

QUARTERLY REPORT

July-September, 2016

Table 1

Operating Time	From 9.30 am to 18.00 pm
Availability after Office Hours	<ul style="list-style-type: none"> • 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. • The complaints are received online at self-created online submission of complaints at GSK webpage. The link of which is: https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTkbTYeL4ajXx0/viewform?c=0&w=1 • Complaints are also received at mobile numbers of coordinator and counsellors, who after office hours listens to these complaints and as advised by them, these are later followed up on the next day.
Staff in Position/Names	<ul style="list-style-type: none"> • Deepak Saxena, Coordinator, 09799996095 gsk@cuts.org ; ds@cuts.org • Dharmendra Chaturvedi, Counselor- Mobile: 09414202868 ; dc@cuts.org • Manisha Joshi, Counselor-Mobile: 09529261704; mnj@cuts.org • Renu Beniwal, Counselor-Mobile: 08764200317; rb@cuts.org • Arawat Kumar Thalia, Counselor-Mobile: 09414788283; akt@cuts.org • Manish Pareek, Accountant • Bullesh Kumar, Data Entry Operator • Badri Narain Sharma, Data Entry Operator • Jodhu Adhikari, Messenger
Staff Details & Training Received	<ul style="list-style-type: none"> • Deepak Saxena, Gajendra Kheechee and Dharmendra Chaturvedi attended 9th training of IIPA from 24-26 August, 2016 at New Delhi. • Manisha Joshi, Renu Beniwal and Madan Giri Goswami (counselor at Chittorgarh collection centre of GSK) attended 10th training of IIPA from 7-9 June, 2016 at New Delhi. • There has been no such training given to GSK staff in between the reporting period except the staff on and often goes for outreach programmes and gives lecture on consumer protection so as to provide themselves as self-training.
Whether Own Website Details of GSK Activities	<p>http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm The details of activities of GSK during the reporting period July-September, 2016 are attached as Annexure A</p>

Table 2

Month	July-September, 2016
Calls Received for Advisory	156 (Details as Annexure C)
Advice Given	156
Complaints Received During the Month	163
Complaints Brought Forward	02 (IIPA- through letter)
Complaints Received from SCH/NCH	01 (SCH- through letter)
Total Complaints	166
Resolved/Discarded	18
Balance	148

Table 3

Sector	Complaints	Disposed/Discarded	Pending as on 30/09/2016
Telecom	24	04	20
Online Shopping	13	02	11
Retail	15	03	12
Real Estate	08	01	07
Banking	10	00	10
Financial Service	01	00	01
Insurance	07	00	07
Public Transport	10	02	08
Education	03	00	03
Electricity	27	00	27
Water	09	00	09
Food and PDS	08	00	08
Others	31	06	25
Total	166	18	148

Table 4

State	City/District	Complaints received	Disposed/Discarded	Pending as on 30/09/2016
Rajasthan	Jaipur	38	10	28
	Ajmer	08	01	07
	Chittorgarh	45	01	44
	Sawai Madhopur	10	00	10
	Pali	04	00	04
	Bhilwara	18	00	18
Small cities of Rajasthan and even complaints from outside Rajasthan	Others, which includes small cities of Rajasthan and even complaints from outside Rajasthan.	43	04	39
	Total	166	18	148

Table 5

Mediation	All the 166 cases reported in the quarter July-September, 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.
Drafting Mediation Agreements	Not required during the quarter.
Complaints Drafted	Seven consumers have been advised to escalate their consumers to consumer forums during the reporting period and were guided and helped in drafting their complaints. (<i>See Annexure H, which states about all 24 such complaints since July, 2015 but if we take three months of reporting, then these are 7</i>)
Cases Filed and Status	Seven 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>)

For How Many Cases Appeared on Behalf of Consumer in Consumer Fora as Well Before Other Agencies	GSK, Jaipur has been helping consumers for submitting their complaints to consumer forum 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. 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.
Any Class Action Filed and Status	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

Status of Follow Up on any Execution Decrease	In the reporting period, 18 complaints have been resolved, which are evident from the details as provided in Annexure B . Besides, some complaints have been advised to consumers to escalate them to consumer forums, the details of which are as Annexure H
Liaison/Linkage with Public Utility/Companies/Agencies Made So Far to Bring them Under Convergence Mode	<ul style="list-style-type: none"> • 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. • 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. • Besides, all these officials of public utility services and companies are also kept in loop in all the outreach activities of GSK. • 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.

<p>Number/Names of Companies/Government Departments that Respond to Online Transfer of Complaints</p>	<ul style="list-style-type: none"> • Telecom • Online Shoppers • Retail • Real Estate • Banking • Financial Services • Insurance • Post Office/ Courier • Public Transport (Railways/ Roadways/ Airlines) • Education • Electricity • Water • LPG Gas and Petroleum • Medical and Health • Local Bodies
<p>Details of Violation of Product Standards/Weights and Measures/MRP Matters Noticed and Taken up with Authorities</p>	<ul style="list-style-type: none"> • 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.

Table 7

<p>Any Complaint Database Made/Details</p>	<p>Details of three months attached as Annexure B and also in graphical manner as Annexure D</p>
<p>Any Local Company Database Made /Details</p>	<p>List attached as Annexure E</p>
<p>Whether any Accredited Non Advocates Identified/Empanelled</p>	<p>List attached as Annexure F</p>
<p>Any Publicity Measures Undertaken Resources Material Produced (samples)</p>	<p>Attached as Annexure G (Copies of monthly e-newsletter GSK-Alert is also attached. This e-newsletter briefs about the success stories of GSK, Jaipur on monthly basis)</p>
<p>Status of Liaison with State Dept. /Helplines</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

Meetings of Advisory Committee Held and Details	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. <i>(The first one has been reported along with the quarterly report of January-March, 2016 and the second one was reported along with the quarter report of April-June, 2016).</i>
Visit by Evaluation Committee and Findings	Still awaited
Quarterly Report Furnished	There have been four quarterly reports furnished so far and this been the fourth one.
Whether UC and Audited Accounts Furnished	Yes, the organization has submitted its Annual report along with detailed account statements and UC. The queries raised by the department later have also been addressed.
How 10% Own Contribution Was Met	<ul style="list-style-type: none"> • 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"> 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 Annexure G 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 Annexure A
Annual Reports	The first Annual Report has been submitted vide letter no. J.32(20)/8533 dated 24 th August, 2016.

Table 9

Any Unfair Trade Practice Reported in the Area and Action Taken	<ul style="list-style-type: none"> Complaints no 207, 120, 254, 255, 271, 272, 273, 277, 278, 288, 294 as per the Annexure B.
Any Report Sent to State /Central Govt. on Any Violation of Laws, Including Misleading Advertisements in the Area	No such matter reported
Visited Any Vulnerable Groups at their Doorsteps for Giving Personalized Services	<ul style="list-style-type: none"> 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. Besides, the GSK team with the help of volunteers/interns has also visited around 450 households to not only distribute GSK pamphlets but also gather complaints from aggrieved consumers, if any.

Table 10

Documentations Done	<ul style="list-style-type: none"> 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. 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.
Any Local Data Collected and Maintained	<ul style="list-style-type: none"> 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. 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.
Advocacy Efforts Undertaken	As in above column, we would take the outcome of the issue as part of advocacy with the government in the coming quarter.