

*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:

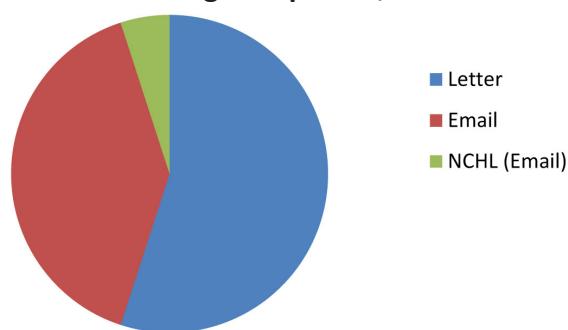
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYtYeL4ajXx0/viewform?c=0&w=1>



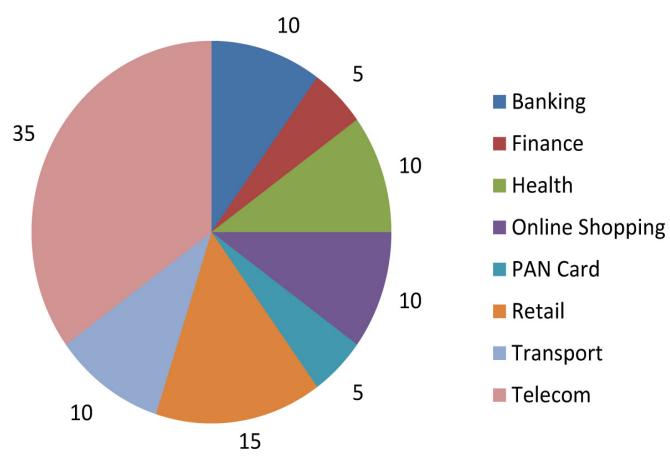
**For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal:** <http://gama.gov.in/Default.aspx>

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.

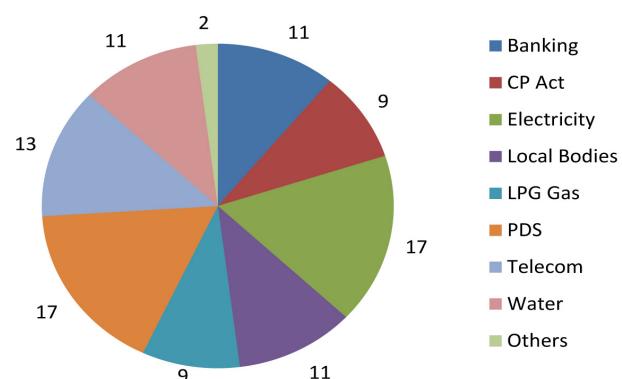
### Mode of Receiving Complaints, December 2016



### Complaint Analysis of GSK, December 2016



### Sectorwise Advisories



## Success Stories



### Meeting Targets by Unfair Means

**Anudeep Mahto** came to GSK, Jaipur seeking help via an e-mail against AU Financers, Jaipur. Mahto approached a sales executive for loan. At that time, he was conveyed that the loan interest would be reducing by 16 percent, but on glancing through the documents he came to know that it was actually 19 percent. He immediately spoke to the concerned Branch Manager and decided to cancel his loan. But the executive said that in order to meet their pre-defined monthly target, they had already initiated the loan process. The aggrieved consumer was compelled to report the matter to GSK, Jaipur which issued a notice to the concerned finance company. Soon after receiving the notice, AU Financers returned all original documents of property to Mahto.



### Received Right Product at Last!

**Ankita De** came to GSK, Jaipur to register her complaint through sending a mail against [support@nykaa.com](mailto:support@nykaa.com). Ankita ordered a product (*Faces Glam on Colour Perfect Eyeshadow*) through online shopping, but the product received was different from the one ordered.



Ankita moved towards GSK, Jaipur. Understanding the situation GSK sent a notice to the concerned company through an e-mail. After receiving the notice, she received the requisite product.

### Outgoing Finally Connected

Seeking advice from GSK, Jaipur

**T P Shivkumar** registered his complaint against Reliance Communications that he was unable to make outgoing calls through his mobile phone no. 7416389766 since December 23, 2016. Numerous requests have been made to Reliance Communications Appellate Authority in this regard but all in vain. Then, GSK sent a notice to concerned TSP through an email and the complaint was finally resolved.



### Surcharged Cash Returned

**Deepak Saxena** registered his complaint to Grahak Suvidha Kendra (GSK), Jaipur against Airtel. He recharged his mobile no. 7568087161 for ₹400 through Paytm on December 15, 2016. On getting recharged at the above number, he found that ₹300 was deducted without any intimation. GSK sent a notice to Airtel – Telecom Service Provider through a mail and immediately after receiving the same, Airtel returned the deducted amount to Saxena in his wallet.



**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](mailto:gsk@cuts.org), Web: [www.cuts-international.org/cart/Grahak\\_Suvidha\\_Kendra.htm](http://www.cuts-international.org/cart/Grahak_Suvidha_Kendra.htm)