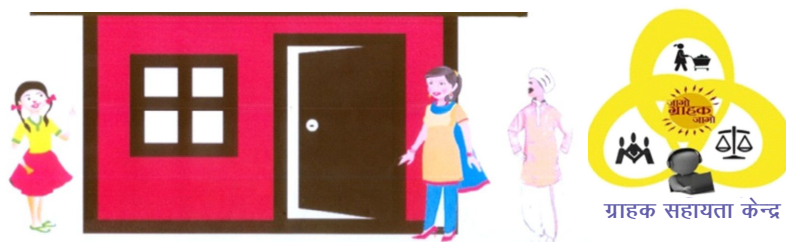


GSK Alert

A Quarterly news alert of *Grahak Sahayta Kendra* (GSK), Jaipur



Grahak Sahayta Kendra (Consumer Care Centre) works as a ONE STOP CENTRE catering to a spectrum of services for consumer welfare. GSK is also functioning on a common IT platform of National and State Consumer Helplines. It provides services in both Hindi and English languages with trained personnel – experienced in counselling, drafting complaints and providing information. GSK has established Collection Centres at Bhilwara, Chittorgarh, Pratapgarh, Dausa, Udaipur, Ajmer, Dholpur, Kota, Banswara and Sawai Madhopur respectively. These centres are working as extended arms for *Grahak Sahayta Kendra* Jaipur, where aggrieved consumers may register their complaints. Similar centres are going to operate very soon 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>

A quarterly news alert of Grahak Sahayta Kendra (GSK), Jaipur

Online Submission of Complaints:

Online consumer complaints for GSK can be registered at:

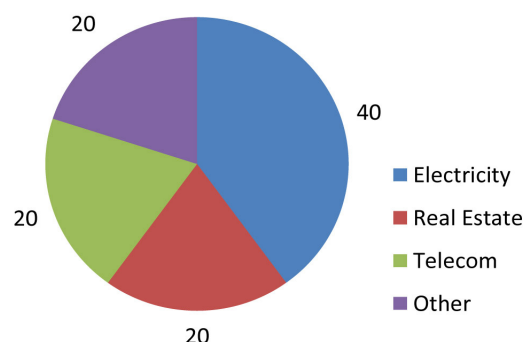
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkBTYeL4ajXx0/viewform?c=0&w=1>



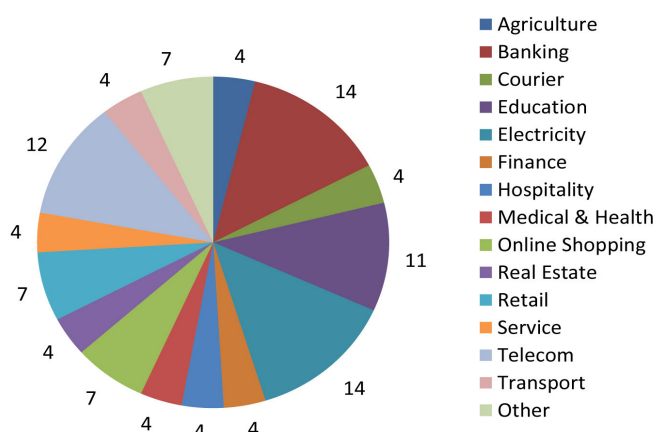
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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. Details of the complaints and advisories are presented through graphs for October-December 2018.

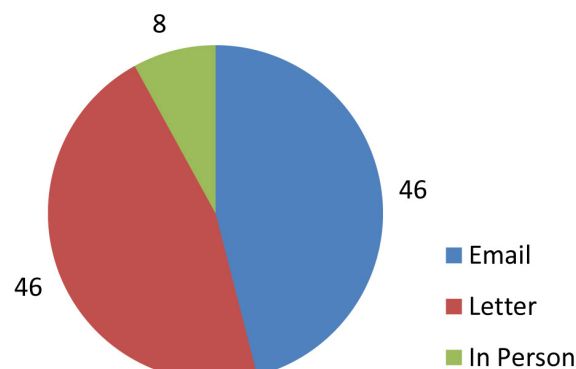
Sectorwise Advisories (in percentage)



Sectorwise Complaints (in percentage)

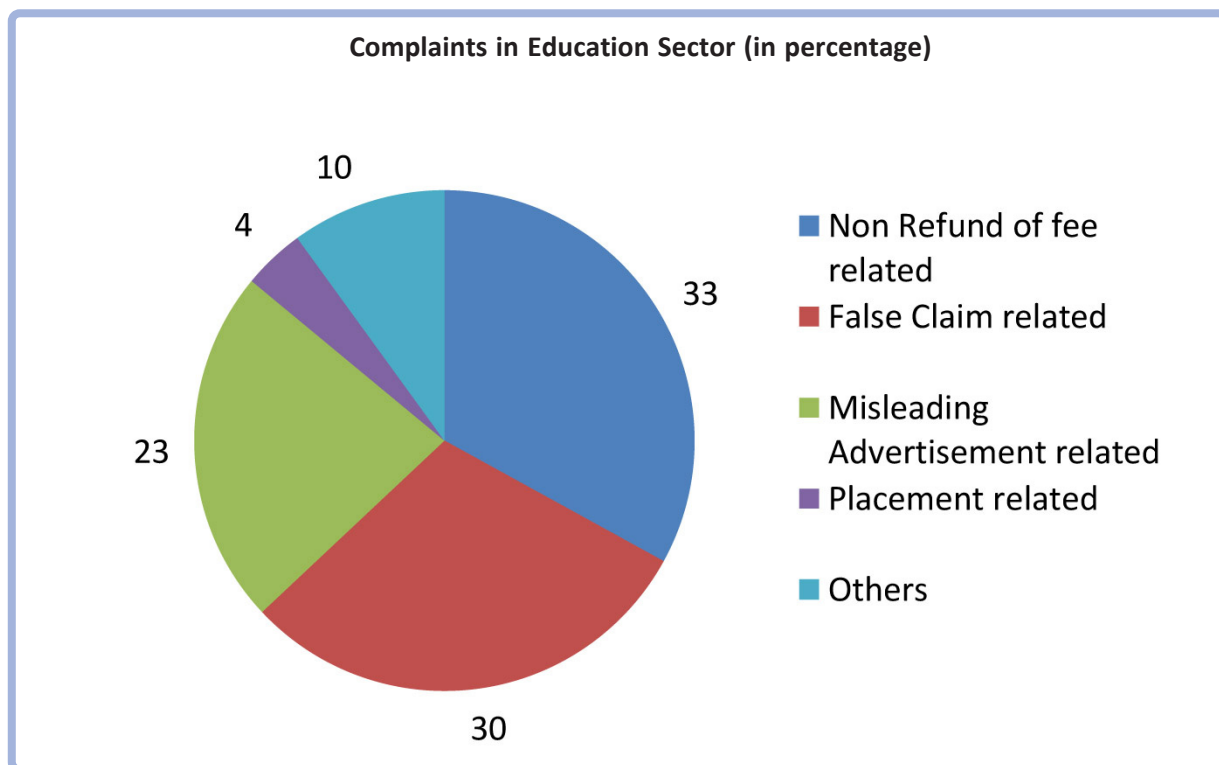


Mode of Complaints (in percentage)



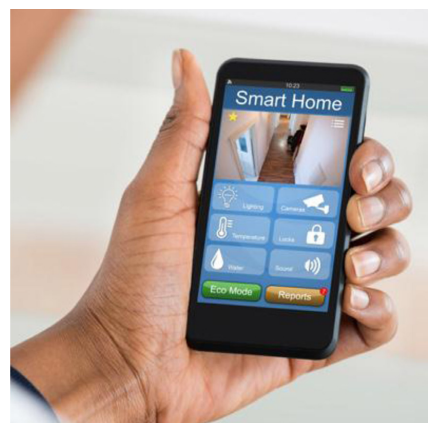
GSK in Education Sector

The previous editions captured complaints received at GSK pertaining to the **financial, telecom, e-commerce, insurance, electricity, real estate, retail, transport and medical and health sectors** respectively. The focus of the current issue is on complaints received with respect to Education Sector for July 2017-December, 2018. These complaints pertain to various services, such as non-refund of fee, false claim related complaints, mis-leading advertisement related to quality education and placements etc., where the consumers were either taken to ride or unnecessarily harassed and various other reasons. The details are shown below through graphical representation:



World Consumer Rights Day, 2019

The theme of World Consumer Rights Day for the year 2019 is '**Trusted Smart Products**'. The campaign will address opportunities and challenges in smart products. Smart technology is a growing global phenomenon which will fundamentally change the nature of many consumer products and services. Understanding these kind of emerging digital issues means anticipate challenges and advocate for consumers wherever we are. World Consumers Rights Day is an opportunity to highlight what consumers want and need from a connected world and put them at the heart of the development of these digital products and services.



Success Stories



Offhand Bank Officials Taught a Lesson

Moumita Manna lodged her complaint through email against UCO Bank regarding wrong deduction of ₹120 from her Savings Account in the name of 'Charges for Card Re-issue', whereas this request for upgrading the card from the old one to new chip based card came from the bank only. Manna, an aggrieved consumer stressed that this not a case for lost and damaged card, for which bank charge her, even if it a meagre amount.

After negotiating with bank staff and officials in vein to get money back into her account, the aggrieved consumer was compelled to come to GSK, which then issued a notice immediately through email to the concerned bank. After receiving the notice, the concerned officer of the bank realised the mistake and credited the said amount in her account. A victory for an aware consumer!



Doctor Compelled to Refund Double Fees

Surey Agarwal, resident of Sindhi Colony, Bani Park, Jaipur lodged his complaint against an Orthopedician. Agarwal reported that he visited clinic of Dr. Alok Tiwari, an orthopedic doctor of SMS Hospital, Jaipur for checkup of his shoulders. He examined him and prescribed medicines, which he bought from medical shop in the premises of the doctor's residence. But, at that time, the chemist was not available as he was out for lunch. Then Dr. Tiwari himself provided medicines to Agarwal from the shop, the total cost of which was for ₹407 only, but he was charged ₹600. This additional cost of ₹200 was charged in the name of 'Fee', whereas this was already paid to the doctor at the time of checkup.

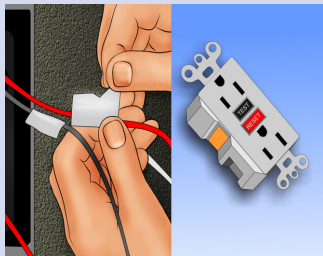
Agarwal raised this concerned with Dr Tiwari but he refused to accept this and did not refund the additional money which he charged from the aggrieved consumer. The aggrieved consumer was then compelled to come to GSK which sent a notice immediately. After receiving the notice, the overcharged ₹200 was refunded by the doctor to the complainant and thus a victory for consumer at last!



Electricity Distribution Company Forced to Act

Mahesh Kumar Saini, resident of ward No. 15, Maliyon ka Mohalla, Village Dayara, Via-Khandela, District Sikar lodged his complaint against Jaipur Vidyut Vitaran Nigam regarding faulty electric metre. Saini's residential electricity metre was not working since last few months. For this, he approached discom officials at their office in Khandela (Sikar) several times but his efforts went fail. There was no redressal for Saini. The electricity bills were being issued to Saini on average consumption basis, thus he was forced to deposit additional charges.

Lastly, the aggrieved consumer referred his case to GSK, who acted promptly and apart from sending requisite notices, the team even spoke to officials over phone. After long perusal of the matter, officials finally agreed and assured that the new metre would be installed at Saini's residence. Lastly, Saini was got relief.



Computer Vendor Forced to Replace

Siddique Mansoori lodged his complaint through email against DELL Computers.

Siddique purchased a computer from Dell Computers but after sometime of purchase, the computer started misbehaving. Besides, from the very first day, the blue tooth device for wireless keyboard and mouse was un-responsive. The support team of Dell asked him to reset the PC, but nothing worked and they finally sent him a fresh set of keyboard and mouse. But after few months, the system started misbehaving very ridiculously and was getting hanged. DVD drive of the system also got strangled. Mansoori got fed up with this and put forth his complaint with GSK. After receiving the notice, the Dell engineer replaced the motherboard of the system. Thus, a win for consumer!

