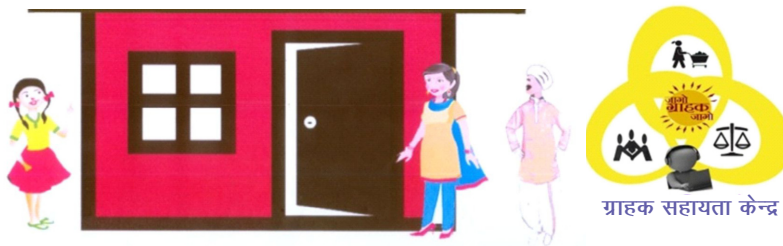


GSK Alert

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

CUTS
International

January-March 2020



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 by filling the complaint forms in either language as under:

Hindi

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

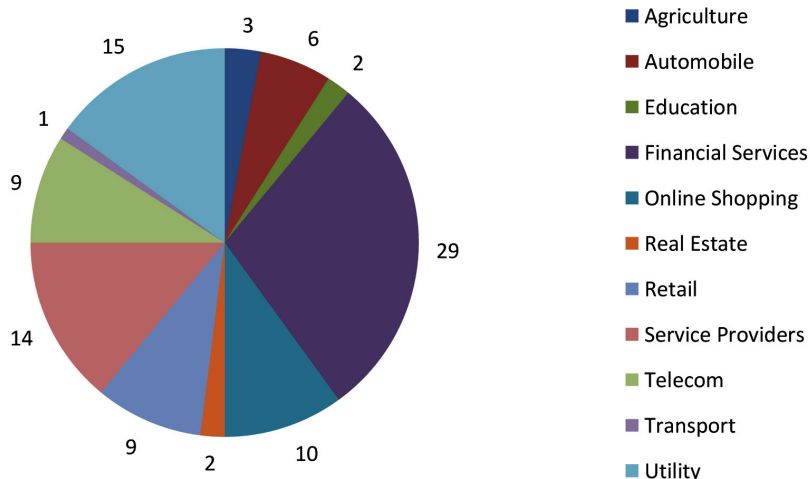
English

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



GSK, Jaipur has been dealing with complaints coming to it by various modes like in person, through 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 January-March 2020.

Sectorwise Complaints (in percentage)



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

Utility: Electricity, Water and Education

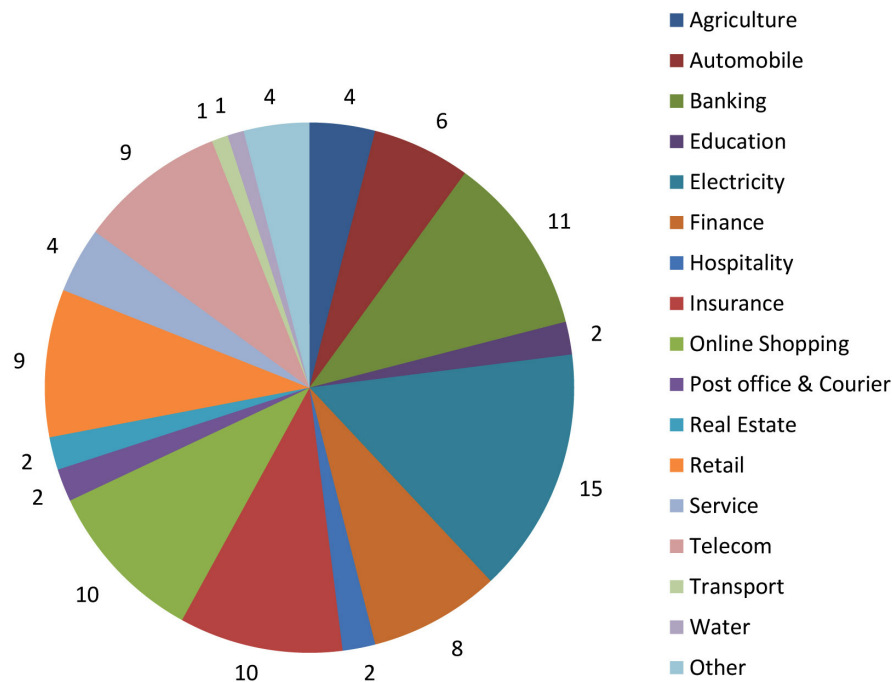
Service Providers & Other Services: Local Bodies, Hospitality and other misc. Service Providers

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

GSK Performance from January 2019 to December 2019

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 complaints received concerning all sectors over the last twelve months, i.e. January, 2019-December 2019. The details are shown below through graphical representation:

Sectorwise Complaints in 2019 (in percentage)



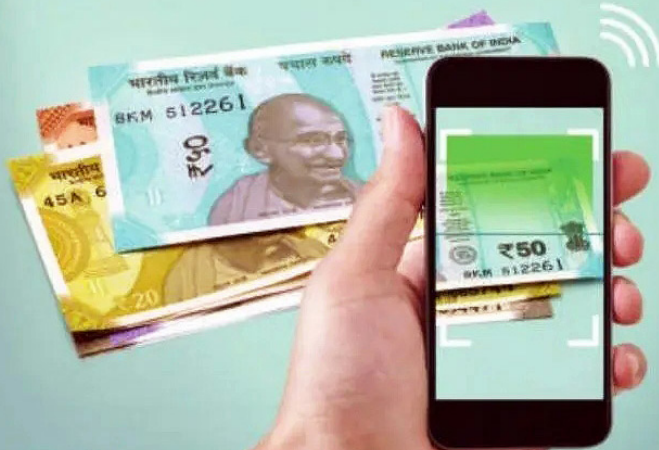
Financial Services: Banking, Insurance Cos., Non-Banking Finance Cos. and Capital Market

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.

दृष्टिबाधित व्यक्तियों के लिए करेंसी नोट के मूल्यवर्ग की पहचान के लिए 2 आसान चरण



1 MANI ऐप डाउनलोड करके उसे इंस्टॉल करें

2 ऐप खोलें और मोबाइल फोन के कैमरे का फोकस करेंसी नोट पर रखें



आरबीआई लाया है MANI ऐप (मोबाइल ऐडेड नोट आइडेंटिफायर)
अब दृष्टिबाधित व्यक्ति होंगे सशक्त

- यह ऐप महात्मा गांधी श्रृंखला और महात्मा गांधी (मई) श्रृंखला मूल्यवर्ग के बैंकनोटों की पहचान करता है
- हिंदी और अंग्रेजी में ऑडियो नोटिफिकेशन और वाइब्रेशन मोड द्वारा पहचान संपन्न
- डाउनलोड करने के बाद इंटरनेट की आवश्यकता नहीं है। यह ऑफलाइन मोड पर काम करता है
- एंड्रॉइड प्ले स्टोर और आईओएस ऐप स्टोर पर बिना किसी मूल्य/भुगतान के उपलब्ध

यह योजनात्मक रूप से नोट के अक्षरों का मूल्य होने की पुष्टि नहीं करता है

अधिक जानकारी के लिए 14440 पर मिस्ड कॉल दें या
www.rbi.org.in/MANI पर जाएं
इस विज्ञापन पर फीडबैक देने के लिए
rbi.kethaha@rbi.org.in को लिखें



आरबीआई कहता है:
जानकार बनिए,
सतर्क रहिए!



कानूनी रूप से जारी
भारतीय रिजर्व बैंक
RESERVE BANK OF INDIA
www.rbi.org.in

World Consumer Rights Day, 2020



This year's World Consumer Rights Day was clubbed with an activity 'State-level stakeholder consultation' meeting, which was organised on March 13, 2020, at Jaipur as part of the ongoing project

'ProOrganic II'. The key speakers in the meeting were A K Gupta, Director, Research, SKN Agriculture University, Jobner, Jaipur; R K Yadavendra, Joint Director, Department of Agriculture and Gajendra Sharma, Research Officer, Department of Agriculture both from Government of Rajasthan. The theme of this year's WCRD is 'Sustainable Consumer', so the event commenced with an address by George Cheriyan stating the importance, history and purpose of WCRD bringing it down and clubbing it with project objectives and the overall status and future scope of sustainable consumption worldwide.

Cheriyan said that as individuals, or consumers, we have enormous power in the purchase choices we make and how we use and dispose of those purchases, but also in our ability to influence the whole system (from production and manufacturing to packaging and disposal) by demanding more from supply chains and calling for more sustainable products and services. Our sustainable products have the infrastructure behind them to increase their life and usefulness, which not only helps us as individuals but makes sustainability the easier option for other consumers.

Rajdeep Pareek made a presentation on the activities conducted so far with some very key achievements as



part of project outcome over the last one year. In the beginning, guests and participants were welcomed by Deepak Saxena. The event was attended by around 72 participants covering all project partners of ten districts and a progressive farmer, local NGO and CSO representatives and media.



Success Stories



Saree.com Compelled to Provide the Saree

Priti Sharma, ordered a saree from saree.com for her sister Sangeeta Sharma at Banswara address on the occasion of her 25th 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 a few minutes, that message got automatically removed and a new message came that no order is placed, although 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 dispatch 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.



Electricity Department Refunded Unauthorised Bill

Sangram Singh, resident of Bikaner complained about letter mentioning that AEN, Vidhyut Vitran Nigam Lt., Suratgarh (Bikaner) issued the electricity bill of a heavy amount of Rs. 8,399. 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 Suratgarh) 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 a reasonable amount. Now, the consumer is satisfied.



Electronic Vendor Replaced Fridge

Surendra Singh, resident of Ajmer lodged his complaint through letter against M/s Sandeep Electricals and Electronics, Shop No. 6, Main Market, Vijay Nagar, Ajmer regarding the purchase of a fridge of LG Company. However, the next day after the purchase, the fridge did not work 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.



Unnecessary Fees Levied for Enquiry Returned (GSK 4)

Sanjay Bhandari, resident of Udaipur complained to a school named Mewar Academy, Udaipur, in which he mentioned that his son went to the said institute for enquiry for admissions and other details. But, in return to which, a school employee asked him to deposit Rs 10,000 as admission fee and he deposited the said amount. The complainant requested school authorities to return 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 a discussion over the phone, the opposite party agreed to return the admission fee Rs 10,000.

