

GSK Alert

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

CUTS
International

November 2016

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:

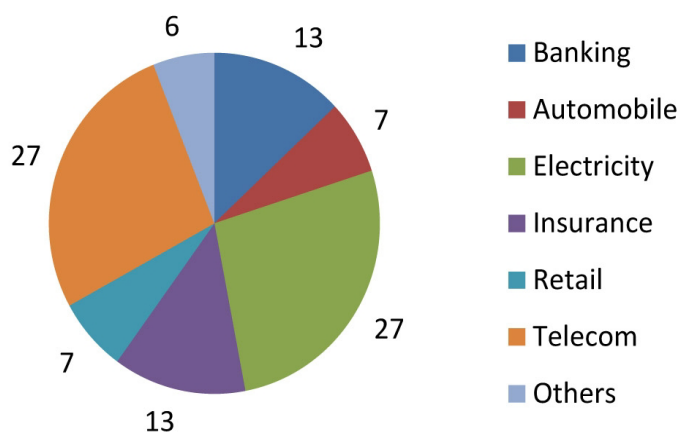
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



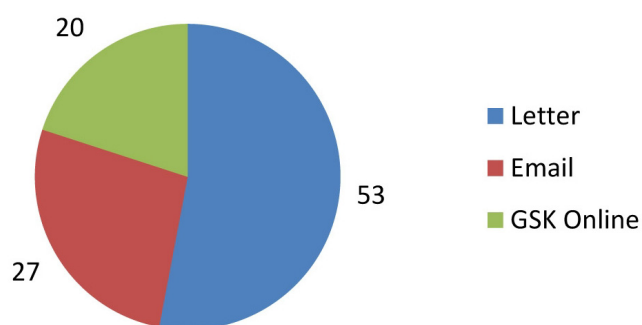
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.

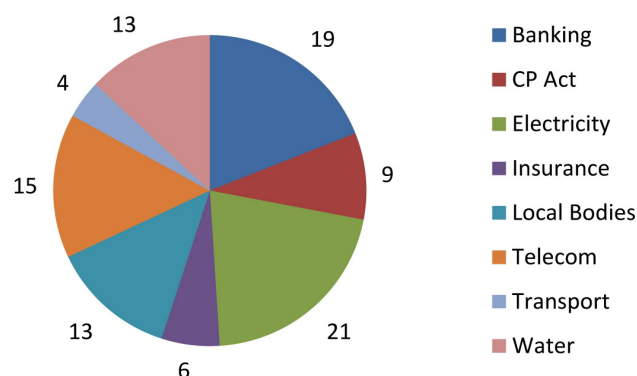
Complaint Analysis of GSK, November 2016



Mode of Receiving Complaints, November 2016



Sectorwise Advisories



Success Stories



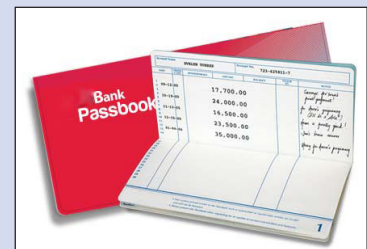
Repairmen Repaired

Sonu Sharma resident of Village Kherli in District Alwar sent their complaint to GSK, Jaipur against M/s Chatar Auto Agencies, Village Kherli, District Alwar. Mr. Sonu purchased a motor cycle 'Bajaj Platina' from the Chatar Auto Agencies. After the purchase, he found that the engine of the purchased motor cycle is defective and not working properly, whereas the vehicle was in the warranty period. He asked the dealer to service his motor cycle or replace the motor cycle with another new engine. But the dealer ignored the complaint and denied Sonu to service the bike. Thereafter, he went to the company showroom M/s Aravali Automobiles, Keshav Nagar, Alwar. But the result was nil. Finally, he approached GSK and registered his complaint. GSK sent a notice to the dealer and a photocopy to Aravali Automobiles, Alwar. Immediately after receiving the notice, the engine of his motor cycle was serviced without any cost by the dealer.



From Freezed to De-freezed

Majid Khan resident of Kota sent his complaint to GSK, Jaipur against Bank of Baroda, main branch, Banswara, that his bank account was frozen on the request made by Nehru palace branch, Jaipur on a complaint by CULP. Majid Khan (complainant) was trying to contact the bank continuously for the redressal of his complaint but it all went in vein. After a lot of harassment, the aggrieved consumer was compelled to come to GSK, Jaipur. GSK sent a notice to Bank of Baroda, Banswara and sent a photocopy mark to the zonal office, Jaipur. Immediately after receiving the notice, the Bank informed that Mr. Majid Khan's account has been de-freezed and now he is operating his account smoothly.



<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



Invest
your money with an
unregistered
entity and see it
disappear

AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.



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