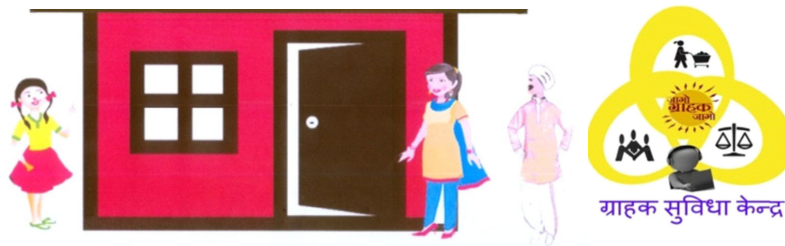


GSK Alert

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

CUTS
International

October 2017



Grahak Suvidha 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, Udaipur, Ajmer, Dholpur, Kota and Sawai Madhopur respectively. These centres are working as extended arms for *Grahak Suvidha 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

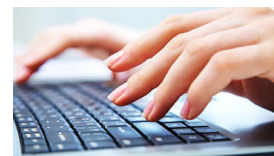
For being a part of GSK family visit:

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

Online Submission of Complaints:

Online consumer complaints for GSK can be registered at:

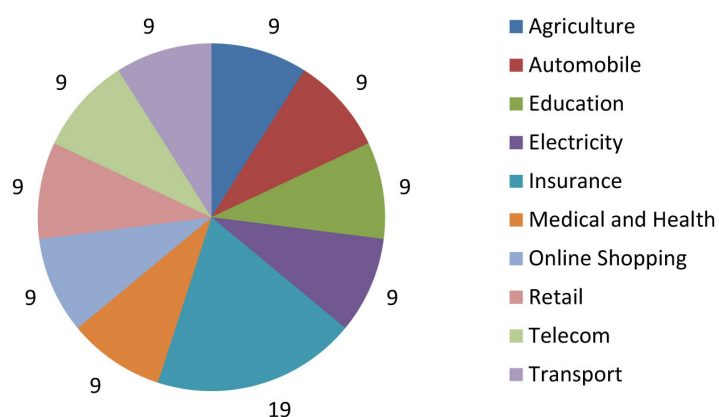
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



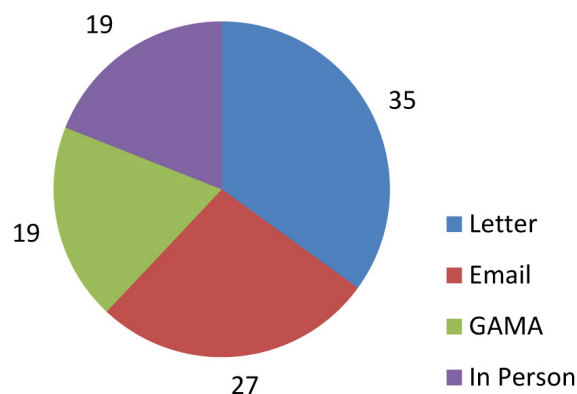
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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 the month of October 2017.

Complaint Analysis of GSK, October 2017



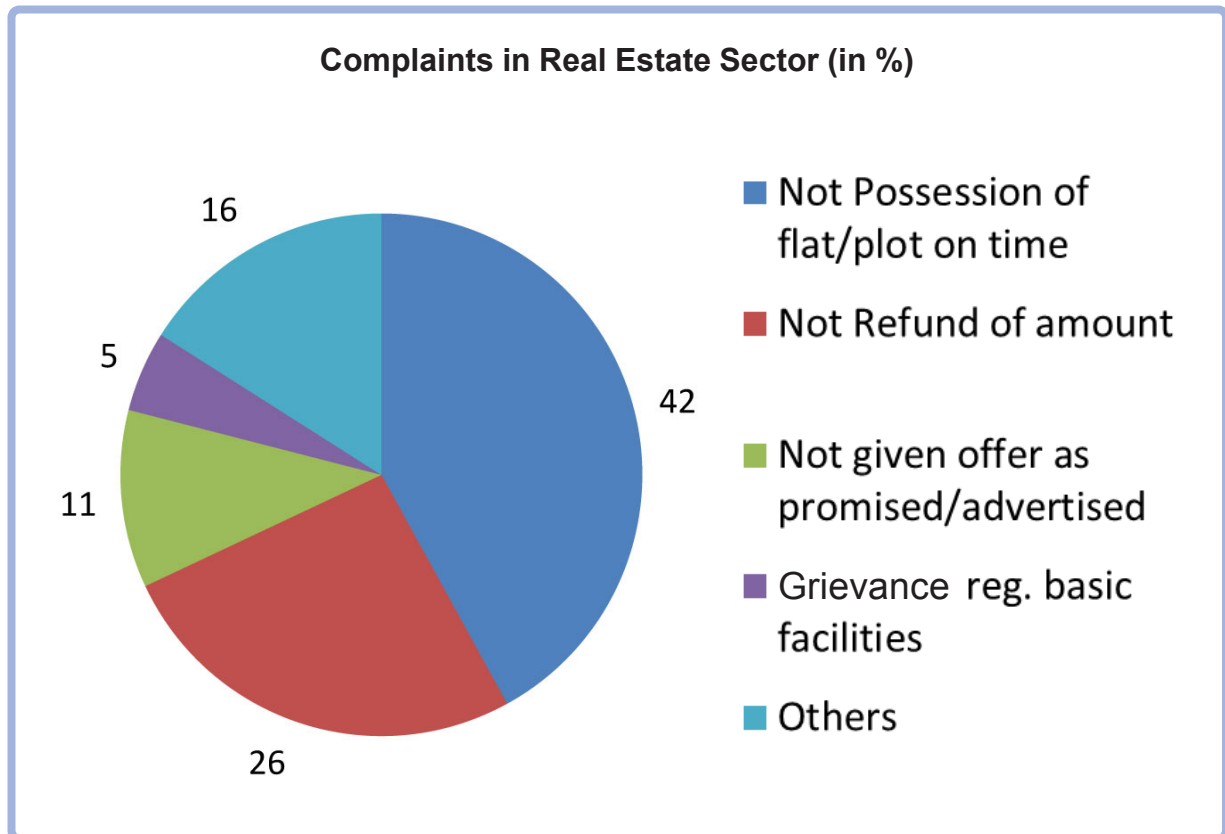
Mode of Receiving Complaints October 2017



GSK in Real Estate Sector

The previous five editions captured complaints received at GSK pertaining to the **financial, telecom, e-commerce, insurance and electricity sectors** respectively. The focus of the current issue is on complaints received with respect to **Real Estate Sector**. There have been enormous complaints registered before GSK pertaining to this sector, which are mainly related to not meeting promises, basic amenities and needs, delay in possession and not refunding of amount etc., where customers are often cheated or posed to problems and various other reasons.

Such complaints and advisories received by GSK have been compiled with effect from July 01, 2015-October 31, 2017. The details are shown below through graphical representation:



<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

INVESTOR AWARENESS 4

Offering loan at very low rate of interest only 3%

How come, so cheap? We need to be careful!

Let's Grab this Opportunity

LOAN AT LOW RATE OF INTEREST?

IF IT COMES CHEAP LOOK BEFORE YOU LEAP

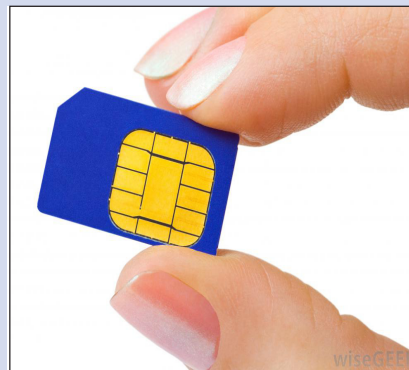
AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.

Success Stories



Telecom Operator Forced to Activate Sim

Deepak Sharma of Bhopal had a complaint against Idea Cellular for deactivating of sim without prior information. When he approached Customer Care of Idea, no valid reasons were stated for the deactivation. Sharma registered his complaint before the GSK. After rigorous follow ups by the GSK team, the complaint was resolved within a period of 15 days.



Dealer Pressurised to Repair Defective Fridge

Anand Choudhary of Jaipur filed a complaint before the GSK with regard to the replacement of his LG Refrigerator. Aggrieved Choudhary purchased refrigerator from NEXT showroom in Jaipur in July 2017. The fridge was malfunctioning after the purchase. He approached NEXT for replacement but they refused to do so.. Hence, when the matter came to GSK, a strong notice was sent. Reacting to the notice, NEXT agreed to change the defective parts instead of replacing it completely, which was done within a period of seven days.

