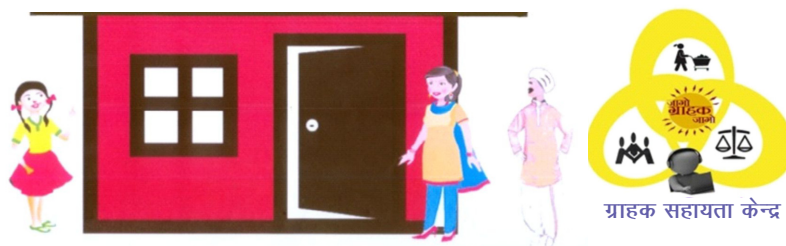


# GSK Alert

A Quarterly news alert of *Grahak Sahayta Kendra* (GSK), Jaipur

**CUTS**  
International

January-March 2019



*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:

[http://www.cuts-international.org/CART/Grahak\\_Suvidha\\_Kendra.htm](http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm)

## For being a part of GSK family visit:

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

## Online Submission of Complaints:

Online consumer complaints for GSK can be registered at:

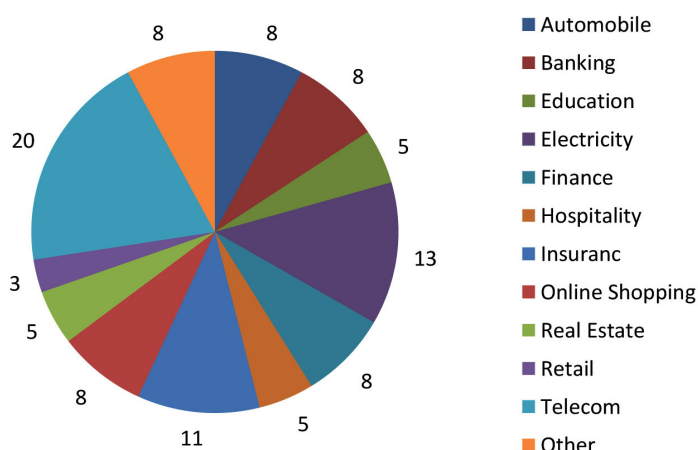
<https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTKbTYeL4ajXx0/viewform?c=0&w=1>



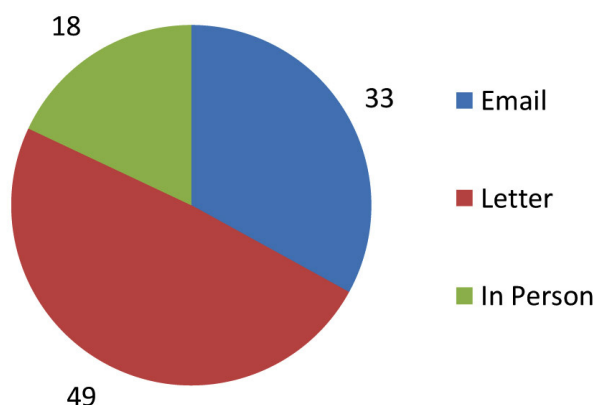
For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

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 January-March 2019.

**Sectorwise Complaints (in percentage)**

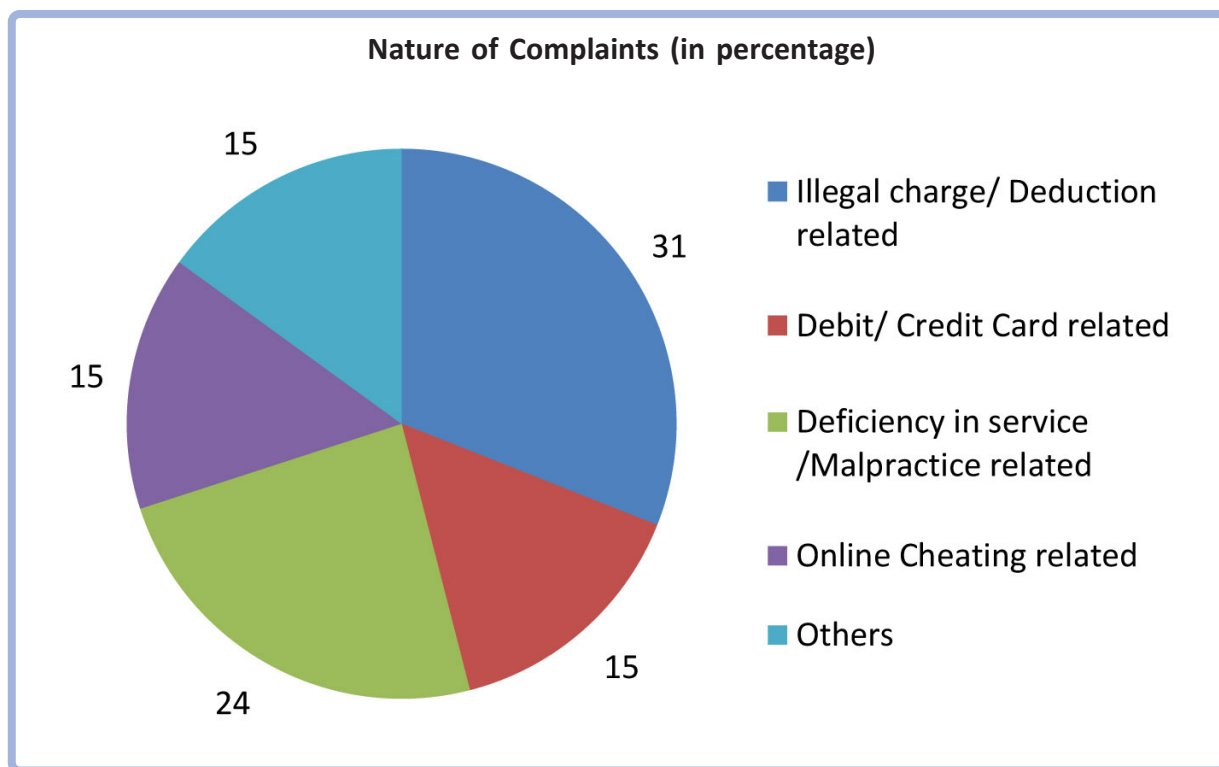


**Mode of Complaints (in percentage)**



## GSK in Banking Sector

The previous editions captured complaints received at GSK pertaining to the **financial, telecom, e-commerce, insurance, electricity, real estate, retail, transport, medical, health and education sectors** respectively. The focus of the current issue is on complaints received with respect to Banking Sector for April 2018-March 2019. These complaints pertain to various services related to Illegal Charges/ Deduction, Debit/Credit Card, Deficiency in Service/Malpractice, Online Cheating etc., where the consumers were either taken to ride or unnecessarily harassed and various other reasons. The details are shown below through graphical representation:



## Putting Consumers at the Heart of Digital Innovation

Consumers International Summit 2019, to be held in Estoril, Portugal, during April 30-May 01, 2019, will bring together diverse perspectives on both the Digital World and Consumer Needs.

For the first time ever, this event will convene a uniquely broad group of contributors, with consumer organisations working together with representatives from business, civil society and governments.

From consumer choice to data privacy, connected products to access, the programme will cover some of the most pressing issues consumers face in the digital world.

Details at: [www.consumersinternational.org/](http://www.consumersinternational.org/)  
[www.consumersinternational.org/summit-2019/programme/](http://www.consumersinternational.org/summit-2019/programme/)

# World Consumer Rights Day, 2019

The theme of World Consumer Rights Day (WCRD) for the year 2019 is **'Trusted Smart Products'**. Smart technology is a growing global phenomenon which will fundamentally change the nature of many consumer products and services. Understanding these kind of emerging digital issues means anticipate challenges and advocate for consumers wherever we are.

WCRD is an opportunity to highlight what consumers want and need from a connected world and put them at the heart of the development of these digital products and services. 90 percent of consumers are concerned about privacy breach in the form of leaking their personal data while using smart devices. 96 percent of consumers responded that they are using smart products; it has the highest usage in comparison to other smart products. 81 percent consumers believe that smart products used by them are affordable, whereas only six percent have applied for a loan to buy them.

75 percent of consumers hesitate in sharing their personal data on smart phones and only 51 percent read terms and conditions before allowing smart device to access personal data. Despite all concerns amongst the consumers, 87 percent of them are ready to adopt more smart products in their daily life and believe that these are more useful and comfortable in comparison to ordinary ones. These were the findings of the survey conducted



by CUTS on the eve of WCRD which is observed on March 15 all over the world. CUTS organised a half-day event to commemorate this day at CUTS Conference Hall, Jaipur on the theme of 'Trusted Smart Products'.

Bhavana Sharma, Adviser, Telecom Regulatory Authority of India (TRAI) stated that regulators need to see that the smart products must be affordable and designed in such a manner that they can protect the privacy and avoid data breach. Further, she focussed on the concept of privacy by design and also said that regulators need to work more towards the transparency in future.

Pradeep S Mehta, Secretary General, CUTS in his opening address laid stress on e-commerce and protection of consumer rights in relation to the usage of smart phones and other gadgets. George Cheriyan, Director, CUTS showed his concern towards the rights of consumers and issues faced, while using smart products that are affordability, data and privacy security and transparency. He further added that currently there are 23.1 billion connected devices installed globally and the figure is expected to be tripled by 2025.

Abhishek Khandal, Assistant Manager, Vodafone-Idea Ltd. urged consumers to be prepared and smart, while using these smart products and allowing access to their personal data as there are more chances of leakage of information by that means.

Deepak Saxena, Assistant Director, CUTS moderated the whole session. Representatives from organisations working on consumer rights, service providers from various e-platforms, telecom service providers, legal experts on consumer rights participated.

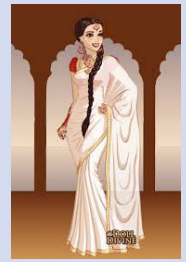
## Success Stories



### Saree.com Compelled to Provide the Saree

Alka Rastogi, ordered a saree from saree.com for her sister Hemlata Gupta at Chittorgarh address on occasion of her 25<sup>th</sup> anniversary. After placing the order and payment made, a confirmation message came on her sister's mobile number as she had given her sister's local number and delivery address. However, after few minutes that message got automatically removed and a new message came that no order is placed, despite the fact that her payment deducted and confirmation message for the order was removed.

She immediately sent an email to the customer care given on their website, but it bounced back, then she filled the feedback form given on their site but her efforts were in vain as even after one month, they did not dispatched it. The aggrieved consumer came to GSK which then issued a notice through email to Saree.com. After receiving the notice, the opposite party dispatched the saree as ordered by Rastogi.



### Invoice Not Issued Still Forced to Replace Furniture

Vivek Burman, a resident of Jaipur lodged his complaint to GSK through email against H C Furniture, Shop No A 413, Ridhi Sidhi Chauraha, Gopalpura Bye Pass, Jaipur. He purchased mattress from the said shop and paid ₹15000 (₹4500 was paid in cash and ₹10, 500 via online transfer). No invoice was issued by the shopkeeper at the time of purchase and complainant was provided with a defective mattress causing health problems to the consumer.

Since then the shopkeeper neither replaced the mattress nor refunded the money despite several phone calls. The aggrieved consumer approached GSK and a notice was issued to the opposite party through email and post. On receiving the notice, the opposite party took the defective mattress back and refunded the money to the complainant.



### Electronic Vender Replaced Fridge

Harish Chhabra, resident of Chittorgarh lodged his complaint through letter against M/s Bharat Electricals and Electronics, Shop No. 6, New Market, Rawatbhata (Chittorgarh) regarding purchase of a fridge of LG Company. However, next day after the purchase, the fridge did not worked properly owing to its defect. Several complaints were made to the dealer for replacement of fridge, but all efforts went in vain.



The aggrieved consumer approached GSK and a notice was issued to the opposite party. After receiving the notice, the opposite party replaced the defective fridge with a new one. Finally, the consumer was satisfied.

### Electricity Department Refunded Unauthorised Bill

Dharma Singh, resident of Ajmer lodged a complaint through letter mentioning that AEN, Ajmer Vidhyut Vitran Nigam Lt., Msauda (Ajmer) issued the electricity bill of heavy amount of ₹6,342. He urged authorities to make rectifications in the bill, but he was left unheard.



The aggrieved consumer came to GSK and a notice was forwarded to authorities (AEN of Masuda office) through mail and post. After receiving the complaint letter of GSK, the AEN made necessary corrections in his electricity bill and issued him another bill of reasonable amount. Now, the consumer is satisfied.

### Unnecessary Fees Levied for Enquiry Returned

Prithvi Raj Mali, another resident of Ajmer lodged a complaint against a school named Jai Hindi Defence Academy, Udaipur Road, Beawar in which he mentioned that his son went to the said school for the purpose of enquiry for admissions and other details. But, in return to which, a school employee asked him to deposit ₹2000 as admission fee and he deposited the said amount. The complainant requested school authorities to return back the amount as it was unauthorised, but he was left unheard. The aggrieved consumer came to GSK which took up the matter with the concerned school. After discussion over phone, the opposite party agreed to return the admission fee ₹2000.



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Email: [gsk@cuts.org](mailto:gsk@cuts.org), Web: [www.cuts-international.org/cart/Grahak\\_Suvidha\\_Kendra.htm](http://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).