

# 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 provides services in both Hindi & English languages 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) is also provided by GSK.



## GSK Starts its Collection Centres

GSK has established Collection Centres at Bhilwara, Chittorgarh, Udaipur, Ajmer, Kota and Sawai Madhopur. These centres are working as extended arms for *Grahak Suvidha Kendra* Jaipur, where aggrieved consumers may register their complaints. We are very soon going to start similar centers 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:

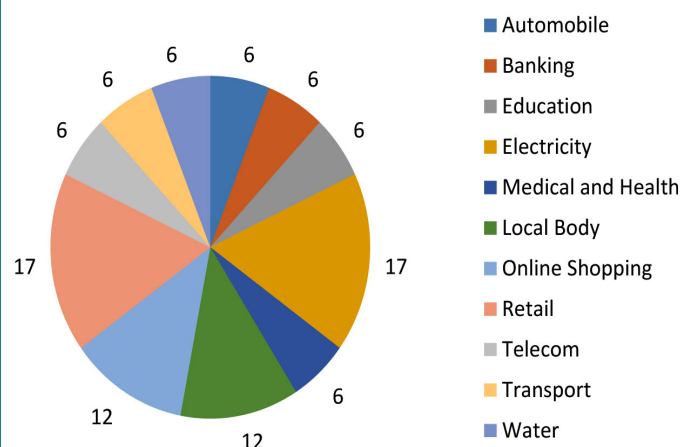
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



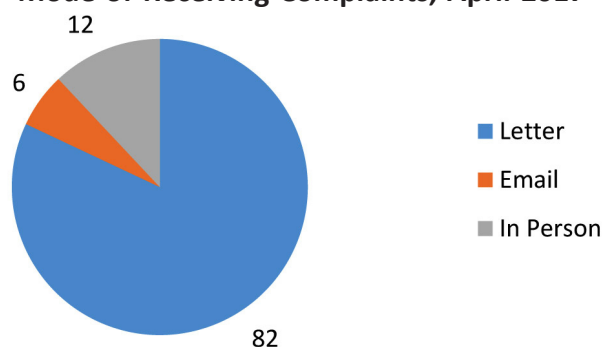
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.

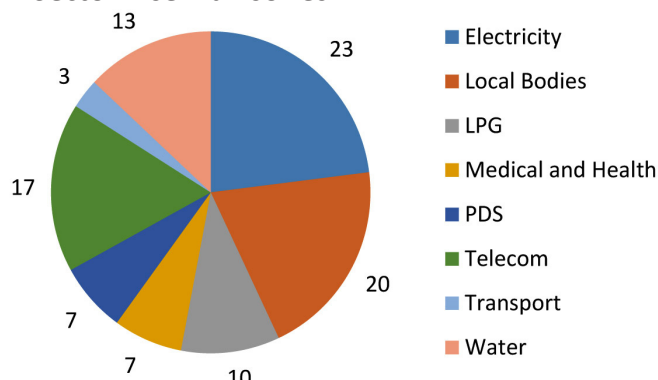
## Complaint Analysis of GSK, April 2017



## Mode of Receiving Complaints, April 2017



## Sectorwise Advisories



## Success Stories



### Compensation for Reckless Driving

The complaint was registered by Jeetali Agnani, resident of Jaipur. She booked a cab to travel from Gurgaon to Jaipur on April 16, 2017 and due to the negligence of the Goibibo team, the driver came late to the pickup venue (Country Inn, Gurgaon). In order to reach the destination (Jaipur) on time, the driver drove rashly. A complaint was made on behalf of the customer for unsatisfactory services. As a result 50 percent of the amount was refunded to the customer and a cashback was also given of ₹1000 in gocash account by Goibibo.



### Balance not Received after Recharge Message

Baldev Raj from Jaipur recharged his BSNL mobile through online recharge site. The amount was deducted from his account but he did not receive the balance. Hence, he filed a complaint with GSK, who took up the issue with BSNL's Public Grievance Cell. His problem was finally resolved after few attempts.



<http://www.sachet.rbi.org.in/>

(Your Wise Decision Will Help  
You Keeping Your Hard Earned  
Money Safe)

Register your complaint  
against fraudulent schemes  
and also know more about  
Acts and Rules related to  
investors and regulators



**Chit  
Fund  
or  
Cheat  
Fund?**

**AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.**



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