



*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, Bundi, Jodhpur, Kota, Jhalawar, 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](mailto:gsk@cuts.org) by filling the complaint forms in either language as under:

*Hindi*

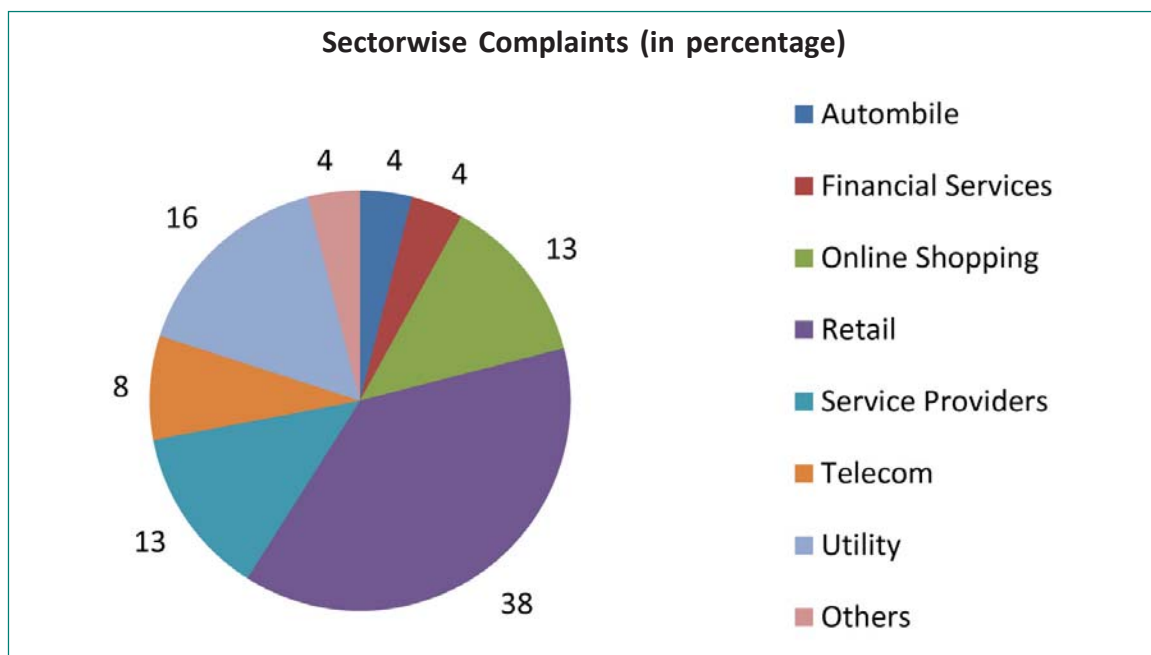
[https://cuts-cart.org/pdf/Post\\_Your\\_Complaint\\_Format-Hindi.pdf](https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf)

*English*

[https://cuts-cart.org/pdf/Post\\_Your\\_Complaint\\_Format-English.pdf](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 January-March, 2021.

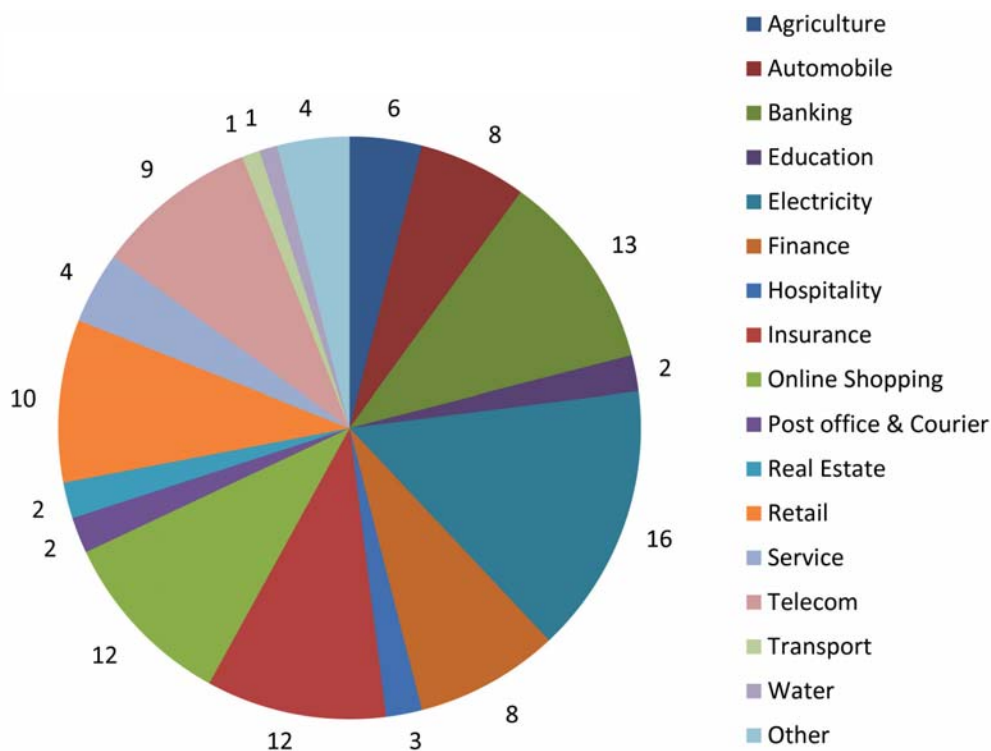


# GSK Performance

## January-December 2020

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 in 2020, i.e., January 2020-December 2020. The details are shown below through graphical representation:

**Sectorwise Complaints in 2020 (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.

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**IF IT COMES CHEAP LOOK BEFORE YOU LEAP**

**BE ALERT, STAY SAFE.**

# An Event by CUTS on the Occasion of World Consumer Rights Day, 2021



15 March is World Consumer Rights Day, an annual occasion for celebration, impact and global solidarity within the international consumer movement. Welcoming the participants and the speakers, Deepak Saxena, Assistant Director, CUTS International, said that consumer organisations mark the day by highlighting and raising awareness on important issues to consumers worldwide each year. The day has been chosen since it was on March 15, 1962, and then US President John F Kennedy addressed the US Congress defining and upholding the Consumer rights, right to choose, right to safety, right to information and right to be heard.

Saxena further said that World Consumer Rights Day (WCRD) is our opportunity to have the most significant impact possible. Working together, our voices calling for change are far more powerful than they would be alone. Saxena also remarked that around 240 organisations are commemorating this day in 209 countries and each year, it is focussed on a dedicated theme. In an organised way, the WCRD first took place on March 15, 1983. It was organised by the International Organisation of Consumer Unions (IOCU) and has become an annual event for solidarity within the international consumer movement and creating

awareness about consumer rights. Since 1995, Consumers International is responsible for coordinating this event at the international level. This year, the theme is 'Tackling Plastic Pollution.'

In his opening remarks, George Cheriyan, Director, highlighting the theme elaborated that plastic waste is India's and the world's most formidable (challenging to deal with) environmental challenge today, and the COVID-19 pandemic has made matters worse. He said that as per a study, after steel and cement, which is used in the construction industry, plastic is the most significant produced material. A key breakthrough came in 1907 when Belgian-American chemist Leo Baekeland created Bakelite, the first actual synthetic, mass-produced plastic. As claimed by the company, Plastics first introduced it in the market back in 1922 is undoubtedly a material of numerous uses. Only its over dependence and reckless disposal became a cause of concern past few years. Globally, over 8.3 billion tonnes of plastic had been produced since 1950, and about 60 percent of that has ended up in landfills or the natural environment. According to World Economic Forum, the world produces more than 400 million tonnes of plastic every year.

Enunciating with another study, Cheriyan said that 79 percent of the plastic made (316 million tonnes) in the world enters our land, water and environment as waste; some of it also enters our bodies through the food chain. An estimated 25 percent of plastic waste is incinerated and 56 percent is disposed of in landfills. He also said that China is the world's largest plastic manufacturer, but the US is the world's largest generator of plastic waste, which produced about 46 million tonnes of plastic in 2016. Focusing on the Asia-Pacific picture, he said that plastic waste generation in the Asia Pacific region is expected to reach 140 million tonnes by 2030. The top 11 countries which indicate the highest mismanagement of plastic waste include China, Indonesia, The Philippines, Vietnam, Sri Lanka, Thailand, Malaysia, Bangladesh, India, Pakistan and Myanmar. Narrating on the interesting data, Cheriyan said that around 127 countries have so far adopted legislation on plastic bags, and many have introduced rules on single-use plastics more generally. In contrast, India stands as the 15<sup>th</sup> biggest plastic polluter globally.

Rajasthan produces 1.04 lakh tonnes of plastic waste. Rajasthan is one of the states, which imposed a ban on carrying bags way back in 2010. But due to the outbreak of coronavirus, the use of plastic has increased beyond imagination. In the current scenario, plastic plays a vital role in protecting people from the deadly virus, especially frontline workers. But, plastic face masks, gloves, and hand sanitizer bottles, which are common essential items to protect against the virus, have increased the plastic waste burden. He said that various reports claim that plastic packaging waste is projected to increase by as much as 300 percent because of lockdown measures and increased consumption of single-use plastics. Cheriyan said that the Ministry of Environment, Forest and Climate Change notified the Plastic Waste Management (Amendment) Rules 2018. India has pledged to ban all single-use plastics by 2022. All offices of the Central and state governments and significant public sector undertakings have been asked to prohibit single-use plastic products. Extended

Producer Responsibility is the producer's commitment to facilitating a reverse collection mechanism and recycling end-of-life, post-consumer waste. The objective is to circle it back into the system to recover resources embedded in the waste.

In a run up to World Consumer Rights Day celebration, CUTS also earmarked this day as the State Level Stakeholder's consultation of its ongoing project ProOrganic in ten districts of Rajasthan. Rajdeep Pareek, Programme Officer, CUTS presented 2020-21 year's activities with key highlights and major outcomes and recommendations.

A S Baloda, Director, Rajasthan Agriculture Research Institute, reiterated the need for a constant organic farming campaign. Farmers and consumers should also understand its importance in the longer run. Only joint effort can make this organic movement successful. Shailendra Chouhan, Assistant General Manager, National Bank for Agriculture and Rural Development (NABARD) appreciated CUTS efforts and shared some interesting facts about CUTS' work on Farmer Producer Organisations (FPOs) supported by NABARD.

Padma Shree Awardee Jagdish Pareek made his presence felt by narrating some crucial tips on organic farming in his simple style and language. Bringing down his vast experience in organic farming, he elaborated on different methods of doing organic farming. Popularly known by 'Cauliflower Man', Jagdish Pareek attracted attention through his 'Green House' model innovated by himself. Deepika Saini, Quality Manager, Rajasthan State Organic Certification Agency, provided tips to participating farmers on the process of organic certification.

On occasion, CUTS honoured some organic farmers, who switched from chemical to organic through its efforts. Rajdeep Pareek gave a vote of thanks and Nimisha Sharma moderated the whole event.

## Difficult for India to Achieve Targets of SDG-12 – A CUTS Study



Five years into the implementation of Sustainable Development Goals (SDGs), the assessment of the progress in India shows, it is very unlikely that India will achieve any of the targets of SDG-12, which is 'Responsible Consumption and Production'. In addition, the status of many of the indicators may further worsen by 2030, compared with 2015, due to the negative impact of the pandemic and various other reasons.

This was one of the major findings of a study done by CUTS International on SDFG-12 titled “Sustainable Consumption and Production – A Consumer Perspective”. The study mainly looked at SDG-12 from a consumer perspective based on The United Nations Guidelines for Consumer Protection (UNGCP). The importance of studying and analysing the achievement of a country’s progress under SDG-12 than any other goal was felt because of its interlinking nature with other goals. Almost all other goals are connected with SDG-12, thereby underlining that any progress to meet Agenda 2030 by a country cannot be achieved without carefully approaching and addressing the concerns under SDG-12.

The key findings of this study by CUTS on SDG-12 were discussed and deliberated in the National Consultation organised by CUTS International in partnership with the Swedish Society for Nature Conservation (SSNC) at New Delhi on March 18, 2021.

Speaking during the inaugural session, Rene Van Berkel, UNIDO representative, Regional Office in India said “SDGs are very much interconnected, in fact SGDs are like a dice with seventeen sides, we cannot move on any side without moving the other ones, so one cannot just pick out anyone goal without any action on others.”

George Cheriyan, Director, CUTS International in the opening address expressed concern about how neglected SDG-12 is when compared to all other goals. He claimed that SDG-12 is an orphan goal, as the goal itself is a mixed bag with many of its targets outside the control of the Ministry of Environment. For instance, sustainable tourism is the responsibility of the Ministry of Tourism; Sustainable Public Procurement if implemented would become the responsibility of the Ministry of Finance. Various ministries responsible for various targets, which is not the case with other goals.”

Archana Datta, SWITCH-Asia RPAC Coordinator for India, UNEP, spoke on efforts, which are being currently taken under SWITCH Asia Program to address this concern.

In parallel to the findings of the study, the consultation underlined the need for the centre in taking the lead in adopting a green public procurement policy to send a strong message to the business community and create a strong thrust to expedite the not-so-active national ecolabel 'Ecomark'. Infact, the Prime Minister too had spoken in the recent past that the country needs to promote Ecomark out of waste utilisation products. However, to make such things materialise an independent agency should be created to handle Ecomark. Small and medium-sized enterprises in particular, stand to benefit since they are often at the forefront of innovation in developing and marketing environmentally friendly products.

Apart from sharing best practices from the project states, the one day consultation deliberated on various other topics like food loss, sustainable tourism, natural resource efficiency and many more.

## Success Stories



### Rectifying Error in Bill

Khem Chand, the resident of Harmara, Jaipur, lodged his complaint through phone against Jaipur Vidyut Vitran Nigam Limited (JVVNL) regarding excess billing against his electricity connection. Initially, he made efforts on his own and tried to resolve the issue by contacting concerned officials, but all were in vain. Off late, the aggrieved consumer was forced to come to GSK and sought justice. GSK councilor listened to him with patience and then instead of sending notices, they directly contacted the office of Assistant Engineer. After putting pressure on them, the AEN office of JVVNL checked their record and admitted that there had been a typo error in the bill. They rectified it and later, a new bill was issued to the consumer with a justifiable amount.

घात (क) : ऊर्जा उपयोग संबंधित जानकारी	
14	बिलिंग का दिनांक व बिल मूल्य
15	बिल का दिनांक
16	बिल का प्रकार (कमी)
17	बिल का प्रकार (अधिक)
18	मीटर नं./सुप्लायर
19	कुल उपभोग (यूनिट्स)
20	सिग्नल चार्ज
21	बिल का शुल्क
22	बिल (अधिक/कमी)
23	अवशिष्ट उपभोग मूल्य
24	कुल शुल्क
25	अवशिष्ट उपभोग

In yet another complaint against JVVNL, Durga Devi, resident of Paladi Meena, Agra Road, Jaipur, lodged her complaint against Jaipur Vidyut Vitran Nigam Limited, AEN Office, Khaniya, Agra Road, Jaipur regarding excess bill with a heavy amount. She tried to get her bill to rectify but could not as JVVNL people seemed simply taking her to ride. Like other complainants, Durga Devi also came to know about GSK and contacted the councillors. The GST team helped her out by getting the electricity bill correct to her satisfaction.

### Delay in Transferring Telecom Connection

Abdul Wahid, the resident of Hasanpura, Jaipur, complained about the phone against Jaipur Vidyut Vitran Nigam Limited, AEN Office, Hasanpura, regarding delaying the transfer of connection to another place. He contacted the AEN office several times for the work despite completing all the formalities, but no action was taken. Aggrieved consumer Wahid was later compelled to come to GSK and GSK councillor advised him to make a complaint with the AEN office. On reacting to his letter, AEN issued an order to the concerned staff member to immediately transfer the connection.



### Obtaining a Bill Against Purchase is Mandatory!

Trilok Chand Verma, the resident of Karni Vihar Thana, Jaipur, purchased an electronic item from an electronic showroom located in his area. But, the shopkeeper did not provide a bill against the same. As part of the consumer's responsibility, he immediately sought the shopkeeper's bill but was denied. Then getting annoyed with his behaviour, Verma decided to teach him the lesson and brought the matter before GSK. GSK councillor spoke to the shopkeeper and explained the clauses available under the Consumer Protection Act, 2019. Reacting to it immediately, the shopkeeper agreed to give Verma the requisite bill.

BUSINESS NAME			
BUSINESS ADDRESS LINE 1			
BUSINESS ADDRESS LINE 2			
BUSINESS PHONE NO., BUSINESS FAX NO.			
CASH MEMO			
S. NO.		DATE	
QUANTITY	RATE	DESCRIPTION	TOTAL
AMOUNT IN WORDS			G. TOTAL:
			RSN



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

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