

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 languages, 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 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

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:

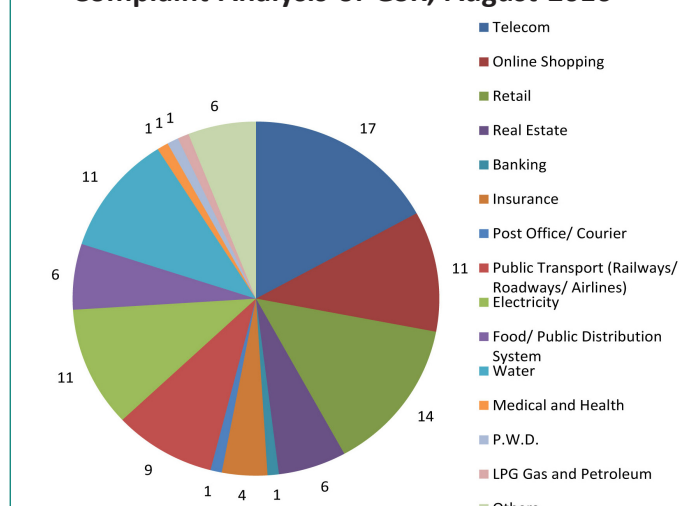
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



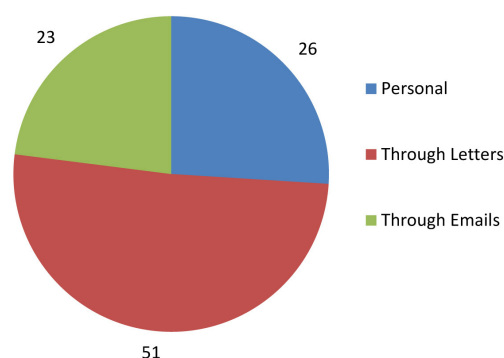
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.

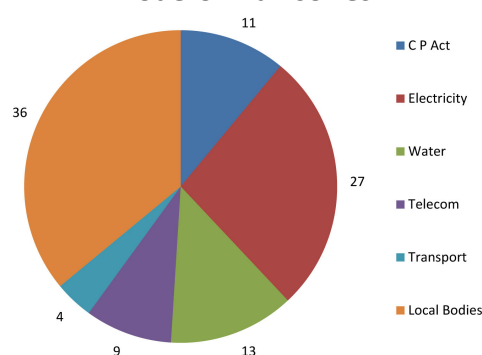
Complaint Analysis of GSK, August 2016



Mode of Receiving Complaints, August 2016



Mode of Advisories



Success Stories



Due Amount from Online Trader Refunded

Nahid Mohammad from Jaipur complained that in June, 2016, he purchased a cotton Suit online through Amazon.in for his wife but it was never delivered to him and the amount of Rs. 500, which he paid, was also deducted from his account. He approached GSK, Jaipur and after continuous follow ups and notices served by GSK, the amount was finally refunded to him.



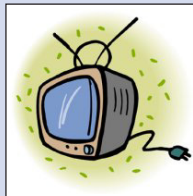
Network Issue with TSP Resolved

Devi Narayan Jediya from Jaipur was having network issues with the Telecom Service Provider Aircel. He had company's sim card and been facing constant problem of internet access. Later the outgoing facility from his phone was also disconnected. After regular follow ups with the company in vein, he filed a complaint with GSK. GSK team served a strong notice and few rigorous follow ups, his network issue got resolved.



Cable TV Operator Compelled to Redress Consumer

Damodar Agarwala, a resident of Jaipur visited GSK with his complaint of having continuous problems with his cable TV operator, who was servicing him with Hathway digicable connection. There were network issues and the picture quality was also not up to the mark. After getting fed up with the poor and unresponsive services, he lately approached GSK, which took up the matter immediately and finally, a sigh of relief to the aggrieved consumer.



LIC of India Made to Refund the Claim

Sushila Devi Chipa, a resident of Vijay Nagar, Ajmer complained at the GSK collection centre in Masuda, Ajmer that she was not getting the refund claim of deducted amount from her salary to be deposited in Life Insurance Corporation (LIC) of India. The complaint was taken up with LIC by the GSK team, who after few follow ups informed GSK that the claim has been transferred into the account of Sushila Devi.



<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

Invest your money with an unregistered entity and see it disappear

AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.



Grahak Suvidha Kendra (GSK)

D-218A, Bhaskar Marg, Bani Park, Jaipur 302 016, India, Ph: 91.141.4015395 Fx: 91.141.228 2485

Email: gsk@cuts.org, Web: www.cuts-international.org/cart/Grahak_Suvidha_Kendra.htm