

Consumer Care Centre (Grahak Suvidha Kendra) Jaipur

Quarterly Report (January-March, 2016)

1. Background

Grahak Suvidha Kendra (GSK) an 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. The portal will function as an extended arm of State Helpline and on a common IT platform of National and State



Consumer helplines. It will have local language, English and Hindi service with trained personnel, experienced in counselling, drafting complaints and providing information.

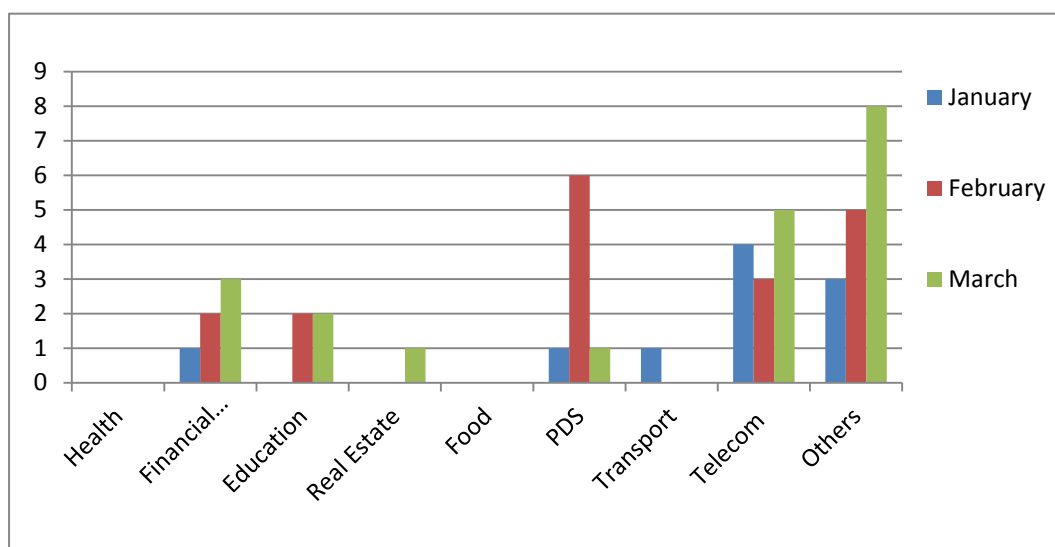
Consumer Unity & Trust Society (CUTS) has been selected for managing one such GSK for the western region based in Jaipur. The provisional sanction for the GSK to CUTS was issued by Ram Vilas Paswan, Honourable Cabinet Minister for Consumer Affairs, Food and Public Distribution on March 18, 2015 during the National Conference on Consumer Rights organised in Delhi in connection with the World Consumer Rights Day. The formal Memorandum of Understanding (MoU) was signed between the DoCA and CUTS on June 30, 2015. The GSK started its functioning on July 01, 2015. GSK was formally launched in a programme held in Jaipur on September 15, 2015. Consumer Complaint Handling, Information and Advisory services are provided by GSK.

Completing the formalities and receipt of first instalment of funds

The bond was submitted on July 06, 2015 along with other related documents like stamped duly signed pre-receipt, bank details etc. The same was re-submitted with some minor modifications on July 13, 2015. On the query from the department, had send the revised Utilization Certificates of earlier grants received from Consumer Welfare Fund (CWF) along with the resolution for the signing authority. Regular follow ups were made with DoCA on routine basis for the release of 1st installment funds. The first installment of ₹26.1 lakh has been received in CUTS bank account on August 19, 2015.

2. Complaints Handling and Advisory (January-March, 2016)

Grahak Suvidha Kendra, Jaipur-Category wise Complaint Status (January-March, 2016)



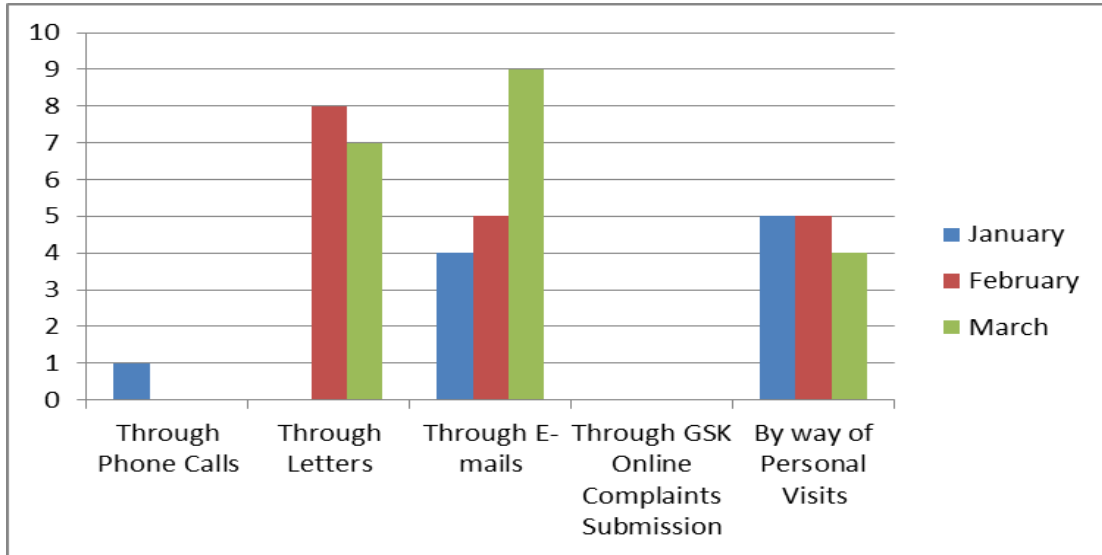
Grahak Suvidha Kendra has been receiving consumer complaints through all modes viz. in person, telephone, through post and email. GSK has received and attended a total of 48 complaints pertaining to telecom, education, electricity, online shopping, real estate, consumer durable buying etc. during the month of January-March, 2016. On all the complaints regular follow up has been done through e-mails or telephone. There has been positive response from the side of consumers and sellers/service providers. In very few cases consumers have opted to approach the consumer forum for resolution of their complaint. And efforts were made to solve the complaints amicably.

The complaints records has been maintained in registers as well as on excel in soft copies. Most of the complaints were from telecom sector and online store sector. When a complaint is received, first it is forwarded to concerned seller and in most of the cases there is positive response from their side for amicable resolution of the problem. If the complaint is not resolved at this stage then the same is forwarded to the regulatory authority. (*Copies of the complaints received and advisory given month wise by GSK, Jaipur is attached herewith in excel sheets*)

2.1. Mode of Receiving Complaints

S. N.	Mode of receiving Complaints	January-March
1.	Through Phone Calls	1
2.	Through Letters	15
3.	Through E-mails	18
4.	Through GSK Online Complaints Submission	0
5.	Forwarded through National Consumer Helpline Portal	0
6.	Forwarded through GAMA portal	0
7.	Forwarded through Rajasthan State Consumer	0

S. N.	Mode of receiving Complaints	January-March
	Helpline	
8.	Forwarded through other States Consumer Helplines	0
9.	By way of Personal Visits	14
	Total 48	



The above complaints and advisory relates to:

- Providing authentic information
- Giving pre-purchase and post-purchase advise
- Giving advice on consumer rights
- Giving advice on methods for resolving consumer disputes
- Giving solutions on disputes of consumers
- Pursuing for mediation in case it is required and
- Follow up of cases, which are already registered

2.2. A New Initiative: GSK Alert

‘GSK Alert’ is a monthly e-newsletter of Grahak Suvidha Kendra. The purpose of this e-newsletter is to apprise the stakeholders about the status of GSK on monthly basis, a pdf copy of three issues of which is attached with the report for perusal and views. The newsletter features status of cases and advisories handled by GSK during past few months and glimpse of some cases, which GSK has dealt them successfully during the month.

January: http://cuts-international.org/cart/pdf/GSK_Alert_January_2016.pdf

February: http://cuts-international.org/cart/pdf/GSK_Alert_February_2016.pdf

March: Not uploaded yet but the print out is attached along with other two GSK Alerts.

3. Future Interventions of GSK

Based on participation, activities and complaints received from various sectors following interventions are listed as below:

- a) To impart information about Grahak Suvidha Kendra through other modes.
- b) To offer advice to those consumers, before buying goods or services to help save money and avoid problems.
- c) Rigorous follow-up for complaints getting from different sectors
- d) To create an environment among consumers through various programmes, so that there are less hassles, trust and confidence
- e) Advice on consumer rights when shopping online
- f) To offer an effective, easy and quick alternative to legal action against traders/service provider etc. and explore possibility of filing some class action suits.

4. GSK, Jaipur Outreach through Webpage and Facebook

4.1 A webpage (http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm) has been created at CUTS website and all the postings with latest update of complaints handled and other activities are posted from time to time.

<http://cuts-international.org/cart/>

4.2 Facebook Account

Similarly, a Facebook account has also been created in the month of September, 2015, where consumer related information is being posted regularly, which includes latest news, decisions and government initiatives for consumer's interest. Besides, consumers are given an option to post their complaints on this Facebook page. Till now, one complaint has been received through Facebook page, which has been resolved. The status as on 31st March, 2016 stands as:

Likes: 108

People Reached: 416

<https://www.facebook.com/Grahak-Suvidha-Kendra-GSK-Jaipur-1459230614407574/>



5. GSK's Online Submission of Complaints and Answering Phone Machine

GSK, Jaipur has created its own online submission of consumer complaints system, the link of which is:

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

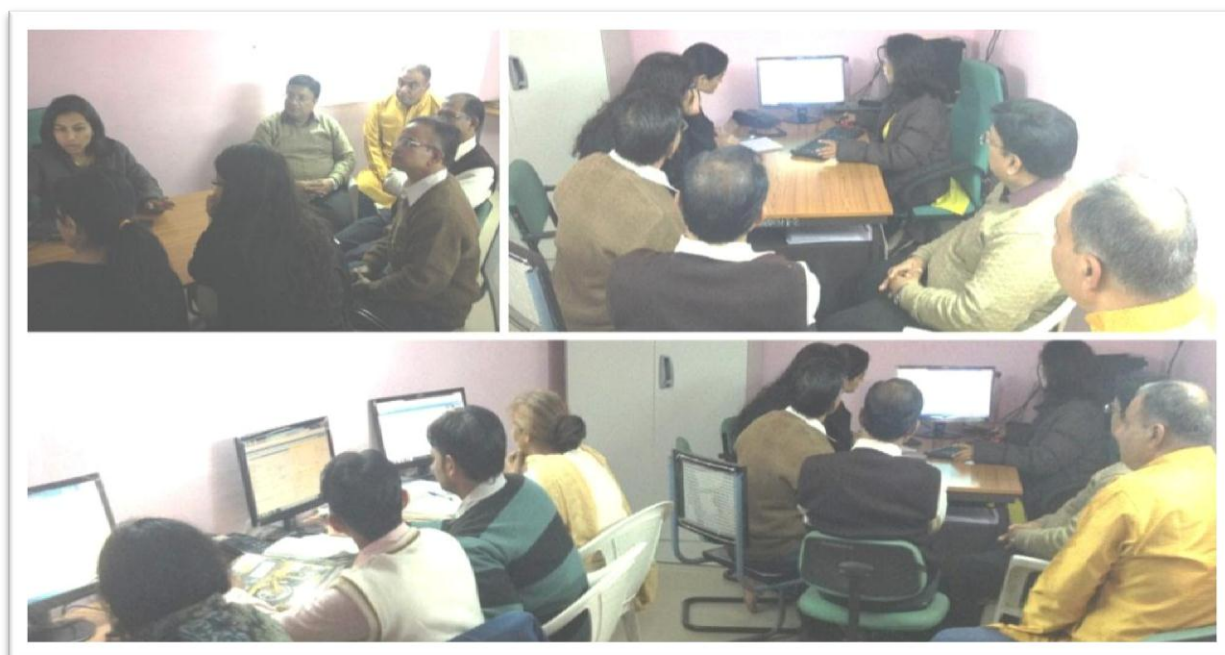
Besides, an answering phone machines has also being installed at GSK, Jaipur, which is a dedicated phone cum fax line and this enable consumers to lodge their complaints even after office hours at any time or any day, so that these are attended on the next working date.

6. GSK's Review on 28th January, 2016

GSK, Jaipur Coordinator attended the first review of GSK organised by the Department of Consumer Affairs on 28th January, 2016 at Krishi Bhawan, New Delhi.

Other Consumer Protection and Awareness Related Activities

1. GSK team visited various places to facilitate the programme on protection and awareness of consumer. The awareness program was organized with the objective to make people aware about the rights and duties of consumers and introduce them with Consumer Protection Act, 1986 under the banner of *Grahak Suvidha Kendra*. The consumer awareness and protection programme was facilitated by Dharmendra Chaturvedi and Deepika Ranawat on behalf of CUTS, CART on 11th January, 2016 for Nehru Yuva Kendra at Krishi Vigyan Kendra, Tankarda, Chomu, Rajasthan. The programme was attended by around 30 youths.
2. **Visit to State Consumer Helpline, Jaipur**



GSK team comprising of Deepak Saxena, Co-ordinator along with Arawat Kumar Thalia, Dharmendra Chaturvedi, Renu Beniwal and Deepika Ranawat, all Counsellors at GSK, Jaipur visited State Consumer Helpline, Jaipur at 12:00 PM on 12th February, 2016. The main purpose of the visit was to give an exposure to the GSK team by letting them know about the functioning of SCH. The GSK team spent around two hours at SCH and discussed with SCH team members about handling consumer complaints.

3. ITU-TRAI Training on Consumer Protection

George Cheriyan, Director CUTS along with Deepika Ranawat, counsellor GSK, Jaipur represented CUTS at ITU-TRAI Training on Consumer Protection from March 21, 2016 to March 23, 2016 at New Delhi, India. George Cheriyan was speaker for Session 1 and spoke on Consumer Issues in India. The International Telecommunication Union (ITU) and the Telecom Regulatory Authority of India (TRAI) jointly organized the ITU-TRAI Training on Consumer Protection. The training course aimed at sharing real experiences, brainstorm on possible solutions to address existing as well as emerging challenges amongst telecommunication, broadcasting and converged Information and Communication Technology (ICT) regulators in the area of protecting consumers in the digital age.

4. World Consumer Rights Day (WCRD) event organized by Dept. of Consumer Affairs (DoCA), Government of India

Since the Parliament was in session, the WCRD event was organized by DoCA on March 22, 2016 at Vigyan Bhawan, New Delhi. The event was presided over by the Minister for Consumer Affairs, Food & Public Distribution Shri Ram Vilas Paswan and attended by Members from Industry and Voluntary Consumer Organizations. Justice V.B. Gupta, Member, National Consumer Disputes Redressal Commission delivered the key note address. Shri Saryu Rai, Consumer & Food Minister, Jharkhand, Shri G.S. Bali, Consumer & Food Minister, Himachal Pradesh, Shri Lakshmikant Nishad, Consumer & Food Minister, Uttar Pradesh also participated in the function besides representatives from States. More than 150 delegates attended the event. George Cheriyan, director, CUTS attended the event and spoke in a session.

5. World Consumer Rights Day, 2016

A public event was organised to commemorate WCRD on March 15, 2016 at Jaipur. The theme was “Antibiotics off the Menu”. The event was attended by around 60 representatives of CSOs, academics and media. The key resource persons for the event were Dr. N.K. Gurbani, Professor, Indian Institute of Health Management and Research (IIHMR), Dr. Ashok Gupta, Superintendent, Jay Kay Lon Hospital, Sanjay Jhala, Deputy Director,



Department of Consumer Affairs, Government of Rajasthan, Dr. Kanika Varma Department of Home Science, University of Rajasthan. About 60 participants attended the event. The media had given good coverage. The entire GSK team comprising of coordinator and counsellors not only attended the event but also coordinated and managed it.

(Link to the event report: [http://cuts-international.org/cart/pdf/Antibiotics Off the Menu- An Event Report of World Consumer Rights Day 15March2016.pdf](http://cuts-international.org/cart/pdf/Antibiotics%20Off%20the%20Menu-An%20Event%20Report%20of%20World%20Consumer%20Rights%20Day%2015March2016.pdf))

6. Initiatives to Interact with Service Providers and Regulators

In the process to develop relations with service providers of various consumer services, a series of discussions have been initiated, which comprises of regulator, consumers and the service providers.

In the reporting period of January-March 2016, one such meeting was organised with an electricity service provider and followed by another meeting organised by telecom regulator. GSK team attended all the mentioned meetings, the details of Sikar event is as under:

6.1 Telecom Customer Outreach Programmes

Consumer Outreach Programme was organised by Telecom Regulatory Authority of India (TRAI), Regional Office, Jaipur at Sikar, Rajasthan on 29th March 2016. The programme was organised with an objective to create awareness among Telecom Consumers and other Stakeholders and initiatives being taken by TRAI to protect interest of consumers.



6.2 Meeting to Discuss Present Financial Position And Ways To Improve The Overall Status Of Electricity Sector In Rajasthan

Jaipur Vidyut Vitaran Nigam with the help of CUTS facilitated meeting held at Vidyut Bhawan, Jaipur to discuss present financial position and ways to improve the overall status of electricity sector in Rajasthan on February 22, 2016.

Deepak Saxena along with Dharmendra Chaturvedi and Deepika Ranawat represented GSK team at the meeting held at Vidyut Bhawan, Janpath, Jaipur on February 22nd, 2016.



7. Human Resources and Infrastructure

7.1 Building: GSK started functioning at D-218 A, Bhaskar Marg, Bani Park, Jaipur-302016 w.e.f July 01, 2015. A sign-board regarding the Consumer Care Centre has been set up outside the GSK office. Besides, all office staff including four counsellors, coordinator and data entry operators has been provided with computers, phone line connected to answering machine, fax machine and separate telephone lines connected to EPABX.

7.2 Staff: As required the GSK staff team is placed in order comprising one coordinator, four counsellors and back office, the details of which are:

Name of Staff Member	Designation	Contact No	Email ID
Deepak Saxena	Coordinator	09799996095	gsk@cuts.org ; ds@cuts.org
Dharmendra Chaturvedi	Counsellor	09414202868	dc@cuts.org
Arawat Kumar Thalia	Counsellor	09414788283	akt@cuts.org
Renu Beniwal	Counsellor	08764200317	rb@cuts.org
Deepika Ranawat	Counsellor	09461685338	dpr@cuts.org
Manish Pareek	Accountant		
Vikram Rathore	Data Entry Operator		
Badri Narain Sharma	Data Entry Operator		
Jodhu Barmen	Messenger		

For more information:

Grahak Suvidha Kendra

C/o Consumer Unity & Trust Society

D -218A, Bhaskar Marg, Banipark, Jaipur 302 016

Ph. cum fax: 0141- 4015395: Email: gsk@cuts.org

Online Complaint Submission:

<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbtYeL4ajXx0/viewform?c=0&w=1>