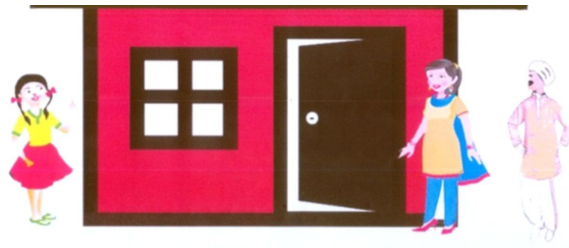


GSK Alert

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. It is having local language, English & Hindi service with trained personnel, experienced in counselling, drafting complaints and providing information. Consumer Unity & Trust Society (CUTS) has been selected and managing one such GSK for the western region based in Jaipur. The GSK commenced its functioning on July 01, 2015. Consumer Complaint Handling, Information and Advisory services are provided by GSK.

GSK details can be accessed at:

http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm

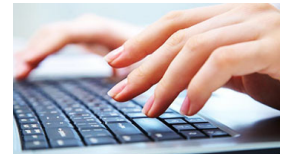
For being a part of GSK family visit:

<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>

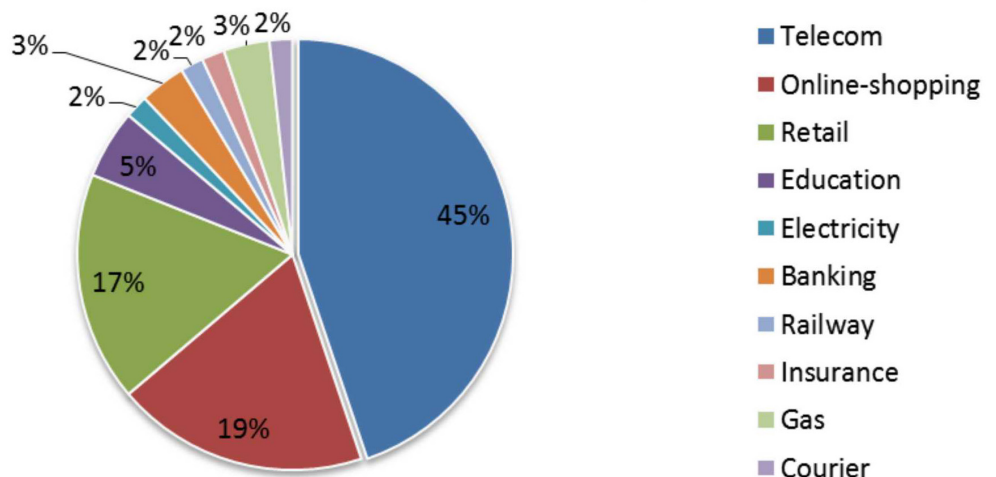


For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal:

<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, Jaipur 2015



Success Stories

Deficiency in Services

Amjad Khan from Chittorgarh, Rajasthan approached GSK on September 09, 2015 regarding the complaint against Electricity



Department. Despite their norms, Digital Point (DP) was not replaced for more than 10 days, which affected the bill for the next month of the consumer. After several follow ups with the Consumer Grievance Redressal Forum, DP was replaced and reasonable amount was remitted from the bill of the consumer.

(Complaint No. 14)

Unfair Practices

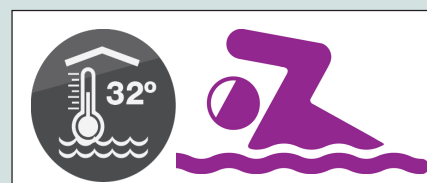
Manish Kumar Garg purchased AIWA TV and when it stopped working he got to know that AIWA company has stopped manufacturing TV long time back and the retailer has sold TV of another brand by putting the body of AIWA company. He approached GSK, Jaipur on November 21, 2015 and after continuous follow ups the retailer agreed upon repaying the money he charged for the TV.



(Complaint No. 63)

Compensation for Delay

Prashant Sharma joined Oriental Martial Art & Sports Academy in reference to their swimming pool services by depositing ₹7000 on their assurance of the availability of hot water during the change of weather. But he had to discontinue as the hot water was not provided during the advent of winters.



He followed up with them until December 2014 to seek an amicable solution of returning ₹3500 but all in vein as they refused to settle the issue. He registered his complaint before GSK on December 28, 2015. After continuous follow ups and sending notice demanding to refund the amount charged as well as compensation, the complaint was resolved and the accused party refunded the amount with 12 percent interest for causing the delay and mental agony to the consumer.

(Complaint No. 80)

Denying Portability

Pretty Agarwal approached GSK on December 18, 2015 through phone about the refusal by



Airtel for portability of network to Idea without stating any valid grounds. The complaint was forwarded to Telecom Regulatory Authority of India as well as Airtel Appellate Authority. It was resolved within seven days and the number was transferred to Idea.

(Complaint No. 76)

Charging Extra

Amar Deep Singh registered his complaint on January 14, 2016 for unfair voice call charges during the blackout days, i.e. December 31, 2015 to January 01, 2016 in his Reliance Mobile bill of January, 2016. After continuous follow ups with the Reliance Appellate Authority, ₹58 were remitted from his phone bill.



(Complaint No. 85)