

*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:**

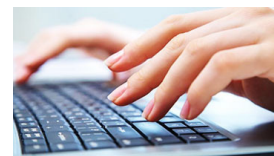
<https://cuts-cart.org/consumer-care-centre-grahak-sahayta-kendra/>

**For being a part of GSK family visit:**

<https://www.facebook.com/GrahakSuvridha-Kendra-GSK-Jaipur-1459230614407574/?fref=ts>

**Online Submission of Complaints:**

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



*Hindi*

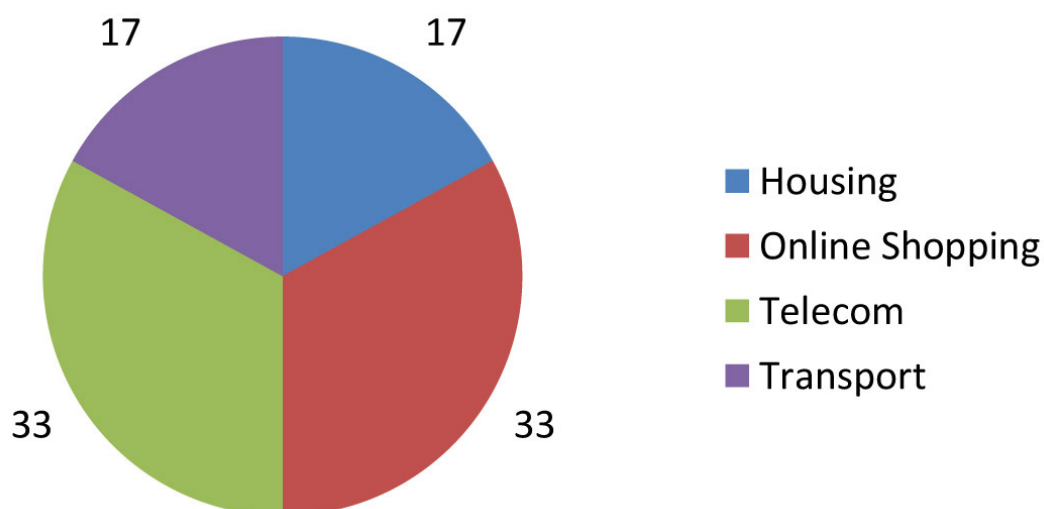
[https://cuts-cart.org/pdf/Post\\_Your\\_Complaint\\_Format-Hindi.pdf](https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf)

*English*

[https://cuts-cart.org/pdf/Post\\_Your\\_Complaint\\_Format-English.pdf](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 the mail, post, or telephone. GSK has been able to solve the 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, 2020.

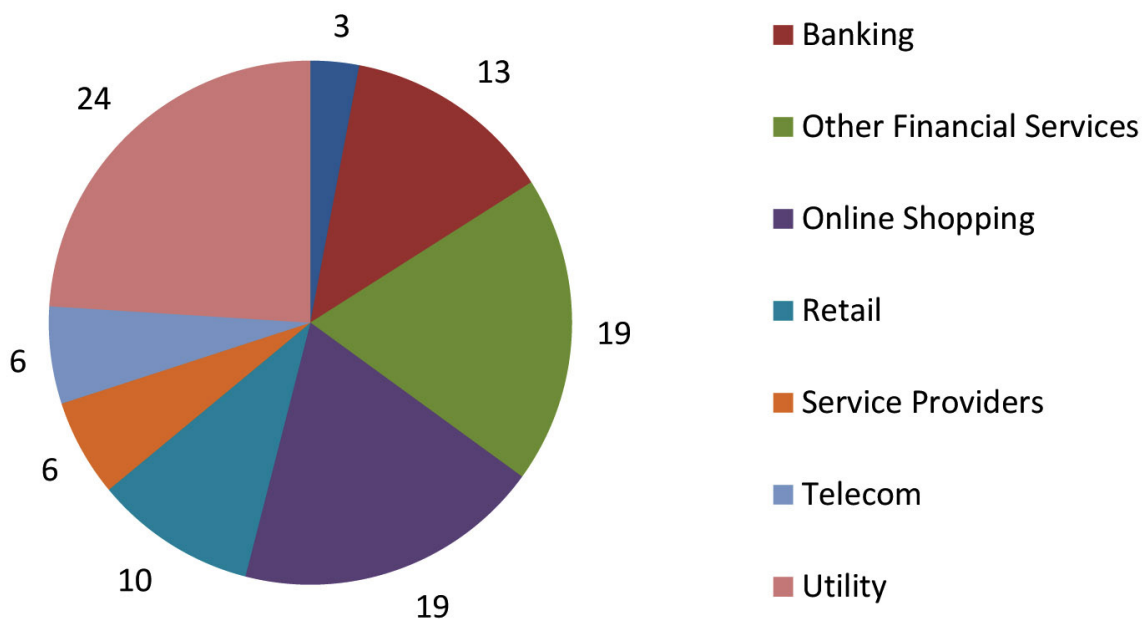
**Sectorwise Complaints (in percentage)**



## GSK Performance Since January 2020 to May 2020

The previous editions of GSK Alert captured complaints received at GSK about the automobile, **telecom, banking, other financial services, e-commerce, retail, medical & health, education, and banking sectors** respectively. The focus of the current issue is on complaints received concerning all sectors over the last twelve months, i.e. January, 2020-May, 2020. The details are shown below through graphical representation:

**Sectorwise Complaints in 2019 (in percentage)**



**Financial Services:** Banking, Insurance Cos., Non-Banking Finance Cos. and Capital Market

**Utility:** Electricity, Water and Education

**Service Providers & Other Services:** Local Bodies, Hospitality and other misc. Service Providers

**Automobile:** Vehicle Manufacturing Cos., Dealers and Service Centres etc.

**INVESTOR  
AWARENESS 4**

How come,  
so cheap ?  
We need to  
be careful!

Offering loan  
at very low  
rate of interest  
only 3%

Let's Grab this  
Opportunity

**LOAN AT  
LOW RATE OF INTEREST?**

**IF IT COMES CHEAP  
LOOK BEFORE  
YOU LEAP**

**BE ALERT, STAY SAFE.**

## Success Stories



### Fixing an ATM card that won't scan

The complaint of Hira Lal Vaishnav against Bank of Baroda was brought before on January 07, 2020. His complaint was about his ATM card. While swipe it shows as blocked. He firstly pursued with bank officials but after receiving no support, he called the GSK team, which spoke to the bank manager, who assured him to take up his complaint. Though his complaint might have been solved since the complainant has not informed the GSK team, so it is still showing as pending.



### Erroneous interest is charged against the loan

This complaint by Jitendra Singh of Pisangan, Ajmer was registered in GSK on January 16, 2020, against Union Bank of India. His complaint was about wrongly charging the interest against his loan amount. GSK team instead of taking up the time in sending notices spoke to the bank manager to provide immediate relief to the complainant. The bank manager assured us to look into the matter and provide fruitful resolution. Later as no news from the complainant, hence it is still showing as pending in our record.



### Penalties against bounced cheque

Teja Ram Jat of Sikar called over the phone to GSK on February 11, 2020, regarding his issues against SBI regarding wrongly charging twice against a bounced cheque. Since he had no details of his cheques, so he has been advised by the GSK team to speak to bank managers first and then revert with their responses. The complainant did not call after that.



## Success Stories



### Overcharged against online purchases

Har Nath Singh of Jaipur registered his complaint in person at GSK on March 11, 2020, regarding the overcharging amount against his online purchases. GSK team preferred directly talking to managers, who promised to take up his complaint. Later Har Nath informed GSK about his resolving of a complaint.



### Network issues in Jio fibre resolved

Vinod Kumar Sharma registered his complaint through email against Jio fiber regarding network issues. Sharma purchased prepaid fibre connection by Reliance Jio for three months in February 2020 but after a few days, the network speed did not work properly. He contacted Jio people to either rectify or refund the entire amount. But, instead of solving his problem, the service provider terminated the services despite having a valid prepaid plan. Sharma took the matter with senior officials in Jio but to no respite and then he came to GSK, which took the matter with Jio. After several follow-ups, the service provider refunded the whole amount to the complainant and issued another new connection, as informed by the complainant.



### Refund for poor quality jewellery

Arti Dixit had purchased online one artificial jewelry set from Nyka Rs. 799. After receiving the ordered product, she realised that the quality of the product is very poor. She immediately requested to return the product and refund the amount of the product. Even after raising several reminders, she did not get redressal, and lastly, she complained to GSK. GSK took up the matter and issued a notice through mail to the e-tailor and there was an immediate reaction to that and Arti got her refunded amount to complainant.

