

Grahak Suvidha Kendra (Consumer Care Centre) works as a ONE STOP CENTRE catering to a spectrum of services for consumer welfare. GSK is also functioning on a common IT platform of National and State Consumer Helplines. It provides services in both Hindi and English languages with trained personnel, experienced in counselling, drafting complaints and providing information. GSK has established Collection Centres at Bhilwara, Chittorgarh, Udaipur, Ajmer, Dholpur, Kota and Sawai Madhopur respectively. These centres are working as extended arms for *Grahak Suvidha Kendra* Jaipur, where aggrieved consumers may register their complaints. Similar centres are going to operate very soon 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:

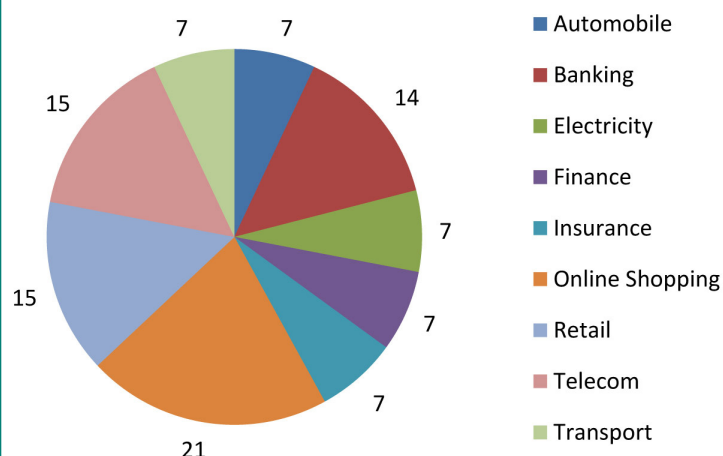
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



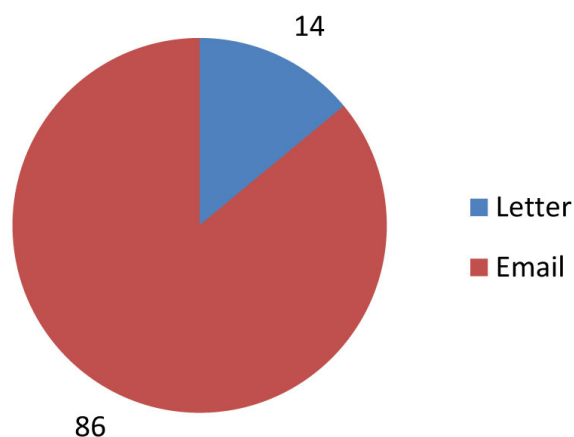
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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. Details of the complaints and advisories are presented through graphs for the month of December 2017.

Complaint Analysis of GSK December 2017

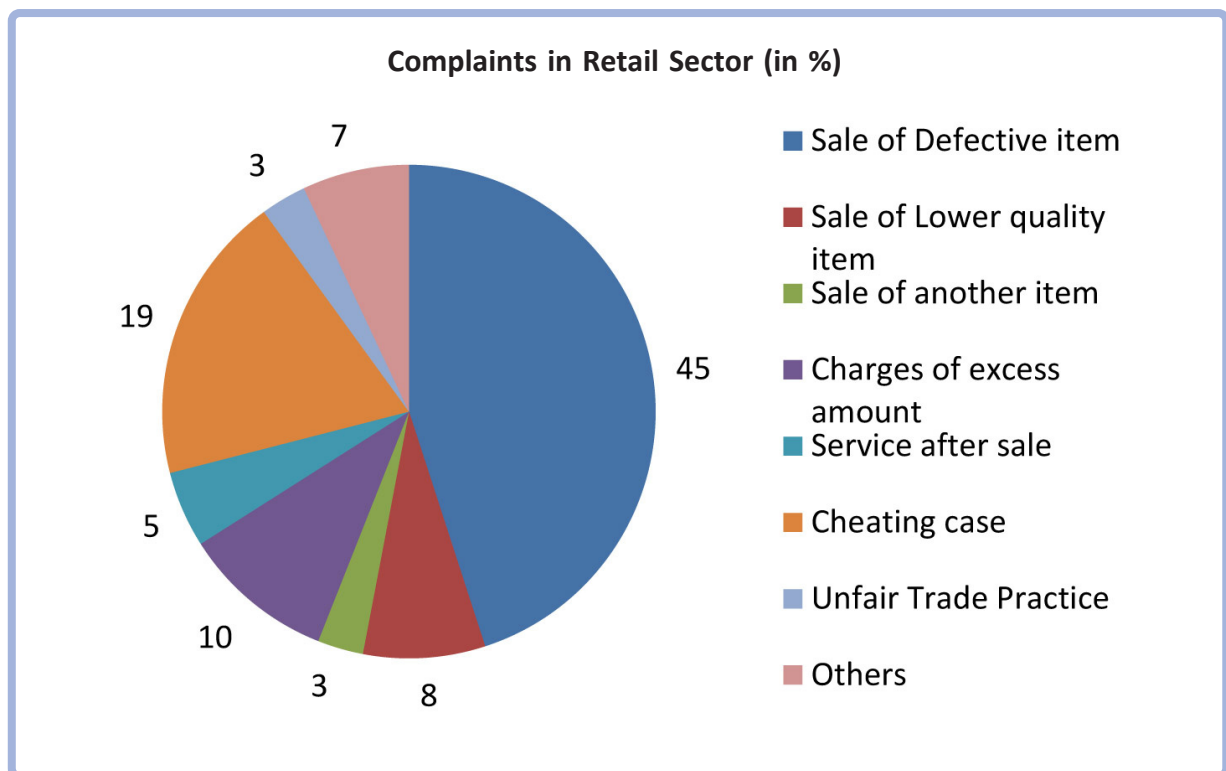


Mode of Receiving Complaints December 2017



GSK in Retail Sector

The previous five editions captured complaints received at GSK pertaining to the **financial, telecom, e-commerce, insurance, electricity and real estate sectors** respectively. The focus of the current issue is on complaints received with respect to **Retail Sector**. There have been enormous complaints registered before GSK pertaining to this sector, which are mainly related to defective items, low quality, excess amount above MRP, deficient services after sales, unfair trade practices etc., where customers are often cheated or posed to problems and various other reasons. Such complaints and advisories received by GSK have been compiled with effect from July 01, 2015-December 31, 2017. The details are shown below through graphical representation:



<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

INVESTOR AWARENESS 4

How come, so cheap? We need to be careful!

Offering loan at very low rate of interest only 3%

Let's Grab this Opportunity

LOAN AT LOW RATE OF INTEREST?

IF IT COMES CHEAP LOOK BEFORE YOU LEAP

AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.

Success Stories



Hospital Authorities Forced to Reimburse

Najmun Nisha had a complaint regarding the reimbursement of fees, which she paid to the Ramsnehi hospital, Bhilwara for the treatment of her husband. Unknowingly before, Nisha came to know later that her husband has been operated under **Bhamashah Card** benefits, under which no amount is chargeable but she has already paid the money, which she was not supposed to. For reimbursement, she made several attempts with hospital authorities but in vein. After lot of harassments, she brought the matter before the GSK, Bhilwara centre. After the intervention of GSK team she received reimbursement of ₹2000 from the hospital.



Shopkeeper Provided Proper Bill to Consumer

Narendra Choudhary, resident of Tonk purchased clothes from Raja Saab Suiting Shirting, Badwali Haweli Subash Bajar, Tonk. The shop keeper refused to give him a proper cash memo and instead provided him a handwritten bill inclusive of GST. When Choudhary asked for a printed bill, the shopkeeper misbehaved with him. The aggrieved consumer was compelled to lodge his complaint at GSK, Jaipur which sent a notice to the shopkeeper. Immediately after receiving the notice, the shopkeeper provided a proper bill.



E-Tailors Beware

Kamal Deep Gupta, complained to GSK Jaipur through email about a damaged mobile handset, which he received after placing an online order at www.mi.com/in/mi-a1/ on October 26, 2017. The supplier provided the consumer a damaged product. Gupta pursued with the company several times at their customer care no. 18001036286 and through mail, but every time opposite party provided assurance of resolving the problem. The aggrieved consumer was than compelled to come to GSK, Jaipur. GSK followed with the company and issued notices which immediately replaced the handset.



Computer Store Replaced the Defective Product

Rekha purchased a Toshiba I TB Internal Hard Drive and made the payment through her Paytm wallet with order no. 3941734182 on October 09, 2017 for Rs 3,413. Later, she found it to be a defective one and visited the store again for either replacing the same or refund. But the store fellow instead of helping her misbehaved and harassed. The aggrieved consumer approached to GSK, Jaipur which sent a notice to the opposite party. After receiving the notice, the opposite party replaced the defective product with a new one.

