

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 National and State Consumer Helplines IT platform. It provides services in Hindi and English 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-support-centre-grahak-sahayta-kendra/>

For being a part of GSK family visit:

<https://www.facebook.com/GrahakSuvidha-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

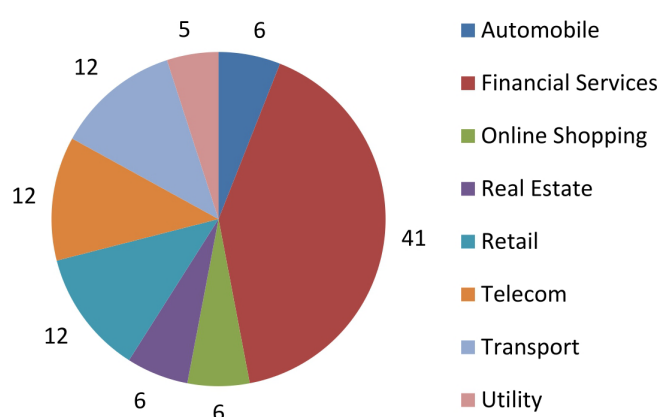
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf

English

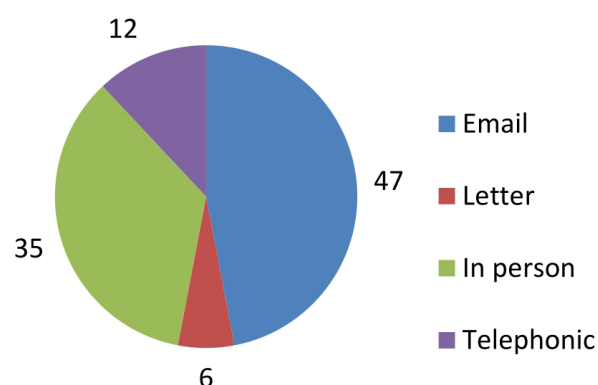
https://cuts-cart.org/pdf/Post_Your_Complaint_Format-English.pdf

GSK, Jaipur, has been dealing with complaints by various modes, like in person, through mail, post, or telephone. GSK has been solving most of these complaints through its Complaint Follow-Up (CFU), which is its standard way of dealing the complaints, such as talking to parties, writing responses, or serving notices when required. The complaints and advisories, which GSK has received during April-June, 2023 months are presented through graphs below.

Sectorwise Complaints (in percentage)



Mode of Complaints (in percentage)



GLOBAL WEBINAR

THE G20 CHAMPIONING THE CONSUMER MOVEMENT

23
August, 2023
Wednesday

05:30 PM - 08:30 PM (IST)
02:00 PM - 05:00 PM (CET)
09:00 AM - 12:00 PM (BRAZIL-BRT)
07:00 PM - 10:00 PM (INDONESIA-WIB)
02:00 PM - 05:00 PM (SOUTH AFRICA-SAST)

G20 has recognised the importance of protecting consumers from unfair business practices to promote sustainable economic growth ever since its founding in 2008. It is needed to reiterate this focus for promoting fair trade practices and help create a more equitable and sustainable global economy for the achievement of SDGs. For this, it is vital to raise the ante on consumer protection, particularly in the Global South as the India G20 summit this year is followed by Brazil (2024) and South Africa (2025).

For further information:
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Register in advance for this meeting:
Scan the QR code/use the link
<https://bit.ly/42NBExF>



ASCI Academy Launch

Advertising Standards Council of India (ASCI) and CUTS held a Zoom meeting on June 05, 2023, to discuss future collaboration and the launch of ASCI Academy. Subsequently, an MoU was signed on June 09, 2023, between ASCI and CUTS to collaborate on addressing misleading advertisements in India.

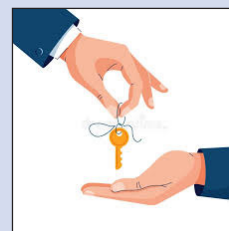


Success Stories



Overcoming a Deceptive Property Deal

Shikha Sahu, a resident of Kathputali Colony, Jyoti Nagar, Jaipur filed a complaint against property dealer Manish Khandelwal of Bas Badanpura, Jaipur. Sahu had purchased land from Manish for ₹775,000 but only received a handwritten receipt without the original land papers. She had paid an advance of ₹150,000 but could not pay the remaining amount due to her poor economic condition and the lack of original papers, which prevented her from obtaining a bank loan.



After several years, Shikha requested the original documents or a refund of her ₹150,000 from Manish. However, he continuously delayed and made false promises, causing economic difficulties for Sahu, who earned money by cleaning and washing utensils in various households. Frustrated, Sahu sought assistance from GSK and sent strong notices and reminders to Manish, copying senior police officers from the concerned police station in Jaipur to exert pressure on the property dealer.

As a result of GSK's efforts, the opposite party eventually refunded the entire plot amount to Sahu, bringing significant relief to someone in her economic situation.

Resolving Negligent Motorbike Service

Deen Dayal Kumawat, a resident of Taru Chhaya Nagar, Tonk Road, Jaipur filed a complaint against a service centre in Durgapura, Tonk Road, Jaipur. He had given the bike for servicing and to replace a defective part. However, the service was unsatisfactory and the defective part was not replaced as instructed. Dayal informed the service centre's in-charge about the issue, but no action was taken.



Feeling aggrieved, Dayal turned to GSK and registered his complaint. The counsellor at GSK contacted the service centre's in-charge, citing the provisions of the new Consumer Protection Act, 2019. Eventually, the bike was serviced again, and the defective part was replaced by the service centre, as confirmed by the consumer.

Settling Excessive Billing Woes

Vinod Kumawat, a resident of Rawan Gate, Kalwar Road, Jaipur, complained about an excessively high electricity bill issued by the JEN office of JVVNL (Jaipur Vidyut Vitran Nigam Limited) for his area. Kumawat's average monthly electricity consumption ranged between 100-125 units, making the bill amount unreasonable. Despite contacting the JEN office, no action was taken to address his concerns.



Feeling helpless, Kumawat approached GSK, where a counsellor spoke with the JEN office over the phone, highlighting the complainant's issue and advising him to contact the JEN office with GSK's reference. Following the counsel's suggestion, Kumawat reached out to the JEN office and, to his relief, the next day, they issued a revised bill reflecting his actual electricity consumption as provided by him.