

# GSK Alert

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

**CUTS**  
International

September 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 has both local languages, English & Hindi service 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) are 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](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:

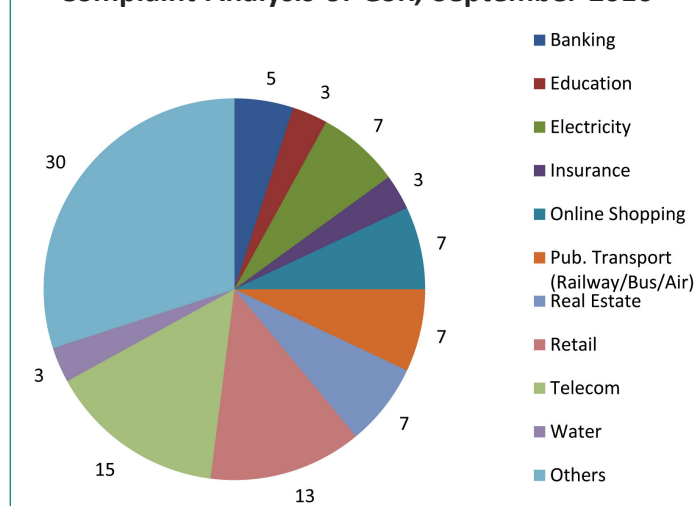
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYel4ajXx0/viewform?c=0&w=1>



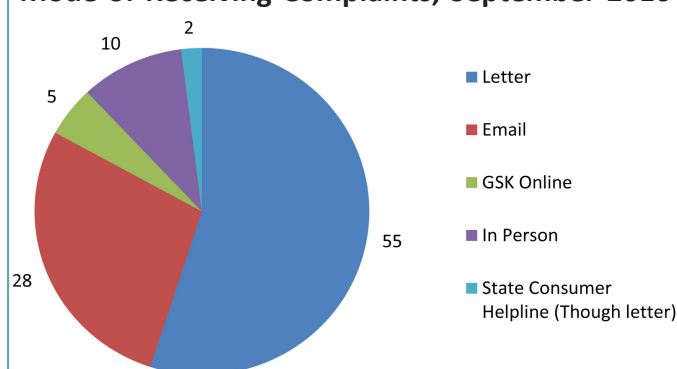
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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.

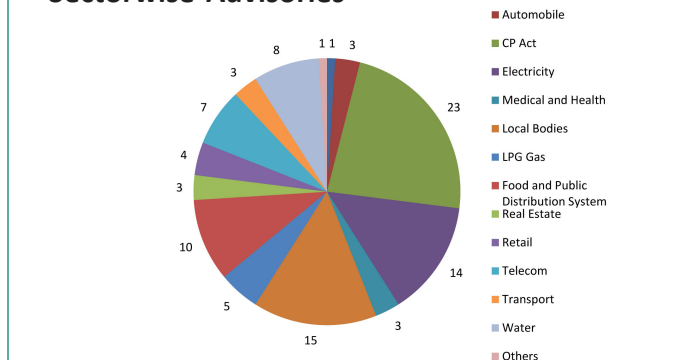
## Complaint Analysis of GSK, September 2016



## Mode of Receiving Complaints, September 2016



## Sectorwise Advisories



## Success Stories



### Not a good ride for MMT

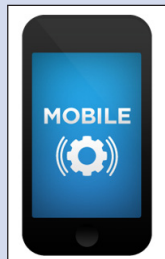
Sameer Mathur, a resident of Jaipur booked a flight (Air Costa using MakeMy Trip) in February at Rs 4,146 from Jaipur to Hyderabad on June 04, 2016. Somehow, the flight got pre-poned to early time but neither Make My Trip (MMT) nor airlines bothered to inform the customer. Mathur reached airport at scheduled time but since the flight had already left so had to miss it and then he booked the ticket at Air Costa counter for 5<sup>th</sup> June flight. For this, he had to spend Rs 6,300 as an additional charge.

On June 04, 2016 evening, MMT agreed that it was their fault and informed Mathur that they are refunding the full amount of Rs 4,146 by cancelling the June 04, 2016 ticket. On June 05, 2016, Mathur reached airport on time to board the flight and Air Costa informed that MMT has cancelled his June 05, 2016 ticket. On calling MMT, he was told that it was done to adjust full refund. Apparently, Air Costa changed the June 04 booking to June 05 and MMT systems were not updated. All this happened due to technical fault between Air Costa and MMT. Finally, Mathur had to take fresh ticket for Rs 12,300 and boarded the flight. In all this, he ended up paying a total amount of Rs 22,750 for Jaipur-Hyderabad flight. After lot of hassles and harassment, Mathur landed up at GSK, which advocated with MMT. After long advocacy, MMT agreed to pay Rs 13,076 as part of refund and partial compensation to aggrieved consumer out of the total Rs 22,750.



### Phone returned

Abhijatya Joshi, resident of Ajmer purchased a Leeco X507 mobile phone through online in April 2016 for Rs 11,000. Immediately after sometime, the display of the phone got damaged on June 27, 2016. He sent the mobile to the service centre in Ajmer and also paid additional amount of Rs 5,400 as repairing charges and was assured to receive the phone back by August 15, 2016. 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 Leeco mobile service centre located in Karnataka. GSK followed up continuously and Joshi finally received his handset after proper repairing on September 17, 2016.



### Refund for charger of poor quality

George Cheriyan from Jaipur filed a complaint against Vijay Communications located in Sindhi Colony, Bani Park Jaipur for selling a low quality charger at a higher price which broke itself after few days of using. Cheriyan started advocacy on his own by requesting the shopkeeper to either refund the money or replace the charger with a new one but his efforts were in vein. So, Cheriyan finally filed a complaint with GSK. The shopkeeper reacted immediately after receiving the first notice, came to office of GSK and after little verbal spat, he agreed to refund the money to the consumer. Thus, matter was 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.**



### Awareness Activities by GSK during past few months

S.N.	Date	Programme	Participants as Beneficiaries	No. of Participants
1.	08.07.2016	Consumer Awareness Outreach Programme at CUTS CHD, Chittorgarh	Networkers	30
2.	10.07.2016	Ramdev Mandir campus, Ringus (Distt.- Sikar),	Ladies groups	40
3.	19.07.2016	Raza Public School, Ghat Gate, Jaipur	Students and Teachers	60
4.	20.07.2016	Govt. Senior Secondary School, Harmada, Jaipur	Students and Teachers	250
5.	20.07.2016	Chaursiyon ki Dhaani, Village- Bagru, Dist: Jaipur	Ladies groups	40
6.	22.07.2016	Adarsh Vidhya Mandir School, Banipark, Jaipur	Students and Teachers	100
7.	27.07.2016	Vaidik Balika Senior Secondary School, Adarsh Nagar, Jaipur	Students and Teachers (90+16)	106
8.	29.07.2016	Government Patel Senior Secondary School, Beawar, Distt.- Ajmer	Students	100
9.	29.07.2016	Government Girls Senior Secondary School, Chhavani Marg, Beawar, Distt.- Ajmer	Students	82
10.	29.07.2016	Sanatan Dharam Government Senior Secondary School, Delwara Road, Beawar, Distt.- Ajmer	Students and Teachers	50
11.	31.07.2016	GSK Review Meeting at CUTS Centre for Human Development (CUTS CHD), Chittorgarh	Networkers	32
12.	29.08.2016	Govt. Maharani Girls Senior Secondary School, Banipark, Jaipur	Students	60
13.	24.09.2016	Sadachar public Senior Secondary School, Akad Road- Hathi Babu Marg, Bani Park, Jaipur	Students	60
	Between July- September, 2016	A session on GSK separately in other project activities of CUTS		630
		Total Participants		1640

### Glimpses of Few Outreach Activities

