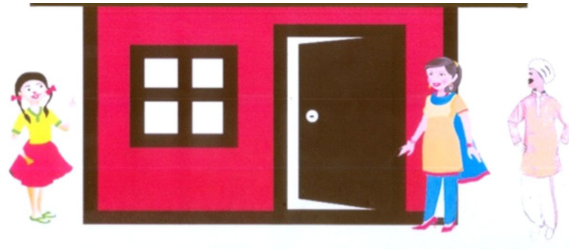


GSK Alert

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 Helpline and on a common IT platform of National and State Consumer Helplines. It has both local languages – English & Hindi services 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 commenced its functioning on July 01, 2015. Consumer Complaints Handling, Information and Advisory services (CHIAS) are provided by GSK.

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>

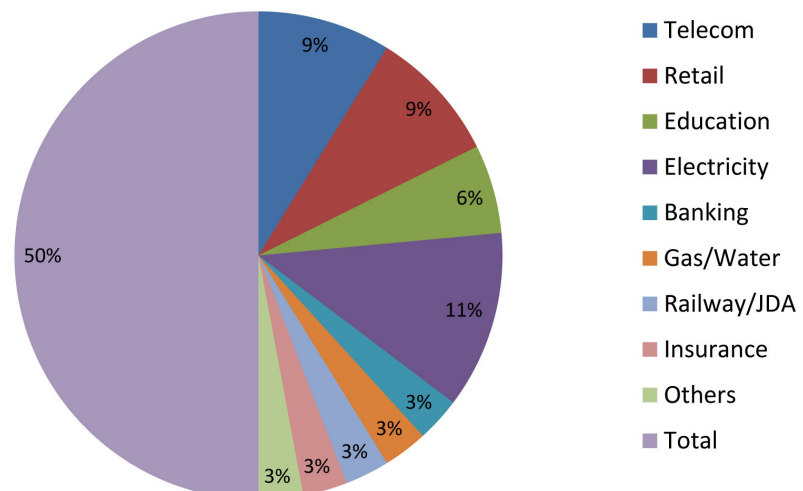


For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal:

<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, as and when required.

Complaint Analysis of GSK, February 2016



Success Stories

Faulty Meter Got Replaced

Sona Saha, resident of C-Scheme, Jaipur complained that unfair charges were levied in her electricity bill for the month of December 2015. On examination, it was found that electricity meter was malfunctioning and despite several reminders and complaints from the consumer, it was not replaced. As a result, consumer was forced to pay the bill calculated on an average basis, equal to high billing sometimes. After continuous follow-ups and notices served by GSK, the faulty meter was finally replaced.



(Complaint no 77)

Remittance of Unfair Charges

Sanjog Kamal Sharma, resident of Jaipur, sent an e-mail to GSK for incurring of unfair charges in their post-paid bill of January-February 2016. After follow ups and e-mails from the GSK team, a reasonable amount of ₹515.25 was remitted from his bill.



(Complaint no 89)

New Pan Card Issued by NSDL

Kuldeep Nirwan from Jaipur had a complaint against online PAN card services. He received a message from Blue Dart on November 17, 2015 stating that the said card will be delivered by November 26, 2015 but when it was not delivered for another one month, the courier company made excuses. He contacted National Securities Depository Limited (NSDL) which refused to take the responsibility. As the consumer was being charged for services, the company had the responsibility of delivering it on time. After sending e-mails, notices and personal follow-ups with the company by GSK, a new PAN card was issued and delivered within 15 days.



(Complaint no 82)

JDA Alloted the Plot

Sabir Ahmed Mansuri, resident of Masuda, Ajmer approached GSK through letter against Jaipur Development Authority (JDA). He applied for allotment of plot at Rohini Enclave, Jaipur through lottery, which is regulated by JDA. On receiving the allotment, he was asked to deposit ₹10,000 as initial amount. After depositing the said amount, he was not given any receipt for the same. GSK team forwarded the letter to JDA enclosing all the information required. After rigorous follow-ups by GSK, the aggrieved consumer was allotted the plot within 15 days.



(Complaint no 95)

University Handed over the Certificate

Meenakshi Sharma, resident of Bhopal, was not getting certificate for diploma on time. She did a diploma course from Taxila University, Mansarovar Jaipur and before getting involved in the course, the said University promised her to provide the certificate by January 21, 2016. It did not provide the certificate within the stipulated time, due to which she could not appear for interview in certain companies as the same was mandatory to support her qualifications. After continuous follow-ups by the GSK team, the University handed over the certificate.



(Complaint no 102)



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