

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 the 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, Pratapgarh, Dausa, 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>

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

Online Submission of Complaints:

Online consumer complaints for GSK can be registered at:

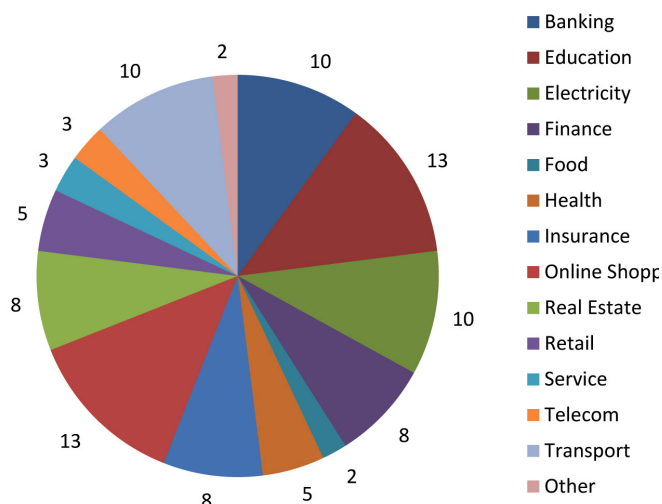
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTKbTYeL4ajXx0/viewform?c=0&w=1>



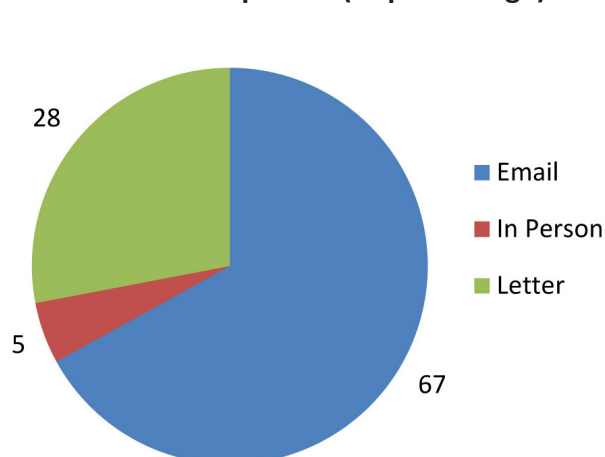
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

GSK, Jaipur has been dealing with complaints through many sources, 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 July-September, 2018.

Sectorwise Complaints (in percentage)

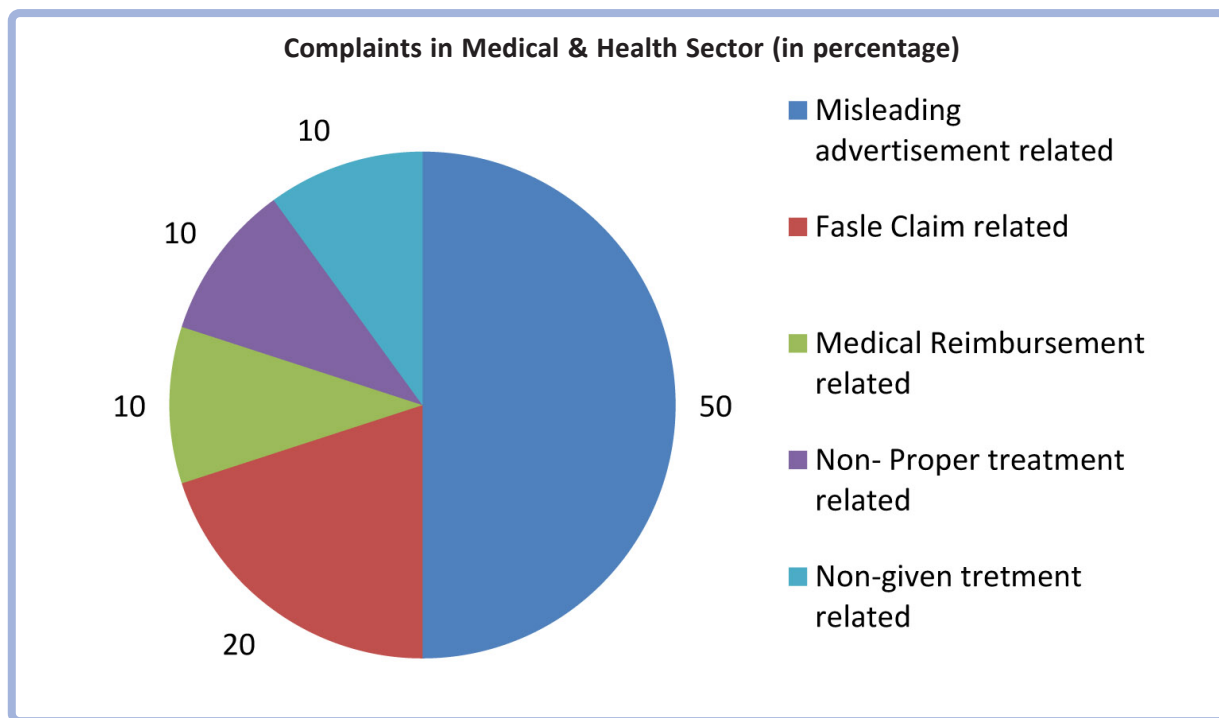


Mode of Complaints (in percentage)



GSK in Medical & Health Sector

The previous editions captured complaints received at GSK pertaining to the **financial, telecom, e-commerce, insurance, electricity, real estate, retail sector and transport sectors** respectively. The focus of the current issue is on complaints received with respect Medical and Health sector for the period July, 2017 - September, 2018. These complaints pertain to various services like misleading advertisement related to cheaper and better treatment; false claims for treating; medical reimbursement related complaints; improper treatments and not giving treatment, etc. where the consumers were either taken to ride or unnecessarily harassed and various other reasons. The details are shown below through graphical representation:



<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



**Joining a
money chain
may put you
in pain**

AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.

Success Stories



Parking Issue with Flat Owner Resolved

Ambuj Kishore, Director, ARAVALI, HCM RIPA, Jaipur lodged his complaint by mail that he booked a flat at 'The Destination', Gandhi Path, Jaipur from M/S Sand Dune Constructions (Pvt) Limited, Janpath, Lalkothi, Jaipur and paid Rs two lakh for parking one covered car parking space at stilt floor. But, after the possession, Kishore found that the allotted space number 124 for parking his car was smaller to what was shown to him initially, and it was at a distance from his flat location.



The complainant requested the builder several times to allot another parking space, but the efforts went in vain. The aggrieved consumer was then compelled to come to GSK and GSK sent a notice to builder by mail and letter. After receiving the notice, the builder allotted another parking space to complainant as per his desire and satisfaction.

Online Shopper Again Cheated

Ankita De lodged her complaint by mail that she online purchased an item from 'Home Centre' <help@homecentre.in>. But the other party did not deliver the item on time. The aggrieved consumer, De later pursued the supplier but nothing happened and she was compelled to approach GSK. GSK followed up with Home Centre and sent a notice to concerned person by mail. After a few days of the notice, the opposite party delivered the item to complainant immediately. Ankita again had a dispute with the same online supply agency that she was delivered a damaged ceramic pot (Order #9931673090) from M/S 'Home Centre' <help@homecentre.in>. The aggrieved consumer was again compelled to come to GSK and GSK sent a notice to the concerned by mail. After receiving the notice, the opposite party delivered a new product to complainant immediate.



Telecom Consumers Harassed Unnecessary

Sansar Singh Chiller, resident of Vidhyadhar Nagar, Jaipur submitted his complaint against Jio Reliance that six unknown numbers are being shown in their 'Aadhar' card, whereas those numbers were not used by him. He tried to contact Jio on 198 but did not get a response.



After bringing the matter to GSK's notice, it was pursued by GSK counsellors. The service provider advised him that he can get the request registered for disconnection by sending an email on "care@jio.com" from his registered email id. Finally, the issue was resolved.

Hospital Taught a Lesson

Mahesh Kumar Soni, resident of Sojat City, Distt. Pali filed his complaint against Kamla Nehru Hospital, Jodhpur. His wife had delivered a baby boy in this hospital. But the Nagar Nigam refused to give a birth certificate as they did not have any information about this child being born. The complaint notice was forwarded to the hospital by GSK. Hospital clarified in their response that there has been a delay in sending the information by the hospital to Nagar Nigam but they had done it later. The information that the Birth certificate is issued only by the local body (Nagar Nigam etc.) and not by hospital was given to the complainant.



Success Stories



Online Academicians Forced to Pay Back

Ashish Srivastava complained through email against support@topper.com that he booked a seat for his daughter Ms. Shubhika Srivastava for ₹90,000 in which ₹10,000 was given in advance and the rest ₹80,000 was financed through capital finance. Due to some personal issues, he requested to cancel this invoice as he was finding it difficult to repay the loan taken. He later closed his bank account to which the repayment was supposed to be done and followed up with Topper.com for refunding the advance payment of ₹10,000. But Topper.com responded that there is no refund policy in Toppr.com. The aggrieved consumer was then compelled to come to GSK and GSK sent a notice immediately through email to Topper.com. After receiving the notice, the company informed that capital float loan cancellation request is approved successfully and that the full and final settlement would be processed within 15 working days.



Airlines Must Act against Unruly Staff

Dr. Sudipto Mundle, Emeritus Professor, National Institute of Public Finance & Policy, New Delhi, was a passenger of Jet Airways on a flight number 9W 0788 from Jaipur to Delhi on September 4, 2018 in an economy class. The ticket was booked for Mundle dated August 28, 2018 through a travel agent Mayur Travels, Jaipur and was allotted the seat number 10 D. In spite of prior booking and allotment seat 10D, his seat was changed to 22D. Besides, he was also kept stranded at the boarding pass counter for fifteen or more minutes. Owing to such hassles and harassment caused, Mundle complained to GSK. GSK immediately sent a notice to Jet Airways. After receiving the notice, the airline company investigated the case and admitted mistake. The airline considered the case and extended a credit of 3000 JP miles to Mundle's JP account number 105492870. They also refunded the charges paid by Mundle for seat selection.

