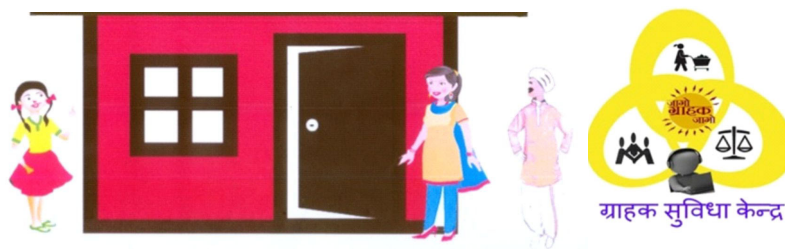


GSK Alert

A Quarterly news alert of *Grahak Sahayta Kendra* (GSK), Jaipur

CUTS
International

January-March, 2018



Grahak Sahayta 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 Sahayta 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

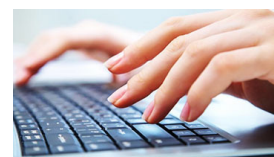
For being a part of GSK family visit:

<https://www.facebook.com/GrahakSuvidha-Kendra-GSK-Jaipur-1459230614407574/?fref=ts>

Online Submission of Complaints:

Online consumer complaints for GSK can be registered at:

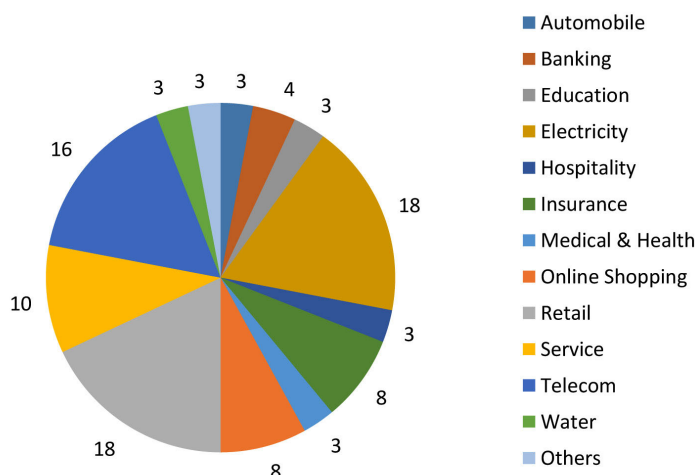
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



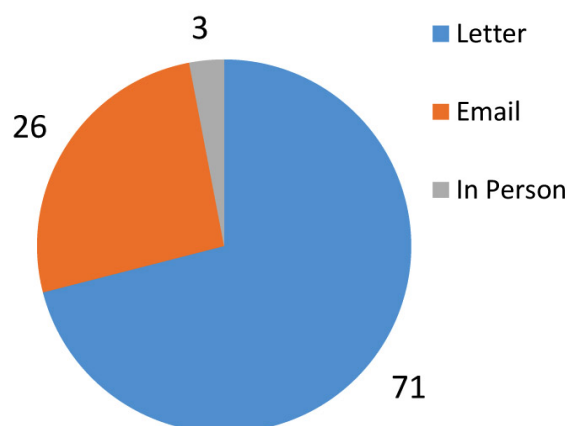
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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 January-March 2018.

Sectorwise Complaints (in percentage)



Mode of Complaints



Making Digital Marketplaces Fairer

About 96 percent consumers shop online at least once in their lifetime. Out of those, 70 percent consumers found online shopping safe, and 63 percent prefer cash on delivery. 56 percent online consumers face problem post purchase. Findings of the survey on 'Digital Consumer Satisfaction' conducted by CUTS were released on 'World Consumer Rights Day, 2018' observed by the organisation in Jaipur. This year, the day was observed worldwide on the theme 'Making Digital Marketplaces More Fairer'.



"We live in a country, where 65 percent of gross domestic product (GDP) comes through selling services, which makes the consumer a king in a true sense but now-a-days living in the world of gadgets. Digitisation has taken over our subconscious." said Mugdha Sinha, Secretary, Consumer Affairs, Food and Civil Supplies of Government of Rajasthan, while addressing the event as the Chief Guest. Sinha appealed for 'Minimum Government and Maximum Governance' through doorstep delivery of goods, services and knowledge to the consumer. She also assured an effective and efficient role of the government as a facilitator and enabler, which makes a bridge between the government and the consumer.

"Data is the new oil today" said Pradeep S Mehta, Secretary General, CUTS. He further stated that India is a unique country, where Consumer's Day is observed twice in a year on March 15 as World Consumer Rights Day and on December 24 as National Consumers Day and despite the state of Indian consumer is not as good as expected. Mehta further pointed out that 'Consumer Protection' was a subject even in Twenty Point Programme initiated by the then Indira Gandhi government and it still remains a big challenge especially in two aspects, i.e. trustworthiness of e-platforms and determining their accountability towards consumers.

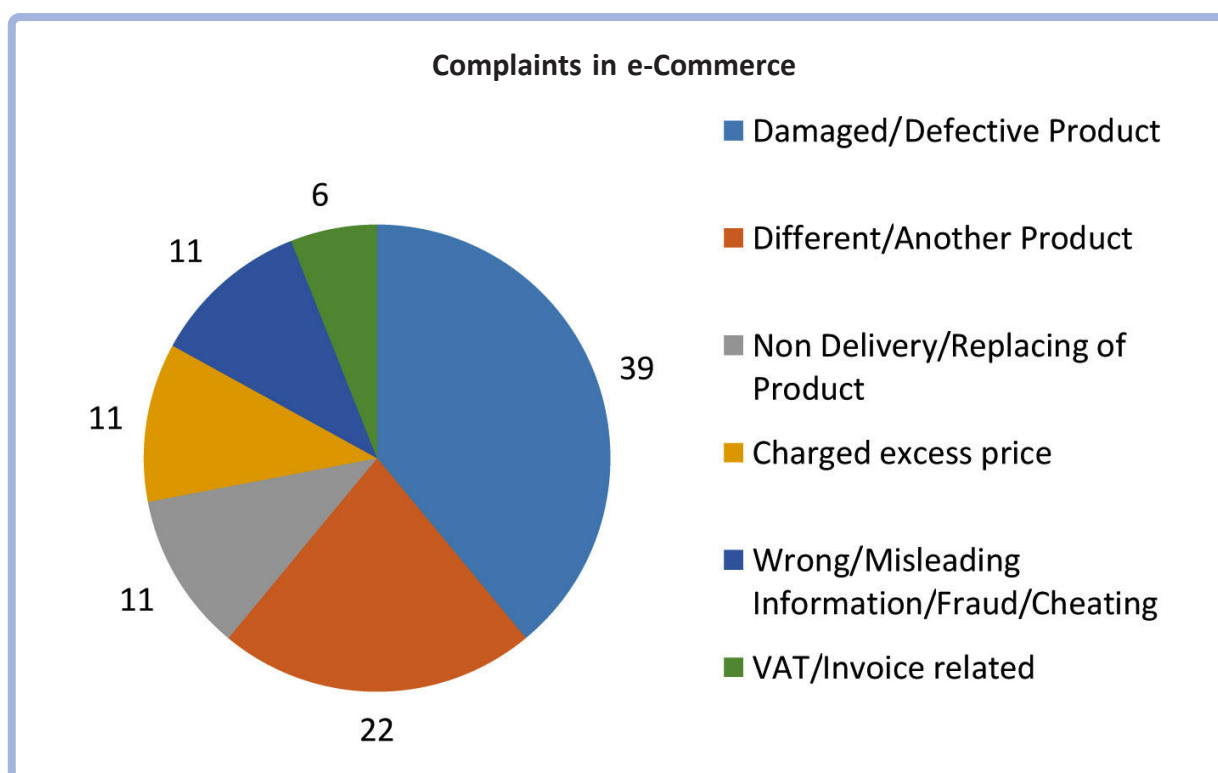
George Cheriyan while delivering his opening address said "India is one of the fastest growing e-commerce markets worldwide." He further stated that in 2016, an estimated 1.61 billion people worldwide purchased goods online. In 2016, global e-commerce sales amounted to US\$1.9tn and projections show a growth of up to US\$4.48tn to 2021. In Indian scenario, it amounted to US\$20.05bn in 2017. Therefore, safe and secure access to the internet is needed to increase the trustworthiness of online platforms and interest of consumers.

Manish Lodha, Joint Adviser, Telecom Regulatory Authority of India (TRAI) Jaipur office threw light upon the enhanced role of TRAI as e-commerce is shifting to mobile commerce in India. Further, a panel discussion moderated by Bipul Chatterjee, Executive Director CUTS, was conducted in the second session of the event. Vagish Kumar Singh, a legal professional; Harkishan Wadhwan, Manager, Axis Bank; Deepansh Sharma, Manager, Ola Cabs and Vishal Singhal, Manager, I Solution Microsystem Pvt Ltd spoke on different aspects of e-commerce from respective fields in consumer's perspective. Sanjay Kumar Mangla, Fellow, CUTS gave a presentation on *E-Commerce in the Context of Trade, Competition and Consumer Protection in India*. More than 70 people from different fields participated.

GSK in e-Commerce Sector

The previous editions captured complaints received at GSK pertaining to the **financial, telecom, e-commerce, insurance, electricity, real estate and retail sector** respectively. The focus of the current issue is on complaints received with respect to e-commerce for April 2017-March 2018. These complaints pertain to untimely delivery of goods; delivery of damaged goods; supply of items, which have not been ordered or not leaving upto the promises etc., where customers are often cheated and various other reasons.

Such complaints and advisories received by GSK have been compiled with effect from April 01, 2017-March 2018. The details are shown below through graphical representation:



<http://www.sachet.rbi.org.in/>

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INVESTOR AWARENESS 6

Invest
your money with an
unregistered
entity and see it
disappear

AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.

Success Stories



Need for Regulation on Online Platform

Praveen Kumar Sharma, resident of Jaipur and his two friends were on a trip with their families for Vaishno Devi and Jammu. They were in all six adults and two infants. On January 04, 2018, while travelling from Patnitop to Jammu, they were supposed to catch the return flight to Jaipur on the very next day on January 05, 2018. On night of January 04, 2018, they booked three rooms at Hotel Ocean Grand, Sant Market, Near Jewel Chowk, through 'Redbus' (an online platform for hotel booking).



As they reached the hotel on 4th night, the hotel people just refused to host them saying that the hotel do not have vacant rooms and that they have not received any booking from Redbus. They tried all the service numbers of the Redbus provided in app but all in vein. They spent the whole night on the road side with family.

The aggrieved consumer was compelled to come to GSK, Jaipur after being harassed mentally by the Redbus. GSK sent a notice to Redbus and pursued the matter hard. After receiving the notice, the Redbus acted on the complaint and agreed to pay the whole booking amount of hotel back to the consumer along with an additional cost for harassment etc. of ₹4000 as part of compensation.

No Consumer will be Denied Subsidy

Jamna Lal, resident of Village Mungan, Tehsil Kapasan, district Chittorgarh purchased a thresher machine for agriculture from Dagar Krishi Yantra Udyog, Badi Khera Road, Dagbel, Bagru, Jaipur. At the time of purchase, the seller assured him about the government subsidy on the machine. But at the time of buying, he could not get any such benefit. After long perusal and advocacy at his level, he was mentally and financially harassed.



The aggrieved consumer was then compelled to come to GSK, Jaipur for the redressal. GSK served a notice to the opposite party. After received the notice, the complainant informed in writing to GSK that the matter has been amicably solved and the aggrieved consumer has finally been relieved with the required subsidy amount.

₹10 Coins are Valid Legal Tender

Hemant Singh Sisodiya, resident of Gaytri Nagar, Bhilwara has a complaint that BSNL office in Bhilwara has refused to accept ₹10 coin when he went there to deposit the bill of his telephone. The aggrieved consumer, who himself is an activist by nature complained to GSK, Jaipur regarding this unlawful practice by BSNL.



GSK acted on the complaint and sent notices to BSNL citing RBI's orders as well in this regard regarding accepting ₹10 coins. After receiving the notice, the Assistant General Manager of BSNL office, Bhilwara informed in writing to GSK that necessary instruction have been given to staff members to accept the coins of ₹10 from consumers, at the time of taking payments of bills.

Consumers to Get Receipts While Purchase!

Narendra Saxena, resident of Rodu Ram Nagar, near Patrakar Nagar, Jaipur complained by email that he purchased a Microwave Oven of Bajaj company from M/s Siddhi Bagwad, Patrakar Colony Road, New Sanganer Road, Mansarovar, Jaipur. But the seller did not provide him the requisite bill of the purchased Microwave Oven nor he got the demo service of the oven and did not even supply additional hand blender, which he had promised to consumer.



The aggrieved consumer lodged his complaint to GSK, Jaipur which sent a notice to Siddhi Bagwad by mail to serve the consumer as per the promise, otherwise face consequences. After receiving the notice, the opposite party immediately handed over the bill of the said Microwave Oven to complainant and also got the demo service of it and the hand blender as promised early.