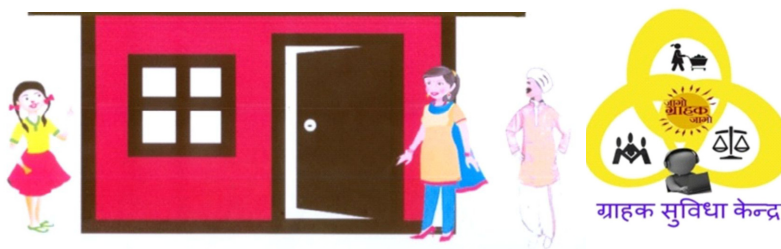


Grahak Suvidha Kendra (Consumer Care Centre) is a new initiative of the Department of Consumer Affairs (DoCA), Government of India as a **ONE STOP CENTRE** catering to a spectrum of services for consumer welfare. GSK is functioning as an extended arm of State Consumer Helpline and on a common IT platform 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:

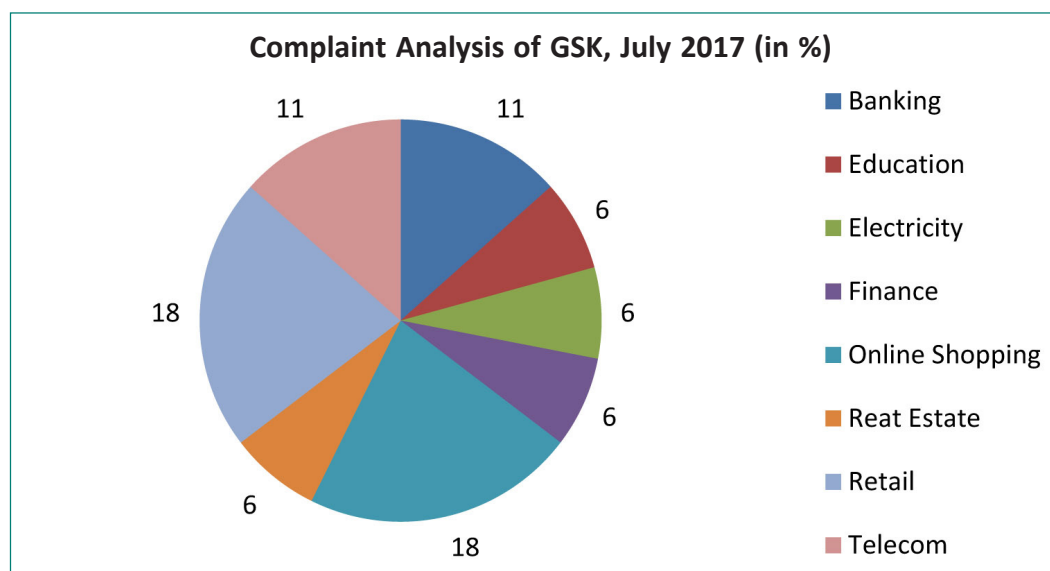
Online consumer complaints for GSK can be registered at:

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



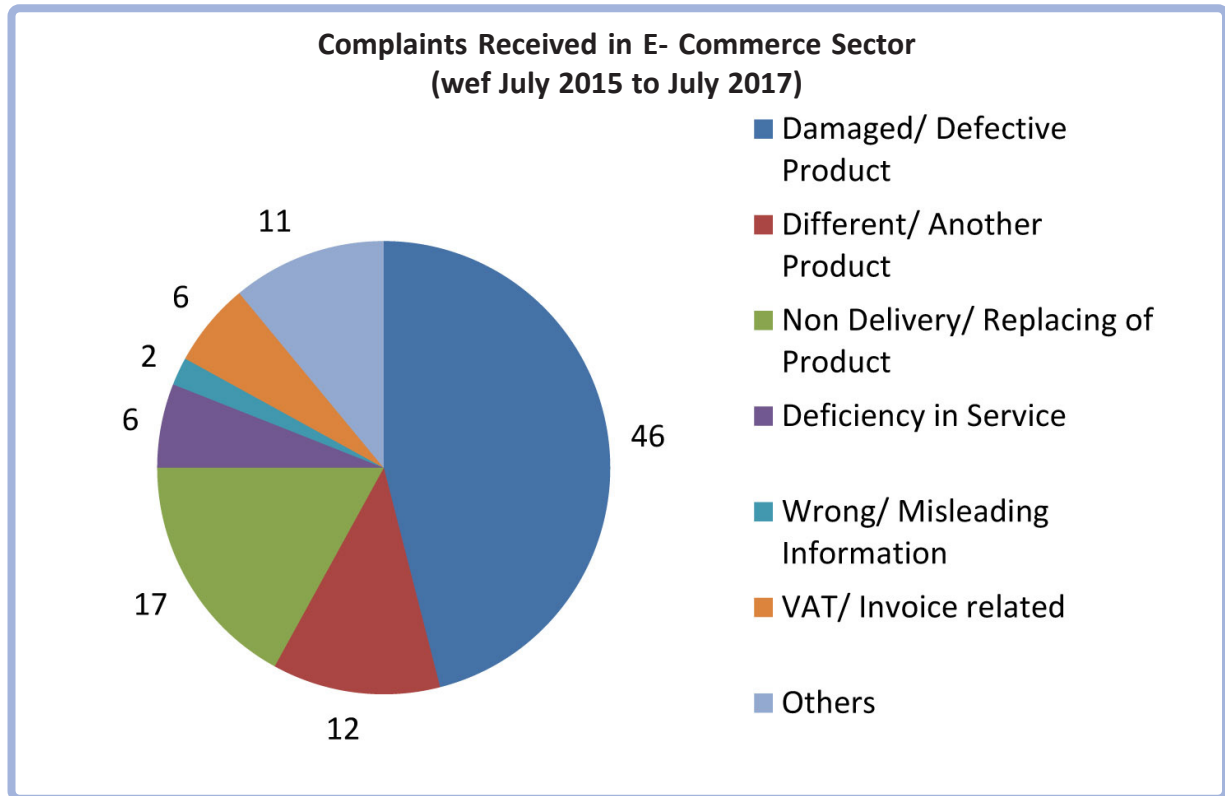
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.



GSK in E-Commerce Sector

The previous two editions captured complaints received at GSK pertaining to the financial sector and telecom sectors respectively. The focus of the current issue is on e-commerce sector. There have been enormous complaints registered before GSK pertaining to this sector also, which are mainly related to e-tailors/online purchasing, where customers are often cheated for many reasons. Such complaints and advisories received by GSK have been compiled with effect from July 01, 2015-July 31, 2017. The details are shown below through graphical representation:



WORLD CONSUMER RIGHTS DAY, 2018

Theme for the year is E-Commerce

The theme of next year's World Consumer Rights Day will be e-commerce. \$1.2m is spent online every 30 seconds. In just a short time, e-commerce has transformed the way many consumers shop, opening up new worlds of choice and convenience. It also offers up new challenges around privacy, security and fairness. At the same time, many consumers lack basic access to online shopping and to reliable methods of payment and delivery. World Consumer Rights Day 2017 called for a better digital world consumer can trust, whereas focusing on e-commerce in 2018 will allow to build on this together.



Success Stories



Promises Fulfilled

Jawahar Lalwani, resident of 7/148, Malviya Nagar, Jaipur filed a complaint after buying a refrigerator of Haier Company (model no.HRB-3654PSG R/345 LTR REF) from M/s. Great Eastern Appliances Pvt. Ltd., Tonk Road, Jaipur. Invoice no. of the bought item was JPTR/SA/1617/01950 mentioning October 10, 2016 as purchase date. The payment was done via SBI debit card. The company salesman assured the buyer that under the *Navaratra* festival scheme every day, five buyers would be gifted gold coin of 1 gm each through lucky draws besides the gifts. The company also promised to pay 5 percent extra cash back on payments made through SBI card. The complainant communicated regularly to the company but did not get the offered gift. With the intervention of GSK, Jaipur into the matter, the customer was soon gifted a gold coin.



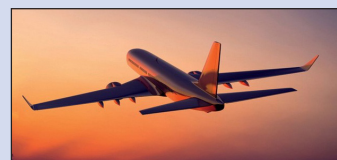
Bank Issue Resolved

Ankita De of Bhubaneswar, Orissa acquired Amazon prime membership on July 14, 2017 with ₹499 through ICICI Credit Card. ICICI bank charged ₹6383.64 instead of ₹499 (US\$99 approximately). Despite sending several reminders, the complaint of the customer was neither attended since July 18, 2017 nor was any action taken by the bank. The distressed customer approached GSK, Jaipur looking for help. Realising the seriousness of the issue, without any delay, GSK issued a notice to the bank. As a result, the problem of the complainant was timely resolved.



Airlines on the Back foot

Rajendra Kumar Soni, HQ, South Western Command, Jaipur filed a complaint against Jet Airways regarding poor services of the airlines. His son-in-law, Manish Soni booked a ticket of Jet Airways on April 28, 2017 from Mumbai to Jaipur. His son-in-law was not allowed to board the plane from Chhatrapati Shivaji International Airport (Terminal-2), Mumbai despite having a valid boarding pass and ticket. As a result, Manish Soni could not attend the scheduled meeting with his clients in Jaipur, and had to bear a loss of ₹15,00,000. When the matter was reported to GSK, Jaipur, a notice was issued to Jet Airways. Immediately after receiving the notice, Jet Airways agreed to refund the ticket amount.



Damaged Mobile Repaired

Nidhi Goyal, resident of Masuda (Ajmer) filed a complaint that she purchased a mobile 'Samsung Galaxy' for ₹9750 from M/s S.S. Enterprises, Kesarganj, Station Road, Ajmer on September 12, 2016 having one year warranty. The screen of the mobile got damaged on January 08, 2017 and was given for repairing to the company on January 10, 2017. But the mobile was not returned to the consumer and instead she was asked to pay ₹500 as repairing charges. The aggrieved consumer drew the attention of GSK, Jaipur towards this issue. Taking prompt action in this regard, GSK issued a notice to the mobile company. Soon after receiving the notice, the repaired mobile was returned to the consumer.

