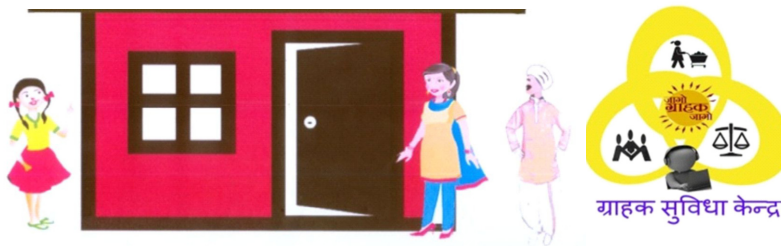


Grahak Suvidha Kendra (Consumer Care Centre) is a new initiative of the Department of Consumer Affairs (DoCA), Government of India as a **ONE STOP CENTRE** catering to a spectrum of services for consumer welfare. GSK is functioning as an extended arm of State Consumer Helpline and on a common IT platform 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

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>

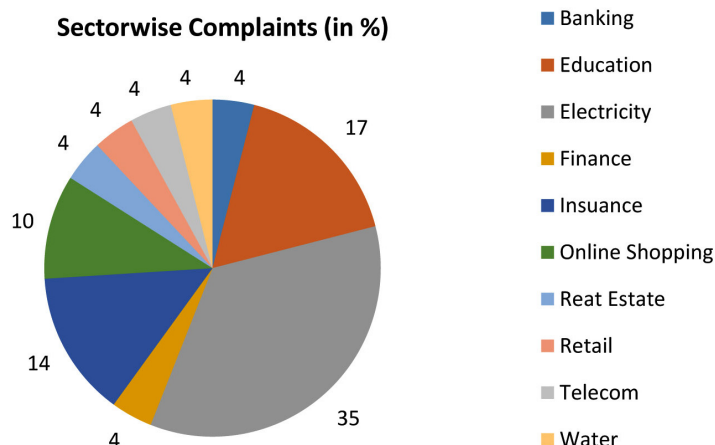


For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

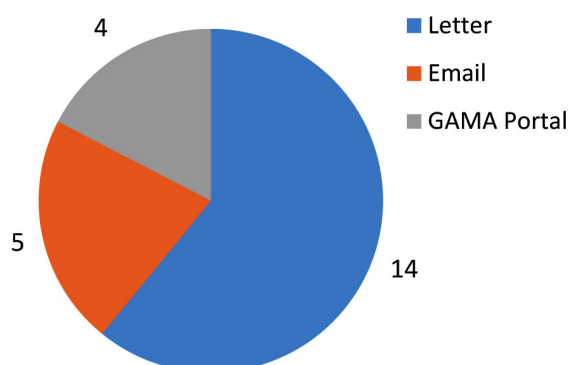
GSK, Jaipur has been dealing with complaints coming to it by various modes like in person, through mail, post or telephone. GSK has been able to solve majority of these complaints through its standard way of dealing, such as talking to parties, writing responses or serving notices, when required.

Complaint Analysis of GSK, August 2017

Sectorwise Complaints (in %)



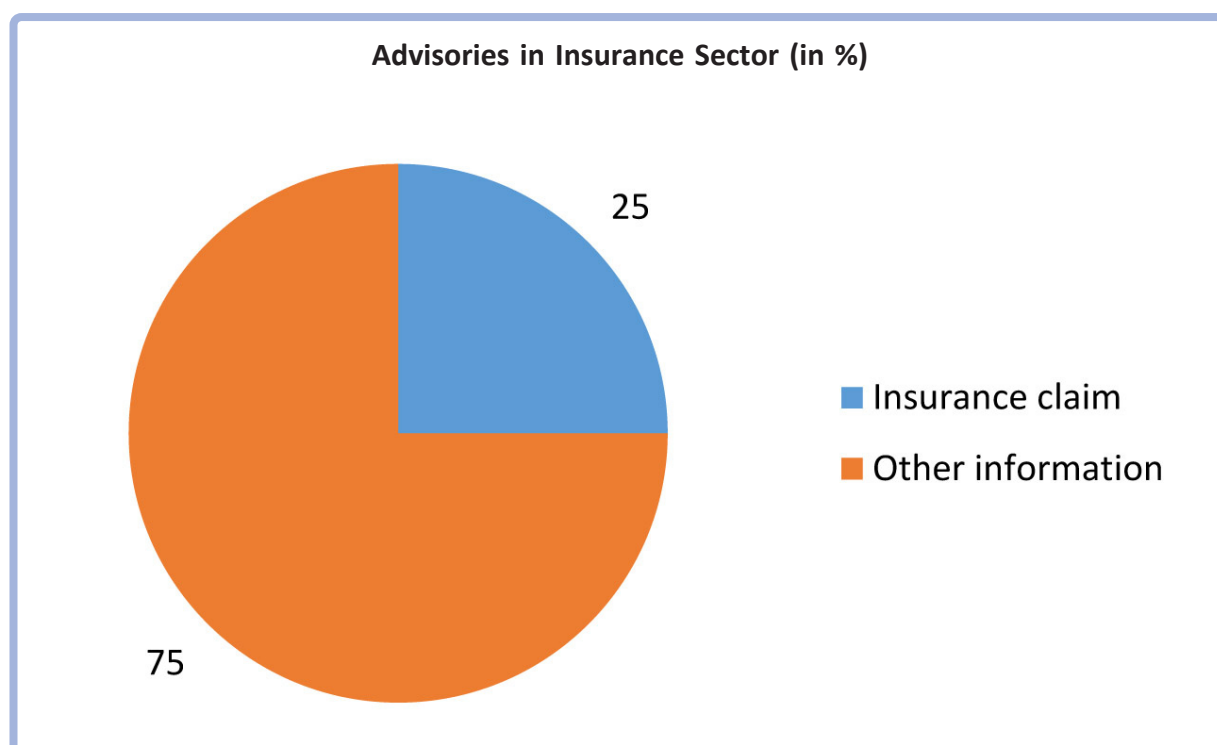
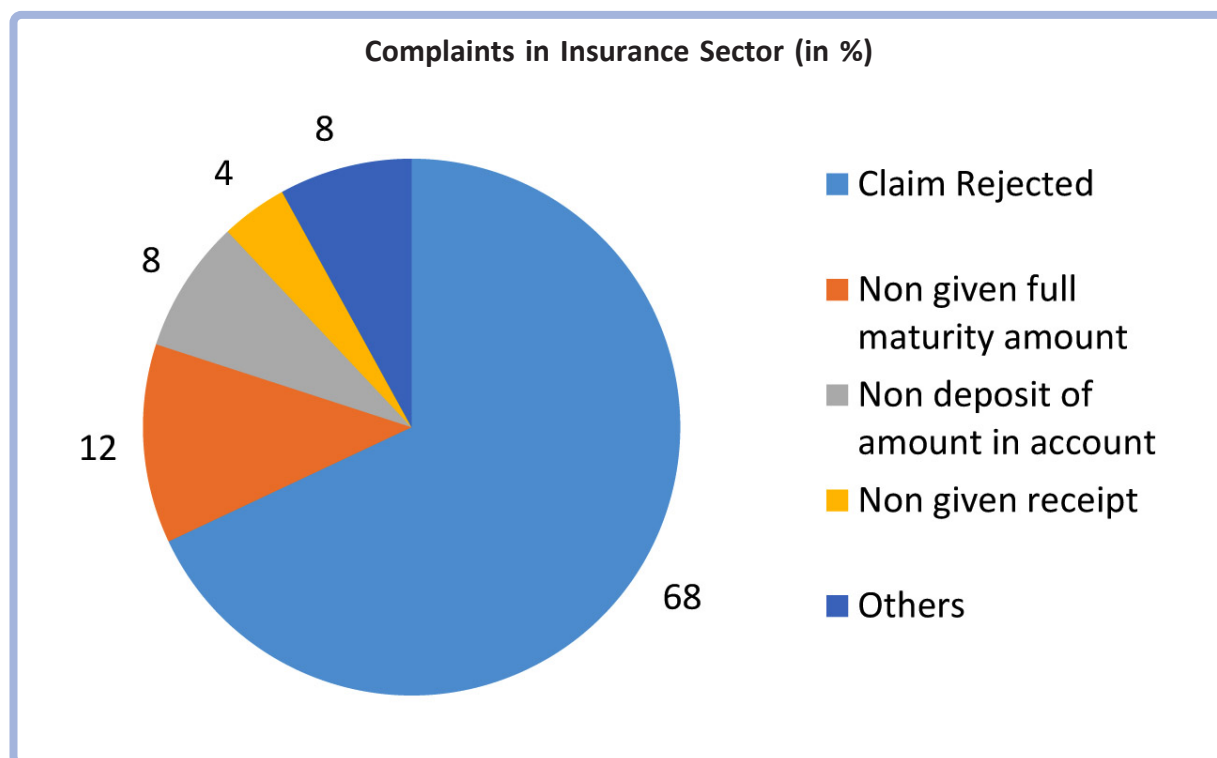
Mode of Receiving Complaints August 2017



GSK in Insurance Sector

The previous three editions captured complaints received at GSK pertaining to the **financial, telecom and e-commerce sectors** respectively. The focus of the current issue is on **insurance sector**. There have been enormous complaints registered before GSK pertaining to this sector, which are mainly related to non-payments by insurance companies even after maturity or claim related issues with insurance companies, where customers are often cheated for many reasons.

Such complaints and advisories received by GSK have been compiled with effect from July 01, 2015-August 31, 2017. The details are shown below through graphical representation:



Success Stories



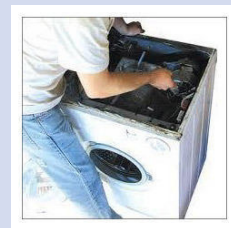
Defective Battery Interchanged

Nishesh Kumar from Jaipur filed a complaint through GSK with regard to the replacement of his Honda Activa Battery. He purchased Honda Activa in October 2016 from Satnam Honda Motors. The battery was not functioning properly after the purchase. Kumar approached Satnam Motors for changing it but they denied. Hence, when the issue was reported to GSK, a strong notice was sent. Reacting to the notice, Satnam Motors replaced the battery within a period of seven days.



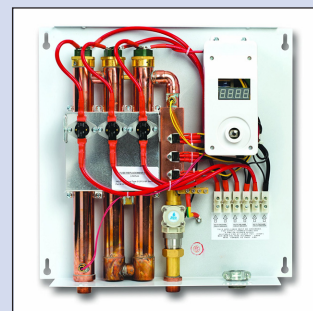
Dealer Ordered to Repair Washing Machine

Namita Mehta from Jaipur filed a complaint through GSK with regard to the washing machine. She purchased the machine from N K Enterprise on February 27, 2017 but since the day of purchase, the machine was not malfunctioning. Hence, the matter came to GSK and the team filed the complaint directly on the company's website. After few follow ups, the machine was repaired within three days of filing the online complaint.



Deficiency in Services

Suresh Kumar Saini from Phagi, Jaipur, Rajasthan approached GSK on September 27, 2016 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.



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