

First Advisory Meeting  
GRAHAK SUVIDHA KENDRA, Jaipur  
**December 30<sup>th</sup>, 2015**  
Summary of Meeting



The First Advisory Meeting for Grahak Suvidha Kendra was convened for at 3:00 P.M. on December 30, 2015 at the Conference Hall, CUTS CART, BaniPark, Jaipur.

Deepak Saxena, Senior Programme Coordinator, CUTS, who is also serving as Coordinator of GSK, Jaipur introduced the members of Advisory Committee, Smt. Geeta Pareek, Dr. Seema Joshi and Shri Rakesh Sharma.

In accordance with the provisions II (h) and (i) of MoU signed between Department of Consumer Affairs and CUTS on June 30, 2015, the advisory committee was formed and the meeting was held at December 30, 2015 from 3:00 P.M. to 4:30 P.M.

**Advisory Committee Members and GSK Team Present**

- Smt. Geeta Pareek  
Member  
District Consumer Dispute Redressal Forum,  
Jaipur- III
- Dr. Seema Joshi  
Member  
Maulik Foundation Society
- Shri Rakesh Parmar  
Member  
Samajik Vikas Samiti
- Deepak Saxena  
Coordinator, GSK
- Dharmendra Chaturvedi  
Councilor, GSK
- Deepika Ranawat  
Councilor, GSK
- A K Thalia  
Councilor, GSK

### **Others Present with Special Permission**

- Badri Narayan Sharma  
Editor (Hindi), CUTS
- Varidhi Singh  
Project Officer, CUTS
- Eeti Garg  
Intern

### **Absence of Leave**

- Shri O P Singh Gurjar  
President  
District Consumer Dispute Redressal Forum,  
Jaipur- III
- Shri George Cheriyan  
Director  
CUTS
- Ms Renu Beniwal  
Councillor, GSK

### **Proceedings**

The meeting started with the self-introduction given by members and staff of GSK present in the meeting. As it was the first advisory meeting of Grahak Suvidha Kendra, the members were made aware of the functioning of the GSK through presentation prepared and presented by Deepak Saxena. The presentation included following things:



- GSK started its functioning on July 1, 2015
- The signing of MoU between Department of Consumer Affairs and CUTS on June 30, 2015
- Formal launch of the GSK on September 15
- Number of Complaints received and further actions taken in this regard
- Consumer Protection and Awareness Programmes facilitated by GSK at various places
- Services provided by GSK
- Future interventions of GSK

The following suggestions were received by the members after the presentation:

Smt. Geeta Pareek suggested

- Consumer Awareness and Protection Programmes should be taken down the line i.e. in the rural areas.

- The shopkeepers, who practice fair trade should be given recognition from government and the shopkeepers should be awarded, which may cause a competition to practice fair trade.
- There are thousands of cases before the Consumer Fora and out of which only 5-6 cases are resolved per day in each of the forum. Due to this, the purpose for which Consumer Forums were established is not fulfilled as it takes too long to get the complaint resolved. GSK should distribute the leaflets at the Consumer Forum and see that consumer disputes are resolved at their level only.
- Complainant should have sufficient knowledge to present his own case and as even the Consumer Protection Act has given them the mandate to fight their own cases, so awarded and capable consumer should avail this opportunity to the maximum level.
- Consumers should be made aware at various centres such as hospitals, head offices of various mobile network companies, malls and shopping centres so that people can come forward with their complaints.
- The leaflets should be distributed and kept in all the consumer courts and should also be sent to service providers, press clubs and information centres.

Dr. Seema Joshi suggested

- Leaflets should be in pictorial format so that it becomes easy for illiterate people in rural areas to understand.
- GSK should facilitate more and more programmes in Rural Areas.

Shri Rakesh Parmar suggested

- The GSK phone number should either be a Toll Free Number or Mobile Number so that the complainant is not charged too much for registering a complaint.

### **Vote of Thanks**

Dharmendra Chaturvedi thanked at the participants and wished that the next meeting, which falls due in January 2016 should be held well within the specified time period. The meeting was adjourned at 4:30 P.M.