

Second Meeting of the Advisory Committee of *Grahak Suvidha Kendra*

June 30, 2016

Minutes



The second meeting of the Advisory Committee of *Grahak Suvidha Kendra* (GSK) was held on June 30, 2016 at 3:00 PM. The event was organised at Conference Hall, CUTS CART in Bani Park, Jaipur. President, shri O P Singh Gurjar presided the meeting.

President and Members of Advisory Committee, who made their presence, are as following:

Shri O P Singh Gurjar

President
District Consumer Dispute Redressal Forum
Jaipur III

Dr Geeta Pareek

Member
District Consumer Dispute Redressal Forum
Jaipur III

Dr Anant Sharma

President
Consumer Action & Network Society (CANS), Jaipur and Convener,
State Consumer Helpline

Dr Seema Joshi

Secretary
Maulik Foundation Society

Shri Rakesh Parmar

President
Samajik Vikas Samiti

The GSK Team members participated in the meeting were:

George Cheriyan

Director, CUTS

Deepak Saxena

Coordinator, GSK

Dharmendra Chaturvedi

Councillor, GSK

Manisha Joshi

Councillor, GSK

Renu Beniwal

Councillor, GSK

A K Thalia

Counsellor, GSK

Other Participants with Special Permission

Badri Narayan Sharma

Data Entry Operator, GSK

Shefali Modi

Intern, CUTS

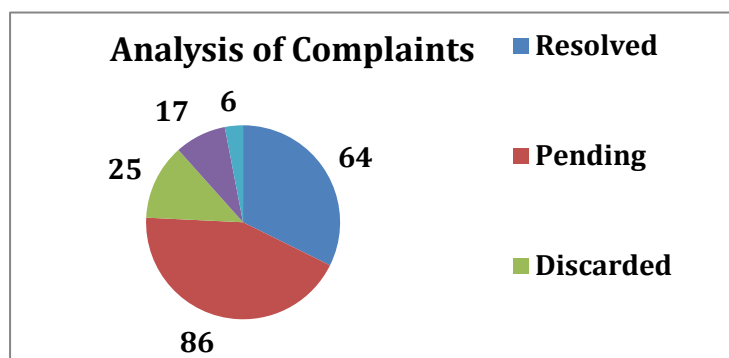
Proceedings

The meeting started with a welcome address by Renu Beniwal, Counsellor, GSK. After an introductory session of the participants, Deepak Saxena made opening remarks and provided a comprehensive presentation on GSK. He stated that the purpose of the meeting was to evaluate the performance of GSK and contribute valuable suggestions to further enhance the functioning of GSK. Through this presentation, the members were informed about the objectives, on-going activities and achievements of GSK in the past one year.

The highlights of the presentation are as following:

- Describing the scheme of Government of India of GSK on pilot basis in five cities – Bangalore, Patna, Jaipur, Kolkata and Ahmedabad
- Signing of GSK Memorandum of Understanding (MoU) on June 30 and commencing its functioning in Jaipur w.e.f. July 01, 2015
- Introducing GSK in its formal launch on September 15, 2015
- Conducting outreach programmes done by GSK till date
- Announcing Collection Centres in cities of Rajasthan – Bhilwara, Udaipur, Chittorgarh, Kota and Sawaimadhopur
- Presenting statistical data of received and solved complaints and advisories as well in the past one year
- Informing about the future interventions of GSK

GSK handled almost 198 complaints and maintained 56 advisories over the past one year. Out of 198, 64 complaints have been resolved and follow up for



86 grievances is being done. Further, 25 complaints have been discarded for various reasons and 17 have been recommended to be escalated to different consumer forums seeking litigation. Moreover, six complaints

have been forwarded to other GSKs.

Among the outreach programmes to raise awareness among the consumers, GSK team organised numerous other activities also. The number of total beneficiaries in all the twelve programmes conducted in past one year is 1121. These programme are the interactions and outreach meetings with regulators, service providers of electricity and telecom, women’s groups, students and general consumers as such.

Recommendations

The following recommendations were made by the members of the Advisory Committee after the presentation:

Shri O P Singh Gurjar

- Institutions, producers, manufacturers, wholesalers etc., whosoever is in connection with the consumers, directly or indirectly should also be made a part of GSK. Outreach activities conducted by GSK team should focus on these issues also.
- Notable judgments related to consumer grievances can be published in newspaper and other GSK outreach, which spreads awareness amongst consumers.
- There are thousands of cases pending before the Consumer Fora so it takes much time to get resolved. It would be better if GSK try and resolve the complaints at the pre-litigation stage.
- GSK team should ensure to send the notices on time to the concerned party.

Dr Geeta Pareek

- Taking down the line Consumer Awareness and Protection Programmes in the rural areas
- Increasing number of collection centres in other districts of Rajasthan, which at the moment are five namely Sawaimadhopur, Chittorgarh, Kota, Bhilwara and Udaipur.
- Communicating and coordinating with the builders regarding the Real Estate Act and acquiring more complaints in this sector.

Dr Anant Sharma

- Suggested with the help of Google to search and get the correct coordinates to address the issue of non-existence of proper address or other coordinates of opposite parties; non-existence of companies through e-commerce raised by the counsellor.

Dr Seema Joshi

- GSK initiative should facilitate more programmes in rural areas.

George Cheriyan and Deepak Saxena welcomed the suggestions, provided elucidations to the concerns and also outlined the main challenges encountered by GSK.

Vote of Thanks

Dharmendra Chaturvedi thanked all the participants and convinced that the suggestions given by honourable President and members would be followed in the best possible manner so as to take GSK, Jaipur at new heights. The meeting ended at 4:30 PM.