

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

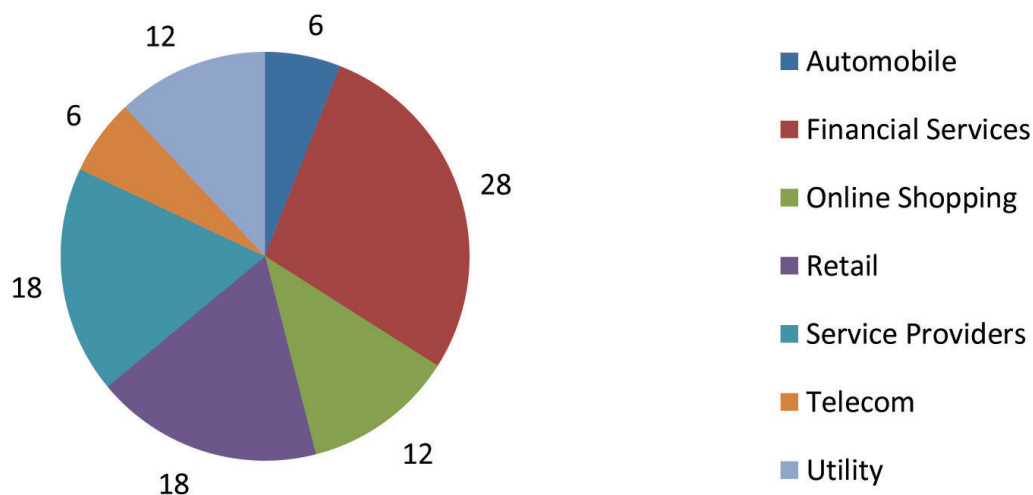
English

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 January-March, 2022.

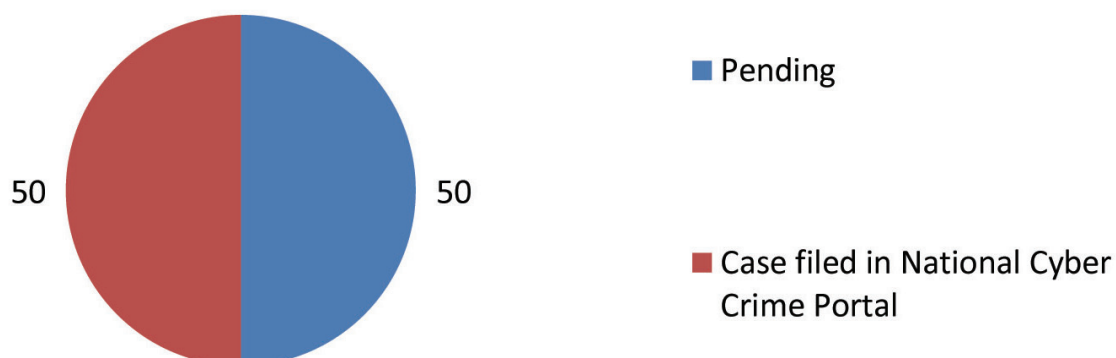
Sectorwise Complaints (in percentage)



Complaints Related to e-Commerce in January-March, 2022

Similarly, the number of cases handled by GSK during the period concerning only e-Commerce is visualised below.

Status of Complaints in e-Commerce Sector in Percentage



<http://www.sachet.rbi.org.in/>

(Your Wise Decision Will Help
You Keeping Your Hard
Earned Money Safe)

Register your complaint
against fraudulent schemes
and also know more about
Acts and Rules related to
investors and regulators



**Deposit your
Money Only with Banks /
RBI Licensed NBFCs.**

**Invest Wisely.
Safety First, Returns Later**

BE ALERT, STAY SAFE.

World Consumer Rights Day

The United Nations Guidelines for Consumer Protection (UNGCP) for Consumer Protection were adopted by the United Nations (UN) in 1985. The guidelines were revised in 1999, and again in 2015, to ensure that they are up-to-date and address the real challenges people worldwide face. CUTS also provided its inputs for guidelines. The revised guidelines included a new section on sustainable consumption and e-commerce, financial services, other issues and implementation. Consumers from everywhere will benefit from digital financial services. Hence, digital financial services must be accessible, secure, confidential, and sustainable, said Pradeep S Mehta in his opening address.

Mehta highlighted the relevance of e-commerce and financial services in our country. CUTS International observed World Consumer Rights Day (WCRD) conference on 'Fair Digital Finance.' He suggested WCRD should be one of the UN Days. He stated that the Department of Consumer Affairs should be strengthened at the national, state and district level.



Deepak Saxena, CUTS, during his address, highlighted each year, consumer organisations come together to raise awareness on an important issue to consumers worldwide. He discussed six consumer rights of the Consumer Protection Act, 2019.

Munish P Kothari, former Regional Director of the Reserve Bank of India (RBI), agreed that consumers should be aware of their rights. Kothari mentioned non-governmental organisations (NGOs) are playing a critical role in raising consumer awareness.

Furthermore, Abhishek Kumar, Indicc Associate, stated that collaboration between NGOs, citizens,

and institutions is critical. He also spoke about Fair Digital Finance from a gender perspective, focusing on SHGs. He stated that 60 percent of the population in India does not have access to the Internet. He said India's capacity is meagre and that more capacity building is required.

Manoj Meena, Assistant Professor, University of Rajasthan, spoke about fraudsters targeting developing countries. People are attempting to purchase low-cost products with doubtful security, and device manufacturers also play a key role in developing low-cost, secure chips. Meena claims that a consumer rights chapter should be included in the college curriculum, and young people should be aware of their consumer rights.

Rakesh Krishna Sharma, RBI, Regional Office, Jaipur, spoke about activities that the RBI and several banks are involved in. He said India is the number one country globally regarding digital transactions.

Amol Kulkarni, Director, CUTS International, moderated the opening session and proposed a vote of thanks. The conference was attended virtually and physically by more than 35 participants representing India's Reserve bank, industry, academics, and civil society organisations.



Success Stories



Defective pair of shoes replaced

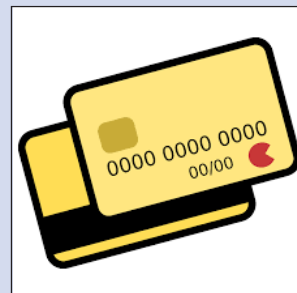
Devendra Singh, a resident of Rani Sati Nagar, Ajmer Road, Jaipur, lodged his complaint against a Departmental Store located in their area regarding a pair of shoes he bought for himself. On the next day, when he wore the shoes, he was surprised that one of the pairs of shoes got a crack from the lower side. Later, he rushed to the footwear store to get it changed with another pair, but the store people totally denied changing or even returning his money, which he had paid for.



In a series of hassles through a long battle with the footwear store people by arguments, follow-ups, and regular visits, the aggrieved consumer Singh was forced to file his complaint in GSK. The counselors in GSK took up the matter and spoke over the phone with the concerned person of the departmental store. Through rigorous efforts by the GSK team, the departmental store agreed to change the shoes with another set of new pairs.

New ATM card issued

Dhiraj Singh, a resident of Saraswati Nagar, Malviya Nagar, Jaipur, lodged his complaint against Axis Bank, Malviya Nagar Branch, Jaipur, regarding his lost ATM card. Later, he applied for a new ATM card, but the delay was caused by bankers in getting him the new one, even after ten days after applying. Singh had to visit the branch many times, resulting in a loss of time and money in conveyance.



But even after this, when he could not get his card, he was compelled to lodge his complaint in GSK. With the efforts of the GSK team, the card was finally handed over to him.