

GSK Alert

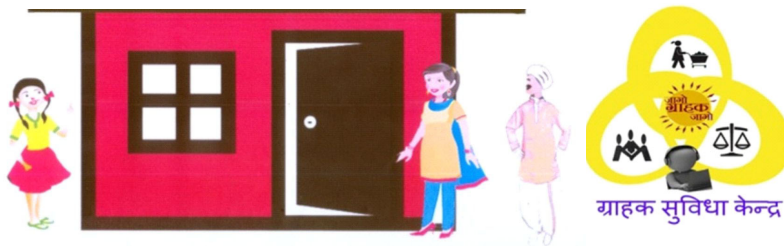
A monthly news alert of *Grahak Suvidha Kendra* (GSK), Jaipur

CUTS
International

June 2017

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

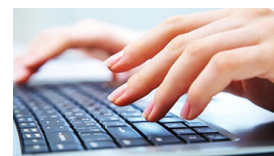
For being a part of GSK family visit:

<https://www.facebook.com/GrahakSuvidha-Kendra-GSK-Jaipur-1459230614407574/?fref=ts>

Online Submission of Complaints:

Online consumer complaints for GSK can be registered at:

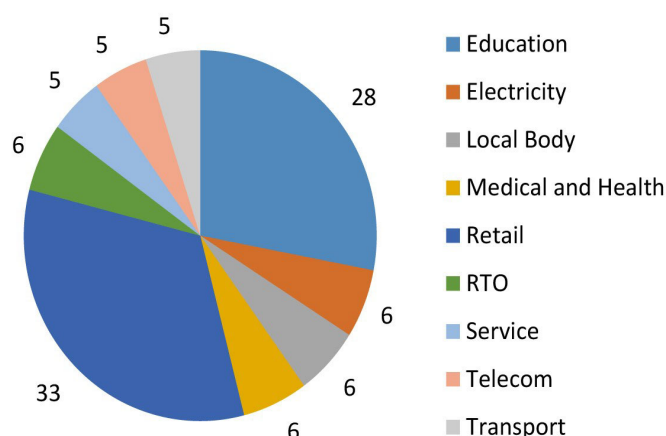
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



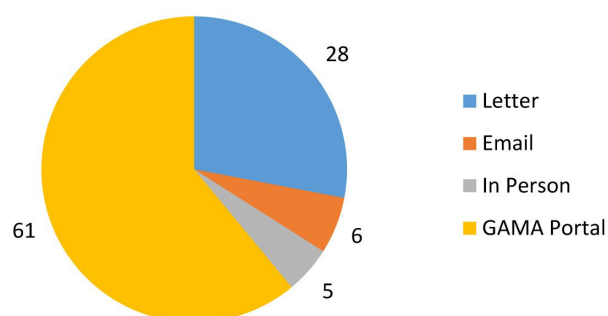
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.

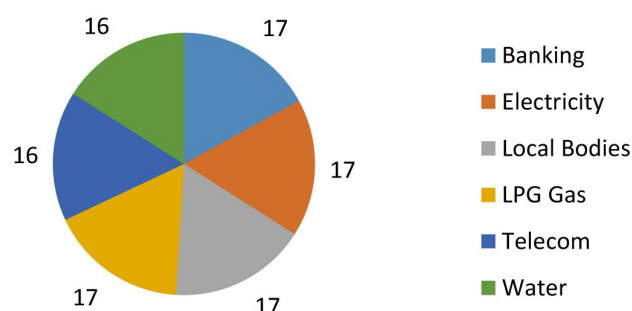
Complaint Analysis of GSK, June 2017



Mode of Receiving Complaints, June 2017



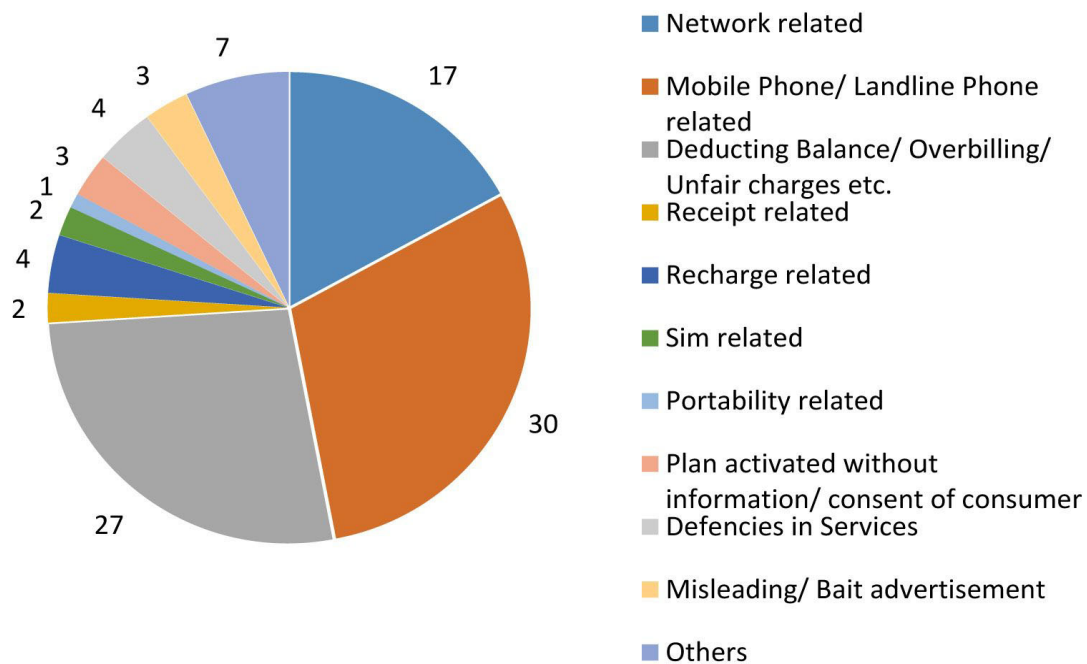
Sectorwise Advisories



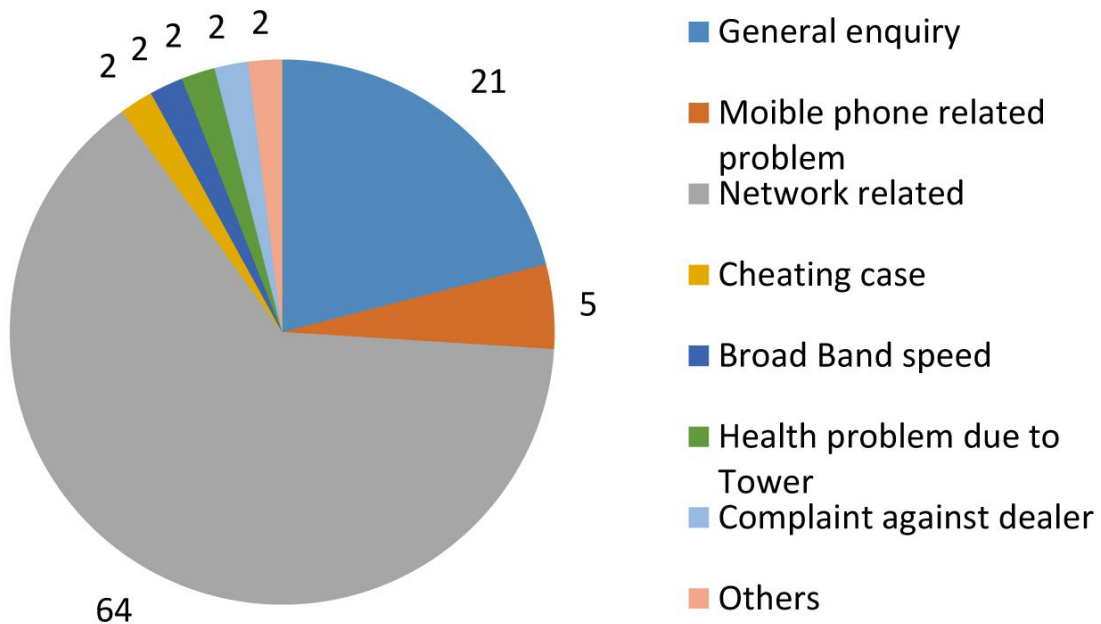
GSK in Telecom Consumer Protection

The previous edition captured complaints received at GSK pertaining to the financial sector. The focus of the current issue is on telecom sector. There has been enormous complaints registered before GSK pertaining to the telecom sector against mobile, internet, basic telephones and problems, such as low speed, billing, excess charging, value added service etc. Such complaints and advisories received by GSK have been compiled with effect from July 01, 2015- June 30, 2017. The details are shown below through graphical representation:

Complaints in Telecom Sector (in %)



Advisories in Telecom Sector (in %)



Success Stories



Defective Electricity Metre Replaced

Sona Saha, resident of C-Scheme, Jaipur complained that unfair charges were levied in her electricity bill for the month of December 2015. On examination, it was found that electricity metre was malfunctioning and despite several reminders and complaints from the consumer, it was not replaced. As a result, consumer was forced to pay the bill calculated on an average basis, equal to high billing sometimes. After continuous follow-ups and notices served by GSK, the faulty metre was finally replaced.



JDA Alloted the Plot

Sabir Ahmed Mansuri, resident of Masuda, Ajmer approached GSK through letter against Jaipur Development Authority (JDA). He applied for allotment of plot at Rohini Enclave, Jaipur through lottery, which is regulated by JDA. On receiving the allotment, he was asked to deposit ₹10,000 as initial amount. After depositing the said amount, he was not given any receipt for the same. GSK team forwarded the letter to JDA enclosing all the required information. After rigorous follow ups by GSK, the aggrieved consumer was allotted the plot within 15 days.



<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



Chit Fund or Cheat Fund?

AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.



Grahak Suvidha Kendra (GSK)

D-218A, Bhaskar Marg, Bani Park, Jaipur 302 016, India, Ph: 91.141.4015395 Fx: 91.141.228 2485

Email: gsk@cuts.org, Web: www.cuts-international.org/cart/Grahak_Suvidha_Kendra.htm