

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 has both local languages, English & Hindi service 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) are provided by GSK.



GSK Starts its Collection Centres

GSK has established Collection Centres at Bhilwara, Chittorgarh, Udaipur, Kota and Sawai Madhopur. These centres will work 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:

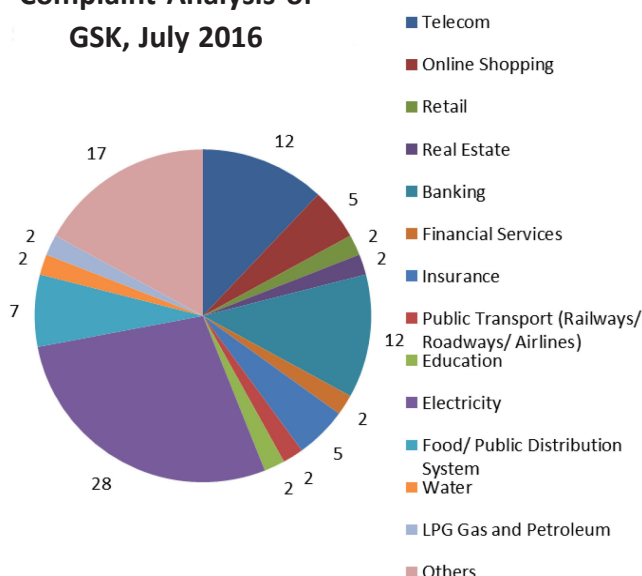
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbTYeL4ajXx0/viewform?c=0&w=1>



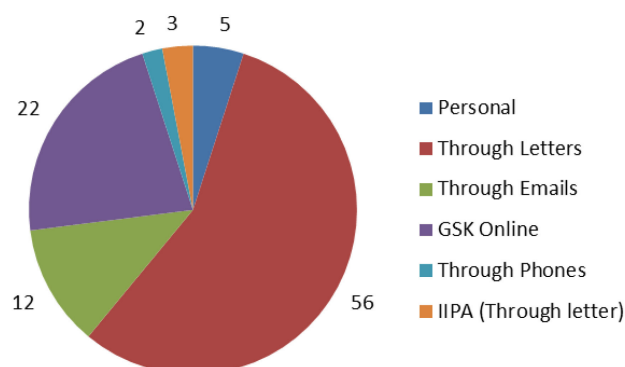
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.

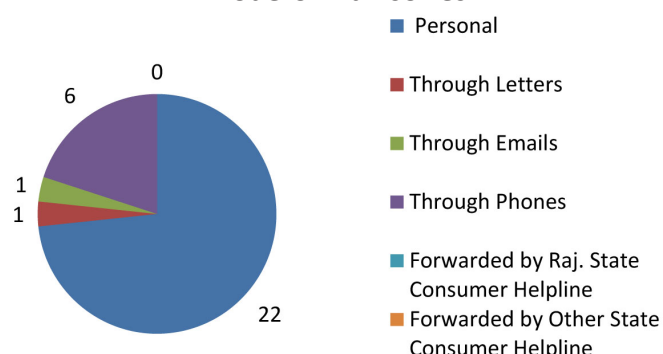
Complaint Analysis of GSK, July 2016



Mode of Receiving Complaints, July 2016



Mode of Advisories

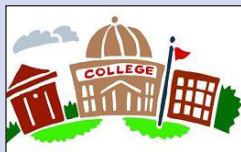


Success Stories



College was Taught a Lesson

Upendra Singh Shekhawat of Jaipur wanted to change the college from St. Wilfried's to another and for that transfer certificate (TC) and a copy of NoC were required. But college authorities were taking Shekhawat on a ride by not providing requisite documents. Hence, when the issue came to GSK, the team followed up with concerned authorities and after rigorous follow ups, the college authorities provided documents and Shekhawat changed the college without any further hindrances.



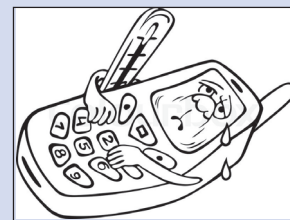
Service Centre Liable for Proper Servicing

Dharamveer Yadav of Jaipur purchased a new Baleno Delta petrol version car from Vipul Motors, which later had a breakdown after an accident. Hence, Yadav gave it for servicing to the service centre of Vipul Motors but was not satisfied with the servicing conducted by the centre as they were negligent in handling the car and had left many faults, which were supposed to be repaired. Finally, he filed a complaint with GSK. After continuous follow ups by GSK with Vipul Motors, Yadav was provided relief in the form of proper servicing and repairing.



Damaged Handset Replaced

- Narendra Soni of Jaipur purchased an Intex Young mobile handset in April 2016 from shop cj.com. It was found defective and not actually the one, which he had ordered. He reported the problem to shop cj authorities but no solution was provided. Hence, he filed a complaint before the GSK, which sent a strong notice along with the continued conversation. Finally Soni's phone was replaced with a new one.
- Kapil Sharma purchased a new Intex Mobile which stopped functioning properly after few months of purchase. He contacted the dealer but he refused to repair or replace it. He then filed a complaint with GSK, who sent a notice thereafter. On following up, Sharma received a new mobile.



Real Estate Redresses the Consumer

Archana Manglagiri, a General Manager in Reserve Bank of India at Mumbai headquarter booked a house with Ansal Properties in July 2007 at Sushant City, Jaipur for which the company promised to deliver within two years. Manglagiri paid a huge amount of money but the house was not delivered within the stipulated time, hence she filed several complaints on their online complaints system but no redressal was provided. Finally, she approached GSK through a source, which pursued the matter and she received a call from the company stating that she will be receiving the possession of the house soon on completion of remaining construction.



Payment by Mistake Refunded

Suchait made a payment of amount of ₹17,000 instead of ₹1,700 by mistake

through Airtel for a product, which he purchased. He called the Airtel representatives many times but did not get any proper response. Hence, he filed a complaint at GSK Jaipur. The team followed up the matter and a proper notice was sent to authorities for refunding the amount followed by calls and finally, Suchait received the excess amount back, which he made by mistake.



Success Stories



Refrigerator Repaired by Dealer

Virendra Singh Akhawat from Ajmer purchased LG Refrigerator from Kumar Electronics, Beawar but within three months of purchase, it stopped working properly. He went to the dealer asking for repair but he refused to either repair or exchange it. Hence, he filed a complaint with GSK Jaipur, which took up the matter strongly with the dealer. Initially, the dealer did not take care of notices served to him but when pursued hardly over phone, the dealer reacted and repaired the fridge. It is working fine now.



Online Recharge Received

Baldev Raj from Jaipur recharged his BSNL mobile through online recharge site, the amount was deducted from his account but he did not receive the balance. Hence, he filed a complaint with GSK, who took up the matter with BSNL's Public Grievance Cell. His problem was finally resolved after few attempts.



RSRTC Refunded the Amount

Colonel Rajendra Singh of Jaipur was travelling to Delhi from Jaipur in Volvo Bus. On his way to Delhi, he had to get down of the bus due to some technical problem. He complained to authorities asking for the refund to which they denied. Hence, he filed a complaint against Rajasthan State Road Transport Corporation (RSRTC). A strong notice was sent followed with reminders and phone follow ups. Finally, Singh received his amount back and thus got his matter resolved through GSK.



Property Documents Returned by Bank

Mahendra Singh of Jaipur the obtained a home loan from SBBJ Bank, Sanganeer Branch for which he had submitted his property documents as collateral security and repaid the entire amount after words over a period but the Bank did not returned his property documents. Hence, Singh filed a complaint with GSK Jaipur for getting documents back from the Bank. Following with the concerning branch of SBBJ, his case was solved.

