

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 Helpline and on a common IT platform of National and State Consumer Helplines. It has both local languages – English & Hindi services 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 commenced its functioning on July 01, 2015. Consumer Complaints Handling, Information and Advisory services (CHIAS) are provided by GSK.

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>

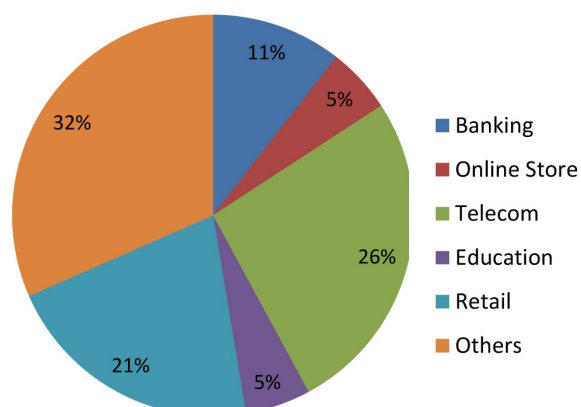


For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal:

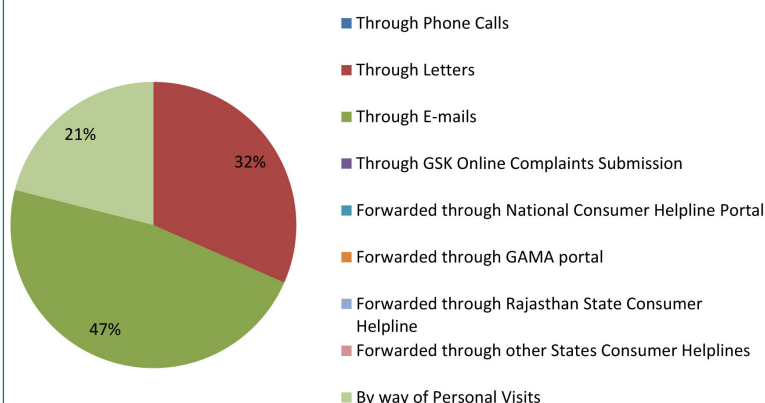
<http://gama.gov.in/Default.aspx>

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, as and when required.

Complaint Analysis of GSK, March 2016



Mode of Receiving Complaints, March 2016



Success Stories

Phone Returned by Mobile Dealer

Kapil Sharma of Jaipur had a complaint against Intex Mobile Dealer as he was delaying in returning the phone given to him for repair. After giving the phone for repairing to dealer, Shrama visited him two-three times but he kept on extending the date. He then visited GSK and registered his complaint. After regular follow-ups by the GSK team, the dealer returned the phone within seven days.



Prompt Action by Vodafone

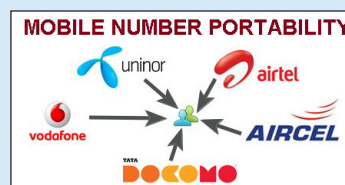
Alka Rastogi of Chandigarh had a complaint against Vodafone for deactivating the Sim without prior information. When she approached the Customer Care of Vodafone, no valid reasons were stated for the deactivation. She registered her complaint through our Facebook page and by rigorous follow ups from GSK team, the complaint was resolved within a period of 15 days.



Airtel put into dock

Paras Singh of Jaipur approached GSK regarding the portability of his Airtel number to Idea without his consent. Singh is a business man, who gave a sim registered in his name to his brother. Due to some reasons, he asked his brother to return the sim but on refusal by brother, he requested Airtel to deactivate that sim and re-issue a new one. As he got the new one he kept it on for 2-3 days, during this period he received calls from the contacts of his brother so he decided to keep it off for few more days.

One day, Paras turned his mobile on and found that the sim was not working. After approaching Airtel, he was informed that the number has been ported to Idea without his information and confirmation. With all the mental agony, he visited our office and registered his complaint. As soon as GSK received the complaint, an e-mail stating the details of the complaint was sent to appellate authority of Airtel. Considering the seriousness of the case Airtel decided to appoint a special authority to look into the matter. After rigorous follow ups with Airtel, details regarding the portability was provided to the complainant and it was stated that the complainant's brother has got it ported fraudly.



Making a Consumer Aware

Sheetal Jain of Jaipur approached GSK through e-mail against Madame Clothing Store in Jaipur regarding an exchange of garment. She bought a garment from Madame Clothing Store after reaching home, she discovered that it was defective. She then approached the shopkeeper for exchange but he refused. A notice stating the case was sent by the GSK team to the shopkeeper. Within seven days, GSK received an email from Sheetal stating the she has been successful in exchanging the garment.



Correction in Electricity Bill

Rang Lal Oswal of Chittorgarh approached GSK regarding access amount charged by Discom in his monthly Electricity Bill.

The complaint was forwarded to Centre for Human Development, Chittorgarh by GSK, Jaipur for further action. They were successful in getting it resolved within a period of seven days.

