

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

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:

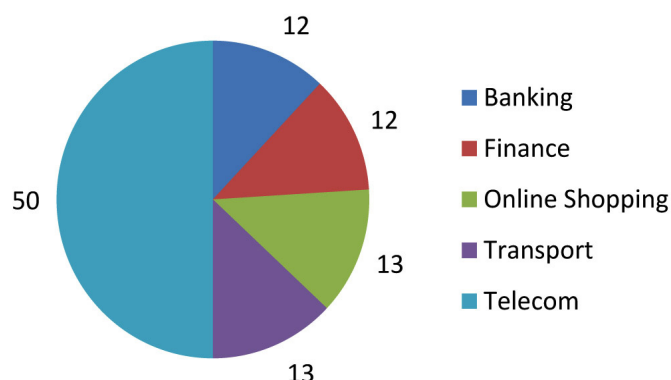
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



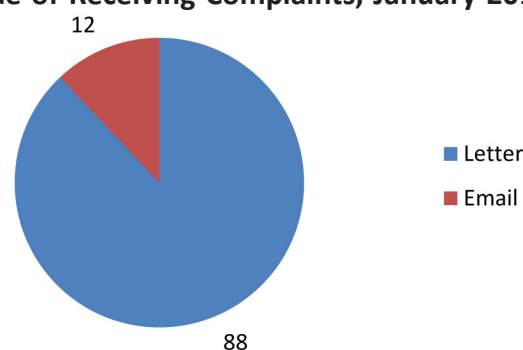
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.

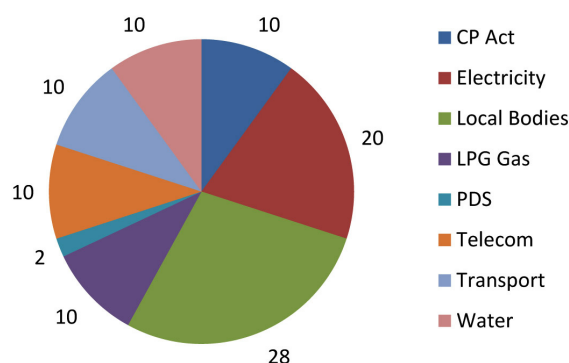
Complaint Analysis of GSK, January 2017



Mode of Receiving Complaints, January 2017



Sectorwise Advisories



Success Stories



Bank at the Backfoot

Amar Deep Singh from Jaipur registered his complaint with ICICI bank regarding refunding of late Equated Monthly Installment (EMI) charges due to demonetisation and not having the running currency in hand. The problem was not resolved by ICICI Bank, Jaipur. Taking bank's advice, he visited the nearby ICICI branch, but the concerned person refused to address his issue mentioning that the matter was not of their branch. He also made numerous calls at customer care, where he was provided numbers of ICICI branch. No one responded to the given numbers. The aggrieved consumer finally registered his complaint at GSK, Jaipur. GSK sent a notice to concerned bank branch marking a copy to Regional Manager of the bank in Jaipur. Immediately after receiving the notice, the issue was resolved by the ICICI Bank and complainant got back of ₹402 in his account.



A Relief to Online Shopper

Dharmendra Pushkarna, resident of Village Post Bohera of Tehsil Bari Sadri, Chittorgarh district had a complaint against Y S Merchandise International Pvt. Ltd., 558, Silver Oak Road, Near Metro Pillar No. 147, New Delhi. He placed an order for online purchase of shoes. But the firm delivered him low quality shoes. He complained to the seller, but all his efforts were in vain. Seeking help the consumer in grief came to GSK, Jaipur. GSK sent a notice to concerned firm. Immediately after receiving the notice from GSK, the company sent two cheques of ₹200.00 and ₹1400.00 refunding the courier amount along with commodity cost.



<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



Invest
your money with an
unregistered
entity and see it
disappear

AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.



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