rs. 26.1 lakh was received in CUTS bank account on August 19, 2015.

2. Formal Launch



Grahak Suvidha Kendra (GSK) was formally launched on 15th September, 2015 in the auspicious presence of Justice V. S. Dave, former High Court Judge & ex-President Rajasthan State Consumer Disputes Redressal Commission; Shri Pradeep S. Mehta, Secretary General CUTS, Shri Anant Sharma, President CANS and Shri Sanjay Jhala, Deputy Director, Consumer Affairs, Govt. of Rajasthan. Apart from this, there was participation from various VCO and representatives from civil society and government organizations, representatives from various service sectors like electricity and telecom and representative from SEBI as part of regulator. The event concluded with presentation on composition, role & functioning of Grahak Suvidha Kendra and discussion on various consumer issues. Then there was a power point presentation on composition, and functioning of Grahak Suvidha Kendra. Thereafter, guest speakers expressed their views on the consumer issues and how the redressal system can be made more efficient. (For more details: http://www.cuts-international.org/CART/pdf/GSK_Launch_Report.pdf)

3. Training Programme for Coordinators and Counsellors of GSKs at IIPA, New Delhi on August 24-26, 2015

A 9th Training Programme for Coordinators and Counsellors of GSKs and State Consumer Helplines on Consumer Protection and Consumer Welfare was organised by Centre for Consumer Studies (CCS) at IIPA, New Delhi from August 24-26, 2015. Representing CUTS GSK, Deepak Saxena (Coordinator), Dharmendra Chaturvedi and Gajendra Khichi (Counsellors) participated in the training. The training was successful in terms of better understanding the role and functions of GSKs, build capacity to manage GSKs and to handle complaints/redress the complaints and to enhance knowledge and skill to provide consumers with information related to various products and services.

Similarly, 10th training programme of IIPA was organised on 7-9 June, 2016, which was attended by Manisha Joshi, Renu Beniwal (both counsellors at Jaipur) and Madan Giri Goswami (counsellor at Chittorgarh collection centre of GSK) at New Delhi.

4. Formation of Advisory Committee

Formation of the advisory committee was done in month of October. A visit was made to the District Forum-Jaipur I, II, III and IV and met presidents and few members to acquaint them about GSK and pursuing them for inviting to be a member of Advisory Committee of GSK. Later visit also was made to State Consumer Dispute Redressal Commission and met Mahaveer Prasad Sharma, Registrar and gave him a letter requesting to nominate a President and a member of District Forum, as suggested, as the President and member of the Advisory Committee respectively. As required, two members as nominated by the State Consumer Redressal Commission after giving their consent were formally inducted into the Advisory Committee.

In the review meeting held on 28th January, 2016 at Krishi Bhawan, New Delhi, it was proposed to include two more members in the advisory committee. One, a representative from State Consumer Helpline and a representative from the State Consumer Department. Dr Anant Sharma, Convenor, State Consumer Helpline had agreed to be part of the advisory committee, while the state government has not responded to the request inspite of repeated reminders.

The names of complete advisory committee are as under.

1. Shri O.P. Singh
Chairperson
District Consumer Dispute Redressal Forum,
Jaipur- III, 6th Floor, Mini Secretariat,
Banipark, Jaipur- 302 016
2. Smt. Geeta Pareek
Member
District Consumer Dispute Redressal Forum,
Jaipur- III, 6th Floor, Mini Secretariat,
Banipark, Jaipur- 302 016
3. Dr. Seema Joshi
Maulik Foundation Society
D- 4, Hari Kripa Apartment
Flat No. 503, Meera Marg
Banipark, Jaipur- 302 016
Mob: 94613 08400
4. Shri Rakesh Parmar
Samajik Vikas Samiti,
Bus Stand,
VP- Jarga, Distt.- Dholpur
Pin- 328 022
Mob: 97840 16835, 84326 19582,
Email: svsdholpur@gmail.com
5. Dr Anant Sharma
Convenor, State Consumer Helpline
21, Gangwal Park, Jaipur 302 004

4.1. Advisory Committee Meetings of GSK on December 30, 2015 and June 30, 2016



The First Advisory Meeting for *Grahak Suvidha Kendra* was convened at 3:00 P.M. on December 30, 2015 at CUTS CART, Bani Park, Jaipur. The members of Advisory Committee Smt. Geeta Pareek, Dr. Seema Joshi and Shri Rakesh Parmar were present at the meeting.

http://www.cuts-international.org/CART/pdf/Minutes_of

First advisory Committee Meeting held on 30 December 2015.pdf

In accordance with the provisions II (h) and (i) of MoU signed between Department of Consumer Affairs and CUTS on June 30, 2015 the meeting was held at December 30, 2015 from 3:00 P.M. to 4:30 P.M.

The second meeting of advisory committee was convened on 30th June, 2016 and was attended by President O P Singh Gurjar, member Geeta Pareek and other members of advisory committee. The report can be viewed at: [http://www.cuts-international.org/CART/pdf/Minutes_of Advisory Committee Meeting held on 30 June 2016.pdf](http://www.cuts-international.org/CART/pdf/Minutes_of_Advisory_Committee_Meeting_held_on_30_June_2016.pdf)



[http://www.cuts-international.org/CART/pdf/Minutes_of Advisory Committee Meeting held on 30 June 2016.pdf](http://www.cuts-international.org/CART/pdf/Minutes_of_Advisory_Committee_Meeting_held_on_30_June_2016.pdf)

6. GSK Outreach Programmes

GSK team visited various schools and other places to facilitate the programme on protection and awareness of consumer. The awareness programme was organised with the objective to create awareness among school children about the rights and duties of consumers and introduce them with Consumer Protection Act, 1986 under the banner of *Grahak Suvidha*



Kendra. The following programmes were organised:

S.N.	Date	Programme	No. of Participants as Beneficiaries
1.	15.07.2015	Consultation with Consumer Organisations working in Electricity Sector with Shri Vishwanath Hiramath, Chairman, RERC	20 CSOs
2.	15.09.2015	GSK Launch Meeting at Hotel Om Tower, Jaipur	45
3.	11.11.2015	Awareness Programme at Nehru Yuva Kendra, Tankarda, Chomu	30
4.	19.11.2015	Seminar on Power Sector- Jointly organized by GSK and Samata Power	102
5.	27.11.2015	Talk at Govt. Maharani Girls Sr. Sec. School, Banipark, Jaipur	213 Girls
6.	05.12.2015	Awareness Programme at Rural Development & Self Employment Training Institute (RUDSET), Vidhyadhar Nagar, Jaipur	52
7.	12.12.2015	Talk with 'Surbhi Parivar' at VKIA, Jaipur	25 Women
8.	25.12.2015	Talk at Govt. Maharani Girls Sr. Sec. School, Banipark, Jaipur with NSS camp	100 Girls and Teachers
9.	15.03.2016	World Consumer Rights Day at Hotel Jaipur Palace, Jaipur	68
10.	22.04.2016	Consultation at CUTS Conference Hall with Justice V.B. Gupta, member, NCDRC	32
11.	17.05.2016	Seminar cum Exhibition at Patna	409
12.	28.05.2016	Open House Discussion with BSNL	25
13.	Between the reporting period	A session on GSK separately in other project activities of CUTS	770

6. Other Programmes/Interventions

Besides organising the above awareness programmes, GSK team had the chance to attend various other programmes on different issues of consumer's interest. These are as following:

6.1 World's Standards Day

The event was organised by the Bureau of Indian Standards (BIS), Jaipur Branch on October 17, 2015 for the occasion of 'World Standards Day', with the theme, 'Standards World's Common Language'. Representatives from the industries, media, and consumer organisations participated in the programme. The event was organised with the objective of observing 'World Standards Day'. The aim was to highlight the importance of standards in day to day life. Deepak Saxena, Coordinator along with Dharmendra Chaturvedi and Gajendra Khichi, attended on behalf of GSK.

6.2 National Consumers Day Observations

The Department of Consumer Affairs of Ministry of Food and Consumer Affairs, Government of India organised a seminar to commemorate National Consumers Day on the theme 'Safe and Healthy Food-Combating Food Adulteration' on December 22 2015, New



Delhi. George Cheriyan, Director, along with Dharmendra Chaturvedi, Project Officer of CUTS attended the event. George was felicitated on the occasion for being elected as member in the governing council of Consumers International

(CI) and he spoke on CI and the revision of the United Nations Guidelines on Consumer Protection (UNGCP) in the event.

Similarly, a State-level function to commemorate National Consumers Day was



also organised on December 24, 2015 at Indira Gandhi Panchayati Raj Sansthan (IGPRS), Jaipur on the same theme. George Cheriyan got the opportunity of being one of the key speakers on the occasion. The event was attended by the entire GSK team.

6.3 Consultation with Consumer Organisations Working in Electricity Sector

A consultation of CSOs with Rajasthan Electricity Regulatory Commission (RERC) Chairman was organised on power sector reforms on July 15, 2015 at CUTS Conference hall, Jaipur. Around 20 CSOs from Jaipur and other districts took part in the consultation and interacted with Vishwanath Hiremath, Chairman of RERC.

The consultation was woven around the ways to utilize the fund, which RERC has allocated to discoms for consumer education and effective redressal of grievances. Many ideas and suggestions came out from the discussion, which will further be imparted to RERC. In addition, several issues such as lack of awareness, grievance redressal mechanism, consumer advocates etc. were discussed in detail.

6.4 Telecom Customer Outreach Programmes

GSK Team has been regularly participating in various Customer Outreach Programme organised by TRAI and the Telecom Service Providers in different Parts of Rajasthan. Till now Team has attended 5 of such events. These Workshops and Open Houses are organised with the basic purpose of making consumer more informed and more aware with the telecom sector issues and to acquaint them with the redressal mechanism.

6.5 Meeting to Discuss Present Financial Position And Ways To Improve The Overall Status Of Electricity Sector In Rajasthan

Jaipur Vidyut Vitaran Nigam with the help of CUTS facilitated meeting held at Vidyut Bhawan, Jaipur to discuss present financial position and ways to improve the overall status of electricity sector in Rajasthan on February 22, 2016.

Deepak Saxena along with Dharmendra Chaturvedi and Deepika Ranawat represented GSK team at the meeting held at Vidyut Bhawan, Janpath, Jaipur on February 22nd, 2016.



7. Awareness Initiatives Taken by GSK So Far

7.1 GSK on Social Media

Similarly, a Facebook account has also been created in the month of September, 2015, where consumer related information is being posted regularly, which includes latest news, decisions and government initiatives for consumer's interest. Besides, consumers are given an option to post their complaints on this Facebook page. Till now, one complaint has been received through Facebook page, which has been resolved. The status as on 30th June, 2016 stands as:

Likes: 128

People Reached: 416

<https://www.facebook.com/GrahaK-Suvidha-Kendra-GSK-Jaipur-1459230614407574/>

Web: (http://cuts-international.org/cart/GrahaK_Suvidha_Kendra.htm)



7.2 GSK, Jaipur Outreach through Webpage and Facebook

A webpage (http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm) has been created at CUTS website and all the postings with latest update of complaints handled and other activities are posted from time to time.

7.3 Distribution of Leaflets and Stickers

Distribution of One Thousand (1000) leaflets on Grahak Suvidha Kendra through various modes like distribution through newspaper vendors and sending across the whole Rajasthan to CUTS partners in all the 33 districts.

http://www.cuts-international.org/CART/pdf/GSK_Leaflet.pdf and http://www.cuts-international.org/CART/pdf/GSK_Sticker.pdf

7.4 Using Radio for Dissemination

In order to spread awareness about GSK, several methods have been adopted like news on All India Radio of Jaipur Centre; spreading news about GSK in other CUTS meetings, seminars, workshops etc. by way of distributing pamphlets and taking a small session etc. on GSK and press releases etc.

7.5 A New Initiative: GSK Alert

‘GSK Alert’ is a monthly e-newsletter of Grahak Suvidha Kendra. The purpose of this e-newsletter is to apprise the stakeholders about the status of GSK on monthly basis, a pdf copy of three issues of which is attached with the report for perusal and views. The newsletter features status of cases and advisories handled by GSK during past few months and glimpse of some cases, which GSK has dealt them successfully during the month.

January 2016: http://cuts-international.org/cart/pdf/GSK_Alert_January_2016.pdf

February 2016: http://cuts-international.org/cart/pdf/GSK_Alert_February_2016.pdf

March 2016: http://www.cuts-international.org/CART/pdf/GSK_Alert_March_2016.pdf

April 2016: http://www.cuts.international.org/CART/pdf/GSK_Alert_April_2016.pdf

May 2016: http://www.cuts-international.org/CART/pdf/GSK_Alert_May_2016.pdf

June 2016: http://www.cuts.international.org/CART/pdf/GSK_Alert_June_2016.pdf

8. GSK’s Online Submission of Complaints and Answering Phone Machine

GSK, Jaipur has created its own online submission of consumer complaints system, the link of which is:

<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYeL4ajXx0/viewform?c=0&w=1>.

Besides, an answering phone machines has also being installed at GSK, Jaipur, which is a dedicated phone cum fax line and this enable consumers to lodge their complaints even after office hours at any time or any day, so that these are attended on the next working date.

9. GSK's Reviews on 28th January, 2016; 25th April, 2016 and 27th July, 2016

Deepak Saxena, Coordinator, GSK has attended all the three reviews held on the above mentioned dates at Krishi Bhawan, New Delhi during the reporting period. The meetings were convened by the department and chaired by various officials in the department.

10. Visit to State Consumer Helpline, Jaipur



GSK team comprising of Deepak Saxena, Co-ordinator along with Arawat Kumar Thalia, Dharmendra Chaturvedi, Renu Beniwal and Deepika Ranawat, all Counsellors at GSK, Jaipur visited State Consumer Helpline, Jaipur at 12:00 PM on 12th February, 2016. The main purpose of the visit was to give an exposure to the GSK team by letting them know about the functioning of SCH. The GSK team spent around two hours at SCH and discussed with SCH team members about handling consumer complaints.

11. World Consumer Rights Day (WCRD) event organized by Dept. of Consumer Affairs (DoCA), Government of India

Since the Parliament was in session, the WCRD event was organized by DoCA on March 22, 2016 at Vigyan Bhawan, New Delhi. The event was presided over by the Minister for Consumer Affairs, Food & Public Distribution Shri Ram Vilas Paswan and attended by Members from Industry and Voluntary Consumer Organizations. Justice V.B. Gupta, Member, National Consumer Disputes Redressal Commission delivered the key note address. Shri Saryu Rai, Consumer & Food Minister, Jharkhand, Shri G.S. Bali, Consumer & Food Minister, Himachal Pradesh, Shri Lakshmikant Nishad, Consumer & Food Minister, Uttar Pradesh also participated in the function besides representatives from States. More than 150 delegates attended the event. George Cheriyan, director, CUTS attended the event and spoke in a session.

12. World Consumer Rights Day, 2016

A public event was organised to commemorate WCRD on March 15, 2016 at Jaipur. The theme was “Antibiotics off the Menu”. The event was attended by around 60 representatives of CSOs, academics and media. The key resource persons for the event were Dr. N.K.



Gurbani, Professor, Indian Institute of Health Management and Research (IIHMR), Dr. Ashok Gupta, Superintendent, Jay Kay Lon Hospital, Sanjay Jhala, Deputy Director, Department of Consumer Affairs, Government of Rajasthan, Dr. Kanika Varma Department of Home Science, University of

Rajasthan. About 60 participants attended the event. The media had given good coverage. The entire GSK team comprising of coordinator and counsellors not only attended the event but also coordinated and managed it.

(Link to the event report: http://cuts-international.org/cart/pdf/Antibiotics_Off_the_Menu-An_Event_Report_of_World_Consumer_Rights_Day_15March2016.pdf)

13. Exhibition cum Seminar at Patna on 17th May, 2016

A Seminar cum Exhibition was organized by the Ministry of Food, Consumer Affairs and Public Distribution of Government of India at Patna, Bihar. The purpose behind organizing this event was to showcase the initiatives undertaken during the last two years across various segments of consumer affairs including consumer welfare, education, advocacy etc.



14. Consumer Protection in India: Challenges and Way Forward



Grahak Suvidha Kendra team members facilitated a Consultation held at Jaipur on 22nd April 2016. The theme of the consultation was Consumer Protection in India: Challenges and Way Forward. The main speaker for the event was Justice V B Gupta (Member, NCDRC). Kailash Chandra Atwasia

(Registrar, SCDRC), Susan Mathew (High Court, Advocate) and Vagish Kumar Singh were the speakers.

15. Human Resources and Infrastructure

15.1 Building: GSK started functioning at D-218 A, Bhaskar Marg, Bani Park, Jaipur-302016

w.e.f July 01, 2015. A sign-board regarding the Consumer Care Centre has been set up outside the GSK office. Besides, all office staff including four counsellors, coordinator and data entry operators has been provided with computers, phone line connected to answering machine, fax machine and separate telephone lines connected to EPABX.

15.2 Staff: As required the GSK staff team is placed in order comprising one coordinator, four

counsellors and back office, the details of which are:

Name of Staff Member	Designation	Contact No	Email ID
Deepak Saxena	Coordinator	09799996095	gsk@cuts.org ; ds@cuts.org
Dharmendra Chaturvedi	Counsellor	09414202868	dc@cuts.org
Arawat Kumar Thalia	Counsellor	09414788283	akt@cuts.org
Renu Beniwal	Counsellor	08764200317	rb@cuts.org
Manisha Joshi	Counsellor	09529261704	mnj@cuts.org
Manish Pareek	Accountant		
Vikram Rathore	Data Entry Operator		
Badri Narain Sharma	Data Entry Operator		
Jodhu Barmen	Messenger		

Also see the link http://www.cuts-international.org/CART/pdf/GSK_Jaipur_Team.pdf

GSK Initiatives to Open Collection Centres in Other Cities

GSK, Jaipur opened its collection centres in five cities of Rajasthan namely Chittorgarh, Bhilwara, Kota, Sawaimadhopur and Udaipur. 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:

For more information:

Grahak Suvidha Kendra

C/o Consumer Unity & Trust Society

D -218A, Bhaskar Marg, Banipark, Jaipur 302 016

Ph. cum fax: 0141- 4015395; Email: gsk@cuts.org

Online Complaint Submission:

<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkTYeL4ajXx0/viewform?c=0&w=1>