

GSK Alert

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

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:

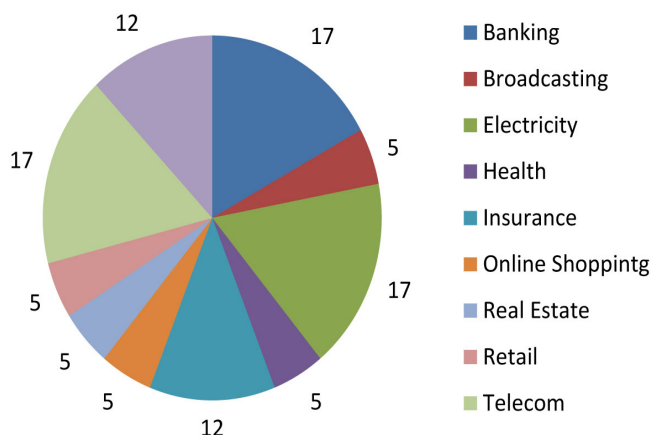
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



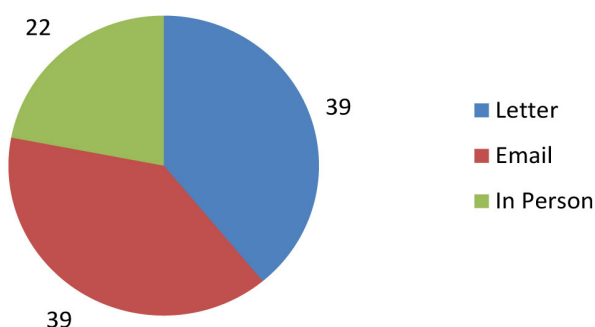
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.

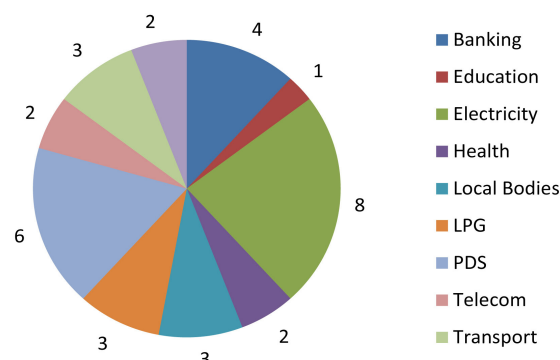
Complaint Analysis of GSK, March 2017



Mode of Receiving Complaints, March 2017



Sectorwise Advisories



Visit of P V Rama Sastry to GSK, Jaipur

PV Rama Sastry, Joint Secretary to Government of India, Department of Food and Consumer Affairs visited CUTS office on February 15, 2017 and viewed the functioning of GSK, Jaipur. Sastry met the GSK staff including coordinator and counsellors and discussed ways of handling complaints and advisories. He also discussed other functions and programmes of CUTS.



Lessons from Running a Consumer Care Centre in India

By Deepak Saxena, George Cheriyan and Amol Kulkarni, CUTS International

When a business makes a mistake, does that influence your decision to keep using its product or service? How about if that mistake costs you money and you cannot get the business to correct the mistake? To date, the importance of efficient and effective grievance redress as a building block for consumer trust has unfortunately remained understated. Across sectors, focus remains predominantly on enabling access to goods and services, with limited thought on post-sale customer engagement and grievance redressal.

<https://cfi-blog.org/2017/03/24/lessons-from-running-a-consumer-care-center-in-india/>

Dire Need to Protect the Rights of Consumers in Digital World



“There is need to increase the competition, in order to improve the quality of services of the telecom service providers”, said Bhavana Sharma, Senior Adviser, Telecom Regulatory Authority of India (TRAI) Regional Office, Jaipur. She was addressing the World Consumer Rights Day event organised by CUTS International in Jaipur. She further spoke about concerns of digital consumers, such as data privacy, protection against frauds, transparency and also advocated the work done by TRAI to bring the change in present scenario. While shedding light on the future of regulation for digital consumer she said that it should be functionality-based, dynamic, and flexible and have the universal accessibility, availability and affordability.

“Every day, there are approximately 207 billion e-mails, 4.2 billion google searches and 36 million Amazon purchases. There are around 108 crore mobile users, 50 crore internet users and most of the people in India use mobile to access internet, hence there is urgent need to protect the rights of consumers”, said George Cheriyan, Director CUTS while delivering the opening address during the meeting. He further said that the digital payment industry will grow 10 times by 2020. However as per a study, over 60 percent mobile users in India are facing network problems while accessing internet across locations. 3.2 million debit card data were compromised last year due to malware injected into system.

World Consumer Rights Day (WCRD) is an opportunity to promote the basic rights of all consumers. To continue with the tradition of celebrating WCRD and to provide a platform for service providers and consumers, CUTS International organised an interface meeting on the theme ‘Building a Digital World Consumers Can Trust’ on March 16, 2017.

“The technology is growing at a fast pace, while telephone took 75 years to reach the audience, Facebook one year and Instagram just six months”, said Deepak Saxena, Assistant Director, CUTS while delivering the welcome remarks.

Senior officials from TRAI, representatives from Telecom Services Providers and the consumers attended the meeting.

Success Stories



Compensation for Flight Cancellation

Sameer Mathur filed a complaint against Air Costa on March 08, 2017. He booked a flight ticket from AirCosta for March 15, 2017 from Hyderabad to Jaipur. The airlines cancelled the flight and he was looking for the full refund of the booking amount. GSK sent a notice to Air Costa on behalf of the aggrieved consumer. Finally, the airlines refunded the amount to the consumer.



Jeweler Misled Customer

Sangeeta Patel filed a complaint against Kalyan Jewelers on March 17, 2017. She paid Rs 20,000 as monthly installment for purchasing the selected item of 78 gms from catalogue before starting the instalments. She was told that there will be no making charges levied on the item. Now when she paid all instalments without fail, she was being asked to pay making charges with just eight percent discount. Patel approached GSK to initiate an action. A notice was sent to Kalyan Jewelers to refund the amount. Kalyan Jewelers refunded full amount to the consumer.



<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



**Joining a
money chain
may put you
in pain**

AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.



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