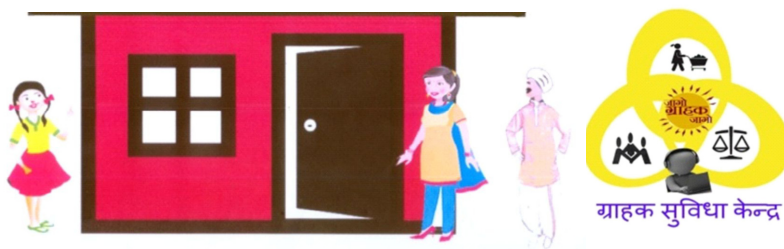


*Grahak Suvidha Kendra* (Consumer Care Centre) is a new initiative of the Department of Consumer Affairs (DoCA), Government of India as a **ONE STOP CENTRE** catering to a spectrum of services for consumer welfare. GSK is functioning as an extended arm of State Consumer Helpline and on a common IT platform 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](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:

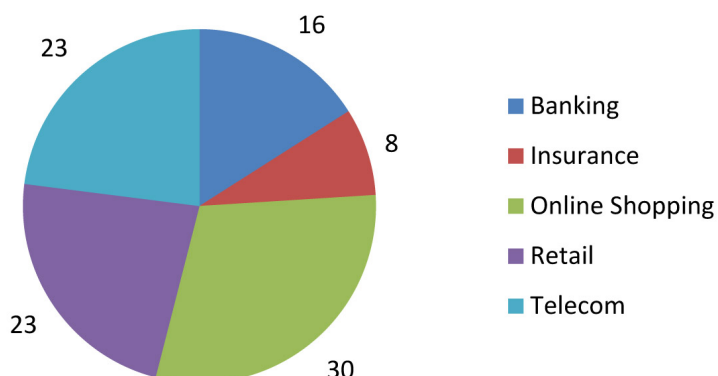
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkBTYeL4ajXx0/viewform?c=0&w=1>



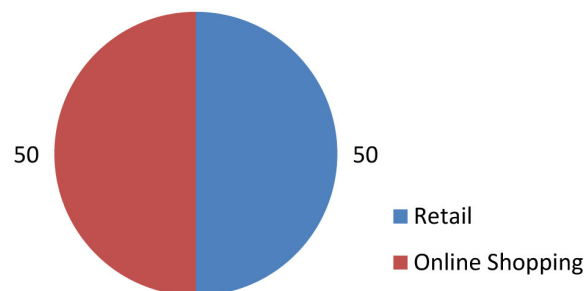
**For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal:** <http://gama.gov.in/Default.aspx>

GSK, Jaipur has been dealing with complaints coming to it by various modes, such as 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 complaints and advisories are presented through graphs for the month of September 2017.

**Complaint Analysis of GSK, September 2017**



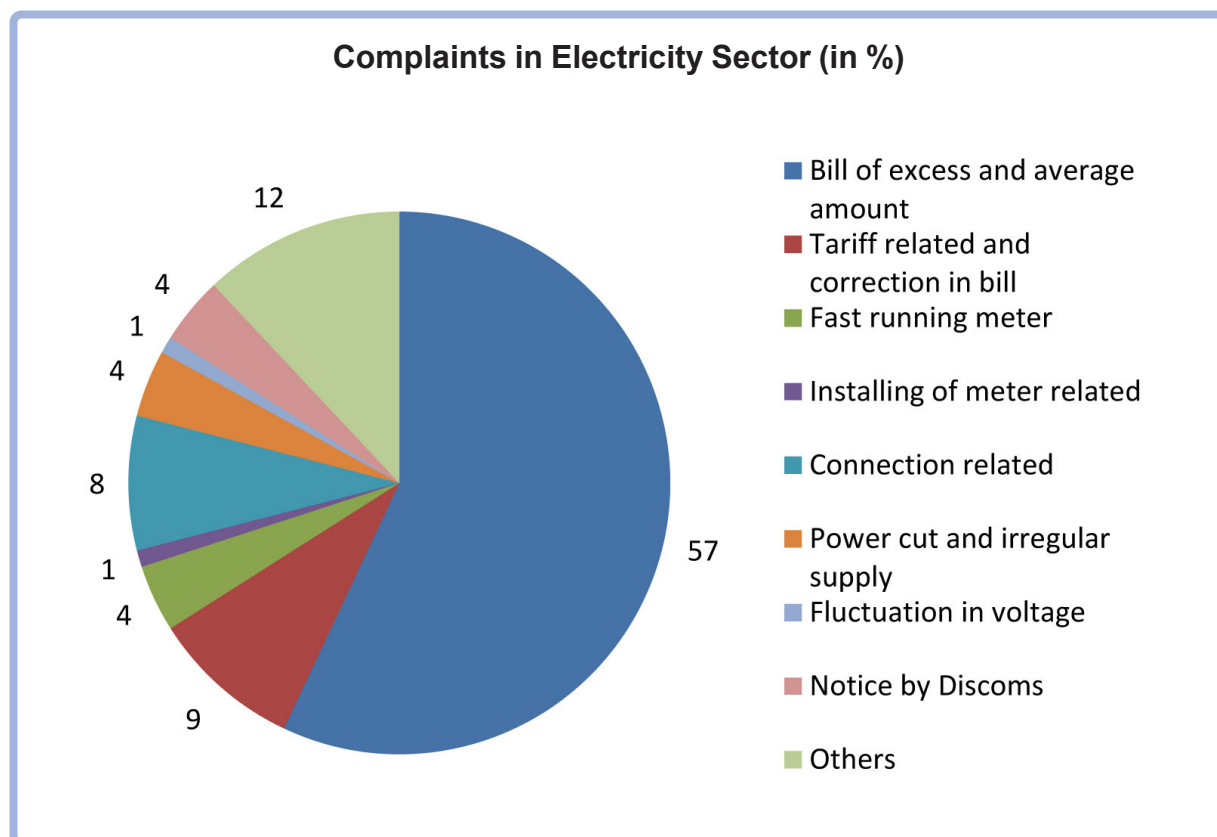
**Mode of Receiving Complaints September 2017**



## GSK in Electricity Sector

The previous three editions captured complaints received at GSK pertaining to the **financial, telecom, e-commerce and insurance sectors** respectively. The focus of the current issue is on complaints received with respect to **Electricity Sector**. There have been enormous complaints registered before GSK pertaining to this sector, which are mainly related to tariff, excess billing, fluctuation problem, faulty metres etc., where customers are often cheated or posed to problems for many reasons.

Such complaints and advisories received by GSK have been compiled with effect from July 01, 2015-September 30, 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 **2**



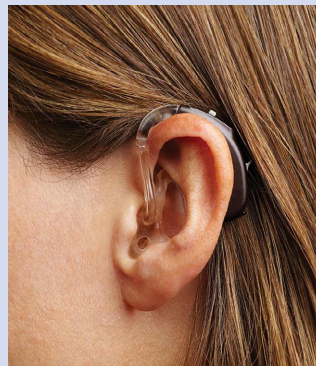
**Joining a  
money chain  
may put you  
in pain**

**AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.**



### Hearing Instrument Got Replaced

Harsha Lalwani, resident of E-82, Swarankar Colony, RPA Road, Nehru Nagar, Jaipur purchased a hearing instrument from a Delhi-based Ampilfom (India) Pvt. Ltd. But, after purchasing, the said hearing instrument was not malfunctioning. She was facing the same hearing problem as before. She made a complaint to the company, but there was no response. After lot of hassles and harassment, the aggrieved consumer was compelled to come to GSK, Jaipur which sent a notice to the concerned company. Immediately reacting to it, the company replaced the hearing instrument.



### TSP Forced to Revert the Amount

Pratibha Singh, resident of Jaipur filed a complaint with GSK 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 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, but no assurance for the return of balance was given to her to which she was entitled. Finally, Singh approached GSK, Jaipur and filed a complaint through email. GSK sent a notice to Appellate Authority of Airtel. Airtel reverted the amount in her pre-paid account.