

GSK Alert

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

CUTS
International

October 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:

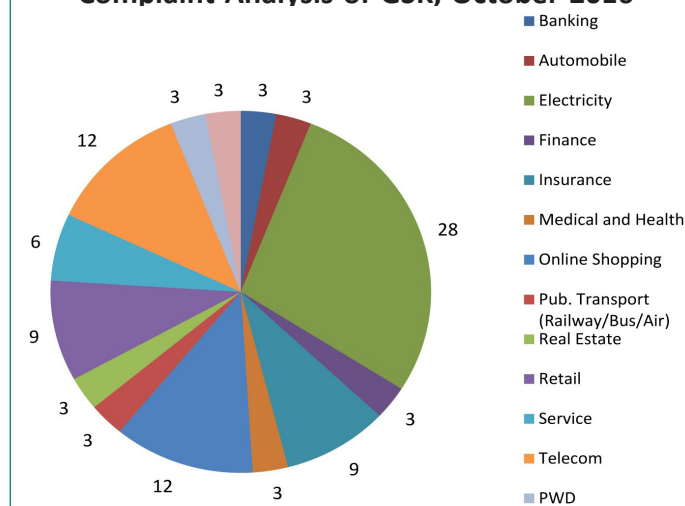
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



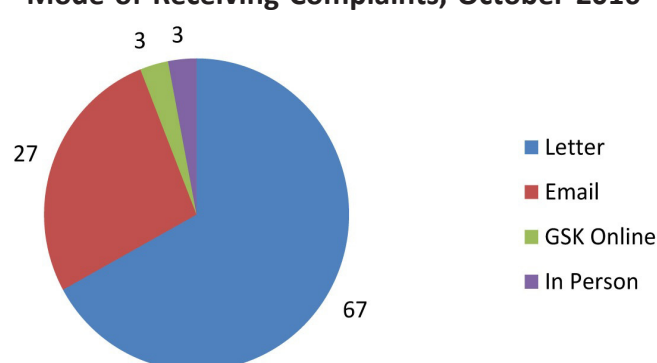
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.

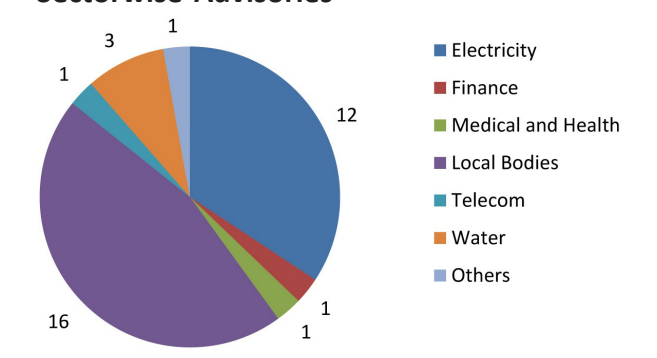
Complaint Analysis of GSK, October 2016



Mode of Receiving Complaints, October 2016



Sectorwise Advisories



Success Stories



Tailor Master Taught a Lesson

Vishal Sharma and Shubham Singh Panwar, residents of Bhilwara sent their complaint through GSK, Bhilwara Collection Centre against Tailor Master, who is also a resident of Bhilwara regarding defective stitching of school dress of their children by school. He contacted tailor and school in this regard to either get the dress changed or to get it re-stitched, but result was nil. Finally, he approached GSK and filed a complaint. GSK sent a notice to said tailor master. Immediately after receiving the notice, the tailor master agreed for re-stitching of school dress of the children.



Airtel Put into Dock

Varidhi Singh, resident of Jaipur filed a complaint that she is getting continuous requests of sim upgradation to 4G for FREE from Airtel through messages and calls. As advertised, she had done the same on 22.10.2016 believing it to be free upgrade i.e. no charge for getting 4G services. To her utmost horror and shock, she had to pay Rs. 20/- for the sim to retailer and after sim activation, she got a message from Airtel that she received 1 GB of 4G data for 28 days. Believing the information of receipt of 4G data to be true, she used her mobile data, but to add to her agony, her prepaid main balance of Rs. 40 was completely exhausted in mere 10 MB usage, which should rather have been free as advertised. Further adding, the customer care executives, invariably kept her calls on hold and after repeated calls her complaint was registered, Compliant No:- 3102619986700, but no assurance for the return of her balance was given to her to which she was entitled.

Finally, she approached GSK, Jaipur and filed a complaint through email. GSK sent a notice to Appellate Authority of Airtel. This issue has been resolved through GSK.



Pawan Hans Forced to Refund Cost of Tickets

Karan Prasad Gorwal, resident of Rawatbhata, Kota booked six helicopter tickets from Neelgrath to Panjtarni & also the return tickets from Pawan Hans Ltd. dated 27/07/16 & extension was granted for 28/07/2016 journey. On 28/07/16, they reported for the journey at Neelgrath helipad but due to bad weather the flight got cancelled. Representative of Pawan Hans LtdTD assured them that they will refund the fare within 15-20 days in their account through which they booked the tickets. But they didn't receive any refund. In this matter they were trying to contact them continuously on the available numbers & on the website, but not a single contact number was in operation/responsive mode.

Finally, he approached GSK, Jaipur and filed a complaint through email. GSK sent a notice to the Northern Region office of Pawan Hans Ltd., New Delhi. This issue has been resolved through GSK.



<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.

Consumer Awareness Week (CAW)

20-27 October, 2016

In an effort to promote consumer advocacy, Department of Consumer Affairs of Ministry of Food and Consumer Affairs observed a 'Consumer Awareness Week' by promoting consumer awareness through various activities including fairs, exhibition, workshops, etc. Volunteers, NGOs, VCOs and other stakeholders all joined hands to make the week a great success. Grahak Suvidha Kendra, Jaipur too observed the week in various cities of Rajasthan involving students, consumer activists and networkers. The National launch of the Consumer Awareness Week was done by Hon'ble Minister of Consumer Affairs, Food and Public Distribution at the Consumer Mela held on 20.10.2016 at New Delhi.

Similarly, as part of outreach activities under GSK, one meeting was organised at Jaipur International Public School, Kanti Chandra Road, Bani Park, Jaipur on 4th October, 2016, where 60 students of class X, XI and XII took part in it. GSK team took the session on Consumer Protection Act, consumer rights and responsibilities. Similarly, there have been number of various other meetings, workshops and seminars under different projects of CUTS, where a session on GSK was taken separately, where around 850 participants were benefited.

A group of 36 students and 2 faculty from Maharaja Sayajirao University Vadodara visited on 22nd October, 2016 and they were briefed about the consumer law, rights and responsibilities with special focus on unfair trade practices such as misleading advertisements and other consumer abuses in the market.

Some of the pictures and news clippings of events organised under CAW & outreach activities in different parts of Rajasthan under the aegis of GSK, Jaipur are below.

Glimpses of Few Outreach Activities



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