



Grahak Sahayta Kendra (Consumer Care Centre) works as a ONE STOP CENTRE catering to a spectrum of services for consumer welfare. GSK also functions 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 will 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

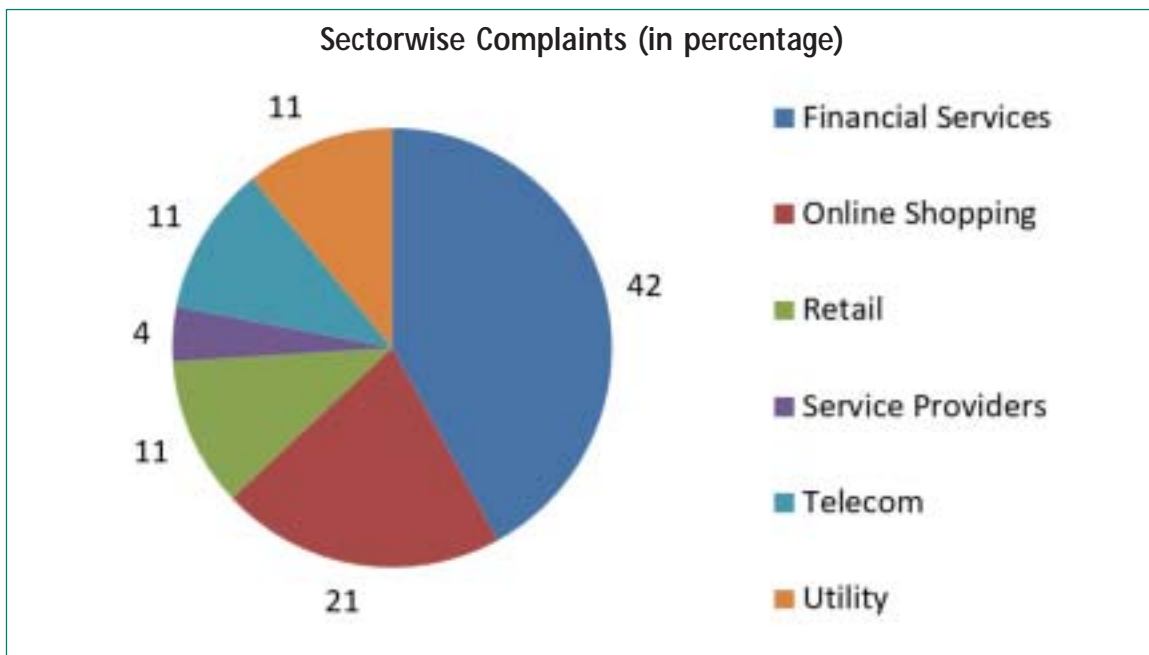
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf

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 the 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. The complaints and advisories are presented through graphs for April-June, 2022.



National Convention: Consumer Coordination Council



National Convention of Consumer Coordination Council (CCC) was held in Jaipur on April 30, 2022, which George Cheriyan, Director, Deepak Saxena, Associate Director and other colleagues from CUTS attended.

The guest and key speakers in the inaugural session of the convention were Pratap Singh Khachariyawas, Minister for Consumer Affairs, Food and Public Distribution, Govt. of Rajasthan; Justice Gopal Krishna Vyas, Chairman, Rajasthan State Human Rights Commission; Justice B.L. Sharma, President, State Consumer Dispute Redressal Commission and Ms Kanika Kalia, Head Bureau of Indian Standards, Jaipur Office.

In the First Technical Session on 'Importance of Standards Focussing Hall Marking', Ms Kanika Kalia of BIS was the main presenter. Anil Johri, Patron, CCC chaired the session. Abhishek Srivastava, Past Chairman, CCC; A L Saha, Past Chairman, CCC and Dr. P Rama Rao, Vice Chairman, CCC were speakers and discussants.

In the Second Technical Session on 'Cyber Fraud in the Context of Consumers', Nishit Dixit, Cyber Expert was the main presenter and George Cheriyan, Director, CUTS International was the key speaker. Liyakat Ali moderated the session.

In the convention CUTS Resolution on Mandatory Front-of-Pack Warning Labelling (FoPL) in India was presented. CCC convention delegates unanimously adopted the resolution and agreed to oppose the move of 'Food Safety and Standard Authority of India (FSSAI)' to introduce Health Star Rating (HSR) for packaged food products. All the consumer organisations present strongly felt that such HSR system could easily be manipulated by the food manufacturing and processing industry.

What Is Single Use Plastic & Why is It A Problem?

In a move that could significantly impact checking plastic pollution, India banned the use of 'single-use plastic' from July 01, 2022. The Ministry for Environment, Forest and Climate Change issued the notification last year in August announcing a ban on single-use plastic effective from July 2022, items like Balloon sticks; Cigarette packs; Cutlery items including plates, cups, glasses, forks, spoons, knives, trays; Earbuds; Sweet boxes to name a few have been banned.



Single-use plastics, or disposable plastics, are used only once before they are thrown away or recycled. These items include plastic bags, straws, coffee stirrers, soda and water bottles and most food packaging. We produce roughly 300 million tons of plastic annually; half is disposable! World-wide only 10-13 percent of plastic items are recycled. The nature of petroleum-based disposable plastic makes recycling difficult, and they must add new virgin materials and chemicals. Additionally, there are a limited number of items that recycled plastic can be used.

Petroleum-based plastic is not biodegradable and usually goes into a landfill where it is buried or gets into the water and finds its way into the ocean. Although plastic will not biodegrade (decompose into a natural substance like soil), it will degrade (break down) into tiny particles after many years. Breaking down releases toxic chemicals (additives used to shape and harden the plastic) that make their way into our food and water supply. These toxic chemicals are now being found in our bloodstream, and the latest research has found them to disrupt the Endocrine system, which can cause cancer, infertility, congenital disabilities, impaired immunity and many other ailments.



We produce hundreds of millions of tonnes of plastic annually, most of which cannot be recycled. We need to use less plastic, move towards environmentally sustainable products and services, and develop technology that recycles plastic more efficiently.

Success Stories



Bank issued an NOC against loan

Pappu Singh, a village Devpura, PS- Masuda, District Ajmer resident, complained about a letter against a local branch of Kotak Mahindra Bank regarding a loan from the bank, which he has fully paid with interest within time to the bank. Still, the bank failed to issue him the necessary no-objection certificate. Singh contacted with bank several times but with no response or result.



Later, the aggrieved consumer contacted GSK, where the counsellor established contact with bank personnel and briefed them on the complaint. After a few follow-ups, the bank issued a to the complainant.

Network problem resolved

Kailash Chand Meena, a Shivganj, District Sirohi resident, registered a complaint at GSK against the Jio telecom service provider. Meena has been facing a network problem in his area during net banking and online business dealings for many days. He first tried to contact Jio through a consumer helpline, but every time, only assurance was given by the company to him.



Finally, the aggrieved consumer contacted GSK, where the team spoke to the concerned person and lodged a complaint on behalf of the aggrieved consumer Meena. Later, after a few reminders and follow-ups, the network problem was resolved, as reported by the complainant.

Expired packs of bread replaced

Radhey Lal Sharma, a resident of SFS, Agarwal Farm, Mansarovar, Jaipur, complained against a departmental store in his area. He bought two packs of bread from the store, but after reaching home and opening the packs, he discovered that both were expired. Sharma immediately visited the department store to return the bread, but the concerned person denied taking these back.



The aggrieved consumer informed the GSK. GSK team took up the matter and spoke with the concerned person of the departmental store. After a lengthy discussion, the departmental store agreed to take back the bread packets and refund the money to the consumer.