



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 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, Bundi, Jodhpur, Kota, Jhalawar, Bundi, Banswara and Sawai Madhopur, respectively. These centres work 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 by filling the complaint forms in either language as under:

Hindi

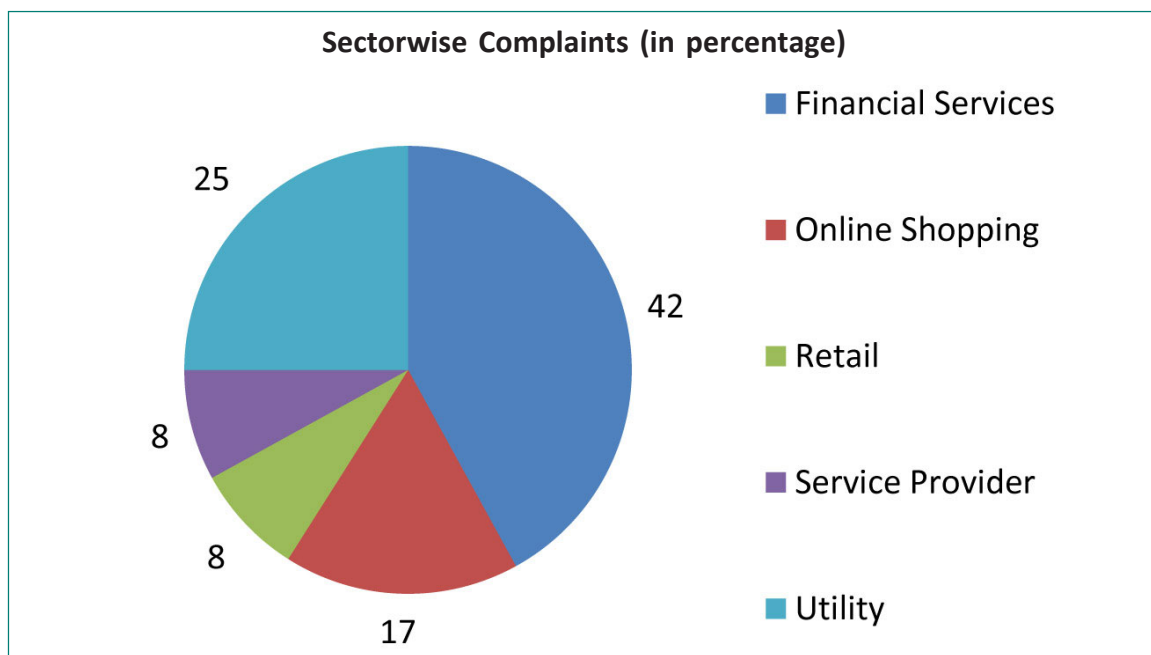
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf

English

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



GSK, Jaipur has been dealing with complaints by various modes like in person, through mail, post, or telephone. GSK has solved most 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, 2021.

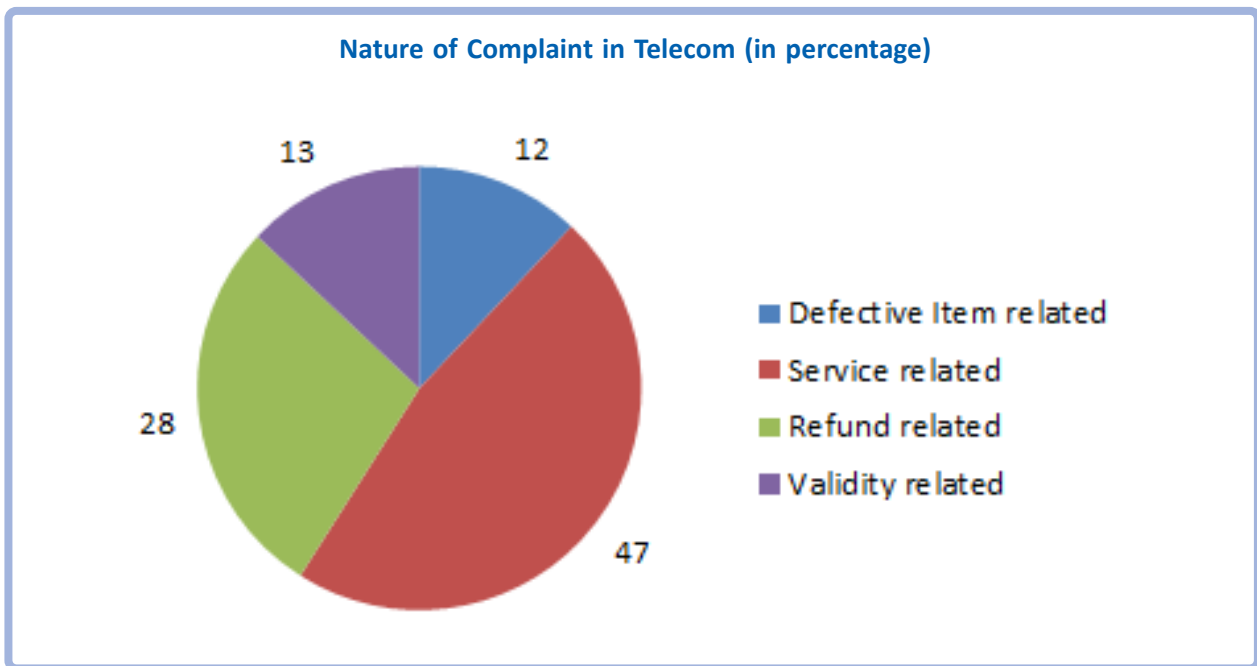


GSK Performance in Telecom

January-June 2021

The previous editions of GSK Alert captured complaints received at GSK about 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 telecom again this year, starting from January-June 2021.

The details are shown below through graphical representation:



<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

INVESTOR AWARENESS 3

Deposit your Money Only with Banks / RBI Licensed NBFCs.

Invest Wisely. Safety First, Returns Later

BE ALERT, STAY SAFE.

Global Member Connect Series

Participation by GSK Team

Digital Consumer Protection • May 03, 2021

Key Takeaways

- Consumer advocates from various regions expressed issues with digital access, competition in the digital technology sectors, fake products and online fraud, data privacy and security, and the lack of proper grievance and redress mechanisms associated with digital purchases. The COVID-19 pandemic has not broken down structures and systems but has helped show where they are not responding effectively in the digital landscape. For the next ten years and what consumer advocates should focus on building, consumer advocates focused on building a digital consumer protection framework for commonality between national and regional jurisdictions.



Sustainable Consumption • May 19, 2021

Key Takeaways

- The COVID-19 pandemic has seen a rapid increase in single-use plastic waste, even in places where there are bans. This suggests that plastic bans are most effective where there is an ecosystem of alternatives in place. Concerted action by producers, retailers, waste managers, governments and consumers is needed to tackle plastic pollution. National campaigning by civil society organisations will be key to persuading governments to support the process.



E-commerce • May 27, 2021

Key Takeaways

- The COVID-19 pandemic has increased the use and reliance on the online marketplace to access goods and services for consumers. Yet consumers and consumer rights are at risk by complex issues in the e-commerce sector exacerbated by a slow progression in legislative and regulatory measures. Online marketplaces are usually cross-border and create international governance issues. Access to online markets requires internet connectivity.



Financial Services • June 10, 2021

Key Takeaways

- Three trends shape the future of sustainable finance: the shift from a principle to a rules-based system, from green only funds to funds that reflect different shades of green, and from a focus on capital markets to retail. Consumer organisations can help ensure that new green retail finance initiatives protect consumer rights and that new legislation successfully tackles greenwashing. Financial services marketplace monitoring can act as a powerful advocacy tool for consumer organisations seeking to adjust or introduce regulation.



CUTS Advocacy for Strong FoPL Regulations

CUTS has initiated a project supported by Global Health Advocacy Incubator (GHA) and the purpose of the project is to advocate for an effective, strong, scientific, consumer friendly and evidence based Front of Pack Labels (FoPL) regulation in all packaged foods in India. The FSSAI is considering implementing



symbol-based front-of-pack nutrition labelling, which they intend to make mandatory. These regulations will form a major stepping stone for India to target HFSS (High Fat, Sugar and Salt) and Trans-fats in packaged food products. This will enable consumers to get an opportunity to select and choose products based on front-of-package information about the amount of salt, added sugar, saturated fats/trans fats etc.

Important Information

The Telecom Regulatory Authority of India (TRAI) does not issue a 'no-objection certificate' to install mobile towers. If a fraudster approaches anyone with such a letter, the matter should be reported to the concerned mobile service provider. This is a message from TRAI for dissemination.



Success Stories



Undue bank locker charges deducted

Arawat Kumar Thalia of Patel Vihar Vistar, Murlipura, Jaipur, lodged his complaint against the State Bank of India, Amanishah Road, Ram Nagar, Shastri Nagar, Jaipur branch for debiting locker charges thrice in a year (June 2020-April 2021). The total amount deducted was ₹2360 on June 19, 2020; ₹8,655 on February 12, 2021, followed by yet another deduction of ₹2360 on April 02, 2021, respectively.



This irrational deduction forced Thalia, an aggrieved consumer, to register a complaint against SBI at GSK when his efforts to convince bank staff did not work. GSK Councilor contacted the bank. It was a great relief when the bank admitted its mistake and later, after deducting ₹1300 charges due to the previous year credited back the remaining amount in Thalia's account.

Food adulteration needs to be prevented

Mahesh Chandra Saraf of Vidhyadhar Nagar, Jaipur, lodged his complaint against Grofers India Pvt. Ltd. The aggrieved consumer Saraf purchased 'Grofers Mother Choice Desi Danedar Ghee' online on June 17, 2021. The complainant found that the quality of ghee was adulterated, unsafe and substandard.



The complainant contacted the company's customer support to redress his concern. But either there was no response at all or not a satisfactory one. When the complainant did not receive any redressal, after a lot of harassment, he was forced to approach GSK. GSK took up the matter and sent a written notice to the opposite party by mail. The company immediately reacted to the notice and reported to GSK by mail that they arrange a pickup of the product and initiate a refund to the complainant within five to seven working days. Later, the complainant informed GSK that the money had been refunded.



CUTS CART

Grahak Sahayta Kendra (GSK)

D-218A, Bhaskar Marg, Bani Park, Jaipur 302 016, India, Ph: 91.141.4015395 Fx: 91.141.2282485

Email: gsk@cuts.org, Web: www.cuts-international.org/cart/Grahak_Suvidha_Kendra.htm

Also at Delhi, Kolkata and Chittorgarh (India); Lusaka (Zambia); Nairobi (Kenya); Accra (Ghana); Hanoi (Vietnam); Geneva (Switzerland); and Washington DC (USA).