

# GSK Alert

A monthly news alert of *Grahak Suvidha Kendra* (GSK), Jaipur



*Grahak Suvidha Kendra* (Consumer Care Centre) is a new 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. GSK is functioning as an extended arm of State Consumer Helpline and on a common IT platform of National and State Consumer Helplines. It has both local language, English & Hindi service with trained personnel, experienced in counselling, drafting complaints and providing information. Consumer Unity & Trust Society (CUTS) was selected and managing one such GSK for the western region based in Jaipur. The GSK started its functioning on July 01, 2015. Consumer Complaints Handling, Information and Advisory services (CHIAS) are provided by GSK.

## GSK Starts its Collection Centres

GSK has also established its Collection Centres at various districts in Rajasthan like Bhilwara and Chittorgarh. These centres will work as an extended hand for *Grahak Suvidha Kendra* Jaipur, where aggrieved consumers may register their complaints.

**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>

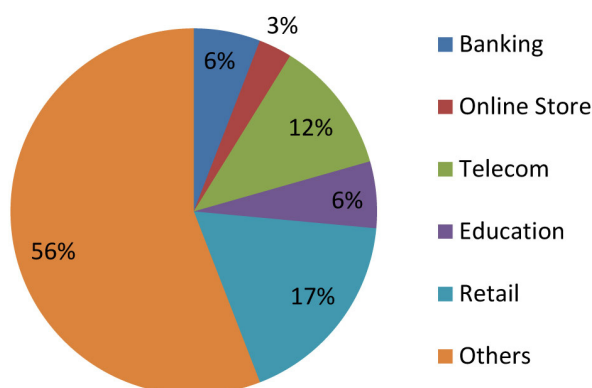


**For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal:**

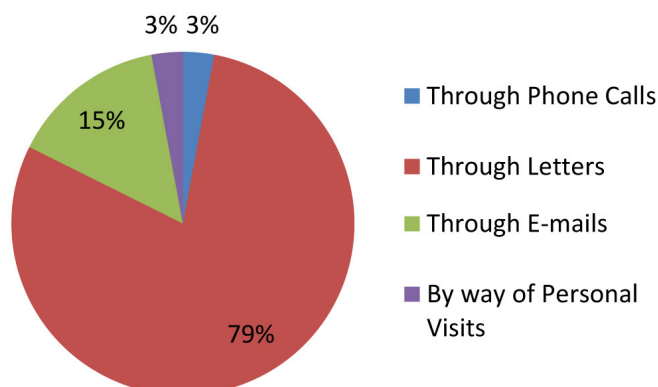
<http://gama.gov.in/Default.aspx>

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.

**Complaint Analysis of GSK, April 2016**



**Mode of Receiving Complaints, April 2016**





### Consumer Given Waiver

Braham Prakash from Gujarat approached GSK through mail against unfair charges levied in his post-paid bill by Idea. The complaint was forwarded to the concerned authority of Idea to take an appropriate action. It was then intimated to us by the Idea team that the number is registered in Gujarat and then they themselves forwarded it to the Gujarat team for action. The continuous follow ups were done by the GSK team. Hence, the matter was resolved and the consumer was given waiver of reasonable amount.



### RedBus.in Forced to Compensate

Dharamveer Yadav of Jaipur approached GSK regarding the



complaint against redBus.in for not refunding the amount taken for AC Bus. The consumer booked ticket online for an AC Bus with redBus.in but his journey was in non-AC bus. When he approached the Customer Care Section of redBus.in, no valid reasons were stated for the inconvenience. After some follow-ups made by the GSK Team, a reasonable amount was refunded.

### E-tailor Again Forced to Refund

Paras Chand Jain of Sawai Madhopur approached GSK for filing a



complaint against Snapdeal for non-refund of amount. He brought a mobile from Snapdeal which did not work properly and he was having trouble in getting the refund from Snapdeal. He registered his complaint with GSK through phone call. The GSK team started followed up with the Snapdeal. The amount was refunded to his account within the period of seven days.

### Vodafone Paid for Misleading Consumer

Raj Somani of Jaipur approached filed a complaint before the GSK regarding the misleading advertisement from Vodafone. He got his prepaid number recharged with ₹147 for data services and as per the



advertisement by Vodafone the customer was supposed to get 1 GB 3g data but he ended up getting only 450 MB of data. GSK took up the case to Vodafone and after rigorous follow ups, the complaint was resolved.