

# Annual Report

1<sup>st</sup> July 2015-30<sup>th</sup> June 2016

Table 1

|  |   |
|--|---|
| <b>Operating Time</b>                                | <b>From 9.30 am to 18.00 pm</b>   |
| <b>Availability after Office Hours</b>               | <ul style="list-style-type: none"> <li>Complaints are accepted even beyond the time as prescribed above through answering phone call machine, where the calls can be recorded and then the team listens to these recorded messages on the next day morning.</li> <li>The complaints are received online at self-created online submission of complaints at GSK webpage. The link of which is: <a href="https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTKbTYeL4ajXx0/viewform?c=0&amp;w=1">https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTKbTYeL4ajXx0/viewform?c=0&amp;w=1</a></li> <li>Complaints are also received at mobile numbers of coordinator and councilors, who after office hours listens to these complaints and as advised by them, these are later followed up on the next day.</li> </ul> |
| <b>Staff in Position/Names</b>                       | <ul style="list-style-type: none"> <li>Deepak Saxena, Coordinator, 09799996095 <a href="mailto:gsk@cuts.org">gsk@cuts.org</a> ; <a href="mailto:ds@cuts.org">ds@cuts.org</a></li> <li>Dharmendra Chaturvedi, Counselor- Mobile: 09414202868 ; <a href="mailto:dc@cuts.org">dc@cuts.org</a></li> <li>Manisha Joshi, Counselor-Mobile: 09529261704; <a href="mailto:mnj@cuts.org">mnj@cuts.org</a></li> <li>Renu Beniwal, Counselor-Mobile: 08764200317; <a href="mailto:rb@cuts.org">rb@cuts.org</a></li> <li>Arawat Kumar Thalia, Counselor-Mobile: 09414788283; <a href="mailto:akt@cuts.org">akt@cuts.org</a></li> <li>Manish Pareek, Accountant</li> <li>Vikram Rathore, Data Entry Operator</li> <li>Badri Narain Sharma, Data Entry Operator</li> <li>Jodhu Adhikari, Messenger</li> </ul>   |
| <b>Staff Details &amp; Training Received</b>         | <ul style="list-style-type: none"> <li>Deepak Saxena, Gajendra Kheechee and Dharmendra Chaturvedi attended 9<sup>th</sup> training of IIPA from 24-26 August, 2015 at New Delhi.</li> <li>Manisha Joshi, Renu Beniwal and Madan Giri Goswami (counselor at Chittorgarh collection centre of GSK) attended 10<sup>th</sup> training of IIPA from 7-9 June, 2016 at New Delhi.</li> </ul>   |
| <b>Whether Own Website/Details of GSK Activities</b> | <ul style="list-style-type: none"> <li><a href="http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm">http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm</a></li> <li>The details of activities of GSK during the reporting period 1<sup>st</sup> July, 2015 to 30<sup>th</sup> June, 2016 are attached <b>as Annexure A.</b></li> </ul>  |

**Table 2**

|  |   |
|--|---|
| <b>Period</b>                                | <b>1<sup>st</sup> July, 2015-30<sup>th</sup> June, 2016</b> |
| <b>Advice Given</b>                          | <b>56</b>   |
| <b>Complaints Received During the period</b> | <b>198</b>  |
| <b>Mode of Complaints Received:</b>          |   |
| <b>1. Forwarded by SCH/NCH</b>               | <b>00</b>   |
| <b>2. Forwarded by GAMA Portal</b>           | <b>04</b>   |
| <b>3. In Person</b>                          | <b>37</b>   |
| <b>4. Through Letters</b>                    | <b>62</b>   |
| <b>5. Through Emails</b>                     | <b>82</b>   |
| <b>6. Through Phones</b>                     | <b>12</b>   |
| <b>7. Through Facebook</b>                   | <b>01</b>   |
| <b>Total Complaints</b>                      | <b>198</b>  |
| <b>Resolved</b>                              | <b>65</b>   |
| <b>Complaints Forwarded to other GSKs</b>    | <b>6</b>  |
| <b>Complaints Escalated to Consumer Fora</b> | <b>16</b>   |
| <b>Complaints Discarded</b>                  | <b>26</b>   |
| <b>Complaints pending</b>                    | <b>85</b>   |

**Table 3**

| <b>Sector</b>               | <b>Complaints</b> | <b>Disposed (Resolved/ Discarded)</b> | <b>Guided to Escalate to Consumer Fora</b> | <b>Forwarded to other GSKs</b> | <b>Pending as on 30/06/2016</b> |
|-----------------------------|-------------------|---------------------------------------|--|--------------------------------|---------------------------------|
| <b>Telecom</b>              | <b>54</b>         | <b>36</b>                             | <b>1</b>                                   | <b>6</b>                       | <b>11</b>                       |
| <b>Online Shopping</b>      | <b>21</b>         | <b>7</b>                              | <b>7</b>                                   |                                | <b>7</b>                        |
| <b>Retail</b>               | <b>28</b>         | <b>13</b>                             | <b>3</b>                                   | <b>-</b>                       | <b>12</b>                       |
| <b>Real Estate</b>          | <b>5</b>          | <b>3</b>                              | <b>-</b>                                   | <b>-</b>                       | <b>2</b>                        |
| <b>Banking</b>              | <b>10</b>         | <b>4</b>                              | <b>-</b>                                   | <b>-</b>                       | <b>6</b>                        |
| <b>Financial Service</b>    | <b>7</b>          | <b>3</b>                              | <b>-</b>                                   | <b>-</b>                       | <b>4</b>                        |
| <b>Insurance</b>            | <b>4</b>          | <b>1</b>                              | <b>-</b>                                   | <b>-</b>                       | <b>3</b>                        |
| <b>Post Office/ Courier</b> | <b>4</b>          | <b>2</b>                              | <b>1</b>                                   | <b>-</b>                       | <b>1</b>                        |

|                       |            |           |           |          |           |
|-----------------------|------------|-----------|-----------|----------|-----------|
| Public Transport      | 4          | 1         | -         | -        | 3         |
| Education             | 9          | 5         | 2         | -        | 2         |
| Electricity           | 26         | 7         | -         | -        | 19        |
| Water                 | 6          | 1         | -         | -        | 5         |
| LPG Gas and Petroleum | 2          | 1         | -         | -        | 1         |
| Medical and Health    | 2          | 1         | -         | -        | 1         |
| Local Bodies          | 2          | 2         | -         | -        | 0         |
| Others                | 14         | 7         | 2         | -        | 5         |
| <b>Total</b>          | <b>198</b> | <b>94</b> | <b>16</b> | <b>6</b> | <b>82</b> |

**Table 4**

| State           | City/District                                    | Complaints Received | Disposed (Resolved/ Discarded) | Pending as on 30/06/2016 |
|-----------------|--|---------------------|--------------------------------|--------------------------|
| Rajasthan       | Jaipur   | 60                  | 36                             | 24                       |
|                 | Ajmer  | 23                  | 8                              | 15                       |
|                 | Chittorgarh                                      | 11                  | 4                              | 7                        |
|                 | Sawai Madhopur                                   | 22                  | 1                              | 21                       |
|                 | Pali   | 4                   | 2                              | 2                        |
|                 | Alwar  | 1                   | 0                              | 1                        |
|                 | Bharatpur  | 1                   | 0                              | 1                        |
| Rajasthan/India | Other Cities of Rajasthan and India <sup>1</sup> | 76                  | 43                             | 11                       |
|                 | <b>Total</b>                                     | <b>198</b>          | <b>94<sup>2</sup></b>          | <b>82</b>                |

<sup>1</sup> Complaints received through phone calls and emails

<sup>2</sup> 16 complaints have been escalated to consumer forums, while 6 have been forwarded to other GSKs. So adding these 22 with 94 and 82 makes a figure of 198.

**Table 5**

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| <b>Mediation</b>  | All the 198 cases reported in the reporting period 1 <sup>st</sup> July, 2015 to 30 <sup>th</sup> June, 2016 have been dealt by the GSK team. On behalf of aggrieved consumer, the team took up their matter, served notices to opposite parties, talked to them over phone, whenever required, and thus got the complaints resolved out of court. So all the cases were resolved through an informal mediation process, not through a formal mediation process, where both the parties were called for a joint session. |
| <b>Drafting Mediation Agreements</b>  | Not required during the quarter.   |
| <b>Complaints Drafted</b>   | 16 consumers have been advised to escalate their consumers to consumer forums during the reporting period and were guided and helped in drafting their complaints.<br><i>(See Annexure H)</i>  |
| <b>Cases Filed and Status</b>   | 16 and pending ( <i>The details of these are obtained from consumers, some of them have shared, which is mentioned in Annexure H, while others are being followed up and the information would be shared with Ministry soon</i> )  |
| <b>For How Many Cases Appeared on Behalf of Consumer in Consumer Fora as Well Before Other Agencies</b> | GSK, Jaipur has been helping consumers for submitting their complaints to consumer self as per Section 2 (6) of CPA, 1986, where an aggrieved consumer can file and plead their complaints self. GSK team helps these consumers in drafting the complaints.<br>Besides, if a particular consumer is not interested in filing his/her complaint, then they are referred to a lawyer as per empanelled list of GSK.  |
| <b>Any Class Action Filed and Status</b>  | So far, no class action has been filed ever since GSK started wef July 1, 2015 but research and exercise has been going on within team for gathering the required information for filing a couple of class actions in the next few months.   |

**Table 6**

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|--|---|
| <b>Status of Follow Up on any Execution Decrease</b>   | In the reporting period, 65 complaints have been resolved, which are evident from the details as provided <b>in Annexure B.</b>   |
| <b>Liaison/Linkage with Public Utility/Companies/Agencies Made So Far to Bring them Under Convergence Mode</b> | <ul style="list-style-type: none"> <li>• The linkages with almost every concerned department is been done on regular basis for the follow ups of complaints. Incase any need, then the team even discuss with the concerning authorities/officials to discuss and resolve the complaints of the consumers.</li> <li>• Similarly the linkages with reps of companies and other corporate houses are also made for the same purpose in order to get redressal for the consumers.</li> <li>• Besides, all these officials of public utility services and companies are also kept in loop in all the outreach activities of GSK.</li> </ul> |

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• The GSK team also keeps in loop the regulators like TRAI; RBI, Banking Ombudsman, RBI; RERC and SEBI etc. for the complaints and also joining hands with them for awareness activities. We have already done programmes with RERC, RBI and TRAI, which have been reported earlier.</li> </ul>   |
| <b>Number/Names of Companies/Government Departments that Respond to Online Transfer of Complaints</b>                   | <ul style="list-style-type: none"> <li>• Telecom</li> <li>• Online Shoppers</li> <li>• Retail</li> <li>• Real Estate</li> <li>• Banking</li> <li>• Financial Services</li> <li>• Insurance</li> <li>• Post Office/ Courier</li> <li>• Public Transport (Railways/ Roadways/ Airlines)</li> <li>• Education</li> <li>• Electricity</li> <li>• Water</li> <li>• LPG Gas and Petroleum</li> <li>• Medical and Health</li> <li>• Local Bodies</li> </ul>           |
| <b>Details of Violation of Product Standards/Weights and Measures/MRP Matters Noticed and Taken up with Authorities</b> | <ul style="list-style-type: none"> <li>• GSK team with the help of volunteers and interns have collected rates from various malls, departmental stores and other shops of different areas in Jaipur of packed and unpacked food items basically to assess the trend by shopkeepers regarding selling these products above MRP as the dual pricing is not allowed under Legal Metrology Act. The results would be shared in the next quarter report.</li> </ul> |

**Table 7**

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|---|--|
| <p><b>Any Complaint Database Made/Details</b></p>                                     | <p><b>Details of three months attached as <b>Annexure B</b> and also in graphical manner as <b>Annexure D</b></b></p>  |
| <p><b>Any Local Company Database Made /Details</b></p>                                | <p><b>List attached as <b>Annexure E</b></b></p>   |
| <p><b>Whether any Accredited Non Advocates Identified/Empanelled</b></p>              | <p><b>List attached as <b>Annexure F</b></b></p>   |
| <p><b>Any Publicity Measures Undertaken Resources Material Produced (samples)</b></p> | <p><b>Attached as <b>Annexure G</b> (Copies of monthly e-newsletter GSK-Alert is also attached. This e-newsletter briefs about the success stories of GSK, Jaipur on monthly basis)</b></p>  |
| <p><b>Status of Liaison with State Dept. /Helplines</b></p>                           | <p>Both State Helpline and State Department of Consumer Affairs (DoCA) have been kept in loop throughout. During the report period, GSK team visited DoCA and the Directorate of Consumer Affairs multiple times. They are invited in all our programmes and the State department has been represented by Deputy Director at number of times. As advised by the Department of Consumer Affairs of Government of India, State Department has even been requested to nominate a representative for the advisory committee of GSK but the response is still awaited. On the other hand, SCH is now represented by its convener and has attended one meeting also. SCH has also been extended invites for outreach programmes and they have participated in many. GSK team even visited SCH for an exposure in between, which was reported in previous quarter report. Coordinator of the SCH is also made a member of GSK advisory Committee, who attended the meeting of the advisory committee, held on June 30, 2016. Detailed discussions were held with the Coordinator, about collaboration of GSK with SCH. However, no single case is transferred so far from SCH to GSK.</p> |

**Table 8**

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| <b>Meetings of Advisory Committee Held and Details</b> | Two meetings of the advisory committee have been organized so far. The first one was on December 30, 2015 and the second one on June 30, 2016. The two reports are attached as <b>Annexure I</b>   |
| <b>Visit by Evaluation Committee and Findings</b>      | Still awaited  |
| <b>Quarterly Report Furnished</b>                      | There have been four quarterly reports furnished so far in a year within prescribed time.  |
| <b>Whether UC and Audited Accounts Furnished</b>       | Not yet as the GSK has just completed one year on June 30, 2016.   |
| <b>How 10% Own Contribution Was Met</b>                | <ul style="list-style-type: none"> <li>• Organisation has incurred 10 percent of its share in procuring capital items. Besides this 10 percent, organisation is also spending money as part of the running cost of the project in:             <ol style="list-style-type: none"> <li>1. Printing pamphlets on GSK for ensuring wider reach among consumers within Jaipur and outside and got these distributed through newspaper vendors, post and in person through GSK team, volunteers and also through other project teams. The purpose is to let people know more and more about existence of GSK, Jaipur. A copy of which is attached as <b>Annexure G</b></li> <li>2. Doing several outreach activities under GSK banner with a sole purpose of involving maximum no. of people within GSK periphery, which would help imparting information about GSK. All these have been reported in the <b>Annexure A</b></li> </ol> </li> </ul> |
| <b>Annual Reports</b>                                  | This one is the first Annual Report for the period 1 <sup>st</sup> July, 2015 to 30 <sup>th</sup> June, 2016.  |

**Table 9**

|   |  |
|---|--|
| <p><b>Any Unfair Trade Practice Reported in the Area and Action Taken</b></p>   | <ul style="list-style-type: none"> <li>• Complaint against a telecom service provider regarding changing the plan without intimation of consumer as reported in complaint no 129 of attached chart as attached as per <b>Annexure B.</b></li> <li>• Complaint no. 131 against a school for not providing bill of stationary purchased from school.</li> <li>• Similarly, complaints no 133, 166, 167, 171, 173, 179, 184 and 185.</li> <li>• There are many others, which pertains to UTPs.</li> </ul> |
| <p><b>Any Report Sent to State /Central Govt. on Any Violation of Laws, Including Misleading Advertisements in the Area</b></p> | <p>No such matter reported</p>   |
| <p><b>Visited Any Vulnerable Groups at their Doorsteps for Giving Personalized Services</b></p>                                 | <ul style="list-style-type: none"> <li>• The GSK team has been targeting groups like students of both English and Hindi medium, women groups, famers and Self Help Groups in villages, while conducting outreach programmes.</li> <li>• Besides, the GSK team with the help of volunteers/interns has also visited around 300 households to not only distribute GSK pamphlets but also gather complaints from aggrieved consumers, if any.</li> </ul>  |



**Table 10**

|  |  |
|--|--|
| <b>Documentations Done</b>                     | <ul style="list-style-type: none"><li>• The reports of the events are being prepared and uploaded on the webpage. Besides, the webpage is updated on daily basis with all sort of information etc.</li><li>• GSK, Jaipur comes out with a monthly flyer by the name 'GSK Alert', which updates with the activities and complaint status on monthly basis. The same is circulated to all concerned.</li></ul>   |
| <b>Any Local Data Collected and Maintained</b> | <ul style="list-style-type: none"><li>• GSK team with the help of volunteers and interns have collected rates from various malls, departmental stores and other shops of different areas in Jaipur of packed and unpacked food items basically to assess the trend by shopkeepers regarding selling these products above MRP.</li><li>• The data is being reviewed and compiled and will take action, once it is done. The results would be shared with the department. If, the data is perfect, then would also explore class action on it.</li></ul> |
| <b>Advocacy Efforts Undertaken</b>             | As in above column, we would take the outcome of the issue as part of advocacy with the government in the coming period.   |