

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



#### Hindi

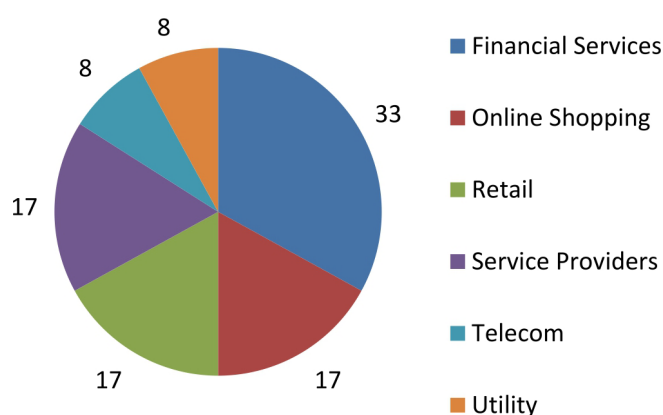
[https://cuts-cart.org/pdf/Post\\_Your\\_Complaint\\_Format-Hindi.pdf](https://cuts-cart.org/pdf/Post_Your_Complaint_Format-Hindi.pdf)

#### English

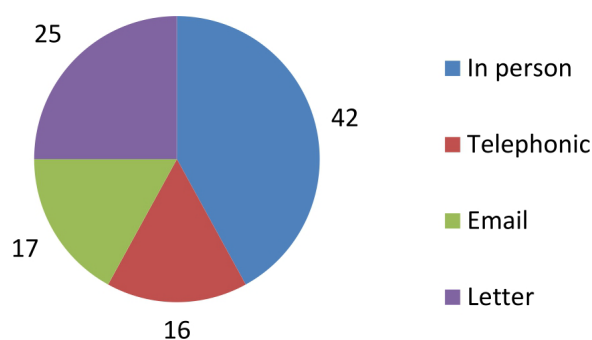
[https://cuts-cart.org/pdf/Post\\_Your\\_Complaint\\_Format-English.pdf](https://cuts-cart.org/pdf/Post_Your_Complaint_Format-English.pdf)

GSK, Jaipur, has been dealing with complaints by various modes, like in person, through mail, post, or telephone. GSK has 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 January-March 2023 months are presented through the graphs below.

**Sectorwise Complaints (in percentage)**



**Mode of Complaints (in percentage)**



## Commemoration of World Consumer Rights Day

This year, World Consumer Rights Day was celebrated on March 14, 2023, as it was clubbed with an event, 'Stakeholder's Consultation on Promoting Sustainable Consumption and Production', which was organised as part of an annual event under the ongoing project ProScop.

In the beginning, Deepak Saxena, Associate Director of CUTS welcomed all the participants and provided a brief



overview of 'World Consumer Rights Day.' Saxena informed that this day is celebrated every year on March 15 under the consumer movement. Its main objective is to create global awareness about consumer rights, consumer protection and empowerment.

Consumers International is proud and privileged to coordinate this day in global collaboration with 200 consumer advocacy members in over 100 countries. Saxena said that the day is symbolic for consumers, which reminds them to use their consumer rights and responsibilities. He said that understanding the seller and consumer relationship concept has existed since ancient times, as mentioned in Kautilya's Arthashastra. But the famous speech of John F Kennedy on March 15 paved the way to start the modern consumer movement. He also informed the participants that Consumer International is an apex organisation of the modern consumer movement, and it decides the theme for every year. This year's theme of 'World Consumer Rights Day', 2023 is 'Empowering Consumers Through Clean Energy Transition.'

Akash Sharma, Policy Analyst, CUTS highlighted the importance of clean energy to the participants. Sharma said that there is a great need for clean energy in today's time. The consumption of energy is increasing in every sector. Our environment is getting polluted by various sources of energy production. Also, climate change is happening.

Sharma also said that most economies today are facing a deepening energy crisis globally, which is having an untold impact on vulnerable consumers in particular. Global energy prices have already increased by 50 percent by the end of 2022 and this increase is expected to remain high in 2023. With energy prices rising, consumers everywhere are radically changing their lifestyles to meet essential needs. In a recent insight survey among Consumer International members, more than 80 percent reported that consumers are adjusting their budgets to pay for their energy bills.



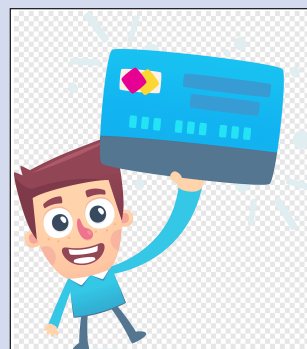
## Success Stories



### The ATM card was eventually received

Dhiraj Singh, a resident of Saraswati Nagar, Malviya Nagar, Jaipur lodged a complaint in person against Axis Bank, Malviya Nagar branch, Jaipur regarding an ATM card, which he had applied for 15 days ago. At the time of applying, the bank assured that Singh will receive the card within 10 days. But, despite follow-ups, he did not receive the card till he lodged his complaint with GSK. Before GSK, Singh contacted two times with the concerned person of the bank, but to no respite.

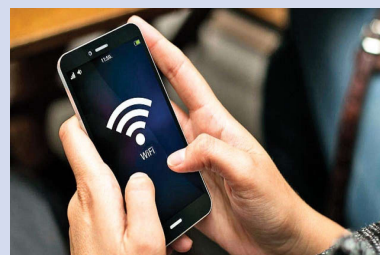
The GSK counsellor took up his matter and spoke over the phone with the concerned person in the bank. With several follow-ups and reminders, the Bank assured GSK that the new ATM card shall be given to Singh very soon. The complainant informed GSK that he has received his ATM card.



### Resolved mobile data issue

Bhawani Sharma, a resident of Kanota, Agra Road, Jaipur complained telephonically against Airtel that the data of his mobile has expired before the due date and this happened to him twice. Sharma contacted Airtel through customer care, but to no redressal.

After hassles, the aggrieved consumer was compelled to come to GSK, where the counsellors spoke with the concerned person. GSK got the assurance that the matter shall be looked into soon and the very next day, complainant Sharma informed that the issue has been resolved by Airtel.



### Furniture delivered to the client's satisfaction

Sameer Mathur, a resident of Bengaluru complained about an email against Jodhpuri Furniture, Karthik Nagar, Marathahalli, Bengaluru, Karnataka. He had ordered some items of furniture and the showroom proprietor promised to supply them within a stipulated period and of good quality. But, neither the furniture fellow supplied the said order within the specified period nor the items received by Mathur were as per the order. The complainant contacted the concerned person over the phone several times, but no satisfactory response was given.

Finally, the complainant lodged his complaint with GSK by mail. The GSK sent a strict notice to the opposite party to solve the complaint within seven days. Immediately after receiving the notice, Mathur informed GSK that he has received all the remaining furniture items from the showroom, which are now up to his satisfaction.

