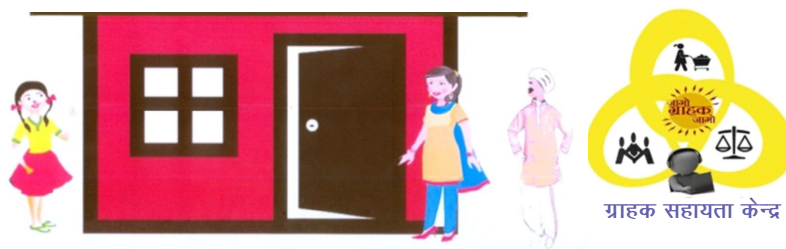


# GSK Alert

A Quarterly news alert of *Grahak Sahayta Kendra* (GSK), Jaipur

**CUTS**  
International

April -June, 2018



*Grahak Sahayta Kendra* (Consumer Care Centre) works as a ONE STOP CENTRE catering to a spectrum of services for consumer welfare. GSK is also functioning on a common IT platform of National and State Consumer Helplines. It provides services in both Hindi and English languages with trained personnel, experienced in counselling, drafting complaints and providing information. GSK has established Collection Centres at Bhilwara, Chittorgarh, Pratapgarh, Dausa, Udaipur, Ajmer, Dholpur, Kota and Sawai Madhopur respectively. These centres are working as extended arms for *Grahak Sahayta Kendra* Jaipur, where aggrieved consumers may register their complaints. Similar centres are going to operate very soon in other cities of Rajasthan.

**GSK details can be accessed at:**

[http://www.cuts-international.org/CART/Grahak\\_Suvidha\\_Kendra.htm](http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm)

**For being a part of GSK family visit:**

<https://www.facebook.com/GrahakSuvidha-Kendra-GSK-Jaipur-1459230614407574/?fref=ts>

## Online Submission of Complaints:

Online consumer complaints for GSK can be registered at:

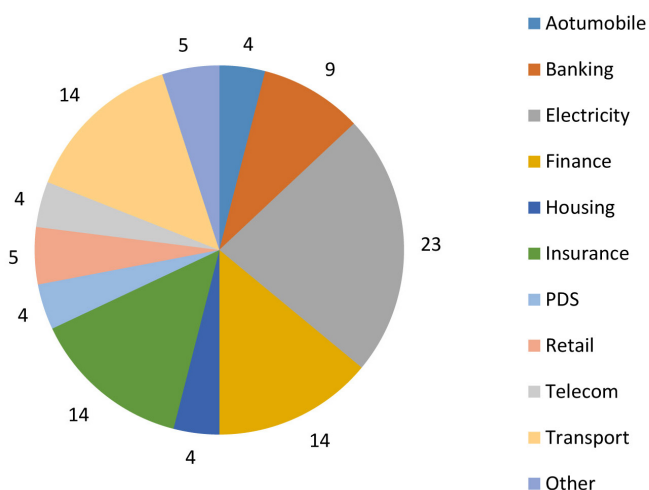
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYeL4ajXx0/viewform?c=0&w=1>



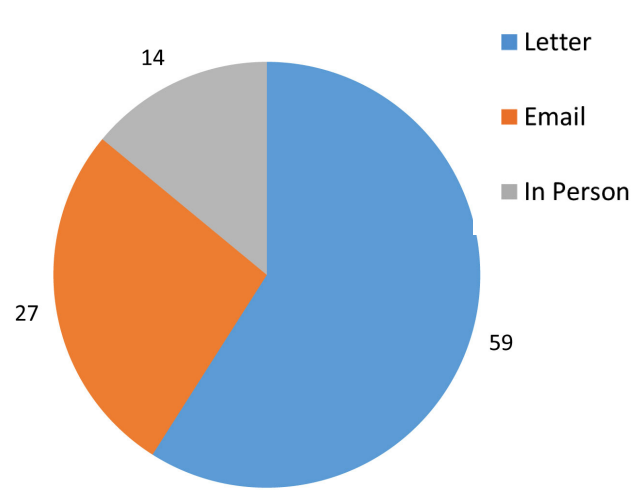
**For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal:** <http://gama.gov.in/Default.aspx>

GSK, Jaipur has been dealing with complaints coming to it by various modes like in person, through mail, post or telephone. GSK has been able to solve majority of these complaints through its standard way of dealing, such as talking to parties, writing responses or serving notices, when required. Details of the complaints and advisories are presented through graphs for the month of April-June, 2018.

**Sectorwise Complaints (in percentage)**



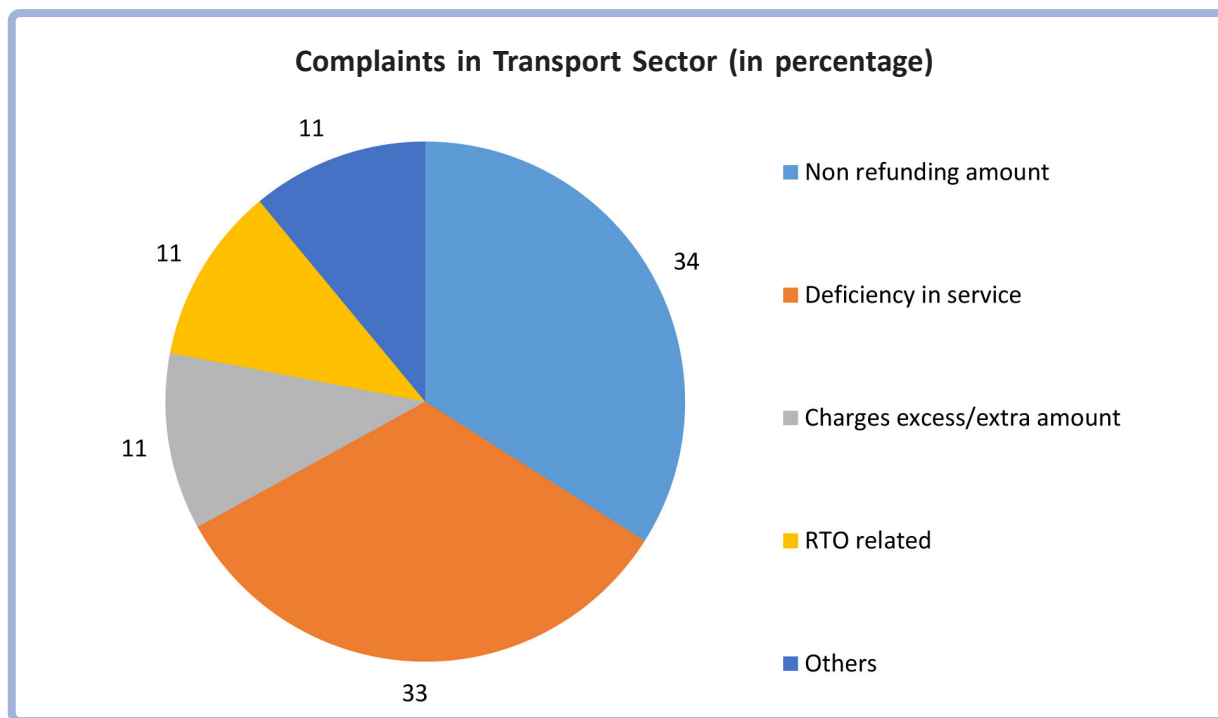
**Mode of Complaints**



## GSK in Transport Sector

The previous editions captured complaints received at GSK pertaining to the **financial, telecom, e-commerce, insurance, electricity, real estate and retail sector** respectively. The focus of the current issue is on complaints received with respect to transport sector for April 2017-March 2018. These complaints pertain to services like bus, railways and air with regard to delays, refunds, unsatisfactory services etc., where the consumers were either taken to ride or unnecessarily harassed and various other reasons.

Such complaints and advisories received by GSK have been compiled with effect from April 01, 2017-March 2018. The details are shown below through graphical representation:



## CUTS International re-nominated in CCPC

In exercise of the powers conferred by sub-section (l) of Section 4 of the Consumer Protection Act, 1986 (68 of 1986) read with sub-rule (1) of rule 3 of the Consumer Protection Rules, 1987, the Central Government re-constituted the Central Consumer Protection Council, consisting of the members like ministers of few select states, Karnataka, Goa, Tamil Nadu, Jammu and Kashmir, Jharkhand, Bihar, Uttarakhand, Assam, MP and Manipur under clause (c) of sub-rule (1) of rule 3; Chairpersons of TRAI, FSSAI and Railway Board; Secretary of Electronics and Information and Technology of Govt. of India and Director General of Bureau of Indian Standards under clause (f) of sub-rule (1) of rule 3 and consumer organisations like CAI of Chennai, CERC of Gujarat and CUTS of Rajasthan under clause (g) of sub-rule (1) of rule 3 of the Act. Besides, the council also had nominated Secretaries of Consumer Affairs of three states, Rajasthan, Telangana and Gujarat as members under clause (j) of sub-rule (1) of rule 3 of the Act as mentioned above.

This Committee, which is re-constituted once in three years under the Chairmanship of Minister of Food and Consumer Affairs of Govt. of India and Minister of State as its Vice Chairman functions with an object to discuss, analyse and formulate or suggest required amendments in the policies under the Consumer Protection Act, 1986, which can promote and protect various rights of the consumers as enshrined under the Consumer Protection Act, 1986 such as (a) the right to be protected against the marketing of goods and services, which are hazardous to life and property; (b) the right to be informed about the quality, quantity, potency, purity, standard and price of goods or services, as the case may be, so as to protect the consumer against unfair trade practices; (c) the right to be assured, wherever possible, access to a variety of goods and services at competitive prices; (d) the right to be heard and to be assured that consumer's interests will receive due consideration at appropriate fora; (e) the right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and (f) the right to consumer education.

## Success Stories



### Excess Electricity Bill Adjusted

Mohan Lal, resident of Village Champaneri, block Bhinay, Dist. Ajmer complained to GSK through letter against Ajmer Vidhyut Vitran Nigam Ltd., Bijay Nagar (Ajmer). The complaint was that the aggrieved consumer had received an electricity bill of excess amount of ₹10,203/- for the month of February, 2018. Mohan Lal contacted concerned authorities for rectification in the bill in the office of AVVNL but his efforts went in vain. He roamed around several offices and met electricity officials but in turn, he was asked to pay the bill as the last day of submitting the bill was nearing close.



The aggrieved consumer was compelled to approach GSK, Jaipur on March 13, 2018. Taking the complaint of Mohan Lal on priority, GSK sent his complaint to the AEN of AVVNL, Vijay Nagar (Ajmer) on the same day. After receiving the complaint, AEN of AVVNL, Vijay Nagar informed in writing to GSK that the electricity meter of the complainant has been serviced and now the consumer is satisfied. His excess amount in the bill was then adjusted in the future bills.

### Travel Agency Forced to Refund Advance Amount

Suman Kachhawa, lodged her complaint through email that she had booked 'Rameshwaram Yatra' tour package of ₹14,000/- on November 19, 2017 from Shri Bhole Shankar Tirth Yatra Co., Nai Mandi, Station Road, Hindon City (Rajasthan) through an agent Suresh Bhardwaj and paid an advance booking amount of ₹2000/- by cheque. After booking, due to her illness and other physical problems, she could not go to Yatra. She requested to the Yatra Co. and agent to refund the advance amount that she had paid. The Yatra Co. and agent promised that her advanced amount will be refunded after return. But, despite of number of calls and rigorous follow ups, Suman Kachha could not get any respite.



The aggrieved consumer then was forced to come to GSK, Jaipur. GSK reacted on it and sent a notice to the opposite party Shri Bhole Shankar Tirth Yatra Co. After receiving the notice, the Yatra Co. acted on it quickly and refunded the booking amount of ₹2000/- to the complainant.

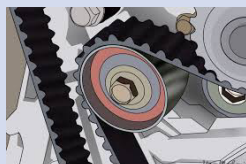
### iPhone Got Replaced

Abhas Bhatnagar, resident of Banswara purchased an iPhone online in April 2018 for ₹25,000. Immediately after sometime, the display of the phone got damaged on April 27, 2018. He sent the mobile to the service centre in Banswara and also paid additional amount of ₹5,400 as repairing charges and was assured to receive the phone back by April 30, 2018. But even after repeated reminders, Bhatnagar did not receive his repaired mobile. He finally filed a complaint to GSK, which sent a strong notice to the head office of Apple Company and service centre. GSK followed up continuously and Bhatnagar finally received his handset after proper repairing in May, 2018.



### Faulty Auto Parts Got Substituted

Vijay Sharma from Jaisalmer purchased Turbo engine parts for the car from Ganesh Diesels Pvt. Ltd, Jodhpur on April 20, 2018, which were found defective. Sharma approached GSK, Jaipur with regard to the replacement of defective parts with the new one. When the matter came to GSK, a strong notice was sent and Ganesh Motors replaced the defective turbo parts with a new one and thus giving a relief to aggrieved consumers.



### Deficiency in Services

Madan Lal from Sanganer, Jaipur, Rajasthan approached GSK on June 03, 2018 regarding the complaint against Electricity Department. Despite their norms, Digital Point (DP) was not replaced for more than 10 days, which affected the bill for the next month of the consumer. After several follow ups with the Consumer Grievance Redressal Forum, DP was replaced and reasonable amount was remitted from the bill of the consumer as informed by him.

