



*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](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>

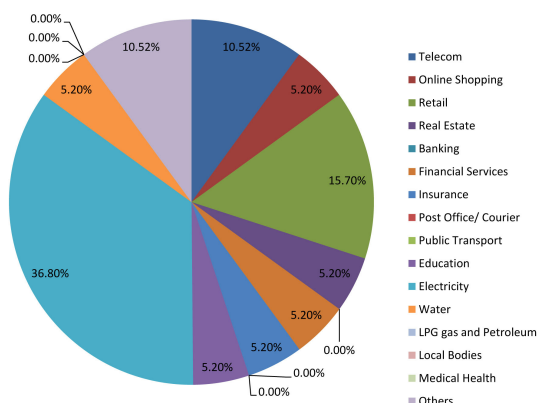


**For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal:**

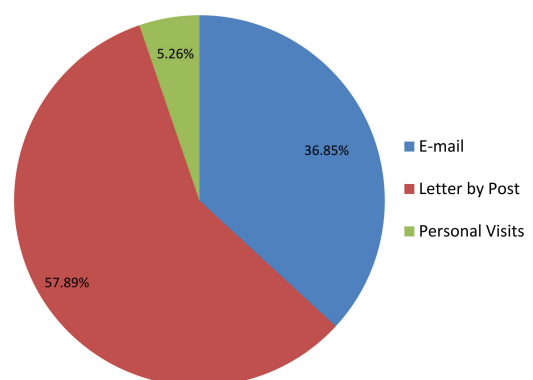
<http://gama.gov.in/Default.aspx>

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, June 2016**



**Mode of Receiving Complaints, June 2016**

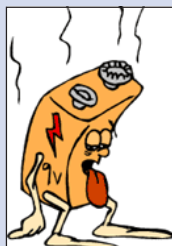


## Success Stories



### Defective Battery Interchanged

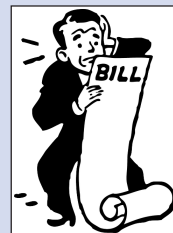
Consumer Akhil Choudhary from Jaipur filed a complaint through GSK with regard to the replacement of his Honda Activa Battery. Aggrieved Choudhary purchased Honda Activa in October 2014 from Satnam Honda Motors. The battery was not functioning properly after the purchase.



Choudhary approached Satnam Motors for changing but they denied doing that. Hence, when the matter came to GSK, a strong notice was sent. Reacting to the notice, Satnam Motors replaced the battery within 7 days of sending the notice.

### Water Bill Got Rectified

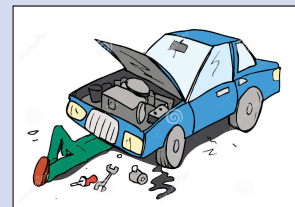
Chandra Prakash Narianwal from Chittorgarh filed a complaint through GSK with regard to issuing of water bill at non-domestic rates for the water supply next to the shop outside his house.



Narianwal approached GSK and filed a complaint and within a week of sending notice through GSK to water department, the department issued a notice with regard to issuing of water bill at normal rates.

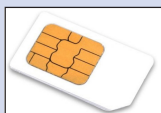
### Faulty Auto Parts Got Substituted

Tikam Chandra Sharma from Beawar purchased Turbo engine parts for the car from Sarveshwar Diesels Pvt. Ltd, Ajmer on April 20, 2016, which were found defective. Sharma approached GSK, Jaipur with regard to the replacement of defective parts with the new one. When the matter came to GSK, a strong notice was sent and Sarveshwar Motors replaced the defective turbo parts with a new one and thus giving a relief to aggrieved consumers.



### Dealer Compelled to Sell Idea Sim at MRP

Dhairun Shankar Sukhwal from Chittorgarh lost his Idea Sim and applied for the new one but the shopkeeper cum agent was selling the Sim at a higher rate than the actual MRP. Sukhwal approached GSK. The GSK team spoke to the main Idea dealer in Jaipur and confirmed the rate and also asked the agent to sell the Sim at actual MRP. Thus Sukhwal got his Sim replaced at actual MRP.



### Dealer Ordered to Repair Washing Machine

Sheetal Jain from Jaipur filed a complaint through GSK with regard to the washing machine. She purchased the machine from SS Enterprise on August 27, 2015 but since the day of purchase, the machine was not functioning properly. Hence, the matter came to GSK and the team filed the complaint directly on the company's website and after few follow ups, the machine was repaired within three days of filing the online complaints.



### Hathway Made to Reconnect HD Connection

Kishore Jagtiani filed a complaint through GSK with regard to complaint against Hathway regarding disconnection of HD Channel even after the payment of ₹555/-. Jagtiani approached GSK, which later acted on it and sent a strong notice. After rigorous follow up by the GSK team, Hathway reconnected his HD connection.



## Second Meeting of GSK Advisory Committee

The Second Meeting of GSK Advisory Committee was held at CUTS Conference Hall, June 30, 2016.

The meeting was presided by O P Singh Gurjar, President, Jaipur III District Consumer Disputes Rederssal Commission and was also attended by Geeta Pareek, Member, Jaipur III District Consumer Disputes Rederssal Commission; Anant Sharma, President, Consumers Action & Network Society (CANS) and Convener State Consumer Helpline, Jaipur; Seema Joshi, Secretary, Maulik Foundation Society and Rakesh Parmar, President, *Samajik Vikas Sansthan*, Dholpur. George Cheriyan, Director, CUTS and Deepak Saxena, Coordinator, GSK and other members of GSK team attended the meeting.



The Advisory Committee has been framed up in accordance with provisions II (h) and (i) of MoU signed between Department of Consumer Affairs, Ministry of Food and Consumer Affairs of Government of India and CUTS on June 30, 2015. The first meeting was held on December 30, 2015. Since, its exactly one year of GSK as the MoU was signed on June 30, 2015, hence it was best opportunity for the GSK team to analyse its performance before the members of Advisory Committee and seek their suggestions to further activate GSK.

In the meeting, after the presentation of Deepak Saxena, President and members provided few suggestions, which could enhance the number of complaints received by GSK.