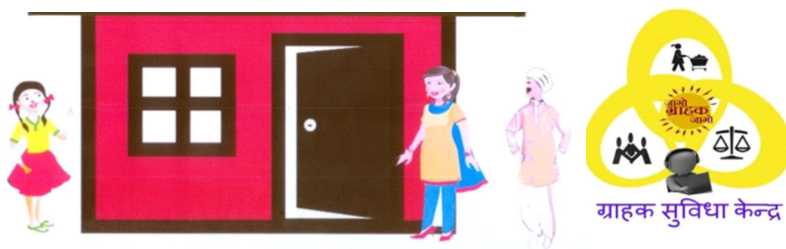


Grahak Suvidha Kendra (Consumer Care Centre) is a new initiative of the Department of Consumer Affairs (DoCA), Government of India as a **ONE STOP CENTRE** catering to a spectrum of services for consumer welfare. GSK is functioning as an extended arm of State Consumer Helpline and on a common IT platform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

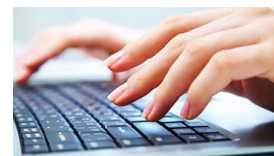
For being a part of GSK family visit:

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

Online Submission of Complaints:

Online consumer complaints for GSK can be registered at:

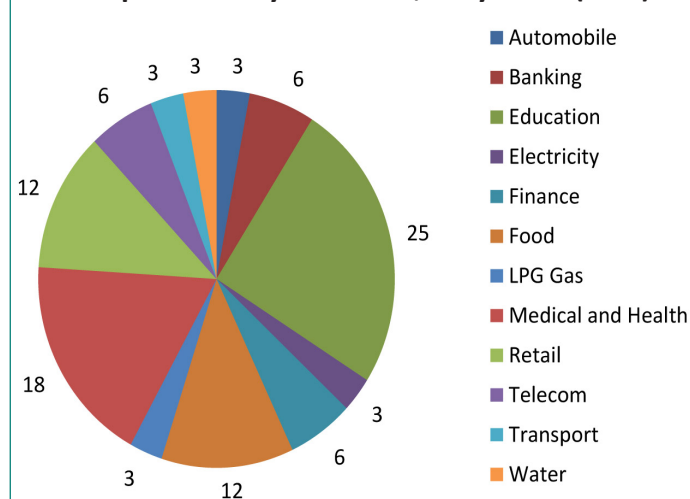
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTKbTYeL4ajXx0/viewform?c=0&w=1>



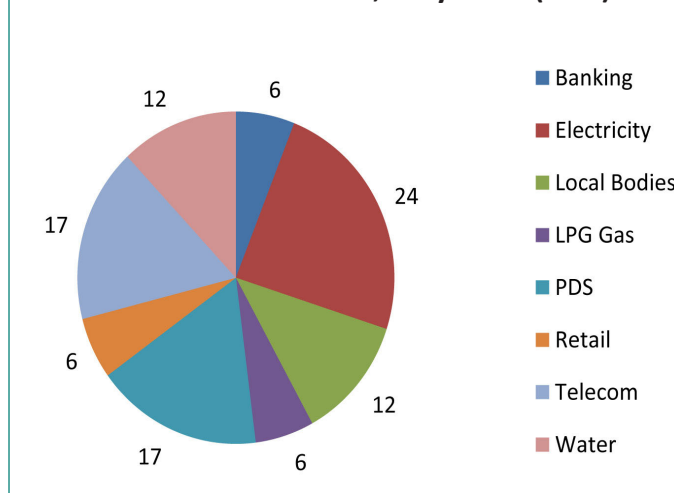
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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, May 2017 (in %)



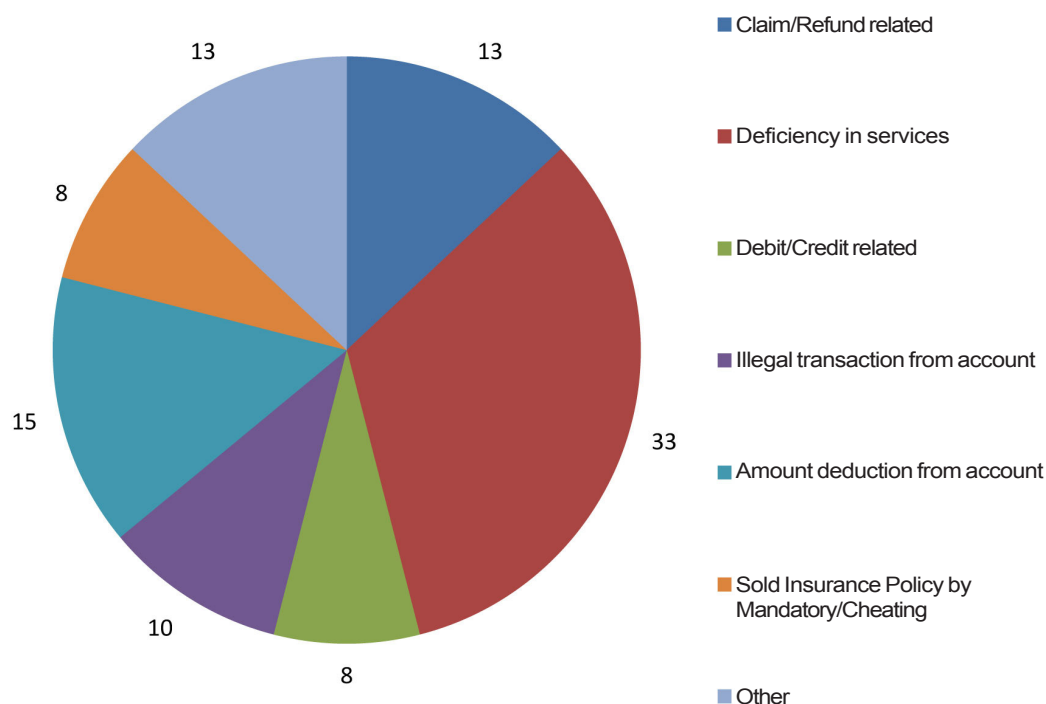
Sectorwise Advisories, May 2017 (in %)



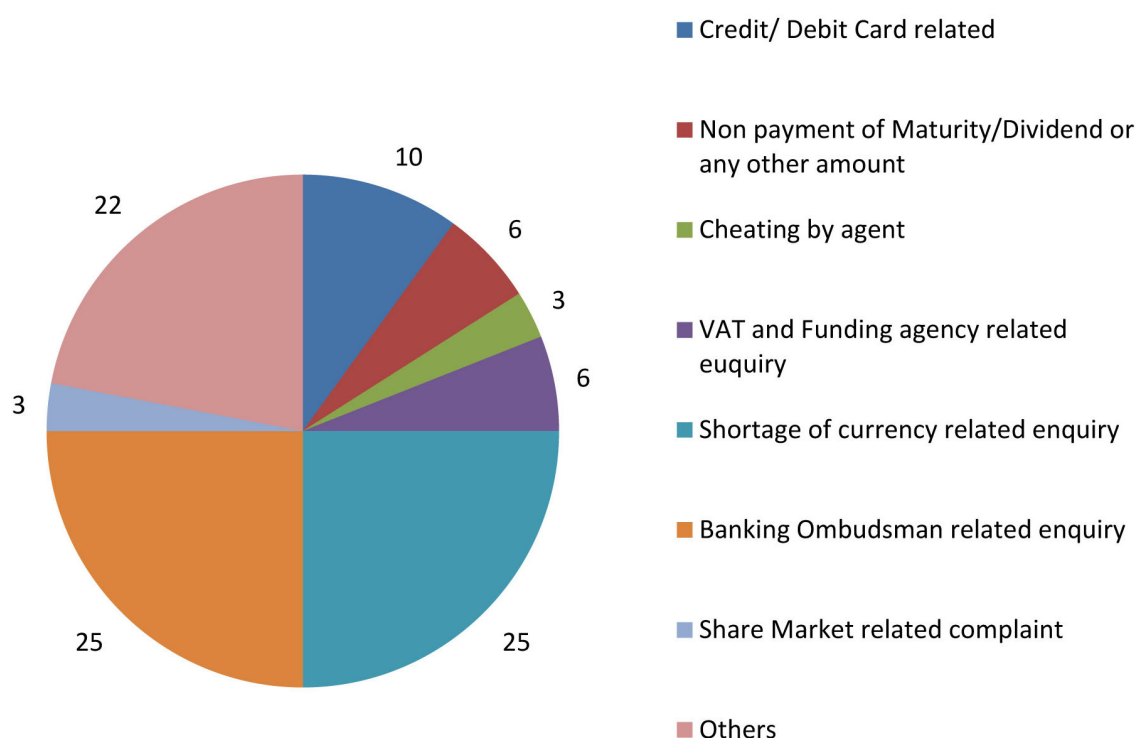
GSK in Financial Consumer Protection

It has been noticed that there has been enormous complaints registered in GSK pertaining to the financial sector against banking, insurance, non-banking financial sector or capital market. Such complaints and advisories received by GSK have been compiled with effect from July 01, 2015-May 30, 2017. The details are shown below through graphical representation:

Complaints in Banking and Financial Sector (in %)



Advisories in Banking and Financial Services Sector (in %)



Success Stories



HP forced to react immediately

Arawat Kumar Thalia, resident of Nadi ka Phatak, Murlipura, Jaipur lodged his complaint against Hindustan Petroleum (HP) Corporation (LPG Gas), Regional Office, Jaipur that his one cylinder was stolen from his residence on March 06, 2017. In this regard, he reported to Ashoka Gas Agency, Jaipur on March 07, 2017 and fulfilled all formalities as per the rules of HP Corporation. Despite after completing formalities, the second cylinder was not issued to Thalia by Regional Office of HP, Jaipur.

After lot of hassles and harassments, the aggrieved consumer was compelled to come to GSK, Jaipur. GSK sent a notice to the concerned petroleum company and the matter was later pursued by counsellors of GSK through telephone. Reacting to this, HP authorities immediately redressed the problem of Thalia and issued necessary instructions for the delivery of second cylinder.

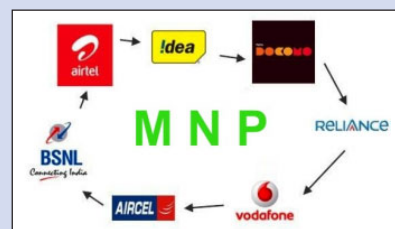


Airtel put into dock

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

One day, Devyani turned her mobile on and found that the sim was not working. After approaching Airtel, she was informed that the number has been ported to Idea without her information and prior consent. With all the mental agony, she registered her complaint at GSK online. 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 friend has got it ported fraudly.



Phone returned

Sanjay Joshi, resident of Nagour purchased an iphone online in April 2017 for ₹25,000. Immediately after sometime, the display of the phone got damaged on April 27, 2017. He sent the mobile to the service centre in Nagour and also paid additional amount of ₹5,400 as repairing charges and was assured to receive the phone back by April 30, 2017. But even after repeated reminders, Joshi did not receive his repaired mobile. He finally filed a complaint to GSK, which sent a strong notice to the head office of Apple Company and service centre. GSK followed up continuously and Joshi finally received his handset after proper repairing on May 17, 2017.

