

# 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 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:

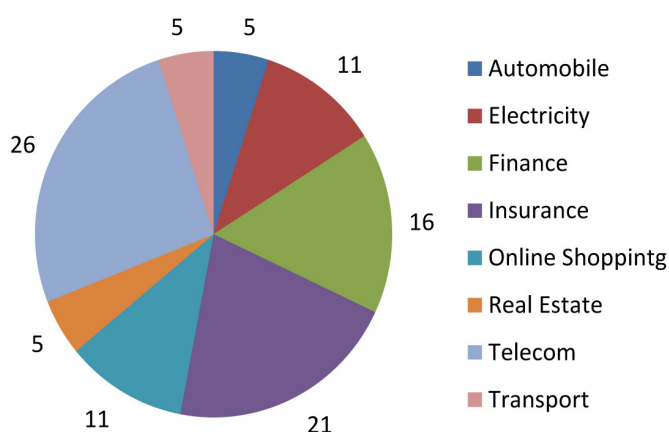
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



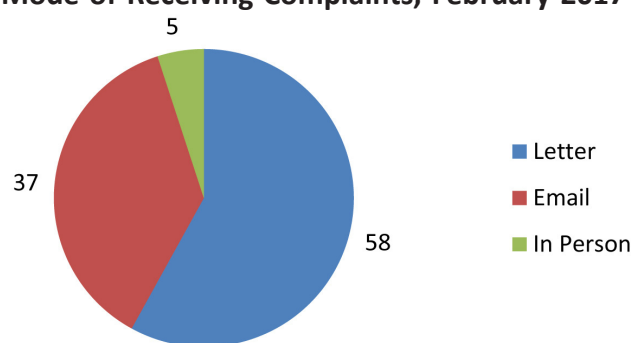
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.

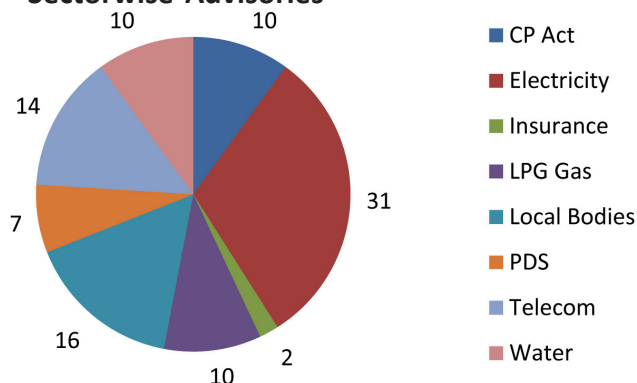
## Complaint Analysis of GSK, February 2017



## Mode of Receiving Complaints, February 2017



## Sectorwise Advisories



## Success Stories



### E-Tailor Again Taught a Lesson

**Ankita De** from Bhubneshwar made a complaint regarding the ordered parcel from Body Shop. The order number 5192263 was placed on February 12, 2017 and paid through credit card. It was supposed to be shipped to Bhubaneswar, with recipient, Ankita De through the Blurdark tracking id 69892299584. The prepaid parcel was delivered at the different address without the consent of the consumer. After writing to the Body Shop, they successfully delivered the order at the proper address.



### TSP Forced to do Portability

**Sanjay Mishra** approached GSK on December 24, 2016 through phone about the refusal by Airtel for portability of network to Idea without stating any valid reasons. The complaint was forwarded to the Telecom Regulatory Authority of India as well as Airtel Appellate Authority. It was resolved within seven days and the number was transferred to Idea.



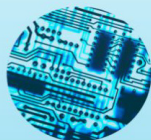
CUTS<sup>®</sup>  
International



### World Consumer Rights Day

March 16, 2017, Jaipur

**BUILDING A DIGITAL WORLD  
CONSUMERS CAN TRUST**  
#BETTERDIGITALWORLD



As part of the work to get consumer issues noticed across the world, each year World Consumer Rights Day on 15 March is being celebrated world wide. World Consumer Rights Day (WCRD) is an opportunity to promote the basic rights of all consumers, demanding that those rights are respected and protected, and a chance to protest against the market abuses and social injustices which undermine those rights. CUTS is organising an interface under the aegis of GSK, Jaipur on the occasion of WCRD on the theme 'Building A Digital World Consumers Can Trust' on 16<sup>th</sup> March, 2017 at Jaipur.

<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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