

Grahak Sahayta Kendra (Consumer Care Centre) works as a ONE STOP CENTRE catering to a spectrum of services for consumer welfare. GSK is also functioning on a common IT platform of National and State Consumer Helplines. It provides services in both Hindi and English languages with trained personnel – experienced in counselling, drafting complaints and providing information. GSK has established Collection Centres at Bhilwara, Chittorgarh, Pratapgarh, Dausa, Udaipur, Ajmer, Dholpur, Kota, Jhalawar, Banswara and Sawai Madhopur respectively. These centres are working as extended arms for *Grahak Sahayta Kendra* Jaipur, where aggrieved consumers may register their complaints. Similar centres are going to operate very soon in other cities of Rajasthan as well.

GSK details can be accessed at:

<https://cuts-cart.org/consumer-care-centre-grahak-sahayta-kendra/>

For being a part of GSK family visit:

<https://www.facebook.com/Grahak-Sahayta-Kendra-1459230614407574/>

Online Submission of Complaints:

You Can Post Your Complaint via gsk@cuts.org by filling the complaint forms in either language as under:

Hindi

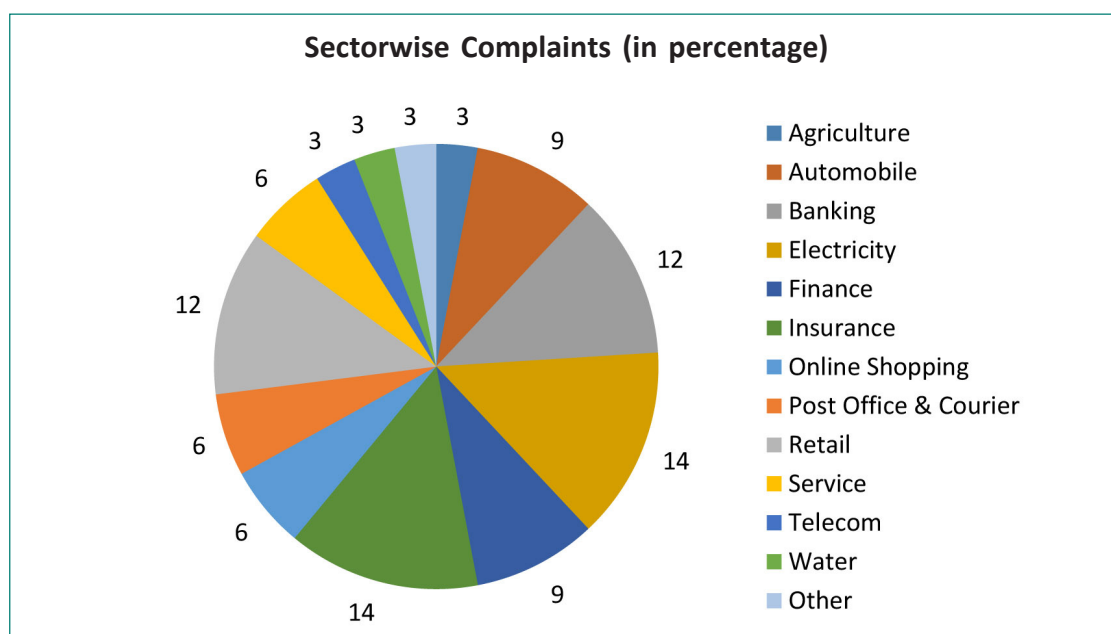
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf

English

https://cuts-cart.org/pdf/Post_Your_Complaint_Format-English.pdf



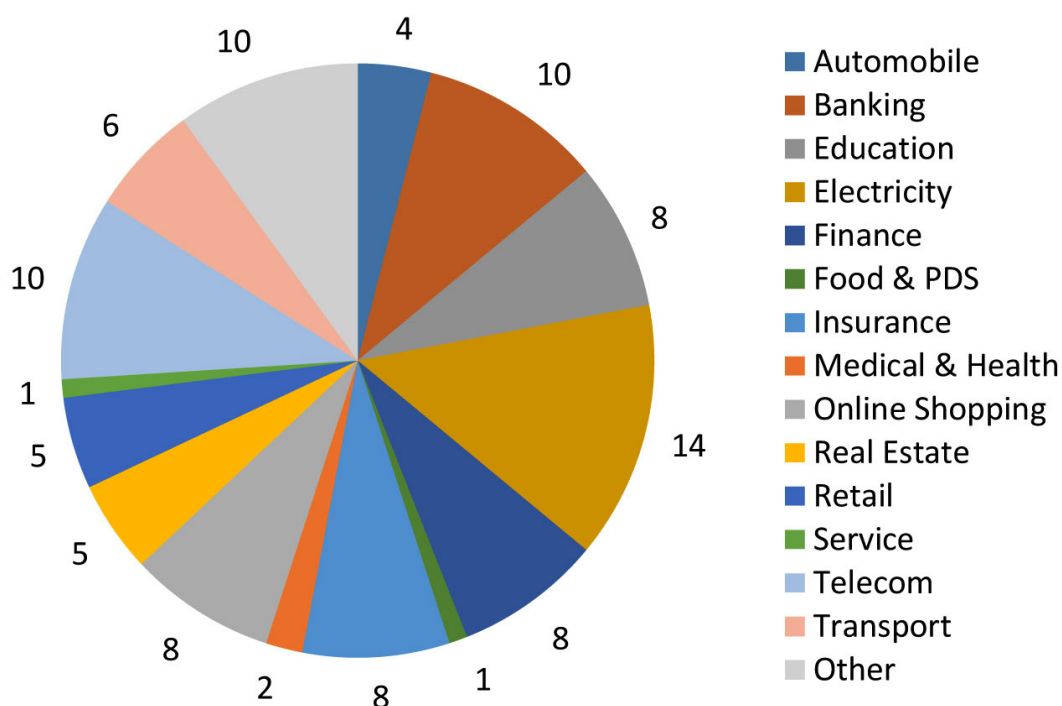
GSK, Jaipur has been dealing with complaints coming to it by various modes like in person, through mail, post or telephone. GSK has been able to solve majority of these complaints through its standard way of dealing, such as talking to parties, writing responses or serving notices, when required. Details of the complaints and advisories are presented through graphs for April-June 2019.



GSK Performance in Last One Year

The previous editions of GSK Alert captured complaints received at GSK pertaining to the **financial, telecom, e-commerce, insurance, electricity, real estate, retail, transport, medical & health, education and banking sectors** respectively. The focus of the current issue is on complaints received with respect to all sectors over the period of last one year starting from April 01, 2018 to March 31, 2019. The details are shown below through graphical representation:

Sectorwise Complaints (in percentage) (April 2018-March 2019)



<http://www.sachet.rbi.org.in/>

(Your Wise Decision Will Help You Keeping Your Hard Earned Money Safe)

Register your complaint against fraudulent schemes and also know more about Acts and Rules related to investors and regulators

Invest
your money with an
unregistered
entity and see it
disappear

AAPKA SAHI FAISLA, SURAKSHIT RAKHE AAPKA PAISA.

Putting Consumers at the Heart of Digital Innovation

George Cheriyan and Deepak Saxena attended Consumers International Summit, 2019 at Estoril, Portugal on April 29-May 02, 2019. Besides plenaries, also attended side events, mainly the CI-IKEA on April, 2019 on ProVoice project and other side events, where Cheriyan was either speaker or moderator.



The objective of the Consumers International Summit, 2019 was to bring together diverse perspectives on both the digital world and consumer needs. This once in four-year experience is the only event, where the global consumer movement comes together in one place. This event also aimed to expand to include those, who create digital products and services.

This event also targeted to create the space for an open exchange of ideas, attendee contributions, engagement, network opportunities and innovative new developments

and relationships to emerge that will lead to new ideas, new ways of doing things and be catalysts to real change for consumers.

The whole event was focussed on to put consumers at the heart of digital innovation. This time, the Congress, which this time named as a Summit was on a truly global scale, that those who create digital products and services and representatives of those, who use and regulate them were expected to be part of this event. Besides, CI tried to catalyse change in this creative and dynamic environment, which in doing so, will create breakthroughs and innovations, which will benefit consumers, digital businesses and society as a whole in the coming time.

Crucially the summit aimed to ask 'What Could the Future Look Like, if We Put Consumers at the Heart of Digital Innovation'.

In crux, the important issues for consumers living in a digital society and economy were focussed and addressed, which are:

- What will consumer choice look like in the future digital economy?
- Smart-by-default devices are becoming mainstream but still lack the most basic data security provisions. What does truly smart look like from a consumer point of view?
- Should consumers in less developed countries be expected to accept access at any cost?

There were various plenaries and several breakout sessions. In the final session, innovators and leaders offered their reflections on what they have heard and experienced, and what more CI need to do to come together and connect with a digital world consumer. In the evening, an informal meeting with DG was organised with all the Asia Pacific members gathered at one place and interacted with her and raising some very important concerns before her. Mainly restart of regional offices again was demanded by most of the members besides some other issues.

In the final quarter of May 02, 2019, the General Assembly of CI was held, which was attended by all the members and some representatives, who may or may not be members of CI also were present but did not have the right to vote for council board. After proposing, announcing and declaring Marimuthu Nadason's name as the new President of CI, the result of voting of new council members, which was done during the lunch break was announced and the newly elected Council met hold a short meeting at the end. Saroja Sundaram from India got elected to the Council.

Event Focus

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Success Stories



HERO Company Agreed to Pay Accident Insurance Claim

Adil Khan of Ajmer purchased HERO Deluxe Motor Cycle from M/S Kamal Motors, Bijay Nagar. During the time of purchase, the company informed him that there is an accident insurance applicability for a period of three years on motor cycle. Khan's parents died in motor cycle crash. He claimed insurance for accident from HERO Company with all required documents. Even after the completion of all formalities, the company denied to pay the accident insurance claim to the complainant. The aggrieved consumer then filed the complaint before GSK which sent an urgent notice to HERO Motor Company, Bijay Nagar. After receiving the notice from GSK, the company transferred the insurance claim amount of ₹1 lakh in the account of complainant.



Publisher Forced to Return Advance

Anurag Sharma of Ajmer wrote a book and gave it for publishing to Prowess Publishing & Software Solutions, Hyderabad. The publisher received the advance payment for publishing the book within the prescribed period. But neither the book was published nor the amount refunded by the publisher to the complainant. The aggrieved consumer approached the GSK who spoke with the opposite party over phone in this regard. Immediately after the telephonic discussion, the publisher agreed to refund the payment to the complainant.



Compelled to Replace the Water Tank

Manohar Prasad, resident of Ajmer purchased 'Ganga' branded plastic tank of 500 litre water capacity of ₹3000 from Mannu Bhai & Co., College Road, Beawar with 20 years' warrantee. But after some days, a leakage was observed in the tank. The complainant contacted the seller several times, but there was no response from him. The aggrieved consumer approached GSK which took the initiative against the seller. The opposite party was forced to replace the old defective tank with a new one.



E-Commerce Company to Refund Money

Sheetal Maheshwari an employee of CUTS International, purchased two products from the e-commerce website which does not seems to be reliable at all. She applied for the refund amount as products which she received were not the one which she ordered. The complainant asked the Fastroly (**e-commerce website**) to refund the amount to which it did not responded. She was forced to approach GSK which took the issue on urgent basis. A notice was issued along with a mail and on regular following up with Fastroly this matter was resolved as the full amount was refunded back to the complainant.



An Errant Builder Taught a Lesson

In a recent judgement by the State Commission of Andhra Pradesh in favour of aggrieved consumer Nupur Anchlia and Abhishek Anchlia against an errant builder Mantri Developers Pvt. Ltd.

Nupur with husband Abhishek had come to GSK in July, 2016 with their complaint. GSK had pursued the matter and had sent number of notices to the builder at that time, which has been acknowledged in the judgement of the State Commission. After certain period, GSK advised the consumers to sue the builder in the consumer court under Consumer Protection Act (COPRA), 1986. The complainant filed the case in Hyderabad Consumer Forum against the builder for not delaying the possession. Judgement, which finally came in June, 2019 pronounced a relief with around ₹50 lakh refund along with interest @18%, which is around ₹47 lakh separate and with another interest @18% till realisation and ₹1 lakh as damages for mental agony and ₹2 lakh for court fee etc.

As per the latest, builder has not moved to National Commission so far even after the expiry of limitation period, so consumers are advised to file an execution application under Section 27 of COPRA, 10986.

